



veligandu  
Island Resort & Spa  
MALDIVES

# Veligandu Island Resort & Spa Sustainability Report 2020



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# Executive Introduction

## About this Report

This report summarizes Veligandu Island Resort and Spa's sustainable development progress in the past two years and reflects on successes and challenges as well as performance data from the years 2018 and 2019. Environmental, economic, socio-cultural, quality, and health & safety areas are taken into consideration while elaborating the report. Furthermore, Veligandu ensures on compliance with legislations in the above mentioned areas, for example Corporate Social Responsibility, employment laws, health & safety as well as environmental laws and regulations. Finally, the report helps to focus on key KPIs and objectives which are set to increase positive impacts and hence prepare to take corrective measures for the future wherever there is a deviation.

## Our Vision and Mission

Veligandu Island Resort and Spa's **Vision** is based on the common Vision statement of Crown and Champa Resorts. "Year upon year, CCR and its people will be recognized as the most successful hotel and resort management group in the Maldives."

Veligandu seeks to positively impact the communities in which we operate through energy-efficient practices and sustainable education, while maintaining high-quality services to our guests. We acknowledge the need for responsible and sustainable environmental management at all levels, and we strive to incorporate good environmental practices into all of our decisions and operations.

In order to realize our Vision, our **Mission** is to make sure that every action is assessed for its environmental and sustainable impact, while exceeding the expectations of our guests, stakeholders and employees. Our shared values across Crown and Champa Resorts together with Veligandu Island Resort and Spa allows us to deliver the unique combination of outstanding accommodation, service and the highest levels of customer satisfaction, with extraordinary emphasis on the creation of value. Veligandu has the aim to develop, without compromising the natural environment and the local residents.

## Our Core Values

The Core Value of Veligandu Island Resort and Spa is '**Energizing and Continuing Improvement**'. CCR and Veligandu Island Resort and Spa will never stop seeking new challenges in progressive approaches. Veligandu is generating new ideas and re-inventing the business while reviewing practices and systems in order to become more creative. This Core Value is based the overall Supporting Values of CCR which consist of **Respect, Empathy, Sincerity, Openness, Reliability, Trust and Sensitivity**. These values are communicated to each team member through trainings and speeches by the senior management.

## “Succinct Secluded Haven Sustainable Tale”

*by our General Manager, Fathuhulla Ibrahim*

Our Secluded haven is one of the leading sustainably-run resorts in the Maldives, is committed to taking action to make a positive difference to preserve and protect our beautiful yet fragile environment. We believe that every choice has consequences and every step taken has an impact for a better world for our future generations; it could be small or massive.

Going green is not limited to recycling, rather continue to live a sustainable lifestyle; to achieve this goal we continue our sustainable practices and awareness sessions even with this challenging time of pandemic. We have implemented efficient lighting in all our villas and public areas, with about 97% of light bulbs replaced with energy-saving LED lamps, work with our suppliers to minimize packaging and ensure that it is reusable or recyclable whenever packaging required, evolved all plastic pet soft drink bottles to glass bottles in all our outlets including minibar, with this manoeuvre our island abruptly became 100% free of plastic bottles. Yesteryear, we had eradicated all plastic bags and plastic straws from our island, installed water bottling plant for guests and team members, takeaway glass water bottles for our departure guest, organized several reef and island cleaning events on the island and nearby islands, and so forth.



Every year we devote to the world’s largest movements for nature. Thus, we have participate the global Earth Hour and Earth day movement by cutting-off the electricity in guest area and team village for one hour from 20h00. Besides participating internationally observed special day movements for eminent causes, we, at the resort level, switch off all Air Conditions in the team village accommodation regularly three times a week for five hours, which saves around 25% energy consumption compare to other days.

The Republic of Maldives is surrounded by the sea and tourist attraction is mainly towards the beauty of the tropical surrounding and the abundant marine life. Sadly our reef has been endangered mainly by the human behaviour and of cause by the global warming causing temperature irregularity. Henceforth, we persistently raise awareness of marine species by educating our guests and staff members on ways of protecting them and their habitat. Routine training sessions on sustainability are being conducted every month for staff by our training department. To support the marine life celebration and further increase awareness of these species, we do frequent social media campaigns on how to protect them, their habitat and life circle. Additionally, special awareness presentations are being hosted during Diver’s Night on every Monday by our Dive Team. Prior to each dive and sea excursion, a briefing is given on coral and marine species conservation, code of contact and more.

Promoting environmental awareness is at the core of all our projects and events. We practice eco-activities like sunrise yoga, candle light beach dinners serving sustainably caught seafood and harvested vegetables, star gazing romantic cruise on traditional Dhoni and many more during the past years.

Furthermore in the future, we will implement more awareness programs for guests and staff via IPTV and MobileApp, take our coral restoration project to the level, frequent visits to the neighbouring local islands to conduct awareness sessions to local communities and continue support and initiate local islands sustainability projects through their Island Councils.

The Travellife Gold Award is rewarded to resorts with a continued commitment to green issues. We are a proud recipient of this prestigious sustainability certification, which is only a testament to our dedication in implementing sustainable practices, reducing our negative impact on the environment and encouraging our team members, guests and local communities to be mindful of the natural surroundings.

We commit to endure our eco-friendly practices for a sustainable mother earth and ardently anticipate breathing in a 'One Planet Economy' where both people and nature thrive within their fair share of what is available.

Let's hold hands together & Save Our Mother Earth

## A Glimpse of Veligandu

Welcome to Veligandu Island Resort & Spa, a Maldives beach resort that captures the essence of paradise. Our thoughtful hospitality coupled with the authentic beach chic lifestyle makes Veligandu the best island in Maldives for travelers looking to create everlasting memories. A whimsical tropical paradise of swaying palm trees, powdery sand beaches, crystal clear water and exuberant coral reefs, teeming with abundant marine life.



This lush island escape offers privacy and tranquility that nourishes one's wellbeing.

Veligandu Island Resort & Spa is the only resort on the island of Veligandu in the North Ari Atoll and a scenic 20-minute flight from Velana International Airport. About 600 meters long and 150 meters wide, Veligandu Island Resort & Spa provides privacy around every corner. The lush tropical surroundings, the pristine beach and the sparkling turquoise lagoon, are sure to delight.

The story of Veligandu starts back December, 1984 providing very simple accommodation for guests. Over the last 37 years constant innovating the island Villas and the resorts offering. This Secluded Island offers 91 Villas, including 20 Sunset Jacuzzi Water Villas, 34 Jacuzzi Water Villas, 06 Sunset Jacuzzi Beach Villas, 10 Jacuzzi Beach Villas, 10 Water Villas and 11 Beach Villas

The main restaurant, Dhonveli, features all-you-can-eat buffet style meals and is open daily for breakfast, lunch, and dinner. This outlet offers an abundance of international and local specialties to please even the most discerning of tastes. Select the dishes of your choice for a truly unforgettable dining experience while in the Maldives. Create unforgettable moments as you savour fabulous food alongside great company at Veligandu à la carte restaurant.

We have 2 bars; our both bars unwind with a luscious cocktail or a light snack in the casual, yet lively beach chic atmosphere. Bask in mesmerizing views over the lagoon from the al fresco decks or the comfort of the indoor lounge, as you enjoy your Maldives cocktails. Our main bar, Thundi bar attached with pool for everyone and our Adult only bar, Athiri Bar gives total relaxations with your love ones. There are various sports and recreational activities according to your mood. Such as wide range of Excursions, dive watersports and Spa

Guests from all around the globe whole thru the year, however main guests are from Europe with the majority from German followed by UK and Switzerland as top 3 nation. Holidaymakers can book via Tour Operators or direct from our Reservations and Veligandu website. In addition, with the new technology CCR Mobile App can be accessed once a booking is confirmed.

Veligandu Team consist of 68% Maldivians and 32% of the team members are from different parts of the globe.

## Sustainability Program Outline

Our Environmental Sustainability Program Outline aims to integrate a philosophy of sustainable development into all the resort's activities and to establish and promote sound environmental practice within our operations. We consider sustainable business practice to be essential to our success in growing our business and creating lasting value that meets the expectations of all our stakeholders and guests, now and in the future.

Our Resort endeavors to adhere to the following principles:

- ❖ Establish ethical sustainable objectives and integrate a process of verification.
- ❖ Comply with all applicable environmental laws and regulations embedded with sustainability.
- ❖ Applying the “5 R's” concept to minimize waste. The “5 R's” consist of the following steps and should be applied in the respective order: Refuse, Reduce, Reuse, Repurpose and recycle.
- ❖ Actively improve sustainable performance and minimize environmental impacts through
  - ✓ taking measures to decrease pollutants and other harmful emissions,
  - ✓ upgrading hotel lighting and appliances to ensure efficient energy use and utilization of low flow aerators in sinks and showerheads as a means of conserving water,
  - ✓ Minimizing waste by reviewing purchasing practices and segregating wastes for reuse and recycling.
  - ✓ Promote sustainable responsible behavior and educate on environmental issues among our team members, guests, suppliers, and the community.
  - ✓ Monitor our environmental impacts and set goals to continually improve our sustainability efforts.

In pursuit of this venture, Veligandu evaluates the resort activities and continuously seeks to improve any that adversely affect the environment. Furthermore, updates are shared in our social media platforms and the Veligandu website. Additionally this information is available for team member's notice board, this information was shared back house tour for our in-house guest's tour. We encourage to guests and our team members to assist us in achieving our set goals. We are committed to this policy of environmental stewardship, sustainable business practices, and excellent service. This policy will be revised periodically to ensure its applicability to activities of the Resort and to align with CCR's common sustainability policy and vision and the industry's evolving standards

## Key Members of Sustainability at Veligandu



Fathuhulla Ibrahim,  
General Manager



Adam Rasheed,  
Director of Operations



Mohamed Naeem,  
Chief Engineer



Abigail Cadaing,  
HR Manager



Pamela E Dinglasan,  
HACCP Administrator

The policy is revised periodically to ensure its applicability to activities of the Resort and to align with CCR's common sustainability policy and vision and the industry's evolving standards.

Our **General Manager, Fathuhulla Ibrahim** is the head of the team who closely look into our sustainability program and work very closely with **Adam Rasheed, Director of Operations, Mohamed Naeem, Chief Engineer, Abigail Cadaing, Human Resources Manager** and **Pamela E Dinglasan, HACCP Administrator** are the key team members of the Sustainability program. Apart from above team members each and every HOD's and their team members are vital to achieve our common goal. Each and every one is playing a vital role according to their respective assign area. Sustainability and CSR are part of the declared company policy, not only included in our mission or vision statements, but understood as a matter of attitude in conducting the business. Actions and ideas are initiated from all levels of the management and from the employees.

Veligandu, we believes that the local community is a very important stakeholder. Respect and corporation with the community are benefiting both the resort and the local community. Veligandu has actively contributed to the sustainable development of the local community and local environment through various **corporate social responsibility** programs.

Veligandu is wholly committed to implementing, maintaining and continually assessing systems and processes internally and externally. A designated **quality policy** is in place to ensure that services fully meet the requirements of our customers at all times. Each Head of Department is responsible for monitoring the quality of services provided. The General Manager with the support of the Management Team is working together to maintain and evaluate the Quality Management System of Veligandu. CCR Training and Development and Quality Assurance Team conducts various trainings for team members in order for them to carry out all functions of their role to the desired standards.

Crown and Champa Resorts (CCR) and Veligandu Island Resort & Spa Management follows Labour and Human Rights policies of the Maldives. The Management strongly believes in the protection and support of their employees' rights as well as human rights in general. The people that work in Veligandu are the main asset to provide high quality service and maintain proper relationships with the guests in the Resort's accommodation. We believe that satisfied and happy team members are able to deliver exceptional service to our guests.

A **Health and Safety Policy** is available for Veligandu to serve as a guideline for all guests and employees. Veligandu, makes every effort to provide a relaxed and safe environment to ensure that guests and employees are safe at all times. Various training courses and drills are scheduled on a monthly basis for all team members to make sure that they have proper knowledge and skills. All employees are required to remain on alert and to carry out risk assessments within the resort premises with a frequency relevant to possible harm. Veligandu is continuously improving methods of operation to eliminate accidents in the work place and identifying the health and safety risk in every area.

## Reporting Period

The reporting period for Veligandu is based on the previous Sustainability Report which was assisting the resort to achieve Travelife Gold certification. The present report hence will cover the years 2018 and 2019 (two consecutive years). To be able to achieve targets, a baseline needs to be defined. The targets of 2016 and 2017 were based on the data of the year 2015. Having achieved the targets in 2017, the year 2017 is now the new baseline used for the current report and the data comparison of 2018 and 2019 for specific key actions and challenges that will be elaborated in the following pages.

To **monitor objectives**, there is constant reporting on the actual performance against set targets. There is use of Excel Scorecards, Presentations and Dashboards. Monitoring is done weekly, monthly, quarterly and yearly. When **objectives are achieved**, they are communicated to all team members and stakeholders. Every year, **objectives are reviewed** depending on the market dynamics and the business environment. The progress of Veligandu contribution to a sustainable environment is monitored to make sure that we are on track.

## Key Actions, KPI and Monitoring

Veligandu sustainability policy ensures on social and environmental actions to enhance positive impacts and mitigate or avoid negative impacts of operations on the island, the planet and the people while increasing our profit. We recognize our responsibilities towards the local communities, the environment & resources in the Maldives. We ensure that our activities are in accordance with the relevant legislations. Therefore, Veligandu



has respective policies in place that encompass environmental actions, employees, health and safety, quality assurance, responsible purchasing, the local community and the safeguarding of children. Additionally, Standard Operating Procedures (SOPs) are also present to make sure that the standard is respected and also to help measure and monitor the progress in the outlined key areas.

## Sustainable Activities

Veligandu Island Resort and Spa firmly believes in developing sustainable tourism as a reality in order to meet the needs of our guests and local communities while protecting and enhancing opportunities for the future. Hence, Veligandu is committed to managing resources in such a way that the economic, social and aesthetic needs can be fulfilled for both present and future generations while maintaining cultural integrity and essential ecological processes, including biological diversity and life support systems.

A monthly “Island cleaning and Beach” is organized by our HR department and in collaboration with Ocean Divers to clean the beaches and our house reef. These events we invite our guests to participate and we get great response from our guests. Our maintenance department will clean daily twice our beaches who are committed to remove waste that came to our shores over the night and is disposed of by our waste management system.

## Environment awareness

To achieve the sustainability goals, we had to make our staff more aware about the issues that we had on hand. To this end, a lot of the credit goes to the Training department for raising the awareness of the staff towards the matter. Between 2017 to 2019 total 156 employees spend 624 hours on environmental awareness training programs including Maldivian Biodiversity, Going Green and many more refresher programs.

We regularly do staff room Air Condition off day every Monday and Thursdays for five hours, which saves around 25% of energy compare to other days. We also have made such a program for the guests also to reduce the energy in guest rooms.



Reef Cleaning on World Ocean Day



Picnic Island cleaning on World Tourism Day



Tree planting on World Environment Day



Year 2020 has been very tough due to the pandemic. However, we will continue our environmental awareness programs in 2021 and add more new programs.

In addition, Veligandu celebrates special events in relation to Environmental and Sustainable Awareness every year to show support to the global happenings worldwide:

- World Environment day
- World Turtle Day
- Earth Hour Celebration
- World Ocean Day
- World Tourism Day
- Local Island (Rasdu) Cleaning Day
- Nearby Deserted Picnic Island (Madivaru) Cleaning Day together with tree planting in the Island.

In relation to above recognize day events, we do conduct awareness program for local island school students and show them what we do by inviting them to our resort with their teachers and school managements

## Marine Life and Biodiversity

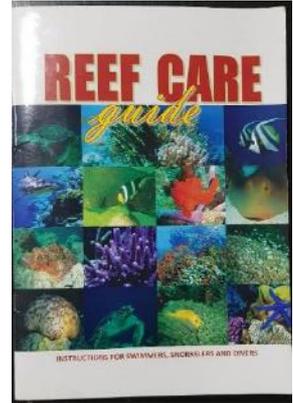
### Coral Gardening & Reef Preservations

We very proudly announce the coral gardening at Veligandu Island Resort and Spa began in 2020, after a coral bleaching event which affected most of the coral reefs in the Maldives. In order to help speed up the recovery of the reefs, fragments of coral are places onto frames where they can grow before being placed back on the reef. Veligandu Island Resort and Spa's coral garden event is doing initiative by Ocean dive team together with Veligandu team. Garden is located north side of jetty.

These conservations efforts provide a great snorkeling experience, while allowing Veligandu to share the beauty of the Maldivian Ocean and fostering environmental awareness through interactive guest activities and it was planned to conduct another frame coral gardening upcoming World Ocean day 2021. Our ocean dive team is educate our team together with the guests marine biology



Additionally, a Video is shown at our arrival lounge at the airport guidelines for snorkelers and rules and regulations or sea creatures. Moreover, our reception TV and in-house channel to support the information given of what we can do and what we should not do while on the Island or in the sea. A reminder and an additional information briefing is given to all our guests who are joining all the excursions



Moreover, each and every room we provide “Reef Care Guide” – This is a details instruction for swimmers, snorkelers and Divers which is translated in 7 different languages (English, German, France, Italian, Russian Japanese and Chinese)

## Our Guests

### Guest Engagement

Guests together with Veligandu team members participate in various global environmental and sustainability campaigns. Earth Hour, World Ocean Day, World Environment day, World Tourism Day to name a few are some of the highlights throughout the year.



We invited our guests to join weekly “Back house tour”. The purpose of this tour is what are program and activities we do to support environment. We want our guests to have a better understanding and show them the activities we do to protect our fragile environment.

Weekly we have schedule Apart from that we have include them show our back house tour schedule weekly once to show them what are the sustainability events we do and show them physically by taking them to locations. The back of the house tour includes a visit to Ro Plant, Generator Room, Recycling area, STP plant, grey water irrigation system, fire alarm system and general staff area with Laundry. This tour is conducted by our chief engineer and this is very educating tour as chief will answer all the questions from our guests.



## Guest Feedback

Year after year, Veligandu Island Resort & Spa has distinguished itself as one of the top resorts in Maldives by continuously receiving exceptional recognition and perpetual support from its beloved guests – past and present. We are very humbled and proud to be the recipient of multiple accolades by some of the most reputable global institutions and organizations for outstanding achievement in service excellence

We get so many numerous five star service comments from various social media platform, such as booking.com, agoda.com, trip advisor, Facebook etc. Trip advisor reviews platform for Maldives resorts, last two years we are at top 20 resorts in the Maldives of our excellent service in overall. Our score given by our guests is around 97.5% are excellent. Currently we are holding 10<sup>th</sup> Position over 150 operating resorts in the Maldives. This shows our commitment to our services that we deliver to our guests in all the areas including sustainability programs and implementations we had over the years.



↓17% less than usual  
All Inclusive

Veligandu Island Resort & Spa

Expedia

MVR 4,087

View deal

✓ Free cancellation

Agoda.com ↗  
MVR 4,949

Trip.com ↗  
MVR 3,640

Hotels.com ↗  
MVR 4,087

View all 5 deals from  
MVR 3,640 ▼

4,234 reviews  
#10 of 439 hotels in Maldives

- Free Wifi
- Beach
- Taking safety measures

With positive reviews and feedback from guests, Veligandu has received various recognitions and awards from different Tour Operators as well as HACCP and Travelife Gold certification in 2018 and 2019.

### YEAR 2021

#### TRAVELERS' CHOICE AWARD WINNER, 2021

For being among the 10% of Hotels worldwide on Tripadvisor who consistently received great user reviews.

#### HOTELS.COM LOVED BY GUESTS "MOST WANTED" AWARD FOR 2021

Hotels.com Loved by Guests "Most wanted" Award for 2021 with a review score of **9.6 out of 10**.

#### BIG 7 TRAVEL TOP 50 MOST ROMANTIC HOTEL 2021, WORLDWIDE

Ranked 28th amongst the Top 50 most Romantic Hotels in the World

#### BOOKING.COM, TRAVELLER REVIEW AWARD, 2021

Booking.com Traveller Review Award for 2021 with a review score of **9.6 out of 10**.

### YEAR 2020

#### KAYAK TRAVEL AWARD, 2020

The 48 excellent reviews and the overall rating received from travelers in 2019 has ranked Veligandu Island Resort & Spa as **one of the Best Resorts in Maldives**.

**TRAVELER'S CHOICE AWARD, 2020**

For being among the 10% of businesses on Tripadvisor who consistently received great user reviews.

**LUXURY LIFESTYLE AWARD WINNERS, 2020**

Winner of the Top 10 Best Luxury Beach Resorts in Maldives.

**AGODA CUSTOMER REVIEW AWARD, 2020**

For being among best rated hotels with a score over 8.0 from customer ratings and reviews. Score is 9.6 out of 10.

**HACCP COMPLIANCE CERTIFICATE, 2020**

Accreditation Certificate for Veligandu in compliance with HACCP Principles and Practice

**HOLIDAYCHECK RECOMMENDED AWARD, 2020, GERMANY**

For being among best rated hotels recommended on Holiday Check for 2020. Score is 5.9 out of 6.

**HOLIDAYCHECK AWARD, 2020**

Gold Award 2020, most popular hotels in the world for at least 5<sup>th</sup> time in a row.

**HOTELS.COM™ LOVED BY GUESTS AWARD 2020, WORLDWIDE**

Awarded to hotels based on verified guest reviews on being one of the “Most Wanted” properties and in delivering outstanding level of services in 2020, Score 9.8 out of 10



## Local Community Engagement

To support the local community, Veligandu employs many Maldivians, from different part of Maldives, Only buy local fresh fish caught daily by local fishermen's from island of Rasdu and Ukulhas. Sources many local products such local Maldivian handcraft. Arrange local island trips Rasdu, Thoddu and Ukulhas. Buy varieties of fruits and Vegetables from local island Thoddu regularly weekly once.



Overall, Veligandu supports the local community in different ways:

- The biggest way to support is the employment of locals. Of all team members, over 68% are locals, and all have the opportunity to grow their career path within the company. This can be seen from the senior management team which is also comprised of a majority of locals.
- Blood Donation program
- Invited schools from neighbor islands for exposure trip in Veligandu
- Invite and organize gathering for local community like Hospitals, Schools and council to have their annual dinner in the resort for free of charge
- Continuation of buying traditional local roofing thatches and fish products from local suppliers.
- Regular Excursions are made to local islands.
- Provide financial helps to local island organization upon the request with proposal of the events
- Veligandu supports special events organized from neighboring Local Island on request.

### Corporate Social Responsibility



Lastly also the community welfare and development under the aspect of Corporate Social Responsibility is a very important aspect for Veligandu. In collaboration and partnership with the government, the owners of CCR also assist in nationwide projects through the NGO, Ali Fulhu Thuthu Foundation

(AFTF) <http://www.aftfoundation.org/>

AFTF is wholly funded by the owners of CCR, with the aim of partnering for greater impact and reach in community development.

### Human Resource Activities

The employees of Veligandu are from different countries around the globe, and it is important to recognize that while everyone's background is unique, it is essential to respect and understand each other's differences, in order to live in harmony on the island and to work successfully together as a team. The official working language of all employees is English.

### Grooming Standards and Accommodation

Uniforms are provided to all the employees and proper grooming standards are imposed to both male and female employees. One of the prime objectives of the Veligandu is to create an environment in which employees are proud to work. Veligandu management values highly the efforts of those people who show continuous loyalty and endeavor and would like to show its appreciation by offering certain employee benefits.

The majority of the employees share accommodation while some of the team members are allocated with a single accommodation. All staff rooms are provided with room furniture and amenities and it's fully air-conditioned with hot and cold water.

### Recreational Facilities and Recognition

Veligandu takes great pride in providing all employees with a variety of recreational and excellent sports facilities. These are made available for all employees to use and are free of charge. "Ekuveni" is an indoor games room accessible for team members which also includes a coffee and tea making facility. Gym, football, volleyball, cricket and badminton. The team members are privileged to use owners Private Island when the owners are not in the private island.



Various events are scheduled regularly where all the team members are invited to participate. Sports activities include volleyball, cricket and football tournaments. Staff functions/celebrations like staff party and recognition affairs namely Employee/Supervisor of the month and Long Service awards together with monthly birthday celebrations are organized. Also celebrate all the team members their home country main festive holidays. A small staff shop provides daily extra needs at no profit.

### Training and Development

Veligandu also believes that learning is very important and should be a continuous process. Training is conducted as classroom sessions, but virtual learning and digital training sessions have become increasingly important in 2020. To ensure that proper information is given to the team members of Veligandu, various trainings are conducted regularly with the assistance of the CCR Training and Development and Quality Assurance department. There is a wide variety of trainings such as the New Employee Orientation, compliance based trainings, or specific skill oriented training such as Soft Skills into Operation comprising the support of departmental trainers.

Cultural Awareness training session is one example that focuses on knowing other culture's norms and practices to help build a better relationship among the staff. Besides the Environmental Awareness session, the team also offers Occupational Health & Safety training for a safe work environment, which gives knowledge to staff on how to prevent accidents during the daily operations. During the Ecolab training, team members will learn how to use chemicals. A representative of our supplier Ecolab visits Veligandu to demonstrate and give information about chemicals.

Veligandu T&D in coordination with SGS Sri Lanka also conducts Water Safety & Legionella Awareness trainings. A mindfulness training session that enlightens attendees on understanding the nature of water, causes and symptoms of Legionella and how we can prevent and control Legionella in the water systems of Veligandu.

Apart from our own training department offering an extensive program to our staff on the island, Veligandu and CCR are supporting the following activities:

1. Graduate Management Training – providing on-job training for the graduates and finances some of this staff throughout their education
2. Extensive training program with access to international training platforms (LobsterInk)

### **Environment awareness**

### **Team Building and Engagement**

In addition, there are also team building activities arranged for Veligandu team members to strengthen their working relationship and daily interaction. With the assistance of the Training and Development department, team buildings are held on a regular basis. Maintaining a clean environment is another important aspect. Veligandu team conducts monthly island cleaning activities.

Each and every department can have their own department team activities such as night fishing, picnic or BBQ dinner at owners Private Island etc

## **Labour Rights and Legislation**

Rights of employees are very important and to comply with the labour and human law, Veligandu has implemented various Standard Operating Procedures protecting the staff and the management. Labour law and human rights are followed to achieve a balanced working relationship between the management, owners and the team members. The Human Resources department is up to date with

the current rules and regulations of employees which results in a smooth working relationship. Immigration and working arrangements important points to remember are all in these documents.

Several information in regards to immigration and working arrangements are available under the following link: <https://www.trade.gov.mv/dms/161/1453198480.pdf> In addition, the link covers important information and legislation that is applied in Veligandu including policies covering the finance sector, monetary policies and standards for registered banks in the Maldives.

### **Immigration Policy**

In accordance with the local legislation and within the requirements of the Modern Slavery Act, the procedure of handling of employees' passport documents of foreign employees was implemented. Agreement between the employee and the employer has been applied and facilitated by the Human Resources department. This policy has been implemented since 2018 as an additional policy for passport safekeeping.

### **Child Protection and Harassment Policy**

Veligandu also complies with Law no. 9/91 – Law on the Protection of the rights of Children. This is to protect all children at all the CCR resorts including Veligandu. This law provides a safe environment for children. The policy ensures that CCR/Veligandu is committed to safeguard children from any abuse in any form (physical, emotional, sexual abuse or neglect).

Veligandu acknowledges that all team members have the right to be treated with dignity and therefore must be provided with a working environment that is free from harassment of any form. One of the important policies in Veligandu is the harassment at work policy. Veligandu does not tolerate behavior from any member of staff which might constitute unpleasant behavior towards others. Preventing any action from occurring is the outmost priority. This policy does not exempt anyone as this applies to all the members of staff, supervisor or manager.

### **Disciplinary Policy**

Additionally, a disciplinary policy is in order to maintain the living and operating standards within the Resort. This also ensures that the correct company and legal procedure is followed with regards to any disciplinary action that may need to be taken with employees. The disciplinary policy is applied consistently and fairly to all employees without discrimination. The main objectives are to ensure that employees perform effectively and that Veligandu rules and regulations are maintained.

## Health and Safety Policy

Our main aim is to make the resort a safe place for all the guests and employees. Safety means how to act in undesirable situations. The health of our team members is important for them to carry out their assigned tasks properly. It is the policy and objective of Crown and Champa Resorts and Veligandu Island Resort and Spa to do all that is reasonably practical to prevent illness and personal injury to its employees and guests. Good Health and Safety practices align to our brand reputation and Veligandu is doing everything feasible to ensure that this policy is effectively carried out.

## Food and Drinking Water Validation

Veligandu complies with all relevant legislations including regional, national and international legislations which we believe are very important in the daily operation.

### HACCP Certification



Food safety is one of the important aspects in food preparation, handling and production. Veligandu applies and strictly follows international HACCP standards in order to make sure we serve well-handled food to guests and staff. HACCP (Hazard Analysis Critical Control Points) certification is highly regarded in the hotel and food industry. It is the international standard of food safety which is complying with the World

Health Organization (WHO) “Codex Alimentarius” and is also equivalent to ISO22000. In order to achieve HACCP certification, CCR and Veligandu must adhere to strict food safety standards throughout the supply, storage and production process and complete an annual audit review by an accredited body. CCR and Veligandu has collaborated with an organization from the UK, Ian Greaves International.UK (IGI.UK). Additionally, the assigned HACCP coordinator on the island is evaluating the standards during the daily operation.

### Food and Drinking Water Validation

Furthermore, testing of drinking water, food samples, pool PH are in place which is completed on a regular schedule. SGS is the world’s leading inspection, verification, testing and certification company. Veligandu sends samples to SGS Sri Lanka to make sure that Veligandu is a safe environment for guests and staff.

## Suppliers and Sustainable Purchasing

Sustainable purchasing takes into account the environmental, social and economic features of a product or service that Veligandu is buying. The aim of sustainable purchasing is to reduce negative environmental and social impacts, as well as to find opportunities to save money and support the local economy by buying from supplier nearby. Some of the key areas and achievements will be elaborated in the upcoming points.

### Homegrown Supplies

Year 2018 we have started our own herb garden such as Basil and Mint leaf. Veligandu can cater enough to for mint use in the resort. We aim to grown organic and will therefore not use any chemical fertilizers. Additionally we have started Cucumbers, lettuce, tomatoes, and chili's garden in a small scale in year 2019. We are growing some vegetables in hydroponics system such as cucumbers and lettuce and outcome was satisfactory and now we are aiming to enlarge the garden in the future.

We ensures that all the restaurants offer healthy, nutritious and fresh produce, without having to import such ingredients and helping to minimize our impact on the environment. We have separate garden also features a plant nursery for orchids and seeds to enhance our gardens and island landscaping



## Local Purchase

Purchasing the fish locally from the fishermen, cuts out the middlemen and the fishermen are given the market price for their product. All our fish comes from fishing boats from our neighboring islands and are fished using pole and line, which is one of the most sustainable fishing methods. As visible in below table, the total fish purchase in kg was increased in the past reporting period in order to support the local community and to minimize imports. Another products that we buy from locally is fruits and vegetables weekly ones. Fruits are like bananas, papayas, passion fruits, water melons and from vegetables we buy lettuce, cucumbers, pumpkins, snake guard, Eggplant, chili's etc.

Statistics of local purchase from local neighbor islands (Rasdu, Thoddu and Ukulhas) Fish and Vegetables & fruits Purchased from 2016 – 2020

Fish purchases, Total 2016: US\$ 135,895  
Fish purchases, Total 2017: US\$ 133,362  
Fish purchases, Total 2018: US\$ 147,116  
Fish purchases, Total 2019: US\$ 147,560  
Fish purchases, Total 2020: US\$ 86,300

Fruits and Vegetables, Total 2016: US\$ 67,873  
Fruits and Vegetables, Total 2017: US\$ 74,111  
Fruits and Vegetables, Total 2018: US\$ 65,424  
Fruits and Vegetables, Total 2019: US\$ 76,470  
Fruits and Vegetables, Total 2020: US\$ 44,607

Also we use one hired speed boat for excursions at Veligandu from a local company. The amounts paid is exclusive of the diesel fuel, engine oil and all cleaning items are provided to them by us free of charge.

Boat hires, Total 2016 US\$ 59,144  
Boat hires, Total 2017 US\$ 59,144  
Boat hires, Total 2018 US\$ 55,720  
Boat hires, Total 2019 US\$ 57,880  
Boat hires, Total 2020 US\$ 46,692

To support Local community we buy locally made Cadjan roof from local Island community which cost around US\$20,000 to US\$30,000 annually.

Before Pandemic, We regularly organize weekly guests and Staff activities nearby local Islands Rasdhoo, Thodhoo and Ukulhas, which also earn quite a big money to local shops, restaurants and individuals. We will continue to maintain our relationships with the local community, and also try to find other areas in which we can get the participation of the local community.

## Chemical management

We have committed ourselves to purchasing environmentally friendly chemicals and thus we are buying all cleaning chemicals from Ecolab. Also to note that from 2017, we have stopped purchasing R22 gas and have since started to replace it with R410A and R417A, which has a zero ozone depletion potential. We have replaced the use of fertilizers for the gardens by starting to use the green waste from our own gardens to make our own compost. This is done using the shredder installed and also the sludge from the Sewage treatment plant.

Wherever possible, the hotel will avoid the use of chemicals known to be on the United Nations Food and Agricultural Organization's prior informed consent list. It will ensure safe disposal of all chemicals that are in use, and work towards zero use within two years of operation.

Most chemicals used are from Eco-Lab and monthly the equipment is checked through a technician from GreenPath. Staff in all areas have been trained in the proper use of chemicals together with our in-house training department as well as GreenPath.

## Healing Earth Organic Products



Veligandu has partnered with Healing Earth, a leading spa and hotel amenities provider, and developed and launched a bespoke collection of completely green and eco-friendly products exclusively for our guests. Luxurious and effective, natural and environmentally friendly, each product has been thoughtfully developed with the pampering of our guests and the health of Veligandu precious natural environment in mind. Veligandu Healing Earth hand and body wash, shampoo and conditioner, hand and body soother are all biodegradable. These sensuous, results-driven Healing Earth products are all housed in beautiful recycled glass packaging created specifically for Veligandu guests. What's more, several of Duniye Spa's treatments, are complemented by Healing Earth products, which are free from petrochemicals, synthetics, colorants preservatives and parabens.

## EcoLab

A clean and safe environment is what Veligandu provides to team members and guests. EcoLab is a global leader in water, hygiene and infection preventions solutions and services to the food, healthcare, hospitality and industrial markets. The products and services keep the environment clean and safe, operate efficiently and achieve sustainability goals. In the Maldives, GreenPath Private limited is the exclusive distributor for Ecolab products and services. With their commitment to the conservation of resources and the presentation of the quality of our environment Veligandu Island Resort and Spa supports Greenpath and continuously uses their products including EcoLab chemicals. EcoLab provides eco-friendly cleaning solutions and their packaging reduces waste, reuses materials and enhances recyclability. They ensure that safety and sustainability are integrated into their products resulting in good safe and compliance-based quality, while minimizing environmental impact. Ecolab dispenser stations are installed in housekeeping distribution chemical store, Laundry, kitchen, pantries and other areas around the island for correct mixture of chemicals. These cleaning and chemical solutions are used for sanitizing and cleaning purposes.



## Water – KPI's



Water initiatives like usage of irrigated from water provided by the on-site sewage treatment plant to water the gardens and the installation of water flow aerators are cost saving measures. Minimizing the water consumption without compromising guest comfort or health and safety are one of the major goals of Veligandu.

Water management has been a key area of concern for us and we have been adjusting the flow rates, while calibrating the equipment for optimum water usage.

In early 2019 we have invested small amount of money for Water saving. By the end of 2019 the result was more than what we expected.

Target reduction 145 liters per guest night, based on 2019 average consumption

Actual consumption 2019, 1009 liters per occupied guest night

Overall reduction: 2%

Target for 2020: 3% based on actual consumption in 2019

Water management have been a very key area of concern for us and we have been adjusting the flow rates, calibrating the equipment for optimum water usage. Also one huge area that we have been concentrating on, is the Laundry, where we have trained the staff on the best usage of the equipment to reduce the water and energy consumption.



All water that is used in operation is going into our water recycling plant (STP) where waste water is filtered and cleaned. This water is then used for watering the gardens and not released back into the sea! Running a waste water treatment system is a great contributor to reduce water consumption on the Island and supports the environment in a great way.

#### Actions to reduce flow output:

- Maximum Flow, Shower Heads =10 LPM.
- Maximum Flow, Tap: Guest Area, Employee & Public Bath rooms = 5LPM.
- Maximum Flow, Tap: Other Areas like bars, Kitchen etc. = 5LPM.
- Toilet flush, 6.5 LPM and Urinal flush 2.00 LPM
- Drip irrigation system is installed for gardens.
- Use of grey water for Veligandu Garden is implemented in most areas. Other part grey water line is available to sprinkle water for garden

#### Actions to minimize water loss and consumption:

- Continuous training and awareness program is conduct within the department especially concern HOD's and their team
- Spare parts which are required on a regular basis are kept in stock and Parts are purchased from reputable manufacturers.
- All team members are encouraged to communicate openly any deficiency observed
- In 2019, the installation of aerators for all the faucets both in guests and staff rooms were implemented.
- Sensor type and knee operator faucets to conserve water were replaced specifically in all the Kitchen areas.
- Change of linens in guest rooms is provided every 2<sup>nd</sup> day or according to the guest preference. This is initiative is communicated to guests via notice card placed in all the rooms and also via information included in the Mobile Application. Less linen to be laundered is resulting in less water consumption
- Each guests and team members birth-room wash basin area wall wooden notice install "Environment protect plan"



## Waste Water Management

Veligandu operates its own STP Plant (Sewage Treatment Plant) clearing and recycling all its waste water. The water first runs through a filter system where solid particles are removed and dried. The remaining water will be run through different computer supported filter systems till it is clean and free of any particles or smells. Waste water is then used in our gardens to avoid having treated water disposed to the sea. All sewage solid items will

## Energy – KPI's

Veligandu has various measures to make sure energy saving is in place. Energy efficient equipment, training staff to minimize energy consumption, controlled and monitored automated outdoor timer breaker systems and recycling of waste energy are some of the implemented ways to conserve energy.

Veligandu has targeted to save 3% energy, during 2020 based on 92% Occupancy.

Target reduction: 2.7KWH per guest night, based on actual 2019

Actual consumption 2019: 53KWH per guest night

Overall reduction in 2019: 2%

Target 2020: 3% reduction on the baseline of 2019 consumption

Reducing energy consumption assists in the reduction of Veligandu environmental impact and at the same time lowers energy costs. In order to minimize energy consumption, the following key actions have been undertaken:

### Resort Energy and Carbon Initiatives

- We have been training the staff through our Training department energy saving and on the proper usage of the equipment
- We have changed the lighting to LED
- purchasing new equipment looking for lower consumption equipment
- All Our bulbs are LED and energy saving
- At the end of 2019, we have replaced 98% of our Air conditioners to inverter R410A & R32 gas type ones
- We are scheduling to replace all of ACs to R410A & R32 at the end of 2019
- Outdoor lighting is controlled by timers
- Accommodation corridor lights change to sound sensor lights
- Using re-chargeable solar lights for all the F&B outdoor events
- Environment protection notice is placed in all staff and guest rooms

## Waste and Pollution – KPI's

Veligandu is committed and not using plastic bottles and obtains water in glass bottles via its desalination plant. Fresh water is derived from seawater through reverse osmosis, mineralized and chilled, before being bottled in a top-of-the-line facility at Veligandu. The plant is scrupulously maintained, with the bottles themselves sterilized in a special machine between each use. All Veligandu team members are provided with re-usable water flasks, which can be refilled at numerous water filtration points found in staff accommodation areas. The savings for the environment are not only the obvious reduction in single use plastic bottles, but also include the omission of transportation of the bottles from Malé to the resort.



Veligandu has replaced all the pet bottles to re-usable glass bottles for all the soft drinks and using soft drink gun system in some F&B outlets. The drinks with glass bottle containers to be able to support the “No” to single use plastic campaign. Veligandu also banned single use all kind of plastic such as shopping plastic bags, disposable cups, plastic straws which was replaced them with paper straw since 2018. As part of our commitment to protecting the marine environment surrounding Veligandu and in the wider region of the Maldives. Some other ways to reduce our waste include printing responsibly, encouraging our suppliers to reduce packaging when delivering supplies and ordering in bulk whenever possible, banning single-use plastics and recycling all organic waste for covering and converting to organic garden soil.

### Waste Management



Segregation of plastic from other types of garbage is being practiced by Veligandu and its team members. All the public area bins are mark and segregation garbage bins for garbage separation. In addition, Veligandu team visits the neighboring deserted picnic island and invite Local Island Rasdu and neighboring resort Kuramathi to participate the clean the island. Our motto is saving the environment by having a clean and plastic free island.

In purchasing, we are looking for less packing, larger containers and also more recyclable packaging where packaging is absolutely necessary. In local fruits and vegetable purchases, we asked to stop packing instead they will be brought in on plastic crates which are taken back by same day. During 2019 we have install food macerator, which helps us to zero waste of wet garbage. The goal is to use all the wet garbage as compose to develop our garden soils as natural fertilizers.

Veligandu Waste reduction in numbers;

Target reduction: 5 kg per guest night, based on average consumption in 2019

Actual consumption 2019 is 13 kg per guest night.

Overall reduction: 2%

Target of 2020: 3% reduction based on 2019 consumptions

### **“NO” to Single Use Plastic**

The resort addressed the main component of plastic waste (plastic water bottles) already in 2010 by opening a bottling plant which resulted in a reduction of use of plastic water bottles by 50%. Building on this development, the introduction of “re-usable water bottles” for all employees of the resort was even enhancing the initiative and has contributed a lot in avoiding the use of single use plastic. Continuing what has been started, water refilling stations in different staff block have been installed.

The majority of team members are using the refilling station and the purchase of plastic water bottles has been completely stop since end of 2019. In addition, glass water bottles are used in all the restaurants, bars and in all the guest rooms to encourage guests to participate in the campaign. No plastic water bottles are used in the resort for any circumstance.



## Progress during the Reporting Period

Planning and implementation are vital for a project to succeed. Veligandu has accomplished a great amount of developments. Some areas are still under a continuous progress and the resort strives to achieve the defined goals. Various projects to improve and support a sustainable environment have been initiated and even concluded since the previous reporting period:



- Introduce waste food macerator which help us to process left over food zero waste producing fertilizer for our garden
- Introduce glass bottle for all the soft drinks into our mini bar at end of year 2019. This help us to save 32100 pet plastic bottles (300ml) an average per year.
- Stop buying any sizes of plastic water bottles and only using Veligandu Glass water bottles for guests. This help us saving per year approximately 140,000 (1.5 liters) plastic bottles
- Stop using plastic straws and introduce paper straws. This help us to save approximately 114,000 plastic straws per year
- Since mid-2019, our buffet restaurant are offering butter dispensers to provide butter to our guests. We Veligandu was able to reduce single-use plastic by not using individual portioned butter from plastic containers.
- During pandemic when the island was closed, we renovated most of the rooms mainly we change the ceiling to lower height which helps less energy of air-condition according the smaller volume in the room to cool
- We continue every 3 days to off team member's rooms air-condition this help us to minimize power energy. This help us to save 21% off day air-condition electricity
- We introduce team members rooms walk-way censor lights this help us to save energy when the team members are not at walk-ways
- 2020 is the year that Crown and Champa Resorts and Veligandu Island Resort & Spa introduced the Mobile Application. This technology allows to minimize the usage or paper to a great extent. Reservations and bookings for dining, activities, entertainment and recreation will be done electronically. Important information can easily be viewed and shared to all the arriving and in-house guests. This measurement contributed in reducing Veligandu carbon footprint and to minimize stationary costs.
- Continuously, we don't use electric water heater or boiler for any of our hot water usage for our guests and team members for our hot usage such as showers etc. We have centralize hot water system where we get hot water heat exchange from diesel power generator

## Future Targets and Objectives



Veligandu will constantly strive to maintain a cleaner, greener and chemically balanced, safe environment for guests and team members. Continuous endeavors will be ongoing to sustain the present day environment, to identify ways, and to practice methods that help to minimize the current results and will improve by monitoring.

Sustainability core team will start conducting monthly meetings with the senior HOD's to further discuss the actual result of current implementation to compare the statistics and forecast and action plan (target) to do better. In this sustainability report we have put some target for future on our energy, water, waste, chemicals etc. To achieve our goals/target we will be focusing the points to measure our performance in our meetings. Furthermore, Laundry is huge energy consumption area, so we will look outdoor area to dry our linen by natural.

Everything start from people so we will focus on our team and guests to educate them. Continuous training will be provided thru CCR training department to achieve our goals. We will educate and share the monthly statistics with them and encourage to participate different program to saving the environment. We will continue to share our sustainability results/records including our social medial in different platform. Veligandu will continue to actively take part in local and global events with the aim to preserve the Mother Nature for future generations and future holiday makers to Veligandu and the fragile Maldives

Veligandu is hungry and determined to be responsible and sustainable solutions/methods to implement in our daily operations. Our aim is to meet and / exceed, our corporate expectations expressed in the corporate sustainability policy and to make our resort a model for sustainability and in doing so, uphold the high regard that the CCR maintains as the most sustainable hotel management chain in the Maldives.