

# ROBINSON<sup>®</sup>



## Sustainability report 2018

**CLUB MALDIVES**

World of  TUI

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## Preface

The topics of environment and sustainability are an important and central component of our resort's strategy. Not only to reduce our CO2 emissions, but also to reduce our use of energy, waste and chemicals. In addition, social commitment is of great importance to us, so that the community and local population can benefit.

To continuously review and improve our commitment to the environment and sustainability, we are certified by several external standards. With this report, we would like to inform all stakeholders about our sustainability activities and progress over the past three years.

Yours Bert Göbel  
Club Direktor / General Manager



## Management & Sustainability

Our resort has a high demand on its own corporate responsibility. We know that we have a high impact on the environment, economic development, education and promotion of employees as well as their health and well-being.

The aim is to minimize our impact on the environment now and in the future, to strengthen local communities and at the same time do the best we can for our guests. To this end, we have set ourselves the following goals: improvement of energy and water efficiency, reduction of waste and recycling of recyclable materials, referral to guests and cooperation partners, sustainable procurement and voluntary activities.

For this reason, our sustainability strategy is based on 6 principles: avoid, reduce, recycle, care, communicate and understand. They support the TUI Group's sustainability strategy "Better Holidays, Better World".

Goals are formulated, activities are planned to achieve these goals, activities carried out during the year are documented, the results are compared with the goals at the end of the year and on this basis the goals and activities for the next year are formulated.

Our Code of Conduct lays down our commitment to climate protection, and our employees are made aware of it through training courses. The promotion of our employees and good working conditions as well as the development of the local destination are important goals. The Sustainability Report is based on three core areas: Environment, community and local and social commitment.





## Environment



# Energy

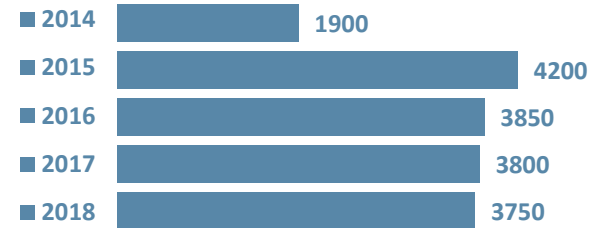
Our resort has different infrastructures that need energy, such as the pool, air conditioning, refrigerators. The aim is to reduce our CO2 emissions.

Human resources team have started monitoring the air conditioners in all staff rooms. They are maintained at 26 degrees Celsius, which has contributed in saving energy.

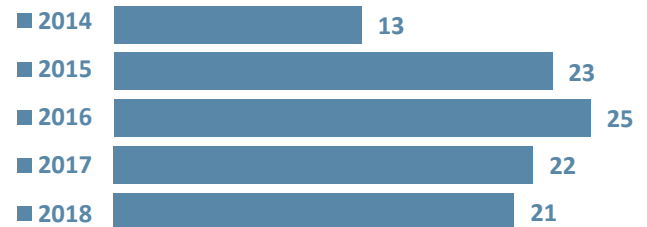
Further measure that we have taken to control our energy consumption is turning off lights in key areas in the staff village after 9 pm.



Total energy consumption / night (in KWh)



Total energy consumption guest / night (in KWh)



Through training and communication, we sensiblise our employees and guests to the topic.

Thus, all guest rooms contain a note which inform guests about the amount of water and energy that is used while laundering the guest linen. Guests are encouraged to put the towels in the rack which enables the housekeeping staff not to change the towels on a daily basis. Similarly if guest place this card on the bed - then the bed linen is not changed. It has been observed that majority of guests do not want the staff to change linen and towels on a daily basis.

Also, guests are asked to use the air conditioners only if they really need them, turn out lights on the terrace at night and reduce activity of their fridges.



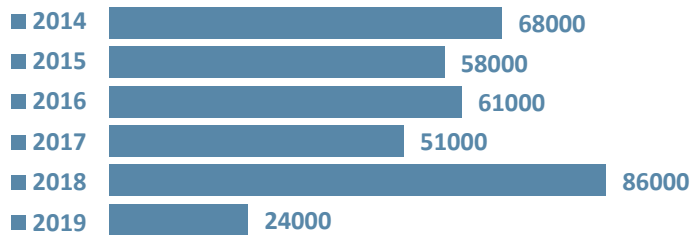
# Water

In addition to protecting energy resources, reducing water consumption is a central goal of our resort. A thorough analyses by our Engineering team was done in order to identify key areas with high consumption of water. These issues were immediately rectified in order to reduce our daily water consumption.

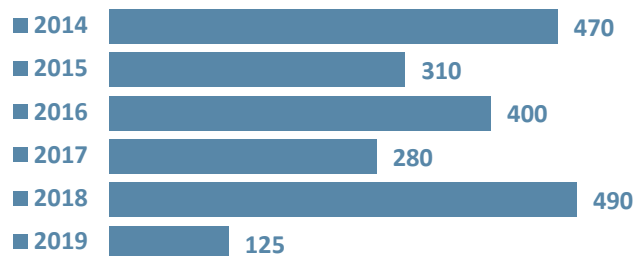
Every drop of fresh water has to be produced by a freshwater plant, which is situated on our island. Fresh water is one of the most valued commodities on the Maldives. It takes a great deal of energy to turn salt water into fresh water.

That is why, we also sensitize our employees and guests to the topic of water consumption (e.g. with cards in the rooms, at our information boards and during the tour behind the scenes).

Total water consumption / night (in l)



Total water consumption guest / night (in l)





# Waste & Pollutants

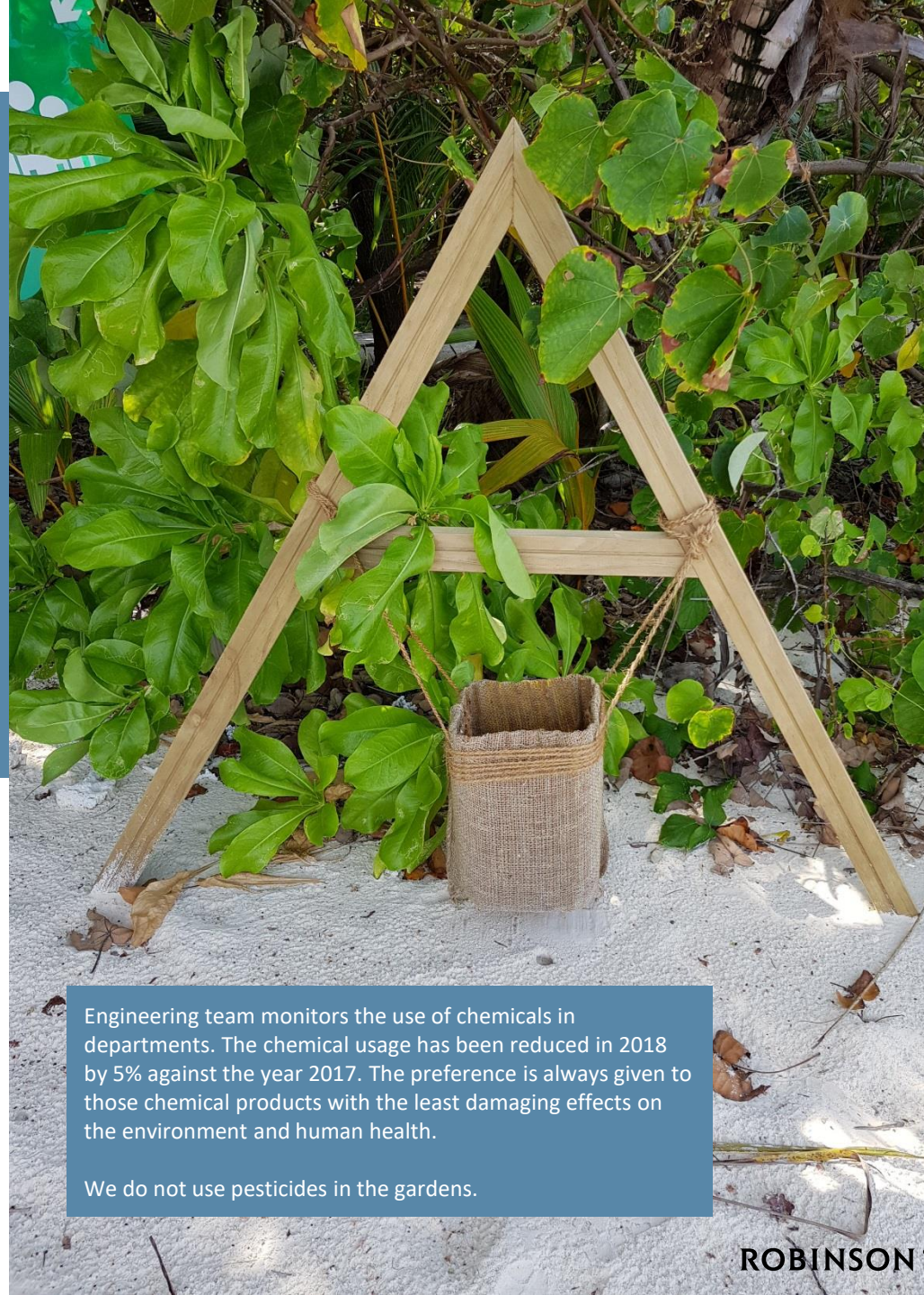
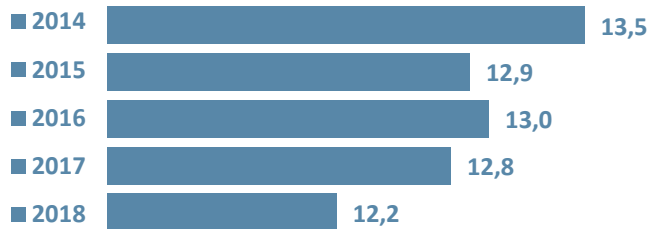
Food and Beverage team have stopped using plastic straws. They have been replaced by paper straws instead. Further, food items are mainly bought in cans or paper containers to minimise usage of plastic. Next, use of plastic bags are discouraged. All staff and guests are given carry bags and laundry bags made of cloth.

Administration team monitors more the use of paper. Dual side printing is encouraged. All emails contain alert which reminds the recipient to consider the environment before printing it. All departments have also taken initiative to ensure that majority of work is done online.

We measure food waste and take measures to further reduce it. Stricter indent is done and optimum amount of food is cooked. We obtain our food from sustainable and regional sources.

Garbage is thoroughly segregated. We ensure that the garbage is disposed timely. All garbage is sent to designated garbage islands.

Waste (in kg) per overnight stay



Engineering team monitors the use of chemicals in departments. The chemical usage has been reduced in 2018 by 5% against the year 2017. The preference is always given to those chemical products with the least damaging effects on the environment and human health.

We do not use pesticides in the gardens.



## Community & Supply Chain



# Our employees

We rely on our well trained and highly motivated employees because only through their hard work and dedication was is possible for our resort to consider the needs of our guests as well as the needs of nature above and under water.

Every month awarness meetings are conducted by our General Manager. The importance of energy preservation, environment preservation and a structured approach towards sustainability are discussed at this meeting. Team members are constantly reminded to minimalize energy and water consumption and to reduce waste.

Island cleaning is done once a month where all team members participate and together keep the island clean. This is done over and above the daily island cleaning of public areas. Beach patrolling is also done by all departments every day to insure that our beach is clean, free from plastics, debris and waste.

Our resort currently employs 230 employees from 18 nations. 38% of the employees are from Maldives. The female quota is 10%.

We recognize the importance of recruiting local people as preferred employees. This increases the likelihood of money being spent in the local community. Additionally, it encourages local resedents to stay within the community, rather than seeking employment outside of the community. This policy preserves our destination and makes it more attractive to our guests.

Our resort’s Human Rights Policy reflects our commitment to conduct business in a manner consistent with its principles and to protect human rights within the company’s sphere of influence. We are committed to responsible workplace practices, and endeavor to conduct the business operations in a manner that is free from complicity in human rights abuses. Our core values and culture embody a commitment to ethical business practices and corporate social responsibility. We provide a variety of means, including anonymous channels to report unethical behavior.

A high level of job satisfaction is important to us. We therefore conduct regular employee satisfaction surveys by external organizations to increase loyalty and satisfaction.





## Purchasing and Stakeholder



For our purchasing managers, sustainable and environmentally friendly products are a priority. For example, any renewal of technical equipment must prove that it is environmentally friendly. When purchasing food, we give first priority to local suppliers to ensure that freshness is maintained and less packaging involved. This also helps reducing CO<sub>2</sub> emissions from transportation of products from international providers.

We cooperate with various interest groups and local organizations to discuss the opportunities and duties involving sustainable development, and to combine forces and develop and implement strategic solutions.

In any project for the development of the island, an impact assessment study is being done and submitted first to the Ministry of Planning, Human Resources and Environment before such project is implemented. This is to check and review its impact on the surrounding environment.



## Our Guests

All our TV channels show the importance of conservation of energy and our environment.

Every Friday our Dive Center offers a presentations where guests are asked to protect and preserve our environment. They should not touch the coral and never walk on top of the reef. As a diver or snorkeller they should be models. They should respect the living space of animals and not touch any of them. They should keep our paradise clean, free from rubbish and cigarette stubs.

Our guests are always invited to participate in our environmental measures and sustainability efforts. Information can be found in the rooms as well as in the lobby or at the reception.

We communicate our activities through our sustainability report and social media channels.



## Social & Local Engagement





## Social Engagement



Together with holidaymakers and the TUI Care Foundation, we take the opportunity of tourism to do good for the people and societies in the destinations. The TUI Care Foundation attaches particular importance to bringing about local change.

Robinson Club Maldives has encouraged visits from local schools. The students who have visited our resort have been imparted with the knowledge of preserving our environment and benefits of sustainable approach on everyday life. We have also started the trainee program which encourages local fresh candidates to do the training at the resort.

In 2018, our resort participated in Teacher's Day. Books and computers were donated to schools. This was an initiative to uplift the young local community. Furthermore, we donated medical equipment to Thinadhoo Hospital so that the local community gets better treatment.

We donate items and equipment (e.g. computers, bed linen, clothing, mattresses) that is no longer suitable for resort use, to local organizations. Every time we have a tombola, the revenue goes completely to Dhevadhoo Project. Recently, we gave them our incinerator to use on their island.

## Protection of Children



We condemn all forms of exploitation of children, which is a fundamental violation of children's rights and integrity. The company does not recruit child labor, and support laws duly enacted to prevent and punish the crime of sexual exploitation of children. We always work to raise awareness concerning such exploitation, and will cooperate with law enforcement authorities to address any such instances of exploitation of which we become aware.

We reserve the right to terminate any relationship with any person or company related to the exploitation of children.



## Certifications



## Awards



In the TUI Group, the internationally recognized Travelife seal of quality is used in particular to assess sustainability performance. In order to maintain the seal of quality, an appropriate sustainability organization and measures incorporating ecological and social aspects are required. The audits are carried out by an external auditor. The seal of approval awarded in gold for 163 fulfils test criteria and is valid for two years.



The most environmentally friendly hotels from TUI Deutschland's range are awarded the TUI Environmental Champion. The award is based on Travelife's criteria. The feedback in the TUI guest questionnaire on the question "How satisfied are you with the measures taken to protect the environment?" Both values are included in the annual review and award of the best hotels. The objectivity of the selection and evaluation procedure is checked by an independent expert on behalf of TUI Deutschland.