



EDUCATION FOR SUSTAINABLE DEVELOPMENT



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Marahaba!

We are humbled to have been acknowledged as one of the first international investors to have established ourselves in the Maldives since 1993. For the past three decades, the management of Aitken Spence Hotels & Resorts operates and manages the Heritance & Adaaran Resort Brands which represents the Maldivian chapter of Aitken Spence.

MESSAGE FROM CHIEF OPERATING OFFICER BADHIYA GUNATILAKE

We believe that every action we take affects everyone around us. I am inspired to show you how we all have come together to save, manage, and do the right thing on these beautiful, lush islands.

Shedding light to this year's sector theme, we believe continuous education on sustainability is the key to lobbying together, working together and dreaming together to achieve sustainability in our operations. Our dream does not end at the sector level.

We constantly change and commit to the best possible actions to be more sustainable year on year. The consistency of our work paves the way for us to be better with the dawn of each year. This is not something we could achieve alone, and that's why awareness and education directed towards all stakeholders is important to us. We are concerned as to how well we can save our planet, and people and make a profit to thrive in the corporate world.

I'm happy to share our second consecutive sustainability report where we give you a glimpse of what we have done in the books of sustainability. As you read, you will find some innovative projects rolled out by us. From identifying our island's flora and fauna on water and land to even usage of biodegradable products in our operations to name a few. By identifying what needs attention, we are better able to educate and communicate about them in creative ways where people will start showing equal interest as much as us, in conservation.

All of this starts with educating and inspiring others to make a change.

MESSAGE FROM GM

UPUL GEDARAKUMBURA

Marahaba!

Sustainability - A generation requirement & concern that we have understood very well throughout the years by doing the right thing for the environment and community we are a part of. We have curated our sustainability story to meet modern travellers' aspirations. The feeling of a guilt-free holiday is the icing on the cake.

We are pleased to present the second sustainability story in this manner, making it an opportunity to educate our stakeholders on what we do and our commitment under the umbrella of sustainability.



Marcos Fernandez
Resident Manager



Niman Shashika
Chief Engineer
Travelife Champion



Kosala Chandrasoma
Front Office Manager



Mohamed Warish
Ex. Housekeeper



Amila De Silva
Executive Chef



K.Pushpabandu
F&B Manager



Mohamed Rasheed
Chief Accountant



Panchali Mandakini
Asst. L&D Manager



Ahamed Shareef
HR Executive

WHO WE ARE

We are the Maldivian chapter of Aitken Spence Hotels & Resorts. Heritance Aarah Resort operates in the Republic of Maldives, where the Aitken Spence Resorts Maldives company first commenced operations in August 1993.

Today, we operate 06 Resorts with 730 rooms and employ more than 1400 talented associates from approximately 20 diverse nationalities in the sector.

Heritance Aarah - Premium All-Inclusive features accommodation in Raa Atoll started operating in 2019, and today comprises of a total 150 keys with a range of choices to suit our guest preferences.

The standard villas situated on the land are built in single units on the ground level. There are 68 such units facing the beachfront all around the island.

This includes family beach villas, single-storied units which consist of two units in each. All rooms are in close proximity to the beach.

There are 56 ocean villas in one cluster and 25 ocean suites, and one ocean residence consisting of two rooms in another cluster.

150 Villas
68 Beach Villas
82 Water Villas
7 Dining Outlets
5 Beverage Outlets
390+ Associates
27 Acres

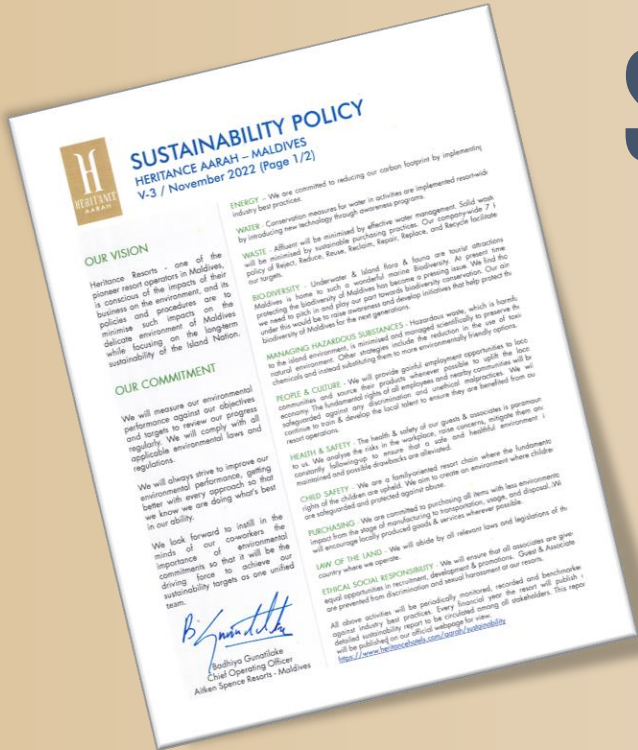


Maldives First LEED Certified property.
Energy and Environmental Design (LEED)

Heritage Aarah maintains a high level of environmental consciousness that focuses on the fragility of the environment in which we live , through strategizing and executing the best eco-sustainability practices.

Our sustainability journey is primarily built on a Sustainability Policy that weighs heavily on pertinent issues of the world such as energy, water, waste, biodiversity and others.

SUSTAINABILITY POLICY



For more details on our Sustainability Policy, please visit :
<https://www.heritagehotels.com/aarah/sustainability.html>

You can access all the sustainability related policies and procedures by scanning this QR code.

OUR VISION

Heritage Aarah – as a pioneer Sustainable Resort Operator in the Maldives, we are conscious of the impact our work has on the environment and therefore, we formulate our policies and procedures to minimise the impact on the environment in the 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, making sure that we regularly review our progress. We will comply with all applicable environmental laws and regulations. We will always look for ways to improve our environmental performance, in order to further reduce the impact of our property's operation. We will train our associates on our environmental commitments so that they understand the role they play in delivering our objectives & targets.



ENERGY MANAGEMENT

- Our effort to reduce energy consumption is always consistent.
- After a tough year with travel restrictions, this financial year was good in business and subsequently there was a significant amount of energy being used compared to the previous financial year .
- However, average per guest night energy usage numbers have reduced, which proves the effectiveness of our energy saving initiatives as well as the practical implementation of the best practices.
- We still explore and strive to contribute towards energy conservation, as a responsible hotel operator we always embrace innovative best practices to improve ourselves consistently in every possible manner.
- When purchasing equipment, the group is mindful in choosing the most energy-efficient products.
- At the resort, all lighting facilities are energy-efficient, and all unnecessary lights and other electronic appliances are turned off when not in use.
- The resort, as a practice, records the energy consumption to keep the total kWh consumption to the lowest possible level whilst maintaining the highest level of standards.
- Guests are encouraged to follow the towel reuse program which minimize excessive use of water chemicals and energy.
- Daily monitoring of power consumption and diesel consumption by section.
- Awareness among associates on energy conservation and reduction of carbon footprint.
- Introduction of inverter type of air-conditioning and temperature control system for guest and associate rooms.

Total energy consumption in KWh	FY 2019-20	FY 2020-21	FY 2021-22	Saving in Qty	Saving in USD	Saving in % Qty	Total Guest Nights			Average Energy Usage per Guest Night			Target for 2022-23
							FY 2019-20	FY 2020-21	FY 2021-22	FY 2019-20	FY 2020-21	FY 2021-22	
	4,701,449	3,028,354	5,627,309	(2,598,955)	(519,791)	-86%	33,368	31,814	84,785	140.9	95.19	66.37	65.00



WATER MANAGEMENT

- One of the main objectives of the hospitality industry is to make their customers feel as comfortable as possible and water plays an important role to ensure guest comfort.
- As a hospitality partner engaged in the Maldives, fresh water is an essential commodity that has various applications throughout the business.
- After a tough year with travel restrictions, this financial year was good in business and subsequently there was a significant amount of water being used compared to the previous financial year . However, average per guest night water usage numbers have gone down
- The effective and efficient use of resources is vital therefore, We have been able to maintain water-saving best practices and we will be continuing to conserve water in a sustainable manner.

- 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 keep 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.
- Bath towel reuse method saves excessive water, chemicals and energy use.
- The garden sprinklers and watering only occur during early mornings and evenings. A technical team closely monitors water production and storage

Total water consumption in Cu M	FY 2019-20	FY 2020-21	FY 2021-22	Saving in Qty	Saving in USD	Saving in % Qty	Total Guest Nights			Avg Water Usage per Guest Night			Target for 2022-23
							FY 2019-2020	FY 2020-2021	FY 20201-2022	FY 2019-2020	FY 2020-2021	FY 2021-2022	
	72,863	48,047	80,044	(31,997)	(44,795)	-67%	33,368	31,814	84,785	2.18	1.51	0.94	0.8



WASTE MANAGEMENT

- Our effort is to reduce and reuse possible waste to practice the waste-to-wealth process at our properties.
- All waste accumulated in our operation is identified, and necessary actions / best practices are taken.
- Postpandemic operations commenced with the new inclusion of single-use biohazard wastes such as personal protective equipment. We made sure to destroy them using an incinerator. All associates are trained on the process and the best practices in handling them.
- The eagerness to continue improving our contributions towards nature led us to install a Food Waste Composting Machine, which converts 100% of our wet garbage into eco-friendly fertilizer, which is then used in our in-house gardens, and the excess will be distributed among the local community.

- 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 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 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 Food waste composting machine produces its own 100% eco-friendly fertilizer, which helps to minimize the usage of chemical fertilizer and completely stopped the dispose of wet garbage .

Total waste generated in Kgs	FY 2019-20	FY 2020-21	FY 2021-22	Saving in Qty	Saving in % Qty	Total Guest Nights			Avg. Waste Usage per Guest Night			Target for 2021-22
						FY 2019-20	FY 2020-21	FY 2021-22	FY 2019-20	FY 2020-21	FY 20201-22	
Wet	165,380	129,415	218,260	(88,845)	-69%	33,368	31,814	84,785	4.96	4.07	2.57	2.5
Dry	276,000	216,000	137,843	78,157	36%	33,368	31,814	84,785	8.27	6.79	1.63	1.5

SOLAR POWER GENERATION AND RAINWATER HARVESTING

At Heritance Aarah, we always look forward to innovative solutions that reduce fossil fuel use. We are keen on diving into renewable energy and have invested in solar power generation panels as a responsible corporate entity.

- We have installed 1,125 solar panels covering an area of 1,920 square meters, which generates the below-mentioned numbers of Kwp, and these numbers show increment year by year.
- We are also looking forward to other initiatives that will help us improve our capability to move towards renewable energy generation.

Solar power generation in Kwp	FY 2019-20	FY 2020-21	FY 2021-22	Total Guest Nights			Avg solar energy per Guest Night		
				FY 2019-2020	FY 2020-2021	FY 20201-2022	FY 2019-2020	FY 2020-2021	FY 2021-2022
	367,107	375,108	452,034	33,368	31,814	84,785	11.00	11.79	5.33

Rainwater harvesting in Cu M	FY 2019-20	FY 2020-21	FY 2021-22
		1,985	1,090

HERITANCE AARAH RETROSPECT – 2021-2022



Sustainability Education

700 + guests & associates have experienced our very own maldivian village live museum.



8,353 Kg | \$ 16,070

Tuna fish was purchased from the local fishing community during the year.



182,500 | \$ 8,148

Paper straws were used in the last financial year which could have easily been plastic straws.



54,000 / Year

Using an in-house bottled water plant terminated the purchase of single-use plastic bottles.



1,672 | \$ 9,770

Cadjan bundles were purchased to uplift the local community.

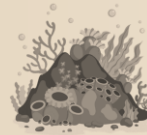


115,200 cigarette buds were identified as the most widespread manmade pollutant. We managed it with care, which if not would be damaging our lands.



680 Bundle | \$ 2,563

Forest stewardship council certified papers were used in the day-to-day operation.



800 + Sq Feet of area

Soft and finger corals were dressed in discarded beds and iron trees as a part of our coral planting project.



Aarah Tharukarige – Organic Vegetable garden

957 kilos of vegetables, \$ 1,441 worth organic vegetables harvested during the period.



6,400 Nos | \$ 366

Paper cups and paper plates were used during the last financial year, which could have easily been plastic cups and plates.



49,992 -1L and 3,984 - 0.5L glass water bottles were produced through the in-house drinking water and bottling plant.



100,300 | \$ 25,075

Biodegradable bags were used during this financial year, which could have easily been in-disposable bags.



30,300 Nos | \$ 2,065

Wooden cocktail stirrers were used during this year, which could have easily been plastic stirrers.



13,260 Hours of total training | 34 hours per associate training were conducted in the financial year.

IN-HOUSE VEGETABLE GARDEN

Aarah Tharukaaree Dhandu

If you have gone through our previous sustainability report for the financial year 2020-21, you will be well aware of our in-house vegetable garden. Our dedicated groundskeeping team and associates came up with the idea to maintain a garden during the lockdown period. We have continued working on our vegetable garden even with the hotel operation at its peak.

During this year we were able to harvest a total of 742.45 Kg of vegetables and 214 young coconuts worth USD 1141.70 (including coconuts).

With the intention of adding value to our in-house vegetable garden, we have a brand-new initiative to be implemented during the financial year 2022-23.

We invite you to read through our next sustainability report, which will include more details on this subject. We promise that the wait will be worth it.



Young Coconut
214 numbers
USD 370.63



Long beans & Beans
89 kg
USD 249.36



Banana
01 Bunch
USD 20.00



Pumpkin
03 kg
USD 2.10



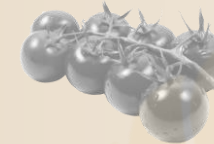
Radish & Okra
38 kg
USD 41.75



Bitter, Snake & Ridge Gourd
136.7 kg
USD 218.79



Papaya
149.6 kg
USD 152.28



Tomato
03 kg
USD 3.75



Spinach, Mint & Basil
76.8 kg
USD 115.7



Green Chili
9.55 kg
USD 6.69



Brinjal
208 kg
USD 239.22



Kangkung & Others
18.8 kg
USD 21.43

SUSTAINABILITY WORK

We aim to create a holistic approach to eco-consciousness by including all sections of the business and society. We continuously invest our knowledge, time and money in sustainable tourism as responsible corporate citizens. A few of the projects hosted during the financial years are as follows;

Will you fill a bottle campaign?

Sustainability is how we live. Discarded cigarette Filters are the most widespread manmade pollutant. Not only does it harm humans over time, but it also significantly contributes towards the permanent damage of the soil on this beautiful island. So, we introduced this campaign aimed at collecting cigarette filters into a bottle and handing them over to the HR department, which will be rewarded in return. The collection of cigarette filters are then discarded carefully without harming the soil. Total number of cigarette filters received: 115,200

Sustainability awareness

Education and awareness of sustainability is one of the most effective methods to implement the best practices at the ground level. We carried out several awareness sessions in line with World environment day, world ocean day, world health day and international women's day.

Tree planting campaign

This is the most regular event on our island, enhancing the appearance and atmosphere combined with nature. We request that you visit and witness the success of these projects with your own eyes since words will not do justice to this fantastic program and its consistency.

Save the lungs, Save the ocean – Coral planting campaign.

Save the lungs, save the ocean is a campaign initiated by our sector in true efforts of coral planting. Heritance Aarah contributed by planting 800 + Sq Feet of the area with Soft and Finger corals in Iron cages. This initiative will continue, and we encourage our guests and associates to participate in our campaigns. By joining our sustainability campaign, the guest gets a validation certificate titled as #TheTrueTraveller at Heritance Aarah.





THE MALDIVIAN VILLAGE

The Maldivian Village is our very own sustainability initiative inspired by our Heritage branding, “where tradition is alive.”

We have created a live museum experience at Aarah to educate our guests about local lifestyles while welcoming them to engage in local activities and experience the beautiful Maldivian culture.

The Maldivian Village experience describes how locals used to live in the past. This journey will take visitors through the most exciting events which helped shape the Maldivian lifestyle.

Click the icons to view videos.



Sustainability Education
700+ Guests and associates have experienced our very own Maldivian Village Live Museum at the property in the year 2021-22





SUSTAINABILITY CERTIFICATION



Leadership in Energy and Environmental Design (LEED) buildings save energy, water, and resources, generate less waste and support human health. Given the increasing demand and pace of green building in the hospitality sector, LEED officially recognises that a project complies with the requirements prescribed within the LEED rating systems by the U.S. Green Building Council.

The enduring measures taken by Aitken Spence Maldives Resorts' sustainability journey started with the Green Dive in the year 2016, by signing the sustainability pledge underwater. Since then, the Travelife Gold Certification has been the standard sustainability certification of the Aitken Spence Group. All our properties maintain these standards in par with the Travelife hotel and accommodation standards.



BIODIVERSITY SURVEY- FLORA

COMMON PLANTS THAT YOU SEE ON OUR ISLAND

Approximately 270,000 plant species have been recorded around the world. Without plants, life on earth would not be possible. In Maldives's warm and humid tropical climate, 583 plant species have been recorded.

260 species are native or natural species 323 species are **cultivated**. Native plants play an important role in the prevention of beach erosion and protection against large waves. 300 plant species are used in traditional medicinal practices in the Maldives.

DO YOU KNOW?

We **ONLY** use native and adapted plants for the island's landscape to protect its biodiversity.

Banyan Tree

Scientific name: *Ficus benghalensis*

Dhivehi name: nika/ Kiri

Sea Lettuce, Half Flower Tree

Scientific name: *Scaevola taccada*

Dhivehi name: Magoo/Gera

Coconut Palm

Scientific name: *Cocos nucifera*

Dhivehi name: Dhivehi ruh

National Tree of Maldives

Coastal Iron Wood / Pemphis

Scientific name: *Pemphis acidula*

Dhivehi name: Kuredhi/Keredhi

Seashore Screw Pine/Pandanus

Scientific name: *Pandanus tectorius*

Dhivehi name: Boakashikeyo



BIODIVERSITY SURVEY –FAUNA

COMMON ANIMALS THAT YOU SEE ON OUR ISLAND

Asian Koel

Scientific Name: eudynamys

Dhivehi Name: Dhivehi Koveli

This bird is protected under the Environmental Protection and Preservation Act (4/93),



White Breasted Water-hen

Scientific Name: Amaurornis phoenicurus

Dhivehi Name : Kanbili

This bird is protected under the Environmental Protection and Preservation Act (4/93),



Indian Flying Fox / fruit bat

Scientific Name: Pteropus giganteus

(Order Chiroptera, family Pteropodidae)

Dhivehi Name: Vaa

The name “fruit bat” is mainly due to the fact they look as if dark fruit hanging in trees.



Grey Heron

Scientific Name: Ardea cinerea

Dhivehi Name: Maakanaa

The IUCN red list currently classifies the grey Heron under least concern. In Maldives it is illegal to catch or to pet.



House Crow, Common Crow

Scientific Name: Corvus splendens

Dhivehi Name: Kaalhu

There are no known endemic species of birds in the Maldives, but there are a few endemic subspecies which includes the Maldivian house crow.



White-Tailed Tropicbird

Scientific Name: Phaethon lepturus

Dhivehi Name: Dhan’difulhu dhooni

This bird is protected under the Environmental Protection and Preservation Act (4/93),

Land Hermit Crab

Scientific name: Coenobita species
(order Decapoda)

Dhivehi Name: Baraveli

A common error made by people is completely submerging these crabs in water, mistaking them for marine animals. They can only survive for a few minutes when completely submerged.



Variable Lizard, Garden Lizard, Crested Tree Lizard

Scientific Name: Calotes versicolour (Squamata)

Dhivehi Name: Bon’du

Is referred to as the “Bloodsucker” in many areas, a name that stirs up unnecessary fears. Obviously, they are insecteaters and does not suck blood, especially not from humans.



BIODIVERSITY SURVEY - ENDEMIC MARINE FAUNA

IF YOU ARE LUCKY, YOU WILL SPOT THEM AT HERITANCE AARAH

Maldives grubfish/ Sandperch

Scientific Name: *Parapercis hexophtalma*.

Dhivehi Name: Lah'nigoo'alathandu

Size : 25 cm

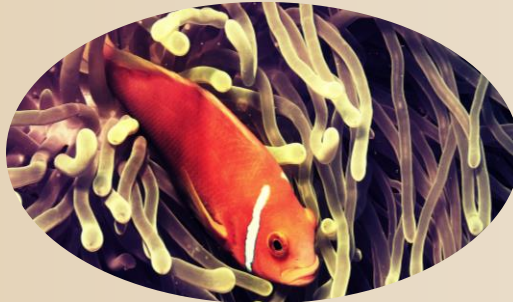


Maldives anemone fish

Scientific Name: *Amphiprion nigripes*

Dhivehi Name: Dhivehi Maagandumas

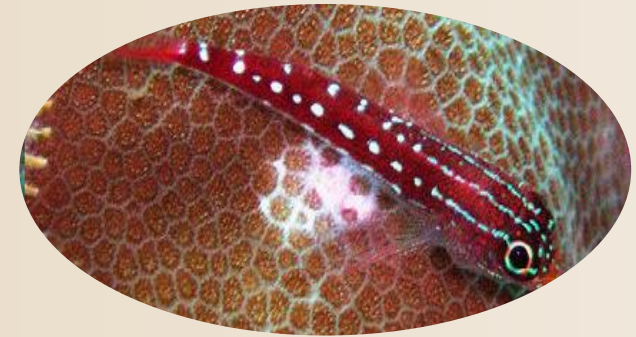
Size : 9 cm



Maldives cardinalfish

Scientific Name: *Cercamia laamu*

Size : 3.5 cm



Maldives triplefin

Scientific Name: *Helcogramma maldivensis*

Dhivehi Name: Kuraki Lah Jehi Funna

Size : 2.8 cm



Maldives blenny

Scientific Name: *Ecsenius minutus*

Dhivehi Name: Dhivehi venfunna

Size : 5 cm

BIODIVERSITY SURVEY - COMMON MARINE CREATURES AT HERITANCE AARAH

WE GUARANTEE YOU WILL SPOT THEM THROUGH A SINGLE DIVE AT HERITANCE AARAH.

Redtoothed triggerfish

Scientific Name: *Odonus niger*

Dhivehi Name: Vaalan rondu

Large groups can be seen swimming up in the water column above the reef slope. At night, and when harassed, they take refuge in small crevices with just their turquoise scissor-like tail showing.

Slender grouper

Scientific Name: *Anyperodon leucogrammicus*

Dhivehi Name: Boalhajehi faana

They resemble them in appearance and in behavior which lulls a potential prey creature into a false sense of security and enables the grouper to approach it without detection.

Bluestripe snapper

Scientific Name: *Lutjanus kasmira*

Dhivehi Name: Dhon reendho mas

This species inhabits coral reefs, occurring in both shallow lagoons and on outer reef slopes to depths of at least 60 m

Peacock hind

Scientific Name: *Cephalopholis argus*

Dhivehi Name: Mas faana

The Peacock Grouper occurs in social groups comprised of a single male and harem females. Male territory size is positively associated with fish size



Parrotfish

Scientific Name: *Scaridae*

Dhivehi Name: Landaa

There are many different species of Parrotfish, and they all belong to the family *Scaridae*. Despite their very colourful, parrot-like appearance, these beautiful fish actually get their name from their unique set of teeth.

Lionfish

Scientific Name: *Pterois volitans*

Dhivehi Name: Fanhaamas

Is a venomous coral reef fish, Its venom can cause cardiovascular and neuromuscular effects ranging from swelling to paralysis.

Giant triggerfish

Scientific Name: *Balistoides viridescens*

Dhivehi Name: Maarundu

It is quite impressive in size and has powerful teeth. Although bites are not venomous, the strong teeth can inflict serious injury that may require medical attention.

Powder blue surgeonfish

Scientific Name: *Acanthurus leucosternon*


Dhivehi Name: Noo' kaalhu

The powder blue tang is rarely harvested for anything other than the marine aquarium industry. It is a commonly sold fish that is moderately difficult to care for, although its popularity is easily exceeded by the Blue tang and Yellow Tang.

LEARNING, DEVELOPMENT & ACHIEVEMENTS

The Resort is committed to creating an environment for associates to achieve their career aspirations while nurturing a team of competent and motivated professionals.

Companywide learning and development and quality assurance are conducted at a corporate level. For more details, please refer to the following Talent Development Reports

2019-20		Training Hours (per associate)
2020-21		FY 2019-20 = 22.5 FY 2020-21 = 19.0 FY 2021-22 = 34.0
2021-22		

You can scan the above QR code to download the relevant company talent development reports.

Your ideas count:

We welcome your suggestions to help us enhance our sustainability objectives and social responsibilities. Please leave your comments through our guest review system or e-mail us at talentmle@aitkenspence.com

Address: Heritance Aarah, Raa Atoll, Republic of Maldives. Phone: +960-7971472

Curated by – Tharaka Appuhamy
Corporate General Manager
Talent Management & Quality Assurance (Sustainability)
talentmle@aitkenspence.com



Leadership in Energy and Environmental Design (LEED) buildings save energy, water, resources, generate less waste and support human health. Given the increasing demand and pace of green building in the hospitality sector, LEED officially recognises that a project complies with the requirements prescribed within the LEED rating systems by the U.S. Green Building Council.

SUSTAINABILITY AWARDS

2019 - 1st Green-Rated Building' in the Maldives

2019 - Leadership in Energy and Environmental Design (LEED) Gold certification.

2020 - STELLIERS South Asia top five Finalist – Sustainability Hotelier Award

References:

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www.researchgate.net | www.maldivesmagazine.com
www.diveclubmaldives.com | www.maldivesbiodiversity.org
www.bluepeacemaldives.org



SUSTAINABILITY REPORT 2021-2022

