



# INTERNAL SUSTAINABILITY PERFORMANCE REPORT

03<sup>RD</sup> DECEMBER 2022 TO 31<sup>ST</sup> OCTOBER 2023

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# INTRODUCTION

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This report summarizes Sun Siyam Iru Veli's sustainable development progress in the past two years and reflects on successes and challenges as well as performance data from the years 2022 and 2023. Environmental, economic, socio-cultural, quality, and health & safety areas are taken into consideration while elaborating this report. Furthermore, Sun Siyam Iru Veli ensures compliance with legislations in the above-mentioned areas, for example: Corporate Social Responsibility, employment laws, health & safety as well as environmental laws and regulations. Finally, this report helps to focus on key KPIs and objectives which are set to increase positive impacts and hence prepare to take corrective measures for future improvement.



# MESSAGE FROM GENERAL MANAGER

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## MARHABA!

I am pleased to have the opportunity to share our sustainability efforts and accomplishments with our valued stake holders. Sun Siyam Iru Veli is dedicated to high standards of hospitality and advocates environmentally sustainable business operations.

Our aim is to positively impact the community in which we operate through energy - efficient practices and sustainable awareness, while maintaining high quality services to our guests. We acknowledge the need for responsible and sustainable management of the environment at all levels.

We have taken many steps to reduce environmental impact and promote the sustainable practice at Sun Siyam Iru Veli. By Installation of drinking water bottling plant, we have reduced single use of plastic. We have successfully completed recycled Irrigation water system by using STP treated water in 2023. We have successfully completed replacement of electric water heaters to Solar water heaters in our Team Island in 2023.

The accommodation sustainability criteria, which encompass safeguarding animal welfare and biodiversity, respecting and protecting human rights and fair labor practices, improving the economic and social impacts for people in the community, and minimizing environmental impacts, led to our being awarded the Travelife Gold certificate in the year 2022.

- Masdhooq Saeed







# WHO WE ARE

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Located in Dhaalu Atoll, a 40-minute seaplane transfer from Velana (Male) International Airport, Sun Siyam Iru Veli offers five-star ultimate tropical retreat with its sleek and spacious combination of 125 beach and Overwater Villas and employs 335 talented team members from approximately 18 diverse nationalities in the sector.

A huge attraction of the resort is the comprehensive Premium All-Inclusive Signature Plan, offering limitless dining opportunities across six restaurants and bars, spa treatments, diving, and thrilling motorized water sports. The main restaurant features a daily changing menu to introduce a variety of seasonal flavors. Meanwhile, Roma serves Mediterranean fare, Grouper Grill offers a delectable selection of the ocean's bounty, and the overwater Spa provides a luxurious experience. Additionally, guests can enjoy weekly pool parties and explore a world-class wine cellar.

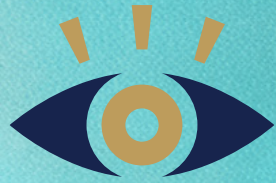




**Gold Certified for  
Accommodation Sustainability**

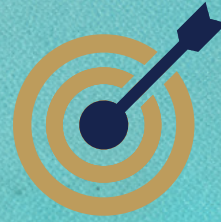
Travelife is a non-profit flagship program that supports tourism destinations, businesses, and travellers in implementing innovative solutions for the continuous development of sustainable tourism. To achieve Travelife Gold Certification, a resort must meet 163 sustainability criteria, including minimizing waste and energy use, addressing social issues, supporting employee welfare and wildlife protection, and supporting the local community and local businesses.





## OUR VISION

TO BE THE NO.1 LEADING RESORT GROUP  
IN THE MALDIVES IN 5 YEARS



## OUR MISSION

TO CREATE MEMORABLE EXPERIENCES  
FOR OUR GUESTS



## OUR VALUES

OUR VALUES ARE OUR COMMON  
'LANGUAGE' THAT DRIVE US EVERYDAY

## INNOVATIONS

What's next?

We challenge ourselves to be the new and next. We're ambitious for our guests. We make the impossible possible to make their dreams a reality.

## PASSION

Our customers drive our decisions and actions, we go the extra mile for them with pride and enthusiasm.

## INTEGRITY

Honesty.

We maintain integrity rooted in strong ethics & moral principals. Keep our promises and deliver with precision.

We follow them all the time no matter who's watching, watch your actions with honesty, honor, and truthfulness.

Prevent fraudulent conduct.

## SUSTAINABILITY

We believe in hospitality with a better tomorrow, we act for good to support & empower communities in which we live and protect the planet that we live in.

## PEOPLE

Putting people first.

A value rooted in our company culture: LOVE & CARE. We value our talents because they are the greatest asset of the company. We bring our sincere passion for the service and care to everything we do.

The goal is to make everyone proactive ( a leader) in their own growth so they inspire and be inspired.

# SUN SIYAM CARES - SUSTAINABILITY POLICIES

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## SUSTAINABILITY AT THE FOREFRONT OF OUR GUEST EXPERIENCE

Sun Siyam Resorts is dedicated to operating sustainably and responsibly in the Maldives and Sri Lanka while offering authentic guest experiences. Our Sun Siyam Cares program prioritizes sustainability through initiatives such as reducing energy and water use, managing waste to reduce plastic use, supporting community development, and investing in renewable energy. We also focus on conservation efforts and work to preserve local heritage and cultural practices. By following these sustainability practices and Sustainability Policies, we aim to minimize our environmental impact, carbon footprint and contribute to the socio-economic well-being of the communities in which we operate.

### SUSTAINABILITY

- Reduce energy consumption and implement renewable energy sources whenever possible
- Minimize water usage through water – saving initiatives and wastewater management systems
- Implement waste reduction and recycling programs to minimize the generation of waste
- Preserve and protect the local ecosystem and biodiversity through responsible land use practices

### CARBON FOOTPRINT REDUCTION

- Set target to reduce greenhouse gas emission across our operation

### RESPONSIBLE WATER MANAGEMENT

- Monitor and manage water usage to ensure responsible water consumption
- Implement water conservation measures
- Collaborate with local communities to protect water resources and access to clean water

### WASTE MANAGEMENT AND RECYCLING

- Implement a comprehensive waste management system to reduce, reuse, and recycle waste
- Collaborate with local waste management facilities and educate guests and islanders about responsible waste disposal

### BIODIVERSITY PROTECTION

- Engage in conservation efforts to protect local flora and fauna
- Avoid activities that may harm or disturb sensitive ecosystems
- Support local biodiversity preservation initiatives through partnerships and financial contribution

### COMMUNITY ENGAGEMENT AND EMPOWERMENT

- Support local communities through employment opportunities and skills training
- Collaborate with local businesses and suppliers to promote economic growth and sustainable development
- Engage in community development projects that enhance education, healthcare, and social welfare

### GUEST EDUCATION AND ENGAGEMENT

- Raise awareness among our guests about sustainable practices through informational material and workshops
- Encourage guests to participate in eco-friendly activities and excursions that promote cultural understanding and respect for nature

### CONTINUOUS IMPROVEMENT

- Regularly monitor and measure our sustainability performance to assess progress towards our goals.
- Continuously seek new technologies and best practices to enhance our sustainability efforts.
- Transparently communicate our sustainability initiatives and progress to stakeholders.



# HR & TRAINING RELATED INFORMATION

## TRAINING HOURS REPORTS



Sustainability + Energy Awareness training 2023	<ul style="list-style-type: none"><li>• 20 hrs Training</li><li>• 115 Participants (31st Jan, 04th Feb, 22nd March, 05th Apr, 06th Apr, 17th Apr, 05th June, 01st July 19th Aug, 11th Sep 2023)</li></ul>
Sexual Harassment prevention 2023	<ul style="list-style-type: none"><li>• 08 hrs Training</li><li>• 108 Participants</li></ul>
Fight against the Food Waste. Resource (FOC link provided on the Lobster Ink platform. March 2023 )	<ul style="list-style-type: none"><li>• 150 Partciapants</li></ul>
Human rights Awareness – Human Rights, Human Trafficking preventions, child protection policy, Human Rights policy, Anti Harassments policy	<ul style="list-style-type: none"><li>• 250 Participants - 22hrs</li></ul>
Labour rights	<ul style="list-style-type: none"><li>• 262 Participants</li></ul>

# GUEST SATISFACTION

We usually receive the guest feedback through 2 different sources, Online platform (ReviewPro) and guest Online feedback survey. These feedback and comments will be discussed at every HOD briefing and departmental meetings.

669 guests completed the guest feedback (ReviewPro) in 2022 and 861 guests have completed the feedback (ReviewPro) in 2023, which represents 65% in 2022 and 87% in 2023 of guest occupancy. The results were as follows and have been compared to the same period in January 2022 to June 2022 to January 2023 to June 2023

AREA	AVERAGE SCORE OUT OF 5 (1 = POOR & 5 = EXCELLENT)	
	2022	2023
Service	5	5
Cleanliness	5	5
Value for Price Paid	4	3
Location	5	5
Room	4	5
Overall Food and Beverage Experience	4	4
Overall service	4	4
<b>6-MONTH AVERAGE</b>	<b>4.5</b>	<b>4.8</b>

## CONCLUSION

Overall guest feedback is above the expected level. There is a tremendous improvement in all the areas except the value for price is concerning in the 2023 same period.

## RECOMMENDATIONS

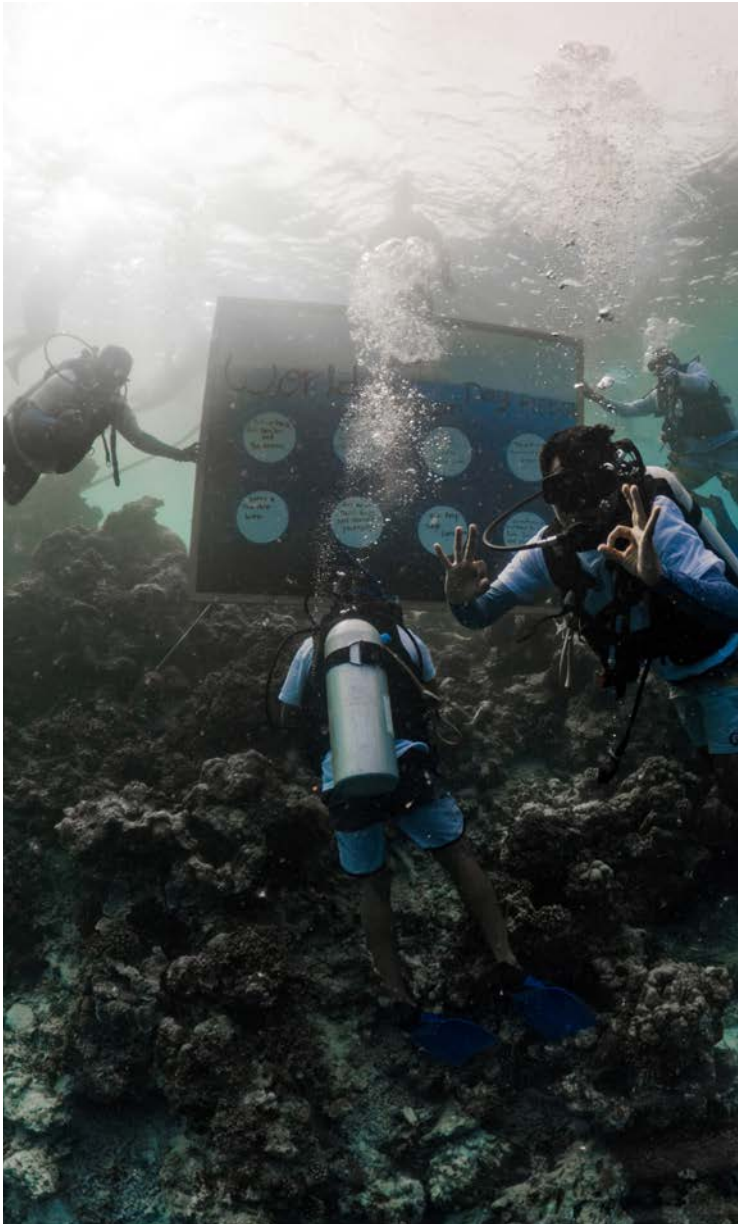
Looking at the above results in guest feedback for the given period, evaluate how customers perceive the value of our product or service, analysis our competitor's price and need to add more value-added services.





# BIODIVERSITY CONSERVATION

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## ENVIRONMENT PROTECTION

The Maldives is known for its rich marine biodiversity and diverse ecosystems. At Sun Siyam Iru Veli, we support eco-initiatives and biodiversity projects through Sun Siyam Cares to protect and preserve our environment, coral reefs, and marine life, in collaboration with local councils to ensure we follow proper protocols. Our guests can also participate in conservation efforts, such as coral and tree planting, of which gain and increase interest from them over the past year.

## OUTCOME

We invite our guests to participate in the creation of a new coral reef. Join us on the house reef to participate in the building of a new coral reef in the lagoon. Together, they will collect damaged coral and re-plant it on metal frames. As they work, they will also have the opportunity to monitor the growth of the coral and see it thrive in its new home. This is a hands-on opportunity to make a positive impact on the marine ecosystem and learn about the importance of coral reefs.

I am pleased to share the initiatives that Sun Siyam Iru Veil has taken to reduce environmental impact and promote sustainable practice. We have shown a high level of commitment and responsibility towards the communities and ecosystems in which we operate.

Some of the achievements that I find remarkable are:

- Eliminating single use plastic by operating an in-house drinking water bottling plant with re-usable glassbottles. This is a great way to reduce plastic waste and save resources.
- Successfully completing recycled irrigation water system by using STP treated water in 2023. This is a smart and efficient way to reuse water and conserve freshwater resources.
- Successfully completing replacement of electric water heaters to solar water heaters in our Team Island in 2023. This is a clean and renewable way to generate energy and reduce greenhouse gas emissions.
- Achieving and receiving the Travelife Gold certificate for our accommodation sustainability criteria. This is a prestigious and internationally recognized certification that demonstrates our excellence in safeguarding animal welfare and biodiversity, respecting and protecting human rights and fair labor practices, improving the economic and social impacts for people in the community and minimizing our environmental impacts.

We will continue to pursue our sustainability goals and inspire others to do the same. We have made a positive impact on the world and we are proud to be a part of it.

# ENERGY CONSERVATION

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## ENERGY USE

The Maldives has abundant sunshine, making it well-suited for solar energy generation. The government has set a goal of achieving net-zero emissions and generating 70% of power from renewable energy sources by 2030. In line with these goals, Sun Siyam Iru Veli is investing in solar energy projects, such as installing solar water heaters at the team members' accommodations by replacing electric water heaters. These solar water heaters use the sun's energy to produce hot water. Solar heaters are a low-cost, long-term solution for hot water with low maintenance requirements.

## OUTCOME

We have reduced our energy consumption for hot water production in Team Island by 70% compared to previous months.

We are committed to protecting the environment and working towards a sustainable future. We are proud of the progress we have made, and we will continue to work hard to make a positive impact on the world.





# WATER CONSERVATION

Our resort islands have our own desalination and water bottling plants that use reverse osmosis to produce fresh water from seawater. We produce our drinking water for guests and team members by operating a drinking water plant.

## PRACTICES FOR WATER SAVING - WATER RECYCLING AND REUSE

At Sun Siyam Iru Veli, we treat wastewater by storing and distributing treated water for irrigation and watering plants. Daily average of 100 m³/day is used for watering plants.

## OUTCOME

We save 100 cubic meters of fresh water daily by using grey water for irrigation.

100 m3 water = 522 KWh  
522KWh =156 Liters Diesel  
522KWh = 195KgCO2e

We reduced carbon emissions from water production by 30% and decreased desalination’s energy consumption by the same percentage. Moreover, we cut energy consumption and carbon emissions from the resort’s power generation by 3%.

## CONCLUSION

Comparing from January 2022 - June 2022 to from January 2023 - June 2023, we have reduced 7% water consumption per Guest Night.

MONTH	WATER USE PER GUEST NIGHT IN CUBIC METRES (M3)		% VARIANCE
	2022	2023	
January	3.33	3.04	-9%
February	2.39	3.00	26%
March	3.02	2.84	-6%
April	3.37	3.43	2%
May	3.45	3.11	-10%
June	4.73	3.54	-25%
6-MONTH AVERAGE	3.38	3.16	-7%

## RECOMMENDATIONS

To build an additional water storage tank of 300m for rainwater harvest and storage.



# WASTE CONSERVATION

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## POLLUTION

Sun Siyam Iru Veli is committed to reducing our carbon footprint and promoting sustainability by eliminating single-use plastics and disposable plastic products, including bags, straws, and water bottles.





# COMMUNITY ENGAGEMENT & SUPPORT

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DH.BANDIDHOO ISLAND CLEANING



REEF CLEANING

# OUR TARGETS - 2023 / 2024

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## OUR TARGETS FROM 2023

REDUCED ENERGY CONSUMPTION BY 5% IN 2023.

REDUCED WATER CONSUMPTION BY 3% IN 2023

REDUCED CARBON EMISSION BY 5% IN 2023

**WE HAVE ACHIEVED OUR TARGETS.**

## FUTURE TARGETS FOR 2024

**PROGRESS TOWARDS ACHIEVING GOALS.**

**Goal 1:** Reduce KWh per Guest night to 198.01KWh by December 2024.

**Goal 2:** Reduce carbon emission per guest night to 73.46KgCO<sub>2</sub>e by December 2024.

**Goal 3:** Reduce daily food waste KG/ person in the resort (Guest and team members to 0.95kg by December 2024

**Goal 4:** To reduce the amount of water consumed per guest night to 3.135 cubic meters.





# OUR SUSTAINABILITY CHAMPIONS

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## Title

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**General Manager**  
Masdhooq Saeed

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**Chief Engineer**  
Ahmed Shareef

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**Cluster PR Manager**  
Erika Magora

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**Director of Operations**  
Mohamed Najah

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**Executive Housekeeper**  
Ahmed Zahir

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**Executive Chef**  
Christof Egli

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**DIVE Centre Manager**  
Miranda Pontiglione

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**MASDHOOQ SAEED**  
GENERAL MANAGER



**AHMED SHAREEF**  
CHIEF ENGINEER



**ERIKA MAGORA**  
CLUSTER PR MANAGER



**MIRANDA PONTIGLIONE**  
DIVE CENTRE MANAGER



**AHMED ZAHIR**  
EXECUTIVE HOUSEKEEPER



**CHRISTOF EGLI**  
EXECUTIVE CHEF



**MOHAMED NAJAH**  
DIRECTOR OF F&B