

Royal Palms Beach Hotel Sustainability Report

2022, 2023

Prepared by the Sustainability Officer

Introduction

Royal Palms Beach Hotel is a hospitality service provider located in Kalutara, Sri Lanka, 40km away from Colombo, the main city of Sri Lanka. It is situated close to the southern express highway and located in the southern coastal area. The Hotel is listed under the 05-star category, consisting of 119 Deluxe Rooms and 10 Suite Rooms. What we consider most important to the guests who visit the hotel is to provide a fantastic, memorable experience. We perform our Brand name via customer-centric focusing. We assess customer satisfaction by making them valuable memories by delighting them as star-class guests every day through well-invested, high-quality products, and operational excellence.

All the activities conducted by the hotel are based on sustainable tourism. As responsible organizations, we always consider the environment and the well-being of the surrounding society. One of our main focuses is to engage our valuable guests and the Hotel staff to follow our sustainability programs and engage in our green programs introduced by the hotel throughout the year. As one team always continue the good practices introduced with the aim of achieving the Environmental policy and introducing new ideas for further improvements, whatever the cost be to make a better environment. Royal Palms Beach Hotel always considers managing energy, water, and waste efficiently. Always take action to minimize impacts on the environment. Always focus on analyses the impacts to the environment of our daily activities covering the entire departments via an Impact aspect register consequently the Hotel could be able to reduce the impact on Environment successfully. Lots of green actions were taken to reduce the C footprint.

We follow all the required activities based on national and international standards such as ISO:14001: 2015, ISO:45001:2018, ISO:22000: 2018, HACCP, and Travelife Gold certification. It is a pleasure the hotel has won several awards such as Travel Life Gold Award, Travellers Choice awards, Top Hotel Partner Award, Switch Asia Award, Holidaycheck Gold awards 2023, 2024, Mihisaru Award 2017 for the best waste management, Presidential Environmental Gold Award 2018, 2021, 2022, National cleaner production awards silver - 2019 & 2021; National Business Excellency Merit Awards-2019; South Asian Travel Awards (SATA) 2020 for Best Leading eco-friendly city hotel in 2020, 2022, and SATA for the best CSR programs in South Asia 2016, 2017, 2018, 2019, 2020, 2023, etc. Further in the future as a responsible hotel, our contribution will be the focus on doing many rational actions to enhance the quality of the environment

while reducing the impact on the environment, with the same time to enhance the living standards of local people; while providing a most memorable experience to the guests and to the hosts.

Environmental Performance

Energy consumption:

Energy consumption	Total kWh	Average kWh per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
2023 Jan- Dec.	1,744,181 kWh	892.34 kWh	617,464 kg CO ₂ e	27.49 kg CO ₂ e/ GN
2022 Jan- Dec	1,470,153 kWh	1,609.17 kWh	732,556 kg CO ₂ e	42.61 kg CO ₂ e/GN

The energy consumption reduction percentage in 2023 compare to 2022 is approximately 35.49%.

Energy Conservation Efforts:

To reduce energy use, replace the none LED bulbs with low-energy consumption LED bulbs. Through this project, more than 95% of the Hotel improved the LED light system. Royal Palms Beach hotel maintains sub-meters, department wise, and block wise and by that, we have been able to maintain reports of Total electricity and water consumption department wise, Month wise, and year wise. Thus, we could identify problems ward to electricity and take mitigation actions quickly if there is a necessity.

Executive staff accommodation with a solar power project in their electricity bill reduced significantly from about Rs. 30 000 to Rs.250 per month (invested approximately Rs. 30 million on the project). Other than that, the use of the Solar Hot Water system, and the newly implemented Heat Pump has enabled a considerable reduction in diesel consumption. Furthermore, all the garden lights are Solar which leads to reducing electricity consumption significantly.

Thermostat project, we innovate a new process to control the air condition system within the guest room, it helps to reduce electricity consumption indirectly which leads to reducing the C footprint significantly.

Other than that several initiatives were taken, such as; dimmer switches are placed whenever possible, the staff is routinely trained about energy conservation, the key card system is in operation in every guest room to ensure that lights are off when guests are not in their rooms, utilize LCD & LED televisions, take all necessary steps to use the day-to-day light as much as possible.

A lobby and several restaurants use natural daylight during the daytime, encourage guests and hotel workers to use staircases than using elevators, use of heat pump to boil water for laundry.

Eco-friendly building structure - brick wall and roof tiles to minimize the heat, Energy-saving color code system is used to switch on/off lights on a scheduled basis, very efficient and environmentally friendly machines were introduced for several departments. Ex: New Hydro Carbon Dry clean machine at the Laundry.

Also, the hotel has an Environmental policy, Energy policy. The energy and water management team, Green team are helping to enhance the staff awareness. Also, via Energy audits, we were able to further reduce energy usage. For 2018 carbon footprint value was 1976 .83 tCO₂ e Compared to the previous year's Carbon footprint data it shows a significant reduction. By implementing a 100% solar garden lighting system and solar hot water system, the hotel has avoided the emission of 36.972 tCO₂e. The hotel saves 18.442 tCO₂e of GHG emissions by replacing incandescent and fluorescent lights with LED bulbs.

Water consumption:

Water consumption	Total m3	Average m3 per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
2023 Jan- Dec	110,391 m3	54.75 m3	16,448 kg CO ₂ e	0.62 kg CO ₂ e
2022 Jan - Dec	79,771 m3	84.91 m3	11,886 kg CO ₂ e	0.82 kg CO ₂ e

The reduction percentage in water consumption in 2023 compared to 2022 is approximately 24.39%

Water Conservation Efforts:

For 28 years of time, the organization is sustained in water. There are sub-meters to measure water consumption covering the entire hotel area, i.e.; Kitchen, Laundry, staff changing room, pool, garden, Cabana, hot water, Japanese, banquet stewarding, staff meal room, and banquet washroom areas. Due to the net measurement system; Unnecessary water consumption, and accidental water leaks were able to detected significantly. Due to several eco-friendly initiatives, the hotel was able to significantly reduce water consumption per guest compared to the previous year's.

Some water-saving initiatives are described below. implemented a low-flow water tap water system covering entire hotel guest rooms, public washrooms, a sensor water tap system was introduced to the public washroom areas we were able to reduce flow rates of taps by about 2 liters (0.002m³) per minute, which reduce 70% per time than previous. Almost all the taps located in the hotel are fitted with water-saving devices; sensor flushing urinals save up to 75-90% of water as they only flush when used. Also duel flushing system at the washrooms, saving of around 6 liters (0.006m³) per flush. Also, there are water-saving messages in guest bathrooms, public areas, and staff bathrooms thus, it helps to reduce water wastage. Entire hotel waste water is treated using a sewage treatment plant (STP). The treated water is recycled into a maintenance natural pool and for garden purposes. Status of functioning of waste treatment systems quantitatively measured and test reports recorded values are maintained to Standard Tolerance Limits. Generated boiler hot water is reused for the initial washing processes at the Laundry.

To reduce water pollution and wastage several actions are taken. Chemical mixing dispenses, dishwashing machines, etc. are programmed and the chemical mixing system is automated to minimize unnecessary chemical and water wastage. All our chemicals are biodegradable and all MSDS available for inspections. Always buy eco-friendly chemicals with high dilution factors.

Use a sprinkler system in the flower pots to water the garden. Linen reuse project which introduced a Green Card system to the Guest Rooms by mentioning linen reusing system and water-saving message system. we could be able to save a significant amount of chemicals, water, and electricity.

Solid waste disposal	Total kg	Average kg per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
2023 Jan - Dec	Landfill	Landfill	Landfill	Landfill
	24 000 kg	0.9 kg	0.564 kg CO ₂ e	2.115E-05kg CO ₂ e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO ₂ e	0 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	18,349 kg	0.349 kg	390.724 kg CO ₂ e	0.015 kg CO ₂ e
	Compost	Compost	Compost	Compost
	12 000 kg	0.450 kg	0.004 kg CO ₂ e	1.510E-07kg CO ₂ e

	Total	Total	Total	Total
	54 349 kg	2.039 kg	391.292 kg CO₂e	0.0146 kg CO₂e
	Landfill	Landfill	Landfill	Landfill
2022 Jan - Dec	Records N/A kg	Records N/A kg	Records N/A kg CO ₂ e	Records N/A kg CO ₂ e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO ₂ e	0 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	12,260.50 kg	0.846 kg	0.0075 kg CO ₂ e	5.22689E-07 kg CO ₂ e
	Compost	Compost	Compost	Compost
	12 000 kg	0.450 kg	0.004 kg CO ₂ e	1.510E-07kg CO ₂ e
	Records N/A kg	Records N/A kg	Records N/A kg CO ₂ e	Records N/A kg CO ₂ e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO ₂ e	0 kg CO ₂ e
	Total	Total	Total	Total
	24 260.5 kg	1.674 kg	0.0115 kg CO₂e	0.0075 kg CO₂e

Recycling and reducing waste:

Royal Palms Beach Hotel follows the 7R waste management concept, and all waste including solid waste, hazardous waste, and wastewater managed in a well-organized manner. More than 90% of solid waste will be recycled, garden waste used to make its own compost, hazardous waste such as E-waste will be handed over to certified companies to recycle them/ to reuse entire wastewater will be treated using the sewerage treatment plant. Using the new technology introduced a chopping machine to crush dry garbage collecting from the gardening to make compost by the hotel itself and now we are beneficial by making natural fertilizer within hotel garden. To that New copping machine was introduced to make compost.

Dry garbage collected from the garden send through the crushing machine on daily basis and then keep these crushed dry leaves as piles for about two to three months, furthermore, the sewing process makes composed by the hotel itself. The made natural compost is used as a natural fertilizer within the hotel garden. Now the hotel does not buy fertilizers from outside for plant maintenance. Years ago, we had introduced a refillable complimentary glass bottling system as a new product that was replaced by plastic bottles that guests had been provided with water.

It reduced the purchase cost of plastic bottles. With the new technology, we implemented a low-flow water tap system covering entire hotel guest rooms which enabled us to reduce water wastage significantly. To further reduce the water wastage, a sensor water tap system was introduced to the public washroom areas, and for this project we spent Rs. Digital display -SPARK introduced with new technology enhances the guest awareness about the hotel promotions and information system.

Also, to the back office to reduce, paper consumption a new Smart system was introduced. Eco accommodation helps minimize the consumption of materials. The Royal Palms Beach Hotel has always considered reducing waste generation, refusing usage of harmful substances, and reducing raw material consumption. When considering the life cycle of packaging materials other than when purchasing, consider purchasing degradable eco-friendly materials as much as possible, following bulk purchasing, and relocating purchased vegetables and fruits using reusable containers.

When guests use plastic straws / carry bags/take away water bottles, etc., we take steps to re-assemble and properly recycle those items from the client. Other than that, we follow lots of the best practices to reduce waste accumulation and reduce the impact on Environment. Chemicals mixing machines use programmed thus chemicals adding systems occur automatically to reduce unnecessary chemical wastage. When using

chemicals always follow correct dilution factors and always try to purchase eco-friendly chemicals with high dilution factors.

Guest using SHAMPOO, shower gels, etc. refilling to reduce the wastage, and the used containers are none plastic ceramic containers. To wrap guest rooms amenities, use recycled paper. Always use 99%-100% biodegradable chemicals which do less harm to the environment and reduce the number of chemicals added to the environment.

Instead of using plastic water bottles, use refillable glass water bottles for AI guest water. All soft drinks are dispensed by dispensers that use paper cups instead of plastic cups, which reduces the consumption of non-perishable liquids. When purchasing chemicals, the purchasing team always makes sure to buy biodegradable chemicals which do less harm to the environment and reduce the number of chemicals added to the environment.

There are water-saving messages in guest washrooms, public areas, and staff locker rooms thus it helps to reduce water wastage. Almost all the taps located in Royal Palms Beach Hotel are fitted with water-saving devices. Hotel commodes are with low flow flush units and we assume it saves around 6L of water per activity. In public washrooms urinals are with sensors and also support reducing water wastage.

Rather than using plastic water bottles use of refilling glass water bottles to the guest room reduces the use of plastic bottles. Identified waste as a resource and when possible use waste as a raw material.

Use recyclable and reusable materials. The Royal Palms Beach Hotel, Kalutara uses recycled materials and/or recyclable materials as much as possible especially for wrappings, this helps to reduce the amount of packaging waste that ends up in landfills. Use biodegradable packaging: The hotel always uses perishable packaging materials such as cardboard/ paper wrappings.

Train the staff: Train the staff to follow the correct waste disposal methods. Every year the hotel tries to reduce the monthly garbage bills while increasing the recycling revenue.

Recommended improvements

SUSTAINABILITY GOALS			
Greenhouse gas emissions goal 1			Deadline
Actions/Activities			
1.	All outdoor lighting solar projects (covering garden lights, guest room balcony lights, roadside lights, etc.). Objective: To implement a sustainable and energy-efficient outdoor lighting system encompassing garden lights, guest room balcony lights, roadside lights, and other outdoor areas. By harnessing solar power, we aim to reduce environmental impact, enhance energy efficiency, and create an eco-friendly ambience for our premises.	Deadline	December 2024
		Coordinator	Mr Jayampath, Mr Kajanan, Mr Nalaka
		Title/designation	Cluster Engineer, Engineer, Assistant Engineer

2.	Implementation of a Glass Water Bottling Plant at Sumudugama with Solar Electricity. Objective: Establishing a glass water bottling plant in Sumudugama, powered by solar electricity, with the dual aim of reducing plastic PET bottle usage and promoting an eco-friendly alternative. Additionally, the project seeks to create job opportunities for local communities in the villages.	Deadline	December 2025
		Coordinator	Mr Jayampath, Mr Kajanan, Mr Nalaka
		Title/designation	Cluster Engineer, Engineer, Assistant Engineer
3.	Aiming to reduce C foot print value by 30% by 2026 compared to 2018 figures.	Deadline	December 2026
		Coordinator	Mr Jayampath, Mr Kajanan, Mr Nalaka
		Title/designation	Cluster Engineer, Engineer, Assistant Engineer
		Title/designation	

Greenhouse gas emissions goal 2		Deadline	
Actions/Activities			
1.	C Footprint calculation for the year 2022 or 2023 Objectives: To identify the CO2 releasing trend quantitatively C-Foot print calculation relevant to the previous year by the end of Dec. 2024	Deadline	December 2024
		Coordinator	Mr Jayampath, Mr Kajanan, Mr Nalaka
		Title/designation	Cluster Engineer, Engineer, Assistant Engineer

Biodiversity goal 1		Deadline	
Actions/Activities			
1.	<p>Launching Educational Nature Walks: Develop and launch guided nature walks led by trained staff members to educate guests about local flora and fauna, highlighting conservation efforts and biodiversity hotspots, starting by the end of May 2024.</p>	Deadline	December 2024
		Coordinator	Ahinsa Dewthilini
		Title/designation	Sustainability Officer
2.	<p>Establishing Pollinator/Butterfly Gardens: Designate a specific area within the hotel grounds for establishing pollinator/ butterfly gardens with native flowering plants to support local bee populations by the end of August 2025.</p>	Deadline	August 2025
		Coordinator	Ahinsa Dewthilini
		Title/designation	Sustainability Officer
3.	<p>Implementing Marine Conservation Initiatives: Collaborate with local marine conservation organizations to organize regular beach clean-up events and educate guests about marine biodiversity and conservation efforts, starting by the end of June 2024.</p>	Deadline	December 2024
		Coordinator	Ahinsa Dewthilini
		Title/designation	Sustainability Officer
4.	<p>Beach Area Modification Programme: Implement a beach area modification program by installing display boards regarding turtles and beach protection to uplift guest awareness and implement a new pet bottle collection place by the end of June 2024.</p>	Deadline	December 2024
		Coordinator	Ahinsa Dewthilini
		Title/designation	Sustainability Officer
5.	<p>Creation of Educational Materials: Create a new bird-watching leaflet and a hotel plant e-guide by the end of July 2024 to provide guests with educational resources about local wildlife and flora.</p>	Deadline	December 2024
		Coordinator	Ahinsa Dewthilini
		Title/designation	Sustainability Officer
6.		Deadline	December 2024

Continuation of Trees and Shrubs Labeling Program: Continue the trees and shrubs labeling program and replace 10% of plants with native species by 2025 to enhance biodiversity on the hotel premises.	Coordinator	Ahinsa Dewthilini
	Title/designation	Sustainability Officer

Water goal 1		Deadline	
Actions/Activities			
1.	<p>Introducing a Rainwater Harvesting Project: Rainwater collected from the lobby roofs and Block 07</p> <p>Objective: The aim is to harness natural rainwater as a resource for cleaning the garbage room, promoting sustainable practices and reducing dependency on conventional water sources.</p>	Deadline	December 2025
		Coordinator	Mr Jayampath, Mr Kajanan, Mr Nalaka
		Title/designation	Cluster Engineer, Engineer, Assistant Engineer
2.	<p>Implement a low-flow tap water system to the entire guest rooms by the end of April 2024 and fulfil international standards.</p>	Deadline	April 2024
		Coordinator	Mr Jayampath, Mr Kajanan, Mr Nalaka
		Title/designation	Cluster Engineer, Engineer, Assistant Engineer
3.	<p>Install water-efficient fixtures such as low-flow toilets and showerheads throughout the hotel premises by Jan 2024, aiming to reduce overall water consumption per guest stay by 20% compared to the previous year.</p>	Deadline	January 2024
		Coordinator	Mr Jayampath, Mr Kajanan, Mr Nalaka
		Title/designation	Cluster Engineer, Engineer, Assistant Engineer
4.	<p>Introduce a guest engagement program focused on water conservation, including educational materials in guest rooms, signage promoting towel and linen reuse, and incentivized programs for guests who opt-in to participate in water-saving initiatives, to achieve a 15% reduction in water usage per occupied room by April 2024.</p>	Deadline	April 2024.
		Coordinator	Ms Ahinsa Dewthilini
		Title/designation	Sustainability Officer
5.	<p>Increase the number of submeters by December 2025.</p>	Deadline	December 2025.

		Coordinator	Mr Jayampath, Mr Kajanana, Mr Nalaka
		Title/designation	Cluster Engineer, Engineer, Assistant Engineer

Community support activity 1		Deadline	
Actions/Activities			
1.	Thudugala Waterfall Cleanup Programs: Organize clean-up programs at Thudugala waterfall by the end of July 2024 to preserve the natural beauty and biodiversity of the area.	Deadline	July 2024
		Coordinator	Ahinsa Dewthilini
		Title/designation	Sustainability Officer
2.	The Learning Tree Preschool - Providing annual preschool uniforms, and other supportive materials, gifts, food etc. to their annual events.	Deadline	2024 and continue annually
		Coordinator	Ahinsa Dewthilini
		Title/designation	Sustainability Officer
3.	Arrange a Kalutara city tour promoting the programme by the hotel using village Tuk Tuk drivers during 2024.	Deadline	March 2024
		Coordinator	Ahinsa Dewthilini
		Title/designation	Sustainability Officer
4.	Organize a mega clean-up campaign in Calido Beach during June 2024.	Deadline	June 2024
		Coordinator	Ahinsa Dewthilini
		Title/designation	Sustainability Officer
5.	Arrange a guided guest tour interlinking the village resources. Ex: tuk-tuk drivers, boat drivers, etc.	Deadline	September 2024
		Coordinator	Ahinsa Dewthilini
		Title/designation	Sustainability Officer

OTHER ACTIVITIES, GOALS AND IMPROVEMENTS			
1.	<p>To reduce unnecessary paper consumption back-office system to be changed (>70%) into a computerized system and ERP solutions to be introduced to the hotel before the end of 2025.</p> <p>Objectives: To reduce unnecessary paper consumption back-office system to be changed (>70%) into a computerized system and ERP solutions to be introduced to the hotel before the end of 2026.</p>	Deadline	December 2025
		Coordinator	Mr Nelson, Head office, 3 rd party
		Title/designation	FC
2.	<p>Converting manual meter readings (50%) to automated readings in the hotel before the end of 2025.</p> <p>Objectives: To enhance operational efficiency, reduce paper consumption, streamline data collection processes, and improve accuracy in utility consumption tracking. This initiative aims to leverage technology to reduce human intervention, minimize errors, and enable real-time monitoring of resource usage, ultimately optimizing resource management and contributing to cost savings.</p>	Deadline	December 2025
		Coordinator	Mr Jayampath, Mr Kajanan, Mr Nalaka
		Title/designation	Cluster Engineer, Engineer, Assistant Engineer
3.	<p>Conduct the building instability</p> <p>Objective: - To prevent from health hazards, identify the building instability areas by conducting a building stability audit before end of 2024</p>	Deadline	December 2024
		Coordinator	Mr Jayampath, Mr Kajanan, Mr Nalaka
		Title/designation	Cluster Engineer, Engineer, Assistant Engineer
4.	<p>Introducing safety shoes for engineering staff and non-slippery shoes for the kitchen staff by the end of 2024.</p> <p>Objective: - To enhance workplace safety and mitigate the risk of accidents or injuries.</p>	Deadline	December 2024
		Coordinator	Ms Thilini, HODs - Kitchen
		Title/designation	HRM, HOD- Kitchen
6.	<p>Transition to Glass Water Bottle System: Instead of using takeaway plastic water bottles/ pet bottles as complementary bottles, reintroduce a glass water bottle system by the</p>	Deadline	April 2025
		Coordinator	Management team, Accounts, HK dep.

	end of April 2025 to reduce plastic waste and promote sustainability.	Title/designation	Management team, Accounts, HK dep.
7.	<p>Reduce Single-Use Plastic: Replace all single-use plastic items, such as straws, stirrers, and disposable cutlery, with sustainable alternatives by the end of 2024. This includes setting a target to reduce plastic usage by 80% compared to the baseline measurement in 2023.</p> <p>Zero Waste Initiative: Implement a comprehensive zero waste initiative by Dec 2024, aiming to divert 50% of waste from landfills through reduction, reuse, recycling, and composting efforts. This goal involves setting up waste segregation systems, educating staff and guests, and partnering with waste management companies to achieve our waste reduction targets.</p>	Deadline	December 2024
		Coordinator	Ms Ahinsa Dewthilini, F&B dep.
		Deadline	Sustainability Officer, F&B dep
		Deadline	December 2024
		Coordinator	Mr Sampath Priyantha, Ms Ahinsa Dewthilini
		Title/designation	Stewarding Manager, Sustainability Officer
	<p>Increase Local Sourcing: Increase the percentage of food sourced from local businesses from 65% (Average) to 70% by 2025. This goal involves tracking and measuring the current percentage of locally sourced food and implementing strategies to gradually increase it over the next few years.</p>	Deadline	December 2025
		Coordinator	Mr Priyantha, Mr Sidath
		Title/designation	F&B Cost Controller, Purchasing Manager

SENIOR MANAGER APPROVAL OF ANNUAL SUSTAINABILITY REPORT		
Signature	First and last name	
	Ahinsa Dewthilini	
	Job title	Date of approval
	Sustainability Officer	01. 01. 2024