

# SUSTAINABILITY MANAGEMENT

PLAN 2023



CORA CORA®  
*Maldives*



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## PURPOSE

The Management Plan is to ensure that decision making within our resort contributes to achieve its objectives, in order to improve its sustainability, reduce its long-term environmental impact and increase the welfare of employees, guests and of the environment that surrounds us. The Sustainability Management Plan is to guide the daily operations of the business in a sustainable manner in considering the environmental, socio-cultural, quality, and health & safety issues.



### GENERAL OBJECTIVES:

- Achieve Green Globe certification
- Lead the decision-making process to be more sustainable
- Develop a business strategy based on sustainability, quality, safety & health

### SATISFACTION GOALS:

- Increase commitment with our customers
- Increase customer satisfaction measured by surveys
- Provide clients with information on good waste management practices, preservation of environment, energy and water conservation, local culture, ethical souvenirs

### ENERGY CONSERVATION OBJECTIVES:

- Reduce energy expenditure
- Green energy utilization
- Reduction in amount of CO<sub>2</sub> emissions
- Optimize energy efficiency of plants

### WATER CONSERVATION OBJECTIVES:

- Reduce water expenditure
- Install water-efficient faucets and showerheads
- Install water meters for separate areas and monitor the consumption per section

### WASTE MANAGEMENT OBJECTIVES:

- Reduce the amount of non-recyclable waste
- Increase the amount of waste that we recycle
- Start working with recycling parties such as Parley for Oceans, Secure Bag.

### TRAINING OBJECTIVES:

- Raise awareness about energy and water conservation, preservation of environment and local culture
- Promote diversity and train employees on how to overcome sociocultural issues
- Train employees in sustainability annually

## SCOPE:

The scope of the Sustainability Management Plan covers all activities at Cora Cora Maldives, and its integration with all colleagues, customers and guests, business partners, owners, other stakeholders, and the environment at large.

## REFERENCE:

Green Globe Certification Standard and Guide to Certification.



## CORA CORA MALDIVES VISION:

We consider Green Globe as the premier global certification for sustainable travel and tourism. Green Globe Certification offers the world's most recognized and longest running program allowing us, as one of the green leaders in the travel and tourism industry, to confidently promote our environmental credentials along with our commitment to the people and prosperity of our location.

That is the reason why we took up the challenge and wish to obtain Green Globe certification in 2023. It is our aim to continually improve our sustainability efforts, and to

achieve in a consistent way improvement in connection with our yearly review.

Sustainability within the Resort is defined as “carrying out its business in line with our company’s guiding principles of being conscious of global environment issues and acknowledge our responsibility towards the environment. While the well-being of our guests remains the fore-front, we commit ourselves to carrying out operations in a sustainable manner, taking every step to minimize operational impact on, and preserve the environment wherever we operate.”



We believe, our guests, staff and environment are equally important. Our Sustainable Management Plan ensures colleagues, customers, business partners, owners, other stakeholders, the environment and the property are taken care. Our Sustainability Management Plan encompasses four key areas:

**I. Environmental** – to be actively involved in conserving resources, utilizing renewable energy to extent possible, reducing pollution, conserving biodiversity, ecosystems, and landscapes.

**II. Socio-cultural** – to be involved in corporate social responsibility actions, community development, local employment, fair trade, respect local communities, colleague protection. Being involve with activities to support the local community

**III. Quality** – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders.

**IV. Health & Safety** – Cora Cora Maldives complies with all established health and safety regulations and ensures that both guest and colleagues protection instruments are in place.

## A SUSTAINABLE MANAGEMENT

### A.1 Implement a Sustainable Management Plan:

Resort shall establish and maintain the SMP complying with requirements included in this section.

Our property will provide and write Policies and Procedures that:

- a) are appropriate to the nature and scale of the organization’s activities;
- b) are aligned with the four key SMP areas i.e. Environmental, socio-cultural, quality and health & safety issues.
- c) include a commitment to continual improvement of the SMP
- d) include a commitment to comply as a minimum with the current applicable legislations, regulations and other requirement to which the organization subscribes;
- e) provide a framework for setting and reviewing SMP objectives and targets;
- f) are documented, implemented, maintained and communicated to all colleagues;
- g) are available to all interested and affected parties; and
- h) are reviewed periodically to remain relevant and appropriate to the organization’s SMP.



### **A.2 Legal Compliance:**

The resort is licensed according to the law of the Republic of Maldives and in compliance with all relevant international or local legislations and regulations, including health, safety, labour, and environmental aspects, and insurance policies and other guest and colleague's protection instruments are up to date and in order.

### **A.3 Colleague Training:**

Colleague hiring, training, annual appraisal and performance review, at our properties are in line with the competency models, based on the company believe and expectations.

We strongly believe that it is important to follow all the process, to achieve a healthy and balance team, by encouraging internal development and growth.

### **A.4 Customer Satisfaction**

Our property monitor customer satisfaction by receiving feedback in different ways and platform. We strongly believe, accept and work in any kind of positive or constructive feedback provided by our guest.

Besides customer satisfaction, we also review and monitor internal quality performance and satisfaction. Some of the tools used for monitoring and reviewing the same are:

- a. Guests Courtesy Log
- b. Guest emails
- c. all 3<sup>rd</sup> party online platforms such as TripAdvisor, Booking.com and all social media channels.

### **A.5 Accuracy of Promotional Materials**

All communication regarding promotional material at our properties goes through the Sales and Marketing team and is in line with the company standards, local regulations and cultural norms. We do not overpromise and committed to deliver whatever promised and advertised.

### **A.6 Local Zoning, Design and Construction**

Our property is located in an uninhabited island. No local significant sites, water courses, wildlife of any sort, vegetation or residents would have been disturbed in an adverse manner.

Ongoing maintenance and repairs are performed regularly. The refurbishments, if any, include re-using as much of the original structure as possible, incorporate local design and architecture (i.e. kadjan roofing, wood and bamboo) and renovation/interior design is always performed with the purpose of being as sustainable, energy-saving and long-lasting as possible, and includes use of environmentally sound materials.

### **A.7 Interpretative Tourism**

Excavations on Maamigili – the island Cora Cora Maldives is on – have revealed more than 60 remarkable finds. And we have also sourced more than 400 fascinating relics from across the Maldives, which we have curated into the Museum of Island Heritage.





When guests arrive for check-in, they will see around the museum gallery in the lobby. Here, they will see 17th-century porcelain from China's Qing dynasty, an oil lamp thought to be around 1,500 years old from the Early Byzantine era and impressive cowrie shells, which were used as currency in the 17th century.

In the centre of the island, guests can explore our outdoor site, where they will discover ancient memorials dating back 500 years, and perhaps the most extraordinary find on the island – two temple tanks thought to be around 900 years old. These shallow wells were used for bathing and ceremonial purposes, and are remarkably well preserved.

Finally, guests can visit our 120-year-old traditional Maldivian house, with displays of traditional island life in the 1900s, to get a feel for what's it might be like to live on Maamigili year-round.

We inform our guests about the local environment, local culture and cultural heritage through various means; may it be electronic or something as simple as friendly dialogue with guests or tour around. As the Maldives is predominantly a Muslim country, guests are made aware of the local culture during the holy month of Ramadan as special emphasis is made on period of fasting of colleagues.

Special Maldivian themed nights are held in the main restaurant every week, Friday being the national day, in which employees wear traditional cloths and perform bodu-beru (traditional Maldivian dance) for the guests, trying to involve them as much as possible.

Various expedition packages are available with the Resorts to visit nearby local islands, so that guests are able to experience the real Maldives, interact with the local community and support local businesses like handicrafts, and other sou-

venir shops. Although, illegal souvenirs are not available anywhere in the Resort and even nearby, we do inform our guests not to buy items such as shark teeth, turtle shells, black coral, etc. We also discourage the guests to take sand, corals and shells as these all a part of one eco-system and helps to keep the beaches in the most beautiful and natural state.

### **A.8 Communications Strategy**

We communicate with our guests and visitors to the hotel and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work.

Our sustainable operations involve our guests, example: we have placed a card in all the rooms in order to give our guests an option whether or not they want the bed linen and/or towels to be replaced for the day, hence, providing them with an opportunity to play a direct role in water and energy conservation.

Upon arrival our guest relation team will remind the guests of the damage inflicted on fragile coral if one stands on them, and the need to protect the ecosystem around the island.

In the same way, guests are also politely requested to not collect or remove shells from the beach, even empty ones, as they could be the homes of hermit crabs.

### **A.9 Health and Safety**

We follow strict environment, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury.





Colleagues are appropriately trained so as to make them aware of the health and safety issues while working and guests are made aware of hazards by using appropriate signage and other forms of communication.

Purchasing and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy. Another requirement we try and meet is to procure goods and equipment which are durable and long lasting.

We have an experienced team of engineers and technicians who maintain the facilities and equipment, so that we have constant checks on them being in good working condition. All necessary and mandatory safety requirements for the same are in order, such as Risk Assessments and use of Personal Protective Equipment.

**Highlights:**

- Guests and employees are provided with life jackets in their rooms
- Guests are made cautious by posting safety instructions in the villas and other public areas
- Swimming pool depth is clearly marked including pictorial NO Diving Signs, life-rings and notice boards

- Basic Health and Safety training, fire training, evacuation drills are conducted regularly for colleagues
- All paint is environmentally friendly and lead free, with low VOC content
- An active inhouse system is in place whereby colleagues are trained to report any malfunctions and leaks immediately, and there is a good follow up system to ensure the works are carried out satisfactorily

**A.10 Disaster Management**

The Indian Ocean is the heartbeat of the Maldives. The country is made up of 99 percent water and 1 percent land, a geographic composition that makes any change in the ocean reverberate through the islands. Because of this, the country is extremely vulnerable to natural hazards, including tsunamis, floods, intense winds and rising sea levels.

Cora Cora Maldives fully adhere to their Disaster Management plan. Resort uses the services of a third-party fire company to inspect, analyses, advice, train and certify all colleagues in fire safety.

Yearly fire and tsunami drills are held involving all staff, where a real disaster is simulated and practice responses are undertaken. All drills are observed by independent parties and observations and reports written.







## B. SOCIAL/ ECONOMIC

### B.1 Community Development

The Resort recognizes its role and responsibilities in contributing to the sustainable development of the communities in which it operates. This policy aims at maximizing the return on Community Investments and their impact on the local community.

Through our community investment initiative, we have identified unique areas of involvement where we can actively support our local communities and engage in a mutually rewarding way with our stakeholders.

#### Education:

Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector. This is done by taking on interns from local educational establishments and supporting their growth and development. Further job opportunities are offered within the company.

#### Healthcare:

Supporting initiatives aimed at enhancing the health and well-being of local communities. We look into schemes of donating and sponsoring to the health facilities at local islands.

#### Cultural Preservation:

Supporting initiatives aimed at enhancing the ability of small businesses that are strategically linked to business needs to perform more effectively in order to create economic growth. We regularly buy from local producers and support local fishermen.

#### Environmental Protection:

Supporting initiatives that help protect the integrity of the environment.

At a time when everybody is sensitive to environmental issues, a sympathetic approach to the sustainable management of holiday destinations has become obligatory. In a destination where even the slightest activity may induce a disproportionate reaction, addressing environmental concerns, raising awareness and taking positive action have always been inter-linked components in achieving success.

Cora Cora Maldives is committed to protecting and maintaining our marine environment.

### B.2 Local Employment

Cora Cora Maldives proactively supports the recruitment and development of Maldivian nationals at various managerial level positions across its operational and support functions, with a view that such Maldivian nationals will be supported, mentored and guided to grow and move into leadership positions across the company.

The element of local employment is supported by:

- Hiring Policy
- Maldives Labour Act

### B.3 Fair Trade

Fair trade within Cora Cora Maldives is driven by the “Procedure Goods & Services” process in the Maldives wherein resort ensures the use of right methods to select suppliers and procure goods and services at the right quality, price, time, source and delivery while protecting the company.





Our Policy:

*“We at Cora Cora Maldives ensure that all processes are done in compliance with relevant laws and consistent with ethical, social and environmental standards.”*

#### **B.4 Local Entrepreneurs**

Cora Cora Maldives does not engage with local entrepreneurs dealing with historical artifacts. Moreover, it is not permitted by law.

It is worthwhile to state that, in Cora Cora Maldives, we do engage in organizing events and activities that portray the local culture, especially during Ramadan, Eid, and Maldives National Day. Authentic Maldives shop operates in the Resort that gives great opportunity for the most remarkable and creative entrepreneurs in the country, help them embellish their craft and expose their talent to the global marketplace. Authentic Maldives is an initiative of the Ministry of Economic Development to promote genuine local products, which is being operationalized through the Business Center Corporation.

#### **B.5 Respect Local Population & Culture**

As stated earlier the Maldives is predominantly a Muslim country and as such guests and colleagues are made aware of the local culture. All efforts are made, where applicable, that due respect is given to the local values and beliefs, and we commit to safeguarding the Maldivian culture and ensuring that the local community shares in the benefits of tourism.

#### **B.6 Exploitation**

Cora Cora Maldives is in strict compliance with the Maldives Labour Law. Hence, appropriate policies are in place against the employment of children, sexual harassment and exploitation, particularly of children and adolescents.

The element of avoidance of exploitation is supported by:

- Sexual Harassment Policy
- Maldives Labour Act

#### **B.7 Equitable Hiring**

Cora Cora Maldives promotes diversity and equality on all levels of the business, and no colleagues or applications are discriminated against in any way.



All positions are filled on the basis of competence. Our resort adheres to all local laws and regulations concerning labour laws, and offers conditions and wages superior to the minimum requirements.

Cora Cora Maldives employs people of many nationalities – currently we have around 18 different nationalities working at the resort. Women candidates are encouraged to apply across all levels of the business.

The Maldives has strict labour law related issues, which we adhere to in full.

#### **B.8 Colleague Protection**

Salaries and benefits exceed national regulations, and all payments required by law into insurance and pension funds are made on behalf of all colleagues. Overtime is paid for hours worked beyond the established work in accordance with Maldives labour law. Week hours and working hours do not exceed the legal maximum established by the labour law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are accordingly remunerated as per the policies outlined.



To further enforce colleague protection at our properties, the welfare committee comprising of employees of all levels and the management hold regular meetings and assure that any concerns or ideas from any colleague is given due considerations and actioned on if possible.

### **B.9 Basic Services**

The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect a positive influence in the community.

### **B.10 Local Livelihood**

Since our resort is located on independent island, and the business encompasses the entire island, its activities do not affect any of the other islands around. Access to land, water, housing, right-of-way and transport for any neighboring communities has not been impacted at all. On the contrary, the activities of the business contribute to the economy of neighboring islands by creating jobs and buying from them.

### **B.11 Bribery and Corruption**

Cora Cora Maldives prohibits all forms of bribery, directly or through third parties, including employees from soliciting, arranging or accepting bribes.

No direct or indirect contributions to political parties, etc, is made, as a way of obtaining advantage in business transactions.

The Resort will not deal with contractors and suppliers known or reasonably suspected to be paying bribes. Due diligence is undertaken in evaluating prospective contractors and suppli-

ers to ensure that they have effective anti-bribery Program.

- Code of Conduct for business Partners

## **C: CULTURAL HERITAGE**

Our colleagues at Cora Cora Maldives are trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that the guests are most interested in.

Local Maldivian culture and idiosyncrasies can be explained and discussed with guests, but mainly in a nice-to-know form, as the culture is significantly different from anywhere else in the western part of the world, from where we have a substantial number of guests coming from.

Historical and archeological artifacts are not sold or traded. Appropriate permits are obtained to display archeological objects in our museum. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage.

Goods which are protected and may not be bought or taken are communicated to guests during the room orientation.

The Maldives is a treasure of marine diversity and fragile coral and their protection and natural growth is publicized as much as possible.

The villas and all public areas are of rustic ethnic charm and blend in naturally with the surroundings and landscape. The scenic beauty of the Maldives is enhanced through our thoughtful architecture and design of structures.





## D: ENVIRONMENTAL

Cora Cora Maldives sources and obtains many locally produced goods including watermelons, papayas, kurumba, bananas, and many others which have been grown organically. Freshly caught fish using pole and line method is brought directly to us just off the sea by local fishermen every day.

As much as possible, we favour suppliers who conduct their business in a responsible and ethical manner. We buy in bulk to reduce packaging wastes. We prefer products which are eco-friendly, bio-degradable, made from re-cycled material and have minimum impact on the environment.

We do not use any invasive alien species in our gardens and landscapes, we also minimize the trimming and trying to keep the native vegetation as undisturbed as possible. Measures are taken to prevent the introduction of pest and exotic species.

No captive wildlife, endangered species, products thereof or any form of unethical items are used, sold or allowed on Cora Cora Maldives.

This concludes the Sustainability Management Plan for Cora Cora Maldives in 2023. We are fully aware that sustainability is an ongoing journey; therefore the Sustainability Management Plan will be reviewed annually.

The resort will continuously measure and monitor the following at planned intervals to verify that we are achieving continuous improvement in the field of sustainability:

1. Electricity consumption
2. Water consumption
3. GHG emission
4. Amount of waste generated by the resort

After consistently monitoring environmental KPIs in 2022 and implementing specific “green” initiatives, we have reviewed the reduction goals for 2023; hence we will strive to reduce energy consumption by 10%, water consumption by 5%, and waste volume by 60%. Our Sustainability Management Plan is supported by the following Policies and procedure along with other supporting documents:

- Environmental Policy
- Disaster Management Plan
- Code of Behavior
- Code of Conduct for Business Partners
- Purchasing Policy
- Environmental Risk Assessment
- GHG Reduction Policy
- Pollution Management Plan
- Waste Management Plan

