SUSTAINABILITY REPORT 2015/2016
Moragalla, Beruwala, Sri Lanka
Message from General Manager

Since the inception of Heritance Ayurveda Maha Gedara (2011) we have been steadfast in our belief that our business should have a positive social, economic and environmental input on the local community in which we operate. Taking care of our people and the world around us is simply the right thing to do.

Operating a sustainable business model is no longer a choice, it is a necessity.

Our hotel’s sustainability objectives are based on 3 core components:

- One Earth - Minimizing our carbon footprint by implementing best practices.
- One People - Taking care of the health and safety of guests and employees.
- One Community - Social responsibility and business ethics.

In 2016, we continued to drive our One Earth initiative and achieve impressive savings. In one such effort, we recently introduced glass jugs to all guest rooms instead of using 1 litre PET bottles for drinking water as part of our continued effort to minimizing our carbon footprint. Guests are encouraged and motivated to refill their water jugs and join in our environmental efforts.

Our One People initiative has given birth to an internal Ayurvedic clinic for staff members, which encourages our staff to present their health problems to the resident doctors for necessary care or cure and obtain information on prevention of illnesses.

The Arts and Crafts Centre is an award winning component of our One Community initiative. Sri Lankan crafts are a dying art and our centre provides an idyllic location and customers to enable their skills and trade to flourish. Craftsmen from the nearby area are given a space to practice their trade and thereby add value to the local community.

Our sustainability efforts extends the Ayurvedic philosophy followed by Heritance Ayurveda Maha Gedara further than just to hospitality and guests. Keeping in spirit with the holistic approach of Ayurveda to mind, body and soul, we apply the same to sustainability by our commitment to One Earth, One People and One Community.
About Us

Heritance Ayurveda Maha Gedara is a specialist Ayurveda hotel that promotes well being in serene and comfortable surroundings with professional Ayurveda treatments. Sri Lanka has a rich history of using Ayurveda to treat mind, body and soul and HAMG is the place to come to experience it.

Nestled within 6 acres of lush tropical foliage, HAMG combines luxurious accommodation with professional Ayurveda treatments. Previously the Neptune Hotel (since 1974), an all-inclusive beach resort, it was reborn as HAMG in 2011 to focus on Ayurveda.

Maha Gedara, which means “ancestral home”, uses traditional knowledge to combat stress, help rejuvenation and promote weight loss.

HAMG is situated in the south-west coast of Sri Lanka, near the village of Beruwala, which is a 2 hour drive (73 km) from the capital of Colombo. This part of the coast with its beautiful beaches fringed by coconut trees is popular among tourists who visit Sri Lanka.

The hotel has 64 rooms and a fully equipped Ayurveda Centre. Guests have standard facilities in their rooms along with special provisions for their Ayurveda treatments. In preparation for the treatment, guests are provided with robes to wear as they walk through a serene environment to the Ayurveda Centre where they will be attended by a team of professionally qualified doctors and therapists. Ayurveda treatments will consist of therapeutic massages, oil treatments, herbal/steam bath as recommended by the resident Ayurveda Doctor.

As part of the healing process, special medicines are prepared and administered to every guest by a professional pharmacy team headed by the doctors. Yoga and meditation is carried out periodically to add to the holistic experience.

Guests can relax by our pool under the frangipani trees while sipping on fresh fruit juice. The beach which is a few metres from the hotel is easily accessible. Every room and the open air restaurant has a view of the beach. Modern amenities such as the gym, tv room, gem shops are also available.

Our award winning Art and Craft Centre provides an opportunity for the guests to mingle with the local community and contribute to the upliftment of their trade.

HAMG has 166 employees inclusive of 59 Ayurveda staff members and 17 executives headed by the General Manager. Guests mostly come from Germany, Austria, Switzerland, Russia and Japan for our Maha Gedara experience.
Sustainability Management Team

1. Mr. Janaka Buddhakorala  General Manager  Administration
2. Mr. Rinsly Thennakoon  Sustainability Coordinator  Engineering
3. Ms. Marsha Mendis  Executive Secretary  Administration
4. Mr. Chandima Kanakarathne  Assistant Manager  Administration
5. Mr. P. Roshan Pujitha  Executive Sous Chef  Kitchen
6. Dr. Kalpana Ratiyala  Chief Physician  Ayurveda
7. Mr. Sirikumara Hettiarachchi  Assistant Accountant  Finance
8. Mr. Nihal Wijayananda  Housekeeping Executive  FO/HK
9. Mr. B.P. Menu Lakmina  Guest Relations Executive  Front Office
In keeping with the Aitken Spence policies on sustainability and the vision of our General Manager on sustainable growth, our Sustainability Committee is committed to continuous improvement of the key components that we have identified.

At re-branding stage our hotel was named and reopened as Heritance Ayurveda Maha Gedara. "Heritance" being the combination of the two words heritage and inheritance is a brand name dedicated to social upliftment. Therefore, at the refurbishment stage, our mother Company, Aitken Spence Hotel Management made several investments on these our key areas of interest.

**One Earth**

**One People**

**One Community**

- **Solar Photovoltaic System**
  
  Water is pre-heated by Solar Panels and further heated by the Boiler

- **Bio Gas Plant**
  
  Bio Gas is used for Pharmacy operation (to cook herbal medicines)

- **Golf Cart**
  
  Zero emission vehicle with no sound pollution.
Community Project - Craft Centre

The main objective in setting up the Craft Centre was because it was felt that the tourism sector must consciously promote arts and crafts of Sri Lanka. As such, the Craft Centre initiative is a bold move taken by Heritance Ayurveda Maha Gedara, where culture and tradition intertwines to bring people together whilst helping to boost the local craft industry and provide recognition it deserves on both a local as well as international level. At Heritance Ayurveda Maha Gedara everything is locally sourced, be it the Heritance cuisine we serve or the Ayurveda facilities and the treatment, each and every aspect depicts pure Sri lankan characteristics. Through this Craft Centre, for the first time the guests have such close interaction with the hotel, where they have the opportunity to freely blend with local craft folk in a deeper meaningful way.

Objectives

- Promote local arts and crafts and assist disappearing local arts and crafts.
- Provide livelihood support to local communities through promotion of traditional skills.
- Provide interesting activities for the guests who spend most of the time within the hotel undergoing various treatments.
- Generate revenue through art & craft lessons and produce sales to be utilized towards welfare of the craftsmen and promotion of traditional crafts.
- Provide a unique 100% non profit making charitable local community development concept for engaging tour operators and other business stakeholders.
- Demonstrate private sector stewardship in promoting local traditional arts & crafts industry in Sri Lanka.

Identified Arts & Crafts displayed at the Craft Centre:

- Wood carving
- Seed jewellery / coconut shell and coir fibre jewellery
- Lace Making - Tatting / Crochet / bobbin
- Rush & Reed - purses, bags and mats
- Basket Weaving
- Handloom - Traditional Dumbara Weaving
- Lacquer (laksha) wooden box painting
- Eekle Basket and other coconut based wares
- Puppetry
- Coconut shell items
While maintaining these projects our committed Sustainability Committee is constantly thinking of continuous improvements of existing procedures to bring about change. They are open to gathering ideas and suggestions from the staff and our stakeholders, which helps to formulate new and improved ways of achieving our goals.

From commencement of Heritance Ayurveda Maha Gedara (HAMG) in 2011, our committed team has been making changes where ever possible to achieve improvement.

Ours being a completely Ayurveda hotel, we provide herbal medicines to the guests along with their medical treatments. We therefore, purchase herbal leaves, roots and flowers for these treatments. As such, we are committed to purchasing these items only from local suppliers.

We also provide the opportunity for our guests to participate in Yoga and Meditation. Therefore, maintaining a silent and serene atmosphere within the hotel premises is of utmost importance. Our aim is to rejuvenate our guest, achieving an equilibrium of body, mind and soul during their stay with us. The golf cart which transports the guests within the hotel premises minimises sound pollution, enabling the natural habitat of birds and animals within our scenic grounds, while providing this much needed atmosphere necessary for rejuvenation.

We have identified the following key environmental and social issues of our business.

* Disposal of used Herbal Oil (herbal oil that is used for treatment)

* Use of plastic and polythene (PET bottles, garbage bags, herbal medicines in polythene packets etc............)

Addressing the first issue of proper disposal of herbal oil, we identified a local manufacturer of PVC pipe fitting who, uses our discarded oil as fuel to enable his manufacturing process.

The used oil after Ayurveda Treatment is used for the production of PVC & Conduit bend sockets.

**The process is as follows:**

The oil is heated on a saw dust fire place and the bend is placed in the hot oil to make it flexible. Thereafter, it is moulded into the required shape. 5000 pieces are turned out for the day. This oil is used instead of glyserine.
The second issue being the use of plastic and polythene is constantly addressed through re-thinking our processes. One such endeavor was substituting the use of Pang boxes instead of the polythene covering for medicines, when they are kept for each guest, as prescribed by the doctors.

HAMG's sustainability priorities include:

✓ **Water Efficiency**

2316 m³ (per month) of the water used within the hotel is treated through a water treatment plant using aerobic treatment with Rotating Biological Contactor (RBC).

The treated water is used for gardening purposes.

✓ **Energy Efficiency**

Centralized hot water system is supported by a back up Solar hot water system, which has a total capacity of 900 Ltr (production of 900 m³ per month)
Bio Gas System - The bio gas producing concrete tanks are set as a serial continuous-flow type stirring tank reactors (CSTR), which has a capacity of 20 m³ each. Kitchen waste of approximately 100 kg per day can be fed to these tanks depending on the occupancy level of the hotel.

<table>
<thead>
<tr>
<th>Parameters</th>
<th>3rd month</th>
<th>4th month</th>
<th>5th month</th>
<th>6th month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Kg of wet garbage</td>
<td>0.26 m³ of bio gas</td>
<td>0.36 m³</td>
<td>0.37 m³</td>
<td>0.38 m³</td>
</tr>
<tr>
<td>Methane</td>
<td>60%</td>
<td>62%</td>
<td>63%</td>
<td>65%</td>
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</tbody>
</table>

The produced bio gas is used in the pharmacy to cook herbal medicines.
During the period from June 2015 to May 2016, we have made significant changes in our day to day procedures, in every department, which made an immense improvement and we hope to continue our efforts in the future as well.

Substituting glass water pitcher for PET bottle (1 Ltr) in guest rooms to minimize use of plastic

Replacing flower arrangements with Mudilla Plant to beautify the hotel.

Substituting cane baskets for garbage bags to collect garden waste to minimize use of ceylophane.
Welfare activities for staff

Raffle Draw

Staff day

Sports activities

Vesak Lantern Competitions

Donation of Rs. 25,000/- to staff
Member for Cataract Surgery

Travel Trade Champions 2016
Six a side Cricket (Mens)

Aitken Spence Champions 2016
Six a side Cricket (Womens)
Trainings for staff

Ayurveda Training

First Aid

Fire Fighting

Awareness Training of Rajarata University Student Doctors on Hotel Training for Ayurveda Clients.
Staff Cooperation

Pirith Ceremony

Religious songs - Bakhi Geetha

Carol Service
One Community

Supporting local charities and community groups

Alms giving to local temple

Participating in blue Flag Initiative

Beach Cleaning

Cleaning places of worship
Main stake holders of our hotel

1) Maintaining Arts & crafts Centre - Local craftsmen / women who have been given the opportunity to sell their products directly to the hotel guests and make a profit for themselves, with complete collaboration of the hotel Management team.

2) Only using locally available drivers for vans / cars and three wheelers for guest transportation

3) Meditation for guests is carried out by the Buddhist priest in the local temple. monthly alms giving / offering of items to Moragalla Temple. Each department takes responsibility according to schedule. Quarterly cleaning program ( inside temple and garden ) is done as preplanned in the sustainability calendar.

4) Getting involved with BBHA and Lions Club Associations in organizing charitable activities and training programs for locals.

5) Products and items such as vegetables, fruits, fish, fresh flowers, herbal leaves, are purchased from local suppliers and vendors.

6) Coordinating with local beach boys for excursions.

7) Coordinating with local Divisional Secretariat for beach cleaning and training programs.

8) Leased own land and maintenance of Moragalla Tourist Police Station.

9) Outsourced Jewelery shop employees are provided meals at a subsidized rate.

10) PVC & Conduit Production agent making use of used herbal oil. Mr. Sanjeewa of Susavi Fabricate & Fittings, Katukurundugahalanda, Weragala, Payagala
<table>
<thead>
<tr>
<th>Month</th>
<th>Action</th>
<th>Frequency</th>
<th>Category</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 16</td>
<td>Start and carry out Shenamadana in Mongala Temple</td>
<td>Weekly</td>
<td>Health</td>
<td>Camp</td>
</tr>
<tr>
<td>July 16</td>
<td>Training on sustainability to All Executives</td>
<td>Weekly</td>
<td>Health</td>
<td>Camp</td>
</tr>
<tr>
<td>August 16</td>
<td>Increasing LED to CFL (20% of total usage)</td>
<td>Weekly</td>
<td>Health</td>
<td>Camp</td>
</tr>
<tr>
<td>September 16</td>
<td>* Shenamadana in Mongala Temple</td>
<td>Weekly</td>
<td>Health</td>
<td>Camp</td>
</tr>
<tr>
<td>October 16</td>
<td>* STD Awareness (70) staff &amp; community</td>
<td>Weekly</td>
<td>Health</td>
<td>Camp</td>
</tr>
<tr>
<td>November 16</td>
<td>AC usage</td>
<td>Weekly</td>
<td>Health</td>
<td>Camp</td>
</tr>
<tr>
<td>December 16</td>
<td>* Shenamadana in Mongala Temple</td>
<td>Weekly</td>
<td>Health</td>
<td>Camp</td>
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<tr>
<td>January 17</td>
<td>Donation drive purchase of books for children of staff</td>
<td>Weekly</td>
<td>Health</td>
<td>Camp</td>
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<tr>
<td>February 17</td>
<td>Workshop on energy professionals</td>
<td>Weekly</td>
<td>Health</td>
<td>Camp</td>
</tr>
<tr>
<td>March 17</td>
<td>* Shenamadana in Mongala Temple</td>
<td>Weekly</td>
<td>Health</td>
<td>Camp</td>
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</tbody>
</table>

**Sustainability Calendar - 2016/17**
SUSTAINABILITY TARGETS FOR 2016

01. Plan and actions to save

a. Water
   - Water flow rates of sink and showers to be showcased as stickers in all rooms
   - Water restrictors for rainwater/telephone showers in all rooms
   - Rainwater harvesting for staff changing rooms
   - Replace plastic bottles with glass water jugs (before and after photos / guest complains / case studies / financial benefits - to be recorded)

b. Electricity
   - Stickers on all guest room balcony doors informing guests to keep doors closed when AC is switched on
   - Increasing LED lights from CFL to 40% total use
   - Introducing and increasing experimental solar lights for garden use
   - Amalgamate key and operation card in guest rooms - jugs
   - Buggy Cart to be powered by Solar Energy.
   (before and after photos / guest complains / case studies / financial benefits - to be recorded)

c. Environment
   - Plant 25 Nos Herbal Plants in the hotel premises (combine as a guest activity)
   - Bio Gas to be used for large gas burners in the Herbal preparation area.
   (before and after photos / guest complains / case studies / financial benefits - to be recorded)

02. CSR targets

a. HIV/AIDS awareness and training programs in HO and in hotel by 3rd parties
b. Donation drive for purchasing of books, stationary and clothes for children of staff

03. Social targets

a. Cleaning of local temple (shramadana) once a month
b. Training on STD’s to local drivers, beach vendors and community members

03. Social targets