Hurawalhi
MALDIVES

SUSTAINABLE LUXURY

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1. EXECUTIVE SUMMARY

This executive summary outlines the sustainable development progress of Hurawalhi Island Resort from 2018 to 2023.

The report highlights achievements and challenges in environmental, economic, socio-cultural, quality, and health & safety areas. The resort's commitment to positive community impact, sustainable practices, and continuous improvement is evident. Key goals include reducing waste and conserving resources while maintaining high-quality services for guests. Hurawalhi's dedication to environmental protection, staff training, and adherence to relevant laws ensures a responsible and sustainable approach to tourism.

2. INTRODUCTION

Hurawalhi Island Resort is a refined paradise situated in the Maldives, where the fusion of contemporary luxury and sustainability creates a captivating haven for travellers. Belonging to Lhaviyani Atoll's turquoise waters, this resort offers a charming retreat for those seeking an unforgettable experience that aligns with eco-friendly values.

Hurawalhi Island Resort takes great pride in its efforts to minimise environmental impact while delivering top-notch amenities and impeccable service to its guests. The resort's breathtaking surroundings, including pristine white-sand beaches, clear waters teeming with marine life, and lush tropical vegetation, perfectly complement its eco-conscious practices.

Through its commitment to responsible environmental management, community engagement, and ethical business practices, Hurawalhi ensures that each guest's stay contributes to a positive impact on the environment and local communities. Whether indulging in the luxury of overwater villas or exploring vibrant coral reefs, visitors can rest assured that their experience at Hurawalhi aligns with principles of sustainability and care for the natural world.

Hurawalhi's environmental sustainability program aims to incorporate sustainable practices into all resort activities and operations. The resort values ethical environmental objectives, compliance with environmental laws, and the implementation of the "5 R's" concept (Refuse, Reduce, Reuse, Repurpose, Recycle) to minimise waste. Additionally, the report emphasises measures to improve environmental performance, conserve water and energy, reduce pollutants, and promote environmental responsibility among staff, clients, suppliers, and the community.

Hurawalhi is dedicated to maintaining and evaluating its Quality Management System to ensure exceptional services that meet customer requirements. A Health and Safety Policy is in place to create a safe environment for guests and employees, with regular training and risk assessments to prevent accidents.

3. KEY ACTIONS, KPI & MONITORING

Hurawalhi Island Resort's sustainability policy prioritizes social and environmental actions to create positive impacts while minimizing negative effects on the island, people, and planet. The resort acknowledges its responsibility to the local communities, environment, and resources in the Maldives, ensuring compliance with relevant legislation.

To achieve these goals, Hurawalhi has established policies covering various aspects, including environmental actions, employee welfare, health and safety, quality assurance, responsible purchasing, community engagement, and child protection. Standard Operating Procedures (SOPs) are in place to maintain high standards and monitor progress in key areas.

Given the geographical challenges of importing goods, introducing new measures may be difficult and time-consuming. Nevertheless, the resort remains committed to pursuing innovative projects with a positive outlook and aligning with sustainable trends. The primary focus remains on reducing waste to make the most significant impact possible. Hurawalhi aims to continuously improve and achieve its important sustainability objectives.

4. SUSTAINABLE ACTIVITIES

Environmental Policy
Hurawalhi's management is dedicated to environmental protection, adhering to national laws and regulations. The resort aims to comply with all applicable regulations, measure environmental performance regularly, and train staff on environmental commitments. Guests are encouraged to support Hurawalhi's efforts in reducing environmental impact.

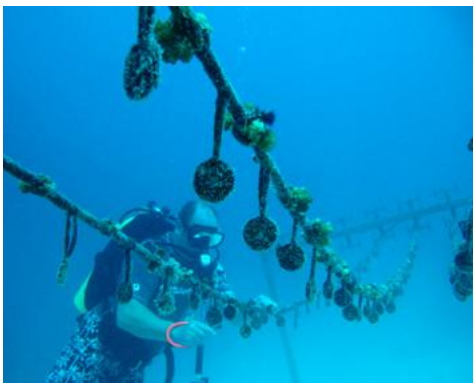
Marine Life and Biodiversity
Hurawalhi created a coral garden by collecting fragments and placing them in frames at the same depth to avoid temperature differences. This initiative involves the management team, Pro-diver's team, marine biology team, and guests, offering a great snorkeling experience while promoting environmental awareness.

On the guest app, important environmental guidelines are shared, emphasizing the fragility of the Maldives' ecosystem. Guests are reminded not to touch animals in the water, especially turtles, and to avoid stepping on or touching coral reefs to prevent irreparable damage. Taking coral, shells, sand, coconuts, and vegetation off the island is prohibited under Maldivian Law.

Given the hot climate, guests are advised to drink at least 2 liters of water daily to prevent dehydration. Hurawalhi is home to harmless animals like lizards, geckos, bats, and crabs, with no dangerous species in the area.

Fishing is not allowed on or around the island or the jetty according to Maldivian Law. Guests interested in fishing can refer to the "Fishing" section or contact the Guest Services team for assistance.

Hurawalhi's Eco-Friendly Fishing
Hurawalhi supports the traditional fishing practices of the Maldives, where fishing is a family and community-centered activity. The resort ensures proper fishing procedures by providing the right equipment, like de-hooking tools. During fishing trips, guests are assisted in landing and identifying fish, following size and species limits. Protected species are always released, and only mature-sized fish can be kept.



OECMs (Other effective area-based conservation measures)
Hurawalhi has been recognized as an OECMs marine reserve designation, aiming to protect its rich biodiversity and diverse habitats. The Conserved Area is home to Vulnerable and Endangered species, including sharks like the grey reef and silver-tip. Devil rays and ornate eagle rays are also spotted here. The area hosts Critically Endangered hawksbill turtles and Endangered green sea turtles. Blacktip reef sharks, spotted eagle rays, and nurse sharks are commonly seen in the shallows, and reef manta rays occasionally visit the adjacent sandbank, which serves as an important feeding site.

Fushifaru K'andu which lies south-west to Hurawalhi is a Marine Protected Area renowned for its Fushifaru Thila that boasts an unspoiled reef and brilliant table corals.

Training & Support

Hurawalhi Island Resort ensures that all its team members understand and effectively implement the CCR's policies and objectives through an ongoing training and development program aligned with Forbes standards.

Hurawalhi's diverse workforce values respect and understanding of each other's backgrounds, instilling harmony and successful teamwork on the island. English is the official working language for all employees.

Sustainability is a priority in team members' training, raising awareness about protecting Maldivian biodiversity, coral reefs, and endangered species. Hurawalhi actively engages in international environmental campaigns like Earth Hour, Earth Day, World Oceans Day, and Wildlife Day. Nature remains at the core of the resort's endeavors.

The Hurawalhi Experience

Hurawalhi's commitment to quality sets it apart and drives continuous improvement. As a part of Crown and Champa Resorts (CCR), Hurawalhi aspires to become a leading resort hotel in the Maldivian Hospitality and Tourism Industry. To achieve this, the resort implements and maintains rigorous operational systems and processes. Minimum quality standards have been defined to guide all departments in their service and product selection. Through guest satisfaction surveys, service audits, and quality assurance tools, Hurawalhi ensures the maintenance of high-quality products and services. The Quality Policy is built on three core principles: understanding and meeting the needs of guests, suppliers, and team members; identifying and eliminating potential service errors; and ensuring well-trained team members follow Standard Operating Procedures. Hurawalhi is proud to be a Forbes Travel Guide Partner in pursuit of its new targets.

The back house tour at Hurawalhi offers guests insights into the resort's environmental support. It includes visits to the Reverse Osmosis Plant, Generator Room, Solar Panel, Recycling Centre, Sewage Treatment Plant, and staff areas like Laundry and the organic garden. The Chief Engineer and Executive Housekeeper lead the tour, providing explanations and answering guests' questions.

Local Community Engagement

Hurawalhi Island Resort actively contributes to the sustainable development of the local community and environment through its Corporate Social responsibility program. The resort recognizes the local community as a vital stakeholder and emphasizes mutual respect and co-operation for mutual benefits. Various engagement initiatives are employed, including employee recruitment, vocational education programs, support for local produce and fishing, involvement with entertainers and students, and hiring boats from neighboring islands. The resort also provides additional benefits to local employees, emergency assistance, pest control, and educational sponsorships. Complying with laws and regulations is a priority.

Hurawalhi is highly supportive of the local community, providing numerous job opportunities for Maldivians from different regions, including neighboring islands. The resort allows employees who live in neighboring islands to return home to their families after work, fostering a strong connection with their homes and communities.

Corporate Social Responsibility

Community welfare and development, as part of Corporate Social responsibility, hold significant importance for Hurawalhi. The resort collaborates with the government and partners with the Ali Fulhu Thuthu Foundation (AFTF), an NGO funded entirely by the owners of CCR. This partnership aims to achieve greater impact and outreach in various community development projects nationwide.

Food and Drinking Water Validation: Compliance Measures

- **HACCP Certification**
  Hurawalhi follows international HACCP standards to ensure food safety. Compliant with WHO "Codex Alimentarius" and equivalent to ISO22000. Annual audit review by an accredited body. Collaboration with Ian Greaves International.UK (IGI.UK). Daily evaluation by the assigned HACCP coordinator.

- **Food and Drinking Water Validation**
  Regular testing of drinking water, food samples, and pool PH. Water samples are periodically tested abroad to ensure quality standards and safety for guests and staff.

- **Legislation Compliance**
  Adherence to all relevant regional, national, and international legislations. Ensuring compliance is a crucial part of daily operations.

Healing Earth

Hurawalhi collaborates with Healing Earth, a renowned provider of Eco-friendly spa and hotel amenities, to create a customized Healing Ocean collection exclusively for Hurawalhi guests. This environmentally conscious range offers luxurious and effective products crafted with carefully selected spa-quality ingredients and aromatherapy oils. Designed with both guest well-being and the preservation of Hurawalhi's natural environment in mind, each product is soft, aromatic, and tailored for the Maldives' equatorial climate.

The Healing Ocean collection includes biodegradable hand and body wash, shampoo, conditioner, after-sun gel, hand and body soother, and solid soap. With a focus on protecting the vulnerable coral reef ecosystem, these products feature environment-friendly antimicrobial agents to prevent harm to the ocean. Additionally, the packaging is made from recycled glass, furthering Hurawalhi's commitment to sustainability.

Multiple Sulha Spa's treatments, including signature rituals like Sense of Touch and Heaven on Earth, are complemented by Healing Earth products, which are free from harmful chemicals. Hurawalhi, is dedicated to offering guests a pampering experience that aligns with the resort's deep respect for nature and the environment.

Hurawalhi's Gardens

Hurawalhi utilises a cutting-edge composting machine to recycle 60% of the organic waste generated by the resort, primarily from the kitchen and restaurants. Through this initiative, approximately 100 kg of compost is produced daily from the recycling of food and vegetation waste. This compost is then used to enrich the resort's vegetable garden.

Sustaining Marine Ecosystems

Manta Rays:

Lhaviyani Atoll is a beloved spot for manta rays. Nearly 400 individual mantas have been identified by the resort's marine biologists, team, and guests. Over 314 mantas have been spotted multiple times. Most mantas around Hurawalhi have a size of up to 2.3 meters, while some boast wingspans over 3 meters. The estimated Maldivian reef manta population is 5,000-6,000, with 4,160 identified individuals. Guests are provided with sustainable and respectful swimming guidelines, including avoiding approaching closer than 3 meters, not chasing the mantas, and never touching them.

Coral Reef Nursery:

Hurawalhi has established its first coral nursery, where a total of 200 coral fragments are being nurtured under close observation. The nursery serves as a crucial initiative in combating coral bleaching caused by rising water temperatures. The healthy coral fragments will eventually be replanted back onto the reef, contributing to the preservation of the marine ecosystem.

Sustaining Fishing Excursions:

Hurawalhi is dedicated to a sustainable fishing policy and sources from trusted local suppliers adhering to the Maldives' traditional and responsible fishing practices, mainly using pole and line fishing. The resort strictly follows size guides to ensure the preservation of marine resources.

Pro-divers Maldives:

Hurawalhi's acclaimed dive center, voted 'Maldives Best Dive Center' in the 2018 Tauchen Awards, prioritities ocean conservation and strictly follows PADI and Project Aware guidelines for protecting the environment. Pro-divers Maldives offer PADI Project AWARE Coral Reef Conservation Specialty courses and Project AWARE Dive Against Debris courses to divers.

5.8m Restaurant's Reef Ecosystem:

The reef surrounding the 5.8 Undersea Restaurant is carefully protected to maintain its biodiversity and provide a unique dining experience in harmony with nature. 100 different marine species are spotted including clownfish.

WATER - KPI´S

Water Production:
- All water produced is through a desalination plant.
- Modern and efficient reverse osmosis system providing about 400m^3 daily capacity.
- Water storage capacity of 440m^3 for backup operation.

Water Recycling:
- Waste water from operations goes into the water recycling plant (STP).
- Filtered and cleaned water from STP used for gardening purposes.

Actions to Minimize Water Consumption:
- Reduced water pressure in showers.
- Dual-flush toilet tanks to control water usage.
- Lowered flow rate in wash basins.
- Rainwater collection and reuse.
- Drip irrigation system for the garden.

Actions to Minimize Water Loss and Consumption:
- Staff and guest awareness campaigns to save water.
- Use of sensor-type and knee-operated faucets.
- Linen change provided every third day or upon guest preference.
- Daily route checking to detect and prevent leakages.
- Individual water meter reading and comparison on a daily basis.

Target Over the Years:
- Water consumption target not achieved in 2019 (3% increase).
- Water consumption target achieved in 2020 (39.24% reduction).
- Reduction attributed to various factors including water filtration and COVID-19 related closures and decreased occupancy.

ENERGY - KPI´S

Energy-Saving Measures:

- Use of energy-efficient equipment.
- Staff training and awareness programs to minimize energy consumption.
- Controlled and monitored automated outdoor timer breaker systems.
- Recycling waste energy to conserve power.
- Generating 40,000-50,000 liters of hot water daily using a generator heat exchanger system.
- Achieving approximately 2,100 kWh in energy savings per day.

Resort Energy & Carbon Initiatives:

- Solar panels installed at the premise provides approximately 1000L of diesel per day, accounting for 30% of daily consumption.
- 4,500 sqm of solar panels (2,655 panels) generate 30-35% of Hurawalhi's total electricity, reducing carbon emissions by 766,531 kg annually.
- Purchase of energy-efficient heavy and light equipment.
- Staff training in energy conservation.
- Hot water heat recovery system utilizing generator exhaust heat for heating water, reducing electricity usage.
- Outdoor lighting controlled with timers and sensors.
- Accommodations equipped with low standby consumption flat-screen TVs.
- Energy-saving inverter air conditioners with door sensors for guest rooms, contributes to a reduction in daily energy consumption.
- Encouraging staff to turn off AC, office equipment, and lights when leaving the workplace.
- Placing energy-saving reminders in all areas.
- Use of LED lights throughout the resort for energy conservation.
- Line drying for about 4,000 items monthly to reduce electricity use for machinery.
- Rainwater collection through a plant with a storage tank capacity of 50,000L and filtration capacity of 16,000L per hour.
- Use of electric buggies for island transport, eliminating the need for diesel or petrol usage with a fleet of 16 buggies.
- Water storage capacity of 440m^3 for backup operation.

Waste and Pollution - KPI´s

Tracking Guest Food Consumption and Reducing Waste:
Food waste is minimized through monitoring dishes, regularly changing slow-moving items, and staff training.

Composting Food Waste:
A fully automated composting system processes ground up food waste, producing compost used in the resort's garden.

Recycling and Reusing Initiatives:
Hurawalhi recycles glass, plastic, metal, paper, cardboard, minimizing paper and plastic use for guests.

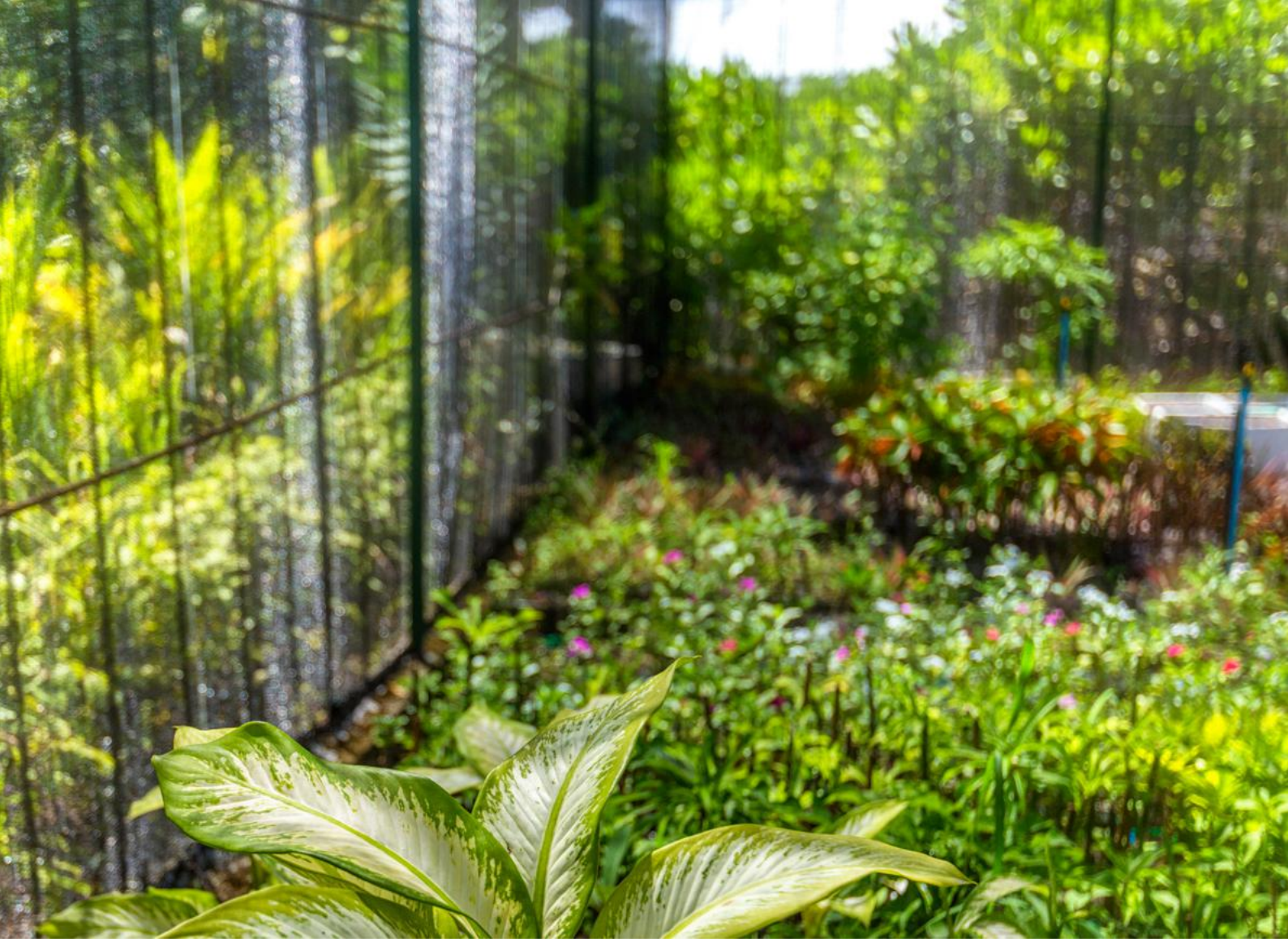
Waste Engine Oil for Incinerator Operation:
Previously used engine oil from boats and generators fuels the incinerator, reducing diesel consumption.

Incinerating Only Non-recyclable Items:
Strict rules ensure only non-recyclable waste is burned, with hand sorting to prevent unpleasant odors.

No Single-use Plastic:
Hurawalhi uses glass bottles for water, and provides reusable water flasks for staff. Eliminated purchasing plastic bottles opting for glass or aluminum canned versions.

Paper Straws:
Plastic straws were replaced with paper; guests are asked if they want a straw, contributing to reduced straw consumption.

Parley for the Oceans Partnership:
Collaboration with Parley for the Oceans aims to avoid single-use plastics and responsibly manage plastic waste.



5. SUPPLIERS & SUSTAINABLE PURCHASING

Sustainable Purchasing
Takes into account the environmental, social, and economic features of products or services that Hurawalhi is buying. The aim is to reduce negative environmental and social impacts, as well as find opportunities to save money and support the local economy by buying from nearby suppliers.

Animal Welfare
All suppliers are audited through the HACCP & Travelife program and selected to meet the given guidelines.

Local Purchase
Hurawalhi follows a policy to purchase fresh fish from local suppliers only, supporting the local community by giving local fishermen the chance to make a living. On average, the resort purchases 1200 kg of fresh tuna per week under normal resort operation. The Maldives has strict fishing rules banning any kind of net fishing, and the resort ensures that local fish suppliers adhere to these rules.

Chemical Management
The resort prioritises eco-friendly chemicals, sourcing them from Ecolab while avoiding UN-listed harmful ones. Proper disposal is ensured, and the aim is zero harmful chemical use within two years. GreenPath checks equipment monthly, and staff receive training from GreenPath and the in-house department.

6. SUSTAINING PARADISE - FUTURE TARGETS

Environmental Goals - 2024 Targets

Cleaner, Greener, and Chemically Balanced Environment

- Continue implementing practices to maintain a clean, green, and chemically balanced environment for guests and team members.
- Monitor environmental impact and identify ways to minimise and improve current practices.

Reduce Supply Packing Waste

- Further reduce supply packing waste to minimise its impact on the environment.
- Explore alternatives, including biodegradable packaging, in collaboration with suppliers.

Reduce Water and Energy Consumption

- Continue efforts to reduce water and energy consumption to lower environmental impact.
- Focus on water production and consumption to reduce energy production and consumption.

Implement Battery Storage for Solar Power

- Aim to install battery storage for solar power generated by panels producing over 700 KW on sunny days.
- Utilise full solar panel capacity by implementing battery storage for better energy utilisation.

Constantly Strive for Greener and Sustainable Solutions

- Continue seeking greener, more responsible, and sustainable solutions for daily operations.
- Regularly monitor progress and identify areas for improvement to meet or exceed corporate sustainability policy expectations.

Become a Model for Sustainability

- Aspire to make Hurawalhi a model for sustainability, upholding CCR's reputation as the most sustainable hotel management chain in the Maldives.

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