

# Sustainability Management Plan

## CROSSROADS Maldives



**CROSSROADS**  
MALDIVES

by S Hotels & Resorts under Singha Estate

*The*  
**MARINA**

**Saii** Maldives  
LAGOON  
CURIO COLLECTION BY HILTON

**Hard Rock**  
HOTEL  
MALDIVES

SO/  
MALDIVES

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<b>POLICY NO</b>	EO-GEN-002C	<b>TITLE</b>	<b>Sustainability Management Plan</b>
<b>EFFECTIVE</b>	01 November, 2024	<b>PREPARED BY</b>	Signature:  Jemma Cortiguerra Executive Office Manager
<b>FOR</b>	CROSSROADS Maldives Properties	<b>REVIEWED &amp; ACKNOWLEDGED</b>	Signature:  Alexander Traeger, General Manager SAii Lagoon Maldives and CROSSROADS Marina
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<b>SUPERSEDE</b>	EO-GEN-002B	<b>APPROVED BY</b>	Signature:  Stefano Alberto Ruzza Senior Vice President, Operations - S Hotels & Resorts

## RECORD OF REVISIONS

REV NO.	REV DATE	BRIEF DETAILS	ENTERED BY
01	16-Nov-2023	Added: Introduction	Executive Office
02	16-Nov-2023	Crossroads Branding: <ul style="list-style-type: none"> <li>Replaced: Cover page footer as per brand standard</li> <li>Replaced: Crossroads logo with tagline</li> </ul>	Executive Office
03	16-Nov-2023	Sustainability Management Plan A.2. <ul style="list-style-type: none"> <li>Added: More Renewable Energy initiatives and consumption graph</li> </ul>	Engineering
04	16-Nov-2023	Added: Appendix I - Environmental Policy	Executive Office
05	16-Nov-2023	Environmental Policy <ul style="list-style-type: none"> <li>Added: 2. Additional points for energy conservation initiatives and consumption graph</li> <li>Added: 3. Additional points for water conservation initiatives and added the consumption graph</li> <li>Added: 4. Waste Management plan revised with additional points</li> </ul>	Engineering
06	16-Nov-2023	Added: Appendix II - Action Plan 2022-2024	Executive Office
07	16-Nov-2023	Replaced: Signatory of the policy	Executive Office
08	01-Nov-2024	Sustainability Management Plan A.2. Renewable Energy initiatives and consumption graph has been updated	Engineering
09	01-Nov-2024	Environmental Policy <ol style="list-style-type: none"> <li>Energy conservation initiatives and consumption graph has been updated</li> <li>Water conservation initiatives and consumption graph has been updated</li> <li>Waste Management Plan has been revised with additional points</li> </ol>	Engineering
10	01-Nov-2024	Updated: Appendix II - Action Plan 2022-2025	Sustainability Dev
11	01-Nov-2024	Replaced: Signatory of the policy	Executive Office

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## INTRODUCTION

### ABOUT CROSSROADS MALDIVES

#### **OUR HERITAGE**, *Where Cultures Meet*

The CROSSROADS concept is inspired by the unique history and identity of the Maldives as the principal crossroads of the world. A singular location where traders, explorers and settlers from every corner of the globe have historically come together – a place Where Cultures Meet.

Maldives' history dates back to 2,000 BC, famed for its strategic location and merited status as a crucial trading junction. The ancient civilizations; Egyptian, Roman and Mesopotamian sailors and traders used it as a commercial centre and pivotal interchange hub. Crafted from tales of the past and designed to inspire the present, CROSSROADS Maldives is the next chapter in the story of one of the world's most extraordinary destinations.

#### **AN EXTRAORDINARY INTEGRATED**, *Lifestyle Destination*

CROSSROADS Maldives is a world-class, multi-island leisure destination, developed by the renowned Singha Estate Public Company Limited. A transformational and enigmatic hub at the heart of the Indian Ocean, CROSSROADS redefines the spirit of the dream holiday, an experiential destination designed to embody the extraordinary.

This ambitious nine-island project is set amongst the breathtakingly exotic South Malé Atoll and Emboodhoo Lagoon, perfectly located just a 15-minute speedboat ride from Malé International Airport. Embracing a fresh and innovative approach, where stylish Riviera chic meets idyllic tropical paradise, where every aspect of CROSSROADS Maldives, from resorts and dining to leisure, fashion and entertainment, is seamlessly blended into one incredible destination.

### PURPOSE

The Sustainability Management Plan is to ensure that decision making within our group contributes to achieving its objectives to improve its sustainability, reduce its long-term environmental impact and increase the welfare of team members, guests and 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.

#### **Energy Conservation Objectives:**

- Green energy utilisation.
- Reduction in the amount of CO2 emissions.
- Optimise energy efficiency of plants.
- Reduce energy expenditure.

#### **Waste Management Objectives:**

- Reduce water expenditure.
- Reduce the amount of non-recyclable waste.
- Increase the amount of waste that we recycle.
- Improve the results obtained in previous years.

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## General Objectives:

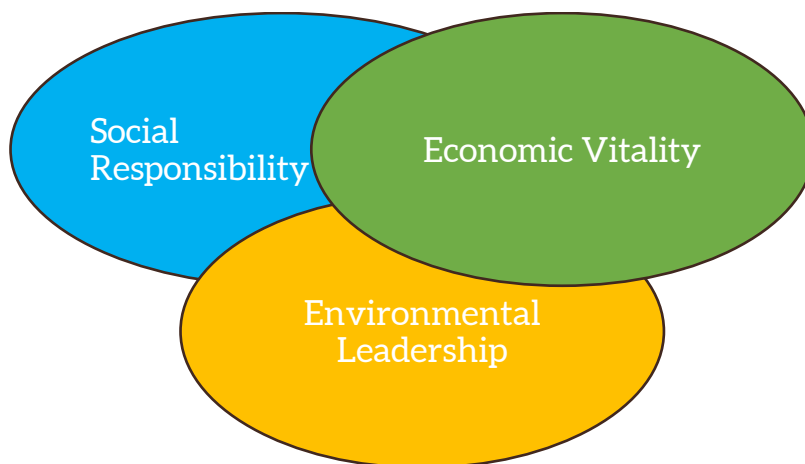
- Achieve Green Globe certification for all our properties.
- Lead the decision-making process to be more sustainable.
- Develop a business strategy based on sustainability, quality, safety & health.

## Satisfaction Goals:

- Increase commitment to our guests.
- Increase guest satisfaction measured by surveys.
- Provide clients with information on good waste management practices.
- Provide clients with information on the company's CSR projects.

## Training Objectives:

- Raise awareness of the company's CRS workers.
- All workers are aware of environmental policies.
- Conduct Recycling training for team members.
- Train a minimum of 1 department per year in sustainability.



## SCOPE

The scope of the Sustainability Management Plan covers all activities at properties coming under CROSSROADS Maldives, and its integration with all team members, guests and guests, business partners, owners, other stakeholders, and the environment at large.

## REFERENCE:

Green Globe Certification Standard and Guide to Certification.

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## SUSTAINABILITY MANAGEMENT PLAN

We consider Green Globe as the premier global certification for sustainable travel and tourism. Green Globe Certification offers the world's most recognised 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.

Sustainability within CROSSROADS Maldives is defined as "carrying out its business in line with our company's guiding principles of being conscious of global environmental issues and acknowledging our responsibility towards the environment. While the well-being of our guests remains at the forefront, we commit ourselves to carrying out operations in a sustainable manner, taking every step to minimise operational impact on, and preserve the environment wherever we operate."

We believe, our guests, team members and environment are equally important. Our Sustainable Management Plan ensures team members, guests, business partners, owners, other stakeholders, the environment and the property are taken care of.

Our Sustainability Management Plan encompasses four key areas:

- I. **Environmental** – to be actively involved in conserving resources, utilizing renewable energy to the extent possible, reducing pollution and conserving biodiversity, ecosystems and landscapes.
- II. **Socio-cultural** – to be involved in corporate social responsibility actions, community development, local employment, fair trade, respect for local communities and team member protection. Being involved 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 team members, guests, business partners, owners and other stakeholders.
- IV. **Health & Safety** – CROSSROADS Maldives complies with all established health and safety regulations and ensures that both guest and team members' protection instruments are in place.

### A. SUSTAINABLE MANAGEMENT

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

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

Our properties will provide and write Policies and Procedures that:

- a) are appropriate to the nature and scale of the organisation'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 organisation subscribes;
- e) provide a framework for setting and reviewing SMP objectives and targets;
- f) are documented, implemented, maintained and communicated to all team members;
- g) are available to all interested and affected parties; and
- h) are reviewed periodically to remain relevant and appropriate to the organisation's SMP.

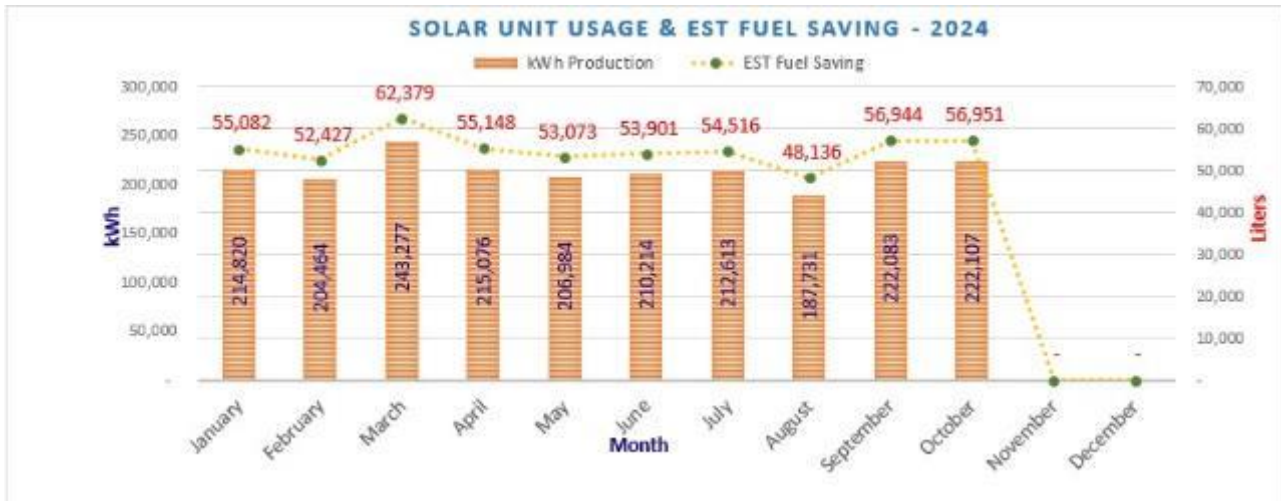
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## A.2. Renewable Energy Initiatives

Initiated solar power projects to install Solar PV panels on all available rooftops in all CROSSROADS Maldives managed properties. Solar power has been used since May 2023 and a complete solar project was commissioned at the end of November 2023.



## A.3. Legal Compliance

CROSSROADS Maldives 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 team member protection instruments are up to date and in order.

## A.4. Team Members Training

Team member hiring, training, annual appraisal and performance review, at our properties are in line with the corporate competencies and competency models, based on the company's beliefs and expectations.

We strongly believe that as a growing company, it is important to follow all the processes, to achieve a healthy and balanced team, by encouraging internal development and growth.

## A.5. Guest Satisfaction

Our properties monitor guest satisfaction by receiving feedback in different ways and platforms. We strongly believe, accept and work with any kind of positive or constructive feedback provided by our guests.

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

- Guest Comments Cards
- Instant guest feedback log
- 24 - 48 hours' feedback
- Guest emails
- all third-party online platforms such as TripAdvisor, Booking.com and all social media channels.

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## **A.6. 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 or mislead our guests, promotional materials are truthful and do not promise more than can be reasonably expected by guests.

## **A.7. Local Zoning, Design and Construction**

Our properties are always located on an uninhabited island which may have been operating as another resort previously. No local significant sites, water courses, wildlife of any sort, vegetation or residents would have been disturbed adversely.

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

## **A.8. Interpretative Tourism**

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. 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 placed on a period of fasting by team members.

Special Maldivian-themed nights are held in the main restaurant every week, Friday being the national day, in which local people wear traditional clothes and perform for the guests, and try and involve them as much as possible.

On arrival at the resort, each guest is greeted with the sound of bodu-beru (traditional Maldivian drums).

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

## **A.9. 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 sustainability card in in all the rooms to give 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.

Through our "Green Book", guests are informed about energy and water conservation practices and waste management initiatives and also reminded 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.

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## A.10. 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 team members whilst avoiding the risk of injury.

Team members are appropriately trained 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.

The 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.

We have engaged the services of a Food Safety Company - Nsure PVT. LTD. - who visits the premises quarterly to ensure the food safety compliance systems are in order. New kitchen team members are trained on safety and procedures and must undergo a mandatory basic food hygiene course in food handling.

*Highlights:*

- 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 and evacuation drills are conducted regularly for team members.
- Safety stickers are placed on all full-length glass.
- All paint is environmentally friendly and lead-free, with low VOC content.
- An active in-house system is in place whereby team members 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.11. Disaster Management

In the Maldives, the Tsunami is a real threat, our properties take very seriously their Disaster Management plan, taking into account the three R's - Readiness; Response and Recovery.

Fire Safety: Crossroads uses the services of a third-party Fire company to inspect, analyse, advise, train and certify all team members.

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

## B. SOCIAL/ ECONOMIC

### B.1. Community Development

This section is supported by the CROSSROADS Maldives CSR policy; the policy states that the Company recognises 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.



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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 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.

In collaboration with Best Dives Maldives or a similar third party, we are committed to protecting and maintaining our marine environment, chiefly our house reef, which is constantly rated as one of the best snorkelling/diving spots in the Maldives. We engage a third party to conduct yearly checks of the health of the reef and are proud to say that until now, we have consistently maintained the biodiversity. Additionally, we have initiated a program to catalogue all the marine species that are found in our waters, which will aid in our conservation and education efforts.

We also want to support initiatives that use innovative products and services to help solve environmental problems.

## B.2. Local Employment

CROSSROADS 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:

- Equal Employment Opportunity policy (part of the Business Ethics and Conduct Policy)
- Code of Conduct policy (part of the Business Ethics and Conduct policy)
- Corporate Social Responsibility Policy
- Workplace Health and Safety policy

## B.3. Fairtrade

Fairtrade within our properties is driven by the "Procedure Goods & Services" process in the Maldives wherein Crossroads ensures the use of the 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 CROSSROADS Maldives ensure that all processes are done in compliance with relevant laws and consistent with ethical, social and environmental standards."

## B.4. Local Entrepreneurs

CROSSROADS Maldives does not engage with local entrepreneurs dealing with historical artefacts. Moreover, it is not permitted by law. It is worthwhile to state that we do engage in organising events and activities that portray the local culture, especially during Ramadan, Eid, and Maldives National Day. Local craftsmen and businessmen are encouraged to visit our

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properties to enable them to enhance their living, giving guests a chance to interact with them and learn about local cultures.

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

As stated earlier the Maldives is predominantly a Muslim country and as such guests and team members 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**

Our properties are in strict compliance with the Maldives Labour Law. Hence, appropriate policies are in place against the employment of children, sexual harassment and exploitation. The element of avoidance of exploitation is supported by:

- Equal Employment Opportunity policy (part of the Business Ethics and Conducts Policy)
- Code of Conduct policy (part of the Business Ethics and Conduct policy)
- Harassment Policy
- Maldives Labour Act

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

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

All positions are filled based on competency. CROSSROADS Maldives adheres to all local laws and regulations concerning labour laws and offers conditions and wages superior to the minimum requirements.

CROSSROADS Maldives employs people of many nationalities – currently, we have no less than 20 different nationalities on our properties. 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. Team Members Protection**

Salaries and benefits meet national regulations, and all payments required by law into insurance and pension funds are made on behalf of all team members. 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, team members are accordingly remunerated as per the policies outlined.

To further enforce team members' protection at our properties, the Welfare Committee comprising team members of all levels and the management hold regular meetings and ensures that any concerns or ideas from any team member are given due consideration 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 neighbouring communities in any negative manner. The activities of the business generate several secure jobs and reflect a positive influence on the community.

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

Since CROSSROADS Maldives is located on independent islands 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 neighbouring communities has not been impacted at all. On the contrary, the activities of the business contribute to the economy of neighbouring islands by creating jobs and buying from them.

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

CROSSROADS Maldives prohibits all forms of bribery, directly or through third parties, including team members from soliciting, arranging or accepting bribes.

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

CROSSROADS Maldives will not deal with contractors and suppliers known or reasonably suspected to be paying bribes. Due diligence is undertaken in evaluating prospective contractors and suppliers to ensure that they have an effective anti-bribery Program.

The element of avoidance of bribery and corruption is supported by:

- Code of Conduct policy (part of the Business Ethics and Conduct policy)
- Gift policy
- Anti-bribery and corruption policy

## **C. CULTURAL HERITAGE**

Our team members 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/developed part of the world, from where we have a substantial number of guests coming from.

Guests can read through the basic do's and don'ts in our in-house Green Book through a direct stream which contains the environmentally conscious literature containing information on Crossroads' sustainability initiatives, what they are doing for the environment and how guests can help.

Historical and archaeological artefacts are not sold, traded or displayed. 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 through in-house literature.

The Maldives is a treasure of marine diversity and fragile coral and their protection and natural growth is publicised 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**

CROSSROADS 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.

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As much as possible, we favour suppliers who conduct their business responsibly and ethically. We buy in bulk to reduce packaging waste. We prefer products which are eco-friendly, bio-degradable, 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 minimise 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 at CROSSROADS Maldives.

Our business activities do not impact the habitat of local wildlife or plants, appropriate measures are taken to minimise 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 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:

- Environmental Policy
- Pollution Management Plan
- Landscaping Policy
- Biodiversity Policy
- Green Book

This concludes the Sustainability Management Plan for CROSSROADS Maldives in 2022. We are fully aware that sustainability is an ongoing journey; therefore, the Sustainability Management Plan will be reviewed annually.

CROSSROADS Maldives 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 each property at CROSSROADS Maldives

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. Environmentally Preferable Purchasing policy
6. Environmental Impact Assessment Report
7. Landscaping Policy
8. Pollution Management Plan
9. Disaster Management Plan
10. Green Book

## APPENDIX I: ENVIRONMENTAL POLICY

### Policy Statement

We, at CROSSROADS Maldives are conscious of global environmental issues and acknowledge our responsibility towards the environment. While the well-being of our guests remains at the forefront, we commit ourselves to carrying out operations in a sustainable manner, taking every step to minimise operational impact on and preserve the environment wherever we operate.

**In delivering this commitment, CROSSROADS Maldives will endeavour to:**

- Meet or exceed applicable environmental legislations, environmental standards and best practices.
- Monitor & document energy consumption & related emissions daily & analyse monthly, quarterly & annually for review with the objective of reducing energy consumption & related emissions by 2% or more about the energy consumption & resultant emissions specified in the annual plan for the financial year.
- Value and preserve the natural and cultural heritage of our properties, thus enabling our guests to enjoy an authentically local experience.
- Promote efficient use of materials and resources across our property, especially water and energy.
- Work diligently to minimise our waste stream by reusing, recycling and conserving natural resources, particularly through energy and water conservation.
- Set sound environmental and social objectives and targets, integrate a process of review and issue progress reports periodically.
- Continually identify opportunities for improvement of our environmental management system.
- Promote awareness and educate team members on environmental issues and sustainable working practices.
- Engage our guests, team members, suppliers, contractors and the local community in our initiatives to preserve the environment and consider their opinions/ feedback when setting our Environmental programs and procedures.
- Conduct Environmentally Preferable Purchasing.
- Participate in efforts to improve environmental protection at local and national levels.

### Objective

This policy is intended to guide our property towards sustainable management.

#### 1. ENVIRONMENTAL AWARENESS

- We will maintain awareness among our team members on environmental issues, the preservation of local cultures and the necessity for everyone to act responsibly.
- We will communicate to our team members the environmental practices that need to be implemented at the workplace as well as other simple environment-friendly measures that they can apply in their everyday lives.
- We will encourage our team members to participate in and support environmental initiatives.
- We will communicate our environmental commitment to guests and give them an option to support us in our green initiative.
- We will extend awareness of environmental issues and best sustainability practices to the local community.

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## 2. ENERGY

Reducing energy consumption will help to reduce environmental impact and at the same time lower energy costs. In order to minimise energy consumption, we will:

- Take steps to make our workplace more energy efficient
- Reduce the use of fossil fuels and opt for renewable energies
- Maintain our machinery and equipment in good working condition
- Opt for energy-efficient equipment and low-energy appliances
- Ensure optimal use of plant and machinery
- Use timers, sensors and other devices that regulate energy consumption
- Make use of solar energy wherever applicable
- Reduce loss of energy, for example by using insulated pipes to carry hot or chilled fluids
- Set objectives for limiting consumption regularly monitor progress and improve processes
- Implementation of Solar projects across Crossroads / Solar Energy are being used at the back of the house in all the available buildings.
- 99% of the light bulbs in the resort are LED, hence energy efficient.
- Green IT policy guides all colleagues to switch off their computers before leaving their premises.
- The generator produces hot water for the whole resort by the heat exchanger.
- All the laundry machine is functioning by the steam energy which is produced by the generator exhaust heat through the steam boiler.
- Photocell sensor lights are installed on all the pedestals.



## 3. WATER

With global warming, particularly in the Maldives, sources of freshwater are very scarce and limited to a few natural wells. Water conservation is therefore becoming essential and as a responsible company, we will:

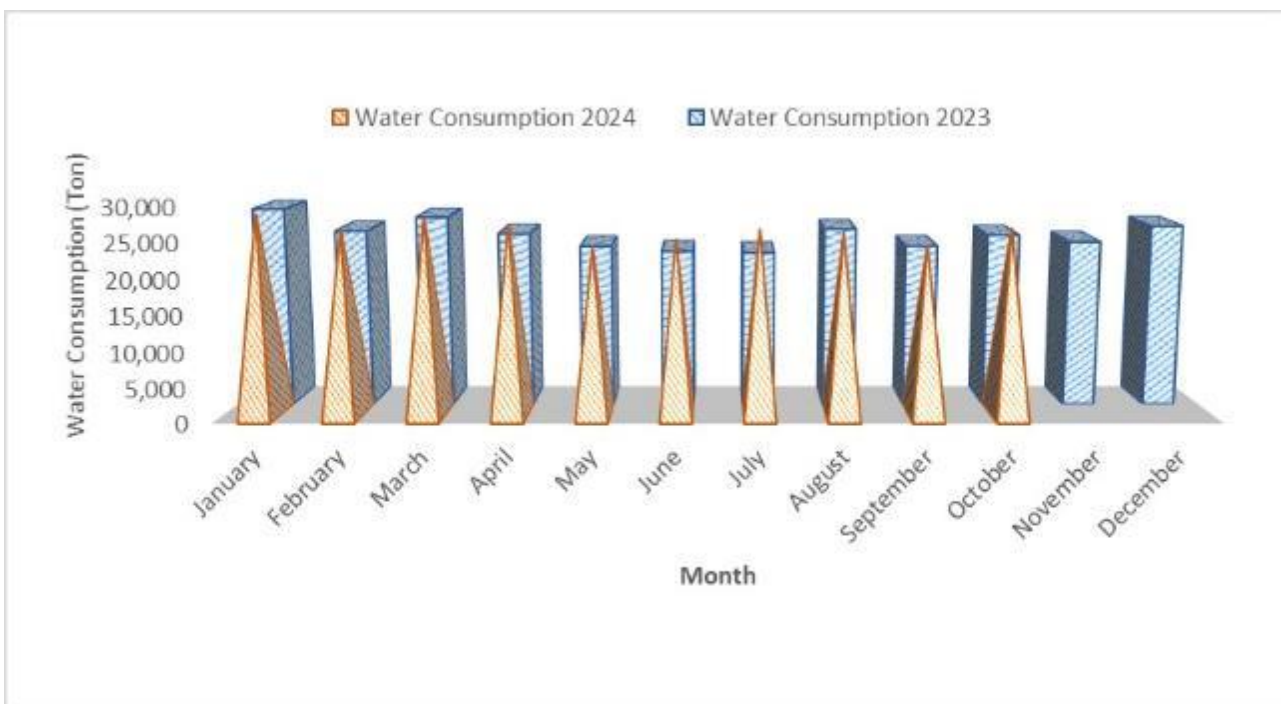
- Using seawater, a free resource, to generate water for the entire Crossroads
- Reduce water losses by regularly checking for leaks
- Install sensors, regulators and other water-saving devices - i.e. push type faucet tap with wash basins/At staff accommodation blocks, 30% of taps are being replaced with push-button faucets

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- Low flow taps, shower heads and flush tanks are installed in the public washrooms and staff accommodation.
- Ensure efficient use of laundry equipment
- Sensitise both team members and guests on the responsible use of water
- Offer guests the option of reusing towels and sheets
- Limit the use of de-salinized water by
  - Explore rainwater harvesting wherever possible
  - Using recycled greywater for irrigation
- Irrigation water to be used for gardening & landscaping
- Set targets for minimising water consumption, monitor and analyse periodically
- Continually find ways to reduce water consumption



## 4. WASTE

We generate waste that constitutes a major pollutant, affecting both the environment and public health. We will do our utmost to avoid, recycle and reuse in order to reduce its impact on the environment. Our Waste Management Plan will include the following:

- Limit the use of disposable packaging for the supplies, whenever possible
- Use compostable and bio-degradable products and materials, whenever the option is available
- Zero Waste project - Our target is to manage more than 90% of the waste generated by the properties on our own.
- Limit individual packaging of hygiene products in bedrooms
- Organise sorting and separating of recyclable wastes
- Collect and recycle cooking oil for permitted uses
- Compost our garden green waste for nutrient-rich natural fertiliser
- Organise recycling of materials such as paper/cardboard/glass/plastic packaging, metal cans, ink cartridges, restaurant organic waste, etc.
- 50% of waste to be recycled - Garden waste, Glass etc.

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- Liaising with 3<sup>rd</sup> Party recycling companies such as Parley for Oceans and Secure Bag / Working with Parley for Oceans to recycle generated plastic waste.
- Engage in projects with the local community for the reuse of recycled materials
- Safely dispose of hazardous wastes such as batteries, electrical and electronic devices, fluorescent bulbs/tubes, etc.
- Organise and/or support clean-up of the surrounding environment
- As there are no recycling facilities as such in the Maldives, we try to use the 4-R method which says – rethink, reduce, reuse and recycle.

## 5. GREEN PROCUREMENT (ENVIRONMENTALLY PREFERABLE PURCHASING)

Green procurement or Environmentally Preferable Purchasing (EPP) is the practice of procuring products and services that are less harmful to the environment (land, air and water) and all species that depend on the environment for survival. Green products are those that are produced with less harmful materials or which upon usage or consumption would have a minimal impact on the environment.

We will carry out EPP whenever green options are available whilst giving due consideration to guests' satisfaction, company standards and reasonable costs.

Our green purchasing measures will include the following:

- Encourage and favour eco-friendly and power-efficient products
- Prefer recycled, compostable and bio-degradable products
- Buy seasonal and locally produced goods as far as possible and thus avoid transporting energy
- Buy in bulk to reduce packaging wastes
- Favour organic fertilisers and less harmful cleaning agents
- Prefer eco-friendly designs and eco-labelled products
- Prefer to purchase from a source that is less polluting or uses clean technology
- Encourage and prefer vendors who use recycled packaging material. Explore the possibilities of further reuse and/or recycling with the vendor
- Green the supply chain by seeking vendors who share our values and have in place an environment management system

## 6. DESTINATION PROTECTION

The natural environment is one of the primary attractions for leisure visitors. In order to develop sustainable tourism, we will:

- Ensure the protection of the natural and cultural values of the area while developing and creating recreational facilities and activities for our guests
- Participate in efforts to restore habitat whenever possible
- Promote local food, entertainment, culture and cottage industry
- Engage with local people when developing cultural attractions
- Offer guests souvenirs of local nature and making, which are made of eco-friendly products
- Provide guests with a list of environment-friendly products and local souvenirs that they may shop

## 7. CONSERVATION OF MARINE LIFE AND REEFS



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The ocean and the reefs are home to numerous sea creatures and plants, many of which are fragile and endangered. We will take every possible step towards the conservation of marine life and the protection of our reefs.

Measures taken by our property will include:

- Ensuring wastewater is not discharged into the ocean
- Using ecological or organic fertilisers
- Sensitizing our team members and guests about the negative environmental impact of littering on the beach and in the sea
- Ensuring all trash is properly disposed of and no debris is left hanging on the beach
- Sensitising our guests and ensuring with service providers that snorkelling and diving are practised in a way that does not affect our coral reef
- Encouraging and supporting clean-up of the marine and coastal environment
- Complying with local conservation policies, e.g., by coral transplanting for coral rejuvenation
- Keeping boats clean and in proper working condition in order to minimise noise pollution
- Plant trees as they reduce runoff into the oceans and contribute to reversing the warming of our Planet and the rising temperatures of our oceans
- Keeping the IUCN Red List and national conservation list species with habitats in areas affected by its operations by levels of extinction risk.
- Fish feeding is not allowed. It's prohibited at CROSSROADS Maldives and its properties.

## 8. **BIODIVERSITY AND PROTECTION OF WILDLIFE**

Biodiversity boosts ecosystem productivity where each species, no matter how small, has an important role to play. In order to protect biodiversity, we will:

- Reduce our use of insecticides, weed killers, fungicides
- Use organic fertilisers
- Use environmentally friendly products for cleaning
- Buy sustainably harvested seafood and agricultural products
- Water plants in a rational way
- Use indigenous plants for landscaping and minimising light and noise
- Ensure that invasive alien species are not introduced in our gardens and landscapes
- Not display or sell products made from threatened or protected plant and animal species
- Participate in ecological restoration initiatives in the local area
- Not detain any captive wildlife on property grounds, except for wildlife breeding farms, rescue or reintroduction, according to law and best practices
- Protect land-based and marine wildlife and do not disturb in any possible way.

CROSSROADS Maldives complies, as far as reasonably possible, with this policy.

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## APPENDIX II: ACTION PLAN 2022 - 2025

The following table provides a summary of some of the CROSSROADS Maldives' plans to continuously improve sustainability management.

SUBJECT	ACTIONS PLANNED	2022	2023	2024	2025
General management and operations of Crossroads & its properties	Annual review of all sustainability, environmental and purchasing policies	x	x		
	Annual Continuous Improvement report that details new initiatives and activities that have been undertaken during the preceding year	x	x		
	Regular meetings of the sustainability committee	x		x	
	Notices about sustainability initiatives in team members' areas	x		x	
Sustainable waste management	Undertake regular waste audits	x	x		
	Set up recycling bins in guest/public areas	x	x	x	
	Team members training in recycling	x	x	x	
	Investigate other ways to reduce and recycle waste as opportunities arise	x	x		
	Participate in national training and other programs on sustainable waste management, as opportunities arise	x	x	x	
Sustainable water management	Install Plastic Faucet Aerators (water-saving filters) on all the Muslim showers, head showers & taps in Staff Dormitories A, B & C Block			x	
	Explore rainwater harvesting potential for back-of-house		x	x	
	Sensor-controlled men's urinals in public restrooms			x	
	Installation of push-type faucet tap on washbasins		x	x	
Energy conservation and efficiency	Continue to implement preventive maintenance program records and remind to conduct regular check-ups on all equipment to maximise efficiency	x	x	x	
	Installation of roof solar system		x	x	
Team members' welfare and training	Maintain and enforce current team members' policies	x	x	x	
	Special training sessions on sustainability issues for team members from different departments e.g., local procurement, energy efficiency, waste sorting, etc.	x	x	x	
Conservation of local biodiversity and ecosystems	Tree-planting activities for team members and guests	x	x	x	
	Monthly island cleaning is held for each business unit	x	x	x	
Local and Organic Food	Continue to source products locally, i.e. farmers and fishermen	x	x	x	
	Create and use our own herb garden	x	x	x	
	Create and use our own nursery	x	x	x	
Partnerships with the local community	Host local school visits inside Crossroads	x	x	x	
	Host visits for local school children for marine education	x	x	x	
	Continue to promote and host local musicians and artists within Crossroads	x	x	x	
	Partner with Parley for the Oceans on the issue of single-use plastic	x	x	x	
Maximising guest experience	Organise community events, support local charities and encourage guests to participate in local cultural experiences.	x	x		
	Sustainable transportation options for guests, i.e. bicycles and electric buggies are on offer for guests to use around the island	x	x	x	
	Provide organic toiletries and offer activities such as yoga.	x	x	x	