



RETURN  
AFRICA



IMPACT &  
sustainability



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# CEO'S *message*

*My journey with the Makuleke community began more than thirty years ago, soon after I returned from exile to help build a new South Africa. In those early years, the Makuleke were among the first to show me what restitution, partnership, and shared stewardship could truly mean. Their courage to reclaim their ancestral land and choose conservation over extraction shaped my understanding of what sustainable tourism should be — a lesson that has guided me ever since, culminating in the creation of RETURN Africa ten years ago.*

Today, every senior manager in both Cape Town and Pafuri is a black African leader. They carry deep knowledge of the land; their leadership embodies the return of agency, dignity, and ownership to the people of these extraordinary landscapes.

In 2024, our collective efforts deepened that vision. Solar energy now powers more than eighty percent of operations at Pafuri. Water use has been halved. Our environmental audits achieved record scores. Ninety-two percent of our staff are from the Makuleke community, and more than half our entire team are women. These milestones are not endpoints but waypoints — evidence of what steady, respectful presence can achieve.

Further south, in Cape Town, our work at Welgelegen House and An African Story reflects the same values in an urban setting: hospitality under local leadership that listens, celebrates culture, and connects visitors to the living heritage of the city. Here too, our team shows that impact is not confined to wilderness, but can flourish wherever people meet with care and curiosity.

To travel with RETURN Africa is to be part of a larger story — one of restoration, respect, and belonging. It is to walk through fever-tree forests or climb Table Mountain and know that your presence supports livelihoods, restores dignity, and renews the bond between people and place.

Our work is far from done. But if this report shows anything, it is that when we act with purpose and humility — alongside those whose land, stories, and futures we share — even the smallest actions can shape something enduring.

We invite you to return —

- to nature,
- to community,
- to Africa.





# WHAT GUIDES *us*

*At RETURN Africa, we exist to honour heritage, build relationships, and create experiences that connect people to place.*

We are custodians of land, story, and community. Every journey we offer is shaped by care, presence, and purpose, whether walking through the fever tree forests of Pafuri or pausing in the quiet of Welgelegen House.

Our mission is simple: to create spaces where nature is respected, cultures are shared with care, and everyone has room to grow.

True impact is shaped by consistent, respectful presence. To travel with RETURN Africa is not merely to see a place, it is to feel its rhythms, hear its histories, and carry something of it forward.





Namibia

Zimbabwe

Mozambique

Botswana

Kruger National Park

SOUTH AFRICA

Cape Town

# WHERE OUR *stories unfold*





# WHAT DOES *impact mean to us*

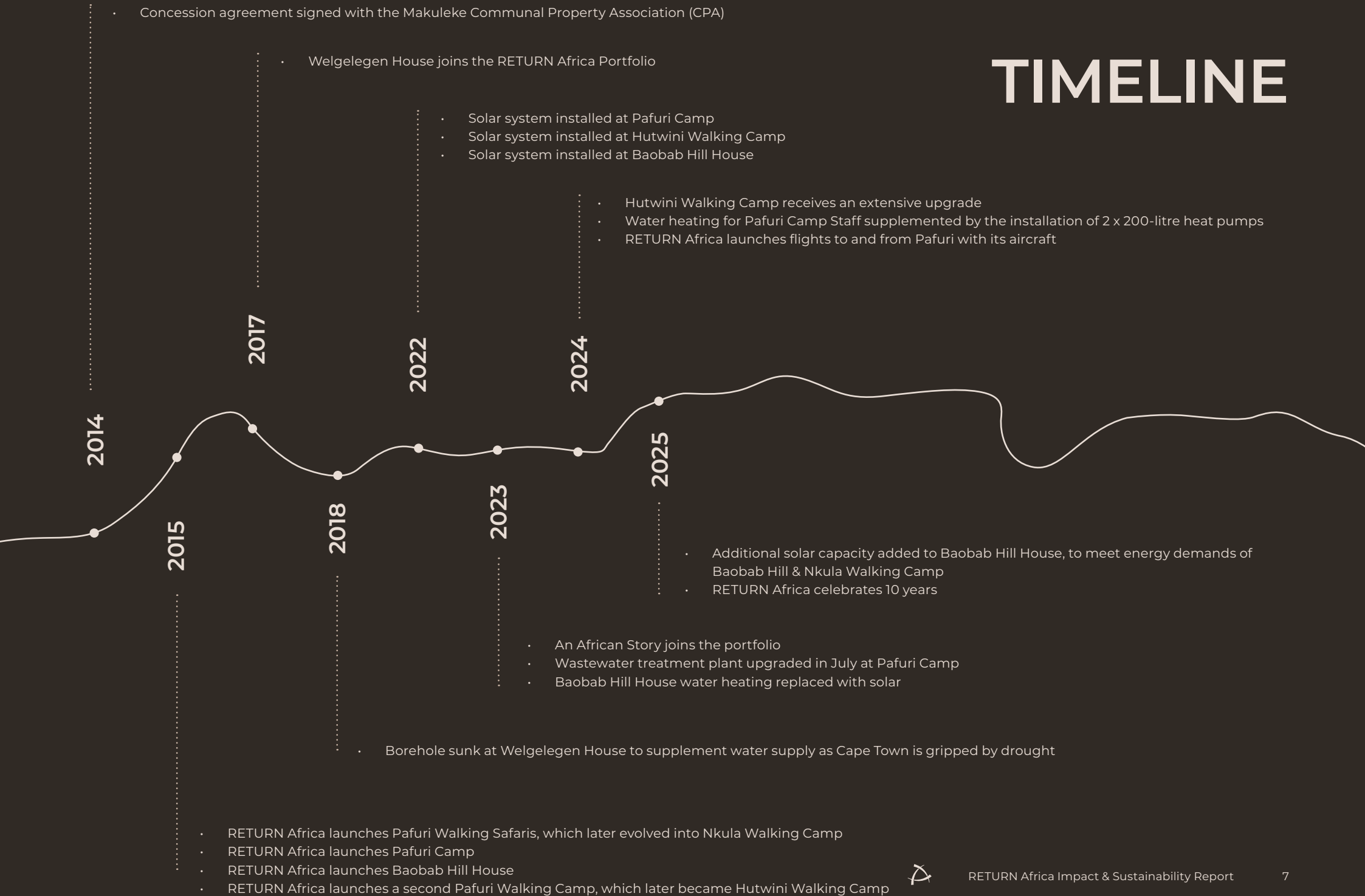
*Impact, for RETURN Africa, is the cumulative effect of how we operate, who we employ, and how guests leave a place changed.*

It is built through long-term relationships with communities, stewardship of land, and day-to-day choices that prioritise dignity, resilience, and ecological care.

This report explains how our people, programmes, governance, and operations work together to create measurable benefits for place and people.



# TIMELINE



# IMPACT *summary*

*In 2024, RETURN Africa deepened its commitment to community, conservation, and climate-conscious hospitality. Our impact is not measured solely in numbers, but in lives touched, ecosystems protected, and stories shared.*



**96%** - average environmental audit score in 2024, peak of 97%, our highest to date



**213 MWH** - of solar energy at Pafuri Camp and Baobab Hill House



**52%** - reduction in water use at Pafuri Camp (from 323L to 154L per person/day)



**65%** - drop in diesel use (from 4,478L/month to 1,564L/month)



**93.37 TONNES** - of carbon emissions avoided



**10%** - of Pafuri Collection's gross revenue is contributed directly to the Makuleke CPA.



**92%** - of Pafuri staff are members of the Makuleke community



**83%** - of Pafuri's leadership positions are held by Makuleke community members



**57%** - of RETURN Africa's team are women



**R988,269** - invested in shared infrastructure that benefits the Makuleke Contract Park & the community.



Every guest journey contributes to conservation, education, and community resilience

These outcomes reflect not just performance, but purpose. Through mentorship, infrastructure investment, and transparent reporting, RETURN Africa continues to build a model of sustainable tourism rooted in place, people, and long-term stewardship.





# *Environmental* **IMPACT**



# SOLAR POWER & *renewable energy*

*RETURN Africa's solar strategy is grounded in meaningful reduction, long-term sustainability, and responsible stewardship of the land.*

At Pafuri Camp, within the Makuleke Contract Park, our transition to renewable energy is not merely a technical upgrade, it is a commitment to conservation and climate-conscious hospitality.

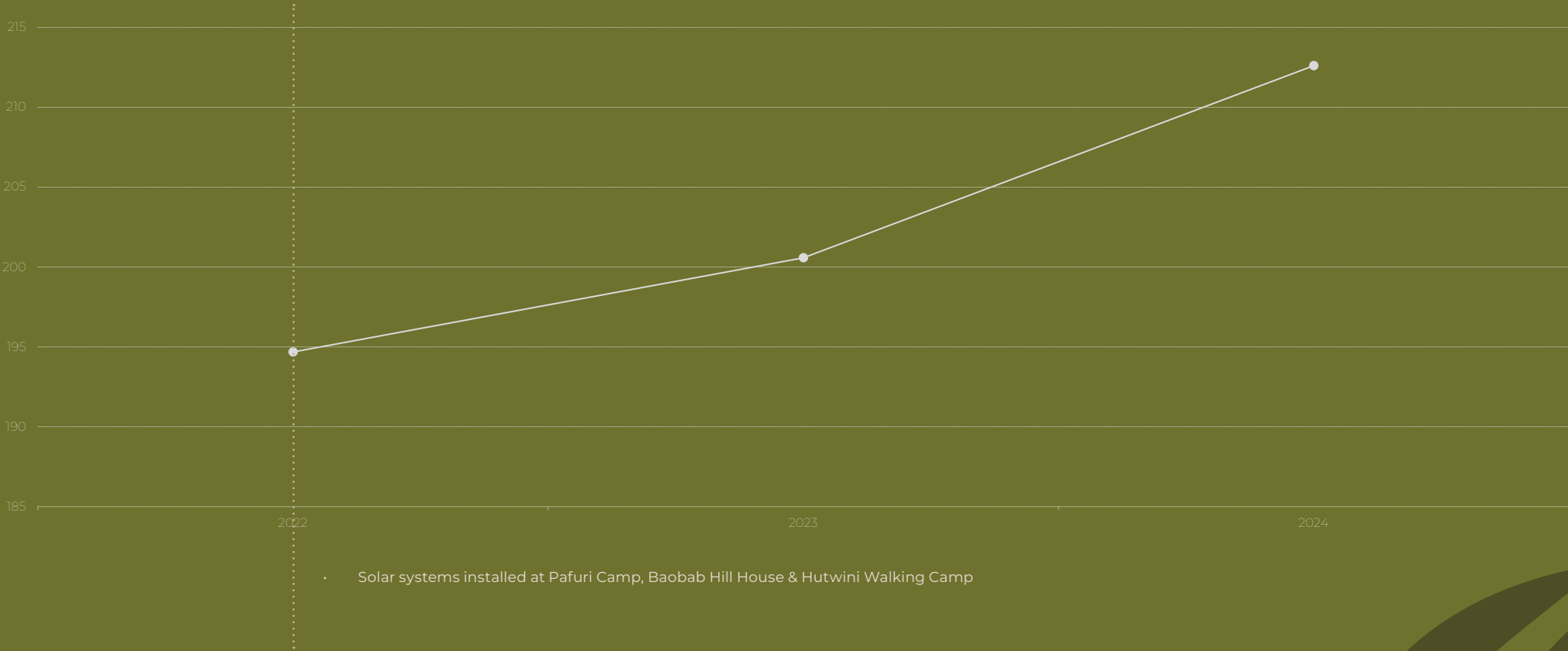
This section outlines our progress in solar energy generation, self-sufficiency, and diesel reduction over time. The accompanying graphs illustrate the scale and impact of this transition from 2019 to 2024.



# SOLAR *production*

Total Solar Generation (MWh)

This graph shows year-on-year growth in solar output, reflecting both infrastructure upgrades and improved system efficiency



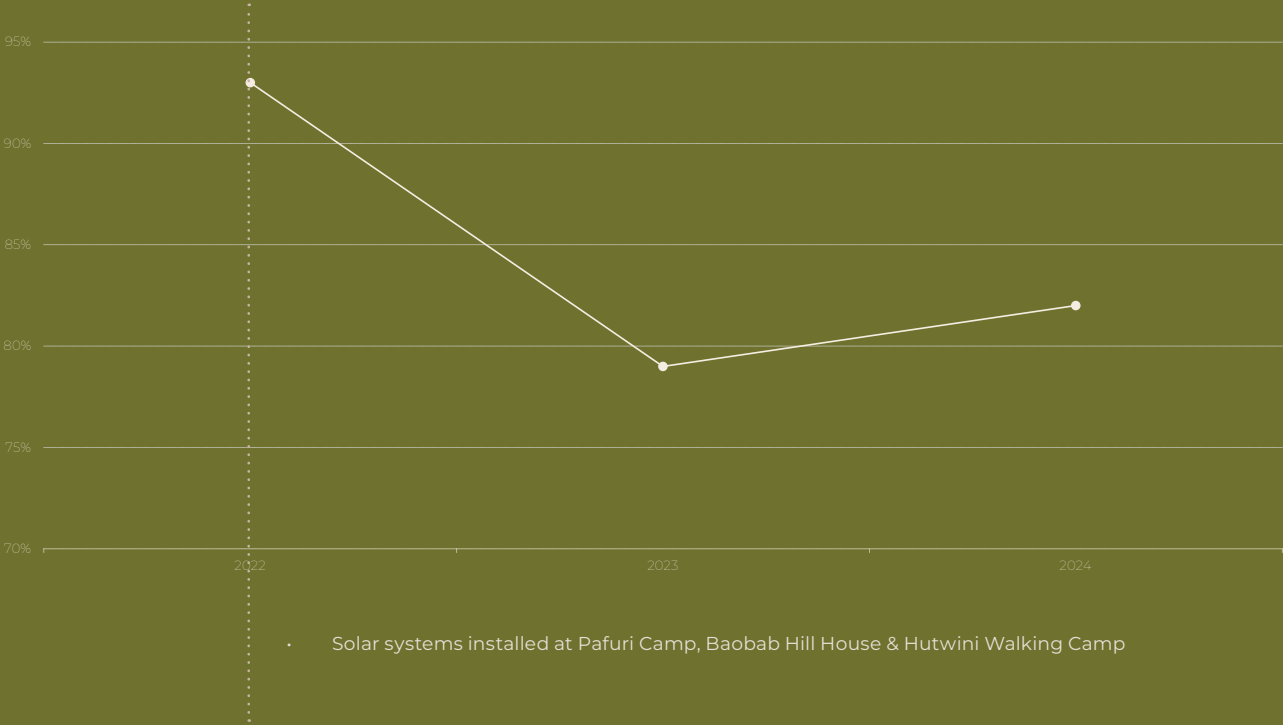
**IN 2024, WE PRODUCED 213 MWH OF SOLAR ENERGY** at Pafuri Camp & Baobab Hill House, enough to power the majority of our guest and staff facilities.



# SOLAR *self-sufficiency*

## Total Solar Self-sufficiency

Solar self-sufficiency is the proportion of our camps' total electricity consumption recovered from solar generation.



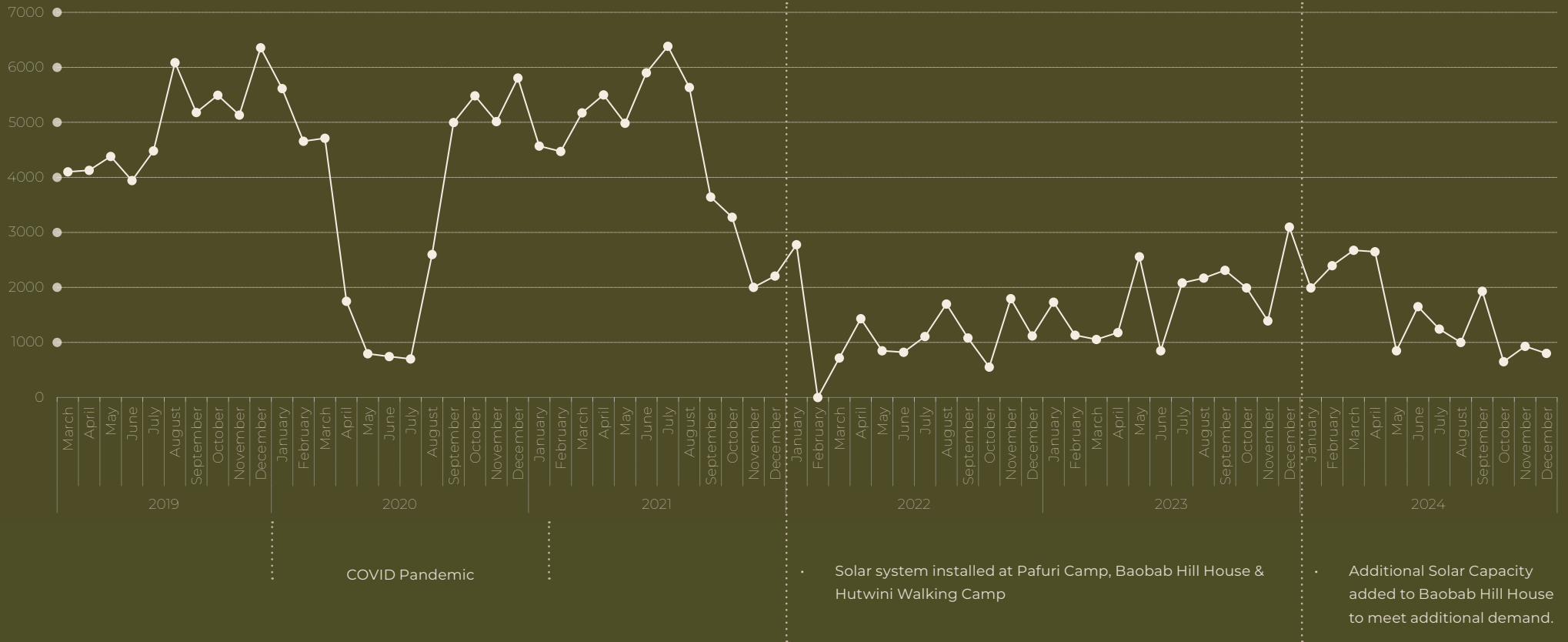
In response to feedback from guests and staff, RETURN Africa made strategic adjustments to its water heating systems at Pafuri Camp beginning in 2023. Guest water heaters were placed on timed heating cycles to ensure consistent access to hot water, addressing concerns about intermittent supply. This change resulted in a temporary dip in solar self-sufficiency to below 80%. To further improve comfort and reliability, 2 x 200-litre heat pumps were installed in the staff village during late 2023 and early 2024. These upgrades reflect our commitment to thoughtful hospitality, balancing sustainability with the lived experience of those who call Pafuri home.

**IN 2024, SOLAR ENERGY SUPPLIED 82% OF PAFURI CAMP'S total power requirements.**



# DIESEL USED *by generators*

This graph illustrates the steady decline in diesel usage, correlating with increased solar capacity and operational efficiencies



This shift translated into an estimated **93.37 tonnes of carbon emissions** avoided in 2024 alone. By investing in solar infrastructure and reducing reliance on fossil fuels, we continue to align our energy strategy with the broader goals of conservation and climate resilience.

**DIESEL CONSUMPTION DROPPED BY 65%, FROM AN AVERAGE of 4,478 litres per month in 2021 to 1,564 litres in 2024.**





# WATER *sustainability*

*At RETURN Africa, water management begins with care, for the land, for our communities, and for the future.*

Across all properties, we endeavor to reduce consumption, improve efficiency, and protect natural water sources through daily practices and infrastructure enhancements.

Recent improvements reflect a layered approach:

- At Pafuri, treated wastewater is reused for cleaning solar panels and washing vehicles.
- Awareness campaigns invite staff and guests to engage in mindful water use.
- We rely on naturally recharged groundwater and borehole supply.

In Cape Town, Welgelegen House uses borehole water for irrigation, reserving municipal supply for guest needs.

At An African Story, water is drawn primarily from filtered borehole sources.

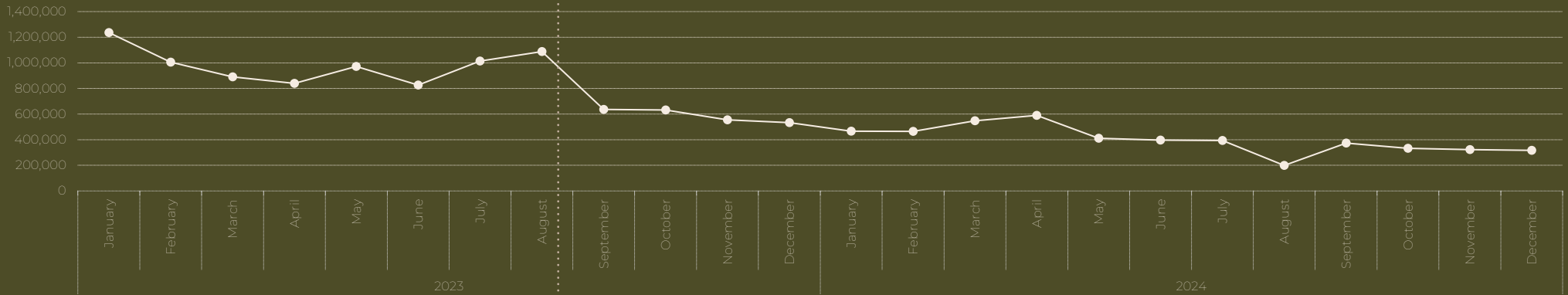
These practices reflect our ongoing commitment to responsible water stewardship, tailored to each landscape and guided by long-term responsibility.



# WATER usage

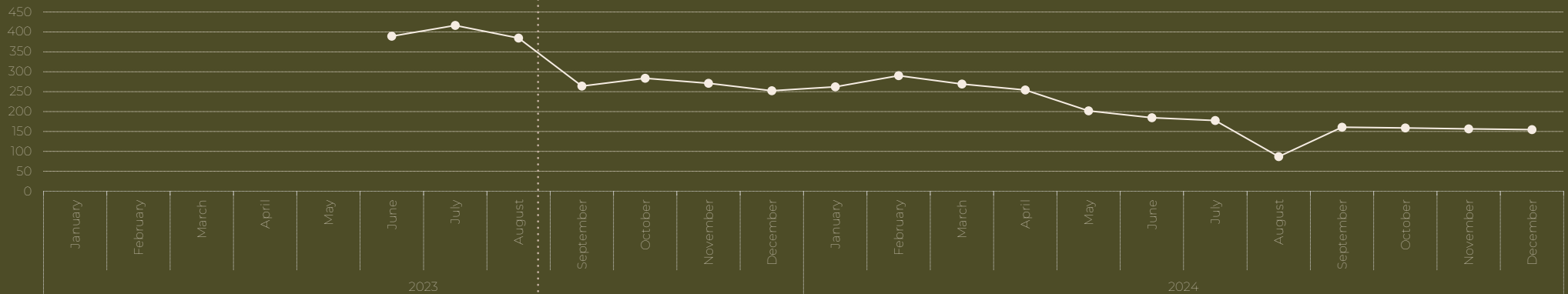
## Total Water (Usage/Month)

This visual tracks total monthly water consumption at Pafuri Camp, showing a consistent downward trend across the last two years.



## Water Use (Litres/Person/Day)

This graph illustrates the drop in average daily water use per person at Pafuri Camp, highlighting the impact of operational changes and awareness initiatives.



- Wastewater treatment plant upgraded at Pafuri Camp

**RETURN AFRICA REDUCED AVERAGE WATER USE AT PAFURI CAMP BY 52%, from 323 litres per person per day (June–December 2023) to 154 litres per person per day (June–December 2024).**



## LOCATION & *land stewardship*

*RETURN Africa operates within the Makuleke Contract Park, a 26,500-hectare concession at the northern tip of Kruger National Park, renowned for exceptional biodiversity.*

The area is reported to contain over 75% of Kruger's biodiversity, including more than 450 bird species, 140 mammal species, 470 insect species, 35 amphibians, 23 fish species, and hundreds of tree and wildflower varieties.

Our presence here is governed by a co-management agreement with the Makuleke Communal Property Association (CPA) and SANParks, underpinned by a formal environmental management framework.

Responsibilities include:

- Appointing an independent Environmental auditor, approved by SANParks
- Undergoing biannual independent environmental audits
- Adhering to the Makuleke Environmental Operations Manual, which regulates waste, water, and energy management; off-road driving, vegetation clearing; and cultural heritage protection

Oversight is shared: the SANParks section ranger holds formal responsibility for compliance, ensuring that all activities within the concession align with conservation protocols and legal requirements.

This stewardship is not only structural and legally mandated, it is embedded in our daily operations, shaped by partnership, accountability, and care for the land.

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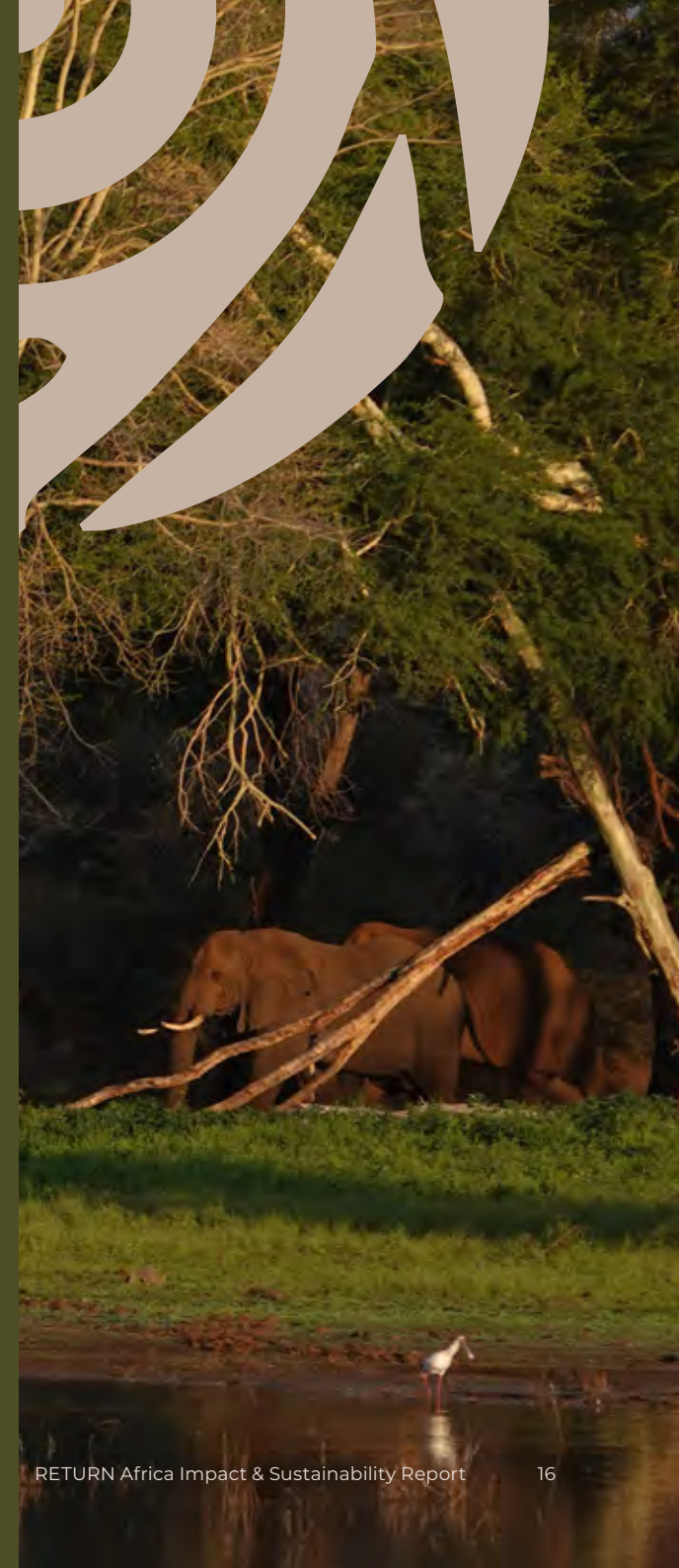
## REDUCTION IN *single-use plastics*

*Starting in 2024, RETURN Africa accelerated efforts to eliminate single-use plastics across all properties.*

Guests are provided with refillable alternatives, and items such as straws, shower caps, and many guest amenities have been replaced with sustainable options.

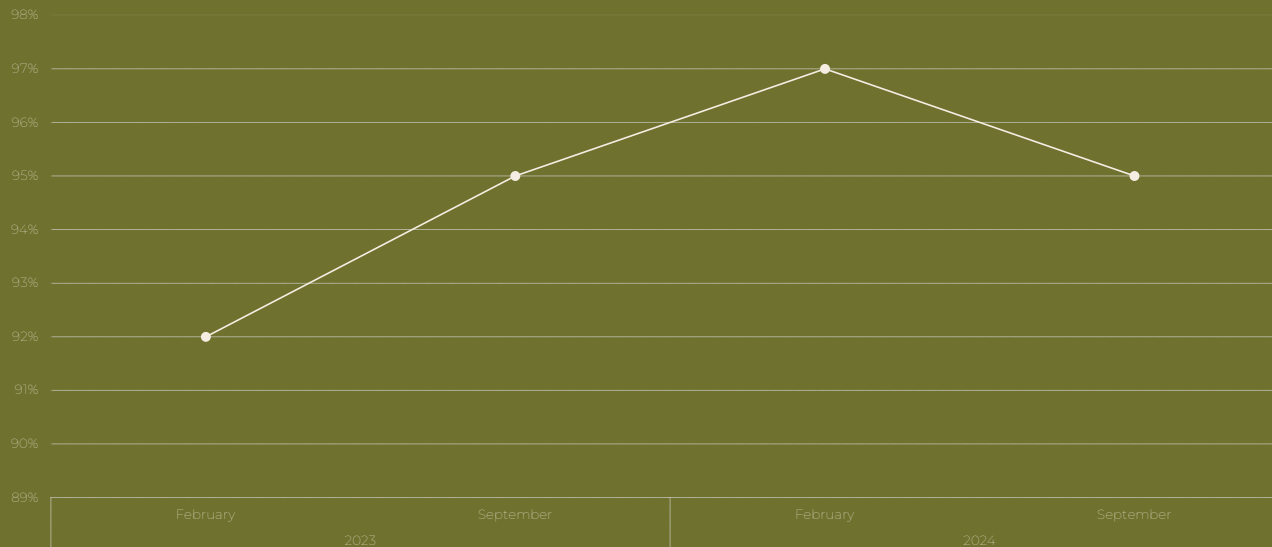
Plastic bottles remain in limited operational use. We continue to test and adopt viable alternatives to phase out these final applications without compromising guest experience.

This transition reflects our commitment to reducing waste through practical, property-specific solutions. It also reinforces our dedication to aligning daily operations with long-term environmental responsibility.



# ENVIRONMENTAL *audit*

This graph shows our performance across four audit cycles



RETURN Africa's commitment to sustainability is not just a philosophy, it is measurable practice.

These biannual evaluations assess ecological impact, operational compliance, and conservation measures.

Our highest score to date, 97%, reflects the diligence of our team, the strength of our systems, and our ongoing responsibility to protect the wild spaces we are privileged to operate in.

We see these scores as part of an evolving standard. They reflect the care and consistency that guide our operations every day.

From waste management and water conservation to energy use and biodiversity protection, every detail matters.

**IN 2024, RETURN AFRICA ACHIEVED AN AVERAGE ENVIRONMENTAL AUDIT SCORE OF 96%,** *against a peak result of 97%, our highest rating since the bi-annual review process began.*





# *Community* **EMPOWERMENT**



A photograph of two women in uniform serving drinks in a rustic lodge. They are walking on a wooden floor, smiling, and holding trays with silver teapots and white teacups. The lodge has a stone wall and a thatched roof.

# INVESTING IN *local leadership*

*RETURN Africa's approach to leadership is rooted in local knowledge, long-term investment, and shared opportunity.*

We hire locally, train deliberately, and promote from within so that communities shape operations and benefit directly from tourism. This model builds skills, creates career paths, and embeds cultural knowledge at every level of guest experience.

We currently employ 101 permanent staff across the Pafuri Collection, Cape Town, and Head Office, supporting over 379 individuals through permanent employment. The majority of Pafuri roles are filled by Makuleke community members, and 57% of our team are women.

Hands-on mentorship, accredited guiding courses, and rotational exposure across departments allow entry-level staff to grow into supervisory and management roles. This pathway reduces reliance on externally recruited managers and strengthens local stewardship of land, story, and guest experience.

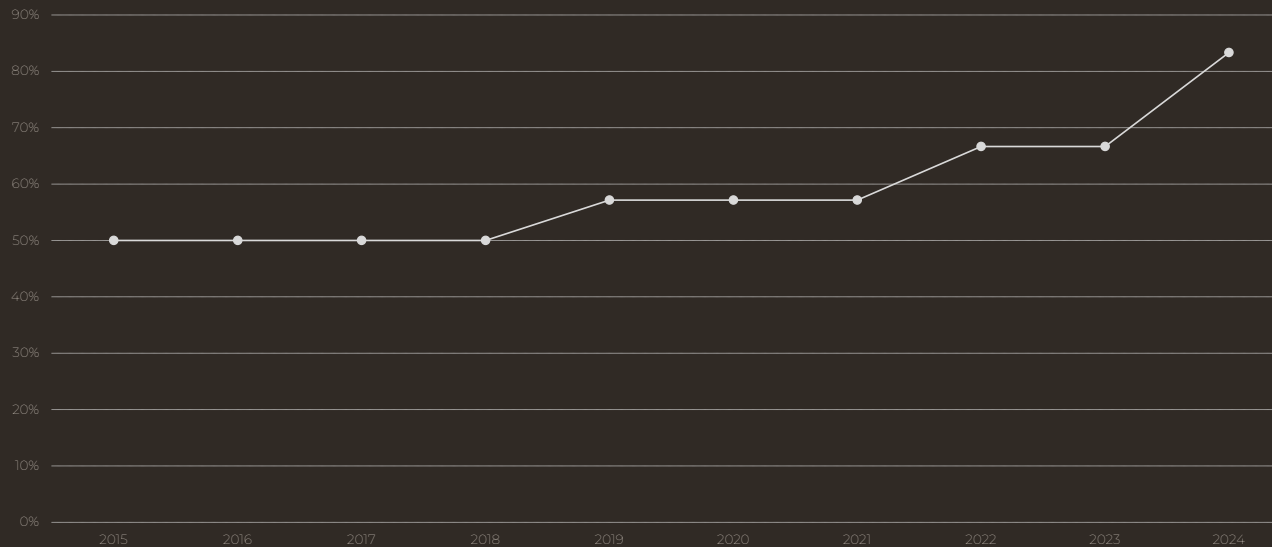
Our partnership with the Makuleke community is formal and structural. Governance and financial flows are detailed in the Governance section.

We continue to track promotions, local representation by role, and training outcomes, and will publish these metrics annually.



# MAKULEKE LEADERSHIP *over time*

This graph shows the percentage of leadership roles at Pafuri held by Makuleke community members from 2015 to 2024. The steady upward trend reflects RETURN Africa's commitment to internal promotion and long-term investment in local leadership development.



Leadership at Pafuri is increasingly shaped by those who know the land best. In 2024, 83% of our leadership team at Pafuri came from the Makuleke community, and our top leadership is 100% Makuleke. This reflects our long-term investment in local talent and our commitment to shared stewardship.

This shift is the result of deliberate mentorship, training, and a clear pathway for internal promotion. RETURN Africa has brought in external specialists to upskill and support the development of our leadership team, ensuring that guest experience remains consistently high while strengthening local capacity.

As more Makuleke staff step into supervisory and management roles, they bring with them deep cultural knowledge, continuity, and a powerful sense of place, enriching both operations and the guest journey.

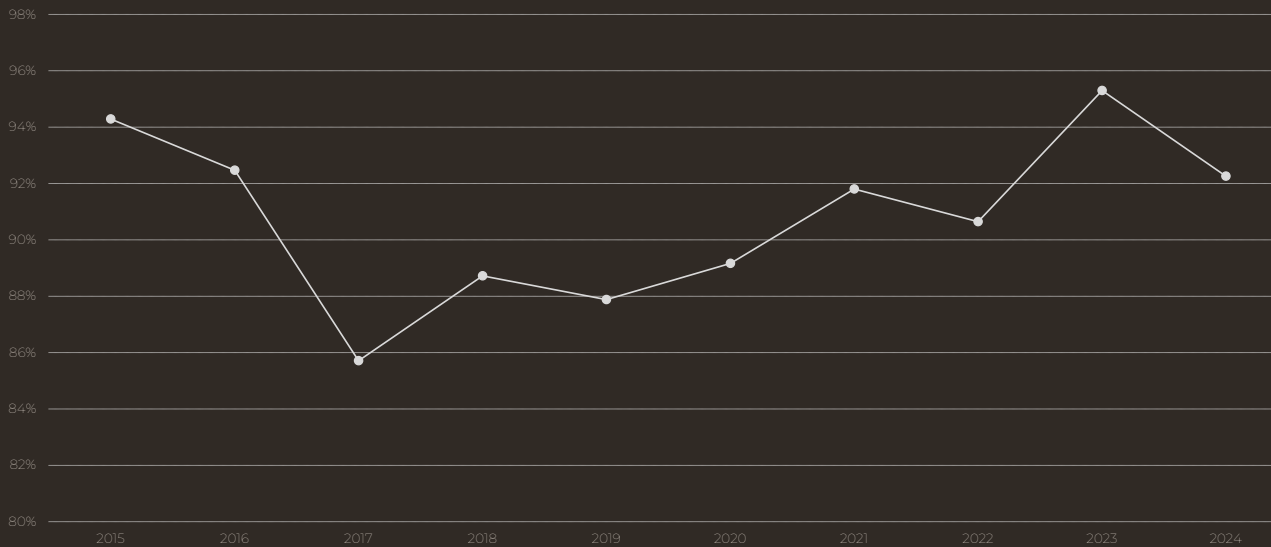
**IN 2024, 83% OF OUR PAFURI LEADERSHIP**  
*were from the Makuleke Community.*



# MAKULEKE REPRESENTATION

## *over time*

This graph tracks the percentage of Pafuri staff from the Makuleke community between 2015 and 2024. The consistently high representation underscores RETURN Africa's commitment to local employment and community-led tourism.



RETURN Africa's operations at Pafuri are deeply rooted in the Makuleke community. In 2024, 92% of our Pafuri staff were Makuleke, a reflection of our commitment to local employment, skills development, and shared benefit.

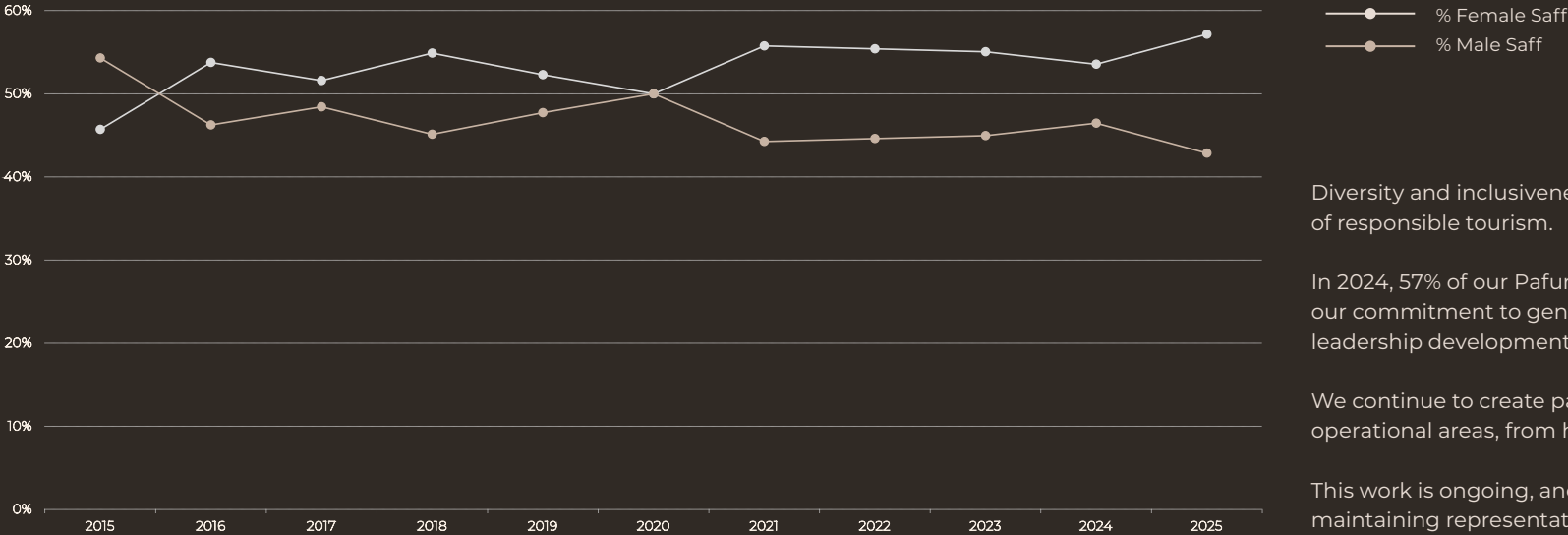
This high level of representation is not incidental. It is the result of intentional hiring, long-term training, and a belief that those who live closest to the land are best placed to care for it and share its stories.

**IN 2024, 92% OF OUR PAFURI STAFF**  
*were from the Makuleke Community.*



# DIVERSITY & inclusiveness

This graph illustrates the split of female vs male staff at Pafuri from 2015 to 2024.



Diversity and inclusiveness are essential to RETURN Africa’s vision of responsible tourism.

In 2024, 57% of our Pafuri team were women, a figure that reflects our commitment to gender equity in recruitment, training, and leadership development.

We continue to create pathways for women to thrive across all operational areas, from hospitality to logistics and management.

This work is ongoing, and we remain committed to tracking and maintaining representation at every level.

**IN 2024, 57% OF OUR STAFF IN PAFURI**  
*were female.*





# Case STUDIES

*At RETURN Africa, leadership grows from within.*

We prioritise mentorship, hands-on learning, and exposure across departments to help team members build skills and take on greater responsibility.

External specialists also support training and development, ensuring high standards of guest experience while strengthening local capacity.

The following stories feature Godfrey Baloyi, Hlahla Chauke, Andile Mabunda, and Memory Masuku, and reflect our commitment to nurturing talent and creating meaningful pathways for growth.



# MEMORY

## *Masuku*

*From Housekeeper to Guest Relationship Manager*

*Memory Masuku began her journey with RETURN Africa at Welgelegen House in her first role in the hospitality industry, as a housekeeper. With a quiet determination to grow and a genuine eagerness to learn, she embraced every training and mentorship opportunity made available to her.*

It wasn't long before her warmth, attention to detail, and natural ability to connect with guests set her apart. Recognised for her exceptional interpersonal skills and intuition, Memory steadily rose through the ranks. Today, she leads with grace and confidence as our Guest Relationship Manager at Welgelegen House.

Reflecting on her journey, Memory shares:

"I am truly grateful to RETURN Africa for the kind leadership, where employees are valued as the most important assets, and for creating opportunities for us to grow. With Jehovah's help, Ayanda's (GM of the Cape Collection) mentorship and encouragement has been such a big part of my journey, and I would not be where I am today without that support."

Her story, from an entry-level position to a leadership role, beautifully reflects RETURN Africa's belief in nurturing talent, unlocking potential, and creating meaningful pathways for growth within our team.



# HLAHLA ANDILE *Chauke & Mabunda*

*From Camp Hands or Maintenance to Respected Guides*

*Hlahla Chauke and Andile Mabunda began their journeys with RETURN Africa in entry-level roles.*

Hlahla started as a camp hand, later worked as a barman, and eventually pursued his passion for the natural world by training as a guide. Today, he is a qualified backup trails guide and is increasingly recognised for his deep knowledge of birdlife in the Makuleke Contract Park.

Andile's story began in 2015, when he joined the team that helped renovate Pafuri Camp. From there, he worked as a barman before following his calling into the bush. With curiosity and determination, he too trained as a guide and now holds his backup trails guide qualification. Known for his ecological insight and warm guest rapport, Andile is a valued member of the guiding team.

Both Hlahla and Andile showed a natural curiosity and enthusiasm for connecting with people and nature from the very beginning. Recognising their potential, RETURN Africa supported their enrolment in guiding courses and provided immersive, hands-on training in the Makuleke Contract Park, home to some of southern Africa's richest biodiversity and cultural heritage.

Their growth, from camp hands and hospitality staff to respected guides, is a powerful reflection of RETURN Africa's commitment to nurturing local talent and creating meaningful career pathways. Today, Hlahla and Andile share their knowledge and passion with guests from around the world, embodying the spirit of sustainable tourism rooted in community empowerment.



# GODFREY *Baloyi*

.....  
*From Guide to General Manager*

*Godfrey Baloyi's journey with RETURN Africa is a testament to the power of mentorship and the value of nurturing leadership from within.*

His career in Pafuri began long before RETURN Africa, when he joined Wilderness Safaris in 2005 as a guide. By 2007, after obtaining his FGASA Level 2 and Trails Guide qualifications, he rose to Senior Guide, and in 2010 he was promoted to Assistant Head Guide. When devastating floods struck Pafuri in 2013, Godfrey shifted into a new role as Project Manager, overseeing the construction of Luvuvhu River Camp and later helping to rebuild Pafuri Camp.

In 2015, he became Operations Manager, and following RETURN Africa's acquisition of Pafuri, his leadership trajectory accelerated. Just a year later, in 2016, he was promoted to General Manager of the Pafuri Collection, a position he holds today.

What has remained constant throughout Godfrey's journey is his natural leadership, deep knowledge of the bush, and passion for conservation. Supported by RETURN Africa's mentorship and exposure across all areas of the business, he has grown into a leader who embodies both vision and purpose.

In 2024, Godfrey's impact was recognised nationally when he was named by the Daily Maverick as one of the South Africans who "embody the spirit of Madiba", a tribute to his integrity, humility, and unwavering commitment to community upliftment.

Today, as General Manager, Godfrey leads with a steady hand and a deep commitment not only to guest experience but also to the community and landscape that make Pafuri extraordinary. His story reflects RETURN Africa's belief in investing in people, unlocking potential, and creating meaningful pathways for growth that serve both conservation and community.





# *Responsible* **TRAVEL**



## LOCAL *procurement*

RETURN Africa is committed to keeping the economic benefits of tourism close to home. We endeavour to source food, construction materials and services, transport, crafts, and cultural goods from suppliers located within 200 kilometres of our operations. Through these practices, RETURN Africa ensures that its operations contribute meaningfully to the livelihoods and long-term well-being of the communities it serves.

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## MAKULEKE *banana plantation*

A particularly meaningful example is our partnership with the Makuleke Banana Plantation. By purchasing bananas directly from this community-owned project, we help sustain local jobs, support agricultural development, and contribute to the economic resilience of the Makuleke community.

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## GUEST EDUCATION: *culture, environment, conservation*

RETURN Africa embeds guest education into every journey, whether it's a walk to the Ancient Citadel of Thulamela, an immersive game drive, or conversations around the campfire. Guests are introduced to the human history of Pafuri, Makuleke cultural heritage, conservation practices, and the balance of the ecosystem. These experiences encourage mindful tourism and respect for nature, people, and place.

In Cape Town, our guided township tours offer a similarly immersive window into local life. Guests explore the vibrant community of Langa on foot, visiting grassroots projects and engaging with street vendors. A traditional meal with Mama Rachel, a beloved Langa resident for nearly 80 years, offers a warm connection to the community.

These experiences go beyond sightseeing. They invite guests to listen, learn, and connect, reinforcing RETURN Africa's belief that meaningful travel begins with understanding.



# DROP-IN *centres*

With the support of Jamma International, RETURN Africa contributed R432,000 in 2024, to support drop-in centres that serve the Makuleke Community, providing daily meals and a supervised, safe environment for children who face vulnerability at home.

This funding primarily covers food supplies and kitchen utilities, enabling the centres to welcome more than 450 children each day and reduce short-term food insecurity while supporting regular school attendance and concentration.

The centres are staffed entirely by volunteers. From time to time, additional donations have allowed for the purchase of sporting equipment, games, school uniforms, and school shoes, extending the impact of this support beyond nutrition.





# Governance



# GOVERNANCE & *shared stewardship*

*At the northernmost tip of Kruger National Park lies not only one of South Africa's richest ecological regions, but also a living example of how conservation, tourism, and community empowerment can thrive together.*

The Makuleke Contract Park (MCNP), a 26,500-hectare expanse of ancestral land restored to the Makuleke people through a landmark land claim in 1998, is governed through a collaborative model rooted in trust, accountability, and shared purpose. Unlike many restitution cases, the Makuleke community chose conservation over commercial development.

RETURN Africa was invited to become a long-term tourism and conservation partner. We embrace this role with deep respect and responsibility. Together with SANParks and the Makuleke Communal Property Association (CPA), we co-manage the park under a formal environmental framework that prioritises biodiversity, cultural heritage, and equitable benefit.

Central to this governance model is the Joint Management Board (JMB), which sets the policy and strategic direction for the Makuleke Contract Park. The JMB guide long-term decision-making for the land, the people, and the wildlife.

Operational management is overseen by the Joint Management Committee (JMC). This body includes the SANParks Section Ranger, a park coordinator representing the Makuleke community, and concessionaires operating within the park, including RETURN Africa. The JMC ensures that day-to-day activities align with the park's conservation goals and community priorities.

Regular governance meetings provide a platform to:

- Review tourism, conservation, and community operations
- Address challenges with shared insight and expertise
- Align activities with the Makuleke community's long-term vision
- Ensure that tourism benefits are distributed fairly and sustainably





# *Financial* **IMPACT**



# LOCAL *contributions*

*Sustainability at RETURN Africa is a measurable commitment to the people and places that shape our work.*

In 2024, 10 percent of Pafuri Collection's gross revenue was allocated to the Makuleke Communal Property Association (CPA), an elected body responsible for managing funds from concessionaires operating in the Makuleke Contract Park.

This is not a donation or discretionary spend. It is a structural revenue share, embedded in our business model and designed to deliver direct, recurring benefit to the community.

These funds support community-led initiatives in education, infrastructure, and local enterprise development, and represent one of the highest proportional revenue shares in South African conservation tourism.

The financial flow is formal, transparent, and governed by the CPA, ensuring that the Makuleke community retains agency over how resources are used.

Beyond this revenue share, RETURN Africa contributes through local taxes, procurement from nearby suppliers, and stable employment.

We currently employ 101 permanent staff, whose livelihoods support an estimated 374 individuals.

This approach is not about compliance. It is about building long-term financial resilience for communities, ecosystems, and future generations.

**IN 2024, 10% OF PAFURI COLLECTION'S**  
*gross revenue was allocated to the Makuleke CPA.*





# INVESTING IN *shared infrastructure*

*RETURN Africa allocates infrastructure funding to support the long-term resilience of the Makuleke Contract Park and its surrounding community.*

This investment strengthens the ecological and logistical systems that underpin responsible tourism, conservation, and community benefit.

In 2024, RETURN Africa directed R988,269 toward infrastructure that sustains access, mobility, and operational continuity in this remote landscape. The following examples reflect how this spend was applied:

#### **Road Maintenance**

Seasonal rains in the far north of the Kruger can render bush tracks impassable. RETURN Africa supported the clearing of encroaching vegetation from road verges and the repair of water-damaged, rutted sections to ensure safe, year-round access across the Makuleke Contract Park. This work preserves guest comfort and maintains critical links between conservation zones.

#### **Runway Infrastructure**

Reliable air access is vital for conservation mobility and emergency response. RETURN Africa contributed to the upkeep of the Pafuri airstrip and the construction of a hangar. These facilities reinforce the logistical backbone of responsible travel in this region.

This infrastructure spend reflects RETURN Africa's commitment to shared progress. It reinforces the systems that sustain the land, empower local communities, and secure the future of conservation-led tourism.

**IN 2024, RETURN AFRICA INVESTED R988,269 IN INFRASTRUCTURE THAT**  
*benefits the Makuleke Contractual Park & the community.*



# FINAL *sentiments*

*RETURN Africa's story is one of transformation, collaboration, and quiet resilience. It is a story rooted in the belief that tourism can be a force for good, restoring landscapes, reviving culture, and rekindling community pride.*

From the wild heart of Pafuri to the elegant charm of Cape Town, RETURN Africa works together with local partners to protect the places we love and the people who call them home.

We see ourselves as custodians, not just of land and heritage, but of relationships. We work to shape experiences that support our teams, strengthen communities, and tread lightly on the environment.

This is not always simple, and it is never finished.

It guides our choices, from the way we build and operate to the ways we listen and learn.

We invite you to RETURN:

- To nature.
- To community.
- To Africa.





# *Appendixes*





## METHODOLOGY FOR *data collection*

RETURN Africa's impact data is collected through a combination of internal monitoring, third-party audits, and operational reporting. Our approach prioritises accuracy, transparency, and alignment with SANParks' environmental standards.

### DATA SOURCES:

- **Environmental Audit Reports**  
Conducted bi-annually by an independent Environmental Auditor, appointed by RETURN Africa and approved by SANParks. These audits assess ecological impact, operational compliance, and conservation practices.
- **Water & Energy Logs**  
Monthly/Annual tracking of consumption, production and self-sufficiency at Pafuri Camp and Baobab Hill House.
- **Staff & Guest Metrics**  
Employment figures are compiled from HR records. Guest occupancy and staff residency data are tracked monthly and included in reports.
- **Carbon Emissions Calculations**  
Derived from diesel consumption logs and solar energy production data, using standard emissions factors.

### DATA SOURCES:

To estimate the broader social impact of employment, RETURN Africa uses household size averages from the 2022 South African Census, specifically referencing data from Limpopo and the Western Cape, the provinces where our operations are based.

- According to Stats SA, the average household size in Limpopo is 3.9, and in the Western Cape is 3.6
- RETURN Africa employs 101 permanent staff across Cape Town, Pafuri, and our Head Office
- Using a blended multiplier of 3.75, we estimate that 379 individuals benefit directly from the earning potential of our team members

Source: Stats SA Census 2022 (<https://census.statssa.gov.za/#/>) and Provinces at a Glance ([https://census.statssa.gov.za/assets/documents/2022/Provinces\\_at\\_a\\_Glance.pdf](https://census.statssa.gov.za/assets/documents/2022/Provinces_at_a_Glance.pdf))

### VERIFICATION & LIMITATIONS:

- All environmental data is reviewed by the ECO and submitted to SANParks
- Financial contributions (e.g. CPA revenue share) are audited annually
- Guest feedback is qualitative and not statistically representative
- Seasonal fluctuations and infrastructure upgrades may affect year-on-year comparisons



## ENVIRONMENTAL AUDIT *criteria*

RETURN Africa's operations are audited bi-annually by an independent Environmental Auditor, appointed by RETURN Africa and approved by SANParks. These audits assess compliance with the Operational Management Programme (OMPr), Environmental Authorisation (EA), and Environmental Management Programme (EMPr).

### THE AUDIT COVERS

- Infrastructure & Layout: Camp footprint, access roads, water systems, waste handling
- Environmental Management: Vegetation, erosion control, hazardous materials, fire safety
- Compliance Documentation: On-site records, permits, monitoring logs
- Staff & Guest Facilities: Accommodation, transport, safety, cultural heritage protection
- Biodiversity & Wildlife Management: Alien species control, guided walks, off-road driving, firearms protocols
- Waste & Energy Systems: Solid and liquid waste, diesel use, solar infrastructure

### FINDINGS ARE CATEGORISED AS:

- Negative Impact Findings: Procedural non-compliance with potential environmental consequences
- Operational Findings: Maintenance-related issues (e.g. Leaking taps, blocked drains)

## GLOSSARY *of terms*

- CPA: Communal Property Association — the Makuleke community body that co-manages the land with SANParks
- ECO: Environmental Control Officer — an independent auditor responsible for monitoring environmental compliance
- EMPr: Environmental Management Programme — a legally binding document outlining environmental obligations during operations
- EIA: Environmental Impact Assessment — a formal process to evaluate the environmental consequences of development
- EA: Environmental Authorisation — official approval for development under environmental law
- OMPr: Operational Management Programme — the framework for ongoing compliance and monitoring
- FGASA: Field Guides Association of Southern Africa — the accrediting body for professional guides
- SANParks: South African National Parks — the national authority responsible for managing protected areas
- JMB: Joint Management Board — the governance body overseeing Makuleke Contract Park, including Makuleke CPA and SANParks
- JMC: Joint Management Committee — the committee which oversees the operational management of the Makuleke Contract Park, including the SANParks Section Ranger, the appointed Makuleke Contract Park co-ordinator, the concessionaire which includes RETURN Africa.
- Audit Finding: A non-compliance issue identified during an ECO audit, requiring corrective action
- Recommendation: A suggested improvement based on best practice, not necessarily a breach



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