



EMERALD FAARUFUSHI RESORT & SPA

SUSTAINABILITY MANAGEMENT PLAN 2026

Earth's resources are finite and demand thoughtful stewardship, aligning long-term priorities with our responsibility to protect a fragile ecosystem.



Purpose

The resort's strategies and approach, while adhering to the local laws and regulations of the countries where it operates, focus on enhancing sustainability in its operations. This is achieved through positive contributions to the environment and its surroundings, which include biodiversity conservation, cultural heritage preservation, and community development. Emerald Faarufushi Resort & Spa is dedicated to deepening its understanding of sustainability, identifying and minimizing its operational impact on the surrounding ecosystems, economies, and cultures and to further improve the resort's environmental management practices.

The Sustainability Management Plan is designed to show our strong commitment to sustainability. It ensures that our business operates according to sustainable practices and that decision-making at the resort aligns with both national and global environmental regulations, as well as internal policies. The plan aims to enhance the resort's sustainable business strategies, minimize long-term negative environmental effects, and protect the natural resources of this island nation for future generations, and increase the welfare of its employees, guests and of the environment that surrounds us all while maintaining the quality of service and financial health of the company. 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.



Maldives' Soulful Gem

Committed to conscious luxury,
environmental stewardship, and community care.



The 5 Pillars of Action



Environmental

Conserving resources, using renewable energy, and protecting biodiversity.



Socio-Cultural

Driving CSR, local employment, fair trade, and community enrichment.



Quality

Delivering inspired, competitive service while contributing to local economic well-being.



Health & Safety

Ensuring rigorous protection instruments and standards for every guest and team member.



Human Rights

Committed to upholding international human rights & labor standards for every guest, team member, and supply chain partner.



Energy Conservation Objectives

- Green energy utilization.
- Reduction in amount of CO₂ emissions.
- Optimize 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.

General Objectives

- Achieve Green Globe certification for our resort.
- 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 in guest satisfaction measured by surveys.
- Provide guests with information on good waste management practices.
- Provide guests with information on the resort's CSR (Corporate Social Responsibility) projects.

Training Objectives

- Raise awareness of the resort's CRS (Customer Relation Service) workers.
- All workers are aware of environmental policies.
- Conduct Recycling training for colleagues.
- Train a minimum of 1 department per month in sustainability initiatives implemented in the resort.

Vision

Sustainability within Emerald Faarufushi Resort & Spa is defined as 'carrying out its business in line with our resort's guiding principles of being conscious of global environment issues and acknowledge our responsibility towards the environment. While the well-being of our guests remains the forefront, we commit ourselves to carrying out operations in a sustainable manner, taking every step to minimize operational impact on, and preserve the environment wherever we operate.'

We believe our guests, staff 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.



A1. Implement a Sustainable Management Plan (SMP):

The resort establishes and maintains a comprehensive Sustainability Management Plan (SMP) tailored to its operational scale and structured around five core pillars: Environmental, Socio-cultural, Quality, Human Rights, and Health & Safety. This SMP enforces full legal compliance tracked via a Legal Register, sets and reviews targets through a Responsibility Matrix, and drives continual improvement overseen by the Green Team. To ensure operational integration and transparency, the plan is documented, reviewed at least annually, and continuously communicated to staff via digital and physical channels while remaining publicly accessible to all interested stakeholders.

Green Team

The resort's cross-departmental "Green Team" meets at least quarterly to drive, monitor, and refine environmental, social, and economic sustainability initiatives in alignment with Green Globe standards. Led by management alongside key department heads, the committee reviews progress against the Responsibility Matrix, tracks logged staff and guest feedback alongside corrective actions, and escalates unresolved matters directly to the General Manager.

Pillar / Objective	KPI / Target	Owner Department	Review Frequency	Evidence
Reduce electricity consumption per guest night	2% reduction vs. 2025 baseline	Engineering	Monthly	Utility bills; energy dashboard
Reduce potable water consumption per guest night	2% reduction vs. 2025 baseline	Engineering	Monthly	Water meter logs
Increase waste diverted from landfill (recycling rate)	2% of total waste recycled/composted	Engineering	Monthly	Waste Management Plan logs, weighbridge/vendor records
Human rights & modern slavery risk management	Zero substantiated violations; 100% supplier Code of Conduct acknowledgement	HR / Procurement	Annually	Signed Code of Conduct acknowledgements; Speak Up log
Staff sustainability training coverage	100% of colleagues complete orientation within 30 days of joining; 1 department deep-trained per quarter	Training / HR	Quarterly	Attendance sheets; training slides
Guest satisfaction on sustainability	Sustainability-specific question included in guest survey; track score trend	Front Office	Quarterly	Survey reports
Legal compliance	100% of applicable licences/permits current	Finance / Administration	Quarterly	Legal register with renewal dates

An Annual Continuous Improvement Report tracks yearly progress in new sustainability initiatives as well as energy, water, and waste performance. To maintain operational relevance, the overarching Sustainability Management Plan and its supporting policies are formally reviewed at least once a year, with all approved updates recorded and communicated to staff within 30 days.



Sustainable
Management

Sustainable Management



A2. Renewable Energy Initiatives

The resort has initiated projects to install Solar PV panels on available rooftops. Progress against renewable energy targets is tracked in the GHG Reduction Long-Term Plan.

A3. Legal Compliance

The resort is licensed under the laws of the Republic of Maldives and complies with all relevant international and local legislation and regulations, including health, safety, labour and environmental requirements. Insurance policies and other guest and colleague protection instruments are current and are tracked in the resort's Legal Register, reviewed quarterly by Finance/Administration.

A4. Champions Training

Champions hiring, training, annual appraisal and performance review are aligned with corporate competency models. All colleagues complete sustainability orientation within 30 days of joining, covering the resort's Environmental Policy, waste, water and energy conservation practices, and human rights awareness. Training records and attendance sheets are retained as evidence.

A5. Customer Satisfaction

Customer satisfaction is monitored through customer comment cards, instant guest feedback logs, 24–48 hour feedback processes, guest emails, and third-party platforms (TripAdvisor, Booking.com, social media). Guest surveys include at least one specific question on sustainability, and results are reviewed quarterly by the Green Team.

A6. Accuracy of Promotion Materials

All promotional and marketing communications are reviewed by the Sales & Marketing team for accuracy and are truthful, not promising more than can be reasonably delivered. Sustainability-related claims are cross-checked against verified performance data before publication.

A7. Local Zoning, Design & Construction

The resort is located on a previously operated resort island. Refurbishments reuse original structures where possible, incorporate local design and architecture (e.g., kadjan roofing, dhoni-shaped masts, coir, wood and bamboo), and prioritise sustainable, energy-saving, long-lasting materials.

A8. Interpretative Tourism

Guests are informed of local environment and culture through the resort's Green Book, orientation materials, and cultural programming (e.g., Maldivian-themed nights, bodu-beru drum welcome, guided local-island excursions supporting local businesses and handicrafts).

A9. Communications Strategy

Guests are informed of the resort's sustainability strategy and community/charity involvement via the Green Book, in-room communication cards (e.g., linen/towel reuse options), and multilingual signage.

A10. Health & Safety

The resort strictly enforces environmental, health, and safety standards through comprehensive colleague training, clear guest hazard signage, routine facility maintenance, and appropriate PPE usage. Operations are backed by quarterly food safety audits from Nsure Pvt. Ltd., regular fire drills, safety installations like pool depth and glass warning markers, eco-friendly low-VOC paints, and a mandatory immediate-reporting process for repairs.

A11. Disaster Management

The resort maintains a Disaster Management Plan for fire, severe weather, and tsunami risks, supported by third-party fire safety training, regular inspections, and independently audited annual evacuation drills involving all staff and guests.



Social | Economic

B1. Community Development:

The resort maximizes the impact of its community investments through initiatives focused on:

- **Education:** Supporting vocational training, skills development, and local internships with opportunities for future employment.
- **Healthcare:** Sponsoring and donating to health facilities on local islands.
- **Cultural Preservation:** Purchasing from local producers and supporting local fishermen.
- **Environmental Protection:** Actively managing and restoring the house reef through dedicated coral propagation projects, coral nursery monitoring, and regular third-party marine health assessments to foster reef resilience.

B2. Local Employment:

The resort proactively recruits, supports, mentors, and guides Maldivian nationals into leadership positions, backed by equal opportunity, code of conduct, CSR, and workplace health and safety policies.

B3. Fair Trade:

Goods and services are procured by selecting suppliers and following procedures that comply with relevant laws and ethical, social, and environmental standards.

B4. Local Entrepreneurs:

While historical artifact trading is prohibited, the resort invites local craftsmen and businessmen to display culture during Ramadan, Eid, and National Day to help enhance their livelihoods.

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B5. Respect Local Population & Culture:

The resort ensures due respect is given to local Islamic values, beliefs, and culture, ensuring the local community shares in tourism benefits.

B6. Exploitation:

Strict compliance with the Maldives Labor Law ensures policies are enforced against child employment, sexual harassment, and exploitation.

B7. Equitable Hiring:

Positions are filled purely on competence, promoting diversity across more than 20 nationalities with fair wages superior to minimum legal requirements and encouragement for women candidates.

B8. Colleague Protection:

Salaries, benefits, insurance, pension contributions, and overtime are provided in accordance with national regulations, with regular meetings held by the Champion's Care Committee to address employee concerns.

B9. Basic Services:

Business operations do not impact or jeopardize local resources or services, instead generating secure jobs and positive community influence.

B10. Local Livelihood:

Being located on an independent island, the resort does not affect neighboring communities' access to land, water, housing, or transport, but instead contributes to neighboring economies through jobs and local purchasing.

B11. Bribery and Corruption:

All forms of direct or indirect bribery, political contributions for business advantages, and dealing with corrupt suppliers are strictly prohibited through the Code of Conduct, gift policies, and anti-bribery measures.

Cultural Heritage

Our colleagues 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 direct stream which contains the resort's environmentally conscious literature containing information on the resorts' sustainability initiatives, what they are 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.



Environmental

Our resort source 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.

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 which are eco-friendly, bio-degradable, made from re-cycled 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 our Resorts.

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

Environmental protection is supported by the following documents: *Environmental Policy, Pollution Management Plan, Landscaping Policy, Biodiversity Policy, Green Book*



Coral Restoration & Marine Protection

Emerald Faarufushi Resort & Spa actively manages and protects the marine environment surrounding the island through coral restoration, reef monitoring and marine debris removal. Five coral frames are currently maintained, including three new frames installed during the reporting period, with coral growth and reef conditions monitored regularly. Additional coral frames are planned as part of the continued expansion of the restoration programme. The resort also carries out beach and underwater clean-ups, collects marine debris during regular boat operations, and promotes responsible diving and snorkelling practices to minimize disturbance to corals and marine life.





Evaluation & KPI Monitoring

Implementation & Monitoring

The resort's Sustainability Management Plan is fully integrated at the executive decision-making level, ensuring that continuous improvement, legal compliance, and sustainability targets are actively tracked.

Performance Evaluation & Key Performance Indicators (KPIs)

To measure the effectiveness of our initiatives across the four pillars, management conducts regular data analysis and performance evaluations using the following core KPIs:

- **Environmental:** Percentage reduction in energy consumption, carbon footprint metrics, volume of non-recyclable waste reduced, and tracking coral health indices through regular marine surveys.
- **Socio-Cultural:** Volume of local procurement, hours of team member training completed, and community investment impact.
- **Quality & Health & Safety:** Guest satisfaction scores monitored via surveys and feedback logs, incident-free safety hours, and compliance audit results (such as quarterly food safety evaluations).
- **Human Rights & Labour:** 100% compliance with fair employment practices, zero-tolerance incident tracking, and regular review of colleague retention and diversity across nationalities.

Review Cycle

All KPIs and sustainability targets are reviewed annually by resort leadership to analyze progress, address gaps, and update strategic actions for continuous operational improvement.

Monitoring & Continual Improvement

- **Monitoring Mechanism:** The Sustainability Management Plan includes the regular monitoring and measurement of continual improvement. Progress toward our environmental, socio-cultural, quality, and health & safety objectives is tracked through systematic data collection, periodic audits, and departmental reviews.
- **Review & Adjustment:** Performance metrics are analyzed by resort leadership to evaluate the effectiveness of implemented initiatives, identify areas for operational enhancement, and ensure ongoing compliance with national standards.



Scope of the Policy

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

- Environmental Policy
- Health and Safety Policy
- Waste Management Plan
- Environmental Purchasing Policy
- Landscaping Policy
- Pollution Management Plan
- Disaster Management Plan
- Green Book
- Human Rights Policy

Policies & Procedures

1 Environmental Policy

We, at Emerald Faarufushi Resort & Spa, are conscious of global environmental issues and acknowledge our responsibility towards the environment. While the well-being of our guests remains on the forefront, we commit ourselves to carry out operations in a sustainable manner, taking every step to minimize operational impact on, and preserve the environment where we operate.

2 Health & Safety Policy

The health, safety and security of our Champions, guests, suppliers and business partners are of paramount importance to us. Each one of us must be aware of his or her personal responsibility regarding health & safety and the environment. We must be permanently alert to the risks of accidents and environmental damage that could be caused by our personal acts or omissions.

3 Waste Management Plan

This document establishes the guiding principles for managing on-site waste at Emerald Faarufushi Resort & Spa placing full responsibility on resort management to ensure compliance and adaptation to local conditions. Emphasizing that waste reduction is the most cost-effective initial step, the plan outlines four sequential handling phases: collection, processing, storage, and disposal, to fulfill local government mandates and establish best-in-class operational standards.

4 Environmental Purchasing Policy

We support the purchase of eco-friendly and environmentally preferable products to minimise environmental impacts relating to our work. Emerald Faarufushi Resort & Spa recognises that colleagues can make a difference in favour of environmental quality, and strongly recommends the purchase of environmentally preferable products whenever they perform satisfactorily and are available at a reasonably competitive price.

5 Landscaping Policy

To create valuable landscapes and ecosystems, protecting and enhancing existing features to improve local biodiversity while increasing access to nature and open spaces. To develop site-wide integrated water management approaches addressing surface water, water supply, consumption and wastewater, and promote within the community the value and importance of water resources to maximise water conservation and protect available water resources

6 Pollution Management Plan

Our resort's operations are focused on energy saving, waste management, water conservation. Air and water pollution results from chemicals, waste materials, or soils which are discharged or released into air or water. Our commitment will contribute to a healthier atmosphere for our employees and guests, as well as reduce the negative impacts that our daily operations can have on waterways, air quality and land contamination.

7 Disaster Management Plan

This emergency response plan outlines procedures for fires, tsunamis, earthquakes, and medical emergencies for all champions, guests, and visitors at Emerald Faarufushi Resort & Spa. All champions must strictly follow these assigned duties and procedures upon activation by the General Manager.

8 Green Book

This comprehensive guide outlines our core sustainable initiatives, environmental awareness practices, and respect for local culture across the island. Designed for both champions and guests, it details our shared responsibility to preserve our natural surroundings, adhere to codes of proper behavior, and protect local ecosystems by understanding guidelines regarding illegal souvenirs and conservation.

9 Human Rights Policy

We are firmly committed to upholding and safeguarding fundamental human rights across all aspects of our operations. We ensure fair treatment, dignity, freedom from discrimination, and equal opportunities for all champions, guests, suppliers, and stakeholders. In strict compliance with national labor regulations and ethical standards, we maintain a zero-tolerance approach toward any form of harassment, forced labor, or exploitation, fostering a safe, inclusive, and empowering environment for everyone on the island.



EMERALD

FAARUFUSHI RESORT & SPA

A MEMBER OF



THE LEADING HOTELS
OF THE WORLD

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