

مرحبا
Marhaba
WELCOME

BUILDING A SUSTAINABLE FUTURE TOGETHER

Sustainability Report – Heritance Aarah
Duration – April 2019 to March 2020 and
April 2020 to March 2021 (Two Years)



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A Message from COO

BUILDING A SUSTAINABLE FUTURE TOGETHER

Marhaba!



Badhiya Gunathilake
Chief Operating Officer Maldives Sector

The Maldives has one of the most unique and most delicate of landscapes in the world. Made up of 26 atolls, only 1% of the country is above water. With increasing environmental and social challenges being witnessed as its popularity grows, we all need to play our part by reducing waste and managing essential waste in an eco-friendly way.

We are humble 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. We have helped make a significant change for the Maldivian people; socially, economically, and environmentally.

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

The beauty seen in these small islands, the fresh air we breathe, the mystery behind the 1% soil and 99% underwater entity, the locality, people, culture, and heritage have been included as part of the core of our business. These entities have been embedded into our past, for today and the future.

I would like to express my gratitude to all my associates and stakeholders who have demonstrated to us their dedication and commitment towards encouraging and maintaining sustainability despite the many obstacles and challenges in a time when we are still amid the remnants of a global pandemic.

The past years have brought upon us extraordinary challenges. It has also been a time to recommit to our values, our priorities, and the sustainable change we want to make in the world. I am proud of how our Heritance & Adaaran team of associates stepped up to lead during a unique moment in history. We have been extremely fortunate to have had the chance to pick ourselves up, learn from each other, and realize how strong we are.



Upul Gedarakumbura
General Manager

Marhaba!

"As a responsible resort company, we've given great thought to how we can retain locality, culture of the destination intact with our valued visitors and with the next generation with the launch of our new luxury brand Heritance Aarah. Living with our core values – where tradition alive where we operate, I'm proud on the steps and experience that We have taken.

Heritance Aarah has taken sustainability into a different dimension. The unique heritance sustainability story will be a benchmark for the Maldives tourism, and we will continue to be creative, innovative in our sustainability journey."



Marcos Fernandez
Resident Manager



Panchali Mandakini
* Travelife Champion
Asst. L&D Manager



K. Pushpabandu
F&B Manager



Amila De Silva
Executive Chef



Mohamed Rasheed
Chief Accountant



Mohamed Warish
Executive Housekeeper



Kosala Chandrasoma
Front Office Manager



Niman Shashika
Chief Engineer

Who We Are

We are the Maldivian chapter of Aitken Spence Hotels & Resorts. Heritance Aarah and Adaaran Resorts operate in the Republic of Maldives, where the company first commenced operations in August 1993. Today, we operate 07 Resorts with 750 rooms, and employ more than 1500 talented staff members from 35 diverse nationalities in the sector.

150 Villas



68 Beach Villas



82 Ocean Villas

Heritance Aarah

Heritance Aarah - Premium All-Inclusive features accommodation in Raa Atoll. Started operating in 2019, and today comprises 150 total 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 spread on the beachfront all around the island. This includes family beach villa category 7, 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.



399
Associates



27
Acres



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

Sustainability Policy

Heritage Aarah maintains a high level of environmental consciousness that focuses on the fragility of the environment in which we live, through the strategizing and execution of 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.

For more details on our Sustainability Policy, please visit



OUR VISION

Heritage Aarah – as a pioneer Sustainable Resort Operator in the Maldives, we are conscious of the impact our work has 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.

The Story of our Premium All-Inclusive resort designed on the ethos of sustainability



Woven into the tapestry of Maldivian hospitality, Heritance Aarah exudes grace and luxury with its exclusive features and breath-taking offerings. Curated for those with a penchant for panache travel and seeking a lifestyle experience – the resort, through its uniquely designed services presents an unparalleled holiday in the paradise island of the Maldives. Among its most distinctive features is its unmistakable nod to sustainability.

From its inception, the resort was conceived to uphold the ethos of sustainability across the three pillars of social, environmental and economic; aka people, planet and profit. The resort, part of the Aitken Spence Hotels portfolio – the hospitality arm of the Sri Lankan blue-chip conglomerate Aitken Spence PLC – is no stranger to sustainability.

With flagship resorts such as Heritance Kandalama Sri Lanka under its belt (first LEED* certified hotel in the world and first Green Globe certified hotel in Asia), Aitken Spence Hotels has been a pioneer in sustainable hospitality, years prior to sustainability reaching its current 'trend' status. Hence, it was no surprise when the hotel chain focused on sustainability as a priority when designing the resort, Heritance Aarah.

Having opened its doors in 2019, after two decades of experience in the Maldives under the Adaaran brand of resorts, Heritance Aarah soon won the coveted LEED certificate (Gold level) in the same year – becoming the first building in the Maldives to receive the honour. The resort was also the first green-rated building/resort in the Maldives by the Green Building Council of Sri Lanka (GBCSL).

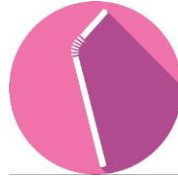
For Heritance Aarah, sustainability is more than just a story – it is a principle that has been wholly embraced by the resort and its passionate team of associates. Highlights of our sustainability commitment can be found on the following page.

Retrospect – Our contribution at Heritage Aarah

2019 – 2020 – 2021
Sustainability Report



Water usage per
average guest night
FY 2019-20
0.52 in Cu M
FY 2020-21
0.37 in Cu M



163,500 | 7,158 \$
paper straws were used last
two years, which could have
easily been plastic straws.



22, 500 Nos | \$ 1,138
Paper Cups and Paper Plates
were used last two years, which
could have easily been plastic
cups and plates.



Avg Guest Night
Energy Usage
FY 2019-20
33.43 in KWh
FY 2020-21
23.12 in KWh



101,600 bags | 2,154 Bundles
23,055 \$ worth of
biodegradable bags were used
last two years, which could have
easily been In-disposable bags.



Aarah Tharukaaree Dhandu
Homegrown Organic Vegetables
2, 638 KG of Vegetables
7460 \$ worth Organic Vegetables
Were harvested for the guest and
associates.



Avg Guest Night
Waste Usage
FY 2019-20
3.14 in Kgs
FY 2020-21
2.64 in Kgs



32,995 Kg | \$ 61,891
Tuna Fish were purchased from
the local fishing community in the
past two years.



Sustainability Education
227 Guests have experienced
our very own Maldivian Village
Live Museum at the property in the
year 2020-21



1025 Bundle | \$ 1,112
Forest Stewardship Council
Certified Papers were used in
the day-to-day operation.



376 +
Finger corals were dressed in
Iron frames as a part of our coral
planting project in the year
2020.



7,200 Nos | \$ 488
Wooden Cocktail Stirrers were used
last two years, which could have
easily been plastic straws.



Since 2019
Property is maintained in
relation to the LEED Gold
Certification standards.



54,000 Buds
most widespread manmade
pollutants were properly
Managed which could have
easily been damaging our 27
Acers of land.



2272 | \$ 13, 077
Cadjan Bundles were used last
two years, to uplift local community.



Energy conservation and reduction of carbon footprint

Our effort is to reduce energy consumption. As a result of the covid-19 pandemic situation and travel restrictions, the property had not operated for almost 06 months, from April 2020 to September 2020. However, for the upkeep and continuity of the quality and standards, even without business, there was a significant amount of energy being used.

As a result, of low occupancy numbers of Average Guest Night / Energy Usage has reduced significantly and we strongly believe that with the ease of travel restrictions and with the new normal, we will be back on track very soon, which will increase energy usage in future.

- Guests are encouraged to follow the towel reuse programme of guest rooms
- Bath Towel Re-use Method minimizes excessive use of water chemicals and energy
- Daily monitoring of power consumption and diesel consumption by section.
- The resort is 30% energy is efficient, compared to a conventional hotel/resort of the same scale.
- The entire resort's hot water requirement is generated through heat recovery from the generator.
- We utilize solar energy in the capacity of 320.7 kwp.
- We save 13% from the total energy load, having installed 1,125 solar panels covering an area of 1.920 sqm.
- All lighting fixtures are energy-efficient LEDs, supporting the reduction of energy demands.
- The resort is equipped with VRF and invertor-type air conditioning units known for high efficiencies.
- Photocell system & timers are in place, especially as exterior lights for gardens and villas.
- We have reduced energy wastage by incorporating a key card system, which is the only model used to switch on electricity in Villas.

ENERGY USAGE PER GUEST NIGHT		TARGET FOR	[KWH]	TOTAL ENERGY CONSUMPTION		SAVING IN GJ	SAVING IN USD	TOTAL GUEST NIGHT		AVERAGE ENERGY PER GUEST NIGHT
FY 2020-21	FY 2021-22			FY 2019-20	FY 2020-21			FY 2019-20	FY 2020-21	
23.12	33.0			4,701,449	3,028,354	1,673,095	334,619	140,480	130,999	33.47



Conservation of water in resort activities

As a hospitality partner engaged in the Maldives, water is an essential commodity that has various applications throughout the business. The effective and efficient use of resources is, therefore, vital. We have been able to maintain water-saving best practices and will be continuing to conserve water in a sustainable manner.

- Frequent testing of water for quality assurance.
- Introduce a water outlet aerator system to save water.
- Laundry – Maximize the load for laundry minimizes water usage.
- The resort uses biodegradable chemicals that do not harm the environment.
- Periodically monitoring the water flow rate for keeping the Travelife standard.
- Bath Towel Re-use Method saves excessive use of water chemicals and energy.
- All wastewater (100%) is recycled and reused for gardening and W/C flushing systems.
- Sectional water usage is monitored daily for a better understanding of water leaks and overuse.
- A dedicated member is on alert at all hours of the day for any urgent repairs or water system leaks.
- Sprinklers in the garden and Watering only takes place during early mornings and evenings to save water.
- Rainwater harvesting is conducted and the water this gathered is used for island agriculture /gardening.
- Our Usage of Biodegradable Chemicals in their Daily Activities does not harm the water and STP process.
- Heritance Aarah houses a homemade sparkling and still water bottle plant to reduce single-use plastic on the island.

[m3]	TOTAL WATER CONSUMPTION		SAVING IN QTY	SAVING IN USD	TOTAL GUEST NIGHT		AVERAGE WATER USAGE PER GUEST NIGHT		TARGET FOR
	FY 2019-20	FY 2020-21			FY 2019-20	FY 2020-21	FY 2019-20	FY 2020-21	FY 2021-22
	72863	48047			140,480	130,999	0.52	0.37	0.5



Waste Management Efforts

Our effort is to reduce and reuse possible waste to practice waste to wealth practice at our properties. All waste that accumulates in our operation is identified and necessary actions / best practices are taken place. Due to the covid-19 pandemic, other than regular waste, a considerable number of biohazard waste were collected. These included single-use personal protective equipment and to ensure a covidfree environment for the betterment of all living beings, biohazard waste was destroyed using a property incinerator. Specially trained associates were used to handle biohazard waste at each property. The process will continue further till the pandemic comes to an end.

- Waste is separated at the source level and disposed of accordingly by trained associates.
- Heritage Aarah houses a homemade sparkling and still water bottle plant to reduce singleuse plastic on the island.
- All waste is appropriately segregated, recorded, and transferred without harm, back into the environment.
- The resort produces its own 100% ecofriendly fertilizer, which helps minimize chemical fertilizer usage.
- Items are reused and converted into other useful items (e.g.: upcycling oil barrels into seats, creating ashtrays, etc)
- All wastewater (100%) is recycled and reused for gardening and W/C flushing systems.
- 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.
- The resort produces its own 100% ecofriendly fertilizer, which helps minimize chemical fertilizer usage and reduces the amount of waste disposal.

[Kg]	Total dry wastage generated		SAVING IN QTY	TOTAL GUEST NIGHT		AVERAGE WASTE PRODUCEDUSAGE PER GUEST NIGHT		TARGET FOR
	FY 2019-20	FY 2020-21		FY 2019-20	FY 2020-21	FY 2019-20	FY 2020-21	
	276,000.00	216,000.00		140,480	130,999	1.96	1.65	
60,000								1.96

[Kg]	Total wet wastage generated		SAVING IN QTY	TOTAL GUEST NIGHT		AVERAGE WASTE PRODUCEDUSAGE PER GUEST NIGHT		TARGET FOR
	FY 2019-20	FY 2020-21		FY 2019-20	FY 2020-21	FY 2019-20	FY 2020-21	
	165,380.00	129,415.00		140,480	130,999	1.18	0.99	
35,965.00								1.2



Social and Environment Responsibility

People, culture and social wellbeing

- Based on the brand tagline of 'where tradition is alive, we have developed a Maldivian Village Live Museum experience within the resort. The museum creates awareness to all visitors including students who visit from nearby atolls, on the history of the Maldives.
- We provide gainful employment opportunities to local communities and source local produce wherever possible in order to uplift the local economy and way of life. This includes (but is not limited to) fresh tuna, coconut products and locally grown vegetable and fruit
- Our purchasing policy maximizes the purchase of sustainable products which are recyclable, more durable, long-lasting, organic and less harmful to the environment
- We invest in people-staff development programs that are rolled out for school leavers and educationally-challenged youth to find gainful opportunities in the hospitality industry.
- We welcome students from schools, institutions and youth communities to visit and experience hotel operations, in line with local safety guidelines.

Biodiversity conservation

- The resort has its own vegetable and herb garden within its premises – the Aarah Tharukaaree Dhandu.
- We conduct regular coral and tree-planting activities, coastal clean-ups and dive clean-up, guests and associates.
- We ONLY use native and adapted plants for the landscape of the island, to protect its biodiversity.
- We do not engage in uprooting or burning trees on the island without authorization. This is to ensure that the island is safe and welcoming to wildlife and the natural habitat.
- Guests, local community and associates are constantly made aware of flora and fauna; and other sustainability practices.





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شهر رمضان



THE MALDIVIAN VILLAGE

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

It is a live museum experience that we have created at Aarah to educate our guests about local lifestyles, allow them to engage in some local activities and experience the beautiful Maldivian culture.

A few insights from the Maldivian Village –

The Maldivian Village experience describes how locals used to live in the past. This journey will take visitors through the most interesting events which helped shape the Maldivian lifestyle we all know of today.



Sustainability Education

227 Guests have experienced our very own Maldivian Village Live Museum at the property in the year 2020-21



Heritage Aarah Homemade virgin coconut oil

In celebration of World Tourism Day 2021, along with our Maldivian village experience, Heritage Aarah rolled out the art of preparing 100% pure and all-natural coconut oil, made at our very own resort.

The oil is derived from fallen mature coconuts around the island. Our guests also had an opportunity to participate in producing this coconut oil. The organic oil is now available for purchase at the resort guest shop.



Skills for resilient workforce 2020 internship program

As part of the government's initiative of enriching the hospitality industry in the Maldives and encouraging youth to explore this industry, Aitken Spence Resorts welcomed four apprentices to our resorts and they were trained in different disciplines.



Report:
<https://bit.ly/3ojaU34>

The Youth is the hope of our future! #wemakediamonds

MI College Degree Student Resort visit at Heritance Aarah
Talent Management best practice awareness session was successfully conducted on 18th October 2019 at Heritance Aarah for the MI College Degree students in Raa Atoll



Heritance Aarah celebrates World Ocean Day

On World Ocean Day, the staff at Heritance Aarah Resort joined hands to spread the message of love and care for our oceans by sharing personal messages with the world on why everyone should take a stand against pollution of our oceans and beaches everywhere. Our oceans are in distress and marine ecosystems are in danger of slowly being wiped out due to human inaction.



"Only we humans make waste that nature can't digest."

Reef Cleaning project – 15th October 2019

Marine Researcher Reef cleaning project at Heritance Aarah!
Heritance Aarah our first Truetravellers - Hall Anne Marie & Newton Darryl guest engaged with us on this reef cleaning campaign spending their valuable vacation time.



The WAY we SPEND our TIME defines who we are

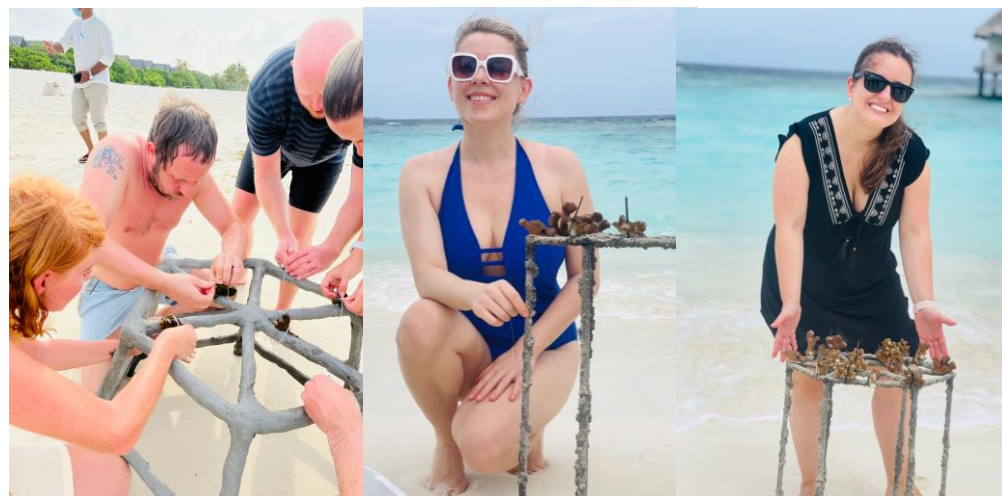
#Truetraveller is a recognition we do at Heritance Aarah for the valued guest who contributes their time to our sustainability activities during their stay.

SAVE THE LUNGS SAVE THE OCEAN

At Heritance Aarah, we planned another sustainability project aimed towards caring for our environment and giving back to the planet we live on.

We came back with another worthy venture during this lockdown period, taking the most out of the luxury of time that we have as hoteliers and engaging in sustainability activities to save our beautiful oceans.

All these carefully selected and nurtured corals were dressed in special Iron bars / subtracts made by our maintenance team. The selection of the corals took several months when it came to research on the house reef and lagoon.



Coral Frame	Size	Number of frames	Live coral pieces	Total coral pieces
Coral Frame 01	12" x 18"	4	12	48
Coral Frame 02	12" x 25"	4	22	88
Coral Frame 03	18" x 30"	3	28	84
H Frame 01	120" x 30"	1	60	60
H Frame 02	100" x 50"	2	48	96
Total Number of coral planted				376

Reef Cleaning Projects

Seven reef cleaning activities have taken place in the past two years and have collected Metal, Wood, Plastic, and miscellaneous.

Date	Number of members joined	Waste Collected			
		Metal	Wood	Plastic	Other
10.06.19	16	6	18	15	10
15.10.19	6	9	7	7	20
20.06.20	30	20	22	10	31
20.07.20	12	8	3	3	2
06.08.20	14	5	2	4	6
04.06.20	12	25	30	3	28
01.03.21	5	11	21	9	8
Total	95	84	103	51	105
Total waste collected		343			





Aarah Tharukaaree Dhandu

"Heritance Araah" has always strived to align its commitment for perfection through its credo and is consistently focusing on standing by our values on our path towards success. This is the story of "Aarah Tharukaaree Dhandu," another recent undertaking of ours. We Heritonians, are always trying to find productive ways to not only stay relevant but to also ensure that our approach being value addition to everyone around us. This is where we embarked on a feat where we believe that 'doing the best at this moment puts you in the best place for the next". Associates joined hands to help turn a construction area into an organic vegetable garden with the aim of growing fresh produce that would then be allocated for the consumption of our valued guests and associates.

This was a project we got involved in during the lockdown period and no doubt, proved to be a very successful one indeed. We are ecstatic to have gotten involved in a project that allowed us to become part of searching for and discovering nature's pathway. We began maintaining an organic compost pit that is rich in nutrients and organic matter and took it another step further in the hopes of promoting the wellbeing and healthy lifestyle of everyone at the resort whilst ensuring that we give back and respect our natural surroundings in the process.

SUSTAINABILITY CERTIFICATION



SUSTAINABILITY

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 is an official recognition that a project complies with the requirements prescribed within the LEED rating systems by the U.S. Green Building Council.

The enduring measures taken up by Aitken Spence 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, and all our properties maintain these standards in relation with the Travelife hotel and accommodation standards. Heritance Aarah is set to be audited very soon.



Awards and Certifications

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
2019	FHAM Culinary competition – (33 awards - Nineteen Gold, Six Silver Medals, Five Bronze and Three Merit Certificates)
2019	Culinary Art Food Expo Competition - CMB – (55 Awards – Twenty-nine - Gold, Ten Silver Five - Bronze Eleven - Best in the category)
2019	Culinary Olympics Stuttgart Germany – (Total - 13 - Four Gold, Seven Silver, Two Bronze)
2020	World Tea Master Cup Audience award and 3rd place at the overall competition
2020	STELLIERS South Asia top five Finalist – Sommelier & Mixologist Hotelier Awards
2020	South Asian Travel Awards – South Asia's Best New Hotel
2020	Luxury Lifestyle Awards Winners 2020 Top 10: The Best Luxury Romantic Resorts In Maldives

Learning & Career Development

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, as well as quality assurance, is conducted at a corporate level. For more details, please refer Talent Development Report 2019-20 and 2020-21 / You may write to request talent management reports of the group.

Training hours per associate:

2019-20 - 22.5 hrs.

2020-21-19 hrs



"If you are hardworking and dedicated then you will have a GREAT future ahead"

-Ibrahim Najeeb-



"Associates make the difference I'm glad that I'm PART of it... "

- Ibrahim Munsif -



Your ideas count:

Curated by – Tharaka Appuhamy Asst. General Manager - Talent Management & Quality Assurance together with The Management of Heritage Aarah.

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



2019 – 2020 – 2021 SUSTAINABILITY REPORT
BUILDING A SUSTAINABLE FUTURE TOGETHER
