



# SUSTAINABILITY POLICY

VERSION 01/MARCH 2024

Policy Purpose	"At Aitken Spence Resorts, we prioritize environmental conservation in the delicate Maldivian ecosystem, aiming for long-term sustainability. We measure our progress, comply with laws, continuously improve, and instill environmental commitment within our team for unified sustainability goals."
Effective Date	1 st March 2024
Revised Date	1 st March 2026
Approved By	Chief Operating Officer



Heritage Aarah, Raa Atoll, Republic of Maldives



## **Our Vision**

Heritage Aarah is 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 minimize 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.

### **ENERGY**

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

### **WATER**

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

### **WASTE**

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

### **BIO-DIVERSITY**

Underwater & Island flora & fauna are tourist attractions. Maldives is home to such a wonderful marine Biodiversity. At present times protecting the biodiversity of Maldives has become a pressing issue. We find that we need to pitch in and play our part towards biodiversity conservation. Our aim under this would be to raise awareness and develop initiatives that help protect the biodiversity of Maldives for the next generations.



## **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.

## **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.

## **HEALTH & SAFETY**

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

## **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.

## **QUALITY ASSURANCE**

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.





## 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 garden lights.

### WATER

- We will encourage the guests to follow the towel reuse program, which minimize excessive use of water, chemicals and energy.
- Installing water flow restrictors in taps and showers.
- Laundry – Maximizing the load of laundry which there by minimizes water usage.
- Periodically monitoring the water flow rate to keep up to 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 the resort producing its eco-friendly fertilizer, which helps minimize chemical fertilizer usage.
- Continue the practice of using 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 organized 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 neighboring 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, manage and dispose 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 at 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 these initiatives 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.heritancehotels.com/aarah/sustainability.html>