Message from Executive General Manager

I am pleased to forward a few words to the Sustainability Report of Heritance Kandalama.

Sustainability or the ability to uphold is a challenge for any organization, and especially in an organization like ours it poses a greater challenge as we have to sustain in unison with the nature, culture and most difficult of all with the people. Yet despite all these challenges and more we have been amazingly able to overcome them and not only have been able to sustain but also have been able to carve our own niche in Sri Lanka as well as the world of tourism. We should take pride in the fact that we are in fact the pioneers of many initiatives that has taught other ventures sustainability. Our Eco concept, conservation, adoptability to nature and the rapport with the village we operate in are a few such concepts that has stood us in good stead and instances we have been able to give leadership to other organizations as well. I take most pride in the fact that we have sustained and have done so as a team. This is a great opportunity to reminisce one of the greatest sustainability ideas we had which was implemented as a policy decision 23 long years ago, which was not to feed on the water from the Kandalama tank for the Hotel’s purposes leaving same for the benefit of the villagers. And even today it stands us in good stead winning us much respect from the villagers and cementing our presence in the village and in the hearts of its villagers. Also we were the first to initiate the Eco-park which is being used as the environmental management hub of the hotel. Let me on behalf of the Management and associates of Heritance Kandalama, congratulate you on all the achievements during 2015/2016 and thank each and every one of you for the commitment and effort put in to sustaining our business and upholding our operating ethos.

I quote John Crittenden Sawhill who was the President and CEO of The Nature Conservancy and the 12th President of New York University to say ‘A society is defined not only by what it creates but what it refuses to destroy’. Thus let us not just create ways to sustain but refuse to destroy the given ones such as nature and continue to grow and continue to uphold.

Thank You.

Refhan N. Razeen
Executive General Manager
Heritance Kandalama is a very special Sri Lankan hotel. A hotel that doesn’t sit on the landscape but is part of it. Where monkeys climb your balcony pillars as if they were trees, swifts nest in the corners of corridors as if they were cliffs, granite crags erupt into the sinuous white walkways. Where you can float in the infinity pool while gazing across at the Sigiriya rock fortress, the eighth wonder of the world. Heritance Kandalama is a world famous ecofriendly five star hotel designed by architect Mr. Geoffrey Bawa in 1991. It is an outstanding architectural design in the world. All areas in the hotel are designed to receive enough amount of natural light. The hotel was built between two rock formations in a tropical forest near the Kandalama Lake. None of the trees on the location were destroyed. Heritance Kandalama was the first hotel in the world which is awarded from the US green building certificate. And also it is the first Green Globe certified hotel in Asia, the first super branded hotel in Sri Lanka. Kandalama hotel can be divided into two sections named as Sigiriya wing and the Dambulla wing. It has 152 rooms including Superior rooms, Luxury rooms, Deluxe rooms, Suit rooms, Panoramic Rooms, Luxury Suits and a Royal suit room. It has about 400 staff members

Heritance Kandalama has a 900kW downdraft biomass Gasifier plant to produce synthesis gases to use as a boiler fuel by spending less. In addition, it reduces the carbon percentage which will be released to the environment by diesel combustion. There is a Cochran 1500 kg/h, horizontal, fire tube diesel boiler to produce steam for the calorifier and laundry. This boiler has modified to run from the synthesis gases. Most of the steam produced is used for the laundry machines. Maximum operating pressure of the boiler is 8.5 bars and set pressure value for the safety valve open is 10.86 bars. Electricity comes to the hotel through two 630 kVA transformers from the main grid. Two Caterpillar SR4 generators are used as the standby power generation system at the hotel. Each has a capacity of 810 kVA. In case of a power failure generators are automatically starts after 10 seconds. But the change over to the CEB line should be done manually. And also there is a capacitor bank to correct the power factor. Water is taken from three deep wells and treated from the hotel’s water treatment plant. Water treatment plant consists of a sand filter, activated carbon filter 5 and two softeners. Aeration process and adding & mixing Alum (aluminum sulphate) are done before the water is filtered. The capacity of the raw water tank is 45000 gallons and treated water tank has a capacity of 55000 gallons. Chlorine will be added to the treated water using a dozing pump before it goes to the treated water tank. The water is distributed for the hotel using booster pumps. These pumps are controlled using VSD panels. And also there are two sewerage treatment plants to treat waste water of the hotel in the Sigiriya wing and Dambulla wing. Those are aerator type plants. Treated waste water is used to water the garden, to water the main road, and for the urinals of the staff village. There is a fire detection system and a fire protection system in the hotel. Smoke and heat detectors are installed in appropriate places. Fire protection system of the hotel consists of a fire hydrant system and portable fire extinguishers. The water for the fire hydrant system takes from the Dambulla wing swimming pool.
# Sustainability Management Team

<table>
<thead>
<tr>
<th>Sub Committee Name</th>
<th>Representatives</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td>7S, Productivity and innovations</td>
<td>Head – Mr. Rambukwella&lt;br&gt;One member from each Department</td>
<td>• Sustaining 5S applications.&lt;br&gt;• Productivity analysis&lt;br&gt;• Identification of new innovative practices, implementation and monitoring&lt;br&gt;• Active participation in Group 7S programmes, innovations programmes and related award schemes.</td>
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<tr>
<td>Environmental Committee</td>
<td>Head – Mr. Nalinda Samaranayaka&lt;br&gt;01 – each department</td>
<td>• Overall coordination among water committee, Energy committee and waste committee&lt;br&gt;• ISO 14001 related activities. &lt;br&gt;• Conduct monthly “Shramadana” programmes.&lt;br&gt;• Maintenance of the environmental activity schedule.&lt;br&gt;• Maintenance of the eco-park.&lt;br&gt;• Maintenance of the “Purana Gama”</td>
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<td>Energy Management (ISO 50001)</td>
<td>Head – Mr. Hulangamuwa&lt;br&gt;02 – Engineering&lt;br&gt;01 – each department, 02 – Kandula village</td>
<td>• Monitoring of energy management practices.&lt;br&gt;• Assigning departmental targets.&lt;br&gt;• Monitoring of departmental targets.&lt;br&gt;• Identification of energy saving practices.&lt;br&gt;• Conduct internal audits</td>
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<tr>
<td>Water Management (ISO 14001)</td>
<td>Head – Mr. Hulangamuwa&lt;br&gt;02 – Engineering&lt;br&gt;01 – each department, 02 – Kandula village</td>
<td>• Monitoring of water management practices.&lt;br&gt;• Assigning departmental targets.&lt;br&gt;• Monitoring of departmental targets.&lt;br&gt;• Identification of water saving practices.&lt;br&gt;• Conduct internal audits</td>
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<tr>
<td>Waste Management (ISO 14001)</td>
<td>Head – Chef Hassim&lt;br&gt;02 – Stewarding&lt;br&gt;01 – each from each department&lt;br&gt;01 – Kandula kitchen</td>
<td>• Re-structuring of waste management system.&lt;br&gt;• Monitoring of waste separation.&lt;br&gt;• Final waste collection.&lt;br&gt;• Disposal mechanisms&lt;br&gt;• Monitoring of waste generation.&lt;br&gt;• New activities for waste reduction.</td>
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| Food safety (ISO 22000)             | Head – Chef Hassim 01 – Stores 01 – stewarding 03 – F&B 01 – Engineer II 07 – representing sub divisions from the kitchen | • Supplier quality management  
• Personal hygiene of food handlers  
• Cleaning and sanitization.  
• Elimination of food hazards.  
• Conduct internal audits |
| Occupational Health and Safety (OHSAS 18001) | Head – Ms. Shenali 01 – HR assistant 01 – each department | • Maintenance of OHSAS practices in the departments.  
• Reporting of internal accidents.  
• Fire safety management and fire team activities.  
• First aid team and first aid activities.  
• Swimming pool safety  
• Conduct internal audits. |
| Sports Club                         | Head – Mr. Mahinda 01 per available sport             | • Staff sports activities  
• Conducting Staff wellness programmes (assistance will be given through SPA)  
• Organize annual medical camp for staff members. |
| Trainers Committee                  | Head – Ms. Shenali All selected trainers              | • Participation for external trainings on related topics – minimal 02 programmes per year  
• Scheduling and conducting of departmental training programmes.  
• Evaluations of staff based on the conducted training programme  
• Updating of departmental notice boards monthly basis |
| CSR                                 | Head – Mr. Rambukwella 01 – each department           | • Coordination & organizing CSR activities.  
• Selecting CSR activities for the year  
• Maintenance of the CSR fund |
Main Stakeholders of the Hotel

Here is a list of the people that we are engaging with, these directly get the benefits of the sustainability program that we practice and maintain in the hotel.

1. Guests of Hotel
2. Staff of the Hotel
3. Local Community of the hotel
4. Local suppliers for the hotel
5. Service providers for the Hotel
6. Guest shop
7. Gem shop
8. Paper plant staff
9. Entertainment activity Providers
10. Vehicle providers to hotel in local area
11. Security of the hotel
12. dry and waste collectors of the hotel
13. Hotel is a member of Cultural Triangle Hoteliers Association and its activities
14. Central Environmental Authority
World Environment Day Program

Banner indicating the theme for the World Environmental Day was created and displayed at the Cafe area for the guests and used for the main environmental day celebrations held at the Eco Park on the 05th June 2016.
Lecture for staff members

A guest lecture on “Go Wild for Life” was done for the staff Members on the 04th June 2016 at the ‘Kathikawa’ conference hall by Mr. Sunil Gunathilake. Mr. Gunathilake is a Primate biologist and a research coordinator by profession. He is working as a National Guide and as the co-chairman of the Association of the Conservation of Primate Diversity. Question and answer session was also conducted.
Information sheet for the Guest

In order to create awareness among the guests regarding the World Environmental Day theme and the activities done in the hotel to commemorate the same was given to the guests through the front office department on the 03rd, 04th and 05th of June 2016.

GO WILD FOR LIFE
“ZERO TOLERANCE FOR THE ILLEGAL WILDLIFE TRADE”

Dear Valued Guest,

Many species have extinct from our environment due to the rapid use and illegal trade in wildlife. The extinction of iconic species such as elephants, tigers or sea turtles would be a disaster for conservation efforts.

Loss of any species including both plants and animals, even at a local level, is an erosion of the biodiversity that underpins the natural systems upon which we all depend for our food security, medicines, fresh air, water, shelter and a clean and healthy environment.

The World Environment Day 2016 aims to raise awareness of the far-reaching nature of wildlife crime and – with the slogan “Go Wild for Life” – encourages people to change their habits to reduce demand for illegal wildlife products, and to press friends, colleagues and officials to do what they can to stop the trade.

We warmly welcome you to the special events prepared for you to celebrate the World Environment Day 2016

2nd, 3rd and 05th June – Video presentations at the Café area – 7.30PM to 8.30PM
"Go Wild for Life Cocktails" served at Café Kachchan
04th June – Guest lecture by Mr.Sunil Gunewardena – 7.00PM
04th June – Environmental Day Dinner @ Kanchana Restaurant

Let’s Protect our animals and plants from The illegal trade;
Let’s not buy or sell animal parts.

Management and
The family members of Heritance Kandalama
2016.06.05
Environmental Day Salad Corner
Our master Chef and his team prepared a green salad corner for the dinner with an ice carving of a Sri Lankan/Asian Elephant. All salad items were available in green and the presentation was admired and tasted by many guests.
‘Shramadana’ Program was conducted on 05th June 2016 and all the waste collected on the roadside areas from Vihara junction to Hotel Entrance Road (Kohomba gas Junction) was cleaned. 05 groups were engaged with this activity. One tractor load of waste was collected during the cleaning sessions.
Tree Planting Program
**World Water Day Celebration Program**

Main celebrations for World Water Day was held on the 22nd March 2016 from 3.00pM to 4.30PM at Heritance Kandalama with the participation of our family members. Following figure shows, the Water day celebration schedule.
World Water day Art Competition & Art Exhibition

An art competition was conducted to create awareness among our associates. Both executive and non-executive staff representing all levels of the organization participated in this event.

Distribution of certificate

Certificates and a token of appreciation was given to first three places and recommendation certificates and certificates for participation was awarded at the Water Day celebrations by Mr. Kanchana Wicramasinghe, Assistant Manager of the hotel.
**Fire Fighting Training**

By annually we conduct a fire fighting training to the all staff which is mandatory training for all staff. Mainly target is to improve staff safety knowledge of employees. Under this it was given a brief knowledge about fire equipment’s and how to operate fire tools & what are the actions we should get if there is a fire & first aid. This training was conducted by Municipal Council, Matale.

*16th August on 2016 conducted the annual fire Training with 158 employees*
**Social Responsibility**

**English Classes**

We conducted English classes for the village children. English is very essential language so that with the support of the British council conducted some classes for the poor children who are fever to learn English.
**Scholarships Donation**

Poor village students who passed the grade 5 Scholarship exam, we gave scholarships them to brighten their future education. We conduct a simple procedure to select suitable students with help of the relevant areas Grama Nniladaries.

**Elders Home**

With celebration of anniversary of the hotel. We supplied the lunch to the Dambulla Elders home & conducted a Shramadana Campaign also. It was an advisable activity for the society also. Parents are the second god of the persons. To mention the validity of parents this is a big effort get from the Kandalama.

**24th of June 2015**
Children Home

Disability is not a reason to avoid people. The Children who are housed in the disabled children home. Annually Heritance Kandalama conducts a program to be with the inmates and conduct a shramadana to clean the area. Give sufficient foods for the children and bless to the long life.
World Tourism day Shramadana campaign

28th of September 2016 conducted a Shramadana campaign in Kandalama tank bed. collecting non bio-degradable and provide informational notices to the public about the importance of the environment protection.
Blood Donation

We organized a blood donation camp annually coordinate with the Anuradhapura blood bank. Volunteer employees as well as villages donate their blood to the blood want people in the country. We donated 125 blood paints in last November 2015 camp. Most of the employees participated this as their national responsibility.
Medical Camp 2016

Ensuring the healthiness from free checkup, Making strong & efficient work force, such type of objectives in behind of this health camp which is held on 29th July 2016. Dambulla general hospital worked as the main resource organization. To make a perfect person to the world who is completed in his career as well as the healthy. No.222 of Employees participated to this program.

Medical Camp on 29th July 2016
Youth Development Project / Self Development Center

Self-Development Centre carries out youth development project which consist of a training school for Basic Hotel Operation. Students are selected from the vicinity and given training on basic hotel operation in Front Office, Housekeeping, Kitchen and Food and Beverage. Most of them are absorbed in to the hotel staff cadre and the others are awarded a certificate at the end of the two-month training program.

Learning opportunities to the society

We provide learning opportunities to the society based on their requirements. This is done as a CSR activity most of the time. (Schools / forces / universities / other educational institutions / groups & clubs)
Sinhala Avurudu / New Year party

Staff has chance to participate the “Aluth Awurudu Hamuwa” with their family members. They can enjoy with their family members and can participated New Year games. With respecting customs doing all New Year games.

Executive Staff parties & Staff Christmas Party

All Managers & Non Managers enjoy with their friends. They have a chance to express the talents and exchange their unique experiences. This may one of the decision making grass level in the organization. It may be a big advantage for improvement to the company as well as the employees to refresh their relationships.
Sports & Recreation

Employees have opportunities to participate Cricket, Football, Volleyball & Bicycle race tournaments. They can show their talents and improve their leadership & team working skills well. In other hand this may a relaxation time to them come out from their busy working environment. It may good advantage to employees to relax their mind and refresh it. When they go to work back they can give good service to customers.

**Inter departmental Cricket tournament**  
**16th March 2015**

![Inter departmental Cricket tournament](image1.jpg)

**Inter departmental Football tournament**  
**08th December 2015**

![Inter departmental Football tournament](image2.jpg)

Same as the Inter departmental, players have chance to show their talents through the other mother companies teams as well as the CTHA teams.

**CTHA Cricket tournament**  
**14th September 2016**

![CTHA Cricket tournament](image3.jpg)

**Battle of Heritance**  
**19th September 2016**

![Battle of Heritance](image4.jpg)
**Training & Development**

**Out Bound Training**

Under training & development, we conduct an out bound training to the managerial & non managerial staff to improve their Leadership skills, creativity, decision making skills & team working throughout this program. This is a two full day program which targeting the improving employees strengths for their future career development. We are held OBT with combining other CTHA hotels also.

*19th & 20th October 2015 OBT with 24 employees*
Highflyer of the month / year

Highflyer is selected from amongst the two best employees from two departments who represent the face of the House & Heart of the house. At the end of the financial year the best performer is selected as the Highflyer of the Year from the 24 best employees.

High Flyer of the Year 2014/2015

Honoring Staff

The High flyer program, Is an opportunity to honor associate service and the performances. Beyond the high flyer program we select best seller of the month. If an employee has significant performance / Gets sufficient action for positive critical incidents we appreciate those whose act & give honor to him or her.
**Water Efficiency**

Water treatment process is essential to remove undesirable chemicals, biological contaminants, suspended solids and gases from water. There are several significant components in the water treatment plant. We train the staff and introduce the methods as well as guest to reduce our water consumption by applying water saving methods and to use water more efficiently and to save the environment and reduce the operational cost.

We monitor the water consumption daily and monthly basis with a view of controlling the water consumption further we will be conducting a comprehensive water audit and several new technologies will be introduced to facilitate water saving activities in the hotel.
Energy Efficiency

When consider the per guest values for electricity consumption during the year and area wise consumption is considered. Here is the past two year’s Energy consumption details in a graphical view. In 2016 Area wise Energy Consumptions are as follows.
Gasifier

Gasification is a process that converts organic or fossil based carbonaceous materials into a gas consisting of Carbon monoxide (CO), Hydrogen (H2) and Methane (CH4). The resulting gas mixture is called synthesis gas. The equipment used for the gasification process is called the Gasifier. Synthesis gas can be used as an alternative fuel for the boiler. Chopped Gliricidia, and cinnamon pieces with 20% of moisture are used as fuel for the Gasifier. Gasifiers used in Heritance Kandalama hotel is downdraft type gasifiers.

Targets of using Gasifier in Heritance Kandalama is to produce steam for laundry and calorifier by spending less as well as to reduce environmental pollution which is occurred by using diesel. This Gasifier should be supposed to maintain the boiler at 8-10 bars of pressure with the current steam demand. In case if the Gasifier unable to develop this pressure, hotel staff can switch the boiler to diesel power.
Sustainability Goals for 2016/2017

- Re-developing the “Puranagama” a village within the hotel adding more values such as night stay for the guests, on the way stop over “the Ambalama”, green conferencing.
- Achieving set targets for key performance areas for environmental management and sustainability practices.
- Green concepts for SPA – Forest Bathing, SPA wedding with Yoga and healthy life practices.
- Create a learning and development culture within the hotel and continual improvements.
- Improve 7S to 8S (Safety)
- Improvements in Energy Management and use of renewable energy up to 25% from the total Electricity Consumption (Solar energy and continued gasifire operations)
Other Sustainability goals

- Green banking for all the staff members.
- Obtain carbon footprint calculation certification as per ISO 14064
- Conduct Cleaner Production assessment for main Kitchen and the Laundry and implement findings.
- Implement on-site monitoring systems for Internal air quality assessments, Monitoring of BOD levels, Monitoring of pH of raw water, swimming pool water and STP water. (Digital monitoring equipment)
- Conducting a comprehensive bio diversity assessment