

Sustainability Report

Heritance Tea Factory
2021/22





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Message from Resident Manager

Building a Sustainable Future Together

As the Resident Manager, I feel honoured to have been offered an opportunity to address our stakeholders. Firstly, the pandemic brought upon us many challenges in past years but we, at Heritance Tea Factory, consider Sustainable Development as the core component of our operations. As we continue to do our best to earn the trust of all stakeholders by working diligently on the matters that we recognise as our responsibility to care, our Clients and our Associates have been and would be our main resources.

Being in the forefront of a business where we blend the two T's, Tea Culture and Tourism, we have been able to integrate persons from different cultures with fewer opportunities, different religions and those who speak different languages together as a team to become stewards of Hospitality, while developing their knowledge, skills, good practices, habits and living conditions.

Going by our motto that 'we should grow with the village' we have endeavoured to socially developing the community and supporting the village by initiating several Community Development Projects.

Focusing on environmental sustainability, we have taken steps to convert our environment to an organic environment, make use of renewable energy such as solar energy, Biomass and Daylight etc. and adapting to "7R" methods which have helped us in conserving the resources and creating a favourable impact on the environment.

Dev George
Resident Manager, Heritance Tea Factory

Our Sustainability Team

President

P. Ramanan
Chief Engineer

Advisory Committee

T. D. George
Resident Manager

Gihan Gunarathne
Food & Beverage Manager

Shane Illeperuma
Executive Chef

Hashan Sudesh
Assistant Accountant

Chature Seneviratne
HR & Admin Executive

Achala Herath
Assistant Housekeeper

S. Satheeskumar
Front Office Manager

Our Promise

A heritage of tea at the highest elevation, offering an experience of nature, adventure, tea culture and fine cuisine with friendly service to the discerning traveller.

Our Mission

To provide a unique tea experience to the discerning traveller

To enhance shareholder value through maximum utilization of resources

To maintain sound business relations with suppliers in order to maximize benefits

To develop human resources for the benefit of the community

Who We Are

Heritage Tea Factory - a unique hotel concept, where a tea factory built several decades ago during the British Raj has been converted to a plush hotel. Retaining its traditional character, this most unusual hotel situated 6800 feet amidst the misty mountains and the lush plantations of the Hill Country offer a tranquil setting for a relaxing holiday.

Located 6800 ft. above sea level, this lonely structure in salubrious Nuwara Eliya, stirred the imagination of Aitken Spence Hotels. The best Engineers and Architects were consulted, and they got down to work. The result: A Luxury hotel, unique in its concept and eco friendliness which still looks like a tea factory, but within is a haven of comfort for the leisure seeker. Within the Tea Factory much of the overhead lines, shifts and pulleys, which helped produce millions of pounds of finest tea for export are still preserved in their original setting. Visitors are told how the factory functioned sans grid supplied electricity but powered by an engine at ground level. It transferred power using Camel hair belts to all the machinery and two withering fans which rotated at 1500 rpm to dry the green leaf that went into millions of cups in days gone by. The miniature tea factory situated in the hotel premises explains the manufacturing process to visitors and also produces 20-25 kg. tea per day.

“Heritage Tea Factory” consists of 50 rooms which includes 35 Superior rooms, 10 Deluxe rooms, 03 Premium room, 01 Junior Suite and 01 Suite rooms. All rooms have wall-to-wall carpeting, hot and cold water, en-suite bathrooms, telephone, TV, piped music and heating. Every room has a view over softly undulating hills covered in carpets of manicured green tea, forest and a mist shrouded distance, which keeps changing its colour tones. In each room there is a facility to brew your own cup with leaf of the best flavour in the world. There are also 02 bars, 01 pool table, 01 main Restaurant and TCK 6685, a fine dining experience in the form of a narrow-gauge Railway Carriage. The residents of the community around the hotel were also given assistance by building new houses, supplying electricity, and providing employment etc. Our 72% of our Associates are from the community within which we operate, thus ensuring a better livelihood for the Associates and their families.

50 Rooms



78 Associates



25 Acres



Gender Ratio 73: 5 (Male to Female)



78% within vicinity (20 km radius)





Sustainability Policy

The 12 HTF Commitments

After 20+ years in the industry and many lessons learned in relation to CSR, Heritage Tea Factory strives daily to be a committed and responsible hotel with regards to the impact of its activity in the community and environment.

Over the course of this journey, we have adopted a series of commitments to sustainable development that have become the company's roadmap for corporate social responsibility.

Energy Saving

We work with staff and customers to reduce our energy consumption in terms of both fuel and electricity.

Reduction of CO₂ Emissions

Our goal is to continue reducing the pollution that our activities produce. New energy saving measures help us be more efficient.

Wildlife Protection and Animal Welfare

We participate in nature conservation programs that work to protect endangered species and their habitats.

Water Use and Recycling

We believe in using water responsibly and we are working to minimize its waste and to maximize reuse.

Waste Management

We reduce the amount of waste we produce as much as possible, and we manage it responsibly by separating waste that can be recycled and reprocessed.

Dev George
Resident Manager, Heritage Tea Factory

Energy Conservation and Reduction of Carbon Footprint

Energy Saving

We work with energy-efficient equipment to reduce our energy consumption, in the form of both fuel and electricity. Our standard is maximum comfort for guests but with reasonable energy consumption, making good use of natural resources and contributing to reducing pollution.



Energy Policy

We at Heritage Tea Factory recognize the energy requirements of our hotel and the associated environmental and financial impact of our operations and committed at all levels of the business, to continual improvement in terms of energy management. Hotel has set out to commit organizational resources for energy management in line with Group's energy policy, to set and achieve targets in a continual basis leading to quantifiable and qualitative benefits. Through measuring and monitoring procedure, we shall ensure achieving best practice energy performance standards in our hotel measured against published and internal benchmarks. As we strive towards our goals, we shall ensure compliance with legal requirements & regulations related to energy and to take a proactive approach to the implications of future legal requirements.

Nevertheless, we will continue to fulfil customer requirements and maintain high standards while we work towards using energy from sustainable resources giving high priority to purchasing of energy efficient products and services. We will focus on providing staff training aiming to increase effectiveness of our efforts for being more sustainable, hence control costs without passing it to the valuable customer.

Dev George
Resident Manager, Heritage Tea Factory

Measures applied at Heritance Tea Factory in relation to HVAC, lighting and fuel

- LED and low-energy lighting in the hotel
- Lighting systems with maximum efficiency ratings in the spaces where HTF associates work.
- Replacement of appliances with high-efficiency equipment or class 'A' energy rating.
- Timer on and off controls, synchronized with daylight hours.
- Thermal solar energy use for hot water

Tips for our guests

- Adjust or switch off the heating thermostats when not needed.
- Switch off the lights and TV whenever you leave the room.
- We recommend using public transport or other means that produce little or no pollution

Awareness-raising and team member training

- Training sessions on energy saving.
- Switch off policy
- Our purchasing department supports companies that are committed to energy efficiency and that use low-energy equipment

Total Energy per Guest Night (MJ)	
2019-2020	2020-2021
287.20 (MJ)	600.77 (MJ)

Our effort is to reduce and control the energy consumption. Best energy-saving practices, and significant investments allocated for purchasing high-efficiency, green equipment as a result of COVID pandemic situation the property did not fully function from March 2020 to 1st October 2020 and 2nd May 2021 to 31st October 2021.

In addition, as a measure of energy saving the Biomass Gasifier was installed in October 2007 and since then, up to March 2021, we have been able to make a saving of over Rs. 28,464,402.00 on the usage of diesel for the boiler.

Biomass Gasifier & Heat Pumps



- With the use of heat pumps, we have been able to make a saving of 100 Ltrs. of diesel per day on the boiler which provides the requirement of hot water for the establishment.
- Our staff have implemented several innovative methods to reduce the electricity consumption and to make use of energy waste.
- Introduction of a duct for the laundry driers drier is one of them where the heat emanated from the flat work iron in the laundry is gathered through a duct and transferred to the laundry driers for increased efficiency.
- A heat recovery system from the waste steam has been introduced and the recovered heat is used in providing heating for the Accounts department and the Engineering workshop.

Reduction of CO₂ Emissions

Coal, petrol, diesel and, to a lesser extent, natural gas combustion produce carbon dioxide (CO₂) emissions, one of the main causes of the greenhouse effect. Our goal is to continue to reduce reducing the pollution and CO₂ emissions that our activities produce.

Measures applied at Heritance Tea Factory in relation to Emission-reduction

- The use of less polluting systems, especially in terms of HVAC, which is the main contributor to our carbon footprint.
- Substituting diesel boilers and other equipment for Gasifier syn gas.
- The use of less polluting, more efficient machines and appliances.
- We support solid waste recycling, avoiding new materials manufacture and its ensuing increase in greenhouse gases.
- First steps for offsetting our carbon footprint: In 2005, we started calculating the carbon footprint.
- With the installation the Bio Mass Gasifier in October 2007, the carbon saving is 1,706,787.14 kg to date.

Commitment to reducing emissions

- Identified the machines that produce the highest emissions and increase their efficiency.
- Implemented a clean energy program.
- Carries out measurements at the owned tea plantations to calculate the annual carbon capture.
- Begin the process of carbon certification.

CO₂ Emissions Indicator

Total GHG Emotions Per Guest Night CO ₂ eKg	
2019-2020	2020-2021
0.03 (Kg)	0.07 (Kg)

Conservation of Water

At Heritage Tea Factory, we know that water is a limited but essential resource for life, so 20 years ago we started to develop the code of best practice for its responsible management and use. Today, we continue to work to minimize water wastage and to maximize its reuse through the water saving and recycling systems at our establishment.

Measures applied at Heritage Tea Factory in relation to water saving

- Re-using of Waste Water: 80% of the waste of is recycled and is reused on our gardens and lawns.
- Dual flush buttons on the toilets.
- Mixer taps in showers to improve temperature regulation.
- Efficient showers and basins with flow reducers and timers.
- Substituting bathtubs with showers in all refurbished and new builds
- Native plants to the region
- Drip and sprinkler irrigation with pressure regulators.
- Watering at cooler times of day to reduce evaporation.
- Gradual installation of a double circuit to reuse appropriately treated soapy water in WC flush tanks and for irrigation.
- Periodical inspections of machinery and water distribution devices to prevent leaks and water loss.
- 1 Lt. Water bottles have been placed in the cistern tanks to reduce water wastage when flushing
- A rainwater harvesting tank which could hold 100,000 Ltrs. of water has been constructed within the premises.

We monitor the water consumption daily and monthly basis with a view of controlling the water consumption further we will be conducting a comprehensive water audit and several new technologies will be introduced to facilitate water saving activities in the hotel.

Water Consumption - 2019/2020/2021

Total Guest Nights		Average guest night water usage		Wastewater Reuse	
FY 2019-20	FY 202-21	FY 2019-20	FY 202-21	FY 2019-20	FY 202-21
18683	4524	0.86 m3	1.71 m3	12825 m3	6199 m3

Tips for our guests

- Take quick showers.
- Turn off the tap whilst soaping up, brushing teeth or shaving.
- Reuse bath and pool towels instead of having them replaced every day

Awareness-raising and team training

- Our staff receive training on minimizing water use.
- All staff facilities are fitted with water saving technologies.

Energy Indicator

Total Water (litres) Consumption per Guest Night

2019/20 2020/21
860.00 ltr 1710.00 ltr

Future Targets

1. Present Water consumption 1.71 m3/GN - Target to be achieved 1.67 m3/GN (2 %)
2. Present Wastewater reuse 0.60 m3/GN - Target to be achieved 0.58 m3/GN (2 %)

Waste Management Efforts

We reduce the amount of waste we produce as much reasonably practical, and we manage it responsibly by separating waste that can be recycled and reprocessed through the “7R” waste hierarchy approach.

- **Reject:** all non-biodegradable material, such as packaging material and plastics wherever possible.
- **Reduce:** the use of resources, especially those based on non-biodegradable material that cannot be rejected and minimize the amount of waste produced per department.
- **Re-use:** Re-use materials wherever possible.
- **Reclaim:** what cannot be totally reused (eg: machine parts from discarded machinery)
- **Replace:** what cannot be rejected, reduced or reused with more environmentally friendly options (eg: plastic)
- with other biodegradable options.
- **Repair:** what is broken and reuse them (eg: broken furniture, machinery and other equipment can be repaired and reused without extracting new resources)
- **Recycle:** Transfer waste to approved recycling plants to minimise environmental impact.
- **Disposal:** Dry garbage will be sent to approved waste collector of CEA. Waste collector will be select by the corporate office. Hazardous waste will be disposed of and treated by authorized disposal contractors and facilities. Wet garbage is sent to the animal husbandry. No waste will be disposed or burned inside the hotel premises other than reusing or composting. We use standard colour codes for waste bins.



Image: Colour Coded Bins



- | | |
|--------------|---------------------------|
| Green Colour | - Organic Waste |
| Blue Colour | - Paper / Cardboards |
| Red Colour | - Glass Bottles |
| Brown Colour | - Metals / Coconut shells |

Sustainable measures applied at Heritance Tea Factory to reduce waste and its impact on the environment

- Buying products in bulk, which reduces packaging waste.
- We select packaging made with recycled or biodegradable materials.
- The resort has facilities to separate recyclable waste.
- A special protocol for the disposal of hazardous waste.
- Rules regarding the treatment of chemical products, paint, solvents, light bulbs and batteries.
- We manage the removal of chemical products and toxic waste responsibly by separating them for recycling and treatment by authorized bodies. In this way, we avoid harming nature with hazardous waste and reduce the consumption of energy, water and raw materials required for the creation of new containers.
- There are waste containers in the hotels' communal areas for paper, glass, plastic and biodegradable waste, which allows waste to be classified according to whether it is biodegradable or not.
- We have installed signs for guests to learn about and follow the hotels' practices.
- We encourage guests to avoid wasting food in the buffet restaurants.
- We carry out training sessions with our teams regarding recycling and waste management.

Energy Indicator

Avg. Guest night Water Usage	Avg. Guest Night Waste Usage
FY 2019-20 - 0.86m3	FY 2019-20 -3.77Kg
FY 2020-21 - 1.71m3	FY 2020-21 - 6.55Kg
Avg. Guest Night Energy Usage	
	FY 2019-20 - 287.20 (MJ)
	FY 2020-21 - 600.77 (MJ)

Future targets

1. Presently Polythene & Plastic consumption 38.50 g/GN - Target to be achieved 37.62 g /GN (1 %)
2. Presently Chemical (Solid) consumption 0.85 kg/GN- Target to be achieved 0.84 kg /GN (1 %)
3. Presently Chemical (Liquid) consumption 0.180 l/GN- Target to be achieved 0.178 l /GN (1 %)

Care for the Environment Through Social Responsibility

We participate in biodiversity and wildlife conservation activities through programs that protect endangered species and their habitats. Also, as we receive thousands of visitors every year, we are responsible for raising our guests' awareness of this issue.

- The resort conducts eco walks in and around the plantation which is in the vicinity of the village which is bordered by a forest range. Eight hundred and thirty-six (836) eco walks have been conducted from 2019-2021 March involving our esteemed visitors.
- Annual tree planting program on the world environmental day



(Images: Annual tree planting program – related to environment day 2021)

Sustainability

After 20+ years in the industry and many lessons learned in relation to CSR, Heritance Tea Factory strives daily to be a committed and responsible hotel with regards to the impact of its activity in the community and environment.

Over the course of this journey, we have adopted a series of commitments to sustainable development that have become the company's roadmap for corporate social responsibility.

- Annual donations to the village school, supply of school bags, sweaters and school shoes to the students from grade 1 to grade 5.



(Images: 2021 Annual CSR project related to Village school- donation of school bags, shoes and sweaters for students from grade 1-5)

Committed Land Management

The dedicated team take utmost care in upkeeping the resort while effectively managing and preserving the biodiversity of our land area. The organic tea plantation contributes 3761 kg of crop in 2019-20 and 2877 kg of crop in 2020-21. The vegetable garden, spice and herb garden contribute organic vegetables worth 100 kg as an average per every month straight to our table.

Cultivation

Vegetables

Carrot, Leeks, Cabbage leaves, lettuce, Succinic, Gotukola (*Centella asiatica*)



(Image: Hotel Vegetable garden, Executive Chef & Sons Chef is harvesting crops)

Herbs

- Sera leaves, Mint leaves/ Pepper Mint, Basil, Lemon Grass, Pandan Leaves, Rosemary, Celery, Artichoke, Coriander, Chives, Dill, Thyme and Parsley.
- 25 acres of dedicated organic tea plantation., Succulent Plant Nursery and the Berry Garden.



(Image: Succulent Plant Nursery consist of nearly 20 plant)



(Image: Berry Nursery, consists of strawberry plants and 4 varieties of wild berry plants)



Certificates & Awards

Certifications

- We are certified ISO 14001-2015, ISO 50001, ISO 22000:2005 HACCP and Organic tea production Certification

Awards

- Gold Winner Award - National Sustainable Tourism Sri Lankan 2019
- Best Performance - Demonstrate Effective Sustainable Management 2019