

SUSTAINABILITY MANAGEMENT PLAN



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PURPOSE

The Sustainability Management Plan is to ensure that decision making within our resort contributes to achieve its objectives, in order to improve its sustainability, reduce its long-term environmental impact and increase the welfare of employees, guests and of the environment that surrounds us. The Sustainability Management Plan is to guide the daily operations of the business in a sustainable manner in considering the environmental, socio-cultural, quality, and health & safety issues.

- **Energy conservation objectives:**

- Reduce energy expenditure
- Green energy utilization
- Reduction in amount of CO2 emissions
- Optimize energy efficiency of plants

- **Water conservation objectives:**

- Reduce water expenditure
- Install water-efficient faucets and showerheads
- Install low-flush toilets over time
- Irrigate gardens with graywater

Waste management objectives:

- Reduce the amount of non-recyclable waste
- Increase the amount of waste that we recycle
- Improve the results obtained in previous years

- **General objectives:**

- Achieve Green Globe certification.
- Lead the decision-making process to be more sustainable.
- Develop a business strategy based on sustainability, quality, safety & health.

- **Satisfaction goals:**

- Increase commitment with our customers.
- Increase customer satisfaction measured by surveys.
- Provide clients with information on good waste management practices, preservation of environment, energy and water conservation, local culture

- **Training objectives:**

- Raise awareness about energy and water conservation, preservation of environment and local culture
- Promote diversity and train employees on how to overcome sociocultural issues
- Train employees in sustainability annually.



SCOPE:

The scope of the Sustainability Management Plan covers all activities at Reethi Beach Resort, and its integration with all colleagues, customers and guests, business partners, owners, other stakeholders, and the environment at large.

REFERENCE:

Green Globe Certification Standard and Guide to Certification.

REETHI BEACH RESORT VISION:

We consider Green Globe as the premier global certification for sustainable travel and tourism. Green Globe Certification offers the world's most recognized and longest running program allowing us, as one of the green leaders in the travel and tourism industry, to confidently promote our environmental credentials along with our commitment to the people and prosperity of our location.

That is the reason why we took up the challenge and wish to obtain Green Globe certification in 2021. It is our aim to continually improve our sustainability efforts, and to achieve in a consistent way improvement in connection with our yearly review.

Sustainability within the Resort is defined as "carrying out its business in line with our company's guiding principles of being conscious of global environment issues and acknowledge our responsibility towards the environment. While the well-being of our guests remains the fore-front, we commit ourselves to carrying out operations in a sustainable manner, taking every step to minimize operational impact on, and preserve the environment wherever we operate."

We believe, our guests, staff and environment are equally important. Our Sustainable Management Plan ensures colleagues, customers, business partners, owners, other stakeholders, the environment and the property are taken care.

Our Sustainability Management Plan encompasses four key areas:

- I. **Environmental** – to be actively involved in conserving resources, utilizing renewable energy to extent possible, reducing pollution, conserving biodiversity, ecosystems, and landscapes.
- II. **Socio-cultural** – to be involved in corporate social responsibility actions, community development, local employment, fair trade, respect local communities, colleague protection. Being involve with activities to support the local community
- III. **Quality** – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders.
- IV. **Health & Safety** – Reethi Beach Resort complies with all established health and safety regulations and ensures that both guest and colleagues protection instruments are in place.

A. SUSTAINABLE MANAGEMENT

A.1 Implement a Sustainable Management Plan:

Resort shall establish and maintain the SMP complying with requirements included in this section.

Our property will provide and write Policies and Procedures that:

- a) are appropriate to the nature and scale of the organization's activities;
- b) are aligned with the four key SMP areas i.e. Environmental, socio-cultural, quality and health & safety issues.
- c) include a commitment to continual improvement of the SMP
- d) include a commitment to comply as a minimum with the current applicable legislations, regulations and other requirement to which the organization subscribes;
- e) provide a framework for setting and reviewing SMP objectives and targets;
- f) are documented, implemented, maintained and communicated to all colleagues;
- g) are available to all interested and affected parties; and
- h) are reviewed periodically to remain relevant and appropriate to the organization's SMP.

A.2 Legal Compliance:

The resort is licensed according to the law of the Republic of Maldives and in compliance with all relevant international or local legislations and regulations, including health, safety, labour, and environmental aspects, and insurance policies and other guest and colleague's protection instruments are up to date and in order.

A.3 Colleague Training:

Colleague hiring, training, annual appraisal and performance review, at our properties are in line with the competency models, based on the company believe and expectations.

We strongly believe that it is important to follow all the process, to achieve a healthy and balance team, by encouraging internal development and growth.

A.4 Customer Satisfaction

Our property monitor customer satisfaction by receiving feedback in different ways and platform. We strongly believe, accept and work in any kind of positive or constructive feedback provided by our guest.

Besides customer satisfaction, we also review and monitor internal quality performance and satisfaction. Some of the tools used for monitoring and reviewing the same are:

- a. Customers Satisfaction Card
- b. Guest emails
- c. all 3rd party online platforms such as TripAdvisor, Booking.com and all social media channels.

A.5 Accuracy of Promotional Materials

All communication regarding promotional material at our properties goes through the Sales and Marketing team and is in line with the company standards, local regulations and cultural norms. We do not overpromise and committed to deliver whatever promised and advertised.

A.6 Local Zoning, Design and Construction

Our property is located in an uninhabited island. No local significant sites, water courses, wildlife of any sort, vegetation or residents would have been disturbed in an adverse manner.

Ongoing maintenance and repairs are performed regularly. The refurbishments, if any, include re-using as much of the original structure as possible, incorporate local design and architecture (i.e. kadjan roofing, wood and bamboo) and renovation/interior design is always performed with the purpose of being as sustainable, energy-saving and long-lasting as possible, and includes use of environmentally sound materials.

A.7 Interpretative Tourism

We inform our guests about the local environment, local culture and cultural heritage through various means; may it be electronic or something as simple as friendly dialogue with guests. As the Maldives is predominantly a Muslim country, guests are made aware of the local culture during the holy month of Ramadan as special emphasis is made on period of fasting of colleagues.

Special Maldivian themed nights are held in the main restaurant every week, Friday being the national day, in which employees wear traditional cloths and perform bodu-beru (traditional Maldivian dance) for the guests, trying to involve them as much as possible.

Various expedition packages are available with the Resorts to visit nearby local islands, so that guests are able to experience the real Maldives, interact with the local community and support local businesses like handicrafts, and other souvenir shops.

Although, illegal souvenirs are not available anywhere in the Resort and even nearby, we do inform our guests not to buy items such as shark teeth, turtle shells, black coral, etc. We also discourage the guests to take sand, corals and shells as these all a part of one eco-system and helps to keep the beaches in the most beautiful and natural state.

A.8 Communications Strategy

We communicate with our guests and visitors to the resort and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work.

Our sustainable operations involve our guests, example: we have placed a card in all the rooms in order to give our guests an option whether or not they want the bed linen and/or towels to be replaced for the day, hence, providing them with an opportunity to play a direct role in water and energy conservation.

Upon arrival our guest relation team will remind the guests of the damage inflicted on fragile coral if one stands on them, and the need to protect the ecosystem around the island.

In the same way, guests are also politely requested to not collect or remove shells from the beach, even empty ones, as they could be the homes of hermit crabs.

A.9 Health and Safety

We follow strict environment, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury.

Colleagues are appropriately trained so as to make them aware of the health and safety issues while working and guests are made aware of hazards by using appropriate signage and other forms of communication.

Purchasing and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy. Another requirement we try and meet is to procure goods and equipment which are durable and long lasting.

We have an experienced team of engineers and technicians who maintain the facilities and equipment, so that we have constant checks on them being in good working condition. All necessary and mandatory safety requirements for the same are in order, such as Risk Assessments and use of Personal Protective Equipment.

Highlights:

- Guests and employees are provided with life jackets in their rooms
- Guests are made cautious by posting safety instructions in the villas and other public areas
- Swimming pool depth is clearly marked including pictorial NO Diving Signs, life-rings and notice boards
- Basic Health and Safety training, fire training, evacuation drills are conducted regularly for colleagues
- All paint is environmentally friendly and lead free, with low VOC content
- An active inhouse system is in place whereby colleagues are trained to report any malfunctions and leaks immediately, and there is a good follow up system to ensure the works are carried out satisfactorily

A.10 Disaster Management

The Indian Ocean is the heartbeat of the Maldives. The country is made up of 99 percent water and 1 percent land, a geographic composition that makes any change in the ocean reverberate through the islands. Because of this, the country is extremely vulnerable to natural hazards, including tsunamis, floods, intense winds and rising sea levels.

Reethi Beach Resort fully adhere to their Disaster Management plan. Resort uses the services of a third-party fire company to inspect, analyses, advice, train and certify all colleagues in fire safety.

Yearly fire and tsunami drills are held involving all staff, where a real disaster is simulated and practice responses are undertaken. All drills are observed by independent parties and observations and reports written.

B. SOCIAL/ ECONOMIC

B.1 Community Development

The Resort recognizes its role and responsibilities in contributing to the sustainable development of the communities in which it operates. This policy aims at maximizing the return on Community Investments and their impact on the local community.

Through our community investment initiative, we have identified unique areas of involvement where we can actively support our local communities and engage in a mutually rewarding way with our stakeholders.

Education: Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector. This is done by taking on interns from local educational establishments and supporting their growth and development. Further job opportunities are offered within the company.

Healthcare: Supporting initiatives aimed at enhancing the health and well-being of local communities. We look into schemes of donating and sponsoring to the health facilities at local islands.

Cultural Preservation: Supporting initiatives aimed at enhancing the ability of small businesses that are strategically linked to business needs to perform more effectively in order to create economic growth. We regularly buy from local producers and support local fishermen.

Environmental Protection: Supporting initiatives that help protect the integrity of the environment.

At a time when everybody is sensitive to environmental issues, a sympathetic approach to the sustainable management of holiday destinations has become obligatory. In a destination where even the slightest activity may induce a disproportionate reaction, addressing environmental concerns, raising awareness and taking positive action have always been inter-linked components in achieving success.

Reethi Beach Resort is committed to protecting and maintaining our marine environment, chiefly our house reef, and Hanifaru Bay that is constantly rated as one of the best snorkeling and diving spots in the Maldives.

Hanifaru Bay, located in the crystal clear waters of the Baa Atoll UNESCO biosphere reserve, is world renowned as the largest manta ray feeding hotspot in the world and offers a rare chance to see these graceful creatures in their natural habitat.

B.2 Local Employment

Reethi Beach Resort proactively supports the recruitment and development of Maldivian nationals at various managerial level positions across its operational and support functions, with a view that such Maldivian nationals will be supported, mentored and guided to grow and move into leadership positions across the company.

The element of local employment is supported by:

- Non-Discrimination Policy
- Recruitment Policy
- Maldives Labour Act

B.3 Fair Trade

Fair trade within Reethi Beach Resort is driven by the “Procedure Goods & Services” process in the Maldives wherein resort ensures the use of right methods to select suppliers and procure goods and services at the right quality, price, time, source and delivery while protecting the company.

Our Policy:

“We at Reethi Beach Resort ensure that all processes are done in compliance with relevant laws and consistent with ethical, social and environmental standards.”

B.4 Local Entrepreneurs

Reethi Beach Resort does not engage with local entrepreneurs dealing with historical artifacts. Moreover, it is not permitted by law.

It is worthwhile to state that, in Reethi Beach Resort, we do engage in organizing events and activities that portray the local culture, especially during Ramadan, Eid, and Maldives National Day. Local craftsmen and businessmen are brought and encouraged to visit our properties to enable them to enhance their living, giving guests a chance to interact with them, and learn about local cultures.

B.5 Respect Local Population & Culture

As stated earlier the Maldives is predominantly a Muslim country and as such guests and colleagues are made aware of the local culture. All efforts are made, where applicable, that due respect is given to the local values and beliefs, and we commit to safeguarding the Maldivian culture and ensuring that the local community shares in the benefits of tourism.

B.6 Exploitation

Reethi Beach Resort is in strict compliance with the Maldives Labour Law. Hence, appropriate policies are in place against the employment of children, sexual harassment and exploitation, particularly of children and adolescents.

The element of avoidance of exploitation is supported by:

- Sexual Misconduct Policy
- Maldives Labour Act

B.7 Equitable Hiring

Reethi Beach Resort promotes diversity and equality on all levels of the business, and no colleagues or applications are discriminated against in any way.

All positions are filled on the basis of competence. Our resort adheres to all local laws and regulations concerning labour laws, and offers conditions and wages superior to the minimum requirements.

Reethi Beach Resort employs people of many nationalities – currently we have around 10 different nationalities working at the resort. Women candidates are encouraged to apply across all levels of the business.

The Maldives has strict labour law related issues, which we adhere to in full.

B.8 Colleague Protection

Salaries and benefits exceed national regulations, and all payments required by law into insurance and pension funds are made on behalf of all colleagues. Overtime is paid for hours worked beyond the established work in accordance with Maldives labour law. Week hours and working hours do not exceed the legal maximum established by the labour law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are accordingly remunerated as per the policies outlined.

To further enforce colleague protection at our properties, the welfare committee comprising of employees of all levels and the management hold regular meetings and assure that any concerns or ideas from any colleague is given due considerations and actioned on if possible.

B.9 Basic Services

The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect a positive influence in the community.

B.10 Local Livelihood

Since our resort is located on independent island, and the business encompasses the entire island, its activities do not affect any of the other islands around. Access to land, water, housing, right-of-way and transport for any neighboring communities has not been impacted at all. On the contrary, the activities of the business contribute to the economy of neighboring islands by creating jobs and buying from them.

B.11 Bribery and Corruption

Reethi Beach Resort prohibits all forms of bribery, directly or through third parties, including employees from soliciting, arranging or accepting bribes.

No direct or indirect contributions to political parties, etc, is made, as a way of obtaining advantage in business transactions.

The Resort will not deal with contractors and suppliers known or reasonably suspected to be paying bribes. Due diligence is undertaken in evaluating prospective contractors and suppliers to ensure that they have effective anti-bribery Program.

- Code of Conduct for business Partners
- Anti-bribery Policy
- Corruption Policy

C: CULTURAL HERITAGE

Our colleagues at Reethi Beach are trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that the guests are most interested in.

Local Maldivian culture and idiosyncrasies can be explained and discussed with guests, but mainly in a nice-to-know form, as the culture is significantly different from anywhere else in the western part of the world, from where we have a substantial number of guests coming from.

Guests can read through Environmental Credentials available on our website, which contains information on the resort's sustainability initiatives and achievements, what they are doing for the environment, and how guests can help.

Historical and archeological artifacts are not sold, traded, or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage.

Goods which are protected and may not be bought or taken are communicated to guests during the room orientation.

The Maldives is a treasure of marine diversity and fragile coral and their protection and natural growth is publicized as much as possible.

The villas and all public areas are of rustic ethnic charm and blend in naturally with the surroundings and landscape. The scenic beauty of the Maldives is enhanced through our thoughtful architecture and design of structures.

D: ENVIRONMENTAL

Reethi Beach Resort sources and obtains many locally produced goods including watermelons, papayas, kurumba, bananas, and many others which have been grown organically. Freshly caught fish using pole and line method is brought directly to us just off the sea by local fishermen every day.

As much as possible, we favour suppliers who conduct their business in a responsible and ethical manner. We buy in bulk to reduce packaging wastes. We prefer products which are eco-friendly, bio-degradable, made from re-cycled material and have minimum impact on the environment.

We do not use any invasive alien species in our gardens and landscapes, we also minimize the trimming and trying to keep the native vegetation as undisturbed as possible. Measures are taken to prevent the introduction of pest and exotic species.

No captive wildlife, endangered species, products thereof or any form of unethical items are used, sold or allowed on Reethi Beach Resort.

THE BAA ATOLL PROJECT

Reethi Beach launched the Baa Atoll Project (BAP), an independent union of all the resorts and dive centers in the atoll, in 2007. The respective representatives initially gathered to find means to counter the decline of shark populations in the area and have subsequently dealt with many other topics.

With the participation of representatives from all regional islands and administrative areas, ministry deputies, spokespersons for the national safari boat and fishing associations, BAP was soon playing a pivotal role being actively involved in environmental and social issues throughout the entire Northern Province.

At meetings of the Baa Atoll Project, the topics listed below, among others, have been discussed, decisions reached, codes of conduct established, rules and regulations implemented:

- ✓ In 2008 a Fish Purchasing Policy was agreed upon, introducing binding guidelines for all resorts within the atoll, concerning both the purchase of supplies from local fishermen as well as fishing excursions offered to guests.
- ✓ A code of conduct was implemented for boat traffic within Hanifaru Bay with safari- and excursion-boat operators, plus neighboring resorts as signatories, thereby providing a much-needed step to protect this bay – world famous for whale shark and manta ray sightings.
- ✓ As agreed by moratorium, all the resorts in Baa Atoll stopped diving operations in the Hanifaru Bay in 2011 – a measure stipulated by law only from 2012.
- ✓ Reethi Beach and Sea Explorer Divers have trained the first official Baa Atoll Marine Ranger to monitor Hanifaru Bay.
- ✓ In cooperation with the AEC, Atoll Ecosystem Conservation Project, BAP has supported the candidacy of the entire Baa Atoll to be designated as a UNESCO Biosphere Reserve. This appointment was made in July 2011.

In addition, the following environmental policies have been implemented:

- ✓ By the end of 2009, shark fishing within a two-mile zone around the Maldives was prohibited.
- ✓ In July 2010 the law prohibiting the trade with all shark products was ratified. The island resorts provide financial and/or organizational support for the re-deployment and re-training of the population formerly engaged in the shark fishing industry.

Partnership agreements with neighboring inhabited islands are encouraged and BAP serves as a contact for the planned introduction of a centralized waste disposal system throughout the Northern Province – while other resorts in Raa, Lhaviyani and Noonu Atoll and all inhabited islands in the four atolls are encouraged to be a part of the discussion process.

BAP also maintains contacts with national and international environmental groups supporting their respective projects, such as Shark Savers and Shark Project.

Reethi Beach is now pressing ahead with the objective of having BAP registered as an official NGO – under the new name BAARU (Baa Atoll Resorts United) – in our local language, Dhivehi, 'baaru' means 'strong'. This will help us gain more influence in future project decision making processes.

Although results do not always emerge as fast as one might hope and progress is often delayed by rather dogged negotiations, we, at Reethi Beach, are committed to continue moving in the right direction, albeit with small steps, along the long road that lies ahead.

Highlights:

Energy and Water:

- Installing an Energy Recovery System at the resort's desalination plant in 2006, almost doubling output at marginal increase of power consumption.
- Commissioning underground tanks of 170 ton capacity for rain-water harvesting with additional capacity planned in 2011. Our daily water consumption is around 200 tons and the water desalination plant is now the single most power consuming device on the island.
- Re-cycling of treated water from the sewage treatment plant for irrigation purposes in a non-polluting way that does not affect public health or the eco-system.
- Hot water production through Heat Exchange, drawing residual energy from running power generators to supply all guest and staff rooms, kitchen outlets and laundry; system installed in 2010.
- From mid 2011, using hot water from the heat exchange cycle used for a Dry-Room in the laundry, making big commercial dryers obsolete – previously the most power consuming individual machines on the island.
- Power-Keys installed in all rooms and a request for the re-use of towels and bed linen as industry standard.
- Replacement of low-wattage CFL light bulbs with even more efficient LED lighting, at the same time avoiding the negatives of CFL. Outdoor lighting is controlled by a timer.
- Refrigerator and freezer temperatures are measured and monitored on a constant basis by the culinary colleagues. Energy usage is specified and recorded.
- All back-office computers are shut down automatically when the work-day is over.
- Water usage is monitored and specified. All appliances are set at the most efficient level, to save energy and lower the utilities cost.

- Kitchen faucets are low flush and showerheads low flow. Most of the toilets are dual flush.
- All guest rooms have both drapes and black out curtains.
- No buggies or other vehicles are used in the resort.
- Our speed boat is powered by four-stroke engines and as much as possible the guests' transportation is done by dhoni.

Waste Management:

- Resort recycles above and beyond whatever is possible in the Maldives. We compost some organic waste, segregate food, paper, glass and metal in the colleague areas and F&B areas, waste collected from the guests' areas is taken to the Waste Management Center for segregation.
- We try to produce as little waste as possible and nothing is thrown out that can be used again.
- Bottling of our own drinking water in re-usable glass bottles, since August 2010, thereby saving of over 400 disposable plastic bottles every day.
- Complete halt of the usage of plastic straws (2010) and plastic bags (in outlets 2008 and rooms 2011).
- We avoid disposable cutlery or other utensils (i.e. disposable plastic or styrofoam utensils).
- Bedroom and bathroom amenities containers are refilled.
- Withdrawal of usage of disposable paper towels and drinks coasters; portioned packaging reduced to the minimum.
- Efficient "RRR" Waste Management, centering on raising awareness among staff and local communities.
- Recyclable materials segregated and compacted for shipping. We work with the 3rd party recycling companies such as Parley for Oceans and Secure Bag to recycle our waste.
- Bed linen, duvets and towels that are too old for guests villas are donated to the colleague quarter or used in the other departments as general dusters.
- Resort has invested in the compost machine for organic waste.



The Island and Its Surroundings:

- Introduction of least-impact erosion control – with geotextile bags filled from the islands own 'sand budget'; bags have a special top layer that allows for coral growth and can be removed for re-use after a monsoon season. The system is being viewed by many surrounding properties for replication.
- Strong preference is given to fair trade and eco-certified suppliers – we will often choose to not have a service or product, rather than compromising our integrity.
- Sensible landscaping concentrating on local greenery and plants and re-introduction of green waste mulching and composting.
- Native plants or low water-need plants are grown in landscaping to minimize water use in outdoor garden areas. The vegetation is mainly drought resistant and watering, if any, takes place in the early morning or evening to reduce water evaporation.
- No exotic species are introduced to the resort area.

- Use of local crafts such as kajan (coconut) thatch or locally produced lampshades for furnishing and refurbishing.
- Re-use of construction material during maintenance and upkeep projects; new material from accredited suppliers.

Use of chemicals:

- Pilot project of natural mosquito-control, extended from the use of mechanical larvae-traps to the use of naturally occurring sweet-water larvae-feeding fish and spraying Neem and Citronella oil as repellents.

This concludes the Sustainability Management Plan for Reethi Beach Resort in 2022.

We are fully aware that sustainability is an ongoing journey; therefore the Sustainability Management Plan will be reviewed annually.

The resort will continuously measure and monitor the following at planned intervals to verify that we are achieving continuous improvement in the field of sustainability:

1. Electricity consumption
2. Water consumption
3. GHG emission
4. Amount of waste generated by the resort

Our Sustainability Management Plan is supported by the following Policies and procedure along with other supporting documents:

- Environmental Policy
- Disaster Management Plan
- Code of Behavior
- Code of Conduct for Business Partners
- Purchasing Policy
- Environmental Impact Assessment Report
- GHG Reduction Policy
- Pollution Management Plan
- Waste Management Plan

Record of Revisions

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