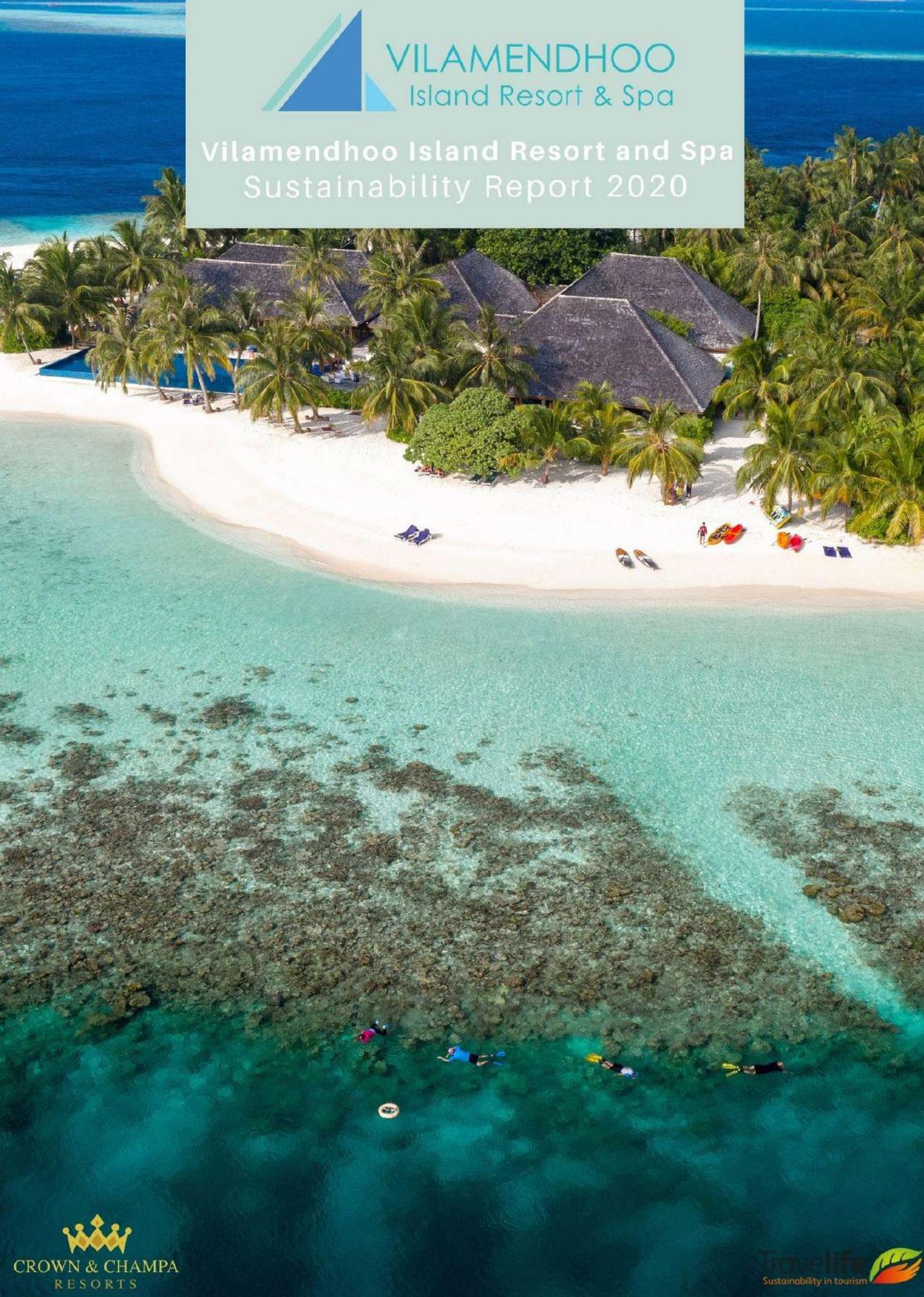




VILAMENDHOO  
Island Resort & Spa

Vilamendhoo Island Resort and Spa  
Sustainability Report 2020



CROWN & CHAMPA  
RESORTS

Travelife  
Sustainability in tourism

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# Executive Introduction

## About this Report

This report summarizes Vilamendhoo Island Resort and Spa's sustainable development progress in the past two years and reflects on successes and challenges as well as performance data from the years 2018 and 2019. Environmental, economic, socio-cultural, quality, and health & safety areas are taken into consideration while elaborating the report. Furthermore, Vilamendhoo ensures compliance with legislations in the above mentioned areas, for example Corporate Social Responsibility, employment laws, health & safety as well as environmental laws and regulations. Finally, the report helps to focus on key KPIs and objectives which are set to increase positive impacts and hence prepare to take corrective measures for the future wherever there is a deviation.

## Our Vision and Mission

Vilamendhoo Island Resort and Spa's Vision is based on the common **Vision** statement of Crown and Champa Resorts. "Year upon year, CCR and its people will be recognized as the most successful hotel and resort management group in the Maldives."

Vilamendhoo seeks to positively impact the communities in which we operate through energy-efficient practices and sustainable education, while maintaining high-quality services to our guests. We acknowledge the need for responsible and sustainable environmental management at all levels, and we strive to incorporate good environmental practices into all of our decisions and operations.

In order to realize our Vision, our **Mission** is to make sure that every action is assessed for its environmental and sustainable impact, while exceeding the expectations of our guests, stakeholders and employees. Our shared values across Crown and Champa Resorts together with Vilamendhoo Island Resort and Spa allows us to deliver the unique combination of outstanding accommodation, service and the highest levels of customer satisfaction, with extraordinary emphasis on the creation of value. Vilamendhoo has the aim to develop, without compromising the natural environment and the local residents.

## Our Core Values

The Core Value of Vilamendhoo Island Resort and Spa is '**Energizing and Continuing Improvement**'. CCR and Vilamendhoo Island Resort and Spa will never stop seeking new challenges in progressive approaches. Vilamendhoo is generating new ideas and re-inventing the business while reviewing practices and systems in order to become more creative. This Core Value is based the overall Supporting Values of CCR which consist of **Respect, Empathy, Sincerity, Openness, Reliability, Trust and Sensitivity**. These values are communicated to each team member through trainings and speeches by the senior management.

## Message from the General Manager

Vilamendhoo Island Resort & Spa is dedicated to high standards of hospitality and advocate environmentally sustainable business operation. Our aim is to positively impact the communities in which we operate through energy-efficient practices and sustainable education, while maintaining high-quality services to our guests. We acknowledge the need for responsible and sustainable environmental management at all levels, and will strive to incorporate good environmental practices into all of our decisions and operations.

The managers and owners of Vilamendhoo Island Resort share the commitment to ensure optimal environmental management in its daily operations. Recognizing the impacts that tourism places on natural resource availability and climate change, we will work to make sure Vilamendhoo Island Resort will ensure responsible waste management, avoid pollution, incorporate energy saving devices where possible, and encourage customers and employees to respect and participate in our efforts to minimize the environmental impacts of the hotel.

Therefore the sustainability program is under the watch of the General Manager who reports to the head office and is working close together with the Chief Engineer who is in charge of the ongoing task with the support of the Head of Departments to assist where needed.

In order to satisfy extensive sustainability criteria, including the socio-economic impacts and staff welfare, Travelife Gold award has been achieved and received by Vilamendhoo Island Resort over the past years.

### Message from General Manager Mohamed Zahir

Maruhabaa!



Before this year ends, I would like to share and reflect our last year achievement. We promoted two new waste-reduction initiatives to strengthen our commitment to environmental sustainability and we introduced our eco-bottle and paper straw. With our eco-friendly initiatives, not only do we raise awareness, but we also help to reduce waste, and conserve resources as well as minimize the impact on our planet. The effects of plastic to the marine life are devastating and every year millions of straws end up in our oceans. These innovation will reduce the negative impact on marine life by eliminating tens of thousands of single-use plastics, including straws and plastic bottles from entering the ocean.

We effectively respond those policies to environmental changes that may occur in the entire process of activities, we also improving environmentally on a daily operations by monitoring regularly the waste management to avoid pollution and encourage guests and employees to participate to minimize the environmental impacts of the resort.

This year was challenging were the entire industry had to shut down due pandemic arise globally but yet, we still have a reason to continue our goal. We are eager to reach the target by reducing water consumption, reduce chemical spills and refreshing environmental awareness training to employees to keep their minds on track. We are dedicated to implement this in our future plans.

My Team and I looking forward for the better and future success.

## Vilamendhoo Introduction

Vilamendhoo Island Resort, surrounded by a beautiful lagoon, an excellent house reef and long stretches of white, sandy beach, is the only Resort of Vilamendhoo, South Ari Atoll. It is 900 meters long and 250 meters wide and covers about 55 acres. Vilamendhoo being part of Crown and Champa Resorts, we adhere to the guidelines set out by the corporate sustainability report.



Development of Vilamendhoo Island has started in the early 90's providing very simple accommodation for guests. Over the years more guest rooms have been added as demand was increasing. Crown & Champa Resorts have taken over the Island in 2009, closed it for a year and the resort has undergone a full renovation of the existing resort and additional added more rooms on the Island as well into the lagoon, Restaurants, pools and the reception were built to bring the standard of the resort to its current level.



On its 900m x 250m guests can now enjoy all aspects of a holiday in the Maldives enjoying a 4.5\* service and its beautiful nature surrounding. Best known as dive and snorkeling Island as Vilamendhoo is surrounded by its house reef and over 50 well known dive sites.

With its 194 room there is space for up to 480 guests and currently employs a total of 416 staff form various countries all over the world.

Guests mainly from Europe visiting Vilamendhoo all year around with the majority form the UK followed by Germany and Switzerland as the top markets. A family friendly holiday resort offering activities for all tastes on a high level of service.

## Sustainability Program Outline

At Crown and Champa Resorts (CCR) and Vilamendhoo Island Resort & Spa, we are dedicated to high standards of hospitality and advocate environmentally sustainable business operations. Our aim is to positively impact the communities in which we operate through energy-efficient practices and sustainable education, while maintaining high-quality services to our guests. We acknowledge the need for responsible and sustainable environmental management at all levels, and will strive to incorporate good environmental practices into all of our decisions and operations. We consider sustainable business practice to be essential to our success in growing our business and creating lasting value that meets the expectations of all our stakeholders and guests, now and in the future.

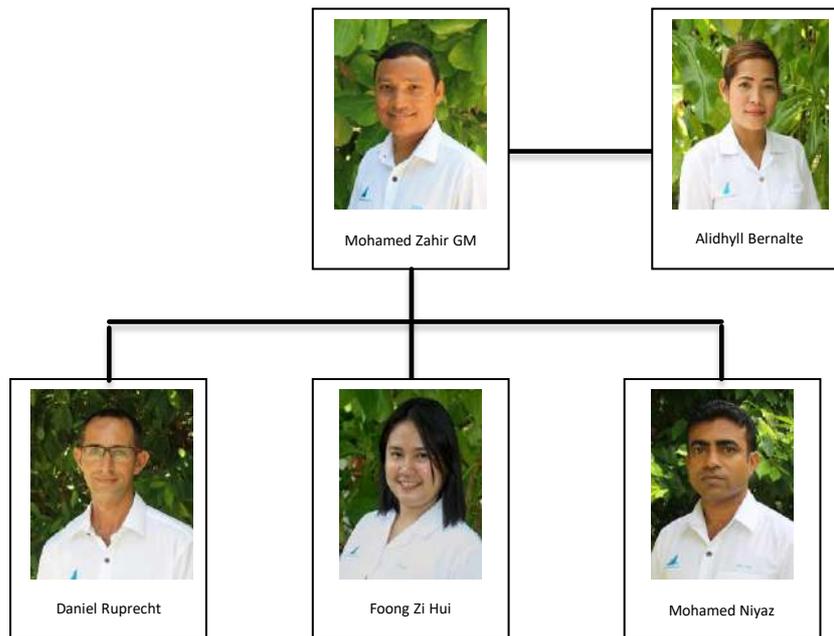
Our Resort endeavors to adhere to the following principles:

- Establish ethical environmental objectives and integrate a process of verification.
- Comply with all applicable environmental laws and regulations embedded with sustainability.
- Applying the “5 R's” concept to minimize waste. The “5 R's” consist of the following steps and should be applied in the respective order: Refuse, Reduce, Reuse, Repurpose, Recycle.
- Actively improve environmental performance and minimize environmental impacts through
  - ✓ taking measures to decrease pollutants and other harmful emissions ,
  - ✓ upgrading hotel lighting and appliances to ensure efficient energy use and utilization of low-flow aerators in sinks and showerheads as a means of conserving water, and
  - ✓ Minimizing waste by reviewing purchasing practices and segregating wastes for reuse and recycling.
  - ✓ Promote environmentally responsible behavior and educate on environmental issues among our staff, clients, suppliers, and the community.
  - ✓ Monitor our environmental impacts and set goals to continually improve our sustainability efforts.

In pursuit of this venture, we will evaluate the hotel activities and will seek to improve any that adversely affect the environment. Furthermore, we will provide public displays information to customers and guests to educate them regarding the impact of our activities on the, and also to encourage them to assist us in achieving our goals. We are committed to this policy of environmental stewardship, sustainable business practices, and excellent service.

This policy will be revised periodically to ensure its applicability to activities of the Resort and to align with CCR's common sustainability policy and vision and the industry's evolving standards.

## Key Members of Sustainability at Vilamendhoo



The policy is revised periodically to ensure its applicability to activities of the Resort and to align with CCR's common sustainability policy and vision and the industry's evolving standards. Our **General Manager Mohamed Zahir**, **Director of Operations Daniel Ruprecht**, **Chief Engineer Mohamed Niyaz**, **Assistant Human Resources Manager Foong Zi Hui**, and **Executive Secretary to GM Alidhyll Bernalte**, together with Vilamendhoo Team always make sure that everything is in order under their respective assigned task.

Sustainability and CSR are part of the declared company policy, not only included in our mission or vision statements, but understood as a matter of attitude in conducting the business. Actions and ideas are initiated from all levels of the management and from the employees. The overall supervision of sustainable practices lays with our General Manager, Mohamed Zahir. He and the entire Vilamendhoo Team strive to exceed excellence in the daily operations.

Vilamendhoo Island Resort & Spa believes that the local community is a very important stakeholder. Respect and corporation with the community are benefiting both the resort and the local community. Vilamendhoo has actively contributed to the sustainable development of the local community and local environment through various **corporate social responsibility** programs.

Vilamendhoo Island Resort and Spa is wholly committed to implementing, maintaining and continually assessing systems and processes internally and externally. A designated **quality policy** is in place to ensure that services fully meet the requirements of our customers at all times. Each Head of Department is responsible for monitoring the quality of services provided. The General Manager with the support of the Management Team is working together to maintain and evaluate the Quality Management System of Vilamendhoo. CCR Training and Development and Quality Assurance Team conducts various trainings for team members in order for them to carry out all functions of their role to the desired standards.

A **Health and Safety Policy** is available for Vilamendhoo to serve as a guideline for all guests and employees. Vilamendhoo Island Resort & Spa, makes every effort to provide a relaxed and safe environment to ensure that guests and employees are safe at all times. Various training courses and drills are scheduled on a monthly basis for all team members to make sure that they have proper knowledge and skills. All employees are required to remain on alert and to carry out risk assessments within the resort premises with a frequency relevant to possible harm. Vilamendhoo is continuously improving methods of operation to eliminate accidents in the work place and identifying the health and safety risk in every area.

## Reporting Period

The reporting period for Vilamendhoo is based on the previous Sustainability Report which was assisting the resort to achieve Travelife Gold certification. The present report hence will cover the years 2018 and 2019 (two consecutive years). To be able to achieve targets, a baseline needs to be defined. The targets of 2016 and 2017 were based on the data of the year 2015. Having achieved the targets in 2017, the year 2017 is now the new baseline used for the current report and the data comparison of 2018 and 2019 for specific key actions and challenges that will be elaborated in the following pages.

To **monitor objectives**, there is constant reporting on the actual performance against set targets. There is use of Excel Scorecards, Presentations and Dashboards. Monitoring is done weekly, monthly, quarterly and yearly. When **objectives are achieved**, they are communicated to all team members and stakeholders. Every year, **objectives are reviewed** depending on the market dynamics and the business environment. The progress of Vilamendhoo's contribution to a sustainable environment is monitored to make sure that we are on track.

## Key Actions, KPI and Monitoring

Vilamendhoo's sustainability policy ensures on social and environmental actions to enhance positive impacts and mitigate or avoid negative impacts of operations on the island, the planet and the people while increasing our profit. We recognize our responsibilities towards the local communities, the environment & resources in the Maldives. We ensure that our activities are in accordance with the relevant legislations. Therefore, Vilamendhoo has respective policies in place that encompass environmental actions, employees, health and safety, quality assurance, responsible purchasing, the local community and the safeguarding of children. Additionally, Standard Operating Procedures (SOPs) are also present to make sure that the standard is respected and also to help measure and monitor the progress in the outlined key areas.

Given the fact of our geographic location it is a challenge to introduce new and more measurements as we have to import all goods from overseas as very limited is available at Male. This can be very time consuming and make it much more expensive if new technical systems have to be introduced. What seems to be easy and this we learned over the past year may be more difficult to achieve. However we keep working on new projects with good spirit as we know we can do more and trends are going into the same direction.

As of now the most important goals are close to be completed and we will get even better. Reducing waste is our main focus as we see the biggest possible impact.

We have failed to introduce a dispenser system that was planned for 2020 due to the economic impact by Covid bringing the Maldives tourism industry to its knees not allowing the needed investments. We are confident that we can complete the project as soon as business is getting back to normal.

## Sustainable Activities

Vilamendhoo Island Resort and Spa firmly believes in developing sustainable tourism as a reality in order to meet the needs of our guests and local communities while protecting and enhancing opportunities for the future. Hence, Vilamendhoo is committed to managing resources in such a way that the economic, social and aesthetic needs can be fulfilled for both present and future generations while maintaining cultural integrity and essential ecological processes, including biological diversity and life support systems.



An Environmental awareness program is run by training department incorporated with **“Nature Walk”** to make aware the staff about the environmental concerns. Special events are celebrated in relation to Environmental Awareness every year together with our guests and team members:



- o World Environment day celebration
- o Earth Hour Celebration
- o World Tourism Day, focused on cleaning programs
- o Beach Cleaning / Island cleaning

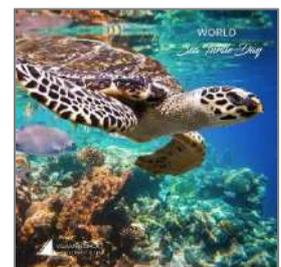
A monthly “Beach and Island cleaning” is organized by our HR department and in collaboration with Euro Divers to clean the beaches and our house reef. Else we join the international cleaning days. Daily beach cleanup is done by our maintenance department who are committed to remove waste that came to our shores over the night and is disposed of by our waste management



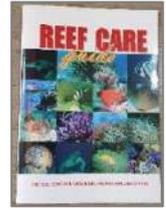
## Marine Life and Biodiversity

### Coral Gardening & Reef Preservations/ Initiatives

A coral garden has been placed in different areas around the island. However, the growth of corals is slow as condition many not be ideal due to currents. Each room provides a reef guide to educate guests in the handling and enjoying our coral reef. A book offers lots of easy understandable information. Strict rules have been implemented for snorkeling in the water. They are appreciated/respected by most of our guests.



Additionally, a VDO is shown on our reception TV and in-house channel to support the information given of what we can do and what we should not do while on the Island or in the sea. A reminder and an additional information briefing is given to all our guests who join our day tours to visit Whale Sharks, Mantas and Turtles before leaving for the trip.



Fishing and fish feeding activities are strictly prohibited on Vilamendhoo! Sun cream can harm the corals massively and therefore we do encourage our guests to bring and use reef friendly products only. At our guests shop, all products have been changed to ones showing the “reef friendly” label.

### Planting Trees and Landscaping

On request, our guests can plant a palm tree and Vilamendhoo is joining the various international activities such as Earth Hour, Environment Day, and regular Reef cleaning days.

We strive to preserve the beauty of our garden by keeping a maximum of trees and planting new trees regularly to replace fallen and old trees due to age and rough conditions we sometimes experience.



### The Manta Trust Marine Biology Center

The Maldives has the world’s largest known population of reef manta rays. The Manta Trust is a well-known, UK based, independent non-profit organization, whose mission is to advance conservation of manta rays and their habitat through science, research, raising awareness and influencing conservation by providing education. Guests can take part in workshops and trips run by the resident marine biologist. Our team is here to share our passion for and knowledge of the marine environment with you and hope that your understanding will help conserve the natural beauty of the coral reefs.

## Our Guests

### Guest Engagement

To give our guests a better understanding on how the Island operates and what we are doing to support our environment a weekly “Back of the House Tour” is available for all guests who are interested. The back of the house tour includes a visit to Ro Plant, Generator Room, Recycling area, STP plant and general staff area with Laundry, staff accommodation and our newly introduced garden area. This tour is conducted by our Chief Engineer explaining all the systems and answering questions for guests joining. Currently this tour is offered once a week on Saturday morning. Vilamendhoo is participating in many of the international environment events such as Earth Hour, Beach Cleaning, Reef Cleaning and World Tourism Days to name a few offering guests to participate with our team and do something good for our nature.



### Guest Feedback

Our team is often communicating to guests directly of what we are doing and what the challenges of sustainability means for an Island in the middle of the ocean. Guests who join the “Back of House Tour” will get a better understanding of how this Island is running.

One of the frequent topics and questions is targeting solar panels, however once explained about this option, our guests understand that it may be more complicated as they initially thought. Even though sustainability is a very big topic for us and our guests, only a few are directly addressing the measures while posting online feedback. However, Vilamendhoo always appreciates this efforts to be passed on and to improve in our daily operation.



#### Resort and snorkelling - THE BEST!!!

Me and my wife visited Vilamendhoo for the first time and we found out that many, many people had being here many times. In my mind it's the best explanation how good this place is. For us coming from USA it's a very long flight and honestly in 11 days we had been there, we have not met even one couple from USA.

Snorkeling is the main reason for us coming to the middle of Indian ocean, as this place was advised by a couple who are world's expert on snorkeling places.

As a result of 2015 El Nino & the rise of ocean temperature, most of the corals were bleached and they are coming back slowly. However, the variety and quantity of the fish and other sea creatures here is unsurpassed. It was even much better then GBR in Australia that we snorkeled several years ago for 3 days.



#### 2nd Visit and better than before

Wonderful island, trying to be as green as possible with everything you could ask for. Excellent staff and quality scuba diving.

Thanks to my Travel Counsellor, Jade Hawkins for once again exceeding expectations.

Guest feedback in general is a very important factor for our resort and with positive feedback from guests, Vilamendhoo is receiving recognition from Tour Operators such as the Travellers Choice Award by TripAdvisor or the Holidaycheck Recommended Award. This year 2020, Vilamendhoo already received 7 awards from Tour Operators including a HACCP Compliance Certificate.

## Local Community Engagement

### Jobs Created for Local Community - Facts/Figures

The first priority to fill positions in the resort is always with locals. Hence, the majority of our team members are from the Maldives and usually, foreign team members are only hired when specialized skills are needed, or the position cannot be filled with a local due to other reasons. Additionally, there are certain work requirements that need the local knowledge or foreign workers would not receive a work permit.

### Surrounding Local Islands Support and Contribution

It is our policy to have a good and helpful relationship with the local community around Vilamendhoo Island.

The following events are supported by Vilamendhoo:

1. Blood Donation
2. Invited schools from neighbor islands for exposure trip in Vilamendhoo
3. Vilamendhoo supports special events organized from neighboring Local Island on request.
4. Joining and supporting local sports events
5. Whenever possible support the local Islands with any request they may have
6. Inviting locals once a week to join the Friday cultural night to perform local crafts making dinner at our staff canteen and have the chance to make some extra income.
7. Providing the local Islands with palm leaves that are used to produce local products



### Corporate Social Responsibility



Lastly also the community welfare and development under the aspect of Corporate Social Responsibility is a very important aspect for Vilamendhoo. In collaboration and partnership with the government, the owners of CCR also assist in nationwide projects through the NGO, Ali Fulhu Thuthu Foundation (AFTF) <http://www.aftfoundation.org/>

AFTF is wholly funded by the owners of CCR, with the aim of partnering for greater impact and reach in community development.

## Human Resource Activities

The employees of Vilamendhoo are from different countries around the globe, and it is important to recognize that while everyone's background is unique, it is essential to respect and understand each other's differences, in order to live in harmony on the island and to work successfully together as a team. The official working language of all employees is English.



### Grooming Standards and Accommodation

Uniforms are provided to all the employees and proper grooming standards are imposed to both male and female employees. One of the prime objectives of the Vilamendhoo is to create an environment in which employees are proud to work. Vilamendhoo management values highly the efforts of those people who show continuous loyalty and endeavor and would like to show its appreciation by offering certain employee benefits.

The majority of the employees share accommodation while some of the team members are allocated with a single accommodation. All staff rooms are provided with basic room furniture and amenities.

### Recreational Facilities and Recognition

Vilamendhoo staff is working in a very small environment and therefore our owners have invested accordingly to make the workplace as exciting as possible. Facilities for staff use are our outdoor football ground that is shared with staff and guests, a Volleyball court, a Badminton court, a Fitness room, a games and TV room, Music Room and Ekuveni Café where team members are meeting during break times and after work. A small staff shop provides daily extra needs at no profit.



Regular from our sports committee organized Volleyball or Football tournaments among the staff members and with other Islands teams are supported financially by the owners. This events are highly appreciated by our team members.

### Training and Development



Vilamendhoo also believes that learning is very important and should be a continuous process. Training is conducted as classroom sessions, but virtual learning and digital training sessions have become increasingly important in 2020. To ensure that proper information is given to the team members of Vilamendhoo, various trainings are conducted regularly with the assistance of the CCR Training and Development and Quality Assurance department. There is a wide variety of trainings

such as the New Employee Orientation, compliance based trainings, or specific skill oriented training such as Soft Skills into Operation comprising the support of departmental trainers.

Cultural Awareness training session is one example that focuses on knowing other culture's norms and practices to help build a better relationship among the staff. Besides the Environmental Awareness session, the team also offers Occupational Health & Safety training for a safe work environment, which gives knowledge to staff on how to prevent accidents during the daily operations. During the Ecolab training, team members will learn how to use chemicals. A representative of our supplier Ecolab visits Vilamendhoo to demonstrate and give information about chemicals.

Vilamendhoo T&D in coordination with SGS Sri Lanka also conducts Water Safety & Legionella Awareness trainings. A mindfulness training session that enlightens attendees on understanding the nature of water, causes and symptoms of Legionella and how we can prevent and control Legionella in the water systems of Vilamendhoo.

Apart from our own training department offering an extensive program to our staff on the island, Vilamendhoo and CCR are supporting the following activities:

1. Graduate Management Training – providing on-job training for the graduates and finances some of this staff throughout their education
2. Extensive training program with access to international training platforms (LobsterInk)

### **Team Building and Engagement**

In addition, there are also team building activities arranged for Vilamendhoo team members to strengthen their working relationship and daily interaction. With the assistance of the Training and Development department, team buildings are held on a regular basis. Maintaining a clean environment is another important aspect. Vilamendhoo team conducts monthly island cleaning activities.



## **Labour Rights and Legislation**

Rights of employees are very important and to comply with the labour and human law, Vilamendhoo has implemented various Standard Operating Procedures protecting the staff and the management. Labour law and human rights are followed to achieve a balanced working relationship between the management, owners and the team members. The Human Resources department is up to date with the current rules and regulations of employees which results in a smooth working relationship. Immigration and working arrangements important points to remember are all in these documents.

Several information in regards to immigration and working arrangements are available under the following link: <https://www.trade.gov.mv/dms/161/1453198480.pdf> In addition, the link covers important information and legislation that is applied in Vilamendhoo including policies covering the finance sector, monetary policies and standards for registered banks in the Maldives.

### **Immigration Policy**

In accordance with the local legislation and within the requirements of the Modern Slavery Act, the procedure of handling of employees' passport documents of foreign employees was implemented. Agreement between the employee and the employer has been applied and facilitated by the Human Resources department. This policy has been implemented since 2018 as an additional policy for passport safekeeping.

### **Child Protection and Harassment Policy**

Vilamendhoo also complies with Law no. 9/91 – Law on the Protection of the rights of Children. This is to protect all children at all the CCR resorts including Vilamendhoo. This law provides a safe environment for children. The policy ensures that CCR/ Vilamendhoo is committed to safeguard children from any abuse in any form (physical, emotional, sexual abuse or neglect).

Vilamendhoo acknowledges that all team members have the right to be treated with dignity and therefore must be provided with a working environment that is free from harassment of any form. One of the important policies in Vilamendhoo is the harassment at work policy. Vilamendhoo does not tolerate behavior from any member of staff which might constitute unpleasant behavior towards others. Preventing any action from occurring is the outmost priority. This policy does not exempt anyone as this applies to all the members of staff, supervisor or manager.

### **Disciplinary Policy**

Additionally, a disciplinary policy is in order to maintain the living and operating standards within the Resort. This also ensures that the correct company and legal procedure is followed with regards to any disciplinary action that may need to be taken with employees. The disciplinary policy is applied consistently and fairly to all employees without discrimination. The main objectives are to ensure that employees perform effectively and that Vilamendhoo rules and regulations are maintained.

### **Health and Safety Policy**

Our main aim is to make the resort a safe place for all the guests and employees. Safety means how to act in undesirable situations. The health of our team members is important for them to carry out their assigned tasks properly. It is the policy and objective of Crown and Champa Resorts and Vilamendhoo Island Resort and Spa to do all that is reasonably practical to prevent illness and personal

injury to its employees and guests. Good Health and Safety practices align to our brand reputation and Vilamendhoo is doing everything feasible to ensure that this policy is effectively carried out.

It is Vilamendhoo/CCR policy that the jobs available are given to locals wherever possible and provide opportunities to get educated in the hotel industry climbing up in ranks. Most Management positions are now filled with local staff who have taken their chance to grow up in our company.

Vilamendhoo / CCR as a high number of long service staff that is reaching up to 30 years with the company.

- ✓ Currently 57% employees out of the total manpower list in Vilamendhoo are locals. Goal is to increase this number to at least 60%
- ✓ Participating Job Fair organized by Ministry of Tourism with all CCR resorts to promote the job opportunities

## Food and Drinking Water Validation

Vilamendhoo complies with all relevant legislations including regional, national and international legislations which we believe are very important in the daily operation.

### HACCP Certification

Food safety is one of the important aspects in food preparation, handling and production. Vilamendhoo applies and strictly follows international HACCP standards in order to make sure we serve well-handled food to guests and staff. HACCP (Hazard Analysis Critical Control Points) certification is highly regarded in the hotel and food industry. It is the international standard of food safety which is complying with the World Health Organization (WHO) “Codex Alimentarius” and is also equivalent to ISO22000. In order to achieve HACCP certification, CCR and Vilamendhoo must adhere to strict food safety standards throughout the supply, storage and production process and complete an annual audit review by an accredited body. CCR and Vilamendhoo has collaborated with an organization from the UK, Ian Greaves International.UK (IGI.UK). Additionally, the assigned HACCP coordinator on the island is evaluating the standards during the daily operation.



### Food and Drinking Water Validation

Furthermore, testing of drinking water, food samples, pool PH are in place which is completed on a regular schedule. SGS is the world’s leading inspection, verification, testing and certification company. Vilamendhoo sends samples to SGS Sri Lanka to make sure that Vilamendhoo is a safe environment for guests and staff.

## Suppliers and Sustainable Purchasing

Sustainable purchasing takes into account the environmental, social and economic features of a product or service that Vilamendhoo is buying. The aim of sustainable purchasing is to reduce negative environmental and social impacts, as well as to find opportunities to save money and support the local economy by buying from supplier nearby. Some of the key areas and achievements will be elaborated in the upcoming points.

### Animal Welfare

All our suppliers are audited through our HACCP & Travelife program and selected to meet the given guidelines.

### Local Purchase

It is Vilamendhoo policy to purchase fresh fish from local suppliers only. The community supports this by giving the local fisherman the chance to make a living by selling fish to the resorts. Vilamendhoo purchases on average 1200kg of fresh Tuna per week under normal resort operation. Maldives has strict fishing rules banning any kind of net fishing. We ensure that our local fish suppliers are following this rules.

### Homegrown Supplies



A small vegetable and herb garden has been recently introduced at Vilamendhoo. However the outcome has more potential as the soil needs to be more taken care of. Most areas are very sandy with little to support faster growing plants. We aim to grow organically and will therefore not use any chemical fertilizers having other possibilities at hand. Few fruits, vegetables and herbs are growing as of now with the best results achieved with watermelons that grow well in this climate.



It is a future project to install a hydro system in order to produce more organic vegetables and salads on the Island.

### Local / International Suppliers

As Vilamendhoo has the HACCP certification we do audit our local suppliers in Male each year which is a requirement of the certification process. Conducting it as a group (CCR) this audits are carried out by a team from each resort and reported through our Training and Development department.

## Hazardous Substances

Wherever possible, the hotel will avoid the use of chemicals known to be on the United Nations Food and Agricultural Organization's prior informed consent list. It will ensure safe disposal of all chemicals that are in use, and work towards zero use within two years of operation.

Most chemicals used are from Eco-Lab and monthly the equipment is checked through a technician from GreenPath. Staff in all areas have been trained in the proper use of chemicals together with our in-house training department as well as GreenPath.

## Healing Earth Products (Organic)



Small soap and shower gel bottles for guests use has been a standard for many a year in all the hotels around the world. Vilamendhoo has changed this years ago and is providing this products in dispensers only. Furthermore hotels have generated a great number of soap waste that usually will not end up in a recycling process. We still provide soap bars for our guests, but only on request. This helps to reduce soap waste to a great extent and is fully supported by our guests. Currently we are using products from Healing Earth who are 100% organic.

## Water – KPI's

### Desalination

All water used at Vilamendhoo is produced on the Island by pumping sea water into our desalination plant. A top modern and very efficient membrane (reverse osmosis) system making us independent from any water supply. The daily maximum capacity is about 400m<sup>3</sup> and we do have storage capacity in our water tanks of 1.5M liters. This will allow us to operate for months even if the system would break down.



All water that is used in operation is going into our water recycling plant (STP) where waste water is filtered and cleaned. This water is then used for watering the gardens and not released back into the sea! Running a waste water treatment system is a great contributor to reduce water consumption on the Island and supports the environment in a great way.

## Water Management

At Vilamendhoo Island Resort we will further incorporate water saving devices and procedures without compromising guest comfort or health and safety to minimize overall water consumption.

We ensure that all kitchen and laundry equipment is well maintained and operated as efficiently as possible. All accommodation taps and showers are equipped with water flow restrictors, as follows:



1. 6 liters per minute for taps.
2. 12 liters per minute for showers.
3. Toilet flush tanks are set to hold the minimum quantity of water as per design. This means the water consumption has been reduced from a standard 9l to 7l per every flushing which is impacting the water consumption positively again. Assuming that toilets are flushed at least 6 times a day in a occupied room we are saving a total of 12 liters a day per room night which amounts to 730 m2 for over 61'000 room nights in 2019.

## Minimize Water Consumption

Vilamendhoo maintenance team is well trained to monitor how much water is used. May it be in kitchen operation, in rooms cleaning, staff accommodation or any other place where water is used. We are aware of how important it is to make sure that any equipment is functioning properly, that leaks are repaired immediately and that the consumption of water is at an acceptable level. Producing our own water we are well aware how precious water is. New and current team members are getting the needed information of caring about our environment and its resources.



## Water Bottling Plant



At our water bottling plant we produce all of the drinking water for our staff and guests. The water is running through additional filters including an ultra violet filter to guarantee safe drinking water. The water filtered is so clean that minerals need to be added to have it healthy for consumption. Over the past year we have seen a massive increase of drinking water consumption/water production as we stopped purchasing plastic bottled water.

## Reduce Water Waste Initiatives

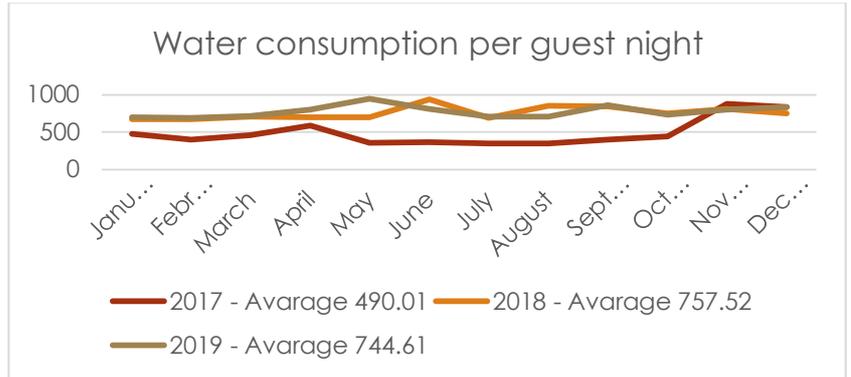
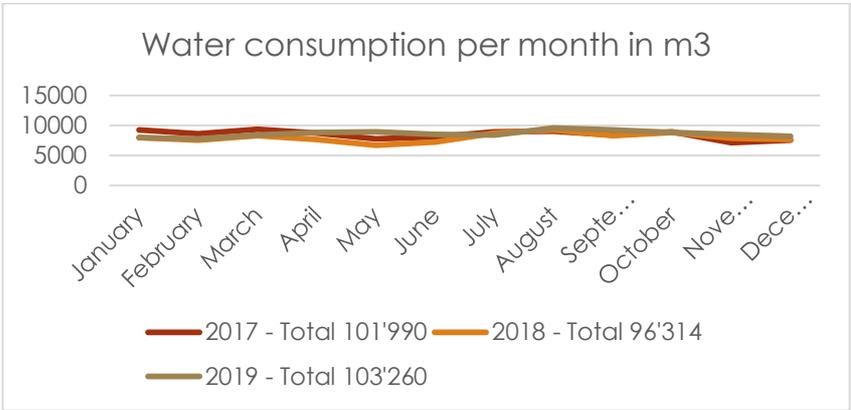
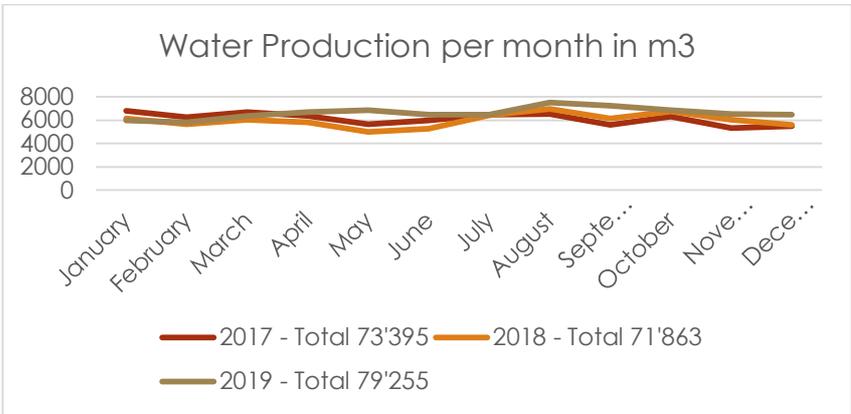
Vilamendhoo encourages its staff and guests to help saving water. For guests, information is placed in the rooms. Staff are receiving regular training through our training department as well as their department head.

**Waste Water Management**

Vilamendhoo operates its own STP Plant (Sewage Treatment Plant) clearing and recycling all its waste water. The water first runs through a filter system where solid particles are removed and dried. The remaining water will the run though different computer supported filter systems till it is clean and free of any particles or smells. Waste water is then used in our gardens to avoid having treated water disposed to the sea.

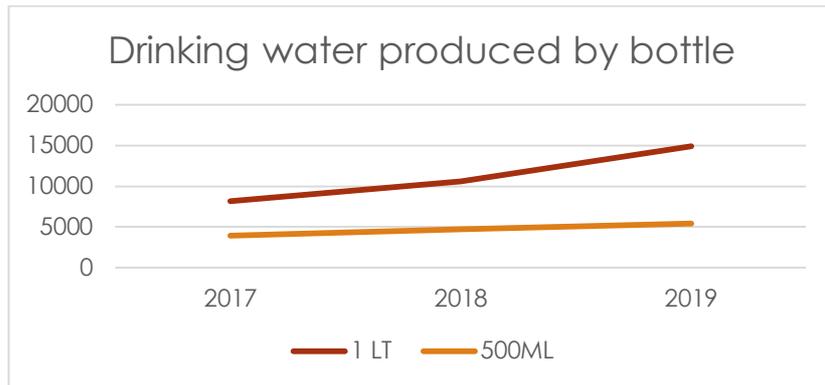


**Water Consumption**



The above graphs are representing the Water Management of Vilamendhoo for 2017 to 2019. While the water consumption was rising from 2017 to 2018, due to various reasons, Vilamendhoo was able to reduce the water consumption per guest night from 2018 to 2019 by 1.7%. Additionally, Vilamendhoo was able to remove plastic water bottles and to increase the water production with our own desalination plant by more than 10% between 2018 and 2019.

Accordingly, the Drinking water production at Vilamendhoo has been increased as per below graph, while reducing plastic water bottles on the island.



## Energy – KPI's

Vilamendhoo has various measures to make sure Energy saving is in place. Energy efficient equipment, training staff to minimize energy consumption, controlled and monitored automated outdoor timer breaker system and recycling of waste energy are some of the implemented ways to significantly conserve energy.

### Resort Energy and Carbon Initiatives

At Vilamendhoo we have an electricity consumption at 53.53 kilowatt hours per guest night. Operationally, Vilamendhoo undertakes the following:

1. Ensure that all heavy and light equipment purchased is rated as energy- efficient
2. Ensure all staff are trained as appropriate in energy conservation
3. Use recovered heat from the room A/C units to heat that rooms hot water supply
4. Outdoor lighting is controlled by timers
5. All accommodation has flat screen TV's with low standby consumption
6. Turn off AC, office equipment and lights when leaving the work place and only run AC at the temperature set to be in a work friendly environment
7. Placing of energy saving reminders in all areas

It is our goal to further reduce the electric consumption from 53.53 kW per to 51kW per guest night by following the above standards and do our best to identify more opportunities to reach the set goal.

### Renewable Energy Systems

Throughout the operation, Vilamendhoo ensures optimal energy efficiency by undertaking the following:

1. We convert to low energy light bulbs or LED lights throughout the island where possible. By 2020, so far 90% of all lights have been changed to LED and most remaining lights are energy saving bulbs.
2. Lights in public and not frequent visited areas are equipped with infra-red sensors.
3. Guests are actively asked to help us to save energy by providing information in the rooms.

### Heated Water Supply

Hot water for guest accommodation is produced by rejected heat from the room A/C unit. This is an ongoing project and 70% have so far been converted until to date.

### Laundry

As space on the Island is mostly used for our guests and therefore scarcely available for laundry management we are not able to dry linen outdoors at a greater number. However we make sure all machines are loaded to capacity in order to avoid unnecessary energy, water and chemical consumption. A monthly inspection of the laundry equipment by Greenpath/Eco-Lab ensures that the equipment is in good condition and the right amount of chemicals is used.

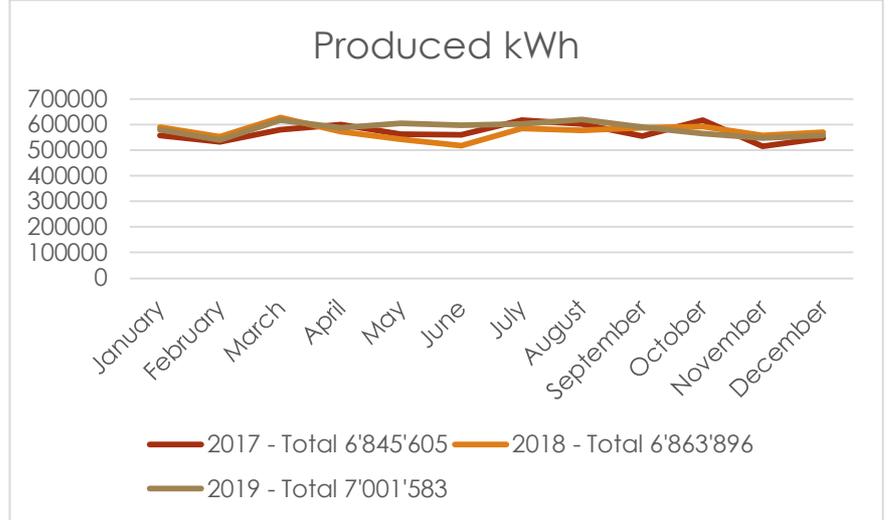
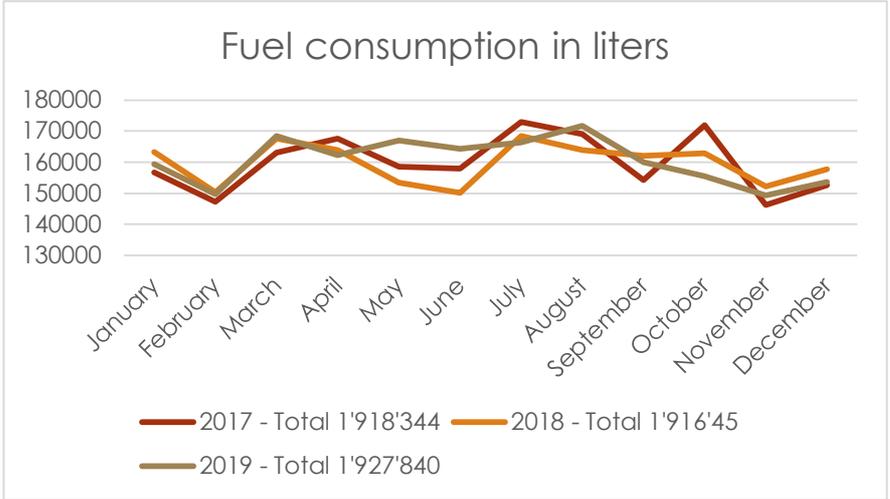
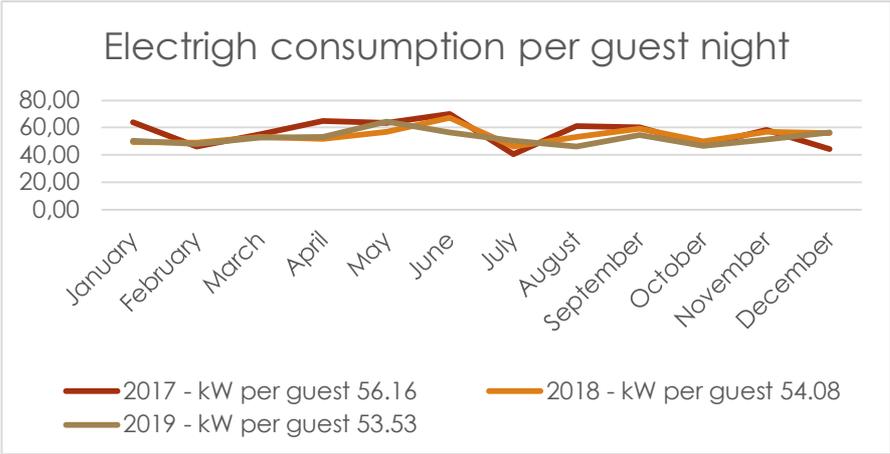


Further water and energy reduction may be achieved with purchasing of new equipment during the next cycle of the report. The impact of 2020 loss of business has delayed our current plans.

### Resort Energy and Carbon Initiatives

This figures are heavily related to our occupancy and it is our goal to reduce consumption by sold guest nights.

Vilamendhoo's Energy consumption for 2017, 2018 and 2019 is shown on the graph below. The consumption in 2017 and 2018 shows a great positive development in decreasing the consumption per guest night, while in 2019 the impact was less. This is due to the fact that in 2018 and 2019 the occupancy was almost the same throughout the year, resulting in less energy saved. However, Vilamendhoo still managed to reduce the electric consumption per guest night by almost 5 % between 2017 and 2019. The fuel consumption on the island has been quite stable during the past two years and Vilamendhoo is aiming to reduce the number in the future.



## Waste and Pollution – KPI's

### Tracking Guest Good Consumption and Reduce Buffet Wastes

Food waste is not tracked daily due to a very high and stable operation. Our kitchen team is making sure that food waste is at its lowest possible point by monitoring dishes, changing regularly slow moving dishes and training the team on proper preparation methods. Almost all food and drinks have to be imported at the very high cost and therefore the goal to minimize food waste is set very highly.

### Composting Food Waste



It is with great pleasure to announce that we have now received our Macerator which will help us to process food left over to the point of zero-food-waste producing fertilizer that will support our garden and Island plants to avoid the use of chemicals.

Due to limited space on the Island as well as to avoid unpleasant smell that could occur from a compost we shred our garden waste only to enhance the quality of soil on the Island.

This will help us to even better track food waste.

### Recycling and Reusing Initiatives

The hotel minimizes its solid waste production in all areas and encourages guests to join the recycling program. Specifically it:

1. Recycles all glass, plastic, metal, paper and cardboard.
2. Minimizes the use of paper and plastic for guests.
3. Paperless information for guests, IPTV, Hotel APP and Removal of non-essential items made of plastic in the rooms or only providing them on demand.



### Waste Engine Oil to Operate our Incinerator

Old engine oil from our boats and generators is used to operate our incinerator supporting a lower diesel consumption. Oil that cannot be consumed by the incinerator is sent off the Island for proper disposal.

### Only Incinerate Items that are Non-recyclable

Very strict rules on what can be burned in our incinerator have been introduced to make sure only what can be burned is burned. All produced waste is collected at the recycling area and hand sorted before being processed. This helps avoiding unpleasant smell from the incinerator area and keeps the air on and around the Island fresh.

## Say No to Plastic!

In order to reduce plastic bottles Vilamendhoo has introduced glass bottles filled with its own water from the bottling plant. Guests enjoy top quality water daily without having a plastic water bottle in their rooms or on the tables in the restaurant.

To support this even further, the ECO-Bottle was introduced in 2019. An aluminum bottle that is sold to guests at a small charge and can be refilled with drinking water daily free of charge. This helps to reduce plastic bottles by the thousands a year and has a great impact on our recycling too. Additionally, each staff has been provided with the same bottle and drinking water stations have been set up in each of the staff accommodation blocks for free use of drinking water.



A great impact on our daily operations came with the replacements of straws. From plastic to paper! In the past each and every drink served had a plastic straw! Even a paper straw has its impact on the environment and therefore the policy has been introduced to first ask guests when ordering drinks if they wish to have a straw. We do see that our guests are doing everything possible to support our environment by opting for no straw. This helps to keep the extra cost for paper straws under control and is a great contribution to the overall consumption of straws. An average of 50'000 plastic straws have been used on a monthly basis and in the entire year 2019 a total of 600.000! Now it is less than 20'000 paper straws per month, so besides avoiding the plastic option, we can also say that we reduced the general consumption of straws by about 60%!

To support the reduction of plastic bottles we have been able to change some of the soft drinks in our minibars from plastic bottles to glass bottles. So far four kind of soft drinks (Coke, Coke Zero, Fanta, Sprite) could be changed with more to come in the near future.

During day tours, Vilamendhoo used to provide single use plastic plates and cutlery for our guests. This has been replaced by food trays where each guest gets his own meal served in a closed tray that can be washed and used again. No single use plastic cups are provided, they are replaced with washable melamine cups or, where needed, paper cups. Water is provided in cooling containers for all guests.

Styrofoam containers for food take away are no longer purchased and guests who wish to take some food to the rooms are provided with plates. Use of cling film has been minimized up to the guideline given by HACCP.

Plastic bags at our guest gift shop have been replaced with paper bags.

Over the coming month, we plan to install soft drink dispensers at all bars which will help to further reduce the use of small and big soft drink plastic bottles bringing the amount of used bottles to a very low number.

Taking all this in account we manage to **save more than 500.000 plastic bottles a year.**

## Progress during the Reporting Period

Planning and implementation are vital for a project to succeed. Vilamendhoo has accomplished a great amount of developments. Some areas are still under a continuous progress and the resort strives to achieve the defined goals. Various projects to improve and support a sustainable environment have been initiated and even concluded since the previous reporting period:



Overall we are pleased to have been able to reduce the electric consumption from 54.08 in 2018 to 53.53 with a slightly higher number of total guest's nights in 2019.

Water production is higher as we stopped purchasing water bottles to reduce plastic but implemented our Eco-bottles for guests to buy, use and take home as a souvenir.

A great success in 2019 was the introduction of glass soft drink bottles helping to bring the number of save plastic bottles well over a number of 500'000 a year in total.

## Future Targets and Objectives

Vilamendhoo will constantly strive to maintain a cleaner, greener and chemically balanced, safe environment for guests and team members. Continuous endeavors will be ongoing to sustain the present-day environment, to identify ways, and to practice methods that help to minimize the current fallouts and will improve by monitoring.

Our main focus will remain in further reducing the remaining plastic bottles, reducing water production and consumption what will at the same time reduce energy production/consumption for the coming years.

Vilamendhoo is constantly striving to find greener, better, more responsible and sustainable solutions / methods to implement in our daily operations. For this end, continuous monitoring is going to be done and areas of improvement are going to be identified. Our aim is to meet and / exceed, our corporate expectations expressed in the corporate sustainability policy and to make our resort a model for sustainability and in doing so, uphold the high regard that the CCR maintains as the most sustainable hotel management chain in the Maldives.

