



SUSTAINABILITY REPORT

2017-2018



Introduction

The journey we started in 1996, with our first Corporate Social Responsibility Reports, now culminates with the publication of our second Heritance Tea Factory Sustainability Report. This document outlines the hotels' endeavors in 2017/18 in terms of environmental protection and social responsibility.

One of our aims in designing this report was to make it accessible. We have done our best to present it in a clear way, to fulfil its informative purpose, and with the desire to publicize the actions of Heritance Tea Factory in relation to the people who make up our team, the local communities and the environment.

Each chapter of this sustainability report breaks down the internal policies in that area, the actions or best practices implemented in the course of 2017/18, and the resulting data, in graph form. The aim is to present all sustainability-related information that may be useful for our stakeholders, clearly and concisely. At the same time, it will mark the starting point of a strategy that, over the coming years, will lead us to persevere in our policies of fighting poverty, achieving equality, consuming responsibly and protecting biodiversity and the environment. It is a path that will require us to step up our efforts and to establish new commitments as we wish to contribute to sustainable economic development.

About Heritance Tea Factory

“Heritance Tea Factory” – a unique hotel concept, where a tea factory built several decades ago during the British Raj has been converted to a plush hotel. Retaining its traditional character, this most unusual hotel situated 6800 feet amidst the misty mountains and the lush plantations of the Hill Country offers a tranquil setting for a relaxing holiday

Located 6800 ft. above sea level, this lonely structure in salubrious Nuwara Eliya, stirred the imagination of Aitken Spence Hotels. The best Engineers and Architects were consulted, and they got down to work. The result: A Luxury hotel, unique in its concept and eco friendliness which still looks like a tea factory, but within is a haven of comfort for the leisure seeker.

Within the Tea Factory much of the overhead lines, shifts and pulleys, which helped produce millions of pounds of finest tea for export are still preserved in their original setting. Visitors are told how the factory functioned sans grid supplied electricity but powered by an engine at ground level. It transferred power using Camel hair belts to all the machinery and two withering fans which rotated at 1500 rpm to dry the green leaf that went into millions of cups in days gone by. The miniature tea factory situated in the hotel premises explains the manufacturing process to visitors and also produces 20-25 kg. tea per day.

“Heritance Tea Factory” consists of 50 rooms which includes 35 Superior rooms, 10 Deluxe rooms, 03 Premium room, 01 Junior Suite and 01 Suite rooms. All rooms have wall-to-wall carpeting, hot and cold water, en-suite bathrooms, telephone, TV, piped music and heating. Every room has a view over softly undulating hills covered in carpets of manicured green tea, forest and a mist shrouded distance, which keeps changing its color tones. In each room there is a facility to brew your own cup with leaf of the best flavour in the world. There are also 02 bars, 01 pool table, 01 main Restaurant and TCK 6685, a fine dining experience in the form of a narrow-gauge Railway Carriage.

The residents of the community around the hotel were also given assistance by building new houses, supplying electricity and providing employment etc.

Our 72% of our Associates are from the community within which we operate, thus ensuring a better livelihood for the Associates and their families.

Executive General Manager's Message



Welcome to Heritance Tea Factory's Sustainability Report 2017/18.

As the Executive General Manager, I feel privileged to have been offered an opportunity to address our stakeholders through this report.

We, at Heritance Tea Factory consider Sustainable Development as the core component of our operations.

As we continue to do our best to earn the trust of all stakeholders by working diligently on the matters that we recognize as our responsibility to care, our Clients and our Associates have been and would be our main resources.

Being in the forefront of a business where we blend the two **Ts**, Tea Culture and Tourism, we have been able to integrate persons from different cultures with less opportunities, different religions and those who speak different languages together as a team to become stewards of Hospitality, while developing their knowledge, skills, good practices, habits and their living conditions.

Going by our motto that **'we should grow with the village'** we have endeavored to socially develop the community and supporting the village by initiating several Community Development Projects.

Focusing on environmental sustainability, we have taken steps to convert our environment to an organic environment, make use of renewable energy such as solar energy, Bio mass and Day light etc. and adapting to "7R" methods which have helped us in conserving the resources and creating a favourable impact to the environment.

As these efforts proceed, we shall further consider avenues, through which we could incorporate global change for sustainability into our operation with an awareness that we are approaching the time it is necessary to act.

Our watch word being Work the Talk, while others dream, we fulfill our dreams.

Thank you,

Roshanlal Perera
EXECUTIVE GENERAL MANAGER

OUR PROMISE

A heritage of tea at the highest elevation, offering an experience of nature, adventure, tea culture and fine cuisine with friendly service to the discerning traveler.

OUR MISSION

To provide a unique tea experience to the discerning traveller
To enhance shareholder value through maximum utilization of resources
To maintain sound business relations with suppliers in order to maximize benefits
To develop human resources for the benefit of the community

Sustainability Management Team

Name	Designation	Department
Mr. P.Ramanan	Chief Engineer (EMR)	Maintenance
Ms. Upeksha Rupasinghe	Sustainability Management Officer	Maintenance
Mr. Lakshitha	Assis. Front office Supervisor	Front Office
Mr. Chamila Sugatharathne	Maintenance Supervisor	Maintenance
Mr. Deepal Tharanga	Senior Cashier	Accounts
Mr. H.M.L.G. Rupasinghe	Stewarding Supervisor	Kitchen
Mr. K. Sundaramoorthy	Assis. Garden Supervisor	Maintenance
Mr. M. Navaraj	Demi Chef de partie	Kitchen
Mr. Nuwan Niroshana	F&B Supervisor	F&B
Mr. Denistan	Housekeeping Supervisor	Housekeeping
Ms. S. Jayanthi	Mini Tea Factory Supervisor	Mini Tea Factory

Main Stakeholders of the Hotel

Here is a list of the people that we are engaging with, these directly get the benefits of the sustainability program that we practice and maintain in the hotel.

1. Guests of the hotel
2. Staff of the hotel
3. Local Community of the hotel
4. Local suppliers for the hotel
5. Service providers for the hotel

THE 12 HTF COMMITMENTS

After 20+ years in the industry and many lessons learned in relation to CSR, Heritance Tea Factory strives daily to be a committed and responsible hotel with regards to the impact of its activity in the community and environment.

Over the course of this journey, we have adopted a series of commitments to sustainable development that have become the company's roadmap for corporate social responsibility.

Energy Saving

We work with staff and customers to reduce our energy consumption in terms of both fuel and electricity.

Reduction of CO₂ Emissions

Our goal is to continue reducing the pollution that our activities produce. New energy saving measures help us be more efficient.

Wildlife Protection and Animal Welfare

We participate in nature conservation programs that work to protect endangered species and their habitats.

Water use and Recycling

We believe in using water responsibly and we are working to minimize its waste and to maximize reuse.

Waste Management

We reduce the amount of waste we produce as much as possible and we manage it responsibly by separating waste that can be recycled and reprocessed.

Systems Certification

We have decided to be certified in the TRAVELIFE system, ISO 14001:2015 Environment Management System, ISO 50001:2011 Energy Management System, ISO 22000:2005 HACCP Food safety Management System and SLSI Organic Tea Production Certification Program to guarantee the sustainable management of our hotel operations and fulfilment of all these commitments.

Sustainability Awareness

We raise awareness among our associates, clients and suppliers of how important small changes are to achieve big results.

Customer Satisfaction

At Heritance Tea Factory our aim has always been to achieve full customer satisfaction, because that is the foundation of our business success.

Our Associates

Our key value is people, which is why we prioritize opportunities for the personal and professional development of our staff.

Community Commitment

We are immersed in the communities of the places where we operate, contributing to their improvement and greater well-being through social projects and generating development opportunities.

Health and Safety

We believe it is essential to guarantee health and safety in all the processes that make up our service and we do this by protecting customers and staff from possible risks.

Child Protection

We support the rights of the child and will act to ensure a child safe environment is always maintained. The protection of children and young people, from abuse and neglect, is the responsibility of all.

Energy Saving

We work with energy-efficient equipment to reduce our energy consumption, in the form of both fuel and electricity. Our standard is maximum comfort for guests but with reasonable energy consumption, making good use of natural resources and contributing to reducing pollution.

ENERGY POLICY

“We at Heritage Tea Factory recognize the energy requirements of our hotel and the associated environmental and financial impact of our operations and committed at all levels of the business, to continual improvement in terms of energy management. Hotel has set out to commit organizational resources for energy management in line with Group’s energy policy, to set and achieve targets in a continual basis leading to quantifiable and qualitative benefits. Through measuring and monitoring procedure, we shall ensure achieving best practice energy performance standards in our hotel measured against published and internal benchmarks. As we strive towards our goals, we shall ensure compliance with legal requirements & regulations related to energy and to take a proactive approach to the implications of future legal requirements.

Nevertheless, we will continue to fulfill customer requirements and maintain high standards while we work towards using energy from sustainable resources giving high priority to purchasing of energy efficient products and services. We will focus on providing staff training aiming to increase effectiveness of our efforts for being more sustainable, hence control costs without passing it to the valuable customer”.

Measures applied at Heritage Tea Factory in relation to HVAC, lighting and fuel

- LED and low-energy lighting in the hotel
- Lighting systems with maximum efficiency ratings in the spaces where HTF associates work.
- Replacement of appliances with high-efficiency equipment or class ‘A’ energy rating.
- Timer on and off controls, synchronized with daylight hours.
- Thermal solar energy use for hotwater

Tips for our guests

- Adjust or switch off the heating thermostats when not needed.
- Switch off the lights and TV whenever you leave the room.
- We recommend using public transport or other means that produce little or no pollution

Awareness-raising and team member training

- Training sessions on energy saving.
- Switch off policy
- Our purchasing department supports companies that are committed to energy efficiency and that use low-energy equipment.

Energy Indicator

Total Energy Per Guest Night (MJ)	
2017/18	2016/17
10.84	10.78

The 2017/18 results show an increase in consumption compared to the previous period, 2016/17. Best energy-saving practices, and significant investments allocated for purchasing high-efficiency, green equipment however key did not make up for the reduction in guest counts.

In addition, as a measure of energy saving the Biomass Gasifier was installed in October 2007 and since then, up to December 2018, we have been able to make a saving of over Rs. 41,331,677.15 on the usage of diesel for the boiler.

Bio Mass Gasifier



Heat Pumps



- With the installation of heat pumps, we have been able to make a saving of 100 Ltrs. of diesel per day on the boiler which provides the requirement of hot water for the establishment.
- Our staff have implemented several innovative methods to reduce the electricity consumption and to make use of energy waste.
- Introduction of a duct for the laundry driers drier is one of them where the heat emanated from the flat work iron in the laundry is gathered through a duct and transferred to the laundry driers for increased efficiency.
- A heat recovery system from the waste steam has been introduced and the recovered heat is used in providing heating for the Accounts department and the Engineering workshop.



Future targets

1. Present Electricity consumption 21.92 kWh/GN - Target to be achieved 20.83 kWh/GN (5 %)
2. Present LP Gas consumption 0.713 kg/GN - Target to be achieved 0.685 kg /GN (2 %)
3. Present Diesel consumption 38.87 GJ/GN - Target to be achieved 37.32 GJ /GN (4 %)

Reduction of CO₂ Emissions

Coal, petrol, diesel and, to a lesser extent, natural gas combustion produce carbon dioxide (CO₂) emissions, one of the main causes of the greenhouse effect. Our goal is to continue to reduce reducing the pollution and CO₂ emissions that our activities produce.

Measures applied at Heritance Tea Factory in relation to Emission-reduction

- The use of less polluting systems, especially in terms of HVAC, which is the main contributor to our carbon footprint.
- Substituting diesel boilers and other equipment for Gasifier syn gas.
- The use of less polluting, more efficient machines and appliances.
- We support solid waste recycling, avoiding new materials manufacture and its ensuing increase in greenhouse gases.
- First steps for offsetting our carbon footprint: In 2005, we started calculating the carbon footprint.
- With the installation the Bio Mass Gasifier in October 2007, the carbon saving is 15,088,237.86 kg to date.

Commitment to reducing emissions

- Identify the machines that produce the highest emissions and increase their efficiency.
- Implement a clean energy program.
- Carry out measurements at the owned tea plantations to calculate the annual carbon capture.
- Begin the process of carbon certification.

CO₂ Emissions Indicator

Total GHG Emotions Per Guest Night CO ₂ eKg	
2017/18	2016/17
22.72	19.38

* The 2017/18 results show an increase in Carbon foot print indicator compared to the previous period, 2016/17. Carbon emission reduction practices, and significant investment allocated for purchasing high-efficiency, green equipment however key did not make up for the reduction in guest counts and thermal electric supply mix of energy provided by national grid.

Wildlife Protection and Animal Welfare

We participate in biodiversity and wildlife conservation activities through programs that protect endangered species and their habitats. Also, as we receive thousands of visitors every year, we are responsible for raising our guests' awareness of this issue.

- The hotel conducts eco walks in and around the plantation which is in the vicinity of the village which is bordered by a forest range. One thousand and sixty (1060) eco walks have been conducted in 2018 involving our esteemed visitors.
- A special program to spay the stray dogs in the vicinity was carried out in October 2018 where around 30 dogs were sterilized and vaccinated.



Water use and Recycling

At Heritance Tea Factory, we know that water is a limited but essential resource for life, so 20 years ago we started to develop the code of best practice for its responsible management and use. Today, we continue to work to minimize water wastage and to maximize its reuse through the water saving and recycling systems at our establishment.

Measures applied at Heritance Tea Factory in relation to water saving

- Re-using of Waste Water: - 80% of the waste of is recycled and is reused on our gardens and lawns.
- Dual flush buttons on the toilets.
- Mixer taps in showers to improve temperature regulation.
- Efficient showers and basins with flow reducers and timers.
- Substituting bathtubs with showers in all refurbished and new-builds
- Native plants to the region
- Drip and sprinkler irrigation with pressure regulators.
- Watering at cooler times of day to reduce evaporation.
- Gradual installation of a double circuit to reuse appropriately-treated soapy water in WC flush tanks and for irrigation.
- Periodical inspections of machinery and water distribution devices to prevent leaks and water loss.
- 1 Lt. Water bottles have been placed in the cistern tanks to reduce water wastage when flushing
- A rain water harvesting tank which could hold 100,000 Ltrs. of water has been constructed within the premises.

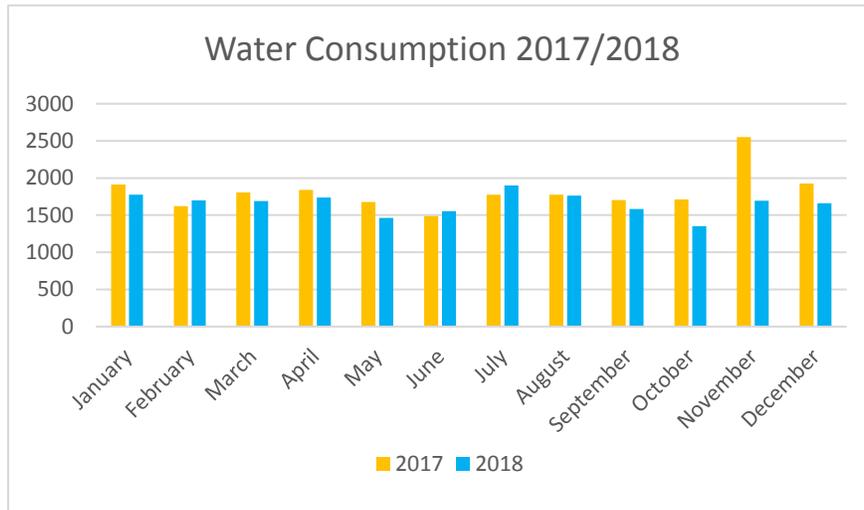


(Waste Water Treatment plant)



(01 Lt. water bottles being place in the cisterns)

We monitor the water consumption daily and monthly basis with a view of controlling the water consumption further we will be conducting a comprehensive water audit and several new technologies will be introduced to facilitate water saving activities in the hotel.



Tips for our guests

- Take quick showers.
- Turn off the tap whilst soaping up, brushing teeth or shaving.
- Reuse bath and pool towels instead of having them replaced every day

Awareness-raising and team training:

- Our staff receive training on minimizing water use.
- All staff facilities are fitted with water saving technologies.

Energy Indicator

Total Water (liters) Consumption per Guest Night	
2017/18	2016/17
737.75	761.70

Future targets

1. Present Water consumption 0.74 m3/GN - Target to be achieved 0.73 m3/GN (2 %)
2. Present Waste Water reuse 0.60 m3/GN - Target to be achieved 0.58 m3/GN (2 %)

WASTE MANAGEMENT

We reduce the amount of waste we produce as much reasonably practical and we manage it responsibly by separating waste that can be recycled and reprocessed through the “7R” waste hierarchy approach.

Reject: all non-biodegradable material, such as packaging material and plastics wherever possible.

Reduce: the use of resources, especially those based on non-biodegradable material that cannot be rejected and minimize the amount of waste produced per department.

Re-use: Re-use materials wherever possible.

Reclaim: what cannot be totally reused. Eg: Machine parts from discarded machinery.

Replace: what cannot be rejected, reduced or reused with more environmentally friendly options. Eg: Plastic with other biodegradable options.

Repair: what is broken and reuse them. Eg: Broken furniture, machinery and other equipment can be repaired and reused without extracting new resources.

Recycle: Transfer waste to approved recycling plants to minimize environmental impact.

Disposal: Dry garbage will be sent to approved waste collector of CEA. Waste collector will be select by the corporate office. Hazardous waste will be disposed of and treated by authorized disposal contractors and facilities. Wet garbage will be sent to the animal husbandry. No any waste will dispose or burn inside the hotel premises other than reusing or composting.

We are using standard color codes for waste bins



Green Color - Organic Waste

Blue Color - Paper / Cardboards

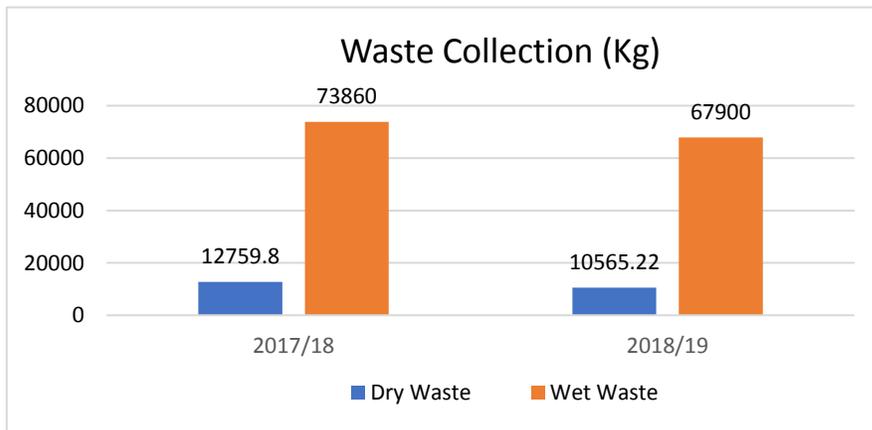
Red Color - Glass Bottles

Brown Color - Metals / Coconut shells

Orange Color - Plastic & Polythene

Grey Color - E-Waste / Hazardous Waste

Analyze of the waste collection



Sustainable measures applied at Heritage Tea Factory to reduce waste and its impact on the environment:

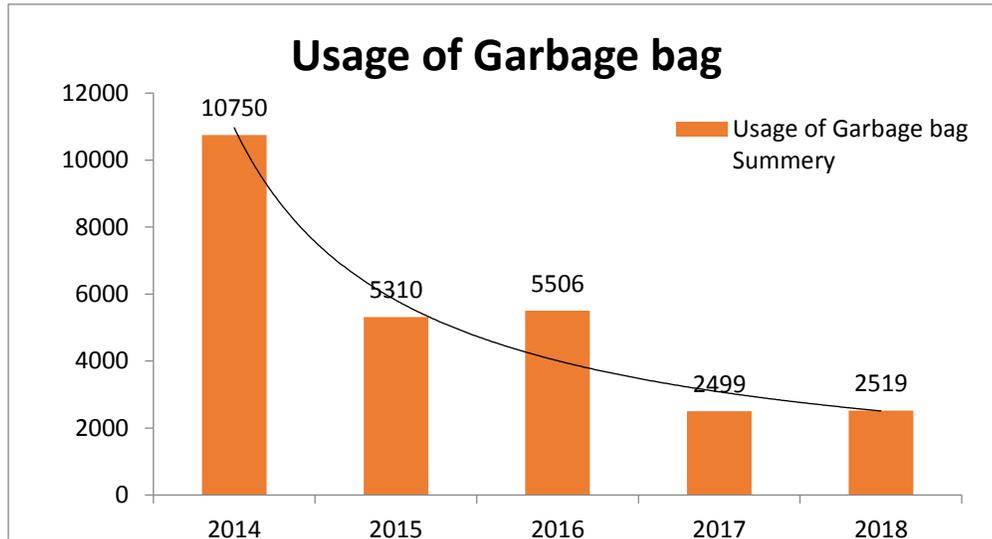
- Buying products in bulk, which reduces packaging waste.
- We select packaging made with recycled or biodegradable materials.
- The hotels have facilities to separate recyclable waste.
- A special protocol for the disposal of hazardous waste.
- Rules regarding the treatment of chemical products, paint, solvents, light bulbs and batteries.
- We manage the removal of chemical products and toxic waste responsibly by separating them for recycling and treatment by authorized bodies. In this way, we avoid harming nature with hazardous waste and reduce the consumption of energy, water and raw materials required for the creation of new containers.
- There are waste containers in the hotels' communal areas for paper, glass, plastic and biodegradable waste, which allows waste to be classified according to whether it is biodegradable or not.
- We have installed signs for guests to learn about and follow the hotels' practices.
- We encourage guests to avoid wasting food in the buffet restaurants.
- We carry out training sessions with our teams regarding recycling and waste management.



(A local farmer using compost produced at the Recycle center of the hotel)



Minimizing of usage of Garbage bags



Energy Indicator

Total waste generated (Kg) per Guest Night	
2017/18	2016/17
3.18	3.56

Future targets

1. Presently Polythene & Plastic consumption 40.61 g/GN - Target to be achieved 40.20 g /GN (1 %)
2. Presently Chemical (Solid) consumption 0.87 kg/GN - Target to be achieved 0.87 kg /GN (1 %)
3. Presently Chemical (Liquid) consumption 0.180 l/GN - Target to be achieved 0.178 l /GN (1 %)

Systems Certification

We are certified ISO 14001-2015, ISO 50001, ISO 22000:2005 HACCP and Organic tea production Certification



SUSTAINABILITY AWARENESS

At Heritance Tea Factory, we started our journey towards a responsible management model some time ago, with the aim of reducing the effects of climate change and developing awareness of sustainability among the people concerned by our business activity.

INTERNAL TRAINING

In 2017/18 we ran courses on best practices for saving energy, water and paper, recycling and waste management, among other actions.

SUSTAINABLE PURCHASING

Our purchasing department supports companies that are committed to energy efficiency and that use low-energy equipment. We also follow these sustainability criteria:

PURCHASING POLICY

“We at the Heritance Tea Factory hotel are committed to support sustainable purchasing practices by making a conscious decision to consider environmental friendly products. We shall take into account the effect on environment, our carbon foot print, where the purchases come from and the cultural appropriateness of the product.

We shall seek to purchase equipment, products and material that are recyclable, made of recycled contents and reduce waste. We shall also work to mitigate fuel waste, and will create demand for environmentally harvested products, by purchasing local products from local suppliers.

All cleaning products and chemicals that are purchased shall be non phosphate, non toxic and biodegradable. Light bulbs, office and room equipment, kitchen equipment and other electrical equipment will be purchased for their energy efficiency. We shall honor long standing relationships with reliable suppliers who charge fair prices for quality products and those who show their commitment to environmental stewardship through their willingness to deliver products in environmentally safe packaging”

Main sustainable purchases:

- Priority purchasing of local products.
- Biodegradable cleaning products and detergents.
- Non-use of chemical products considered harmful to human health or the environment.
- Purchase of seasonal fruit and fish produce.
- Promotion of various hydroponic crops in locations with adverse conditions.
- Reduction of consumption of threatened marine species.
- Cellulose from sustainable forests.
- Containers made of recycled cardboard instead of plastic.
- Optimization of stock transport to reduce CO₂ emissions.

SUPPLIERS

We select companies that meet our company's required commitments in terms of respect for people and the environment.



CUSTOMERS

We have information and consultation materials available aimed to incentivize best environmental practices among our guests:

WORLD ENVIRONMENT DAY

Every 5 June we celebrate World Environment Day to share experiences and promote awareness of our surroundings. We run exhibitions for school children, tree plantings, symbolic light switch-offs, shremadhana clean-ups and other initiatives that unite guests and hotel associates under a common cause.



Celebration of 150 years of Ceylon Tea

- Planted 365 Tea plants throughout the year in honor of Mr. James Taylor who introduced tea to Sri Lanka.



- “James Taylor Week” - Tea Based Food Promotions & Specially Tea Drinks



CUSTOMER SATISFACTION

At Heritance Tea Factory our aim has always been to achieve complete customer satisfaction, because that is the foundation of our business success. As stated in our commitments, “we are delighted to delight” which is why we strive above all else for them to have as pleasant a stay as possible in our hotels. This is possible thanks to our collaborators, who establish close and permanent contact with the customers, anticipating their needs and always serving them with a smile.

- The customer’s well-being: At Heritance Tea Factory, we work every day to take care of even the smallest details, providing personalized, friendly and respectful attention and making sure our guests feel at home. This is what we aim for and what we have tried to transmit to each of the 30,000+ people who visited us in 2017/18.
- Healthy, wholesome menus for all sorts of requirements. Cuisine has become one of the key pillars of the Heritance product, and for this reason the chain offers a wide variety of high-quality products and dishes in its restaurant.
- We adapt our products to our customers’ needs, offering lactose- and gluten-free options as well as a ‘healthy corner’ of foods with no saturated fat.
- We serve Halal meat in the buffets
- We respect religions in our buffets by identifying and separating the foods they consider taboo, such as beef in Hindu culture and pork in the Muslim and Jewish faiths.

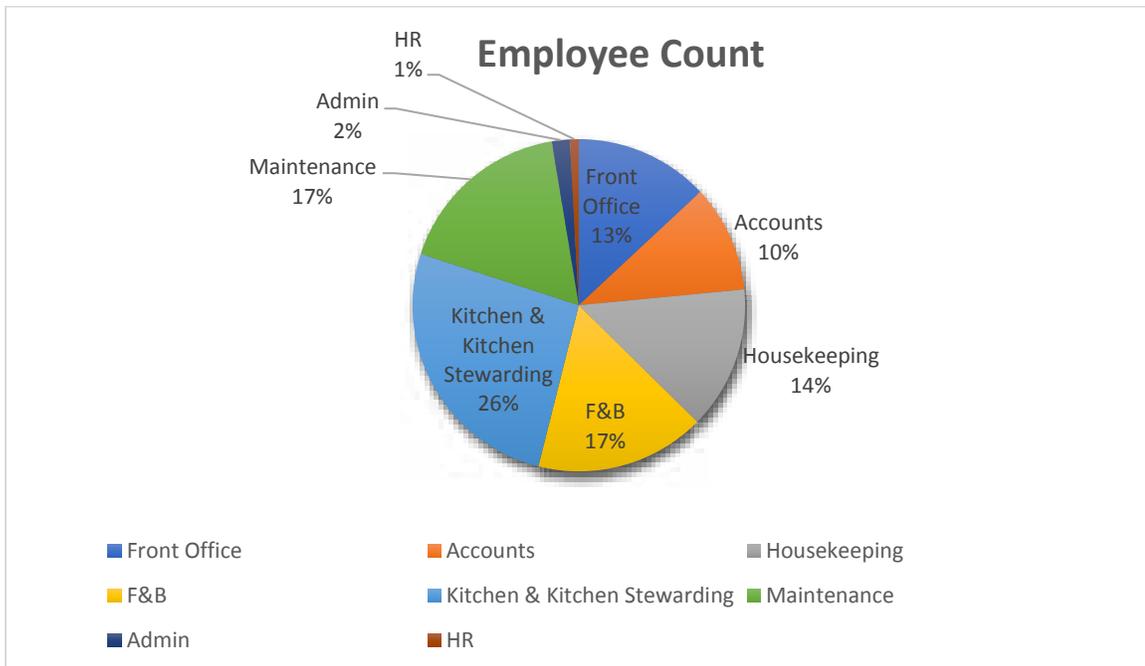
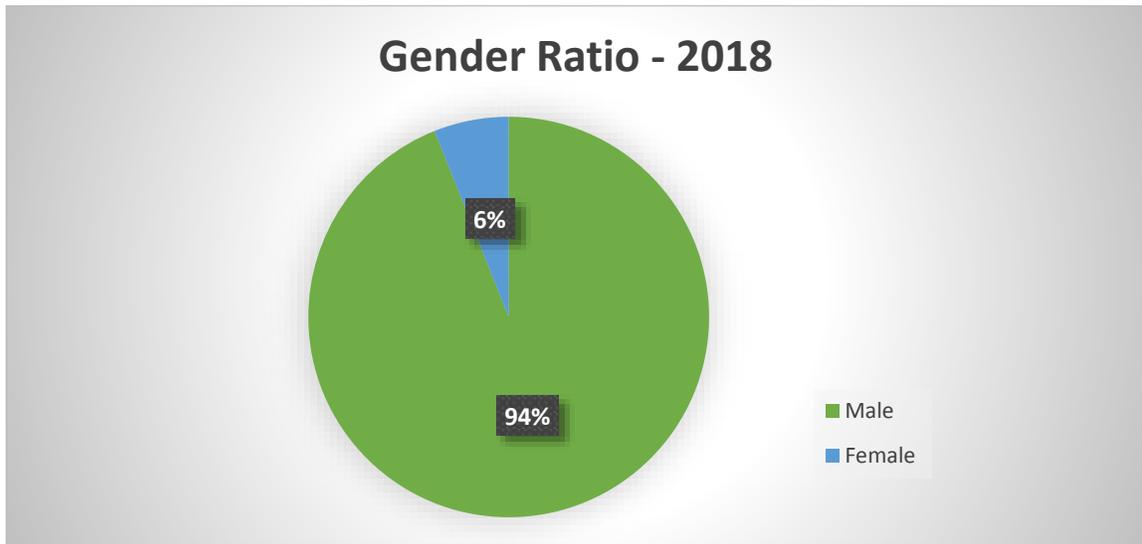
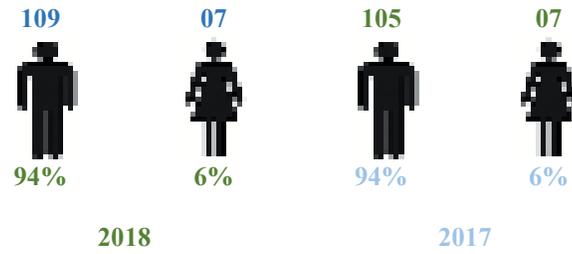
OUR ASSOCIATES

We have complete trust in their abilities, and we seek their involvement to further their training and learning, as they are the ones who transmit HTF values and our philosophy of “delighted to delight”, which places customer well-being at the center of our performance.

Our HR Policy

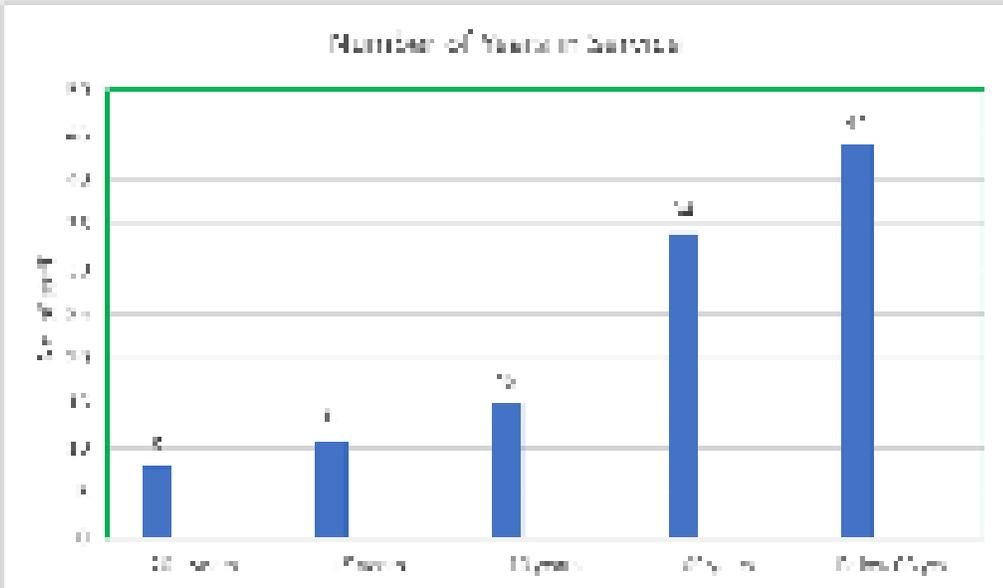
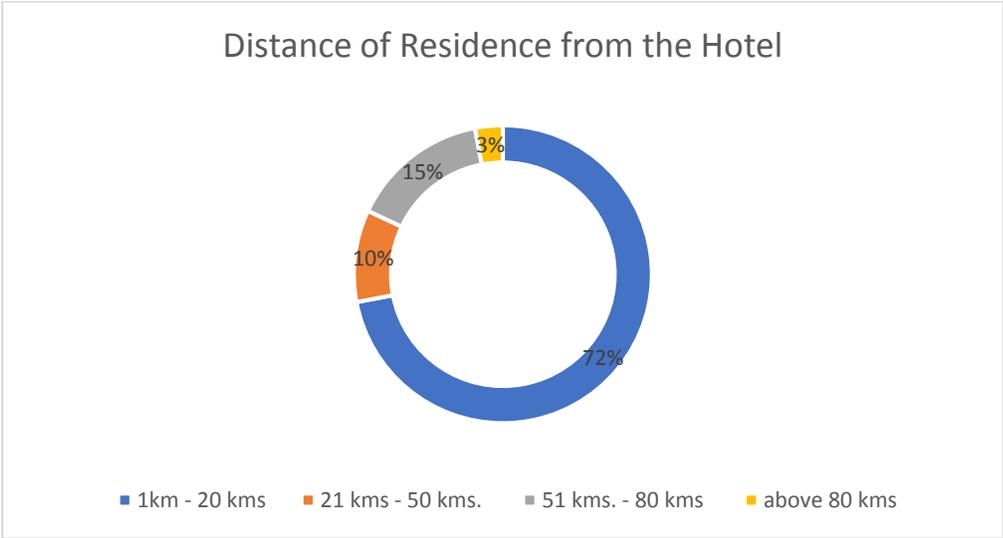
“We, at Heritance Tea Factory are committed to comply with the applicable labour legislation of the country, ensure all our employees are provided healthy and safe working conditions along with an environment that is free from all types of discrimination and harassment, an “open door” policy where our employees are encouraged and are permitted to communicate with members of the Management on their views, grievances, etc., whilst encouraging career progression and maximum opportunity for development of skills”.

Head Count as per Gender



Providing opportunities for the local people

Our motto is that we should grow with the village. Hence, we have recruited 72% of our staff from a radius of 20 kms.



Recognition schemes

Employee of the month

The above is being carried out on monthly basis and the “Best Employee” is awarded a certificate. The traits such as commitment, initiative, loyalty, skill, conduct, attendance, attitude towards work, taking part at extra activities, etc. are taken into consideration in awarding the above title.

Employee of the Year

The Employee who has been selected as the “Employee of the month” on the greatest number of occasions is awarded this title.

Best Salesman of the Year

The employee who has contributed to the establishment in terms of best sales is recognized and awarded on yearly basis.



Mr. Nuwan Niroshana, Restaurant Supervisor was awarded for his outstanding feat of achieving the best sale at TCK 6685, fine dining experience on wheels in it's entire history.

Achievements in Sports

Employees awarded for their achievements in sports events conducted, in-house.





with recycled materials is a challenge that our staff face with much enthusiasm and their efforts are rewarded each year with a cash award that is distributed among the members of the winning department.

The Winners of Vesak lantern competition 2018 - Accounts Department with their winning creation.



Recognition of Hidden Artistic Talents

The Vesak lanterns that adorn our lobby each year are created by our own staff at departmental level and is an opportunity for them to show case their hidden talents. Making the Vesak lanterns

Staff Engagement

Blood Donation

We organized a blood donation campaigns annually in collaboration with the Nuwaraeliya Base Hospital's Blood Bank.



Hotel's own choir

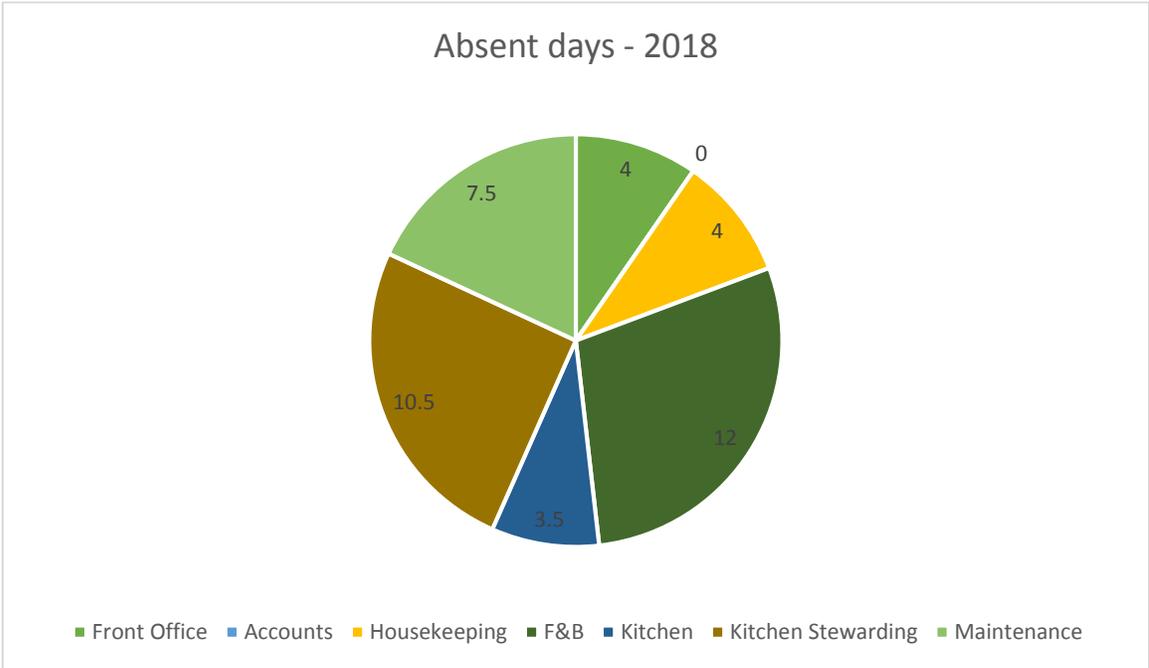
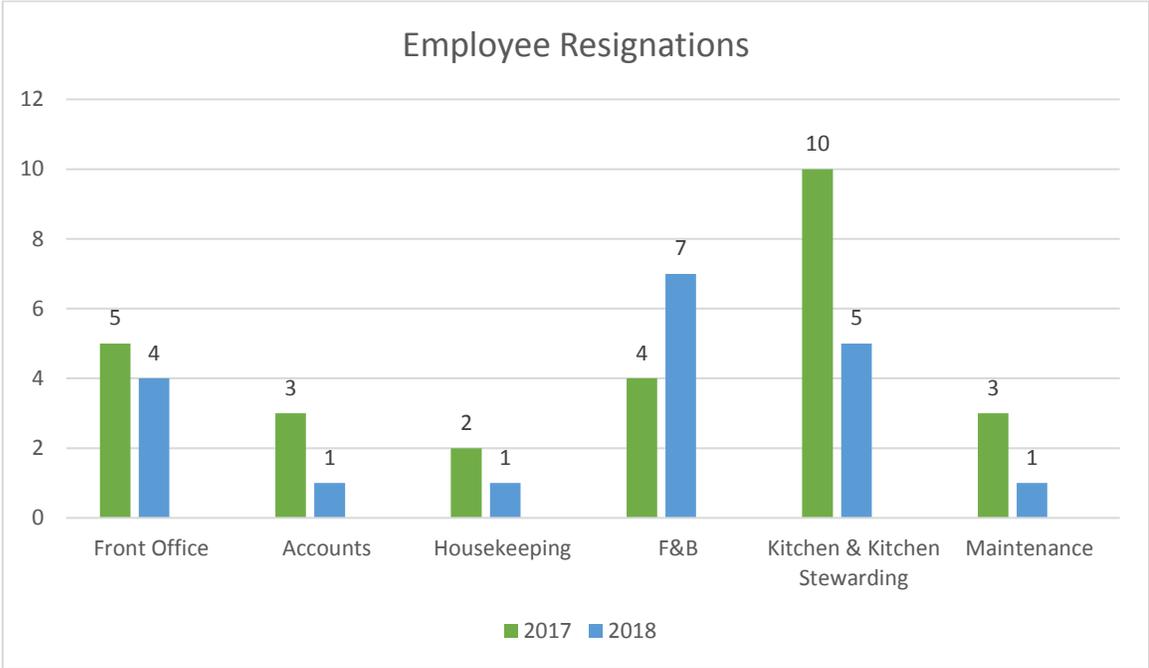


Annual Vesak Dansala



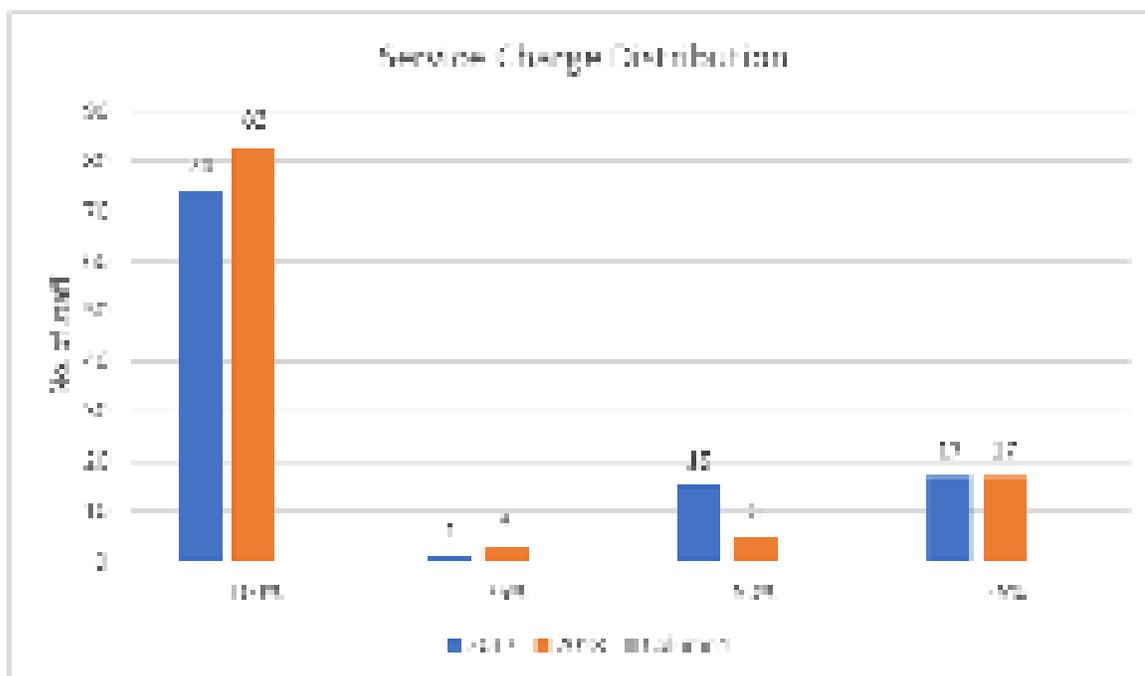
Annual Staff Education Tour





Distribution of Service Charge

As a measure of reducing the turnover and retaining the employees, and taking also into the high cost of living and the work load carried out by an employee, we started to offer a service charge of 25% to the trainees too, with April 2018 onwards.



HR Allocation for Employees

In 2018, an employee has been allocated a sum of Rs. 10,427.00 each towards trainings and other related HR activities.

Benefits introduced in 2018

A free medical insurance upto a maximum of Rs. 25,000.00 per member, per year was granted to each employee, giving the employees an opportunity to include the family also into the cover with a nominal annual fee.

COMMUNITY COMMITMENT

Painting of roofs of houses of the village to match the environment



Supporting Local charities



HEALTH AND SAFETY

We continually review and update our Health and Safety Policy to ensure the efficacy of the programs that maintain safe and healthy work conditions and surroundings for our customers and staff. Information and training for our staff about health and safety performance, responsibilities and obligations in their everyday work.

Occupational Health & Safety Policy

Objective:

- To maintain a safe work environment with the commitment of both the Management and Employees.
- Aims to remove or reduce the risks to health, safety and welfare of all employees, contractors and guests & visitors.
- Aims to ensure all employees' activities are done safely.

Management Responsibilities

The Management is responsible for providing and maintaining:

- A safe working environment
- Safe systems of work
- Equipment, plant and substances in safe condition
- Facilities for the welfare of all employees
- Any information, instruction, training and supervision needed to make sure that all employees are safe from injury and risks to their health
- A commitment to consult and co-operate with employees in all matters relating to health and safety in the workplace

Employees are Responsible for:

- "Safety First" -ensuring their own personal health and safety, and that of others in the workplace.
- Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment.
- Wear personal protective equipment and clothing wherever necessary
- Comply with any direction given by the Management for health and safety
- Not misuse Or interfere with any equipment, gear, etc. that has been provided for health and safety
- Report all accidents and incidents on the job immediately, no matter how trivial
- Report all known or observed hazards to their Supervisor or Manager.

Safety

- On a monthly basis, we inspect the devices installed to prevent fires, gas leaks and other risks, and we also prepare for evacuations
- We are in permanent contact with the relevant authorities and the staff managers to adopt the best measures to maintain the health and safety of our workers and guests.



Food Quality

- We have a food safety policy that applies at every stage of food handling, preparation and service, with the aim of protecting our visitors and staff that is certified in line with ISO 22000:2005 HACCP Food Safety Management system.
- We meet all legal requirements for food safety and we develop and improve them through our Food Hygiene Control System.

Privacy and Data Protection

- The nature of our company is such that we have to collect data from our customers in order to provide them with the services they request.
- we have a Privacy and Security Policy that takes care of guaranteeing the confidentiality and security of this data.

CHILD PROTECTION

We support the rights of the child and will act to ensure a child safe environment is always maintained. The protection of children and young people, from abuse and neglect, is the responsibility of all. In this regard, a “Child Policy”, and the following notices related to child safety are available in the hotel.

Child Protection Policy

“Children are considered as blooming flowers.

We at Heritage Tea Factory are committed to let the flowers bloom, by:

Strictly following a “no-child-labour” policy at Heritage Tea Factory, thereby ensuring that all employees recruited are within the permissible, legal age limit to be employed,

Ensuring the safety of our child guests by preventing/restricting avenues that could cause physical injury, sexual exploitation, mental torment, etc. and by ensuring their comfort during their stay at this property with a child-friendly atmosphere.

Taking steps to improve the living standards of the child community in the vicinity through offering employment opportunities for their parents at this establishment, offering assistance for their education and ensuring that all children attend school, thereby acknowledging their right to gain an education, preventing and restricting probabilities of sexual and all other forms of exploitation, prevention of engagement in wrongful acts such as stealing, begging, etc., prevention of engaging in child labour as far as possible.

In order to carry out the above, we shall seek the active participation of all our employees, our valued guests and the community within which we operate”.

AN EARNEST APPEAL TO ALL OUR GUESTS

“Please refrain from offering cash to the children of the village.

We understand that your genuine intention is to assist the children. However, kindly note that many children opt to stay away from school as they find it more interesting to earn a few rupees than to gain an education.

While some may use the cash wisely, it is commonly known that most of these children use the money for cigarettes and alcohol while also getting into quarrels with each other on how to share the money.

Therefore, please do not offer cash to the children of the village who would stop your vehicle on the way to or from the hotel by which you would be doing a great service to them and to the community. We advise you to offer books for their education, instead”.

Reporting of Incidents Involving children

Protection of children in the community is our duty and a Corporate Social Responsibility.

We are responsible for what is happening in and around our community and therefore it is our duty to report any incident involving a child to the local authorities.

All our staff including the security are required to follow the procedure given below to report any suspicious incident involving children:

1. Gather correct information
2. Inform Village representative of the hotel, Mr. V. Shanmugavel, immediately.
3. The Village coordinator should inform the parents of the Children immediately.
4. If the situation does not improve, the Village representative to report the matter to the Management (Executive General Manager)
5. The Management would inform the matter to the Child Protection Unit of the local police.

Your vigilance and compliance in regard to the above would ensure the safety and the wellbeing of a child.

Please support our endeavor to offer a “better future” for the children

OUR ACHIEVEMENTS

- Central Provincial Winner – Nagarayata Uyanwathu – 2017
- Bronze Award - National Green Awards 2017
(conducted by Central Environment Authority)
- 7S & HR Excellence Awards 2018 – Runner up (Group)
- 7S Awards 2018 – Runner up (Group)

