



SENTIDO

# Sustainability Progress Report

2023 / 24

HERITANCE NEGOMBO

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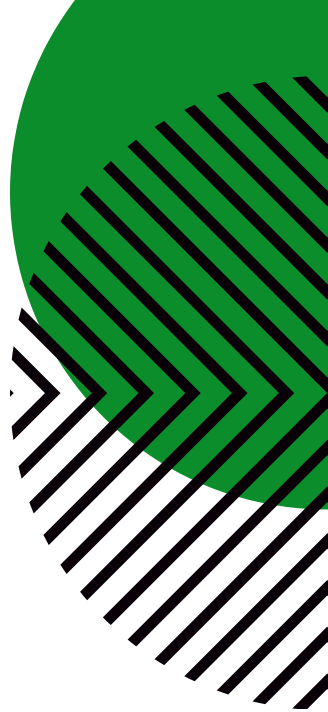
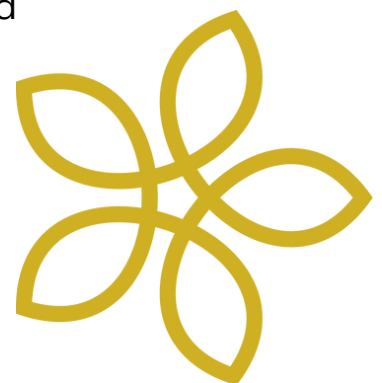
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# Introduction



At Sentido Heritance Negombo, we are committed to creating a positive impact on our environment and community. We believe that responsible tourism goes beyond providing exceptional guest experiences. We strive to embrace sustainable practices that protect our beautiful surroundings and contribute to the well-being of the local people.

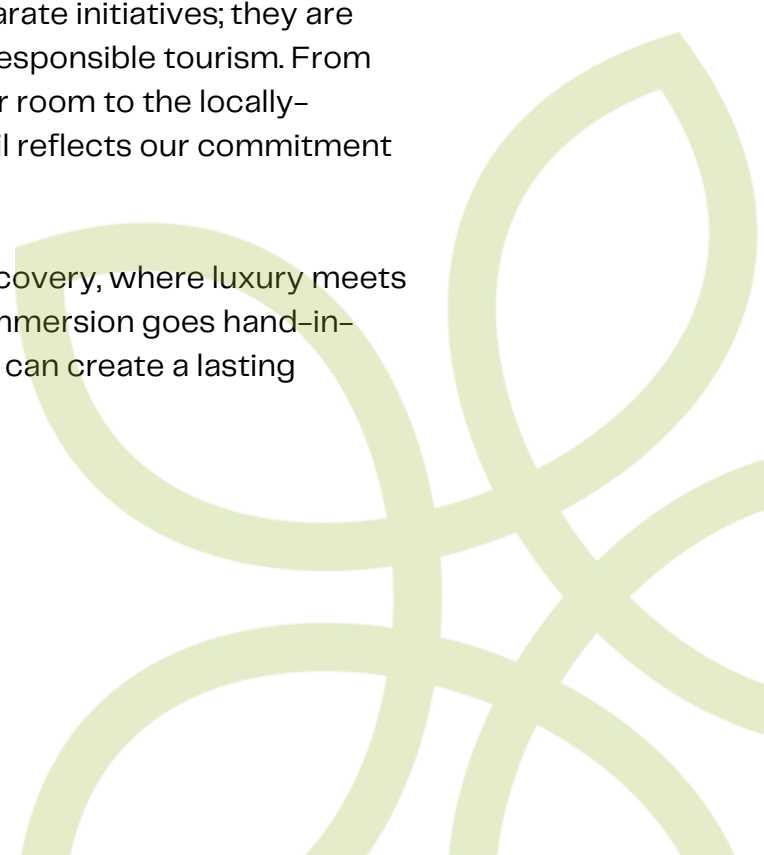
Throughout this document, we'll highlight the various initiatives we've undertaken to minimize our environmental footprint, support the local economy, and celebrate Sri Lankan culture.

Our journey towards sustainability is a continuous one. We recognize that there is always room for improvement, and we are constantly seeking innovative ways to minimize our environmental footprint and maximize our positive social impact.

By choosing Sentido Heritance Negombo, you are not just selecting a luxurious getaway; you are contributing to a future where tourism empowers communities and environmental responsibility becomes the norm.

Our sustainability efforts are not merely separate initiatives; they are interwoven threads that form a tapestry of responsible tourism. From the energy-efficient lighting illuminating your room to the locally-sourced ingredients in your meal, every detail reflects our commitment to a sustainable future.

We invite you to join us on this journey of discovery, where luxury meets environmental consciousness, and cultural immersion goes hand-in-hand with community support. Together, we can create a lasting positive impact for generations to come.



# Message from our leader

Greetings from Sentido Heritance Negombo!

Time is apparent, that to become even more important to chart a new tomorrow with inclusive sustainability in all spheres of activity. Aitken Spence PLC. is one of the pioneering conglomerates in Sri Lanka to forge ahead with a well-articulated framework to lead change this evolving purpose, bringing all stakeholders to drive its sustainability and social impact measures.

In concurrence with various initiatives fostered towards this end we at Heritance Negombo has contributed our share of green initiatives both aligned to long and short term environmental and social objectives.

Taking ahead our commitment to skill building, create employability, aspects management and to get certified to global sustainability standards Heritance Negombo has coined a purpose called HCP (heritance cleaner planet) as a business process.

It is our fervent wish to take all aspects of this framework to the desired level of green tourism to reshape our future of new tomorrow.

**Mr. Ranjan Stanislaus**  
**Executive Director / General Manager,**  
**Sentido Heritance Negombo.**



**A new tomorrow  
with inclusive  
sustainability in all  
spheres of activity.**

# Aitken Spence Hotels Integrated Sustainability Policy

We understand corporate sustainability as a proactive approach to ensure the long-term viability, profitability and integrity of the business. As a leading hospitality group operating in several countries, we remain committed to continue our heritage of exemplary corporate citizenship by aligning our sustainability strategies with global initiatives on sustainable development

## Our goal

Our focus is on reducing energy, water, and waste usage by 5%, while conserving resources and using materials responsibly. Specifically, we aim to cut CO2 emissions per room night by 5% by 2025.



Scan here for our sustainability policy

## Vision

Heritage is the  
discovery of Joy

## Mission

We will be passionate  
about caring for people and  
sincere in our pursuit of  
creating genuine moments  
of delight at every touch  
point, every time, whereby  
achieving thought and  
profit leadership.

# Navigating Challenges, Embracing Sustainability:

Sri Lanka's economic crisis presents hurdles for Sentido Heritance Negombo as we strive towards achieving the SDGs. Rising costs have tightened our budget, making initial investments in sustainable practices more difficult.

Furthermore, the economic hardship has shifted the local community's focus to basic needs, potentially reducing their capacity to participate actively in our sustainability initiatives. Additionally, the broader economic climate has pushed all businesses, including hotels, to prioritize short-term financial stability and gain a competitive edge.

## Turning Challenges into Opportunities:

However, amidst these challenges, our sustainability strategy has unexpectedly become a valuable asset. The focus on self-sufficiency has led us to explore innovative solutions to secure long-term viability. Resource scarcity has acted as a catalyst, pushing us to boost productivity by developing new avenues for sustainable practices.

Our team has embraced this period as an opportunity to truly "sustain" our business. This economic pressure has fostered a genuine commitment to a sustainable and ethical approach, motivating everyone to tackle the challenges ahead.

# Energy comparison

6

Year	2021 - 22	2022 - 23	2023 - 24
Total Energy Consumption in KWh	2,633,841	3,002,204	3,542,671
Total Energy Consumption in KWh Except Banquet Events	2,593,841	2,887,804	3,404,271
Total room night	11,736	11,491	28,715
Total No of Guests	19,056	19,284	48,798
No of Banquet Events	50	143	173
Average Energy Consumption in KWh / Room Night	49.70	55.33	65.22
Average Energy Consumption, in KWh / Guest Night	136.12	149.75	149.75
Target For Year 2024 (KWh / Room Night)	50		

Energy comparison – Electricity

Year	2021 - 22	2022 - 23	2023 - 24
Total water consumption in m <sup>3</sup>	37,539	44,210	56,935.5
Total room nights	11,736	11,491	28,715
Total no. of guests	19,056	19,284	48,798
Average water consumption, m <sup>3</sup> / room night	0.72	0.85	1.09
Avg. water consumption, m <sup>3</sup> / guest	1.97	2.29	1.17
Target for year 2024 (m <sup>3</sup> / room night)	Below 0.75		

Energy comparison – Water



# Energy comparison (cont.)

7

Year	2021 - 22	2022 - 23	2023 - 24
Total LPG consumption in kg	18,872	10,672	12529.25
Total room night	11,736	11,491	28715
Total no. of guests	19,056	19,284	48798
Average gas consumption, kg/ room night	0.36	0.20	0.24
Average gas consumption, kg/ guest	0.99	0.55	0.26
Target For Year 2024 (kg/ room night)	0.26		

Energy comparison - LP Gas

	2021 - 22	2022 - 23	2023 - 24
Electricity (from CEB)	1,870,027	2,131,565	2,515,297
Oil (Diesel)	184,368	275,980	268108
LPG	51,521	29,135	34,205
Total emissions	2,105,916	2,436,679	2,817,610
Guest night	11,736	11,491	28,715
No. of guest	19,056	19,284	48798
CO2 emission for room night	40	47	54
CO2 emission for guest	111	126	58
Year 2024 carbon emisison reduction Target -5%			

Energy comparison - Carbon Emission

# Energy comparison (cont.)

8

Sustainability indicators – room nights

	2021 – 22	2022 – 23	2023 – 24
Total GHG Emission (Co2, Kg) per Room Night	40	47	54
Total Energy per Room Night (KWh)	50	56	66
Total Water consumption per Room Night	0.72	0.85	1.09
Total LPG consumption per Room Night	0.36	0.20	0.24
Total Diesel consumption per Room Night	1.10	1.39	2.21
Average Training Hrs. (Per Head)	8.03	12.5	9.5

Indicator	Y2021	2022	2023
Total GHG Emission (Co2, Kg) per Guest	111	126	58
Total Energy per Guest (KWh)	136	150	70
Total Water consumption per Guest	1.97	2.29	1.17
Total LPG consumption per Guest	0.99	0.55	0.26
Total Diesel consumption per Guest	4.73	4.22	3.56
Average training trs. (Per Head)	3.02	3.77	2.36

Sustainability indicators – per guest

# Waste Management Practices

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## 1

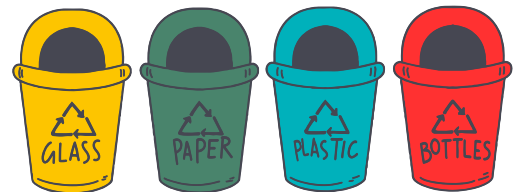
### **SORT WASTE BY TYPE**

Provide separate containers for various types of waste, such as plastic, paper, glass, and organic waste like food scraps.

## 2

### **LABEL EACH WASTE BIN**

Clearly label the waste bins so that the staff members know which ones are used for specific types of waste.



## 3

### **PROCESS WASTE**

Sort waste to make it easier to throw away, recycle, or reuse.

## 4

### **COLLECT & RECYCLE WASTE**

Proper disposal or send it to collectors such as waste banks to give it economic value. or recycle.



## 5

### **IMPLEMENT THE 3R (REDUCE, REUSE, RECYCLE)**

Reuse unused items such as used chemical cans as plant pots, metal scraps as art objects, etc.



# Waste Management Practices (cont.)

10

1

## PAPER, GLASS, IRON SCRAP, PLASTIC, WOOD & E-WASTE

All these waste types are disposed via registered vendors for recycling purposes and to create an economic value.



2

## FOOD WASTE

All food waste is sent to a pig farm to feed pigs through a registered supplier.

3

## USED OIL

Used oil disposed via refinery partners for the lubricant purposes.



4

## GARDEN WASTE

Organic waste, such as leaves, are being processed into compost that can be used to enrich the traditional farming in house.

# Heritonian's Clean planet

Inspired by the powerful quote "There is no business on a dead planet," Sentido Heritance Negombo is taking a bold step towards a greener future with its "Heritonian's Clean Planet" initiative. This comprehensive sustainability program goes beyond simply reducing environmental impact. It's a commitment to creating long-term value by considering the hotel's ecological, social, and economic footprint.



## 01

This project aims to revitalize the local bus stand, enhancing a comfortable space for everyone in neighbourhood.



## 02

We honor the local tradition with a special alms giving ceremony on auspicious days.



## 03

We champion traditional farming practices, empowering staff and the community to cultivate a sustainable future.



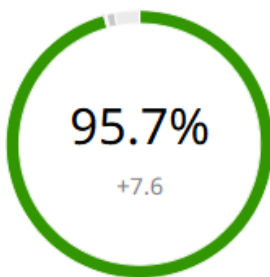
# Social Highlights

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## Online reputation

Summary ? (year to date)

Global Review Index™

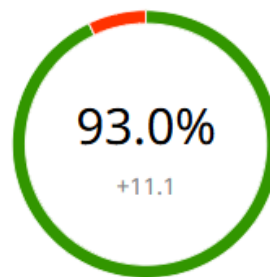


Goal 97.0%  
by 31 Mar. 2025

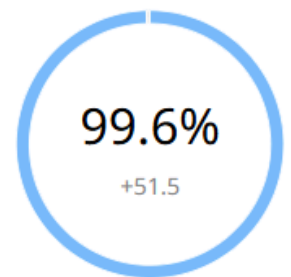
Reviews



Semantic Analysis



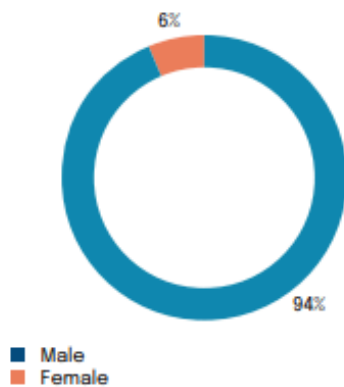
Management Response



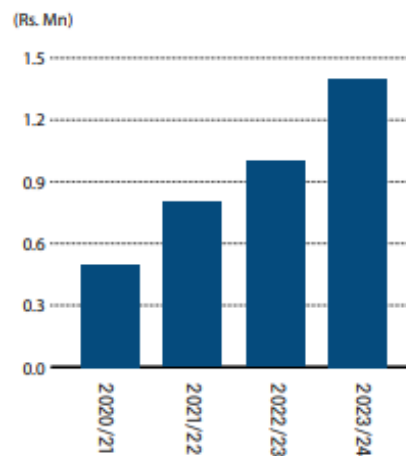
No Goal

## Human Capital

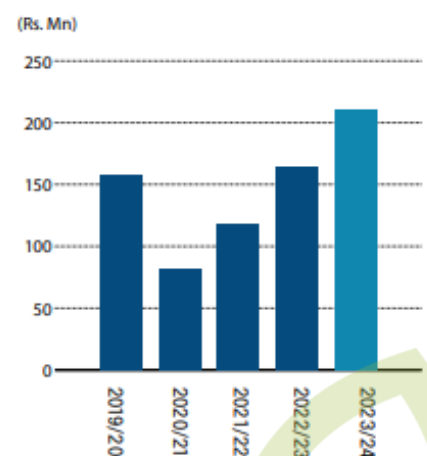
Gender Diversity



Investment in Training



Salaries and Benefits



Scan the QR code to read the hotel's annual report and learn more about its performance.



# Sustainability Framework:

13

## People

- Paying wages align with the country law and ensuring good working conditions for employees.
- Elimination of all kind of labour exploitation in all its forms – ZERO reported LT case.
- Paid all statutory payments on time – No reported case.
- Employment opportunity for community-based resources.
- Equal – opportunity Employer
- Awarded as the group level “Great Place to Work” employer ➢ CSR projects for community development
- Learning & Development for continuous improvement on sustainable approach

## Planet

- Reducing energy use as much as possible to reduce carbon footprint & carbon emissions.
- Taking measures to conserve water in all business operation.
- Using land responsibly. (Ex; growing of crops, in communities or building projects , HCP.)
- Using materials conscientiously. (Refusing, reducing, reusing, repairing and recycling.)
- Undertaking audits and life-cycle assessments to ensure sustainability and reduce the ecological footprint

## Profit

- Ensure humanity's survival on this planet – Ethical business approach.
- Assured preserve natural systems and environments for future generations – (STP / WTP / Recycling/Carbon emission).
- Maintained healthy industrial relationship.
- Ensure a healthy financial bottom line moving forward (EBITA)
- On time renewal of statutory , environment and sustainable license
- Adhering to payment of all statutory dues (Taxation ect)
- Transparent and win – win relationship with all stakeholders
- Audited financial statements and declaration of all activities

# Accreditation and credentials

Sentido Heritance Negombo is committed to providing guests with an exceptional experience while upholding the highest standards of quality and sustainability. We are proud to hold various accreditations and credentials that demonstrate our dedication to excellence



01



02

**01** Travel life – Gold certification

**02** Leed – Gold certification



03



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மத்திய சுற்றாடல் அதிகாரசபை  
Central Environmental Authority

04

**03** THASL – The Hotels Association of Sri Lanka

**04** Central environmental authority



05



06

**05** Marine Environment Protection Authority

**06** Department of labour Sri Lanka



07



08

**07** HACCP

**08** Sri Lanka Tourism development authority





# Acknowledgement

Firstly, we would like to acknowledge the dedication and hard work of our entire team at Sentido Heritance Negombo. Their commitment to implementing and upholding our sustainability initiatives is crucial to our continued progress.

We also extend our gratitude to our valued stakeholders, including guests, local communities, government agencies, industry partners, and NGOs. Your continued support and collaboration are instrumental in driving our sustainability efforts forward.

The development of this report is not just an acknowledgement of our past achievements, but a commitment to continuous improvement. We welcome your feedback on this report and encourage your ongoing collaboration as we strive towards a more sustainable future for Sentido Heritance Negombo and the wider community.

## CONTACT

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Sri Lanka.



Sentido Heritance Negombo  
Sustainability Progress Report 2023/24

