



ENVIRONMENTAL POLICY

Policy Statement

We at Raffles Maldives Meradhoo are conscious of global environmental issues and acknowledge our responsibility towards the environment. While the well-being of our guests remains at the forefront, we commit ourselves to carrying out operations sustainably, taking every step to minimize operational impact on and preserve the environment wherever we operate.

In delivering this commitment, Raffles Maldives Meradhoo will endeavour to:

- Meet or exceed applicable environmental legislations, environmental standards and best practices.
- Monitor & document energy consumption & related emissions daily & analyze monthly, quarterly & annually for review to reduce energy consumption & related emissions by 2% or more concerning the energy consumption & resultant emissions specified in the annual plan for the financial year.
- We value and preserve our property's natural heritage, enabling our guests to enjoy an authentically local experience.
- Promote efficient use of materials and resources across our property, especially water and energy.
- Work diligently to minimize our waste stream by reusing, recycling and conserving natural resources, mainly through energy and water conservation.
- We are dedicated to reducing single-use plastics while ensuring that the experience we provide travellers remains comfortable and luxurious.
- We invite all guests to explore a curated selection of sustainable excursions that reflect our commitment to environmental stewardship.
- Set sound environmental and social objectives and targets, integrate a review process and issue progress reports periodically.
- Our dining options include plant-based meals and responsibly sourced products, focusing on reducing waste and favouring local sourcing practices.
- Continually identify opportunities for improvement of our environmental management system.
- Promote awareness and educate our colleagues on environmental issues and sustainable working practices.
- Engage our guests, colleagues, suppliers, contractors, and the local community in our initiatives to preserve the environment, and consider their opinions/ feedback when setting up our environmental programs and procedures.
- Conduct environmentally preferable purchasing.
- Participate in efforts to improve environmental protection at local and national levels.

Objective

This policy is intended to guide our property towards sustainable management.

1. ENVIRONMENTAL AWARENESS

- We will maintain awareness among our colleagues of environmental issues, the preservation of local cultures, and the necessity for everyone to act responsibly.
- We will communicate to our colleagues the environmental practices that need to be implemented at the workplace and other simple environment-friendly measures that they can apply in their everyday lives.
- We will encourage our colleagues to participate in and support environmental initiatives.
- We will provide our guests and team members with fundamental knowledge of the Maldivian culture to facilitate exchange and respect for traditional ways.
- We will communicate our environmental commitment to guests and allow them to support us in our green initiative.
- As often as possible, we will highlight the local cultural richness in our operations.
- We will extend awareness of environmental issues and best sustainability practices to the local community.
- As often as possible, we will partner with local institutions to develop work opportunities within the local community and enjoy, in return, a diffuse of the local culture within our operations.

2. Conservation of Biodiversity

At Raffles Maldives Meradhoo, our dedication to sustainable tourism encompasses protecting marine life and coral reefs, which are essential ecosystems and significant attractions for our guests. To support biodiversity and enhance ecosystem productivity, we are committed to:

- Preventing untreated wastewater from entering the ocean, ensuring the purity of our surrounding waters.
- Prioritizing biological and organic fertilizers to minimize our environmental footprint.
- Educating and raising awareness among our team members and guests about the harmful effects of littering.
- Ensuring all waste is disposed of correctly and responsibly, preserving the natural beauty of our environment.
- Promoting responsible practices while interacting with the ocean by encouraging and adhering to safe snorkeling and diving guidelines.
- Supporting and actively participating in marine and coastal clean-up initiatives to maintain the pristine condition of our surroundings.
- Following local conservation guidelines, including coral restoration and wildlife encounter codes of conduct.
- Keeping our service boats in optimal condition to reduce noise and pollution, safeguarding the serenity of our marine environment.
- Planting trees and favoring local species to increase flora coverage, reduce ocean runoff, improve the natural cooling effect of vegetation, and combat climate change.
- Monitoring and protecting species on the IUCN Red List and national conservation lists, ensuring their survival for future generations.
- Limiting the use of insecticides and fungicides, opting for bioproducts with minimal environmental impact whenever possible.
- Purchasing seafood and agricultural products that are sustainably harvested, supporting responsible sourcing practices.
- Providing a marine biology and sustainability hub on the resort for staff and guests to learn from and engage with, fostering a deeper connection to our environment.

3. Driving Sustainable Operation

A. To lessen our environmental footprint and reduce energy costs, we are committed to:

- Improve energy efficiency across our operations.
- Decrease fossil fuel use and embrace renewable energy sources.
- Keep machinery and equipment in top condition to optimise energy use.
- We are investing in Efficiency by preferring energy-efficient equipment and low-energy appliances when renewing our inventory.
- We are utilising technology and Implementing timers, sensors, and other devices to manage energy consumption.
- Leveraging Solar Power generated energy where feasible.
- Employ measures such as insulated pipes to reduce energy loss.
- Define clear energy consumption goals, monitor progress, and refine our practices based on third-party audits.

B. In response to the importance of freshwater resources, particularly in the Maldives, our water conservation strategy includes:

- Harness seawater to meet the resort's water needs.
- Preventing Water Loss by regularly checking for and addressing leaks.
- Installing Water-saving devices wherever possible.
- Efficient Laundry: Optimize the use of laundry equipment from our guests and teams' laundries
- Educating on Water Use: Inform colleagues and guests about responsible water use in our resorts, what it implies, and the benefits.
- Provide guests with the choice to reuse towels and sheets.
- Capture and utilize rainwater where possible.
- Use recycled greywater to irrigate gardens where it is beneficial on the island.
- Setting and Monitoring Targets: Establish goals for water reduction, track progress, and seek continuous improvements.

C. To mitigate the environmental and health impacts of waste, we are committed to:

- Limit the use of disposable packaging for resort supplies.

- Opt for compostable and biodegradable products when available.
- Favour bulk wrapping and order to reduce single packaging when possible
- Sort and segregate all waste, and recycle as often as possible.
- Collaborate with organisations like Parley for Oceans for recycling efforts.
- Engage in community projects to reuse recycled materials.
- Properly dispose of hazardous wastes, such as batteries and electronic devices.
- Organise and support environmental clean-up activities.
- BIO-GAS Project is up and running on the property, turning waste into cooking gas.
- Repair and reuse items whenever possible, transform and upcycle what can be
- Employ environmentally friendly cleaning products every time possible.

D. Our green purchasing measures will include the following:

- Encourage and favour eco-friendly and power-efficient products.
- Prefer recycled, compostable and bio-degradable products.
- Buy seasonal and locally produced goods as far as possible and thus avoid transporting energy.
- Buy in bulk to reduce packaging waste.
- Prefer eco-friendly designs and certification.
- Encourage and prefer vendors who use recycled packaging material. With the vendor, explore the possibilities of further reuse and/or recycling.
- Green the supply chain by seeking vendors who share our values and have an environmental management system in place.

4. SUSTAINABLE FOOD CHAIN

In Maldives, access to food is a significant environmental question; fisheries being one of the largest industries in the country, it's an excellent way to participate in the local market, but for any imported goods, it is crucial to minimise waste and optimise usage. Therefore we prioritise:

- Locally sourced products whenever possible with a focus on local fisheries
- Herbs and fruits from our organic garden
- Seasonal products, when available
- Delicate vegetarian and vegan dishes can be cooked by our chefs for every meal.
- Manage all food waste, record and identify the waste in the food chain from order to preparation, and plate waste.
- Finding a purpose for usable food scraps / and utilising all parts of the goods as often as possible.
- Some meals that have a lower environmental impact are highlighted in our menus.

5. SHAPING THE FUTURE WITH EXTRAORDINARY EXPERIENCES

Travellers are willing to discover and experience authenticity. The role of our resort is to connect our guests to nature and culture in a fascinating yet respectful way. At Raffles Maldives Meradhoo, we propose the following:

- A personal marine butler, taking our guests for tailored snorkelling experiences following an environmentally friendly code of conduct.
- Encounters with emblematic wildlife are possible, and we lead them by following the NGO's approved code of conduct.
- Discovery of unique ecosystems in a less invasive manner while being educated by a specialist
- Meeting and immersion in a local island concerning the culture and its ecosystem
- Embrace the local culture in our architecture and villa décor

6. CONTINUOUS IMPROVEMENT

A. Laws and regulations are at the base of our sustainable commitments:

- We adhere to all relevant environmental laws and regulations, setting a benchmark in sustainable practices.
- Keeping ourselves informed and up to date with regulations
- Entertaining good relationships with local councils and institution
- Being involved in local and national sustainability forums and events

B. We aim for continuous improvement and set regular, measurable targets and various monitoring processes. We set ambitious environmental goals, regularly assess our performance, and refine our strategies to achieve ongoing improvements.

- We follow green charts and encourage most collaborators to do so, too.
- Regular monitoring of our impact on the local environment
- We are undertaking audits for hygiene safety, environmental impact, and energy efficiency conducted by third-party companies.

Raffles Maldives Meradhoo complies with this policy as far as reasonably possible.

SUSTAINABILITY MANAGEMENT PLAN

PURPOSE

The Sustainability Management Plan aims to ensure that decision-making within our group aligns with our objectives to enhance sustainability, reduce long-term environmental impact, and improve the welfare of employees, guests, and the surrounding environment. This plan guides daily business operations focusing on environmental, socio-cultural, quality, and health & safety issues.

ENERGY CONSERVATION OBJECTIVES

- Increase our green energy sourcing to an average of 22% in the short term and beyond in the long term.
- Reduce CO2 emissions with smart materials and actions.
- Optimize the energy efficiency of our facilities.
- Lower our energy costs.

WATER CONSUMPTION OBJECTIVES

- Decrease water consumption target in place.
- Setting a management plan for unoccupied villas.
- Regular leach checks.
- Monitoring equipment and schedule in place.

WASTE MANAGEMENT OBJECTIVES

- Minimize non-recyclable waste.
- Drastically reduce single-use items and packaging
- Increase segregation and recycling efforts.
- Reduce our food waste using technology and a baseline calculated in 2023.
- Improve upon previous waste management results.

GENERAL OBJECTIVES

- Renew the Green Globe certification.
- Creation of a sustainability department.
- Lead sustainable decision-making processes and become a role model and a leader for the area.
- Develop a sustainability-focused business strategy incorporating quality, safety, and health of our colleagues, guests, and our environment.
- Create an awareness and involve the guests in the sustainability journey of our Property.

SATISFACTION GOALS

- Enhance customer commitment.
- Increase customer satisfaction as measured by surveys.
- Educate clients on good waste management practices.
- Inform clients about the company's CSR and conservation projects.

TRAINING OBJECTIVES

- Raise awareness of the company's CSR among colleagues.
- Ensure all colleagues understand environmental policies.
- Develop sustainable habits among our guests and colleagues from various trainings.
- Conduct recycling training for colleagues.
- Give tools and sustainable habits to reduce impacts and lower the cost of personal living.

SCOPE

The Sustainability Management Plan applies to all activities at Raffles Maldives Meradhoo, involving colleagues, customers, guests, business partners, owners, stakeholders, and the environment.

REFERENCE

Green Globe Certification Standard and Guide to Certification and the previous version of our SMP.

VISION

We regard Green Globe as one of the premier global certifications for sustainable travel and tourism. Green Globe Certification enables us to confidently promote our environmental credentials and commitment to the people and prosperity of our location. Sustainability at Raffles Maldives Meradhoo Resort means conducting business aligned with our guiding principles, being conscious of global environmental issues, and acknowledging our environmental responsibility. We prioritize guest well-being while committing to sustainable operations that minimize environmental impact.

KEY AREAS OF SUSTAINABILITY

1. Environmental: Actively conserve resources, utilize renewable energy, reduce pollution, and protect biodiversity, ecosystems, and landscapes.
2. Socio-cultural: Engage in CSR actions, community development, local employment, fair trade, and respect for local communities.
3. Quality: Sustain economic viability by creating competitive advantages within the industry, exceeding guest expectations, and contributing to local economic well-being through local ownership and employment.
4. Health & Safety: Comply with health and safety regulations to protect guests and colleagues.

1. SUSTAINABLE MANAGEMENT

- Following a Sustainable Management Plan (SMP): It is a priority to establish and maintain the SMP in compliance with this section's requirements. The Policies at the core of such plans and procedures should:
 - Align with the nature and scale of the organization's activities.
 - Address the four key SMP areas: Environmental, socio-cultural, quality, and health & safety.
 - Commit to continuous improvement of the SMP with a timeline
 - Comply with applicable legislation, regulations, and other requirements.
 - Provide a framework for reviewing SMP objectives and targets.
 - Be documented, implemented, maintained, and communicated to all colleagues.
 - Be available to all interested parties.
 - Be periodically reviewed for relevance and appropriateness.

1.1. Renewable Energy Initiatives: We are dedicated to gradually increasing our solar PV panel capacity, aiming to eventually install panels on all available rooftops. Our yearly target is to improve the ratio of green energy sourcing regularly. To achieve this, we explore possible green energy sources that match our situation and the environment.

1.2. Legal Compliance: We comply with all relevant international and local legislation and regulations, including health, safety, labour, and the environment.

1.3. Colleague Training: We hire, train, appraise, and review performance aligned with corporate competencies and Accor beliefs. In addition, we encourage internal development and growth to ensure a balanced team.

1.4. Customer Satisfaction: We monitor customer satisfaction through various feedback platforms and tools, such as Trust You, email surveys, 24—to 48-hour feedback, guest emails, and third-party online platforms. We accept and act on both positive and constructive feedback from guests.

1.5. Accuracy of Promotional Materials: We ensure that all promotional materials are truthful and do not overpromise, as we are committed to combating greenwashing.

1.6. Local Zoning, Design, and Construction: We conduct ongoing maintenance and repairs using environmentally sound materials and incorporating local design and architecture.

1.7. Interpretative Tourism: We educate guests about the local environment, culture, and heritage through various means, including friendly dialogue and special events. We are committed to offering our guests local cuisine and cultural experiences, and we have been developing interpretative excursions combining conservation and cultural heritage showcasing.

1.8. Communications Strategy: We communicate about sustainability initiatives and community involvement to guests and visitors. We involve guests in sustainable operations, such as energy and water conservation practices, from the booking stage and throughout their stay. We ensure that guests are informed about eco-conscious practices and codes of conduct when interacting with the environment. We also immerse every business partner and media collaborator visiting the resort within our sustainability operations and practices.

1.9. Health and Safety: We follow strict health and safety regulations to protect the environment and create a safe workplace. We also train our colleagues on health and safety issues and inform guests of hazards using appropriate signage and communication. Additionally, we prioritize using environmentally friendly equipment and materials whenever possible and educate our guests about this practice.

1.10. Disaster Management: A comprehensive disaster management plan focusing on readiness, response, and recovery is in place and validated by our corporate office. We conduct yearly disaster drills and safety training.

2. SOCIAL/ECONOMIC RESPONSIBILITY

2.1. Community Development: We support local communities through initiatives in education, healthcare, cultural preservation, and environmental protection. Our priority is youth and education, so we partner with local institutions to provide job opportunities and internships for locals. We also engage in educational sessions with local schools and hospitals on the nearest island. On a broader scale, we prioritize buying from local producers and supporting local fishermen.

2.2. Local Employment: At Raffles Maldives Meradhoo, we actively recruit and develop Maldivian nationals for various managerial positions. We support local employment through policies such as Equal Employment Opportunity and Code of Conduct, providing all colleagues equal training and development opportunities.

2.3. Fair Trade: We ensure fair trade practices in selecting suppliers and procuring goods and services, adhering to relevant laws and ethical, social, and environmental standards.

2.4. Local Entrepreneurs: We encourage local craftsmen and businessmen to engage with guests and enhance their livelihood. We also engage in business deals with locals, such as hiring local photographers and portraying local culture in operational events.

2.5. Respect for Local Population & Culture: We respect local values and beliefs, especially during significant cultural events, and educate colleagues and guests on the subject. Our activities are carried out with this respect in mind, and we communicate with local authorities and host cultural celebrations.

2.6. Exploitation: We comply with Maldives Labour Law to prevent child labour, sexual harassment, and exploitation. We provide internal training and awareness sessions for colleagues, and this statement is available to guests at different facilities.

2.7. Equitable Hiring: Raffles Maldives Meradhoo promotes diversity and equality in hiring, filling all positions based on competence while adhering to local labour laws and offering superior working conditions and wages.

2.8. Colleague Protection: We meet national regulations for salaries and benefits, ensure that overtime is paid, and hold regular welfare committee meetings to address any colleague concerns.

2.9. Basic Services in Local Livelihood: We conduct business activities that contribute to the economy of neighbouring islands without negatively impacting them. We ensure that our business activities positively influence local resources and services, creating secure jobs and contributing positively to the local community.

2.10. Bribery and Corruption: We prohibit all forms of bribery and corruption in our operations and activities and conduct due diligence in evaluating contractors and suppliers.

3. CULTURAL HERITAGE

We comply with laws protecting historical sites and cultural heritage. We train our staff to help guide our guests to cultural sites and events. Our guests are educated about protected areas and local wildlife through in-house literature and various interactions.

4. ENVIRONMENTAL RESPONSIBILITY:

Our guests are informed about environmental issues and conservation through the Green Book, excursions, workshops, and sustainability documents available at various points during their stay. We protect and monitor our local wildlife and natural habitats and strive to minimize our environmental impact by setting annual targets and engaging in sustainable practices. Whenever possible, we prioritize sourcing locally produced goods and working with suppliers who have responsible practices. We also refrain from using invasive alien species in our gardens and landscapes.

MONITORING AND REVIEW

This Sustainability Management Plan will be reviewed annually. The resort will measure and monitor the following to ensure continuous improvement in sustainability:

1. Electricity consumption
2. Water consumption
3. GHG emissions
4. General waste generation
5. Food waste
6. Environmental impact assessment

SUPPORTING POLICIES AND DOCUMENTS

- Environmental Policy
- Health and Safety Policy
- Business Ethics and CSR Charter
- Waste Management Plan
- Hotel Purchasing guide
- Environmental Impact Assessment Report
- Landscaping Policy
- Pollution Management Plan
- Disaster Management Plan
- Green Book