



FUSHIFARU
maldives

SUSTAINABILITY MANAGEMENT PLAN

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PURPOSE

The purpose of the Sustainability Management Plan (SMP) is to guide management, decision making and the daily operations of the business in a sustainable manner:

1. To develop the business in a sustainable manner considering the environment, socio-cultural, quality and health and safety of our employees and guests.
2. To demonstrate management commitment to comply with the environmental laws and regulations of the Republic of Maldives.
3. To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business.
4. To outline mitigations measures in order to minimize the impact of the business activities on the surrounding environment.
5. To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practicing Reduce, Reuse and Recycle wherever possible.
6. To establish a framework for environmental management to ensure the implementation of the identified mitigation measures.





SCOPE

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

REFERENCE

Green Globe Certification Standard and Guide to Certification.





FUSHIFARU'S VISION:

Since its opening on 24th October 2017, Fushifaru Maldives has been incorporating sustainable tourism principles and practices into its operation.

Fushifaru Management and Residents continuously strive to refine their level of understanding of sustainability and take time to review sustainable practices in order to implement improvements wherever possible.

Our Sustainability Management Plan ensures long term profitability for the hotel, which will benefit its colleagues, customers, business partners, owners, other stakeholders, and the environment at large.

Green Globe being the premier global certification for sustainable travel and tourism, has motivated us to take on the challenge and become recognized as a green Resort. We began the process of obtaining the Green Globe certification in 2020 and it is our aim to continually improve our sustainability efforts, and to achieve in a consistent way in connection with our yearly review.

Our Sustainability Management Plan encompasses four key areas:

- I. Environmental – to be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes.
- II. Socio-cultural – to be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against





commercial exploitation, equitable hiring, colleague protection and last but not least, that our business does not jeopardize the provision of basic services, such as water, energy or sanitation to neighboring communities.

- III. Quality – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders.
- IV. Health & Safety – FushifaruMaldives complies with all established health and safety regulations, and ensures that both guest and colleagues protection instruments are in place.





A. SUSTAINABLE MANAGEMENT

A1. Implement a Sustainable Management Plan:

Fushifaru Maldives shall establish and maintain the Sustainability Management Plan complying with requirements included in this section.

Fushifaru Maldives shall formulate Policies and Procedures that:

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

A2. Legal Compliance:

The hotel 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 colleagues' protection instruments are up to date and in order.





A 3. Staff Training:

Staff hiring, training, annual appraisal and performance review, at Fushifaru Maldives is in line with the corporate competencies and competency models.

Competencies and competency models are designed to define the skills, knowledge and attributes that make organizations and individuals successful. Once competencies are identified, people with these competencies can be recruited and where necessary trained and developed. This builds an organization of successful colleagues who are capable of delivering business goals and execute strategy.

While competencies may enable people to achieve success, they alone do not ensure success. We see people who are competent but do not deliver business results or vice versa. In other words, only assessing people against competencies is not enough. We must also measure their achievements against the desired business goals within their roles.

At the same time, competencies provide the link between organizational vision, behaviors, outputs and results and are the foundation for recruitment, selection, performance management, development and succession planning.

A.4 Customer Satisfaction

At Fushifaru, we monitor customer satisfaction by receiving feedback in different ways. We strongly believe, accept and work on any positive or constructive feedback provided by our guest.





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

1. One to one Customer Meetings with General Manager
2. Instant guest feedback log
3. Guest emails
4. 3rd party online platforms such as TripAdvisor, Booking.com, Agoda, Expedia and all social media channels.

A.5 Accuracy of Promotional Materials

All communication regarding promotional material at Fushifaru Maldives goes through the Business Development team and is in line with Fushifaru principles, local regulations and cultural norms.

A.6 Local Zoning, Design and Construction

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

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





Every effort has been made to ensure that all appliances that have been purchased for operating the hotel are energy efficient.

A.7 Interpretative Tourism

We inform our guests about the local environment, local culture and cultural heritage through various means; through entertainment, culinary experiences and cultural shows.

Special Maldivian themed nights are held in the main restaurant Korakali every week in which local people wear traditional clothing and prepare traditional food.

On arrival to the resort, each guest is greeted with the sound of bodu -beru (traditional Maldivian drums) and the Sangu Conch Shell.

Every Friday, we have a Boduberu live show with our Fushifaru Boduberu Band, showcasing singing, drumming and dancing.

Every Friday, we also host a Coconut Show, which educated guests about the importance of the coconut in The Maldives and how we use it in daily life.

Various excursions are available with Best Dives to visit our local islands Hinnavaru so guests are able to experience the real Maldives, interact with the local community and support local businesses like handicrafts, and other souvenir shops.





As the Maldives is predominantly a Muslim country, guests are made aware of the local culture during the holy month of Ramadan as special emphasis is made on period of fasting of colleagues.

A.8 Communications Strategy

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

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

With our Guest Directory, guests are 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. They are also reminded to switch the lights off.

Fushifaru Maldives is in line with guidelines and regulations of Ministry of Tourism Maldives (Tourism activities), Environment Protection Agency Maldives (Environment protection), Maldives Food and Drug Authority (Food Safety), and the Maldives National





Defense Force (Health & Safety) all of which are local authorities that strive towards the protection of the environment, sustainable management and social responsibility.

A.9 Health and Safety

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

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

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

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

We have engaged the services of a Food Safety Company – Nsure Private Limited - who will visit the premises to ensure the food safety compliance systems are in order. New kitchen colleagues 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, evacuation drills are conducted regularly for colleagues.
 - All paint is environmentally friendly and lead free, with low VOC content.
 - An active inhouse system is in place whereby colleagues are trained to report any malfunctions and leaks immediately, and there is a good follow up system to ensure the works are carried out satisfactorily.
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- 10 Disaster Management

Fushifaru Maldives takes Disaster Management very seriously and takes into account the three R's – Readiness; Response; Recovery.

Fire Safety: the resort uses the services of a third party Fire company to inspect, analyse, advice, train and certify all colleagues.

Six-monthly drills are held involving all staff, where a real disaster is simulated and practice responses are undertaken. All drills are observed by independant parties and observations and reports written.





B. SOCIAL/ ECONOMIC

B.1 Community Development

This section is supported by the Fushifaru CSR policy; the policy states that the Company recognizes its role and responsibilities in contributing to the sustainable development of the communities in which it operates. This policy aims at maximizing the return on Community Investments and their impact on the local community.

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

- a) 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.
- b) 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 facitlites at local islands.
- c) Cultural Preservation: Supporting initiatives aimed at enhancing the ability of small businesses that are strategically linked to business needs to perform more effectively in order to create economic growth. We regularly buy from local producers and support local fishermen.





d) Environmental Protection: Supporting initiatives that help protect the integrity of the environment. In collaboration with Best Dives, initiated and developed a coral re-planting program to assist the rejuvenation of the coral reefs around the island, which are vital to sustaining the bio-diversity. We also want to support initiatives that use innovative products and services to help solve environmental problems.

B.2 Local Employment

Fushifaru 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 Conducts Policy)
- Code of Conduct policy (part of the Business Ethics and Conduct policy)
- Corporate Social Responsibility Policy
- Workplace Health and Safety policy

B.3 Fair Trade

Fair trade within Fushifaru Maldives is driven by the “Procedure Goods & Services” process in the Maldives wherein Fushifaru ensures the use of right methods to select





suppliers and procure goods and services at the right quality, price, time, source and delivery while protecting the company.

Our Policy:

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

B.4 Local Entrepreneurs

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

B.5 Respect Local Population

As stated earlier the Maldives is predominantly a Muslim country and as such guests and colleagues are made aware of the local culture. Information of the same is provided through multimedia left in the rooms and through our in house direct-stream system.

B.6 Exploitation

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

The element of avoidance of exploitation is supported by:

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- 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

Fushifaru Maldives promotes diversity and equality on all levels of the business, and no colleagues or applications are discriminated against in any way. All positions are filled on the basis of competence. Our hotel adheres to all local laws and regulations concerning labour laws, and offers conditions and wages superior to the minimum requirements.

FushifaruMaldives employs people of many nationalities – currently we have no less than 20 different nationalities in the hotel. Women candidates are encouraged to apply across all levels of the business. The Maldives has strict labour law related issues, which we adhere to in full.

B.8 Colleague Protection

Salaries and benefits exceed national regulations, and all payments required by law into insurance and pension funds are made on behalf of all colleagues. Overtime is paid for hours worked beyond the established work in accordance with Maldives labour law.





Week hours and working hours do not exceed the legal maximum established by the labour law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are accordingly remunerated as per the policies outlined.

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

B.9 Basic Services

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

B.10 Local Livelihood

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





B.11 Bribery and Corruption

Fushifaru Maldives prohibits all forms of bribery, directly or through third parties, including employees from soliciting, arranging or accepting bribes. No direct or indirect contributions to political parties, etc, is made, as a way of obtaining advantage in business transactions.

Fushifaru 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 effective anti-bribery Program.





C. CULTURAL HERITAGE

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

Local Maldivian culture 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 amount of guests coming from.

Guests can read through the basic do's and don'ts in our Guest Directory which contains information on the resorts sustainability initiatives, what Fushifaru is doing for the environment and how guests can help.

Historical and archeological artifacts 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 publicized as much as possible.





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

Fushifaru Maldives places great emphasis on being a part of the local environment in regards to cultural and social activities, as well as incorporating the use of local food, and competencies from the local businesses. We take great pride in our vast network, and spend a lot of time and energy explaining our collaboration with local suppliers and businesses to interested parties.

D. ENVIRONMENTAL

Fushifaru 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 everyday. Local lobster is also bought.

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

Highlights:

- Black and gray waste water is managed by the resort in a non-polluting way, and does not affect public health or the eco-system.





- Strong preference is given to fair trade and eco-certified suppliers – we will often choose to not have a service or product, rather than compromising our integrity.
- We minimize our output of printed matter, and prefer to communicate through our website.
- Refrigerator and freezer temperatures are measured and monitored on a constant basis by the culinary colleagues. Energy usage is specified and recorded.
- Low-energy light bulbs are used throughout the property in various locations, and outdoor lighting is controlled by a timer.
- Energy efficient equipment is purchased wherever available, and only used when needed. Bed linen, duvets and towels that are too used for hotel use but still usable, are donated to the colleague quarter or used in the other departments as general dusters.
- We avoid disposable cutlery or other eating utensils (ie disposable styrofoam utensils).
- Native plants or low water-need plants are grown in landscaping to minimize water use in outdoor garden areas. The vegetation is mainly drought resistant and watering, if any, takes place in the early morning or evening to reduce water evaporation.
- No exotic species are introduced to hotel area. No captive wildlife, endangered species, products thereof or any form of unethical items are used, sold or allowed on Fushifaru Maldives property.
- Fushifaru Maldives recycles above and beyond whatever is possible in the Maldives. We compost some organic waste, segregate food, paper, glass and metal in the colleague areas and F&B areas, and encourage guests to help us with our recycling.





- Guests are encouraged to take back batteries, etc, which are not possible to recycle in the Maldives.
- We try to produce as little waste as possible and nothing is thrown out that can be used again. A food-saving program is established wherein we will come up with strategies to reduce food wastage.
- Other initiatives could be to compost food waste by installing food waste composting machine and using the product as manure for the trees within the property but only as a plan for the near future.
- All guest and colleague laundry is washed in-house with environmentally friendly detergents, and every wash is run only when the machine is full.
- All colleagues are trained, reminded and monitored about back-office computers and electronic shut down policies when the work-day is over. Meeting rooms lighting and equipment are shut down when not in use.
- Water usage is monitored and specified. All appliances are set at the most efficient level, to save energy, money and appliances.
- All toilets are dual flush. Kitchen faucets are low flush and showerheads low flow.
- All guest rooms have both drapes and black out curtains. Bedroom and bathroom amenities containers are refilled. Laundry chemicals are bio-degradable, purchased in bulk, and are concentrated.
- Only electric buggies are used in the resort – this is further limited to guest, luggage and operational items transport only. All guests are provided with pedal bicycles. Our boats are all powered by four-stroke engines.

This concludes the Sustainability Management Plan for Fushifaru Maldives in 2021.





Our concrete aim is to ban single use plastics and reduce our use of water, electricity and waste in the course of the next year.

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

Our Sustainability Management Plan is supported by the following Policies and procedure 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. Environmental Impact Assessment Report
7. Landscaping Policy
8. Green Housekeeping Policy
9. Anti-pollution Policy
10. Disaster Management Plan
11. Guest Directory

SUSTAINABILITY MANAGEMENT PLAN IS APPLICABLE AS MENTIONED ABOVE AND MUST BE STRICTLY ADHERED TO.

Reviewed by: Sana Mohamed (HR Manager)

Signature:

Date: 30 Nov 2021

Approved by: Ahmed Siar (General Manager)

Signature:

Date: 30 Nov 2021

