

Sustainability Management Plan - Holiday Inn Resort Kandooma Maldives

Purpose:

The Sustainability Management Plan (SMP) provides a structured framework to guide decision-making and daily operations in alignment with our commitment to environmental stewardship, social responsibility, cultural respect, and operational excellence.

Its purpose is to:

- Minimize long-term environmental impact
- Enhance the well-being of our guests, colleagues, and local communities
- Preserve the natural and cultural heritage of the Maldives
- Promote safe, ethical, and high-quality hospitality experiences

This plan ensures that sustainability principles are integrated into all aspects of resort management, consistent with IHG's Journey to Tomorrow and Green Globe Certification Standards.

Scope:

The SMP applies to all operations, colleagues, guests, owners, business partners, contractors, and stakeholders associated with Holiday Inn Resort Kandooma Maldives. It covers environmental, socio-cultural, quality, and health & safety practices across the resort.

Vision:

As we work towards being a Green Globe-certified resort, we are committed to leading sustainable tourism in the Maldives. We operate with integrity, respect for nature, and a deep responsibility to the communities and ecosystems around us. Our commitment balances:

- Guest experience and wellbeing
- Environmental protection and biodiversity
- Cultural heritage and community care
- Economic sustainability and fair employment

At our resort, sustainability means operating in alignment with our guiding principles: remaining conscious of global environmental challenges and acknowledging our responsibility to protect the planet. While the well-being of our guests remains our top priority, we are committed to conducting our operations in a sustainable way taking every possible step to minimize our environmental footprint and preserve the natural surroundings wherever we operate.

We believe that guests, colleagues, stakeholders, and the environment are equally essential to our long-term success.

Strategic Objectives:

Environmental & Energy Objectives

- Expand renewable energy usage, including solar PV installations
- Reduce CO₂ emissions and improve carbon efficiency
- Optimize plant and equipment energy efficiency
- Reduce overall energy consumption

Waste & Water Objectives

- Reduce water use and promote conservation
- Increase recycling and reduce non-recyclable waste
- Continuously improve waste segregation at source
- Improve results compared to the previous year

Guest Experience & Quality Objectives

- Maintain exceptional guest satisfaction through feedback systems
- Provide guests with sustainability information and participation options
- Uphold accuracy and integrity in all communications and marketing
- Achieve Green Globe Certification

Training & Awareness Objectives

- Train all colleagues in environmental standards and CSR policies
- Conduct recycling and sustainability workshops annually
- Educate at least one department per year in sustainability practices

Sustainable Management Commitments:

Our SMP encompasses four key areas:

A. Environmental Stewardship

- Implement and maintain documented sustainability procedures
- Comply with all national laws and international best practice standards
- Prioritize renewable energy, eco-friendly purchasing, waste reduction, and biodiversity protection
- Avoid invasive species and protect native flora and fauna
- Avoid captive wildlife and prohibited or endangered products

B. Social Responsibility & Community Commitment

- Prioritize local employment, training, and career development
- Support community education, health, and environmental programs
- Promote fair trade and ethical sourcing
- Protect colleagues' rights, welfare, and equal opportunity
- Zero tolerance for exploitation, harassment, bribery, or corruption
- Support local artisans, culture, religion, and heritage

C. Cultural Heritage Protection

- Educate guests on Maldivian heritage, customs, and etiquette
- Promote cultural experiences such as traditional cuisine, crafts, and performances
- Ensure historical and cultural artifacts are respected and protected

D. Health, Safety & Risk Management

- Maintain rigorous health, safety, food hygiene, and fire safety standards
- Conduct regular risk assessments, emergency drills, and systems audits
- Train colleagues in safety procedures and provide necessary PPE
- Engage certified external experts for fire safety and food safety inspections
- Implement comprehensive disaster readiness, response, and recovery plans

A. SUSTAINABLE MANAGEMENT:

A1. Implement a Sustainable Management Plan:

Our Resort shall establish and maintain the SMP in compliance with the requirements set forth in this section.

Our Resort will provide and write Policies and Procedures that:

- a) are appropriate to the nature and scale of the Resort's activities;
- b) are aligned with the four key SMP areas, i.e., Environmental, socio-cultural, quality, and health & safety issues.
- c) include a commitment to continual improvement of the SMP
- d) include a commitment to comply as a minimum with the current applicable legislations, regulations and other requirement to which the organization subscribes;
- e) provide a framework for setting and reviewing SMP objectives and targets;
- f) are documented, implemented, maintained and communicated to all colleagues;
- g) support IHG Hotels & Resorts Journey to Tomorrow goals
- h) are available to all interested and affected parties; and
- i) are reviewed periodically to remain relevant and appropriate to the Resort's SMP.

A2. Renewable Energy Initiatives – Initiated projects to install solar PV panels on select rooftops, contributing at least 10% of the resort's total electricity needs.

A3. Legal Compliance:

The Resort is licensed according to the law of the Republic of Maldives and in compliance with all relevant international or local legislations and regulations, including health, safety, labour, and environmental aspects, and insurance policies and other guest and colleague's protection instruments are up to date and in order.

A 4. Colleague Training:

Colleague hiring, training, annual appraisal and performance review at our Resort are in line with the corporate competencies and competency models, based on the Resort's beliefs and expectations.

We believe that as part of IHG Hotels & Resorts it is important to follow processes, to achieve a healthy and balanced team, by encouraging internal development and growth.

A.5 Customer Satisfaction:

The resort monitors customer satisfaction by receiving feedback in different ways. We strongly believe, accept and value constructive feedback provided by our guests.

In addition to customer satisfaction, we also review and monitor internal quality performance and satisfaction. Some of the tools used for monitoring and reviewing the same are:

- a. Customer Comment Cards
- b. Instant guest feedback log
- c. Guest emails
- d. all 3rd party online platforms such as Google, TripAdvisor, Booking.com and social media channels.

A.6 Accuracy of Promotional Materials:

All communication/promotional material at our Resort goes through the Marketing & Communications team and is in line with the company standards, local regulations and cultural norms.

We do not overpromise or mislead our guests; promotional materials are truthful and do not promise more than can be reasonably expected by customers. We are proud to avoid greenwashing.

A.7 Local Zoning, Design and Construction:

Our Resort is located on what was originally a natural and an uninhabited island. To our knowledge, no local significant sites, water courses, wildlife of any sort, vegetation or residents would have been disturbed in an adverse manner to create the Resort.

Ongoing maintenance and repairs are performed regularly. The refurbishments, if any, include re-using as much of the original structure as possible, incorporate local design and architecture (i.e. kadjan roofing, dhoni shaped masts, coir, wood and bamboo) and renovation/interior design is always performed with the purpose of being as sustainable, energy-saving and as long-lasting as possible, and includes use of environmentally sound materials.

A.8 Interpretative Tourism:

We inform our guests about the local environment, local culture and cultural heritage through various means; may it be e-Newsletter, social media post or something as simple as friendly dialogue with guests. As the Maldives is predominantly a Muslim country, guests are made aware of the local culture particularly during the holy month of Ramadan drawing attention to fasting colleagues for understanding.

Special Maldivian themed nights are held in the main restaurant Kandooma Cafe every week, with traditional Bodu Beru performances and our staff dressed in traditional attire.

The resort arranges a local island trip, so that guests are able to experience the real Maldives, interact with the local community and support local businesses like handicrafts, and other souvenir shops.

A.9 Communications Strategy:

We communicate with our guests and visitors in the resort and on the website in a comprehensive manner. Our initiatives, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work.

Our sustainable operations involve our guests, example: we have placed a card in all the rooms in order to give our guests an option whether or not they want the bed linen and/or towels to be replaced for the day, hence, providing them with an opportunity to play a direct role in water and energy conservation.

Through our “Green Book”, guests are informed about energy and water conservation practices, waste management initiatives and also reminded of the damage inflicted on fragile coral if one stands on /kicks them, and the need to protect the ecosystem around the island.

In the same way, guests are also politely requested not to collect or remove shells from the beach, even empty ones, as they could be the homes of hermit crabs.

A.10 Health and Safety:

We follow strict environment, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring out the best in our colleagues whilst avoiding the risk of injury.

Colleagues are appropriately trained to make them aware of health and safety issues while working, while guests are made aware of hazards by using appropriate signage and other forms of communication.

Purchasing and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy. Another requirement we try and meet is to procure goods and equipment which are durable and long lasting.

We have an experienced team of engineers and technicians who maintain the facilities and equipment, so that we have constant checks on them being in good working condition. All necessary and mandatory safety requirements for the same are in order, such as Risk Assessments and use of Personal Protective Equipment.

We have engaged the services of a Food Safety Company – NSURE PVT. LTD. - who visit the premises quarterly to ensure the food safety compliance systems are in order. New kitchen colleagues are trained on safety and procedures, and must undergo a mandatory basic food hygiene course in food handling.

Highlights:

- Guests are made cautious by posting safety instructions in the villas and other public areas.
- Swimming pool depth is clearly marked including pictorial NO Diving Signs, life-rings and notice boards
- Basic Health and Safety training, fire training, and evacuation drills are conducted regularly for colleagues.
- Safety stickers are placed on all full-length glass.
- All paint is environmentally friendly and lead-free, with low VOC content.
- An active in-house system is in place whereby colleagues are trained to report any malfunctions and leaks immediately, and there is a good follow-up system to ensure the works are carried out satisfactorily.

A.11 Disaster Management:

In the Maldives, Tsunami is a real threat, our Resort takes the Disaster Management plans, seriously, considering the three R's – Readiness; Response; Recovery.

Fire Safety: the resort utilizes the services of a third-party Fire company to inspect, analyses, advise, train and certify all colleagues.

Yearly drills are held involving all staff, where a real disaster is simulated and practice responses are undertaken. All drills are observed by independent parties, and observations and reports are written.

B. SOCIAL/ ECONOMIC

B.1 Community Development:

This section is supported by the Holiday Inn Resort Kandooma Maldives sustainability policies; Journey to Tomorrow, to guide the resort's efforts in supporting local communities and to capture the positive impact we are making through sustainable and meaningful initiatives.

Education: Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector. This is done by taking on interns from local educational establishments and supporting their growth and development. Further job opportunities are offered within the Resort.

Healthcare: Supporting initiatives aimed at enhancing the health and well-being of local communities. We look into schemes of donating and sponsoring health facilities on local islands and participating in regular blood donation drives.

Cultural Preservation: Supporting initiatives aimed at enhancing the ability of small businesses that are strategically linked to business needs to perform more effectively to create economic growth. We regularly buy from local producers and support local fishermen.

Environmental Protection: Supporting initiatives that help protect the integrity of the environment. In collaboration with third party, we are committed to protecting and maintaining our marine environment. We engage with a third party and the Environmental Protection Agency to work with us

on Reef scraping projects to overcome coral bleaching and create habitats that will withstand climate change.

B.2 Local Employment:

Holiday Inn Resort Kandooma Maldives proactively supports the recruitment and development of Maldivian nationals at various managerial level positions across its operational and support functions, with a view that such Maldivian nationals will be supported, mentored and guided to grow and move into leadership positions across the company.

The element of local employment is supported by:

- Equal Employment Opportunity policy (part of the Business Ethics and Conduct Policy)
- Code of Conduct policy (part of the Business Ethics and Conduct policy)
- Corporate Social Responsibility Policy
- Workplace Health and Safety policy

B.3 Fair Trade

Fair trade within our Resort is driven by the “Procedure Goods & Services” process in the Maldives wherein resorts ensure the use of the right methods to select suppliers and procure goods and services at the right quality, price, time, source and delivery while protecting the company.

Our Policy:

“We at Holiday Inn Resort Kandooma Maldives ensure that all processes are done in compliance with relevant laws and consistent with ethical, social and environmental standards.”

B.4 Local Entrepreneurs :

The Resort does not engage with local entrepreneurs dealing with historical artifacts. Moreover, it is not permitted by law. It is worthwhile to state that we do engage in organizing events and activities that portray the local culture during Ramadan, Eid, and Maldives National Day. Local crafts- and business-people are encouraged to work with our Resort to enable them to enhance their living.

B.5 Respect Local Population & Culture:

The Maldives is a Muslim country, and as such, guests and colleagues are made aware of the local culture. All efforts are made to respect the local values and beliefs, and we commit to safeguarding the Maldivian culture and ensuring that the local community shares in the benefits of tourism.

B.6 Exploitation :

Our Resort works in strict compliance with the Maldives Labour Law. Hence, appropriate policies are in place against the employment of children, sexual harassment, slavery, human trafficking and exploitation.

The element of avoidance of exploitation is supported by:

- Equal Employment Opportunity policy (part of the Business Ethics and Conduct Policy)
- Code of Conduct policy (part of the Business Ethics and Conduct policy)
- Harassment Policy
- Anti-Slavery Policy
- Maldives Labour Act

B.7 Equitable Hiring:

The resort promotes diversity and equality on all levels of the business, and no colleagues or applications are discriminated against in any way.

All positions are filled based on competence. Our resort adheres to all local laws and regulations concerning labour laws, and offers conditions and wages superior to the minimum requirements.

Holiday Inn Resort Kandooma Maldives employ people of many nationalities, currently, we have no less than 20 different nationalities on our properties. Women candidates are encouraged to apply across all levels of the business. The Maldives has strict labour law related issues, which we adhere to in full.

B.8 Colleague Protection:

Salaries and benefits meet national regulations, and all payments required by law into insurance and pension funds are made on behalf of all colleagues. Overtime is paid for hours worked beyond the established work in accordance with Maldives labour law. Week hours and working hours do not exceed the legal maximum established by the labour law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are accordingly remunerated as per the policies outlined.

To further enforce colleague protection at our properties, the Welfare Committee, comprising of employees of all levels and the management, hold regular meetings and ensures that any concerns or ideas from any colleague are given due consideration and actioned if possible.

B.9 Basic Services:

The activities of the Resort have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the Resort generate many secure jobs and reflect a positive influence on the community.

B.10 Local Livelihood:

Since our Resort is located on an independent and private island, and the Resort business encompasses the entire island, its activities do not affect any of the other islands around. Access to land, water, housing, right-of-way and transport for any neighboring communities has not been impacted. The activities of the Resort contribute to the economy of neighboring islands by creating jobs and buying from them.

B.11 Bribery and Corruption:

The Resort prohibits all forms of bribery, directly or through third parties, including employees from soliciting, arranging or accepting bribes. No direct or indirect contributions to political parties, etc, is made, as a way of obtaining advantage in business transactions.

The Resort will not deal with contractors and suppliers known or reasonably suspected to be paying bribes. Due diligence is undertaken in evaluating prospective contractors and suppliers to ensure that they have effective anti-bribery Program.

The element of avoidance of bribery and corruption is supported by:

- Code of Conduct policy (part of the Business Ethics and Conduct policy)
- Gift policy
- Anti-bribery and corruption policy

C: CULTURAL HERITAGE:

Our colleagues are trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that the guests are most interested in. Local Maldivian culture and idiosyncrasies can be explained and discussed with guests, but mainly in a nice-to-know form, as the culture is significantly different from anywhere else in the western/developed part of the world and the countries of origin of the majority of our guests i.e. China, Russia, UK, Australia, etc.

Guests can read through the basic do's and don'ts in our in-house Green Book, which contains the resort's environmentally conscious literature containing information on the Resort's sustainability initiatives, what they are doing for the environment and how guests can help. Historical and archeological artifacts are not sold, traded, or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage. Goods that are protected and may not be bought or taken are communicated to guests through in-house literature.

The Maldives is a treasure of marine diversity and fragile coral, and their protection and natural growth is publicized as much as possible. The villas and all public areas are of rustic ethnic charm and blend in naturally with the surroundings and landscape. The scenic beauty of the Maldives is enhanced through our thoughtful architecture and design of structures.

D: ENVIRONMENTAL:

Our Resort sources and obtains many locally produced goods, including watermelons, papayas, Kurumba, bananas, and many others, which have been grown organically. Freshly caught fish using the pole and line method is brought directly to us just off the sea by local fishermen every day. As much as possible, we favor suppliers who conduct their business responsibly and ethically. We buy in bulk to reduce packaging waste. We prefer products that are eco-friendly, biodegradable, made from recycled material and have minimal impact on the environment.

We do not use any invasive alien species in our gardens and landscapes, and we also minimize the trimming and try to keep the native vegetation as undisturbed as possible. Measures are taken to prevent the introduction of pests and exotic species. No captive wildlife, endangered species, products thereof or any form of unethical items are used, sold or allowed on our Resorts.

Our Resort activities do not impact the habitat of local wildlife or plants; appropriate measures are taken to minimize noise, chemical pollution, and artificial lighting to have an impact on wildlife. Endangered species, products thereof, or items stemming from unsustainable practices are not sold, traded, or displayed on the property's grounds.

The element of environmental protection is supported by:

- Environmental Policy
- Pollution Management Plan
- Landscaping Policy
- Biodiversity Policy
- Green Book

Guest Engagement & Communication

We actively involve guests in sustainability efforts through initiatives including:

- Optional linen and towel reuse program
- Reef and marine life protection guidance
- Green Book & In-Villa guest information on conservation practices
- Responsible snorkeling and diving education
- Responsible souvenir guidance (no shell or coral removal)

Performance Monitoring & Continuous Improvement

The SMP is reviewed annually. We measure and monitor (using Green Engage, Green View and monthly reports):

- Electricity and renewable energy usage
- Water consumption
- Waste generation and recycling rates
- Greenhouse gas emissions
- Guest satisfaction and feedback metrics
- Community Outreach events and activities
- Training hours

Supporting Documents & Policies

This plan is supported by:

- Environmental Policy
- Health & Safety Policy
- Business Ethics & Conduct Policy
- Waste Management Plan
- Pollution Management Plan
- Biodiversity Policy
- Landscaping Policy
- Disaster Management Plan
- Environmentally Preferable Purchasing Policy
- Environmental Impact Assessment
- Green Book (Guest Sustainability Guide)