

BUILDING A SUSTAINABLE FUTURE TOGETHER

2023-24 SUSTAINABILITY REPORT



April 2023 to March 2024

Contents

Our Leadership	Who we are	Looking Back	Biodiversity
Message from our RM Pg:03	Property Introduction Pg:05	Energy Pg:07	Committed Land Management Pg:16
The Team Pg:04	Sustainability Policy Pg:06	Water Pg:10	Awards Pg:17
		Waste Pg:12	
		Social & Environment Responsibility Pg:14	

A Message from Resident Manager

BUILDING A SUSTAINABLE FUTURE TOGETHER



As the Resident Manager of Heritance Tea Factory, I want to emphasize our unwavering commitment to sustainable development. The past few years have presented significant challenges due to the pandemic, but we have remained steadfast in our pursuit of sustainability. We believe that it is the cornerstone of our operations. At Heritance Tea Factory, we prioritize building trust with all our stakeholders. We strive to fulfill our responsibilities diligently, and our clients and associates are our most valuable assets. Our unique position at the intersection of tea culture and tourism has enabled us to foster a diverse and inclusive work environment. We have successfully brought together individuals from different backgrounds, cultures, and languages to become stewards of hospitality. Through our efforts, we have been able to develop their

knowledge, skills, and overall well-being.

In line with our motto, "We should grow with the village," we have actively engaged in community development initiatives. We have implemented various projects to support the local community and promote social progress.

Furthermore, we are dedicated to environmental sustainability. We have transitioned our operations to organic practices, embraced renewable energy sources like solar and biomass, and adopted the "7R" methodology to conserve resources and minimize our environmental impact.

Thank you!

Priya Swarnathilake

Resident Manager

THE TEAM

Our Sustainable Team

President

P. Ramanan
Chief Engineer

Advisory Committee

H.P Swarnathilake
Resident Manager

Hashan Sudesh
Accountant

Chature Seneviratne
Assistant Manager HR & Administration

Dinesh Maddumage
Acting Executive Chef

Nuwan Niroshana
Food & Beverage Executive

Rajith De silva
Assistant Housekeeper

S. Satheeshkumar
Front Office Manager

WHO WE ARE

Property introduction

A Heritage Hotel Amidst Nature's Beauty

Heritage Tea Factory is a truly unique hotel concept, born from the transformation of a historic tea factory dating back to the British Raj. Nestled amidst the misty mountains and lush tea plantations of Sri Lanka's Hill Country, this unusual hotel offers a tranquil setting for a relaxing getaway.

A Blend of History and Luxury

While retaining its original character, the hotel has been carefully renovated into a luxurious retreat. The best engineers and architects were involved in the project, ensuring that the hotel's eco-friendly design complements its historic charm.

A Glimpse into Tea Production

Step back in time as you explore the hotel's miniature tea factory. Witness the traditional tea-making process, from plucking the leaves to drying and processing them. You can even enjoy a cup of freshly brewed tea made from the hotel's own production.

Comfortable Accommodations

Heritage Tea Factory offers a variety of comfortable accommodations to suit your preferences. Choose from superior rooms, deluxe rooms, premium rooms, junior suites, or the luxurious suite. Each room features modern amenities like wall-to-wall carpeting, hot and cold water, en-suite bathrooms, and stunning views of the surrounding tea plantations.

Unwind and Explore

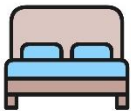
Relax and unwind at one of the hotel's two bars or challenge friends to a game of pool. Indulge in delicious cuisine at the main restaurant or enjoy a unique dining experience in the TCK 6685, a restored narrow-gauge railway carriage.

Community Engagement

Heritage Tea Factory is committed to giving back to the local community. The hotel has supported community development initiatives, including building new houses, providing electricity, and creating employment opportunities. Over 70% of the hotel's staff are from the surrounding community, ensuring a positive impact on the local economy.

Discover the charm of Heritage Tea Factory and experience a truly unforgettable stay in Sri Lanka's Hill Country.

50 Rooms



83 Associates



25 Acres



Gender Ratio 78: 5 (Male to Female)



90% within vicinity (20 Km radius)



SUSTAINABILITY POLICY

Heritage Tea Factory's 12 Commitments to Sustainable Development

Heritage Tea Factory, with its rich history of over 28 years in the hospitality industry, is deeply committed to responsible corporate social responsibility (CSR). We strive to minimize our environmental impact and contribute positively to the communities we serve.

Our 12 Commitments to Sustainable Development:

1. **Energy Saving:** We work diligently with our staff and guests to reduce our energy consumption, both in terms of fuel and electricity.
2. **Reduction of CO2 Emissions:** We are committed to continually reducing our carbon footprint through efficient operations and the adoption of new energy-saving measures.
3. **Wildlife Protection and Animal Welfare:** We actively participate in nature conservation programs to safeguard endangered species and their habitats.
4. **Water Use and Recycling:** We believe in responsible water usage and are working to minimize waste and maximize water reuse.
5. **Waste Management:** We prioritize waste reduction and responsible waste management, including separation and recycling of recyclable materials.

These commitments form the backbone of our sustainable development efforts, guiding our actions and ensuring that we remain a responsible and committed hotel.

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
traveller.

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

ENERGY CONSERVATION AND REDUCTION OF CARBON FOOTPRINT

Heritage Tea Factory's Commitment to Energy Efficiency

Energy-Efficient Practices

Heritage Tea Factory is dedicated to reducing energy consumption through the use of energy-efficient equipment and practices. While prioritizing guest comfort, we strive to minimize our environmental impact and contribute to pollution reduction.

Our Energy Policy

We recognize the importance of energy management and its associated environmental and financial implications. Our energy policy outlines our commitment to continual improvement in energy efficiency and sustainability. We have established clear targets and implemented effective monitoring procedures to ensure optimal energy performance.

Measures Implemented at Heritage Tea Factory

- **HVAC and Lighting:** We have installed LED and low-energy lighting throughout the hotel, and our lighting systems are designed for maximum efficiency.
- **Efficient Appliances:** We have replaced appliances with high-efficiency models, including those with a class 'A' energy rating.
- **Timer Controls:** Timer controls are synchronized with daylight hours to optimize energy usage.
- **Solar Energy:** We utilize thermal solar energy for hot water heating.

Tips for Our Guests

- **Adjust Thermostats:** When leaving your room, please adjust or switch off the heating thermostats to conserve energy.
- **Turn Off Lights and TV:** Remember to turn off lights and the TV when leaving your room.
- **Use Public Transport:** We encourage guests to use public transport or other environmentally friendly transportation options.

Awareness-Raising and Team Member Training

We prioritize training our team members on energy-saving practices and have implemented a "switch off" policy to promote energy efficiency. Our purchasing department also supports companies that are committed to energy efficiency and use low-energy equipment.

By implementing these measures and promoting awareness, we aim to create a more sustainable and energy-efficient hotel while maintaining high standards of guest comfort and service.

Total energy per guest night (MJ)	
2022-2023	2023-2024
20946.06 (MJ)	1685.09 (MJ)

Reducing Energy Consumption and Costs

Heritage Tea Factory is dedicated to reducing energy consumption and controlling costs through a combination of energy-saving practices and strategic investments. We prioritize the purchase of high-efficiency, green equipment to optimize our energy usage.

Biomass Gasifier: A Significant Investment

One of our most significant investments in energy efficiency is the biomass gasifier, installed in October 2007. This innovative technology has enabled us to reduce our reliance on diesel fuel for the boiler, resulting in substantial cost savings.

Savings Achieved

Since the installation of the biomass gasifier, we have achieved savings of over Rs. 75800641.65 on diesel fuel usage as of July 2024. This demonstrates the effectiveness of our energy-saving initiatives and the positive impact they have on our operations.

Bio Mass Gasifier



Heat Pumps



Heat Pump Success

We have successfully implemented heat pumps to reduce our reliance on diesel fuel for the boiler, resulting in significant energy savings. By using heat pumps, we have been able to save 100 liters of diesel per day, meeting the hot water requirements of the establishment.

Innovative Staff Initiatives

Our dedicated staff have played a crucial role in identifying and implementing innovative methods to reduce electricity consumption and utilize waste energy. One such initiative involves a duct system that captures the heat emitted from the flat work iron in the laundry and transfers it to the laundry driers, improving efficiency.

Heat Recovery System

We have also introduced a heat recovery system that captures waste steam and utilizes the recovered heat to provide heating for the accounts department and the engineering workshop. This system further optimizes our energy usage and reduces overall energy costs.

These additional measures demonstrate our ongoing commitment to energy efficiency and our ability to identify and implement innovative solutions to reduce our environmental impact and improve our operations.

Addressing the Greenhouse Effect

Carbon dioxide (CO₂) emissions, primarily resulting from the combustion of fossil fuels, are a major contributor to the greenhouse effect. At Heritage Tea Factory, we are committed to reducing our CO₂ emissions and minimizing our environmental impact.

Measures to Reduce Emissions

- **Efficient HVAC Systems:** We prioritize the use of less polluting HVAC systems to reduce our carbon footprint.
- **Gasifier Adoption:** We have substituted diesel boilers and other equipment with gasifiers, which produce cleaner emissions.
- **Energy-Efficient Equipment:** We invest in less polluting and more efficient machines and appliances.
- **Waste Reduction:** We support solid waste recycling to avoid the need for new material production, which contributes to increased greenhouse gases.

Carbon Footprint Initiatives

- **Calculation and Offset:** Since 2005, we have been calculating our carbon footprint and have implemented measures to offset our emissions.
- **Biomass Gasifier Impact:** The installation of the biomass gasifier in 2007 has resulted in a significant carbon saving of 2038836.41 kg to July.

Future Commitments

We are committed to further reducing our emissions through the following initiatives:

- **Identifying High-Emission Machines:** We will identify machines with the highest emissions and implement measures to increase their efficiency.
- **Clean Energy Program:** We will develop and implement a comprehensive clean energy program.
- **Carbon Capture Measurement:** We will conduct measurements at our owned tea plantations to calculate the annual carbon capture.
- **Carbon Certification:** We will pursue carbon certification to validate our efforts in reducing emissions.

CO₂ Emissions Indicator

Total GHG Emissions Per Guest Night CO ₂ eKg	
2022-2023	2023-2024
11.04 (Kg)	7.487 (Kg)

CONSERVATION OF WATER IN RESORT ACTIVITIES

Water as a Precious Resource

At Heritance Tea Factory, we recognize the vital importance of water as a limited and essential resource. Over two decades ago, we developed a code of best practices for responsible water management and usage.

Water Saving and Recycling

We are committed to minimizing water wastage and maximizing water reuse through innovative systems and practices. Our efforts are focused on conserving water resources and ensuring their sustainable use.

Measures applied at Heritance Tea Factory in relation to water saving

Reusing Waste Water

We recycle 80% of our wastewater, utilizing it for gardening and lawn maintenance.

Efficient Water Fixtures

- **Dual Flush Buttons:** Our toilets are equipped with dual flush buttons to reduce water usage.
- **Mixer Taps:** Mixer taps in showers allow for precise temperature regulation.
- **Efficient Showers and Basins:** We use showers and basins with flow reducers and timers to minimize water consumption.
- **Shower Substitution:** We have replaced bathtubs with showers in all refurbished and new-built rooms.

Landscape Management

- **Native Plants:** We plant native plants that are adapted to the local climate, reducing water requirements.
- **Efficient Irrigation:** We use drip and sprinkler irrigation systems with pressure regulators to optimize water distribution.
- **Timing:** Watering is scheduled during cooler times of day to minimize evaporation.

Additional Water-Saving Initiatives

- **Double Circuit Installation:** We are gradually installing a double circuit system to reuse treated soapy water for WC flush tanks and irrigation.
- **Regular Inspections:** We conduct periodic inspections of machinery and water distribution devices to prevent leaks and water loss.
- **Cistern Tanks:** We have placed 1-liter water bottles in cistern tanks to reduce water wastage during flushing.
- **Rainwater Harvesting:** We have constructed a rainwater harvesting tank with a capacity of 100,000 liters.

Ongoing Monitoring and Improvement

We monitor water consumption daily and monthly to identify areas for further improvement. A comprehensive water audit will be conducted, and new technologies will be introduced to enhance our water-saving efforts.

Through these measures, Heritance Tea Factory is committed to responsible water management and ensuring the sustainable use of this precious resource.

Water Conservation Tips for Guests

Water-Saving Practices

- **Quick Showers:** Taking shorter showers can significantly reduce water consumption.
- **Turn Off the Tap:** Remember to turn off the tap while soaping up, brushing teeth, or shaving.
- **Reuse Towels:** Reusing bath and pool towels can help conserve water.

Staff Training and Water-Saving Technologies

Our staff receives regular training on water conservation practices. Additionally, all staff facilities are equipped with water-saving technologies to promote responsible water usage.

Energy Indicator:

Total Water Consumption per Guest Night

We track and monitor our total water consumption per guest night to assess the effectiveness of our water conservation efforts. This data allows us to identify areas for improvement and make informed decisions regarding water management.

WATER CONSUMPTION – 2022,2023 & 2024

Total Guest Nights		Average guest night water usage		Wastewater Reuse	
FY 2022-23	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23	FY 2023-24
8702	22781	11645 m3	19938 m3	9316 m3	15950 m3

Future targets

1. Present Water consumption 0.61 m3/GN - Target to be achieved 0.60 m3/GN (2 %)
2. Present Wastewater reuse 0.49 m3/GN - Target to be achieved 0.48 m3/GN (2 %)

WASTE MANAGEMENT EFFORTS

The 7R Approach

Heritage Tea Factory is committed to reducing waste production and managing waste responsibly. We follow the "7R" waste hierarchy approach to minimize our environmental impact.

The 7Rs:

- **Reject:** We avoid using non-biodegradable materials, such as packaging materials and plastics, whenever possible.
- **Reduce:** We strive to reduce our consumption of resources, especially those based on non-biodegradable materials. We also minimize waste production per department.
- **Reuse:** We reuse materials whenever practical.
- **Reclaim:** We reclaim materials that cannot be fully reused, such as machine parts from discarded machinery.
- **Replace:** We replace non-biodegradable materials with more environmentally friendly options, such as substituting plastic with biodegradable alternatives.
- **Repair:** We repair broken items, such as furniture, machinery, and equipment, to extend their lifespan and avoid extracting new resources.
- **Recycle:** We transfer waste to approved recycling plants to minimize environmental harm.

Waste Disposal

- **Dry Garbage:** Dry garbage is sent to approved waste collectors designated by the corporate office.
- **Hazardous Waste:** Hazardous waste is disposed of and treated by authorized contractors and facilities.
- **Wet Garbage:** Wet garbage is sent to animal husbandry for proper disposal.
- **On-Site Disposal:** We strictly prohibit the disposal or burning of waste on hotel premises, except for reusing or composting.

We are using standard colour codes for waste bins



- Green: Organic waste (food scraps, garden waste)
- Blue: Paper and cardboard
- Red: Hazardous waste (chemicals, batteries)
- Yellow: Plastic
- Black: General waste (non-recyclable items)

Sustainable Waste Management Practices

We are committed to reducing waste and its impact on the environment. We have implemented various sustainable measures to achieve this goal.

Reducing Packaging Waste

- Bulk Purchases: We purchase products in bulk to minimize packaging waste.
- Recyclable and Biodegradable Packaging: We select packaging materials made from recycled or biodegradable materials.

Waste Separation and Management

- Recycling Facilities: Our hotels have facilities to separate recyclable waste, including paper, glass, plastic, and biodegradable materials.
- Hazardous Waste Protocol: We have a specific protocol in place for the disposal of hazardous waste.
- Chemical Product Management: We have rules governing the treatment of chemical products, paint, solvents, light bulbs, and batteries.
- Responsible Removal: We manage the removal of chemical products and toxic waste responsibly, ensuring proper recycling and treatment by authorized bodies.

Guest Engagement

- Waste Containers: We have placed waste containers in communal areas for guests to separate recyclable and biodegradable waste.
- Informative Signs: We have installed signs to educate guests about our recycling practices and encourage their participation.
- Food Waste Reduction: We encourage guests to avoid wasting food in buffet restaurants.

Team Training

We conduct regular training sessions with our teams to educate them about recycling and waste management practices.

Minimizing of usage of Garbage bags
Chart

Energy Indicator

Total waste generated (Kg) per Guest

2022/2023	2023/2024
5.39 Kg	4.13 Kg

Future targets

1. Presently Polythene & Plastic consumption 53.79 g/GN - Target to be achieved 53.26 g /GN (1 %)
2. Presently Chemical (Solid) consumption 0.79 kg/GN - Target to be achieved 0.78 kg /GN (1 %)
3. Presently Chemical (Liquid) consumption 0.283 l/GN - Target to be achieved 0.280 l /GN (1 %)

Systems Certification

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

SOCIAL AND ENVIRONMENT RESPONSIBILITY

Commitment to Biodiversity and Wildlife Conservation

Heritage Tea Factory is actively involved in biodiversity and wildlife conservation efforts. We participate in programs that protect endangered species and their habitats, and we raise awareness among our guests about these critical issues.

Eco Walks and Nature Education

- **Eco Walks:** We conduct eco walks in and around the tea plantation, which is bordered by a forest range. In 2018 alone, we conducted 1,060 eco walks, involving our esteemed visitors.
- **Environmental Awareness:** These eco walks provide opportunities for guests to learn about the local ecosystem, appreciate biodiversity, and understand the importance of conservation.

Community Engagement Initiatives



- **Tree Planting:** We participate in an annual tree planting program on World Environment Day, having planted 170 trees.
- **Blood Donation:** We organize an annual blood donation campaign.
- **Community Improvements:** We have painted village line house roofs, donated a water tank and bed to the Denmark Hill daycare center, dog sterilization camp, conducted eye care campaigns for associates and villagers, providing of financial assistance to develop village playground , development and upkeeping of village bus halt and provided financial assistance to build the retaining wall in village kovil
- **Village School Support:** We provide annual donations to the village school, including the supply of raincoats.

Through these initiatives, Heritage Tea Factory is contributing to the protection of biodiversity, supporting local communities, and promoting environmental awareness among our guests.

A Legacy of CSR

With over 20 years of experience in the hospitality industry, Heritance Tea Factory has learned valuable lessons in corporate social responsibility (CSR). We are dedicated to being a committed and responsible hotel, mindful of our impact on the community and environment.

Sustainable Development Roadmap

Throughout our journey, we have adopted a series of commitments to sustainable development that serve as our roadmap for CSR. These commitments guide our actions and ensure that we operate in a socially and environmentally responsible manner.

Looking back - our contribution at Heritance Tea Factory

Avg. Guest night water usage	Avg. Guest Night Waste Usage
FY 2022-23 – 1.34m3	FY 2022-23 – 5.39kg
FY 2023-24 – 0.88m3	FY 2023-24 - 4.13kg
Avg Guest night energy usage	
FY 2022-23 – 53.74kwh	
FY 2023-24 – 25.13kwh	

Committed Land Management

Preserving Nature's Beauty

At Heritage Tea Factory, our dedicated team is committed to preserving the biodiversity of our land area while maintaining the highest standards of resort upkeep.

Organic Farming and Self-Sufficiency

Our vegetable, spice, and herb garden contributes significantly to our self-sufficiency. We produce organic vegetables worth Rs. 8,000 per month, providing fresh, homegrown produce for our guests and staff.

Cultivated Items

- **Vegetables:** Carrot, leeks, zucchini
- **Herbs:** Lemon, sorrel leaves, mint, basil, lemongrass, pandan leaves, curry leaves, betel leaves



Organic Tea Plantation

We have a dedicated 25-acre organic tea plantation, ensuring sustainable and ethical tea production.

Groundskeeping Team

Our groundskeeping team plays a vital role in managing and preserving our natural surroundings. Their efforts contribute to the production of organic tea, further enhancing our commitment to sustainability.

By prioritizing biodiversity conservation and sustainable practices, Heritage Tea Factory is making a positive impact on the environment and providing a unique and enriching experience for our guests.

Certificates & Awards

Certification

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

Awards

- Gold Winner Award – Travel Life -2023-2024