



# SUSTAINABILITY MANAGEMENT PLAN

VERSION 01/MARCH 2024

Effective Date	1st March 2024
Next Review Date	1st March 2025
Approved By	Chief Operating Officer, Corp. GM TM & QA, Resort General Manager. <i>Refer page number 23 for acknowledgement</i>



Heritage Aarah, Raa Atoll, Republic of Maldives



## The Purpose

The purpose of the Sustainability Management Plan at Adaaran Resorts Maldives is to align decision-making processes with our group's objectives, enhancing sustainability, minimizing long-term environmental footprints, and fostering the well-being of our employees, guests, and the natural environment. This plan serves as a roadmap for conducting our daily operations sustainably, taking into account environmental, socio-cultural, quality, and health & safety concerns.

### Energy Conservation

The purpose of our resort is to significantly reduce our carbon footprint through the adoption of industry-leading practices. This commitment involves harnessing green energy sources, minimizing CO2 emissions, optimizing equipment efficiency, optimizing energy expenditure, and adopting the most effective conservation practices currently available.

### Water Management

The purpose of resort-wide water conservation measures is to implement effective strategies through awareness programs and the introduction of new technology. These measures aim to minimize water consumption, recycle and reuse all wastewater, introduce water-saving mechanisms, and implement the best available conservation practices.

### Waste Management

The purpose of our resort is to minimize waste generation and promote sustainable practices. Through effective waste management, we aim to reduce affluent, while solid waste is minimized through sustainable purchasing practices.

Our company-wide 7R policy - Reject, Reduce, Reuse, Reclaim, Repair, Replace, and Recycle - guides our efforts towards waste reduction. This includes initiatives to reduce waste annually, implement 7R effectively across the resorts, introduce waste-to-wealth practices, and manage waste disposal with minimal environmental impact.

### BIO-DIVERSITY -

All our properties are situated amidst captivating marine biodiversity, a vital tourist draw. Safeguarding this biodiversity is paramount. Our aim is to promote awareness and execute initiatives to conserve Maldives' distinctive flora and fauna for the benefit of future generations.



## **PEOPLE & CULTURE**

We will provide gainful employment opportunities to local communities and source their products whenever possible to uplift the local economy. The fundamental rights of all employees and nearby communities will be safeguarded against any discrimination and unethical malpractices. We will continue to train & develop the local talent to ensure they are benefited from our resort operations.

## **MANAGING HAZARDOUS SUBSTANCES**

Hazardous waste, which is harmful to the island environment, is minimized and managed scientifically to preserve the natural environment. Other strategies include the reduction in the use of toxic chemicals and instead substituting them to more environmentally friendly options.

## **HEALTH & SAFETY**

The health & safety of our guests & associates is paramount to us. We analyse the risks in the workplace, raise concerns, mitigate them and constantly following-up to ensure that a safe and healthful environment is maintained and possible drawbacks are alleviated.

## **QUALITY ASSURANCE**

Quality - As a responsible resort chain, we maintain high standards and ensure top-notch service for our guests, manage our associates effectively, and engage with stakeholders responsibly. Our management consistently seeks to implement the latest quality assurance processes and certifications to uphold quality in our operations.

## **CHILD SAFETY**

We are a family-oriented resort chain where the fundamental rights of the children are upheld. We aim to create an environment where children are safeguarded and protected against abuse.

## **PURCHASING**


We are committed to purchasing all items with less environmental impact from the stage of manufacturing to transportation, usage, and disposal. We will encourage locally produced goods & services wherever possible.

## **LAW OF THE LAND**

We will abide by all relevant laws and legislations of the country where we operate.

## **ETHICAL SOCIAL RESPONSIBILITY**

We will ensure that all associates are given equal opportunities in recruitment, development & promotions. Guest & Associates are prevented from discrimination and sexual harassment at our resorts.





## Steps we have taken and will continue to take to fulfill our commitment.

### ENERGY

- Continue using appliances that are energy-saving LED and Energy star products to reduce energy demands.
- Use solar energy lighting and a Photocell system; timers are to be placed, especially on exterior lights for gardens.

### WATER

- We will encourage the guests to follow the towel reuse program, which minimise excessive use of water, chemicals and energy.
- Installing water flow restrictors in the taps and showers.
- Laundry – Maximizing the load for laundry resulting in a minimise of water usage.
- Periodically monitoring the water flow rate to keep the Travelife standard.
- All wastewater (100%) is recycled and reused for gardening and W/C flushing systems.

### WASTE

- Continue the In-house water bottle plant to stop single-use plastic water bottles coming into the island.
- Continue to separate all waste appropriately, segregate, record, and transfer, without harm, back into the environment.
- Continue to produce eco-friendly fertiliser, which helps minimise chemical fertiliser usage.
- Continue practice of all wet food garbage from the kitchens to make compost.
- Continue using all plant wastes, including leaves and branches, to make compost.

### SOCIAL

We will actively promote and educate the tourist, associates and local community about the locality through local island excursions. We like to highlight that we have organised CSR events and projects that benefit the local community.

(Hotel school visits, Donations, Training opportunities)

### ECONOMICAL

We will support all initiatives that boost the local economy by providing employment opportunities, and resort supplies firstly to Maldivians, in particular from those residing in the neighbouring islands.

### BIO-DIVERSITY

We will continue our education and awareness campaign among associates, guests, and the local community while engaging them in our Save the Lungs Save the Ocean – coral planting campaign.

### MANAGING HAZARDOUS SUBSTANCES

We will keep records and manage and dispose of hazardous items in the best interest of the environment.





## Steps we have taken and will continue to take to fulfill our commitment. Cont..

### PEOPLE & CULTURE

Local employment opportunities, scholarships and training & development opportunities are curated to uplift the local community. We have various projects rolled out within the property to protect the culture. Refer Talent Development Report for more information.

### CHILD SAFETY

We communicate and train our associates regularly to enhance our child safety policy and to create a family-oriented resort chain where the fundamental rights of the children are safeguarded and protected against abuse.

### PURCHASING

We practice monitoring contributions made under Sustainable, Local purchases, and environmentally friendly items and communicate through our yearly sustainability report. Please refer – the Retrospect – Our contribution

### LAW OF THE LAND

The company's internal audit process ensures that we will abide to all relevant laws and legislations of the country we operate.

### HEALTH & SAFETY AND QUALITY ASSURANCE

We prioritize H&S and quality assurance at our properties with various certifications and processes: Quality Assurance Certifications: We invest in certifications to ensure a high-quality operation.

**Sustainability Measures:** Our longstanding sustainability efforts are audited and certified with top-tier global certifications.

**7S+:** A systematic method for organizing the workplace, ensuring occupational H&S standards. It's an extended version of the 5S concept.

**ISO 22000 Certification:** We ensure food safety through the Food Safety Management System. Reviewpro: We use the famous Reviewpro guest intelligence survey in monitoring guest comments and ratings to enhance service quality. LQSA (**Leading Quality Service Assurance**) **Audit:** Our corporate management team conducts internal audits to ensure quality. We gather feedback from guest comment cards and staff surveys to ensure their input is heard and improve the quality of our operations.

All above activities will be periodically monitored, recorded and benchmarked against industry best practices. Every financial year the resort will publish a detailed sustainability report to be circulated among all stakeholders. This report will be published on our official webpage for view.

<https://www.heritagehotels.com/aarah/sustainability.html>



## **THE SCOPE**

The Scope of the Sustainability Management Plan encompasses all operations at Adaaran Resorts and their alignment with stakeholders, including valued staff, customers, guests, business partners, owners, the local community, and the environment at large. As proud members of The Green Globe Standard, we adhere to a professional framework that evaluates sustainability achievements across four pillars: Sustainable Management, Social/Economic, Cultural Heritage, and Environment.

## **REFERENCE:**

Green Globe Certification Standard and Guide to Certification

## **OUR VISION**

Adaaran Resorts - one of the pioneer resort operators in Maldives, is conscious of the impacts of their business on the environment, and its policies and procedures are to minimise such impacts on the delicate environment of Maldives while focusing on the long-term sustainability of the Island Nation.

## **OUR COMMITMENT**

We will measure our environmental performance against our objectives and targets to review our progress regularly. We will comply with all applicable environmental laws and regulations.

We will always strive to improve our environmental performance, getting better with every approach so that we know we are doing what's best in our ability.

We look forward to instill in the minds of our co-workers the importance of environmental commitments so that it will be the driving force to achieve our sustainability targets as one unified team.



## Our Sustainability Management Plan is structured around four main areas

### ENVIRONMENTAL

Actively participating in resource conservation, promoting renewable energy use, reducing pollution, and preserving biodiversity, ecosystems, and landscapes.

### SOCIO-CULTURAL

Engaging in corporate social responsibility initiatives, supporting community development, promoting local employment and fair trade, respecting local communities, and protecting colleagues. We actively participate in activities that benefit the local community.

### QUALITY

Focusing on activities that sustain themselves economically, creating competitive advantages within the industry through exceptional service that exceeds guest expectations. We aim to contribute to the economic well-being of the surrounding community through local ownership, employment, and purchasing local products.

### HEALTH & SAFETY:

Ensuring compliance with established health and safety regulations, and implementing measures to protect the well-being of both guests and colleagues.





## **A. SUSTAINABLE MANAGEMENT PLAN**

### **A1. Improvement of a Sustainable Management Plan**

To implement a Sustainable Management Plan, the resort will establish and uphold the SMP in accordance with the requirements outlined in this section.

Our property will develop and document Policies and Procedures that:

- The Policies and Procedures developed by the resort must be tailored to fit the specific nature and scope of its activities. They should be in line with the four key areas of the Sustainable Management Plan (SMP), addressing Environmental, Socio-cultural, Quality, and Health & Safety issues.
- Additionally, these policies should demonstrate a commitment to continuously improving the SMP. It is imperative that they comply with all relevant legislations, regulations, and other requirements adhered to by the organization. Furthermore, they should establish a framework for establishing and evaluating SMP objectives and targets.
- These policies must be documented, put into practice, upheld, and effectively communicated to all colleagues. They should also be made accessible to all parties with an interest or involvement in the organization's operations. Finally, periodic reviews are necessary to ensure that these policies remain pertinent and suitable for the organization's SMP.


### **A2. Legal Compliance**

The hotel is licensed in accordance with the laws of the Republic of Maldives and adheres to all pertinent international or local legislations and regulations.

This includes regulations related to health, safety, labor, and the environment. Additionally, insurance policies and other instruments for guest and colleague protection are regularly updated and maintained.

### **A3. Colleague Training**

Adaaran and Heritage Aarah Resorts value their associates as their most valuable asset. With a dedicated Learning and Development team, they ensure the growth and empowerment of all associates, regardless of their level. This team identifies and nurtures high-performing individuals, providing training and development opportunities to help them excel in their roles and reach their full potential. The L&D team coordinates and conducts sustainability training at all levels to educate and uphold the good practices implemented at our resorts.







## **A. SUSTAINABLE MANAGEMENT PLAN Cont..**

### **A.4 Customer Satisfaction**

At Adaaran and Heritage Aarah properties, we actively monitor customer satisfaction through a variety of feedback channels and platforms. We deeply appreciate and encourage all forms of positive or constructive feedback from our guests. Alongside measuring customer satisfaction, we also assess internal quality performance and satisfaction levels. Our monitoring and review tools include:

- Guest Emails
- Review pro ranking and comments/mentions
- Customer Satisfaction Cards/Guest Comments
- Third-party online platforms such as TripAdvisor, Booking.com, and all social media channels.
- During-stay courtesy calls and feedback received from butlers and Guest Relations Executives.

### **A5. Accuracy of Promotional Materials**

All promotional communications at our properties are overseen by the corporate Public Relations and Branding team to ensure alignment with company standards, local regulations, and cultural norms. We prioritize honesty and transparency, ensuring that promotional materials do not overpromise or mislead our guests. These materials are truthful and set realistic expectations for our customers. Updates and reviews are conducted as changes occur.



## **A. SUSTAINABLE MANAGEMENT PLAN Cont..**

### **A6. Local Zoning, Design, and Construction**

Our properties are situated exclusively on uninhabited islands, often with a prior history as a resort. No disruption is caused to local significant sites, watercourses, wildlife, vegetation, or residents during construction.

Regular maintenance and repairs are conducted, and refurbishments prioritize sustainability and local design. Whenever possible, original structures are reused, incorporating traditional elements like kadjan roofing, dhoni-shaped masts, and coir, wood, and bamboo materials. Interior design and renovation focus on sustainability, energy efficiency, and the use of environmentally friendly materials for long-lasting results.

### **A.7 Interpretive Tourism**

We engage our guests in learning about the local environment, culture, and heritage through various means, whether electronic or simple friendly dialogue. During the holy month of Ramadan, guests are informed about local customs, with a focus on the fasting period observed by our colleagues.

Weekly Maldivian-themed nights feature traditional clothing, bodu-beru performances, and cultural experiences to immerse guests in local traditions. Expedition packages offer opportunities to visit nearby local islands, encouraging interaction with the community and support for local businesses.


We educate guests about responsible tourism by discouraging the purchase of illegal souvenirs and the removal of natural items like sand, corals, and shells, which are integral to the local ecosystem's beauty and preservation.

At Heritance Aarah, guests can also experience a dedicated Maldivian Village excursion, providing insight into Maldivian lifestyle and culture.

### **A.8 Communications Strategy**

We ensure comprehensive communication with our guests and resort visitors through various channels, including our website. Our sustainable operations, plans, and community involvement are clearly outlined.

Guests are actively engaged in our sustainability efforts; for example, we offer an option for bed linen and towels replacement through room cards, allowing them to participate in water and energy conservation directly.





## **A. SUSTAINABLE MANAGEMENT PLAN Cont..**

### **A.8 Communications Strategy cont..**

Upon arrival, our guest relations team educates guests on the importance of protecting fragile coral and the island ecosystem. Similarly, guests are kindly requested not to collect shells from the beach, as they may serve as homes for hermit crabs.

Each property features a dedicated sustainability video played in public areas and guest villas.

Sustainability policies and reports are displayed on guest and staff notice boards, with QR code access provided for easy reference at their convenience.

### **A.9 Health and Safety**

We adhere to strict environmental, health, and safety laws, regulations, and procedures to protect the environment and ensure a safe workplace environment for our colleagues.

Our colleagues receive appropriate training to understand health and safety issues while working, and guests are informed of hazards through signage and other communication methods.

Our purchasing and operating policies prioritize environmentally friendly mechanisms, equipment, and facilities, aiming for low emissions and minimal energy consumption. We prioritize the procurement of durable and long-lasting goods and equipment.

Our experienced team of engineers and technicians maintains facilities and equipment, conducting regular checks to ensure they are in good working condition and comply with safety requirements.

Key highlights include providing life jackets in guest rooms, posting safety instructions in villas and public areas, clearly marking swimming pool depths with NO Diving signs,

conducting regular health and safety training and evacuation drills for colleagues, using environmentally friendly and lead-free paint, implementing an active reporting system for malfunctions and leaks, and playing an island etiquette safety video in each guest villa to highlight safety points.



## A. SUSTAINABLE MANAGEMENT PLAN Cont..

### A11. Disaster Management

Each of our resorts maintains a dedicated disaster response team and has identified potential disasters that could disrupt our operations. Preparedness Standard Operating Procedures (SOPs) have been developed for each identified disaster.

In the Maldives, where Tsunamis are a real threat, our properties take Disaster Management plans seriously, focusing on the three R's: Readiness, Response, and Recovery.

Fire Safety is a priority, and the resort engages a third-party Fire company to inspect, analyze, advise, train, and certify all colleagues. Yearly drills involving all staff are conducted, simulating real disasters and practicing response procedures. Independent parties observe all drills, and observations and reports are documented.



## B. SOCIAL/ ECONOMIC

### B.1 Community Development

Aitken Spence Resorts takes pride in being one of the earliest and largest investors in the Maldives, with operations dating back to 1993. Since then, we have steadfastly managed our properties with a focus on sustainability, mindful of the development and social well-being of all those connected with our business and the wider community.

As a respected organization, we prioritize the upliftment of local communities by providing meaningful employment opportunities and sourcing products locally to bolster the regional economy. We are committed to upholding the fundamental rights of our employees, ensuring they are shielded from discrimination and unethical practices.

Furthermore, we serve as a nurturing ground for aspiring hoteliers, continuously investing in the training and development of local talent to ensure they benefit from our resort operations. Through our community investment initiative, we actively engage in areas where we can make a positive impact and foster mutually rewarding relationships with our stakeholders:

**a) Education:** We support vocational training and skills development initiatives, through our valuable learning & development workforce in the sector to provide internships and opportunities for growth within our company. Kurimagu Management Training program and Hunavaru Apprentice programs are to name a few; Please refer Sector Talent Development Report for more details.

**b) Healthcare:** We contribute to enhancing the health and well-being of local communities by donating and sponsoring local health facilities. We continue our CSR programs to facilitate healthcare institutions in the country.

**c) Cultural Preservation:** We support small businesses strategically linked to our operations, promoting economic growth and preserving local cultural heritage by sourcing from local producers and supporting traditional practices such as fishing. We educate the beauty and importance of preservation of Maldivian culture to our visitors.

**d) Environmental Protection:** In collaboration with our Dive centers, we have initiated a coral replanting program to rejuvenate coral reefs as it's vital to biodiversity. We also support innovative environmental initiatives and engage guests and associates in protecting and conserving local flora and fauna, thereby contributing to the preservation of our diverse ecosystem.

By actively engaging in these areas of involvement, we strive to create a positive impact on both the local community and the environment, aligning with our commitment to community development.



## **B. SOCIAL/ ECONOMIC Cont..**

### **B.2 Local Employment**

Adaaran & Heritage Aarah Maldives is dedicated to promoting the recruitment and advancement of Maldivian nationals in various managerial roles throughout its operational and support functions. Our goal is to support, mentor, and guide these individuals to develop their skills and progress into leadership positions within the company. Our commitment to local employment is reinforced by the following policies:

- Non-discrimination HR Policy
- Code of Conduct policy (a component of the Business Ethics and Conduct policy)
- Corporate Social Responsibility Policy
- Workplace Health and Safety policy

These policies underscore our commitment to creating an inclusive and supportive work environment where all employees, regardless of nationality, can thrive and contribute to the success of our organization.

### **B3. Fair Trade**

Fair Trade at Adaaran & Heritage Aarah Resorts is governed by the "Procedure Goods & Services" process in the Maldives. This ensures that the resort selects suppliers and acquires goods and services using appropriate methods, focusing on quality, price, timeliness, source, and delivery, all while safeguarding the company's interests. Our policy dictates that all processes adhere to applicable laws and adhere to ethical, social, and environmental standards.

### **B.4 Local Entrepreneurs**

At Adaaran & Heritage Aarah Resorts, we abstain from partnering with local entrepreneurs engaged in the trade of historical artifacts, as it violates legal regulations. Nonetheless, we take an active role in arranging events and activities that highlight the local culture, notably during Ramadan, Eid, and Maldives National Day. We extend invitations to local craftsmen and businessmen to our properties, offering them chances to enhance their livelihoods. This interaction enables our guests to connect with them, promoting a deeper appreciation for local cultures.

### **B.5 Respect Local Population & Culture**

In the Maldives, where Islam is the predominant religion, both guests and colleagues are briefed on the local culture. We strive to ensure that proper respect is accorded to local values and beliefs whenever possible, pledging to preserve Maldivian culture and ensure that the local community reaps the rewards of tourism.



## B. SOCIAL/ ECONOMIC Cont..

### B6. Exploitation

Our properties adhere strictly to the regulations outlined in the Maldives Labour Law, which includes stringent policies prohibiting the employment of children, sexual harassment, and exploitation. This commitment to preventing exploitation is reinforced by:

- Our Code of Conduct policy (Group Code of Ethics & Professional Conduct)
- Sexual Harassment Prevention Policy
- Compliance with the Maldives Labour Act

### B.7 Equitable Hiring

Adaaran & Heritance Aarah Resorts upholds a commitment to diversity and equality throughout all facets of our operations, ensuring that no colleagues or applicants face discrimination in any form. All hiring decisions are based solely on merit and competence.

Our resort complies with all local labor laws and regulations, exceeding minimum requirements by offering superior working conditions and wages. We embrace a diverse workforce, currently employing individuals from approximately 20 different nationalities, and actively encourage women to apply for positions at all levels of our business. Our adherence to the comprehensive labor laws of the Maldives is unwavering.

### B.8 Colleague Protection

Salaries and benefits at our properties surpass national regulations, with all mandatory payments into insurance and pension funds made on behalf of our colleagues in accordance with the law. Overtime compensation is provided for any hours worked beyond the established schedule, as dictated by Maldives labor law. While our weekly and daily working hours comply with legal maximums, the nature of the hospitality industry may occasionally necessitate additional work hours. In such cases, colleagues are fairly compensated according to our policies.

To reinforce colleague welfare at our establishments, a welfare committee comprising employees from all levels and management convenes regular meetings. This committee ensures that every colleague's concerns or suggestions are carefully considered and, whenever feasible, acted upon.

### B.9 Basic Services

The operations of our business have not adversely affected or compromised resources or services in the local area or neighboring communities. On the contrary, our activities have created a significant number of stable employment opportunities and have had a positive impact on the community.



## **B. SOCIAL/ ECONOMIC Cont..**

### **B.10 Local Livelihood**

As our resort occupies an independent island and encompasses the entire area, our operations do not exert any influence on the surrounding islands. There has been no impact on the access to land, water, housing, right-of-way, or transportation for neighboring communities.

In fact, our business activities contribute positively to the economy of nearby islands by generating employment opportunities and engaging in local procurement.

### **B.11 Bribery and Corruption**

Adaran & Heritage Aarah Resorts strictly prohibits any manifestation of bribery or corruption, whether conducted directly or through intermediaries, including any involvement of employees in soliciting, arranging, or accepting bribes. We do not engage in direct or indirect contributions to political parties or entities as a means of gaining advantage in business dealings.

The resort also refrains from conducting business with contractors and suppliers known or reasonably suspected of engaging in bribery. Rigorous due diligence is conducted when assessing potential contractors and suppliers to ensure they have robust anti-bribery measures in place. This stance is reinforced by our Code of Conduct policy (Group Code of Ethics & Professional Conduct).





## C. CULTURAL HERITAGE

At our properties, our staff are trained to inform guests about Maldivian culture, important events, and entertainment options that match their interests. While guests can learn about local Maldivian culture and customs, the information is presented in a manner that is more informative than essential, considering the significant differences from Western culture, which many of our guests come from.

Guests have access to Sustainability Reports dating back to 2017 on our website, providing insights into our sustainability initiatives, environmental efforts, and how guests can contribute to our sustainability goals. A dedicated Sustainability video is available on in-villa televisions and public area screens, allowing all visitors to learn about our commitment to sustainability.

We do not sell, trade, or display historical or archaeological artifacts at our properties, and our business complies with all laws and regulations regarding the protection of historical sites and cultural heritage. During room orientations, guests are informed about any goods that are protected and may not be bought or removed.

We actively promote the protection and natural growth of the Maldives' marine diversity and fragile coral reefs. Our villas and public areas are designed with a rustic ethnic charm, seamlessly blending into the natural surroundings and enhancing the scenic beauty of the Maldives through thoughtful architecture and design.



## D: ENVIRONMENTAL

At Adaaran & Heritage Aarah resorts, we prioritize sourcing and acquiring locally produced and sustainable solutions for our operations. We continually assess and enhance the sustainability of our products, striving to increase the proportion of sustainably sourced items over time. For detailed information, please refer to the Retrospect – Maldives Sector in our annual sustainability report, which we update annually.

Some examples of our sustainable procurement practices include sourcing tuna and fish from local fishermen in and around the islands, as well as obtaining fruits, vegetables, bakery products, and using paper straws instead of plastic ones. Additionally, we utilize Forest Stewardship Council certified papers, paper cups, and paper plates instead of plastic alternatives. We also opt for biodegradable bags and wooden cocktail stirrers, among other sustainable purchases.

We prioritize suppliers who conduct their business in a responsible and ethical manner, and we purchase items in bulk to reduce packaging waste. Our preference lies with eco-friendly, biodegradable products made from recycled materials with minimal environmental impact.

In our gardens and landscapes, we refrain from using invasive alien species and minimize trimming to maintain the native vegetation as undisturbed as possible.

Measures are implemented to prevent the introduction of pests and exotic species. Furthermore, we uphold a strict policy against the use, sale, or presence of captive wildlife, endangered species, or any unethical items on our resort premises.



## D: ENVIRONMENTAL Cont...

Recognizing that achieving sustainability requires the collective efforts of all stakeholders, we actively communicate information about our sustainability journey through various channels, inviting them to join us on this inspiring path. Here are the ways we engage with our stakeholders:

- Our Sustainability Policy is prominently displayed on public and staff notice boards.
- All our policies are accessible via QR code posters on public and staff notice boards, allowing stakeholders to download and view them.
- Sustainability Retrospect Videos are shown in guest villas and on public televisions.
- Sustainability Reports are generated annually and shared on our official website, with yearly circulation to all stakeholders via email.
- We host events, workshops, activities, and education fairs to communicate our sustainability efforts across our properties.
- Our sustainability reports include a Biodiversity survey section that details the flora and fauna of each island.
- Sustainability teams on each island organize a variety of activities, including tree planting, coral planting, beach cleaning, and awareness sessions, inviting participation from all stakeholders. For more detailed information, please refer to our annual sustainability report.
- We have a dedicated corporate manager, [Talentsmle@aitkenspence.lk](mailto:Talentsmle@aitkenspence.lk), responsible for overseeing sustainability initiatives across the group and handling suggestions and inquiries.

### **"Managing Resources Sustainably"**

Aitken Spence Resorts, Representing Heritage Aarah & Adaaran Resorts, one of the pioneer resort operators in Maldives, is conscious of the impacts of their business on the environment, and its policies and procedures are to minimise such impacts on the delicate environment of Maldives while focusing on the long-term sustainability of the Island Nation.

Let's Explore Our Actions...



## ENERGY MANAGEMENT

We are committed to reducing our carbon footprint by implementing industry best practices.

- We prioritize energy-efficient equipment purchases.
- We use energy-efficient lighting and turn off unused lights and electronics.
- As a practice, the resort records energy consumption to minimise kWh usage while upholding high standards.
- Guests are encouraged to follow the towel reuse program, which minimizes excessive use of water, chemicals and energy.
- We closely track daily power and diesel consumption per section, promptly addressing any excessive usage.
- Our associates are consistently educated on energy conservation and reducing carbon footprint.
- All guest and associate rooms have inverter-type AC units with temperature control systems.

## WATER MANAGEMENT

Water conservation measures in activities are implemented resort-wide by introducing new technology through awareness programs.

- Water production and storage are closely monitored by a technical team.
- Sectional water usage is monitored daily to understand water leaks and overuse better.
- Frequent testing of water for quality assurance.
- Performing 100% wastewater recycling and reuse for gardening and W/C flushing.
- A dedicated member is on alert at all hours of the day for any urgent repairs or water system leaks.
- Awareness and regular reminders among associates on water conservation.
- Periodically monitoring the water flow rate to maintain the Travelife standard.
- Introduced water outlet aerator system to save water.
- Our Usage of Biodegradable chemicals in our daily activities does not harm the water and STP process.
- The bath towel reuse method minimizes the usage of excessive water, chemicals and energy.
- The garden sprinklers and watering only occur during early mornings and evenings.

## WASTE MANAGEMENT

Affluent will be minimized by effective water management. Sustainable purchasing practices will minimise solid waste. Our company-wide 7 R policy of Reject, Reduce, Reuse, Reclaim, Repair, Replace, and Recycle facilitates our targets.

- Waste is separated at the source level and disposed accordingly by trained associates.
- All wastewater (100%) is recycled and reused for gardening and W/C flushing systems.
- Daily monitoring of the recycling plant and measuring the recycled water consumption.
- A waste management procedure for generating and reusing recycled waste for day-to-day activities is in place.
- All waste is appropriately segregated, recorded and transferred without harming nature.
- Biohazard waste is separated and destroyed at premises using a property incinerator by trained associates.
- The purchasing policy maximizes the purchase of sustainable products which are recyclable, more durable, long-lasting, organic and less harmful to the environment.
- Installation of a Food waste composting machine produces its own 100% eco-friendly fertilizer, which helps to minimize the usage of chemical fertilizer and completely stops the dispose of wet garbage.

## SOLAR POWER GENERATION AND RAINWATER HARVESTING

Conservation measures for water in activities are implemented resort-wide by introducing new technology through awareness programs.

At Heritage Aarah, We have invested in solar power generation panels. We have installed 1,125 solar panels covering an area of 1,920 square meters.

At all our properties we also practice rainwater harvesting to supplement our water supply.

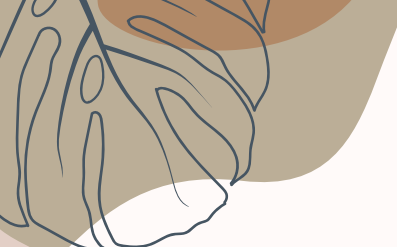
**To discover our sustainability measures in video format,  
Please scan the QR code.**



Heritage Aarah  
Sustainability Video



Adaaran Resorts  
Sustainability Video



This concludes the Sustainability Management Plan for Adaaran & Heritage Aarah resorts for the years 2024-25. We recognize that sustainability is an ongoing journey, and as such, the Sustainability Management Plan will be reviewed annually.

The resorts will continuously measure and monitor Electricity consumption, Water consumption and the amount of waste generated by the resort at planned intervals (every year) to ensure continuous improvement in sustainability:

1. Electricity consumption
2. Water consumption
3. Amount of waste generated by the resort

Our Sustainability Management Plan is supported by the following policies, procedures, and supporting documents:

1. Environment Policy - Aitken Spence Resorts
2. Waste Management Policy - Aitken Spence Resorts
3. Purchasing Policy - Aitken Spence Resorts
4. Occupational Health and Safety Policy - Aitken Spence Resorts
5. CSR - Community Engagement Policy - Aitken Spence Resorts
6. Child Protection Policy - Aitken Spence Resorts
7. Labor, Human Rights, Non Discrimination Policy - Aitken Spence Resorts
8. Quality Assurance Policy - Aitken Spence Resorts
9. Food Safety Policy - Aitken Spence Resorts
10. Sexual Harassment Prevention Policy - Aitken Spence Resorts
11. Narcotics, Drugs Testing Policy - Aitken Spence Resorts
12. Grooming standard
13. Sustainability Story Video
14. Annual sustainability Reports
15. Annual Talent Development Reports
16. Code of Conduct policy (Group Code of Ethics & Professional Conduct)
17. Living associate Guide, Staff Hand Book
18. Living House Rules / Island Etiquette Videos



V02/November/2022



## **Sustainability Management Plan Acknowledgement and Review**

The Sustainability Management Plan outlined above is applicable and must be strictly followed. The Sustainability Management Plan will be reviewed annually.

Next review date: March 2025

Reviewed and compiled by: Tharaka Appuhamy

Corporate General Manager Talent Management & Quality Assurance

Aitken Spence Resorts Maldives

1st March 2024

Approved by: Badhiya Gunatilake

Chief Operating Officer

Aitken Spence Resorts Maldives

1st March 2024

Heritage Aarah Resort General Manager's Acknowledgement

Upul Gedarakumbura

General Manager

Heritage Aarah

29th February 2024

The End.