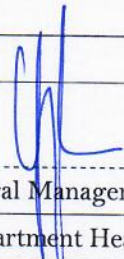


Policy:	<b>Sustainability Management Plan</b>	Policy No:	P&P-ID- ENG -017
Department:	Engineering	Effective Date:	01 <sup>st</sup> May 2024
Section:	Engineering	Supersedes:	N/A
Issued by:	Engineering	Approved by:	 ----- General Manager
Distribution:	Executive Committee Members, Department Heads and Assistant Department Heads		

**Record of Revisions**

REV NO.	REV DATE	BRIEF DETAILS	ENTERED BY

**1. Dhigali Maldives**

A slender coral cay in the Raa Atoll, Dhigali Island is pure Maldivian bliss. Ringed by coral + kissed by the sun, this is a luxury hideaway with a difference.

Castaway villas+ overwater bungalows dot the island's crystal blue perimeter. The house-reef teems with iridescent life. Beyond the lagoon, the depths of the Lakshadweep Sea promise unforgettable sights. To set foot on Dhigali's sands is to escape into an adventure. On land, at sea or underwater, the thrill of discovery awaits.

A warm Maldivian welcome extends to all guests at Dhigali. Innovation in design, breathtaking scenery + inspired, intuitive service create a truly sublime island experience.

**2. Purpose**

The purpose of the Sustainability Management Plan at Dhigali Maldives is to guide our decision-making processes in a manner that aligns with our commitment to sustainability.

This plan is designed to enhance our organization's sustainability practices, minimize our environmental footprint over the long term, and bolster the well-being of our employees, guests, and the local environment. It serves as a strategic framework for embedding sustainable practices into the everyday operations of our business, ensuring that environmental, socio-cultural, quality, and health & safety considerations are at the forefront of our actions.



**3. Energy Conservation Objectives for Dhigali Maldives:**

- Embrace the utilization of green energy sources to foster a sustainable operational environment.
- Achieve a significant reduction in CO<sub>2</sub> emissions, contributing to global efforts against climate change.
- Enhance the energy efficiency of operational facilities to optimize resource use.
- Implement strategies to minimize overall energy consumption, reducing our environmental footprint.

**4. Waste Management Objectives for Dhigali Maldives:**

- Decreasing water usage to promote conservation.
- Minimizing the production of non-recyclable waste materials.
- Boosting the proportion of waste that undergoes recycling processes.
- Surpassing waste management and recycling achievements from previous years.

**5. Satisfaction Goals:**

- **Enhancing Guest Engagement:** Cultivate a deeper commitment to our guests by integrating them into our sustainability journey, ensuring they feel a part of our environmental stewardship efforts.
- **Elevating Guest Satisfaction:** Utilize feedback from customer surveys to measure and enhance guest satisfaction, with a specific focus on their perception of our sustainability initiatives.
- **Educating Guests on Waste Management:** Proactively provide guests with insights and practical tips on responsible waste management practices, encouraging their participation in our sustainability programs.
- **Transparency in CSR Initiatives:** Keep our guests informed about Dhigali Maldives's Corporate Social Responsibility (CSR) projects, highlighting our commitment to environmental conservation and community engagement.

**6. Training Objectives:**

- **Team Awareness on Sustainability:** Foster a culture of environmental responsibility among all team members by raising awareness of Dhigali Maldives's sustainability efforts and their role in these initiatives.
- **Comprehensive Environmental Policy Knowledge:** Ensure that every team member is informed about and understands the resort's environmental policies, their implications, and their individual responsibilities.
- **Recycling Training:** Implement targeted recycling training sessions for colleagues, equipping them with the knowledge and skills to effectively contribute to the resort's recycling efforts.



- Departmental Sustainability Training: Annually target at least one department for intensive training in sustainability practices, aiming to embed a deep understanding of environmental stewardship within every facet of the resort's operations.

#### 7. General Objectives

- Attain Green Globe certification, showcasing our commitment to sustainable practices.
- Guide our decision-making process with a strong focus on sustainability.
- Formulate a business strategy that integrates sustainability with quality, safety, and health standards, ensuring a holistic approach to environmental responsibility.

#### 8. Our Sustainability Management Plan at Dhigali Maldives is structured around four pivotal pillars:

1. **Environmental Stewardship:** We are committed to rigorous resource conservation, maximizing the use of renewable energy, minimizing pollution, and safeguarding our rich biodiversity, ecosystems, and landscapes. Our actions are geared towards ensuring that our operations harmonize with the environment, promoting the preservation and restoration of the natural beauty that surrounds us.
2. **Socio-cultural Engagement:** At the core of our operations is a profound commitment to social responsibility, community engagement, and development. We prioritize local employment, embrace fair trade practices, and uphold the utmost respect for our local communities and cultures. Our involvement extends to supporting community initiatives and ensuring the welfare and protection of our colleagues, aligning our operations with the ethos of respect and mutual benefit.
3. **Quality and Commercial Competitiveness:** Sustainability for us also means the ability to maintain economic viability through creating competitive advantages. We aim to deliver exceptional services that surpass guest expectations, thereby fostering loyalty and a distinguished reputation in the industry. Our commitment extends to stimulating the local economy by prioritizing local procurement, employment, and supporting community economic development, ensuring that our success is shared with our local partners and stakeholders.
4. **Health and Safety Assurance:** Ensuring the health and safety of our guests and colleagues is paramount. Dhigali Maldives adheres to stringent health and safety protocols, complying with all relevant regulations. We implement comprehensive safety measures and training to ensure a secure and protected environment for everyone on our premises, affirming our dedication to well-being and security.

#### 9. Continuous Improvement:

Dhigali Maldives is committed to developing and sustaining a robust Sustainable Management Plan (SMP) that aligns with the unique scale and nature of our resort's operations. Our SMP is designed to:

1. Reflect the specific nature and scale of our resort's activities, ensuring tailored and impactful sustainability practices.
2. Align with the core SMP areas: Environmental, Socio-Cultural, Quality, and Health & Safety, ensuring a holistic approach to sustainability.



3. Embrace a commitment to the continuous enhancement of the SMP, fostering an environment of ongoing improvement and innovation.
4. Adhere to, and strive to exceed, all relevant local and international legislations, regulations, and standards, demonstrating our commitment to legal and ethical compliance.
5. Provide a structured framework for establishing, assessing, and refining SMP objectives and targets, facilitating strategic sustainability planning.
6. Ensure that the SMP is thoroughly documented, actively implemented, regularly maintained, and effectively communicated to all team members.
7. Make the SMP accessible to stakeholders and interested parties, promoting transparency and community engagement.
8. Regularly review the SMP to ensure it remains dynamic, relevant, and aligned with the evolving needs and goals of the organization.

#### **10. Initiatives on Energy Conservation:**

The establishment of Green Teams, led by the Corporate Director of Technical Services and the resort's Chief Engineer, underscores our proactive approach to energy conservation. These teams are tasked with exploring innovative strategies to enhance energy efficiency and integrate renewable energy solutions, underscoring our commitment to sustainable energy use.

#### **11. Legal and Regulatory Compliance:**

Operating with a valid license, Dhigali Maldives adheres to all pertinent local and international regulations. Our commitment extends beyond mere compliance; we aim to set a benchmark in the industry by adopting and implementing international best practices in health, safety, labor, and environmental stewardship.

#### **12. Team Member Training and Development:**

Our approach to recruitment, training, and performance evaluation is meticulously aligned with Dhigali Maldives and Universal Resorts Maldives brand values. This alignment ensures that our team members are not only adept at their roles but also embody the principles that define our brand, fostering an environment that supports professional growth, internal advancement, and a culture of continuous learning and development.

#### **13. Enhancing Guest Satisfaction:**

Dhigali Maldives is dedicated to monitoring and enhancing guest satisfaction through various feedback mechanisms. By embracing both positive and constructive feedback across multiple platforms, we continuously refine our services and guest experiences. Tools such as ReviewPro, Daily Guest Interaction Reports, guest emails, and feedback from third-party online platforms like TripAdvisor and Booking.com, as well as social media channels, are integral to our strategy for monitoring and enhancing guest satisfaction and internal quality performance.

#### **14. Communications Strategy**

Dhigali Maldives is committed to transparent and engaging communication with our guests, visitors, and online audience. Our sustainable practices, community involvement, and charitable activities are clearly outlined and communicated through various channels.



- a) Sustainable Guest Involvement: Through digital channels like the guest room TV service, we offer guests the choice to participate in our sustainability initiatives, such as conserving water and energy by opting out of daily linen and towel changes.
- b) Environmental Awareness: Our digital platforms educate guests about our conservation efforts, the importance of protecting coral reefs, and the necessity of maintaining the island's ecosystem. We also advise against removing shells from the beach to protect local wildlife, such as hermit crabs.

### 15. Health and Safety

Our resort rigorously adheres to environmental, health, and safety regulations to ensure the well-being of both guests and staff. We strive to create a safe, efficient, and environmentally conscious operation.

- a. Training and Awareness: Staff members receive thorough training on health and safety protocols, and guests are informed of potential hazards through clear signage and other communication methods.
- b. Sustainable Operations and Purchasing: We prioritize the purchase and use of eco-friendly and durable equipment and goods, emphasizing low emissions and energy efficiency.
- c. Facility and Equipment Maintenance: A skilled team of engineers and technicians regularly inspects and maintains our facilities to ensure they are safe and in excellent condition. Compliance with safety standards, including risk assessments and the use of personal protective equipment, is strictly enforced.
- d. Food Safety Standards: In partnership with NSURE, certified under HACCP for Universal Resorts Maldives, we ensure our food safety practices are top-notch. Kitchen staff undergo mandatory training in food handling and hygiene practices.
- e. Proactive Safety Measures:
  - i. Safety instructions are prominently displayed in villas and public areas.
  - ii. Swimming pool depths are clearly marked, complemented by NO Diving signs, life rings, and informational boards.
  - iii. Regular health and safety, fire safety, and evacuation training sessions are conducted for all team members.
  - iv. Safety stickers are applied to full-length glass doors and windows to prevent accidents.
  - v. Only environmentally friendly, lead-free paint with low VOC content is used in resort maintenance.
  - vi. A proactive system encourages staff to report any facility issues promptly, ensuring swift and effective resolution.

### 16. Cultural Heritage Engagement and Preservation: Dhigali Maldives Sustainability Plan Cultural Awareness and Guest Engagement

Dhigali Maldives is committed to offering our guests a meaningful cultural experience, enhancing their understanding and appreciation of Maldivian heritage. Our team members are well-versed in



local culture and are equipped to share insights, recommend culturally significant sites, events, and local dining experiences tailored to guest interests. While our approach is informative and respectful of the unique aspects of Maldivian culture, it's presented in a manner that is accessible and engaging for guests from diverse backgrounds.

### **Educational Outreach through Digital Platforms**

Our in-house digital TV channel serves as a platform for educating guests on local customs and environmental stewardship. Dhigali App features content on the do's and don'ts within the resort, emphasizing respect for local traditions and environmental conservation. It also includes information about our sustainability initiatives, highlighting our environmental efforts and offering guests ways to contribute to these endeavors during their stay.

### **Protection of Cultural and Natural Heritage**

Dhigali Maldives adheres strictly to regulations that safeguard the Maldives' rich historical, archaeological, and cultural assets. We ensure that no historical or archaeological artifacts are sold, traded, or improperly displayed within our premises. Our policies are in strict compliance with local and international standards for the preservation of cultural heritage.

### **Responsible Communication and Education**

Guests are informed about protected goods and environmental conservation through our in-house literature, reinforcing the importance of respecting and preserving the Maldives' unique natural and cultural heritage. We actively promote awareness of the Maldives' marine biodiversity and the critical need to protect its fragile coral ecosystems.

### **Architectural Harmony with Local Culture**

The design and architecture of our villas and public spaces reflect a contemporary charm, seamlessly integrating with the natural landscape of the Maldives. This thoughtful approach not only enhances the scenic beauty of the surroundings but also requires less electricity to cool and light the spaces emphasizing sustainability and respect for the environment.

### **Ethical Practices and Exploitation Prevention**

Dhigali Maldives upholds the highest ethical standards, ensuring strict adherence to the Maldives Labor Law to prevent any form of exploitation, including child labor, sexual harassment, and any other unethical practices. Our commitment is supported by:

- a) Equal Employment Opportunity Policy: Integral to our Business Ethics and Conduct Policy, ensuring fair and equitable treatment for all.
- b) Code of Conduct: A cornerstone of our ethical framework, guiding behavior and decision-making.
- c) Harassment Policy: Enforcing a safe and respectful workplace for everyone.
- d) Compliance with the Maldives Labor Act: Ensuring all practices are legally sound and ethical.

### **Fair and Equitable Hiring Practices**

At Dhigali Maldives, we embrace diversity and equality, ensuring no discrimination in our hiring processes. We prioritize competence and skill, adhering to local labor laws and offering conditions that surpass minimum legal standards. Our team reflects a global village with over 28 nationalities, with a supportive environment for female candidates across all roles.

### **Worker Welfare and Protection**



Our compensation packages comply with national standards, including requisite insurance and pension contributions. We honor overtime compensation in line with Maldives labor laws, respecting legal limits on work hours while acknowledging the occasional needs of the hospitality sector. The Welfare Committee, representing a cross-section of our team, ensures all voices are heard and valued, promoting a supportive and inclusive workplace.

**Community Impact and Basic Services**

Dhigali Maldives' operations positively impact the local community without jeopardizing essential resources or services. By providing secure employment opportunities and engaging in community-oriented initiatives, we strive to be a force for good, enhancing local livelihoods without adversely affecting the surrounding environment or access to communal resources.

**Support for Local Livelihoods**

Given our unique island location, our resort's activities are self-contained, ensuring no disruption to neighboring islands. Our operations contribute economically to nearby communities through job creation and local procurement, fostering a symbiotic relationship that benefits all involved.

**Anti-Corruption and Anti-Bribery Measures**

Dhigali Maldives has a zero-tolerance policy towards bribery and corruption, adhering to strict guidelines that prohibit such practices among employees and third parties. Our comprehensive approach includes:

- a) Anti-bribery and Corruption Policy: Ensuring transparent and honest dealings.
- b) Gift Policy: Regulating the exchange of gifts to prevent conflicts of interest.
- c) Supplier and Contractor Due Diligence: Partnering only with entities that share our commitment to integrity, reinforcing our stance against bribery and corruption in all business transactions.

**17. Environmental**

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

As much as possible, we favor suppliers who conduct their business in a responsible and ethical manner. We buy in bulk to reduce packaging waste. We prefer products that are ecofriendly, biodegradable, made from recycled 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 try to keep the native vegetation as undisturbed as possible. Measures are taken to prevent the introduction of pests and exotic species.

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

Our business activities do not impact the habitat of local wildlife or plants, appropriate measures are taken to minimize noise, chemical pollution, and artificial lighting from having an impact on wildlife.

Endangered species, products thereof, or items stemming from unsustainable practices are not sold, traded, or displayed on the property's grounds.

Guests are provided with information about protected areas within the property's influence zone and encouraged to visit protected areas.

Guests are provided with information on native wildlife and plant species found in the area through our Green Book.

The element of environmental protection is supported by:



1. Environmental Policy
2. Pollution Management Plan
3. Biodiversity Policy
4. Green Team SOP

This concludes the Sustainability Management Plan for Dhigali Maldives in 2024.

We are fully aware that sustainability is an ongoing journey; therefore the Sustainability Management Plan will be reviewed annually.

The resorts 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

Our Sustainability Management Plan is supported by the following Policies and procedures along with other supporting documents:

1. Environmental Policy
2. Health and Safety Policy
3. Business Ethics and Conduct Policy
4. Waste Management Plan
5. Purchasing policy
6. Pollution Management Plan
7. Disaster Management Plan
8. Green Team Policy