

# ROYAL PALMS BEACH HOTEL

## PUBLIC SUSTAINABILITY REPORT

Prepared by the Sustainability Officer (2023)



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**Schließen Sie sich uns in unserem Engagement für Nachhaltigkeit an, und vielen Dank, dass Sie Teil unserer Reise sind**

**Присоединяйтесь к нам в нашем стремлении к устойчивому развитию, и спасибо вам за то, что вы с нами в этом путешествии.**

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## INTRODUCTION

Royal Palms Beach Hotel, a 5-star establishment in Kalutara, Sri Lanka, is located 40km from Colombo and close to the southern express highway. The hotel features 119 Deluxe Rooms and 10 Suites, dedicated to providing a memorable experience through customer-centric service and high-quality products.

We are committed to sustainable tourism and environmental responsibility. Our focus includes engaging guests and staff in year-round green programs, managing energy, water, and waste efficiently, and reducing our carbon footprint. We adhere to national and international standards such as ISO:14001:2015, ISO:45001:2018, ISO:22000:2018, HACCP, and Travelife Gold certification.

Our efforts are recognised with awards including the Travel Life Gold Award, Travellers Choice awards, and several Presidential Environmental Gold Awards. We strive to enhance environmental quality and local living standards while delivering exceptional guest experiences.

## SUSTAINABILITY

Sustainability has become a crucial focus for hotels worldwide, given their significant contribution to global warming and greenhouse gas emissions. Hotels are recognizing the urgent need to reduce their carbon footprint through various initiatives. From adopting energy-saving technologies to cutting down on waste, there are numerous ways hotels can make a positive environmental impact. Moreover, with travelers increasingly seeking out eco-friendly options, embracing sustainability isn't just about responsibility it's also a smart business move. Sustainable tourism is gaining momentum, reflecting a growing passion for protecting our planet.

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## ***Our Standards:***

At Royal Palms Beach Hotel, we adhere to a suite of internationally recognized standards and certifications to ensure the highest standards of quality, safety, and sustainability across our operations.

***ISO 14001:*** We are proud to implement ISO 14001, the standard for environmental management systems. This framework enables us to effectively manage our environmental responsibilities, reduce our environmental footprint, and continuously improve our environmental performance.

***ISO 45001:*** With ISO 45001, the global standard for occupational health and safety management systems, we prioritize the well-being of our employees, guests and other stakeholders. By establishing and maintaining a safe and healthy work environment, we prevent work-related injuries and illnesses, ensuring the safety of everyone on our premises.

***ISO 22000 and HACCP:*** Our commitment to food safety is evident through our compliance with ISO 22000 and Hazard Analysis and Critical Control Points (HACCP) principles. These standards enable us to uphold the highest standards of food safety, mitigate risks, and maintain the quality and integrity of the food products we serve.

***Travelife Gold Certification:*** As holders of the Travelife Gold Certification, we are dedicated to sustainable tourism practices. This certification validates our efforts to minimize our environmental impact, promote social responsibility, ensure child safety and contribute positively to the communities in which we operate.

At Royal Palms Beach Hotel, these standards and certifications underscore our commitment to excellence, sustainability, and responsible business practices. By adhering to these rigorous standards, we ensure that our guests enjoy a safe, comfortable, and environmentally conscious experience during their stay with us.



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## ***Our Policies:***

### **Our Environmental Policy: ISO 14001:2015**

*We at Royal Palm is not just a hospitality service provider but a team of dedicated individuals who has a passion of contributing positively to our mother Earth and protect it for our future generations. We always strive to mitigate negative impacts created due to our operations and positively participate in developing environmentally friendly practices within and outside our premises.*

*We dedicate to create awareness among our staff, guests and visitors while meeting statutory, regulatory and other requirements all the time and continually improve our good environmental practices. Consider the wider global impact of all our activities including those of our supplier's customers and other stakeholders.*

*Educate, train and motivate employees to carry out tasks in an environmentally responsible manner and ensure that a continuous professional development strategy remains core to our business goals Encourage environmental protection among suppliers and subcontractors.*

*To investigate the feasibility of influencing its suppliers, customers and third parties with consideration to life cycle impacts of their aspects and activities. Committed to protect and enhance biodiversity and ecology. Also, we are combatting climate change by implementing actions that reduce our greenhouse gas emissions.*

### **Our Food Safety Policy: ISO 22000:2018**

*We strongly believe that serving safe food is not an option, but a moral and legal obligation towards our guests and staff. The quality that they experience at Royal Palms is the result of that belief.*

*We achieve this by implementing and continually improving an effective Food Safety Management System, Staff training and infrastructure development of our facilities in par with HACCP/ISO 22000 Principles.*

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## **Our Health & Safety Policy: ISO 45001:2018**

*We consider our staff, guest and visitors are our stakeholders are the most important humans who patronizing our products and services. We believe that providing safest place for all of them is our most important responsibility and therefore we take every step to reduce and eliminate risks to ensure that safety all the time.*

*We strongly believe that our success and future is all about maintaining our stakeholders' health and safety while creating a quality environment and service standards to all. We continually improve our health and safety standards and maintained as per regulatory legal requirements and other requirements. Also, we continuously educate all stakeholders in every possible way and time.*

## **Royal Palms Beach Hotel Energy Policy**

*We believe Energy is our key source on our day to day activities. Globally energy production will have adverse impact on global warming and climate change.*

*We at Royal Palms Beach Hotel believe conservation of Energy is the key survival of our future generation. Hence we take all precautions measures to ensure energy is used effectively on our day to day activities. We always believe our future depends on focusing more on renewable Energy than non-renewable Energy. We will take every measure to make our staff, guests, visitors and Stakeholders understand the importance of Energy conservation.*

## **Corporate Social Responsibility Policy**

*We recognize and strive to integrate our business values and operations to meet the expectations of our communities, recognizing our responsibility to work in partnership with the communities in which we operate. We recognize our business presence in the community and to enhance our presence to the betterment of the community to safe guard their respect and offer our maximum support in up lift their living standards, cultures and religious habits by actively participating in open dialogue to ensure that we fulfill the requirements outlined within this policy.*

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*We shall be open and honest in communicating our strategies, targets, performance and governance to our communities in our continual commitment to sustainable development. Royal Palms Beach Hotel is responsible for the implementation of this policy and will make the necessary resources available to realize our corporate responsibilities. The responsibility for our performance on this policy rests with all employees throughout the company. We are committed to ensuring our operations do not have any negative impacts on our community and are continually seeking ways to make sure local residents benefit from our presence.*

## **Environmentally and Social Sensitive Purchasing Policy**

*Royal Palms Beach Hotel will make every effort to minimize our operational impact on the environment by purchasing eco-friendly products, partnering with like-minded vendor and make sound eco-operation decision while providing the highest level of service to our guest. Our mission is to recognize that it is to explore all purchasing to be environmentally and sustainably appropriate. It is understood that products that are purchased have environmental impacts, and that the Hotel should make procurement decisions that embody the Hotel's ongoing commitment to promote environmental stewardship and sustainability.*

*All Hotel future procurement decision will embody the hotel's ongoing commitment to promote environmental stewardship and sustainability and will follow local government legal frame work when making procurement decision without making an impact on the economic efficiency of the property.*

*We will work closely with the local communities very closely promoting procurement of local products and services where possible at all time. We will educate all our stake holders on the environmental and socially sensitive purchasing and its legal frame work and its importance. Our objective is to reduce impacts on the Environment and human health through changing purchasing behavior by adopting a Green Procurement policy.*

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## **Child Protection Policy**

*A child is defined by the Convention on the Rights of the Child (CRC) as “Every human being below the age of 18 years unless under the law applicable under the child majority is attained earlier” (WHO).*

*Child abuse is defined as constituting all forms of physical and/ or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child’s health, survival, development or dignity in the context of a relationship of responsibility, trust or power.*

*Royal Palms Beach Hotel as a responsible hospitality entity, our golden aim is to deny all sorts of child labor and generate awareness of child abuse in the industry, which our policy is to make it zero at all times and adhere to the legal framework that relates to child abuse & child labor. Our Hotel is committed to safeguarding children and will always report any suspected instances of child exploitation or abuse.*

## **Royal Palms Beach Hotel Quality Assurance Policy**

*Royal Palms Beach hotel is committed to maintaining high standards and ensuring quality for our guests, staff and other stakeholders. We regularly seek feedback from our staff and guests about their experience with us and use this information to continually improve our operations.*

*Guest Feedback: we have the following procedures in place to ensure we are monitoring guests’ feedback and making any necessary changes to our business as a result of that feedback.*

*Visitors can rate the hotel and write their own experienced feedback about TripAdvisor and Holiday check without interruption or they can use guest comment books. We treat our locals and foreigners equally. During the stay, we make curtesy calls and ensure that all guests are happy. If there are any special guest needs or improvements, our staff will take prompt action to rectify the issues. All guest inquiries are discussed during the morning meeting with management, along with any recommendations for changes and improvements to our service. Every year we train our staff on how to deal with guest complaints and procedures for handling guest complaints.*

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*Staff Feedback: We have the following procedures in place to ensure we are monitoring staff feedback and making any necessary changes to our business as a result of that feedback. A locked employee suggestions box is located at staff cafeteria with signage encouraging all employees to give feedback that can be anonymous. The Human Resources department collects the contents of the box and works where necessary with relevant department heads to investigate comments and to make changes where possible. Staff are notified of changes that have been made as a result of the feedback at a monthly staff meeting.*

## ENVIRONMENTAL PERFORMANCE

### Reducing greenhouse gas emissions.

#### Energy consumption:

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

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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 tCO<sub>2</sub> 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 tCO<sub>2</sub>e. The hotel saves 18.442 tCO<sub>2</sub>e of GHG emissions by replacing incandescent and fluorescent lights with LED bulbs.



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## Water consumption:

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

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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.

### Recycling and reducing waste:



Solid waste disposal	Total kg	Total kg CO <sub>2</sub> e	Average kg CO <sub>2</sub> e per guest night
<b>2023 Jan</b>	Landfill	Landfill	Landfill
- Dec	24 000 kg	0.9 kg	2.115E-05kg CO <sub>2</sub> e
	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO <sub>2</sub> e
	Recycling	Recycling	Recycling
	18,349 kg	0.349 kg	390.724 kg CO <sub>2</sub> e
	Compost	Compost	Compost
	12 000 kg	0.450 kg	1.510E-07kg CO <sub>2</sub> e
	<b>Total</b>	<b>Total</b>	<b>Total</b>
	<b>54 349 kg</b>	<b>391.292 kg CO<sub>2</sub>e</b>	<b>0.0146 kg CO<sub>2</sub>e</b>
	Landfill	Landfill	Landfill

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Public Sustainability Report – Royal Palms Beach Hotel, Kalutara, Sri Lanka  
(Last Updated by 01. 08. 2024)

<b>2022 Jan - Dec</b>	Records N/A kg	Records N/A kg	Records N/A kg CO2e	Records N/A kg CO2e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO2e	0 kg CO2e
	Recycling	Recycling	Recycling	Recycling
	12,260.50 kg	0.846 kg	0.0075 kg CO2e	5.22689E-07 kg CO2e
	Compost	Compost	Compost	Compost
	12 000 kg	0.450 kg	0.004 kg CO2e	1.510E-07kg CO2e
	Records N/A kg	Records N/A kg	Records N/A kg CO2e	Records N/A kg CO2e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO2e	0 kg CO2e
	<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
	<b>24 260.5 kg</b>	<b>1.674 kg</b>	<b>0.0115 kg CO2e</b>	<b>0.0075 kg CO2e</b>

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 coping 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

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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% bio-degradable 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 bio-degradable 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.

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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.

## **Eliminate single-use plastics from the guest experience:**

Royal Palms Beach Hotel is committed to sustainability, actively working to eliminate single-use plastics from the guest experience. Through dedicated efforts, significant progress has been made towards achieving a single-use plastic-free environment, with ongoing initiatives aimed at reaching the goal of complete elimination. Plastic items have been replaced with eco-friendly alternatives, such as paper straws, bamboo straws, and paper cups, while glass stirrers adorn restaurants and guest rooms. Reducing plastic waste is a primary focus, evident in the elimination of plastic water bottles, replaced by jar water for AI guests during meal times instead of PET bottles. Takeaway packaging now consists of cardboard, compostable containers, paper cups, and straws. The hotel prioritizes natural and degradable materials for guest table and room decorations, including flowers, towel arts, and rice artworks. Guest amenities like shampoo, conditioner, and shower gel are refilled in ceramic bottles, reducing reliance on single-use plastic. Even razors and toothbrushes are made from eco-friendly wooden materials and are available upon request. For welcome arrangements, only natural flowers and seashell garlands are used, avoiding non-degradable materials. The hotel proudly boasts the complete elimination of single-use plastics from guest rooms, meeting areas, and restaurants. Royal Palms Beach Hotel is dedicated to providing a sustainable guest experience, inspiring conscious choices for a greener future.



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## **Protecting and supporting biodiversity.**

At our property, we are deeply committed to promoting biodiversity and ensuring the welfare of animals within and around our premises. While we do not have domesticated animals for guest interaction, we take pride in the presence of free-roaming wildlife, including birds and squirrels, that guests can observe and appreciate. We prioritize protecting these natural inhabitants by displaying informative boards, providing educational materials, and organizing regular cleaning campaigns to preserve their habitats.

Moreover, our efforts extend beyond our immediate surroundings. We actively engage in planting native vegetation, organizing tree-planting events, and supporting conservation initiatives to enhance biodiversity in our area. Through guest education, staff training, and collaboration with local organizations, we strive to raise awareness and foster a sense of responsibility towards wildlife and their habitats.

Outside our property, we recognize the importance of promoting responsible tourism practices. We ensure that off-site activities do not pose harm to free-roaming wildlife and actively educate guests about respectful behavior towards nature. Additionally, we support local conservation initiatives and advocate for biodiversity conservation at our destination.

In essence, our commitment to biodiversity and animal welfare underscores our dedication to creating a sustainable and harmonious environment for both guests and wildlife alike.

## **Respecting Labour Laws and Fair Treatment of Staff:**

We uphold strict adherence to local and international labour laws, ensuring that all staff members are treated fairly and equitably. Our employment practices promote transparency, equal opportunities, and a safe working environment for all employees. Through regular training and development programs, we empower our staff with the necessary skills and knowledge to excel in their roles while fostering a culture of respect, dignity, and mutual support.

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## **Protecting and Respecting Human Rights:**

At Royal Palms Beach Hotel, we recognize and uphold the fundamental human rights of all individuals, including our staff, guests, and members of the local community. We have zero tolerance for any form of discrimination, harassment, or exploitation and take proactive measures to prevent and address human rights violations within our operations. Through continuous education and awareness campaigns, we promote a culture of respect, tolerance, and inclusivity, ensuring that human rights are upheld in all aspects of our business practices.

## **Being a Responsible Member of the Community:**

As a responsible corporate citizen, Royal Palms Beach Hotel actively engages with and supports the local community through various initiatives and partnerships. We contribute to community development projects, support local businesses and artisans, and participate in environmental conservation efforts. By collaborating with community stakeholders and addressing local needs, we strive to foster positive social and economic impacts, promoting sustainable development and enhancing the well-being of the community at large.

## **Safeguarding Children:**

The safety and well-being of children are paramount at Royal Palms Beach Hotel. We have stringent policies and procedures in place to ensure the protection of children who may visit or reside within our premises. Our staff members are trained to recognize and respond to child safeguarding concerns, and we work closely with local authorities and child protection agencies to uphold child protection standards. Through ongoing education and awareness programs, we promote a child-safe environment and empower staff members to play an active role in safeguarding children from harm or exploitation.

**By prioritizing these topics within our sustainability initiatives, Royal Palms Beach Hotel aims to not only uphold ethical standards but also contribute positively to the well-being of our staff, guests, and the wider community, while safeguarding the rights and welfare of vulnerable individuals, including children.**

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### Last 2020-2021 Sustainability Goals and status of goals and progress:

<b>Greenhouse gas emissions goals</b>	<b>Status</b>
Minimise electricity consumption by 5% by replacing old manual thermostats with digital thermostat systems (100%) featuring an economy mode in the guest room areas by the end of December 2020	Replaced all manual thermostats with digital thermostats.
To reduce Diesel consumption by 30%, implement a water-to-air heat pump by the end of December 2020.	The project changed to implement an air-to-air heat pump. And completed in 2024 and reduced diesel consumption by 30%.
To significantly reduce CFC emissions (<50%) by the end of April 2020, replace all mini-refrigerators in guest rooms.	Replacing all mini-refrigerators with eco-friendly CFC-free (100%) mini-fridges.
Reduce 15% reduction of electricity consumption per guest in (2021) than last year (2020)	47.1% reduction was reported
Reduce 5% reduction of electricity consumption per guest in (2022) than last year (2021)	7.31% reduction reported
<b>Water Goals</b>	
Maintain the wash basin water flow as 6L/min in public washroom areas by the end of August 2020	Implemented low-flow tap water filters. Water flow: 6L/min
Reduce 15% reduction of water consumption per guest in (2021) than last year (2020)	46.51% reduction reported.
<b>Biodiversity goals</b>	
To enhance guest awareness about floral diversity of the hotel identify and display main plant types within the hotel premises.	85 floral types were identified and displayed in the garden areas.
To enhance guest awareness about places of interest in Kalutara and how to protect the biodiversity in there, make a leaflet for visitors regarding Places of Interest in Kalutara and include travel tips to it and display it in the lobby.	Implemented a tour leaflet and included travel tips.

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### Community support activity

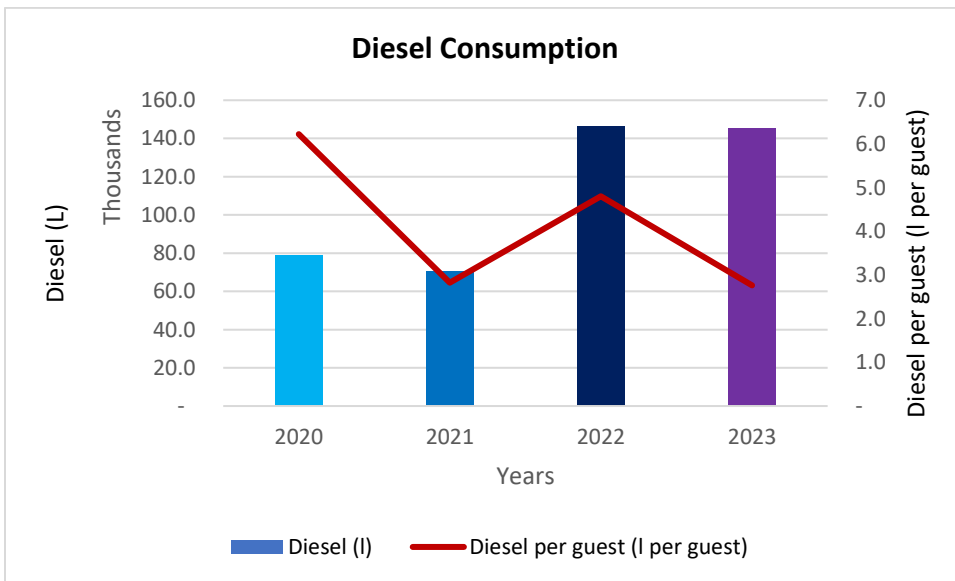
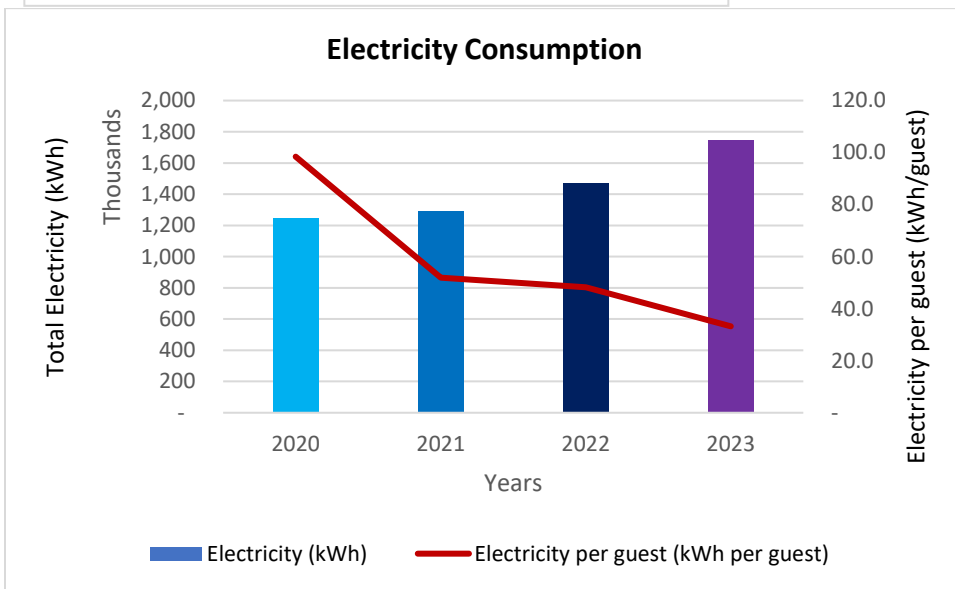
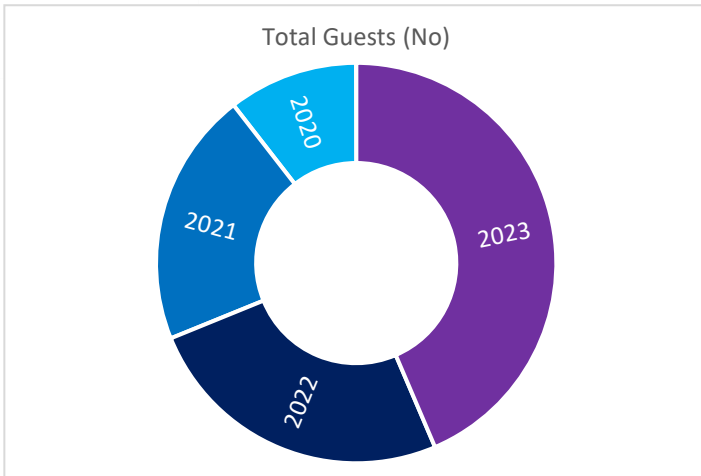
Provide annual preschool uniforms, supportive materials, gifts, and food for events at The Learning Tree Preschool.	Supported the Learning Tree preschool.
Implement a bus halt at Nagas Junction.	Implemented a common bus halt.

### Other goals

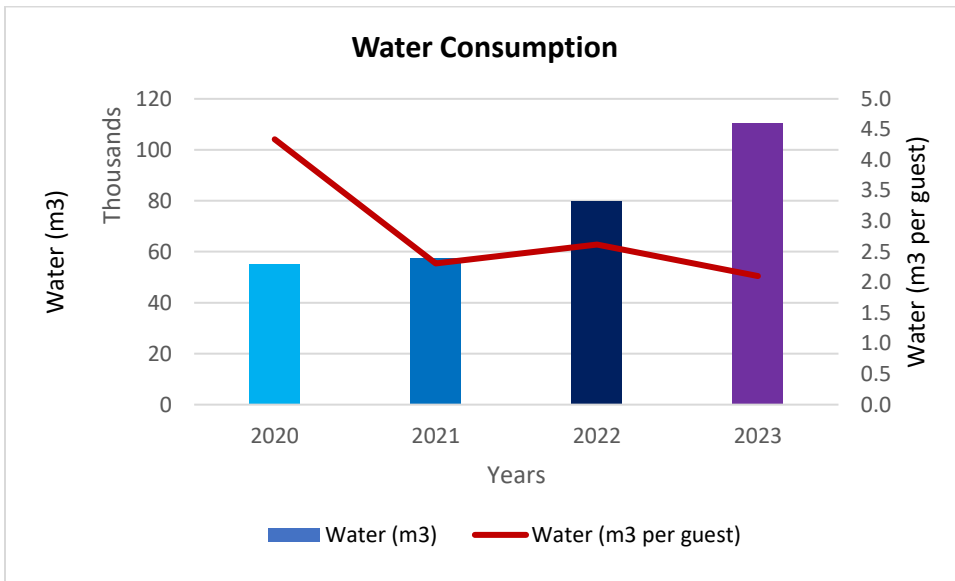
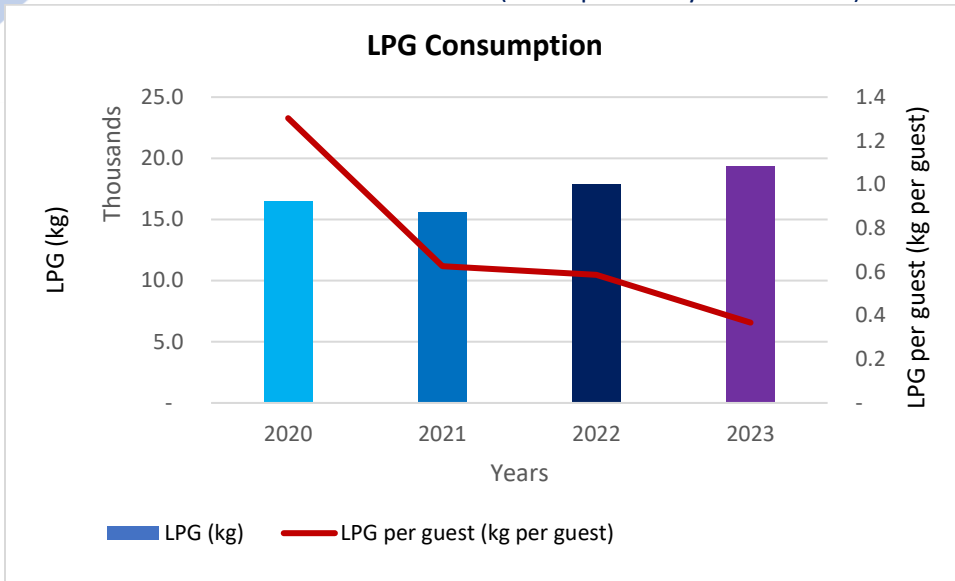
To maintain zero accidents at the main chemical store room, and secondary contamination control system, by the end of December 2020	Implemented secondary contamination control system up to a level (stage 1).
To Prevent the release of chemicals into the environment in the event of an accidental overflow; modifications to the existing secondary contamination control system will be made further at the main chemical storage site by the end of March 2021	modified to the existing secondary contamination control system further (stage 2)
To reduce the Front Office paper usage by 50% guests need information provided via QR systems by the end of February 2021	Implemented several QRs. Eg: Guest service directory, AI package, Tour packages etc.
Increase Staff Recruitment from the Local Area by 2%. And increase the female carder than the existing level.	More priority given to recruit staff from near by area and increasing the female staff carder.

	Year			
	2020	2021	2022	2023
<b>Total Guests</b>	12665	24862	30497	52502
<b>Electricity (kWh)</b>	1,246,571	1,292,019	1470153	1744181
<b>Electricity per guest (kWh per guest)</b>	98.4	52.0	48.2	33.2
<b>Diesel (l)</b>	78,828.6	70,198.2	146448	145036.3
<b>Diesel per guest (l per guest)</b>	6.2	2.8	4.8	2.8
<b>LPG (kg)</b>	16,512.5	15,552.5	17878	19302
<b>LPG per guest (kg per guest)</b>	1.3	0.6	0.6	0.4
<b>Water (m3)</b>	54948.28	57442	79771	110391
<b>Water (m3 per guest)</b>	4.3	2.3	2.6	2.1

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## Future Goals: Annual sustainability action plan:

### SUSTAINABILITY GOALS

#### Greenhouse gas emissions goals

#### Deadline

#### Actions/Activities

1.	Implement 100% solar-powered outdoor lighting systems for garden lights, guest room balcony lights, roadside lights, and other outdoor areas within our premises by the end of December 2024.	<b>Deadline</b>	December 2024
		<b>Coordinator</b>	Mr Jayampath, Mr Kajanan, Mr Nalaka
		<b>Title/designation</b>	Cluster Engineer, Engineer, Assistant Engineer
2.	Establish a glass water bottling plant in Sumudugama, Sri Lanka, utilizing solar electricity to power operations, thereby promoting eco-friendly packaging alternatives and reducing reliance on plastic PET bottles/purchasing glass water bottles for complementary guest room water bottles by the end of December 2025.	<b>Deadline</b>	December 2025
		<b>Coordinator</b>	Mr Jayampath, Mr Kajanan, Mr Nalaka
		<b>Title/designation</b>	Cluster Engineer, Engineer, Assistant Engineer
3	Achieve a 20% reduction in carbon footprint value by the year 2026 compared to our baseline figures from 2018.	<b>Deadline</b>	December 2026
		<b>Coordinator</b>	Mr Jayampath, Mr Kajanan, Mr Nalaka
		<b>Title/designation</b>	Cluster Engineer, Engineer, Assistant Engineer
4	By December 2024, accurately calculate and analyze the CO2 emissions trend 2023 as part of our C-footprint assessment, and compare it to the previous available data.	<b>Deadline</b>	December 2024
		<b>Coordinator</b>	Mr Jayampath, Mr Tharindu, Mr Nalaka
		<b>Title/designation</b>	Cluster Engineer, Engineer, Assistant Engineer
5.	Reduce 15% reduction of electricity consumption per guest in (2022) than last year (2023)	<b>31.1% were able to reduce</b>	

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Biodiversity goals	Deadline	
<b>Actions/Activities</b>		
1. Develop and launch guided nature walks by the end of May 2024 to educate guests about local flora and fauna, conservation efforts, and biodiversity hotspots.	<b>Deadline</b>	December 2024
	<b>Coordinator</b>	Ahinsa Dewthilini
	<b>Title/designation</b>	Sustainability Officer
2. Designate a specific area for pollinator/butterfly gardens with native plants to support local bee populations, completed by August 2025.	<b>Deadline</b>	August 2025
	<b>Coordinator</b>	Ahinsa Dewthilini
	<b>Title/designation</b>	Sustainability Officer
3. Collaborate with local marine conservation organizations to initiate regular beach clean-up events and educate guests about marine biodiversity starting in June 2024.	<b>Deadline</b>	December 2024
	<b>Coordinator</b>	Ahinsa Dewthilini
	<b>Title/designation</b>	Sustainability Officer
	<b>Coordinator</b>	Ahinsa Dewthilini
	<b>Title/designation</b>	Sustainability Officer
4. Create a new bio-diversity e-guide by July 2024 to provide guests with educational resources about local wildlife and flora.	<b>Deadline</b>	December 2024
	<b>Coordinator</b>	Ahinsa Dewthilini
	<b>Title/designation</b>	Sustainability Officer
	<b>Coordinator</b>	Ahinsa Dewthilini

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Water goals	Deadline	
<b>Actions/Activities</b>		
1. Implement a rainwater harvesting system for cleaning the garbage room by December 31, 2023, utilizing collected rainwater from lobby roofs and Block 07.	<b>Deadline</b>	December 2025
	<b>Coordinator</b>	Mr Jayampath, Mr Tharindu, Mr Nalaka
	<b>Title/designation</b>	Cluster Engineer, Engineer, Assistant Engineer
2. Install a low-flow tap water system in all guest rooms meeting international standards (5L/min) by November 30, 2024.	<b>Deadline</b>	November 2024
	<b>Coordinator</b>	Mr Jayampath, Mr Tharindu, Mr Nalaka
	<b>Title/designation</b>	Cluster Engineer, Engineer, Assistant Engineer
3. Complete installation of water-efficient fixtures like low-flow toilets and showerheads across the hotel premises by January 31, 2024, aiming for a 20% reduction in water consumption per guest stay compared to the previous year.	<b>Deadline</b>	January 2024
	<b>Coordinator</b>	Mr Jayampath, Mr Tharindu, Mr Nalaka
	<b>Title/designation</b>	Cluster Engineer, Engineer, Assistant Engineer
4. Launch a guest engagement program promoting water conservation through educational materials, towel and linen reuse signage, and incentivized initiatives, targeting a 15% reduction in water usage per occupied room by April 30, 2024.	<b>Deadline</b>	April 2024.
	<b>Coordinator</b>	Ms Ahinsa Dewthilini
	<b>Title/designation</b>	Sustainability Officer
	<b>Coordinator</b>	Mr Jayampath, Mr Tharindu, Mr Nalaka
	<b>Title/designation</b>	Cluster Engineer, Engineer, Assistant Engineer
5. Reduce 15% reduction of water consumption per guest in (2023) than last year (2022)	<b>≈19.23% reduction</b>	

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<b>Community support activity</b>		<b>Deadline</b>	
<b>Actions/Activities</b>			
<b>1.</b> Organize clean-up programs at Thudugala waterfall by the end of July 2024 to preserve its natural beauty and biodiversity.	<b>Deadline</b>	July 2024	
	<b>Coordinator</b>	Ahinsa Dewthilini	
	<b>Title/designation</b>	Sustainability Officer	
<b>2.</b> Provide annual preschool uniforms, supportive materials, gifts, and food for events at The Learning Tree Preschool.	<b>Deadline</b>	2024 and continue annually	
	<b>Coordinator</b>	Ahinsa Dewthilini	
	<b>Title/designation</b>	Sustainability Officer	
<b>3.</b> Arrange a Kalutara city tour using village Tuk Tuk drivers to promote local tourism by the hotel during 2024.	<b>Deadline</b>	March 2024	
	<b>Coordinator</b>	Ahinsa Dewthilini	
	<b>Title/designation</b>	Sustainability Officer	
<b>4.</b> Coordinate a mega clean-up campaign at Calido Beach in June 2024 to enhance environmental cleanliness and community engagement.	<b>Deadline</b>	June 2024	
	<b>Coordinator</b>	Ahinsa Dewthilini	
	<b>Title/designation</b>	Sustainability Officer	
<b>5.</b> Organize guided guest tours linking village resources such as tuk-tuk and boat drivers to promote local cultural and economic exchange.	<b>Deadline</b>	September 2024	
	<b>Coordinator</b>	Ahinsa Dewthilini	
	<b>Title/designation</b>	Sustainability Officer	

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## OTHER ACTIVITIES, HR GOALS AND IMPROVEMENTS

1. Transition to Computerized Back-Office System and ERP Solutions: Convert over 70% of the hotel's back-office operations into a computerized system and implement ERP solutions by the end of 2026 to reduce paper consumption and enhance operational efficiency.	<b>Deadline</b>	December 2025
	<b>Coordinator</b>	Mr Nelson, Head office, 3 <sup>rd</sup> party
	<b>Title/designation</b>	FC
2. Automated Meter Reading Implementation: Convert 50% of manual meter readings to automated systems in the hotel by December 31, 2025, to streamline data collection, reduce paper usage, and enhance accuracy in utility consumption tracking.	<b>Deadline</b>	December 2025
	<b>Coordinator</b>	Mr Jayampath, Mr Kajanan, Mr Nalaka
	<b>Title/designation</b>	Cluster Engineer, Engineer, Assistant Engineer
3. Building Stability Audit: Conduct a building stability audit by December 31, 2024, to identify and mitigate potential hazards and ensure a safe environment for guests and staff.	<b>Deadline</b>	December 2024
	<b>Coordinator</b>	Mr Jayampath, Mr Tharindu, Mr Nalaka
	<b>Title/designation</b>	Cluster Engineer, Engineer, Assistant Engineer
4. Introduction of Safety Shoes for Engineering and Non-Slippery Shoes for Kitchen Staff: Implement safety shoes for engineering staff and non-slippery shoes for kitchen staff by December 31, 2024, to enhance workplace safety and reduce the risk of accidents or injuries.	<b>Deadline</b>	December 2024
	<b>Coordinator</b>	Ms Thilini, HODs - Kitchen
	<b>Title/designation</b>	HRM, HOD- Kitchen
	<b>Coordinator</b>	Management team, Accounts, HK dep.
7. Reduce Single-Use Plastic:	<b>Coordinator</b>	Management team, Accounts, HK dep.
	<b>Deadline</b>	December 2024

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Public Sustainability Report – Royal Palms Beach Hotel, Kalutara, Sri Lanka  
(Last Updated by 01. 08. 2024)

<p>Replace all single-use plastic items (straws, stirrers, disposable cutlery) with sustainable alternatives by December 31, 2024, aiming for an 20% reduction in plastic usage compared to the baseline measurement in 2023.</p>	<b>Coordinator</b>	Ms Ahinsa Dewthilini, F&B dep.
	<b>Deadline</b>	Sustainability Officer, F&B dep
<p>Zero Waste Initiative: Implement a comprehensive zero waste initiative by December 31, 2024, to divert 20% of waste from landfills through reduction, reuse, recycling, and composting efforts. This includes establishing waste segregation systems, educating staff and guests, and collaborating with waste management companies to achieve waste reduction targets.</p>	<b>Deadline</b>	December 2024
	<b>Coordinator</b>	Mr Sampath Priyantha, Ms Ahinsa Dewthilini
	<b>Title/designation</b>	Stewarding Manager, Sustainability Officer
<p><b>8</b> Increase Local Sourcing: Increase the percentage of food sourced from local businesses and small businesses from an average of 65% to 70% by 2025, tracking current sourcing levels and implementing strategies for gradual improvement.</p>	<b>Deadline</b>	December 2025
	<b>Coordinator</b>	Mr Priyantha, Mr Sidath
	<b>Title/designation</b>	F&B Cost Controller, Purchasing Manager
<p><b>9</b> Increase Staff Recruitment from the Local Area: Increase staff recruitment from the local area by 10% to enhance community engagement and support local employment opportunities.</p>	<b>Deadline</b>	December 2025
	<b>Coordinator</b>	Ms Thilini
	<b>Title/designation</b>	HR Manager
<p><b>10</b> Implement Staff Training and Development Program: Implement a comprehensive staff training and development program focused on enhancing skills, knowledge, and professional growth to ensure high standards of service delivery and guest satisfaction.</p>	<b>Deadline</b>	December 2025
	<b>Coordinator</b>	Ms Thilini
	<b>Title/designation</b>	HR Manager
<p><b>11</b> Promote Equality and Inclusion in Employment Practices: Establish and enforce policies and procedures that promote equality and equity in all employment practices, fostering a diverse and inclusive workplace free from discrimination and bias.</p>	<b>Deadline</b>	December 2025
	<b>Coordinator</b>	Ms Thilini
	<b>Title/designation</b>	HR Manager

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<b>12</b> Review and Adjust Employee Compensation: Regularly review and adjust employee wages and benefits to align with inflation and the cost of living, ensuring fair compensation and financial security for all staff members.	<b>Deadline</b>	December 2025
	<b>Coordinator</b>	Ms Thilini
	<b>Title/designation</b>	HR Manager

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SENIOR MANAGER APPROVAL OF ANNUAL SUSTAINABILITY REPORT	
	Ravi Kurukulasooriya – General Manager, Royal Palms Beach Hotel, Kalutara
	Ahinsa Dewthilini- Sustainability Officer, Royal Palms Beach Hotel, Kalutara
	Date of approval (Amd.): 01. 08. 2024

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