



PLANHOTEL
HOSPITALITY GROUP



PUBLIC SUSTAINABILITY REPORT

Diamonds Thudufushi
Beach & Water Villas



Travelife

Accommodation
Sustainability

SUSTAINABILITY AT PLANHOTEL HOSPITALITY GROUP

Planhotel Hospitality Group is committed towards sustainable hospitality practices. The commitments and actions taken cover Environmental, Social and Governance (ESG) endeavours to preserve, restore and enhance our planet, its people and living ecosystem.



OUR COMMITMENT AND SUSTAINABILITY GOALS

As Planhotel Hospitality Group, we recognize the urgent need to address climate change and reduce greenhouse gas (GHG) emissions. We are committed to proactive measures to mitigate our environmental impact and contribute to a sustainable future. To this end, we have set a goal to reduce our GHG emissions from water, energy, and waste by 20% by the end of 2030.

Biodiversity forms the foundation of a healthy planet and ensures the well-being of current and future generations. Consequently, biodiversity preservation and restoration are integral to all aspects of our operations and beyond. We aim to reduce single-use plastic by 20% by the end of 2028.

We firmly believe our staff are our greatest asset. We are dedicated to ensuring fair and respectful treatment for all team members, as they are essential to our success and the exceptional guest experiences we strive to provide. Upholding human rights principles, in-

cluding the protection of minorities and vulnerable groups, is imperative. We demonstrate our commitment to human dignity in all aspects of our operations, and regularly conduct discrimination prevention training.

We strive daily to be a responsible member of the communities in which we operate. We are committed to making a positive impact and contributing to the well-being and sustainability of our local communities through environmental stewardship projects, such as beach clean-ups, tree planting activities, and environmental awareness campaigns.

We are also dedicated to creating and maintaining a safe and secure environment for all children and young people. We recognize our responsibility to safeguard children from harm, abuse, and exploitation, and to promote their well-being at all times. Our policy mandates the immediate reporting of any suspected cases of child exploitation and abuse to the local police. We encourage our guests, staff, and visitors to report any concerns about child exploitation and abuse directly to the local authorities.

Sustainable development is a collaborative journey. As Planhotel Hospitality Group, we commit to the above actions and encourage our valued guests and visitors to help us conserve water and energy and minimise waste by following the reminders posted throughout the hotel. We also invite them to participate in biodiversity and local community conservation programs. Additionally, we welcome guests to share their general and sustainability-related feedback with us, as we are dedicated to considering each recommendation and implementing necessary actions.

INITIATIVES AT

DIAMONDS THUDUFUSHI BEACH & WATER VILLAS



We intend to pursue our sustainability goals through a principle-based approach, as we have extensive programs in place to conserve energy, reuse water for secondary purposes, and recycle waste materials generated by the resort. It is crucial for our team and our guests to buy into our sustainability practices for them to be effective. It is essential to educate our staff and our guests about our methods for our sustainability goals to succeed. We also believe that taking small steps can have a significant impact and are more likely to become lasting habits realistically.

ROOMS

Eco-friendly accommodations: We have made a deliberate choice to utilise guest amenities that are environmentally safe and chemical-free. These amenities are not tested on animals and are completely organic. Additionally, they are stored in refillable glass containers to reduce the use of plastic. We have set goals to transition to 100% biodegradable cleaning products for room use in the future.

The laundry bags provided for our guests are crafted from linen and are entirely reusable. We inform our guests about sustainable practices regarding towel and linen usage, and we encourage them to reuse towels and hang beach towels to dry instead of requesting replacements. Our mini bars are entirely free of plastic. We supply guests with drinking water in replaceable glass bottles, and all soft drinks in our mini bar come in either glass or tin containers.

Our tea is packaged in paper sachets, and the coffee capsules we offer are compostable. To further reduce plastic use, we provide brown paper bags in room and bathroom dustbins as an eco-friendly alternative to plastic bags.

We urge our housekeeping team to minimise linen changes without compromising our guests' luxury experience.

To conserve water in our laundry, we only wash full loads, apply pre-wash stain treatments to prevent unnecessary second washes, and try to limit the laundry's operating hours.

WATER

Sustainable water: We acknowledge the importance of water as a precious resource and the foundation of life. To convert seawater into fresh, drinkable water, we operate two reverse osmosis (RO) plants. Additionally, third-party assessments of water samples are conducted monthly to ensure the safety of our drinking water. We have defined objectives to enhance

rainwater collection at the back of our facility in the future. Water metres are strategically installed throughout the resort to monitor our water usage.

The water produced by our RO plant is utilised in our bottling facility, which adheres to stringent hygiene and filtration standards. In this facility, we package water in glass bottles for guest consumption. Subsequently, this water is distributed to all food and beverage outlets, as well as to guest rooms.

Our objective is to establish water dispensers across the island, allowing both staff and guests to refill eco-friendly, reusable water bottles for daily use, excursions, and to take home. This initiative aims to eliminate the usage of plastic water bottles on our island.

ENERGY

Due to our remote location, we are required to generate our own power. Currently, we operate three diesel generators, each with a different identification number, in 8-hour shifts. We have implemented strict procedures to ensure energy efficiency, typically running only one generator at a time to meet our needs. All energy usage, activities, and utilities are meticulously documented.

Our efforts to save energy consist of the following:

- Educating guests on using the air conditioning at optimal temperatures and keeping doors and windows closed when the AC is in use.
- During periods where rooms are unoccupied, the AC is switched to a fan only mode to save energy.
- We have transitioned all light fixtures in rooms and public areas to LED lights. This initiative is ongoing and encompasses areas at the back of the house and other spaces.
- We have eliminated the use of boilers and now utilise the radiators of our generators to circulate water, providing hot water for guest showers.
- ERI pumps are utilised in both reverse osmosis plants to minimise energy usage.
- We avoid operating laundry machines during peak kitchen energy hours.
- Before purchasing new appliances, we evaluate their energy consumption.

KITCHEN

Sustainable kitchen: Tuna is abundant in the Maldives and is a local staple. The traditional method of fishing tuna is closely regulated by the Ministry of Fisheries, with all fishing done by hand or line. This approach limits by-catch and minimises impact on marine life.

We support the local economy by purchasing local catches from local fishermen, ensuring a fresh supply. The decision has been made to refrain from serving salmon, as it is deemed unsustainable, and there is a commitment to avoiding the procurement of any endangered products. Our fresh produce is obtained from local markets in Malè. We have a dedicated purchase manager to ensure sustainable purchases without compromising quality. Monthly testing of food samples is conducted by a third-party service to ensure quality standards are met. In an effort to reduce single-use plastics on our island, we are re-evaluating our approach to providing butter to guests by moving away from individually packaged items. Recognizing that progress is made in stages, we are implementing various tracking methods to measure our advancements towards established targets.

WASTE & RECYCLING

Sustainable waste management and recycling are crucial for the Maldives, where the challenges of garbage and waste are widespread. Illegal litter dumping is prevalent, and many individuals dispose of waste directly into the ocean. The country faces a significant shortage of facilities for waste collection, separation, recycling, and reuse, leading to recyclable materials being treated as waste and sent to landfills. As tourism and development continue to expand, the waste management crisis is likely to worsen.

Therefore, it is crucial for us to minimise our waste as much as possible. Some of the methods we use to reduce waste include:

- Items are purchased in bulk to minimise the use of individually wrapped products.
- Active measures are taken to reduce plastic usage, as previously mentioned.
- Office paper, waste wood, and other reusable materials are repurposed wherever possible.
- The waste management area has been reorganised to segregate materials such as tin, glass, and plastic for better recycling practices.
- Two EcoSwiss composting machines have been integrated into the operations to enhance sustainability efforts. Each machine can transform 100 kg of food waste into compost within 12 hours. Due to the treatment temperature and the near-complete removal of the liquid fraction, the EFR device effectively sterilises organic waste, converting it into a fertiliser. This resource is 100% natural, entirely inert, and almost odourless, and it prevents the proliferation of germs and bacteria in processing and preparation environments.

As previously mentioned, we actively strive to use less plastic and more recyclable material on the island.

BIODIVERSITY

The marine life in the Maldives is truly extraordinary. Our guests are eager to experience this natural beauty, and it is our responsibility to protect the reef and live in harmony with the environment. Coral reefs are one of the richest ecosystems on the planet and often referred to as “rainforests of the sea”. Unfortunately, these magnificent structures, home to countless sea creatures, are under threat around the world from climate change, pollution, human development and exploitation. Thus it is in our collective responsibility to safeguard the reef, ensuring its preservation for future generations.

Methods to protect Biodiversity include:

Promote Sustainable Tourism:

- Educating guests on the importance of not touching corals, standing on reefs, or disturbing marine life. The resort is now hosting a permanent team of marine biologists, as well as an internship program for master students in marine science from the University of Milano-Bicocca, who work on a range of research projects.
- Our Marine team actively participates and hosts educational practices like documentaries and quizzes for our guests.
- Diamonds Thudufushi’s resident marine biologist is also available during snorkelling excursions to provide insights into the secrets of the marine environment and satisfy any curiosities about Maldivian coral reefs. By increasing ocean literacy of resort guests through memorable experiences and actively supporting marine research, we hope to contribute to the conservation and protection of the magnificent Maldivian coral reef ecosystem.
- Encourage activities like reef-safe diving tours, where operators focus on minimising human impact.
- Informing guests about the use of environmentally friendly sunscreen.
- Strongly discouraging fish feeding, but also educate guests as to why it is important not to feed fish.

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Marine conservation efforts:

- The marine lab is actively collecting data to understand the ecological dynamics of the organisms inhabiting the coral reef and the threats they are facing.
- Projects range from the study of the charismatic marine megafauna of the Maldives, such as sharks, mantas and turtles to the ecology and conservation of coral reefs. The Marine Lab's numerous projects on science based coral restoration are a leading example in the Maldives. Our ongoing reefstar project with MARS is an example of our efforts in marine conservation.

Other efforts include but are not limited to:

- Using mooring buoys in the lagoon to avoid boat traffic near the reefs.
- Our future goal is to establish a coral nursery for significant reef restoration in our area.
- We are dedicated to preserving delicate ecosystems and actively discourage any activities that may pose a threat to wildlife or natural habitats, including whale shark excursions and turtle safaris.
- We organise weekly cleanups on a nearby uninhabited island where plastic debris frequently washes ashore. These initiatives are highly appreciated by our guests, who feel they are making a meaningful contribution to environmental conservation.
- In collaboration with partners like Kampos boutique, who utilise ocean plastic to make swimwear, we are focused on ocean health. There's a Kampos shop on our island, and we promote our guests' support for this cause.
- We are also approaching Parley, who advocates for the oceans, a company that transforms ocean trash into sustainable clothing.

LOCAL COMMUNITY

Our top priority is our employees, and we are dedicated to nurturing and supporting them.

This dedication includes:

- We are committed to providing fair compensation, with the goal of making the Maldivian minimum wage the base pay for all staff by the beginning of 2025.
- We are dedicated to ensuring that at least 45% of our staff are locals.
- We provide training and development opportunities for all our staff through Lobster Inc., our training platform.

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- Once a year, we conduct an anonymous staff survey to gather feedback.
- We actively promote cross-training and regularly arrange for staff to visit our other properties and different departments.
- We place a strong emphasis on maintaining and improving staff areas and meals.
- We encourage the local culture to flourish by incorporating traditional singing and dance, such as Bodu Beru, and often invite local groups to perform at our resort.
- We deeply respect and honour the local Muslim culture.
- We prioritise staff welfare through regular team sports events within the resort, between different resorts, and on local islands.
- We are fully committed to health and safety, with the resort being fully certified for HACCP and undergoing regular audits.
- We provide pension and medical benefits to all our staff.
- We comply fully with health and safety legislation and regulations (ABTA/FTO and MFDA) and have measures in place to ensure everyone's safety.
- We place great importance on tracking and measuring performance to achieve our sustainability goals.
- We encourage visits to the local fisherman island to experience the local way of life and culture.
- We offer this excursion free of charge and encourage guests to support the local community by purchasing snacks and souvenirs.
- We support the local economy by purchasing local catches from local fishermen, ensuring a fresh supply.



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