



**“Revolutionizing Tomorrow:
One Sustainable Step at a Time”**
SUSTAINABILITY REPORT 2022-23



"The future depends on what we do in the present."

Mahatma Gandhi

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MESSAGE FROM CHIEF OPERATING OFFICER BADHIYA GUNATILAKE

SUSTAINABILITY REPORT 2022-23

Marahaba!

As we continue our journey towards creating a better tomorrow, we want to emphasize the importance of our efforts in this fragile environment. A nation that is particularly vulnerable to the impacts of climate change, rising sea levels, coral bleaching, and extreme weather conditions, just to name a few of the common threats we encounter.

But we aren't helpless in the face of these challenges. By continuing to reduce our carbon footprint, conserve resources and promote social responsibility, we are not only improving our own operations but also contributing to a better future for the Maldives.

We have already made progress towards sustainability, but there is still much more we can do. We can continue to reduce single-use plastics, promote sustainable tourism practices, and explore renewable energy options, etc. By working together, we can create a more sustainable environment for future generations.

Furthermore, our sustainability efforts can also have positive impacts on the tourism industry. Many tourists now seek out destinations that prioritize sustainability, and we can differentiate ourselves in the market by promoting our commitment to sustainable practices.

As a member of a great team, I encourage every one of us to continue to take ownership of our sustainability endeavours. Let us remain committed and focused on our journey, taking up challenges and working together to create a better future for the Maldives and to our mother earth.

Let us create a better tomorrow through our sustainability journey.



MESSAGE FROM GM UPUL GEDARAKUMBURA

Marahaba!

We are thrilled to share our sustainability efforts with our readers and as a contribution towards the global conversation on sustainability.

As the first LEED-certified resort in the Maldives, we understand the importance of protecting our fragile ecosystem. We have taken steps to reduce our carbon footprint by utilizing renewable energy sources and implementing energy-efficient practices throughout our operations. We have also eliminated single-use plastics to the best of our ability and have promoted sustainable tourism practices.

Our efforts have not only had positive impacts on the environment but also on our guests and the community at large.

We have seen an increase in demand from travellers who prioritize sustainability and appreciate our commitment to reducing our environmental impact.

Let's create a better tomorrow through our sustainability journey.



Niman Shashika
Chief Engineer
Travelife Champion



Kosala Chandrasoma
Front Office Manager



Mohamed Warish
Ex. Housekeeper



Amila De Silva
Executive Chef



K.Pushpabandu
F&B Manager



Mohamed Rasheed
Chief Accountant



Isuru Kodagoda
L&D Executive



Ahamed Shareef
HR Executive

WHO WE ARE

We are the Maldivian chapter of Aitken Spence Hotels & Resorts. Heritance Aarah Resort operates in the Republic of Maldives, where the Aitken Spence Resorts Maldives company first commenced operations in August 1993.

Today, we operate 05 Resorts with 730 rooms and employ more than 1400 talented associates from approximately 20 diverse nationalities in the sector.

Heritance Aarah - Premium All-Inclusive features accommodation in Raa Atoll which started operating in 2019, and today comprises of a total 150 keys with a range of choices to suit our guest preferences.

The standard villas situated on the land are built in single units on the ground level. There are 68 such units facing the beachfront all around the island.

This includes family beach villas, single-storied units which consist of two units in each. All rooms are in close proximity to the beach.

There are 56 ocean villas in one cluster and 25 ocean suites, and one ocean residence consisting of two rooms in another cluster.

150 Villas
68 Beach Villas
82 Water Villas
7 Dining Outlets
5 Beverage Outlets
390+ Associates
27 Acres



Maldives First LEED Certified property.
Energy and Environmental Design (LEED)

Heritage Aarah maintains a high level of environmental consciousness that focuses on the fragility of the environment in which we live, through strategizing and executing the best eco-sustainability practices.

Our sustainability journey is primarily built on a Sustainability Policy that weighs heavily on pertinent issues of the world such as energy, water, waste, biodiversity and others.



SUSTAINABILITY POLICY



For more details on our Sustainability Policy, please visit : <https://www.heritagehotels.com/aarah/sustainability.html>



You can access all the sustainability related policies and procedures by scanning this QR code.

OUR VISION

Heritage Aarah – as a pioneer Sustainable Resort Operator in the Maldives, we are conscious of the impact our work has on the environment and therefore, we formulate our policies and procedures to minimise the impact on the environment in the Maldives while focusing on the long-term sustainability of the Island Nation.

OUR COMMITMENT

We will measure our environmental performance against our objectives and targets, making sure that we regularly review our progress. We will comply with all applicable environmental laws and regulations. We will always look for ways to improve our environmental performance, in order to further reduce the impact of our property's operation. We will train our associates on our environmental commitments so that they understand the role they play in delivering our objectives & targets.

Water, Energy, Wet & Dry Waste Management

The previous year presented numerous challenges on a global and economic scale. The emergence of affordable travel destinations, coupled with restrictions in key markets, resulted in a marginal dip in guest arrivals at Heritance Aarah.



The demand for energy in our establishment is influenced not only by occupancy but also by the cooling load of air conditioning systems, closely linked to ambient temperature. Approximately 20% of our hotel's electricity consumption is linked to temperature shifts, significantly impacting our overall energy usage.



	FY 2019-2020	FY 2020-2021	FY 2021-2022	FY 2022-2023
Water Consumption / Guest Night in CUM	2.18	1.51	0.94	1.24
Energy Consumption / Guest Night in KWh	140.90	95.19	66.37	69.48
Wet Waste Consumption / Guest Night Kgs	4.96	4.07	2.57	2.89
Dry Waste Consumption / Guest Night Kgs	8.27	6.79	1.63	3.70

Based on data from Raa Atoll by The Maldives Meteorological Service (MET), there was a 0.3 °C temperature rise compared to the previous fiscal year, while rainfall data recorded a 3mm average decrease in comparison to the same period the prior year.

These external factors, beyond our control, have led to increased energy consumption, a trend we expect to persist. Elevated temperatures have affected water usage, causing an observable rise in water consumption as guests utilize water more frequently. Additionally, pool water evaporation has increased due to higher temperatures. Our plantation at Heritance Aarah has notably grown between 2021 and 2022, especially in water gardening, resulting in greater water needs in 2022.

The proliferation of overgrown tree vegetation has also increased from 2021 to 2022, contributing to a higher proportion of dry waste in our surroundings. Due to these factors, we have witnessed an increase in numbers. To address this, we are actively engaged in manageable strategies while ensuring the quality and comfort for our associates and guests.

Despite these factors, at Heritance Aarah, we remain dedicated to the conscientious management of water, energy, and waste. Scan the QR code or follow the link to gain insight into our tangible initiatives.

[Managing Resources Sustainably at Heritance Aarah PDF](#)

Discover our initiatives through the thoughtfully curated Heritance Aarah Sustainability video, designed to offer a comprehensive understanding of our efforts. - [Heritance Aarah Sustainability Video](#)



Solar Power Generation and Rainwater Harvesting

At Heritance Aarah, our focus is consistently on embracing inventive measures that minimize our reliance on fossil fuels. Our enthusiasm for delving into renewable energy is evident through our investment in solar power generation panels, aligning with our commitment as a socially responsible corporation.

Our installation of 1,125 solar panels, spanning an area of 1,920 square meters, yields a significant kilowatt peak (KWp) output, effectively catering to the energy requirements of the resort. Our dedication to progress doesn't stop here; we are actively exploring additional initiatives to enhance our capacity for advancing renewable energy production.

Solar power generation KWP	FY 2019-2020	FY 2020-2021	FY 2021-2022	FY 2022-2023
	367,107.00	375,108.00	452,034.00	431,983.00

Rainwater harvesting (m3)	FY 2019-2020	FY 2020-2021	FY 2021-2022	FY 2022-2023
	-	1,985.00	1,090.00	570.00

Wet Garbage Digester Machine

Hotel resorts often produce abundant waste driven by consumer needs, a characteristic intrinsic to the industry. Given our geographical context of residing on small islands, waste management has consistently posed challenges within our operations. While we have long adhered to segregating waste at its origin and transporting it to designated disposal islands, our waste management endeavors have taken a significant step forward. With an investment of approximately 60,000 USD, our management has introduced a Wet Garbage Digester Machine. This innovative addition allows us to efficiently handle wet garbage, resulting in not only improved waste management but also the repurposing of waste as valuable soil enhancements.

104,205 Kg of wet garbage has been converted into 27,960 Kg of eco-friendly soil additives through our in-house wet garbage composting machines during 2022-23.



SUSTAINABILITY

Retrospect 2022-23



Sustainability Education
388+ Guest and Staff have experienced our very own Maldivian village live museum at Heritance Aarah property in the year 2022-23.



12,572 Kg | \$ 24,699.09
Tuna Fish and other locally harvested fish were purchased from the local fishing community. During the year 2022-23



75,000 | \$ 2,031.21
Paper straws were used during the last financial year, which could have easily been plastic straws.



263,328
Single use plastic bottles were **stopped from being brought** into the islands with the installation of the **bottled water plants**.



\$ 10,278.86
The worth of Local purchases of fruits, vegetables and bakery products to uplift The local community.



104,205 Kg of wet garbage is been converted in to 27,960 Kg of eco friendly fertilizer through our inhouse **Wet Garbage Digester Machine** during 2022-23.



670 Bundles | \$ 2,625.80
Forest Stewardship Council certified papers were used in the day-today operation.



12.9 square feet of an area with 79 live **Soft and Finger corals** were dressed in Iron trees as a part of our coral planting project in the year 2022-23.



Committed Island Management
474.80 Kg of organic vegetables were harvested during this period with the worth of \$ 669.34.



11,000 | \$ 377.36
Paper Cups and Paper Plates were used in last financial year, which could have easily been plastic cups and plates.



5000 numbers of **wooden key cards** were purchased from the local market with the investment of \$ 3,330.75.



96,000 | \$ 18,160
Biodegradable bags were used during this financial year, which could have easily been In-disposable bags.



39,200 | \$ 2,795.27
Wooden cocktail stirrers were used during this year, which could have easily been plastic Stirrers.



1,630 + participation on **sustainability awareness and educational programs** covering over 2,437.81 human hours during the year 2022-23.

IN-HOUSE VEGETABLE GARDEN

Aarah Tharukaaree Dhandu

If you have gone through our previous sustainability report for the financial year 2020-21 and 21-22, you will be well aware of our in-house vegetable garden.

Our dedicated groundskeeping team and associates came up with the idea to maintain a garden during the lockdown period. We have continued working on our vegetable garden even with the hotel operation at its peak.

During this year, we were able to harvest a total of 475 Kg of vegetables worth USD 670.



Beans
3.5 kg
USD 10



Brinjal
14.5 kg
USD 17



Papaya
43 kg
USD 57



Bitter, Snake & Ridge Gourd
99 kg
USD 160



Spinach, Mint & Basil
Kankun, Rampe
88 kg USD 152



Tomato
6.5 kg
USD 8



Radish
210 kg
USD 241.5



Green Chili, Bell Pepper
9.1kg
USD 24

SUSTAINABILITY EFFORTS

We aim to create a holistic approach to eco-consciousness by including all sections of the business and society. We continuously invest our knowledge, time and money in sustainable tourism as responsible corporate citizens. A few of the projects hosted during the financial years are as follows;

Sustainability Education, awareness, celebrations

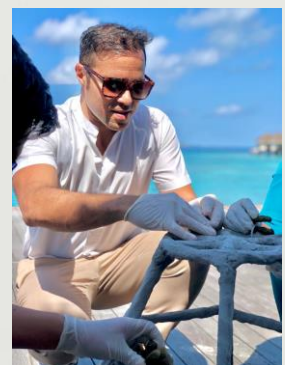
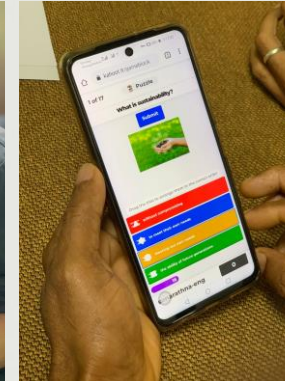
Promoting education, raising awareness, and celebrations stand out as the most impactful approaches to instill optimal practices at the grassroots level.

During the past fiscal year, a total of 478 employees, guests, and members of the local community enthusiastically engaged in our diverse sustainability and CSR endeavors. Furthermore, we successfully conducted sustainability education programs, reaching and educating 1635 individuals comprising staff, guests, and the local community.

Save the lungs, Save the ocean – Coral planting campaign.

Save the Lungs, Save the Ocean stands as a campaign pioneered by our division in a sincere endeavour towards restoration. Heritance Aarah contributed by cultivating Soft and Finger corals across 12.9 square feet within three iron cages.

This initiative is an ongoing effort, and we extend an invitation to our guests and associates to actively engage in our initiatives. Through their involvement in our sustainability campaign, guests receive a validation certificate under the title #TheTrueTraveller at Heritance Aarah.





THE MALDIVIAN VILLAGE

The Maldivian Village is our very own sustainability initiative inspired by our Heritage branding, "where tradition is alive."

We have created a live museum experience at Aarah to educate our guests about local lifestyles while welcoming them to engage in local activities and experience the beautiful Maldivian culture.

The Maldivian Village experience describes how locals used to live in the past. This journey will take visitors through the most exciting events which helped shape the Maldivian lifestyle.

Click the icons to view videos.



Instagram



Sustainability Education

388 Guests and associates have experienced our very own Maldivian Village Live Museum at the property in the year 2022-23





SUSTAINABILITY CERTIFICATION

Leadership in Energy and Environmental Design (LEED) buildings save energy, water, and resources, generate less waste and support human health. Given the increasing demand and pace of green building in the hospitality sector, LEED officially recognises that a project complies with the requirements prescribed within the LEED rating systems by the U.S. Green Building Council.

The enduring measures taken by Aitken Spence Maldives Resorts' sustainability journey started with the Green Dive in the year 2016, by signing the sustainability pledge underwater. Since then, the Travelife Gold Certification has been the standard sustainability certification of the Aitken Spence Group. All our properties maintain these standards in par with the Travelife hotel and accommodation standards.



[Heritage Aarah Biodiversity Survey](#)



“BIODIVERSITY SURVEY”

SUSTAINABILITY REPORT ANNEXURE 02

LEARNING, DEVELOPMENT & ACHIEVEMENTS

The Resort is committed to creating an environment for associates to achieve their career aspirations while nurturing a team of competent, motivated professionals. Companywide learning and development and quality assurance are conducted at a corporate level. For more details, please refer to the following Talent Development Reports.

Training Hours (per associate)

FY2019-20 = 22.5 | FY2020-21 = 19.0 | FY2021-22 = 34. | FY2022-23 = 32.3



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SUSTAINABILITY AWARDS


- 2019 - 1st Green-Rated Building' in the Maldives
- 2019 - Leadership in Energy and Environmental Design (LEED) Gold certification.
- 2020 - STELLIERS South Asia top five Finalist – Sustainability Hotelier Award

Your ideas count:

We welcome your suggestions to help us enhance our sustainability objectives and social responsibilities. Please leave your comments through our guest review system or e-mail us at talentmle@aitekenspence.com

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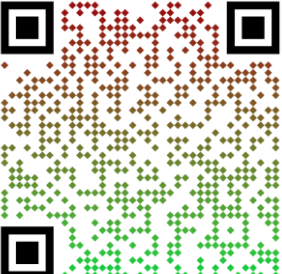


Talent Management Reports

- FY – 2018/19
- FY - 2019/20
- FY - 2020/21
- FY - 2021/22
- FY – 2022/23

Sustainability Reports

- FY – 2018/19
- FY - 2019/20
- FY - 2020/21
- FY - 2021/22
- FY – 2022/23



You can scan the above QR code to download the relevant company talent development reports, and the previous Years Sustainability Reports.



SUSTAINABILITY REPORT 2022-2023