



GRAND PARK
— KODHIPPARU —
MALDIVES

Grand Park Kodhipparu, Maldives



Sustainability Management Plan

2019-2020

Grand Park Kodhipparu, Maldives
P.O. Box 2168, North Male Atoll,
Republic of Maldives
Tel: (960) 665 1111 Fax: (960) 665 1122

parkhotelgroup.com



Discover Paradise



Grand Park Kodhipparu, Maldives

Sustainability Management Plan 2019 - 2020

Introduction and Purpose

Grand Park Kodhipparu, Maldives, is Singapore-based Park Hotel Group's first property situated in the Republic of Maldives. The Maldives' tourism industry has grown to a capacity of 43 000 beds in the 47 years since the opening of the first island resorts in 1972, with just under 1.5 million tourists visiting the country in 2018. As the leading sector of the Maldives' economy, tourism also contributes 28 percent of local GDP and 20 percent of direct employment opportunities.

However, its geographic, cultural and biological features make the Maldives potentially vulnerable to negative impacts from the international tourism industry. The country comprises 1192 coral atoll islands derived from the local coral reef ecosystem situated in the shallow, tropical Indian Ocean waters. The Maldives' predominant tourism concept of single resorts on individual islands means that these small areas of land and their associated ecosystems are potentially susceptible to the impacts of intensive tourism developments and operations.

Lacking connections to municipal sources of energy and water production, Maldivian resorts are required to produce their own electricity and water, as well as import most bulk supplies and manage the waste produced from resort operations. An extra burden of care is thus placed on resort operations to conserve resources and limit potential pollution of local ecosystems. There are also sociocultural impacts of tourism in the Maldives and it is necessary for a tourism establishment to consider how its operations potentially impact the surrounding local community.

Lastly, the physical nature of low-lying Maldives' islands makes them particularly vulnerable to the impacts of climate change and associated sea-level rise, marine heatwaves (which threaten the living coral reef ecosystems that form the islands) and increased threat of regional natural disasters (e.g. tsunamis). The international tourism industry has a particularly high relative carbon emissions footprint, and it is incumbent on Maldives' resorts to do as much as they can to minimize these potential impacts from their operations to move towards long-term sustainability of the industry.



Green Globe Certification

With the aim of reducing and managing its environmental and socioeconomic impacts at a local and broader scale, Grand Park Kodhipparu, Maldives (GPKD) is committed to achieving the internationally recognized Green Globe certification for Sustainable Tourism, based on the Green Globe Standards and associated Indicators. This Sustainability Management Plan (SMP) outlines our strategy, aims, objectives, plans and indicators in achieving our goal of continual improvement of our sustainability performance that meets the Green Globe requirements for certification.

Sustainability Management

This SMP covers our performance in relation to the following areas for long-term sustainability management

i. Environmental

Managing and minimizing direct and indirect impacts on the local and global environment associated with GPKD's operations and activities. This includes conservation of resources, management of waste and environmental pollution, conserving local biodiversity and ecosystems and educating our guests and employees on these initiatives

ii. Sociocultural

Reducing any potential negative impacts of our operations and activities on local cultures and providing opportunities within the local community in terms of employment and other economic activities. Employees are not exploited and are provided with opportunities for career growth and development and we conduct business in an ethical manner, taking potential impacts on all our stakeholders into account

iii. Quality

Striving to improve the quality of our product for our customers, but also in terms of our sustainability, we have implemented systems to measure and assess our performance in these areas and institute corrective actions where necessary. We are accurate in our promotion of our sustainability credentials and communicate our policies and goals in this area



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iv. *Health & Safety*

We ensure our guests and employees experience safe and secure conditions and are fully prepared for the event of emergency situations. We comply with established Occupational Health and Safety standards and regulations and have introduced systems to ensure ongoing conformance to these

v. *Promotion and Awareness Raising*

Within all these areas, we focus on promoting effective communication of sustainability concepts through raising awareness amongst our guests and employees using a variety of methods and fora. Our sustainability initiatives are highlighted both internally and externally, to spread the message of environmental and sociocultural sustainability beyond the physical boundaries of our operations.

Sustainability Management Strategy

Facilities scope

Grand Park Kodhipparu, Maldives is situated in North Malé Atoll, close to the Maldives capital city of Malé and Velana International Airport. The resort is situated on an island that forms part of a submerged coral reef system on the western side of the atoll, with all facilities and accommodation for guests and employees situated on site. Guests are transferred to the resort island via speedboat directly from the international airport.

Providing for the best of the Maldives' tourism experience, the resort features 120 overwater and land-based beach villa accommodations, three guest food and beverage outlets, a recreation and fitness centre, swimming pool, spa and watersports centre:

- 5 Grand Residence overwater villas, 210 m²
- 31 Ocean Pool Water Villa overwater villas, 93 m²
- 11 Lagoon Pool Water Villa overwater villas, 93 m²
- 28 Ocean Water Villa overwater villas, 80 m²
- 27 Lagoon Water Villa overwater villas, 80 m²
- 18 Beach Pool Villa land-based villas, 78 m²
- 2 overwater wooden boardwalks connecting overwater villas to the shore
- Waterside Reception area for guest arrival and departure





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- The Edge all-day dining restaurant
- fireDOOR overwater specialty dinner restaurant
- Breeze Poolside Dining and with 45 m infinity swimming pool
- The Spa with 7 overwater treatment rooms
- Beach Club, with games area, Fitness Centre, Yoga Floor and Kid's Club
- PADI-certified Dive and Watersports Centre

Due to the island's remote location, electricity is supplied by on-site diesel-powered generators, fresh water is generated in a reverse osmosis desalination plant and employees accommodated in on-site facilities that feature a canteen and recreation area. Storage (including chilled storage), administration and kitchen units are all situated on site. All supplies are delivered in bulk to the island via boat, and waste and other disposed items similarly leave the island via boat.

Sustainability management for GPKD encompasses the entirety of the resort facilities, as well as the island and surrounding reef and lagoon system. There are also excursions away from the island undertaken for diving and watersports, as well as during guest transfers, and these are also included in the SMP.

Environmental Policy

Grand Park Kodhipparu, Maldives is committed to achieving environmental and sociocultural sustainability. We pledge to comply with all relevant environmental and other laws and regulations and strive to emulate international best practices in sustainability. In implementing a Sustainability Management Plan that drives continual improvement in both our environmental and sociocultural sustainability performance, we aim to meet the requirements of the Green Globe Standards for Responsible Tourism.

The resort island is part of a sensitive coral reef ecosystem with an abundance of marine species - including nationally protected species such as corals, turtles, sharks, dolphins, and lobsters. The terrestrial island ecosystem also includes protected fauna such as several bird species.





We therefore aim to protect these natural ecosystems by:

- Reducing potential negative environmental impacts of our operations in as many areas as possible
- Educating our guests and employees on the natural environment of the Maldives and its protection
- Supporting local conservation work involved in biodiversity research and protection

Under Park Hotel Group's Core Value of Social Responsibility, we additionally aim to share our success with our surrounding communities by:

- Ensuring our operations and activities do not impact negatively on local communities and their environment
- Supporting and promoting local culture to our guests

An appointed resort sustainability "Green Team" has the responsibility and skills to ensure effective ongoing environmental and sociocultural sustainability measures are in place and performance monitored. We employ a Resident Marine Biologist who engages guests and staff on the resort's natural ecosystems and carries out underwater conservation and restoration work of the resort's coral reef ecosystem.

To meet our commitments under this policy, Grand Park Kodhipparu, Maldives endeavors to:

- Meet or exceed applicable environmental legislations, environmental standards and best practices
- Value and preserve local natural and cultural heritage, thus enabling our guests to enjoy an authentically Maldivian experience
- Conserve and efficiently use natural resources and materials, especially water and energy, using appropriate operational controls, monitoring and measurement
- Minimize potential negative impacts of our waste stream by reduction, reuse and recycling of waste materials and ensuring safe disposal of all generated waste, other hazardous materials and polluting emissions
- Set sound environmental and sociocultural objectives and targets, which are monitored and measured. This allows continual identification of opportunities for improvement of our sustainability performance, together with periodic review and communication of our performance





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- Promote awareness and educate employees on our environmental and sociocultural policies, sustainability issues and working practices in dedicated training
- Engage our guests, team members, suppliers, contractors and the local community in our initiatives to preserve the environment and consider their opinions/ feedback when considering our sustainability performance, policies and procedures
- Conduct sustainable purchasing practices according to a sustainable Purchasing Policy
- Participate in efforts to improve protection of the natural environment at local and national levels

We are engaged in several resource-saving initiatives, including the extensive use of LED lighting, low flow faucets and dual-flush systems throughout the resort and plan to install solar panels to augment our electricity production from this renewable source. Wherever possible, sustainable products and services are sourced, ideally from local or national producers and providers. Housekeeping and laundry chemicals are green certified (Eco Clean).

Dry and wet waste are segregated and disposed of separately, supply containers are returned to local providers and we are greatly reducing the use of single-use plastics in several operational areas throughout the resort. We have recently installed a Food Waste composting machine to reduce the impacts of food waste disposal.

Special consideration is given to equitable employment, including recruitment of local employees and ensuring all our “internal guests” are treated fairly and equally, regardless of status. We recognize and reward employees for notable contributions and performance and allow them to grow personally and professionally through training and development. We have training and systems in place to ensure our guests and employees experience safe and secure conditions and our preparedness in the event of any emergency.

We are committed to communicating on our sustainability initiatives and performance to our stakeholders and encourage all employees to present this commitment to environmental and sociocultural sustainability to our guests, suppliers, contractors, agents and wholesalers.



Key Areas of our Sustainability Management System

Responsibilities

For successful sustainability management, roles and responsibilities in relation to its implementation should be defined and communicated within the resort team environment. We have appointed a Green Team to drive the implementation of our SMP and oversee setting and reaching sustainability targets. The Green Team is comprised of individuals from key departments in charge of operations and activities linked to the various areas under the SMP.

In addition, we regularly communicate to resort team members on our sustainability performance and stress the responsibility of everyone in maintaining a green culture. This is incorporated in dedicated sustainability training, as well as in individual department trainings on operational controls related to work having a potential sustainability impact.

Procedures

Where appropriate, GPKD issues Policies and Procedures encompassing operational controls on potential impacts in areas related to environmental and sociocultural sustainability, quality and health and safety. These further define roles and responsibilities in the operational environment, schedules and associated monitoring and measuring.

Environmental Initiatives, Goals and Targets

To achieve our overall goal of continual improvement in environmental and sociocultural sustainability, GPKD has implemented various initiatives in various areas, together with related objectives and targets. Where appropriate, performance in relation to particular goals is monitored and recorded. Examples of our initiatives and targets in relation to different areas of sustainability are:

Resource Conservation

- Targets for a reduction in total diesel consumption for electricity production, as well as water production, per guest room night based on the previous year's performance for 2019 and 2020.
- During 2020, several infrastructure improvements that will potentially increase energy and water consumption are planned, and a reduction from 2019 levels is therefore expected to correspond to an effective 5 percent reduction on the 2019 benchmark performance
- Daily energy (electricity and fuel) and water consumption is tracked to identify anomalous high usage for corrective action and /or areas to target for reductions
- Monitored consumption is discussed in the monthly performance meeting for comparison with internal benchmarks and ongoing management
- Consumption is compared with appropriate external benchmarks (local resorts of similar operations scale) for assessment of our performance
- A preventative maintenance program is in place to ensure energy and water infrastructure is functioning efficiently and to prevent wastage (e.g. water leaks)
- Resource use is communicated internally, and staff receive training, to increase awareness

Existing and Planned Initiatives

- Use of LED lighting in almost all areas of the resort
- Key-card activated electricity in guest rooms, with default air-conditioning temperature raised for unoccupied rooms
- Low-flow shower-heads and faucet aerators throughout the resort
- Low-flow pre-rinse kitchen spray valves
- Sensor-activated faucets in staff dining area
- Island landscaped with native or naturalized vegetation to reduce irrigation requirements
- Instant water heaters in staff accommodation units
- Linen washing opt-out for guest rooms (2019)
- Sub-metering for improved electricity and water use tracking (2019)
- Water leak detector for early detection of leaks (2019)
- Rainwater capture in Back-of-House areas (2020)
- Upgrade of wastewater treatment to enable re-use of grey water after treatment on-site (2020)
- Roof-top solar installation for Back-of-House areas to provide 900 KWh of electricity (2020)
- Timers for garden lighting system (2020)



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Waste Management

- Dry and wet solid waste generated in resort operations and disposed on a weekly basis is tracked and recorded at a bulk level
- A dedicated waste management area handles waste prior to shipment off island for disposal at the regional waste management facility
- Target to install drinking water production plant in 2019 to eliminate the use of plastic PET water bottles around the resort by 2020 as part of an overall plan to minimize the use of single-use plastics in resort operations
- During 2019, a further goal is an upgrade to the existing waste management facility to improve solid waste segregation and tracking of weights of disposed dry waste in various categories
- For 2020, a reduction target of 5 percent in overall paper consumption throughout resort operations

Existing and Planned Initiatives

- In both guest and back-of-the-house areas, collection of different categories of waste is segregated to aid in handling and off-site recycling
- No paper tissues used in the staff canteen
- Newspapers are not purchased /printed for provision to guests
- Plastic straws and cocktail-stirrers replaced with more environmentally-friendly designs
- Non-plastic laundry bags used for guest laundry return
- Shower gel/ shampoo bulk dispensed in guest bathrooms
- A food waste composting machine to process a portion of wet/organic waste produced in resort operations (2019)
- A drinking-water bottling plant to replace the need to purchase PET-bottled drinking water throughout the resort (2019)
- Wooden towel/clothes rack for guest rooms to reduce instances of clothing lost to sea (2019)
- Non-plastic packaging for guestroom amenities and other supplies (2020)
- Return of printer cartridges to supplier for recycling (2020)



Conserving Biodiversity

- Information on the use and protection of the resort island's house reef is provided to guests in a variety of forms around the resort and in the accommodation facilities
- Educational presentations on marine life and its conservation are offered to resort guests

Existing and Planned Initiatives

- Regular reef cleanings are undertaken to remove pollution from the House Reef
- International Environmental Observance days are celebrated with dedicated activities and promotions to increase environmental awareness of both resort guests and employees
- The resort employs a Resident Marine Biologist to provide information on the island's House Reef and marine life to resort guests
- Provision of information on sightings of marine turtles to the Olive Ridley Project for ongoing regional research and turtle conservation
- Sale of "reef-safe" sunscreen to resort guests (2019)
- A coral reef restoration program with coral nursery on the House Reef to aid in ongoing recovery of the coral community and involve resort guests and staff in active conservation (2019)
- Sustainable purchasing of local fish species (2019)
- Creation of a dedicated marine life information stand for increased environmental education provision (2020)

Sociocultural Impacts

- In providing local employment, a large percentage of the resort's employees are Maldivian nationals, with many from neighboring islands within North Malé Atoll
- Target level of 45 percent local employment as per Maldives labour regulations
- The resort follows equitable hiring practices and provides employees with training and opportunities for professional advancement
- Advice is provided to resort guests and staff on appropriate norms and behaviors to observe in the sociocultural setting of the Maldives

Existing and Planned Initiatives

- Staff Handbook listing acceptable norms for behaviour (including ethical business practices) is provided to all employees on joining
- New Hire Orientation training for all employees
- Information on local sites of cultural or historic significance in the capital city Malé is provided on the resort website
- Malé City guest tour using local guides
- Maldivian night showcasing local foods and culture once a week during the high season
- Production of a “Code of Behaviour” in relation to interaction with local communities and employment behaviours as required under Green Globe standards (2019)
- Local arts and crafts for sale in the new resort shop (2020)

Communication

- Guests are provided with in-room information on environmental and sustainability practices (Welcome Pack, Guest Services Directory and Smart TV)
- Noticeboards with swimming and marine life safety information in various sites around the island

Existing and Planned Initiatives

- “Save the Maldives” information brochure on environment protection in multiple languages provided in arrival pack
- Marine life protection information in Marine Life section on in-room Smart TV
- Linen washing opt-out ornament for guest rooms (2019)

Quality

- Guest feedback from a number of fora (e.g. survey and direct guest feedback) is analysed and corrective/improvement actions instituted



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Existing and Planned Initiatives

- Revinate feedback and Net Promoter Score target
- Annual Staff Opinion Survey
- Monthly departmental Employee Meetings and Quality Meetings (2019)

Health & Safety

- The resort employs a Security team who oversees safety of guests and employees on the island
- Emergency preparedness and response plans for fire and a variety of other disaster scenarios have been produced, with regular trainings and drills
- The resort employs a qualified nurse who is based on the resort island to attend to guest and employee medical issues
- Best practice food safety and hygiene standards are practiced in all outlet and food preparation areas
- Workplace PPE and safety procedures for workshop and other areas

Existing and Planned Initiatives

- Orientation training on safety and security for all new joiners
- General fire, life, safety awareness training and Tsunami awareness training
- Work Safely training for all employees
- Fire safety training for all employees on an annual basis, undertaken by an external trainer
- HACCP system for food safety and hygiene and related trainings for all food handlers
- First Aid Responder training by external trainer
- Chemical MSDS sheets for all chemical storage areas (2019)



Sustainable Purchasing

In seeking to reduce potential negative environmental and sociocultural impacts, we aim to procure products and services that are less harmful to the natural environment and all species (including humans and their local communities and cultures) that depend on it for survival.

We consider sustainability criteria in our procurement decisions and preferentially select sustainable products, services and suppliers based on performance in several areas, including but not limited to:

- Holding certification according to environmental and/or socio-cultural best practices (e.g. recognized eco-labels, sustainability management systems, product energy ratings, Fair Trade and organic sources)
- No procurement or consumption of endangered species, products thereof, or items stemming from unsustainable practices
- Species used in landscaping that do not have the potential to become invasive
- Products with minimal or returnable packaging
- Replacement of disposable products with those that are reusable, recyclable or biodegradable, or contain recycled content
- Locally produced goods, products or services are sourced where possible
- Human health impacts are considered in sourcing food supplies
- Products having full information on constituent materials or ingredients, together with associated information on safe use and disposal. We only purchase chemicals and related products with available Safety Data Sheets, in compliance with Green Globe standards

We further pledge to engage key suppliers and contractors on their commitment to working with us in offering environmentally and socio-culturally preferable products and services at competitive prices, as well as in reducing waste by taking back their packaging or used product materials for reuse.

We raise awareness on the environmental issues affecting procurement by providing relevant information and training to our employees.



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Continuous Improvement & Innovation

We aim to continually assess and improve our environmental and sociocultural performance by monitoring and recording our performance, setting goals and targets for improvement and seeking to implement innovative practices, products and initiatives that will aid in achieving these.

“Innovation” is one of Park Hotel Group’s core values, and we strive to be creative in finding innovative solutions to enhance the sustainability of our operations.

