

Sustainability Report

Heritance Ayurveda
2021/22





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Message from Resident Manager

Since the inception of Heritance Ayurveda Maha Gedara (2011) we have been steadfast in our belief that our business should have a positive social, economic and environmental input on the local community in which we operate. Taking care of our people and the world around us is simply the right thing to do.

Operating a sustainable business model is no longer a choice, it is a necessity.

Our hotel's sustainability objectives are based on 3 core components:

- One Earth - Minimizing our carbon footprint by implementing best practices.
- One People - Taking care of the health and safety of guests and employees.
- One Community - Social responsibility and business ethics.

In 2016, we continued to drive our One Earth initiative and achieve impressive savings. In one such effort, we recently introduced glass jugs to all guest rooms instead of using 1-liter PET bottles for drinking water as part of our continued effort to minimizing our carbon footprint. Guests are encouraged and motivated to refill their water jugs and join in our environmental efforts.

Our One People initiative has given birth to an internal Ayurvedic clinic for staff members, which encourages our staff to present their health problems to the resident doctors for necessary care or cure and obtain information on prevention of illnesses.

The Arts and Crafts Centre is an award-winning component of our One Community initiative. Sri Lankan crafts are a dying art and our Centre provides an idyllic location and customers to enable their skills and trade to flourish. Craftsmen from the nearby area are given a space to practice their trade and thereby add value to the local community.

Our sustainability efforts extend the Ayurvedic philosophy followed by Heritance Ayurveda Maha Gedara further than just to hospitality and guests. Keeping in spirit with the holistic approach of Ayurveda to mind, body and soul, we apply the same to sustainability by our commitment to One Earth, One People and One Community.

Buwaneka Bandara
Resident Manager, Heritance Ayurveda

Our Vision

Aitken Spence Hotels – as a pioneer hotel Operator in the Sri Lanka, we are conscious of the impact our work has Environment and therefore, we formulate our policies and procedures to minimize the impact on the environment in the Sri Lanka and 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 staff on our environmental commitments, so that they understand the role they play in delivering our objectives & targets.

Sustainability Policy

Heritance Ayurveda Maha Gedara maintains a high level of environmental consciousness that focuses on the fragility of the environment in which we live, through the strategizing and execution of 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.



About Us

Heritage Ayurveda Maha Gedara is a specialist Ayurveda hotel that promotes well being in serene and comfortable surroundings with professional Ayurveda treatments. Sri Lanka has a rich history of using Ayurveda to treat mind, Body and soul and HAMG is the place to come to experience it.

Nestled within 6 acres of lush tropical foliage, HAMG combines luxurious accommodation with professional Ayurveda treatments. Previously the Neptune Hotel (since 1974) an all-inclusive beach resort, it was reborn as HAMG in 2011 to focus on Ayurveda.

Maha Gedara which means “Ancestral home”, uses traditional knowledge to combat stress, help rejuvenation and promote weight loss.

HAMG situated in the south – west coast of Sri Lanka, near the village of Beruwala, which is a 2 hr. drive (73 km) from the capital of Colombo. This part of the coast with its beautiful beaches fringed by coconut trees is popular among tourists who visit Sri Lanka.

The hotel has a fully equipped Ayurveda Centre. Guests have standard facilities in their rooms along with special provisions for their Ayurveda treatments. In preparation for the treatment, guests are provided with robes to wear as they walk through a serene environment to the Ayurveda Centre where they will be attended by a team of professionally qualified doctors and therapists. Ayurveda treatments will consist of therapeutic massages, oil treatments, herbal/steam bath as recommended by the resident Ayurveda Doctor.

As part of the healing process, special medicines are prepared and administered to every guest by a professional pharmacy team headed by the doctors, Yoga and meditation is carried out periodically to add to the holistic experience.

Our guests are mostly from Germany, Austria, Switzerland, Russia and Japan.



64 rooms



6 acres



167 associates

Our Sustainability Team

Buwaneka Bandara
Resident Manager

Mr. Janaka Manamperi
Sustainability Coordinator

Dr. Kalpana Ratiyala
Chief Physician

Harshani Perera
Front Office Manager

Manikya Ranasinghe
Nutritionist

Rajitha Abeysekara
Executive Chef

Akila Gunasekara
Accountant

J. N. Paravithana
Restaurant Executive

Nihal Rajapaksha
Assistant Housekeeper

Corporate Sustainable Policy

Aitken Spence Hotels Integrated Sustainability Policy

We understand corporate sustainability as a proactive approach to ensure the long-term viability, profitability and integrity of the business. As a leading hospitality group operating in several countries, we remain committed to continue our heritage of exemplary corporate citizenship by aligning our sustainability strategies with global initiatives on sustainable development

Policy Statement

Aitken Spence Hotels strives to:

- a) Exceed all legal and other requirements necessary for the sustainable operation and development of our company
- b) Facilitate the achievement of the UN Sustainable Development Goals and strengthen the adoption of the ten principles of the UN Global Compact
- c) Conduct all business in an ethical manner, promoting the adherence to the UNWTO Global code of ethics for Tourism and encourage and support our partners to conduct business ethically
- d) Use environmental management systems in all organizational operations and activities and commit to prevent pollution
- e) Engage with stakeholders, consider their opinions at all stages of planning and operations
- f) Encourage supply chains to implement and manage sustainable strategies
- g) Inculcate sustainability concepts and views in strategic decision making
- h) Use sustainable processes in organizational operations considering all relevant risks
- i) Promote innovation in the processes and products & services provided to customers
- j) Continually enhance quality of products, services and value provided to customers while ensuring profitability
- k) Get involved in community development projects and ensure employee participation
- l) Support local communities by providing employment and purchasing from local suppliers wherever possible
- m) Use the occupational health and safety management system as a basis to provide employees with a safe and healthy working environment
- n) Harness a strong and competitive human resource
- o) Support and promote the protection of internationally proclaimed human rights
- p) Report performance in a timely and accurate manner for the benefit of our stakeholders
- q) Be diligent to information security and comply with all relevant rules, regulations, industry standards and guidelines to safeguard the internal information assets, maintain information confidentiality, integrity, and availability
- r) Avoid depicting attitudes that are discriminatory or offensive to a gender, religion, ethnicity, culture
- s) or a social group; or are politically biased in company's communications
- t) Uphold annual performance review and planning
- u) Support and promote the protection of internationally proclaimed ethical treatment of animals

Implementation

The Board of Aitken Spence Hotel Holdings PLC, Aitken Spence Hotel Managements Ltd. and the Sustainability division will be responsible on setting guidelines and giving directions.

For internal circulation, policy statement will be accompanied by documents containing action points on each tier of implementation and explanatory notes.

Awareness and training programs to facilitate the implementation of the policy would be undertaken where necessary.



Energy Policy

We at Heritage Ayurveda Maha Gedara 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 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 and regulations related to energy and to take a proactive approach to the implications of future legal requirements.

Nevertheless, we will continue to fulfil 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.

Buwaneka Bandara
Resident Manager, Heritage Ayurveda

Energy Conservation and Reduction of Carbon Footprint

Total Water Consumption M3	2019	2020	2021	Total Guest Nights			Energy Consumption/Guest Night			Saving Target for 2022
				2019	2020	2021	2019	2020	2021	
	697,782	305,194	518,413	17,554	5,798	4,121	39.75	52.64	125.80	60

Strategies to implement to conserve energy

1. Energy deficient equipment only to purchase
2. Only to use and operate building lighting, heating and cooling systems according to occupancy pattern with a goal of reducing energy use during unoccupied period.
3. Set nominal temperature targets for occupied facilities to be 24°C
4. When leaving offices occupants are encouraged to turn off lights and air conditioners.
5. When leaving a facility occupant are encouraged to turn off excess hallway’s and exterior lights that are not directly related to public safety and physical security according to light switch plan implemented.
6. Switch off high energy consuming plant and machinery during peak hours such as RO plant, Kitchen Oven etc.
7. Switch off plan for main chiller (5:00 – 10:00 am and 17:00 – 20:00 Hr.)

Our effort is to reduce energy consumption. However, as a result of the covid-19 pandemic situation, the property had not operated for almost 18 months; and operate with very minimal room nights since February 2021, However, for the upkeep and continuity of the quality and standards, even without business, there was a significant amount of energy being used. As a result, the numbers of Average Guest Night / Energy Usage have gone up and we strongly believe that with the ease of travel restrictions and with the new normal, we will be back on track very soon.

Conservation of Water

Total Water Consumption M3	2019	2020	2021	Total Guest Nights			Water Usage/Guest Night			Water Saving Target
				2019	2020	2021	2019	2020	2021	
	35,266	16,349	22,444	17,554	5,798	4,121	2.01	2.82	5.45	2.5

Water reduction action plan

1. To conduct water conservation awareness training sessions to staff.
2. Laundry machine to be operate when maximum load ready for machine.
3. Use only STP treated water to garden.
4. Analyze data and set department wise guideline and benchmark.
5. Laundry machinery to operate only when full load ready.
6. Swimming pool back wash procedure to follow.
7. An active system in place to detect and repair leaking toilets, faucets and showerheads in guest rooms with coordination of each departments.

Water is an essential commodity that has various applications throughout the business. The effective and efficient use of resources is, therefore, vital and the increase in sales / guests patronizing the resort has contributed to the increase of water consumption. However, we have been able to maintain water-saving best practices and will be continuing to conserve water in a sustainable manner.

Conservation of LPG

Total LPG Consumption KG	2019	2020	2021	Total Guest Nights			LPG Consumption/Guest Night			Saving Target In 2022
	13,025	4,563	8,210	2019	2020	2021	2019	2020	2021	0.15
				17,554	5,798	4,121	0.74	0.79	1.99	

Action plan to LPG

1. Reducing the consumption maintain leak free gas line.
2. Prepare meal for available head count (staff & Guest).
3. Actively maintain and keep burners clean at any given time.
4. Choose burner according to pot size.
5. Use pan for covering what we cooked.

Conservation of Diesel

Total Diesel Consumption ltr (Boiler & Generator)	2019	2020	2021	Total Guest Nights			Waste/Guest Night			Saving Target in 2022
	89,175	24,193	25,383	2019	2020	2021	2019	2020	2021	2
				17,554	5,798	4,121	5.08	4.17	6.16	

Action plan for reducing diesel

1. Run boiler according to occupancy.
2. Actively monitor PMS program.
3. Maintain leaks free diesel line.
4. Maintain leaks free hot water line.
5. Check and maintain steam & hot water line insulation level up to standard.

Waste Management

Total Waste KG	2019	2020	2021	Total Guest Nights			Waste/Guest Night			Saving Target in 2022
	30,377	1,911	17,092	2019	2020	2021	2019	2020	2021	
				17,554	5,798	4,121	1.73	0.33	4.15	1.5

Action plan to reduce waste

1. Reducing the consumption of paper and other office supplies and encourage use of electronic media, such as e mail and social media.
2. Prepare meal for available head count (staff & Guest).
3. Purchase bulk and refill the containers such as guest room amenities (shampoo, shower gel etc.).
4. Purchasing only recycle paper if possible.
5. Implement method of “repair” rather than “replace”.
6. “Smart purchase” Choose less packed and organic product.
7. Print document when necessary only and choose double side printing or use re-use paper.

Our effort is to reduce and reuse possible waste to practice waste to wealth practice at our properties. All waste that accumulates in our operation is identified and necessary actions / best practices are taken place.



Purchasing Policy

We at Heritage Ayurveda Maha Gedara are committed to support sustainable purchasing practices by making a conscious decision to consider environmentally friendly products. We shall take into account the effect on environment, our carbon footprint, 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 chemical that are purchased shall be non-phosphate, nontoxic and biodegradable. Light bulbs, office and room equipment, kitchen equipment and other electrical equipment will be purchased for their energy efficiency.

We shall honour 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.

Buwaneka Bandara
Resident Manager, Heritage Ayurveda



Health & Safety Policy

We, at Heritance Ayurveda Maha Gedara are committed towards the health, safety and wellbeing of all our employees and shall ensure the following:

To maintain adequate control of the health and safety risks arising from our work activities, to refrain from carrying out any activity that will affect the health and safety of our employees, to provide and maintain safe plant and equipment, to ensure safe handling and use of substances, to provide information, instruction and supervision to employees, to ensure that all our employees are competent to do their tasks, and to give them adequate training, to prevent accidents and cases of work related ill health, to maintain safe and healthy working conditions and to review and revise this policy as necessary at regular intervals.

We shall seek the active participation and contribution of all our employees in following the above policy.

Buwaneka Bandara
Resident Manager, Heritance Ayurveda



HR Policy

We, at Heritance Ayurveda Maha Gedara 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.

Buwaneka Bandara
Resident Manager, Heritance Ayurveda

Caring for the Environment

We Heritance Ayurveda Maha Gedara are aiming to create an environment friendly atmosphere at the hotel premises, by the inclusion of all sections of the business and society. The environmental and nature care programs are designed to draw in contributions from stakeholders, guests, staff and the local community. A few of the projects hosted during the past years are;

Earth Hour 2020

Heritance Ayurveda Maha Gedara embraced darkness for an hour to mark the Earth Hour! Setting in mind a common mission towards protecting our planet, HAMG guests came together to celebrate Earth Hour by switching off electricity for an hour



Reducing our Carbon Footprint

Heritance Ayurveda Maha Gedara celebrates Environmental Day by planting trees.



Reduce, Reuse and Recycle

We have built waste segregation area by using waste which collected from during beach cleaning program and daily waste from hotel use.



Our Biodiversity

The red-backed flameback



- Sinhala** : කැරලා
English : Lesser Sri Lanka Flameback
 Lesser crimson-backed Flameback
Scientific Name : *Dinopium psarodes*
German : Rotrückenspecht
Russian : Малый индо-малайский дятел
Japanese : ヒメコガネグサ

Yellow-billed babbler



- Sinhala** : දෙමළුවිටා
English : Yellow-billed babbler
 Seven sisters
Scientific Name: *Turdoides affinis taprobanus*
German : Gelbschnabeldrossling
Russian : Желтоклювая дроздовидная тимелия
Japanese : キバシヤブチメドリ

Red – wattled Lapwing



- Sinhala** : රත් කවිඹල් සීරලා
English : Red-wattled Lapwing
Scientific Name: *Hoplopterus indicus lankae*
German : Rotlappenkiebitz
Russian : Украшенный чибис
Japanese : インドトサカグリ

Spotted Dove



- Sinhala** : අළු කොබෙසියා
English : Asian Koel/ Indien Koel
Scientific Name: *Stigmatopelia chinensis ceylonensis*
German : Östliche Perlhalstaube
Russian : Пятнистая горлица
Japanese : カノコバト