



VOLCANOES NATIONAL PARK · RWANDA

Impact Report

Community & Culture · 2025

People, training, culture and environment.
Kinigi · Volcanoes National Park · Rwanda

37

TEAM
MEMBERS

RF 12.4M

TRAINING
INVESTED

RF 1.4bn+

LODGE, STAFF &
IMPROVEMENTS

200

TREES
PLANTED

8

COMMUNITY
DANCERS

4.9^{/5}

GOOGLE &
TRIPADVISOR

TRIPADVISOR
Travellers' Choice
2026





HEADCOUNT & EMPLOYMENT

Our People

By the end of 2025, Sambora Kinigi had grown to employ **37 people** — including the original team who were here when we took over the previous lodge. More than 75% are from Kinigi and the surrounding area, complemented by graduates of the Vatel School of Hospitality in Kigali. Only one member of the team is non-Rwandan.

2025 HEADCOUNT

Total employees (full & part time)	37
New hires in 2025	19
Exits in 2025	4
Net headcount growth	+15
Open positions	5
Average time to hire	20 days
YTD turnover rate 2025	11.43%

EMPLOYEE RELATIONS 2025

Positive engagement	32 / 37
Voluntary exits*	1
Involuntary exits*	3

LEAVE & ATTENDANCE 2025

Sick leave days	2
Unpaid leave days	0

* Voluntary exits due to personal reasons.
Involuntary due to termination of employment.



CAREER PROGRESSION & LOCAL HIRE

Built from *the valley up*.

Six team members are forecast for promotion in 2026 — the product of intensive training through 2025, the expansion of the kitchen, and new roles created around the HACCP food-safety certification secured for the lodge and 22 of its staff.

2026 PROMOTIONS FORECAST

6

TEAM MEMBERS
FORECAST FOR
PROMOTION IN 2026

INTERNSHIP PROGRAMME 2025 — ALL
OUTCOMES

David / Bonheur	Front of House	Both full time
Claudine / Daniel	Culinary	Both full time
Emerance / Eysee	HK / Culinary	Full time, 1 May
Yves / Onesmus	Culinary	Completed

Full individual intern records on page IV of the full HR report.

Training & *professional development.*

Over RF 12M invested in staff training in 2025 — across safety certifications, hospitality skills, food safety, wine education and individual professional development.

TRAINING / PROGRAMME	PARTICIPANTS	COST	YEAR
First Aid Training	15 staff	RF 375,000	2025
Fire Safety Training	15 staff	RF 750,000	2025
HACCP Food Safety Certification	22 members	RF 8,000,000	2025
Wine & Spirit Education Trust (WSET)	Leila & Patience · RF 708,000 each	RF 1,416,000	2025
Pool Training (Staff Development)	Joseph, Emmanuel, Jimmy, Claude & Eugene	RF 500,000	2025
School Tuition — Patience Dushimimana	Individual	RF 510,000	2025
7th East Africa HR Symposium	Daniella Isimbi	RF 837,800	2025
TOTAL TRAINING 2025		RF 12,388,800	



INTORE CULTURAL DANCERS

The Intore *tradition, kept alive.*

Sambora Kinigi now contracts a group of eight Intore dancers from the local community, year-round — celebrating one of Rwanda's great living traditions while providing reliable income for the performers and their families in Kinigi.

CULTURAL INVESTMENT

YEAR	DANCERS	ANNUAL INVESTMENT
2025	8	RF 8,960,000

“

A living tradition — carried in motion, and sustained as a livelihood.



REMEMBRANCE

Kwibuka

— *To remember* —

Each April, Rwanda gathers to remember the more than a million lives lost in the 1994 Genocide Against the Tutsi. In 2025, Sambora Kinigi took part in Kwibuka 31 as part of RHA North's work supporting survivors — honouring memory, standing with those who carry it, and committing to a Rwanda built on dignity and renewal.

KWIBUKA 31 · 2025 · CONTRIBUTION RF 500,000

ENVIRONMENT & SITE INVESTMENT — 2025



200 trees planted in 2025.

Native species only, planted across Kinigi in coordination with local conservation partners — extending the gorilla habitat buffer around Volcanoes National Park. Target: 500 trees per year by 2027.

- Native & indigenous species only, no exotics.
- Seedlings from a community-run nursery in Kinigi.
- Every tree tracked, tended and permanent.

FINANCIAL IMPACT SUMMARY — TOTAL INVESTMENT

INVESTMENT CATEGORY	2025 (RF)
Lodge Acquisition and Expansion	1,050,000,000
Staff Training & Development	12,388,800
Intore Cultural Dancers — 8, year-round	8,960,000
Kwibuka Commemoration	500,000
Site Improvements — new room, expanded kitchen, equipment upgrade & refurbishment	350,000,000+
Reforestation — 200 native trees	Tracked & permanent
TOTAL CONFIRMED	RF 1,421,848,800+



OUR GUESTS — 2025

In their words.

167

GUESTS ON SAFARI WITH
SAMBORA PRIVATE JOURNEYS

775

GUESTS WELCOMED AT
THE LODGE IN KINIGI

4.9/5

AVERAGE GUEST RATING
ACROSS MULTIPLE PLATFORMS***Tripadvisor Travellers' Choice 2026***

AMONG THE TOP 10% OF BUSINESSES WORLDWIDE ON TRIPADVISOR

FROM THE GUEST BOOK

This is probably the best, nicest hotel we have ever stayed in. It's not just the facilities — the staff was incredible, the food amazing, I could go on and on. We struggled to find anything to do better, so keep doing what you're doing. The parting gift was a lovely touch. Thank you!

SABRINA & RAÚL RIOS · SAN ANTONIO, TEXAS

Three days of absolute bliss — love it here & will be back!! And the gorillas were a bonus!!!

SIMON & SUE PORTER · WIMPSON, UK

Tout était merveilleux ! Le personnel est attentionné, la nourriture est excellente, le service parfait. Un moment hors du temps.

LENEL · FRANCE



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*"Tourism is only a force for good when
the people closest to the land are the ones
who benefit from it most."*

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