

## **ENVIRONMENTAL & SOCIAL SUSTAINABILITY POLICY**

“We acknowledge our presence in this atoll impacts the fragile ecosystem and endeavour to minimise our footprint through a commitment to protect both the environment and local communities via education through environmentally conscious actions and positive knowledge sharing.”

From its inception, environmental and socially sustainable initiatives have been an integral part of Park Hyatt Maldives Hadahaa’s operational culture. This vastly unexplored area is home to stunning coral reefs, indigenous fish species, and remote islands where the traditional Maldivian way of life centred on the sea and its resources. The resort is a 50 villa accommodation located in North Huvadho, Gaafu Alifu Atoll. The resort includes two swimming pools, 24 plunge pools, gym facilities, spa, dive and activity centre, two restaurants and a bar. We acknowledge that a 50 villa island resort with its accompanying infrastructure in the midst of an extremely isolated and pristine tropical atoll poses a risk to the surrounding area and its people. This has empowered us to dedicate our resources to protect this unique and fragile environment. Being environmentally conscious is critical not only in this atoll but also in the Maldives as a whole, since rising water levels would have potentially devastating effects on this country first and foremost.

Park Hyatt Maldives Hadahaa has collaborated with EarthCheck to monitor our performance in accordance with a stringent internationally recognised approach. We strive to surpass Best Practice benchmarking levels and continually improve upon the existing environmental and social sustainability performance within the confines and parameters of a remote location such as ours. As the first resort in the Maldives to commit to the EarthCheck principles throughout the design, construction and operational stages our commitment has been unwavering. It was this commitment that allowed us to achieve the prestigious EarthCheck “Building Planning and Design standard” certified status in August 2008. We continued improving our sustainability efforts throughout the years and was then awarded the Silver certification followed by the Gold certification by EarthCheck.

In 2017, we were audited by Green Globe and was also certified Gold for our practices. To ensure we monitor our efforts and strive for improvement, we have appointed our Resident Marine Biologist as the Green Globe Coordinator, who is responsible for identifying environmental risks, recording and monitoring our performance through benchmarking, whilst driving the environmental and social initiatives undertaken by the resort.

The unspoilt and remote location of the resort necessitates a symbiotic relationship with the local islands and their communities. Special consideration is given to employing and empowering local residents and wherever possible, sourcing local and fair trade products and services. With this in mind, Park Hyatt Maldives Hadahaa has formed a committee of elected ‘Hyatt Thrive Ambassadors’ to represent the different communities. Through better connectivity, shared knowledge, development of business skills, and encouragement and participation from both sides, Park Hyatt Maldives Hadahaa leads mutually beneficial programmes that inspires sustainable development projects, allows the resort to gather supplies and recruits from nearby islands, and ensures the local communities develop and prosper. Hyatt Thrive utilizes the knowledge and abilities of employees as well as the wider communities, in order to give everyone a means, as well as the education, to act on their concerns.

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In addition to this, we ensure that the resort and the management comply with the national legislation, laws and regulations, and that we do not infringe on local customs and cultural practices. We strive to benefit the local community through shared knowledge and joint endeavours.

We are honoured to be recognized and certified by Green Globe and EarthCheck, and are proud of our commitment to sustainable tourism. Therefore we encourage all our employees, guests and all our stakeholders to support our efforts to continue in caring for the environment and respecting our local communities through active engagement.

Stavros Packeiser  
General Manager

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## **Sustainability Management Plan** 2017-2020

## INTRODUCTION

One of the 1,200 islands that constitute the beautiful country of the Maldives, the small coral island of Hadahaa is sheltered from oceanographic conditions as it is located inside the lagoon of Gaafu Alifu Atoll. It is 405 km south from Male, capital of the Maldives, and the nearest regional airport is Kooddo, located 52 km to the east. This means, the only way to access the island is by a 30 minute boat transfer across turquoise blue seas.

Located very close to the equator line, Hadahaa enjoys a warm climate without seasons, although two regional monsoon periods do occur annually. Lush vegetation cloaks the island and the coral gardens of the surrounding lagoon attract abundant marine life, making it ideal for snorkeling and diving.

The resort facilities include 14 water villas and 36 land villas, of which 20 have private pools. Managed by Hyatt Hotels Corporation, but owned by a Maldivian family, one of the primary objectives during development was to ensure that the resort was planned, designed and constructed in an environmentally sensitive manner, focusing on preserving the coral reef and marine life, by being an ecologically responsible resort.

## PURPOSE

In line with Hyatt's purpose, we strive to ensure guests' experiences are personalized and tailored to their stay and preferences.

'We care for people so they can be their best.'

- 1) Care comes from a place of empathy and authentic human connection. We care by truly understanding people and getting to know them as unique individuals, so we are able to design and deliver personal experiences.
- 2) We want to make a difference in the lives of all those we touch: colleagues, guests, owners, operators, community members and shareholders.
- 3) Being your best is about being your authentic self in each moment – engaged, fulfilled and ready to take on the world.

## VALUES

- Respect - Be inclusive  
Value diverse points of view  
Care for people and your environment
- Integrity - Tell and accept the truth  
Honor your commitments  
Take ownership and act with pride
- Humility - Let actions speak for themselves  
Share the credit  
Put others first
- Empathy - Truly listen  
Respond with compassion  
Walk in the shoes of others.
- Creativity - See things anew  
Fail often to succeed sooner  
Be curious: learn & relearn
- Fun - Don't take yourself too seriously  
Laugh out loud  
Build joy into your work

## SUSTAINABLE DESIGN AND CONSTRUCTION MANAGEMENT

The resort's planning and design prioritized cultural integrity and environmental protection. Following an extensive Environmental Impact Assessment (EIA), the siting of the buildings was allocated in order to reduce possible impacts and building area land coverage. The first structures built were the two jetties to get building materials on the island without having to dig channels into the reef for the ships to land directly on the beach and ensure that the coral reefs surrounding the island were protected.

The resort is inspired by local indigenous forms, together with a rational exploration of the needs of guests for comfort and privacy. The main arrival space was inspired by the Maldivian dhoni (boat), used for inter-atoll navigation. The construction of The Dhoni was commissioned to Maldivian boat builders from the Raa Atoll, to ensure that it was authentic and accurate in size and details.

The design of the hotel preserves and reinforces the existing native foliage of the island, promotes rainwater harvesting and minimizes the disruption of the corals. This resulted in making Park Hyatt Maldives Hadahaa the first resort in the Maldives to receive the Green Globe certification for Building, Planning and Design Standard in 2005.

## SUSTAINABILITY MANAGEMENT PLAN

The purpose of this Sustainability Management Plan (SMP) is to establish a framework to guide decision making and managing of the resort in a sustainable manner, taking into account the quality, socio-cultural, health & safety, and environmental issues of the region. The scope covers all the departments and activities of Park Hyatt Maldives Hadahaa as well as interactions with guests, providers, stakeholders, colleagues and the environment.

### Implement Sustainability Management Plan

Designing systems for reducing energy consumption at the resort formed part of the reduced energy consumption vision, which was reflected in the actual building design documents. Energy consumption is tracked daily, and electricity for any villas or spaces not in use, are turned off. While in the evening, safety lights are on timers and associates patrol the island at night checking if lights or any unnecessary electrical items are turned off. We collect rain water and recycle gray water for toilet flushing systems and irrigation. Water consumption is also monitored on a daily basis and any irregular variations are checked immediately.

SMP 2020 Target Goals	
Energy Goal 2020	30% reduce of day time electrical usage in the staff area.
Green Globe score 2020	2% increase per year

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Criteria	2016	2017	2018	2019	2020
Total waste weight (kg)	90,649	88,836.02	87,059.28	85,318.09	83,611.73
Total wet waste (kg)	50,300	49,294	48,308.12	47,341.84	46,395
Total wet waste per guest night (kg/guest night + staff)	1.64	1.6	1.57	1.54	1.51
Total water (L)	51,028,000	50,007,440	49,007,291.20	48,027,145.37	47,066,602.46
Total water per guest night average (l/guest night + staff)	1,668	1,634	1601.94	1,569.90	1,538.51
Total energy (MJ)	44,665,088	43,771,786.24	42,896,350.51	42,038,423.50	41,197,655.03
Energy consumption (MJ/ guest night + staff)	1,459.83	1,430.63	1,402.02	1,373.98	1,346.50
Total energy per sq m average (MJ)	88	88	87	87	86
Total energy cost from financial system (USD)	41,524.54	41,524.54	41,052.67	41,052.67	40,580.80

We desalinate our own water and store it in glass bottles for guests. This helps us to save using about 100,000 plastic bottles a year. Water stations are available at the back of the house for associates to refill their glass bottles too. We also use paper straws in lieu of plastic ones and we have shifted to 100% biodegradable coffee capsules.

An iPad and a digital screen are placed in each villa to share resort information with guests. The resort shares its efforts with guests and encourages them to help with conservation of energy by turning off air-conditioning while out of their villas and to avoid changing linens on a daily basis.

Target: Change all the lights for LEDs and reduce water pressure in staff area.

## **Legal Compliance**

Park Hyatt Maldives Hadahaa is in compliance with all relevant international or local legislation and regulations, as well as its own environmental and social sustainability policy.

## **Employee Training**

All the employees receive an appropriate and standardized training to fulfill the resort's quality and requirements. Once hired, a series of trainings on self-development are designed to define the skills, knowledge and attributes that assist in improving and developing at a professional and personal level. An associate from of each department is selected to be developed as a service coach and later in turn share their knowledge and train their colleagues to achieve a common goal.

Environmental and sustainability workshops are conducted for all associates on a regular basis. Sustainability efforts are shared during the orientation week for all new associates, so that they are equipped with the knowledge to share information with guests and visitors. Hyatt Thrive is our program focusing on the four pillars of: Environmental Sustainability, Economic Development & Investment, Education & Personal Advancement, Health & Wellness; that carries out initiatives that we believe are essential to a thriving community.

A cyber café is available for associates to use and access any online training and reading materials are provided on Hyatt's My Learning platform. Associates are also offered opportunities for inter-department cross trainings, internal promotions as well as career opportunities at other Hyatt properties.

Target: At least once a year, a third party waste contractor will deliver specific waste management training in further detail.

## **Customer Satisfaction**

It is extremely relevant for us to focus on our customer's satisfaction. Therefore, while our guests are at the resort, a personal host is assigned to each guest in order to ensure a personalized service. Personal hosts are usually assigned based on the guests' native language as guests would feel more at ease conversing in their mother tongue as well as to reduce language barriers. Upon our guests' departure, a customer's survey is emailed to each guest in order to receive their feedback as an evaluation form. These scores are recorded and evaluated through HYSAT/ Medallia, Trip Advisor, Booking.com, etc.



## **Communication Strategy**

All of our guests have the opportunity to join a back of the house tour where our Engineering Manager walks them through the grounds explaining the sustainability procedures of the island. We have paperless departmental meetings and all of the communication within the resort is via email. In the guest villas, there are no newspapers or menus, tablets are used as a room compendium instead of the traditional printed folder and promotional offers are on digital screens instead of printed flyers.

Every Saturday, an evening cocktail is held where guests interact with the managers from different departments, including the General Manager and the Director of Operations, exchanging thoughts, comments and their experiences throughout their stay.

## **Health and Safety**

We follow strict environmental, health and safety policies with standardized procedures, as well as laws and regulations to conserve and protect the environment. As our Hyatt purpose indicates, we care for people so they can be their best and we want to ensure a safe working environment. Therefore, health and safety trainings and refreshers are provided to raise awareness on the importance of health and safety in each department. We have an experienced team of engineers and technicians who regularly maintain all the facilities at the resort.

To ensure compliance of the Food Safety Management System, new kitchen associates are trained on safety and procedures. All kitchen associates undergo a mandatory basic food hygiene course in food handling.

Swimming pool depth is clearly marked and security on duty at the jetties keep an eye out on guests in the ocean, setting a flag to indicate when people are in the water.

## **SOCIO AND ECONOMIC**

### **Community Development**

In order to be involved in corporate social responsibility actions and community development, the resort engages with the community as well as associates via the Hyatt corporate social responsibility program called Hyatt Thrive. A series of initiatives throughout the year includes but not limited to participation in local island activities such as sustainability talks at schools, reef cleaning, island / beach cleaning and friendly sport matches.

### **Local Employment and Local Entrepreneurs**

We are proud to say that 60% of our associates are locals from nearby communities, and they have the possibility of going back to their homes and visit their families on a weekly basis. We support local entrepreneurs such as musicians of the Boduberu band, local fishermen and farmers. As Maldives relies on hospitality and tourism, the resort recently welcomed a few interns from local schools to help them develop hospitality skills as a future option.

### **Fair Trade**

We have been ensuring that products purchased are as sustainable as possible. To date, 70% of our food and beverage suppliers engaged are sustainable and the resort continues to focus on getting as much local supplies. Standing by its environmental and social sustainability policy, the resort collaborated with Ethical Coffee Company (ECC) to replace the use of aluminum packaged coffee capsules. ECC capsules are made from 100% bio-sourced plant-based fibres and degrade within six months, while the choices of coffee selected are also bio-sourced and meet Fair Trade standards. All villa coffee machines were replaced with customized versions fabricated by ECC. Park Hyatt Maldives Hadahaa is proud to be the first resort in Maldives to lead the way in offering guests eco-friendly coffee.

### **Respect Local Population**

We respect the local communities and embrace their traditions. Therefore, every week we organize a local band performing Boduberu, traditional Maldivian music, during the evening cocktails which allows guest not only to have the opportunity to watch and listen but also to participate in the dance. On special occasions a collaboration of local artisan women share their artwork with the guests. We also offer a Maldivian dinner, hosted by one of our local associates and Maldivian cooking classes. During the dinner, our associate would share about life in Maldives, culture and family traditions. Maldives is an Islamic country and to ensure that religious needs are met, we have a mosque on the island with an associate who is a certified imam to lead the prayers. Pray breaks are conferred to any colleague that requests them.

### **Exploitation, Equitable Hiring and Employee Protection**

To ensure employee protection, we implement a policy against commercial exploitation or bribery; we promote equitable hiring and provide medical care to all associates.

## ENVIRONMENTAL

Following our compromise with sustainability, we ensure that all of our excursions are conducted without any plastic bottles or disposals. We use bento boxes to transport the food and glass bottles for the water. We share with our guests the traditional Maldivian fishing techniques by using a hand line, hook, sinker and bait. Accompanied by our Leisure Concierge, they embark on a traditional Maldivian fishing dhoni (boat), just before sunset to enjoy some of the most scenic boat ride experiences. The catch of the day is later prepared by the culinary team upon their return to the island. To ensure sustainability, we release fish that do not meet the minimum length, if it is a protected species and we permit guests to only keep one catch per couple.

To be actively involved in conserving our environment, a coral reef monitoring following the Australian program, Coral Watch, is done on a monthly basis, in order to evaluate the reef's condition and recovery especially after bleaching events. In addition, water temperature is obtained from four permanent loggers provided by IUCN, which is located around the island at different depths. The removal of threatening species for the coral reef, such as the corallivorous Crown of Thorns sea star and the Drupella sea snail are removed from the reef on a weekly basis.

We are also involved in the Reef & Me project, which provides awareness and education to the local school children about the coral reef ecosystems. We also organize talks on reef sustainability with schools at two neighboring islands and Go deeper talks, to know more about the environment and fauna of the resort are conducted by the Marine Biologist twice a week.