

SUSTAINABILITY

01 CSR – Magic of a smile

Main objectives

- Social responsibility

Short term goal

- Cover a social project for at least 200 people from the community
- Cover 500-man hours of volunteer work in the community
- Introduce a new community project for the year

Alignment to SDG goals



Highlights



02 Staff Welfare & wellbeing committee

Main objectives

- Staff Welfare
- Staff House
- Gender equality & discrepancies (General harassment & discrimination)
- HR policies
- Human rights
- Child protection

Short term goal

- All hotel HR policies to be communicated / displayed to all staff of the hotel – verification from staff is required
- Brainstorming session for Welfare Committee in order to bring in new practices to be implemented in the committee
- Awareness programs to be organized through LDM based on gender equality, human rights & child protection
- One project to be introduced for staff house development & upkeep

Alignment to SDG goals



Highlights



03 Sports committee

Main objectives

- Staff Sports
- Staff Recreational
- Fitness
- Mindfulness

Short term goal

- Introduce a continuous recreation program to be carried out throughout the year for staff (meditation, fitness, indoor games etc) – Cover a minimum of 1200hrs per year (10staff per day x 10 days per month x 12months = 1200hrs)
- Develop the staff gym facility with a membership program
- Introduce a new sport for all staff
- Show a balance statistically of gender participation in sports activities

Alignment to SDG goals



Highlights



04 Operational Excellence

Main objectives

- Monetary saving
- supply chain management
- Value addition
- Service improvement
- ISO9001

Short term goal

- Introduce a mechanism for recruiting 50% staff from the community within 20miles(32km) radius
- Show statistically the intake of local sources in resourcing (food or other) – show an increase of 5% from the total compared to previous year
- A new value addition to be introduced to the service

Alignment to SDG goals



Highlights



05 Productivity committee

Main objectives

- Implementation of Productivity Tools
- Improve the Productivity in the hotel
- Bring staff ideas for implementation

Short term goal

- Introduce a mechanism to collect the specified no of KAIZEN ideas for a year
- Using “Green productivity Tools & techniques”, solve minimum 12 service issues (1 per month) arisen in the entire operation

Alignment to SDG goals



Highlights



Main objectives

- Biodiversity Protection
- Tree Planting
- Volunteer Hours on nature activities

Short term goal

- Improve the green house with new development
- Develop the Grand Fernery unit project
- One idea to be implemented regarding the Blackpool project
- Implement a new nature excursion
- Organize the Lichen training

Alignment to SDG goals



Highlights



07 Food Committee

Main objectives

- Food safety and quality assurance
- Healthy meals for guests and staff
- Sustainable food sourcing
- Food waste reduction

Short term goal

- To introduce a healthy eating program for staff – produce a study of international standards of a persons' average nutrition intake requirement and prepare menus accordingly
- Organize a training program on latest food trends covering all staff (veganism etc)
- Bring down the current wet food waste by 5% at the dine
- Conduct an ISO22000 internal audit quarterly following an awareness session for staff

Alignment to SDG goals



Highlights



08 Guest Journey Delegation

Main objectives

- Guest journey (ISO 9001)
- Reputation management
- Online reputation & awards
- Website management
- Marketing

Short term goal

- Introduce a program for developing the unique butler services
- Enhance the Grand Boutique experience
- To be no 1 on social media rankings in NE & no 1 in Tripadvisor for the year 2021

Alignment to SDG goals



Highlights



09 Sustainable operation committee

Main objectives

- Responsible consumption & Production
- Reduce waste generation through systematically following globally accepted industry practices
- Application of 12R Concept (Responsible, Rethink, Refuse, Reduce, Reuse, Repair, Reclaim, Replace, Refill, Rot, Recycle, Rewards)

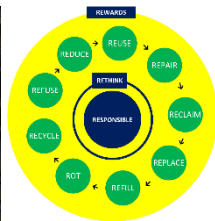
Short term goal

- First stage of ISO 14001
- Introduce departmental 12R & show the positive impacts statistically
- Reduce energy consumption & carbon emission by 5% based on 2018 data
- Reduce water consumption by 5% based on 2018 data
- Reduce landfill waste by 10% based on 2018 data
- Identify a new form of pollution and introduce a minimization program
- Introduce a new sustainable product through F&B

Alignment to SDG goals



Highlights



10 Millennial club

Main objectives

- New generation development & innovations
- No No Sili Sili

Short term goal

- Innovative schemes introduced every 3 months to bring out ideas to improve services, productivity, revenue and reduce cost
- 6th phase of No No Sili Sili to be organized
- All members to be educated / go through a stringent training program on related topics discussed with L&D department
- Conduct an outdoor educational activity with an experiential tour

Alignment to SDG goals



Highlights



11 Health & Safety committee

Main objectives

- Occupational & Guest Health & Safety
- Rapid Response Team – Established as per the Health & Safety Guidelines of the SLTDA in order to secure the Safe and Secure Certification
- Pandemic Prevention
- Disaster Management

Short term goal

- First stages of OHSAS 18001 / ISO 45001 to be implemented
- Risk assessment for all departments to be carried out with a plan to overcome same
- Conduct a Health & Safety audits every 6 months
- Conduct an awareness session / campaign on a world recognized date related to H&S (eg: breast cancer awareness, social diseases, taboos – LGBTQ etc)

Alignment to SDG goals



Highlights



12 Information technology committee

Main objectives

- Information safety
- Information technology knowledge sharing
- innovations & Development

Short term goal

- A new innovation to be introduced through existing technology to increase the productivity, enhance guest service or reduce cost – statistics to be shown
- Introduce a new cost conscious technology
- Introduce a program to improve staff knowledge & competency in IT areas

Alignment to SDG goals



Highlights



Grand Hotel Sustainability Policies

The Grand Hotel strictly adheres to the Sustainability Policies that are vital to its operation as a conscious and responsible Organization in the Society. As such the following Policies are laid down and every staff member is expected to fully understand and abide by these Policies.

Environmental Policy

Our Commitment

Journey to the heart of nature commences! Allegiance to nature comes to live...

At The Grand, our team is passionate about ensuring that we are environmentally responsible. We believe that the World is a huge family. We regard the sky as our father, the earth as our mother and everything relating to nature as our siblings. We are therefore committed to reducing our environmental impact and continually improving our environmental performance as an integral and fundamental part of our business strategy and operating methods.

In delivering this commitment, The Grand Hotel will endeavour to:

- Meet or exceed applicable environmental legislations, environmental standards and best practices
- Value and preserve the natural and cultural heritage of our hotels, thus enabling our guests to enjoy an authentically local experience.
- Promote efficient use of materials and resources across our hotels, especially water and energy.
- Work diligently to minimize our waste stream by following Grand 12R 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 on a periodic basis.
- Apply the principles to improvement in respect of air, water, noise, soil, thermal and light pollution from our premises
- Continually identify opportunities for improvement of our environmental management system.
- Promote awareness and educate employees on environmental issues and sustainable working practices.
- Engage our guests, colleagues, suppliers, contractors and the local community in our initiative to preserve the environment and consider their opinion/feedback when setting out environmental program and procedures.
- Conduct environmentally preferable purchasing Participate in efforts environmental protection at local and national levels.

This policy is issued to all staff members, our guests and stakeholders and reviewed and updated frequently.

Community Engagement Policy

Our Commitment

Community is an important part of our hotel. Without Community we cannot sustain and success. It is always part of us. The Grand Hotel engage in activities geared towards uplifting and supporting communities through the continuous provision of opportunities that will positively impact the social and economic development of citizens in and around these communities.

In delivering this commitment, The Grand Hotel will endeavour to:

- The participation and Empowerment of the local community is always encouraged and supported.
- We respect intellectual property rights, culture and traditions when dealing with local and communities.
- We ensure that local people are not subjected to discrimination, either as individuals or as communities, in areas such as recruitment, employment, procurement and tendering processes, or as suppliers and traders.
- We provide relative preferences for local suppliers as much as possible & for hiring resources from the local community, always where the minimum qualifications are met.
- We encourage our guests to go on excursions to see local people, and discover more about their local traditions.
- The hotel will never obstruct public access to water sources or other essential resources or services.
- We are committed to the appointment and consultation of the local community, when planning any development that may affect them, taking into consideration their views and responding to them. We conduct a pre-assessment of developments possible impact to the local community.
- The hotel need to promote other local products and services to the guests, by recommending guides, markets and crafts.
- The hotel must always try to provide services or facilities to the community, that wouldn't normally be available.
- The hotel should try to maintain local public areas, infrastructure or places for public services, by either direct contributions or participation in a local tourism assembly. These activities should be recorded in a formal written document.
- The hotel must encourage customers to explore the destination.
- Whenever one or some of our facilities in the accommodation are offered to non-residents (including local people), they are treated no differently in using that facility than the accommodations residents.
- Always where there are the rights of access to public areas / ways; we never add barriers, signs, or other controls preventing public rights of access.

This policy is issued to all staff members, our guests and stakeholders and reviewed and updated frequently.

Health & Safety Policy

Our Commitment

The Grand Hotel is committed to ensuring the health and safety of all persons in the workplace including employees, contractors and other visitors. Our employees, contractors and visitors have a duty of care including: the responsibility to work safely, to take all reasonable care for their own health and safety, and to consider the health and safety of other people who may be affected by their actions. We take all reasonable and practical steps to improve work safety conditions and strive to uphold core values of safety, knowledge, integrity and leadership in order to achieve its goal of zero harm.

In delivering this commitment, The Grand Hotel will endeavour to:

- The Hotel complies with all applicable health and safety laws, regulations, standards.
- We will endeavour to provide a safe and healthy working environment including premises, equipment and systems of work that are as far as is reasonably practicable, safe and without risks to health.
- To continually identify, assess and check the health and safety risks and to implement the relevant preventive measures.
- The provision and maintenance of a suitable, safe working environment for all employees
- Making available information, instruction, training and supervision as necessary to ensure the occupational health and safety of all employees
- To communicate to our employees, customers and suppliers our policy with the intent that they are made aware of their individual health and safety obligations.
- To undertake risk assessments to all our activities with a frequency relevant to their harm
- Continues improve the safety measures to minimize risk of spread of any germs to Guest or employee.

This policy is issued to all staff members, our guests and stakeholders and reviewed and updated frequently.

Labour And Human Rights Policy

Our Commitment

The Employees commitment and valuable contribution by word and deed. We, The Grand respect the Team Members and their rights. We make sure that their labor rights are protected within the shelter of “The Grand “.

In delivering this commitment, The Grand Hotel will endeavour to:

- Freedom of association: Respect employees’ rights to freely associate, organize and bargain collectively in accordance with applicable laws and regulations.
- No forced or child labor: Not tolerate any form of forced or child labor.
- Diversity and equal opportunities: Ensure no discrimination in hiring and employment practices with regards to race, religion, sex, age, physical ability, political opinion, social or ethnic origin or sexual orientation.
- No harassment: Provide a workplace that is free from any form of harassment, including verbal, physical, mental and visual harassment.
- Fair employment practices: Comply with applicable laws and industry norms on employees pay, work hours and conditions. Provide fair and competitive compensation commensurate with the employees’ position.
- A safe and healthy workplace: Provide and maintain a safe and healthy work environment for every employee and service providers.

Human rights and labor due diligence: Ensure full respect of human and labor rights in all company activities by performing due diligence assessments when necessary and defining corrective actions based upon the findings.

Human Resources practices: Adopt Human Resources policies and procedures for all operations including labor standards policies and procedures and provide clear communication throughout the company

Personal and professional development: Foster personal and professional development and encourage employees to balance their work and personal responsibilities; and

Open dialogue and resolving concerns: Encourage employees to take their concerns up directly with management and create an environment where open dialogue is the preferred way of resolving issues.

Child safeguarding: Paying special attention to the education on the protection of the rights of children and minors, particularly in terms of sexual and physical abuse.

This policy is issued to all staff members, our guests and stakeholders and reviewed and updated frequently.

Quality Assurance Policy

Our Commitment

We the family of Grand Hotel are committed to achieve maximum customer satisfaction by focusing on guests at the heart of everything we do and by thinking of guest expectations in advance in a view of creating a difference and become a pioneering model in the hospitality industry in Sri Lanka and adherent Zero defect concept ; To be an exemplary business to all other organizations and create value.

Guest Feedback,

- Guest feed forwarding cards are placed in all rooms and each of our outlets. These can be complete, and guests are encouraged to either leave the completed card in their room or the table for collection by relevant team. All the feed forward cards are monitored by the department head daily and discussed at the daily brain shampooing forum. Also all the guest feedbacks will be updated in to report monthly and discussed during the management meeting with recommendation and the improvement for the issues.
- As a practice we are sending all departed guest an email by asking a feedback and we suggesting a service recovery.
- Deal with the complaints reported to our company transparently, objectively, fairly and confidentially
- Our employees are in the base of customer satisfaction, and we carry out the required corrective and preventive actions in order to prevent reoccurrence of the same complaint
- Our guest directory of service in each room contains information on how guests can submit a question to senior administration. It incorporates a telephone number and email address for the Manager on duty; alongside postage information should they wish to send us a letter after they checked out.
- Monthly we are conducting trainings for our staff to improve guest services and how to deal with a guest complaint efficiently.

Staff Feedback,

We have the accompanying methodology set up to guarantee we are observing staff feedback and rolling out any vital improvements to our business because of that input:

- A locked staff suggestion box placed in selected staff area in the hotel premises and with signage encouraging team members to give their feedback. The general manger will collect all the feedback in every fifteen days and will address them accordingly.
- Head of the department will have one to one chat with each and every staff member in every six months and general manger will have a one to one chat annually.
- A staff satisfaction survey will conduct by HR team annually and all head of the departments will address accordingly.
- All the team members informed of changes have been made as result of the feedback at the monthly meeting.
- Feedbacks that have made by the staff are prioritized and getting it done via quality circles

Child Protection Policy

Our Commitment

The Grand Hotel is very sensitive to all matters that concern the safety and protection of children and their rights. We are aware that sexual exploitation and other forms of child abuse can occur in the tourism industry. Therefore, our hotel is committed to protect the children within our property. Children up to the age of 18 may be subject to many forms of abuse and exploitation including but not limited to:

Physical and verbal abuse from family members/guardians, other guests, employees or visitors, Confinement, being locked alone in a room for periods of time, Abandonment, being left on the premises without proper supervision, Undertaking work meant for adults or without special conditions to protect them, Pornography, Trafficking, Sexual abuse and Prostitution

In delivering this commitment, The Grand Hotel will endeavour to:

- Make sure that all of our employees understand why safeguarding the rights of children is important and how it is every employees' responsibility to protect children from harm within our hotel
- Ensure children are not employed to undertake inappropriate work normally undertaken by adults and there are age-appropriate working conditions for children working within the hotel
- Train our staff to identify and act accordingly when there is suspicion of a situation where child abuse or exploitation might occur
- Make sure to identify and report any incidents to the local authorities and relevant organizations if necessary
- Have a zero-tolerance policy regarding child pornography, trafficking, sexual abuse or prostitution in our hotel. This information is communicated to all employees and any third party interested.

The Hotel strictly abides by all the Laws, Policies and Gazettes enacted and regularized by the Government of Sri Lanka

This policy is issued to all staff members, our guests and stakeholders and reviewed and updated frequently.

Child sexual exploitation policy

The Hotel management is committed to protecting children who are staying at the premises.

We strongly believe that children should be safe from harm and we condemn the exploitation of children and young people under 18, who may have been persuaded by an adult to come and stay in our hotel and receive, in exchange for performing sexual activities, free accommodation, drink and food.

We also condemn the general exploitation of children for commercial sexual activities, illegal transferring, child abuse, child labour and child marriage. The Code of Contact for the Protection of Children from Sexual Exploitation in Travel & Tourism, Child Sex Tourism, is defined as the commercial sexual exploitation of children by men and women who travel and at the destination they engage in sexual acts with children, any person under 18 years old.

Our staff will be trained to be alert to recognize possible cases where children may be in danger when accommodated in the hotel by adults, especially when only one adult and a child are involved. The staff will be expected and encouraged to report any child protection concerns to management.

The Management is committed to follow up all reports and refer information about child exploitation to the relevant authorities.

We will actively display the child protection campaign in our business so as to ensure that our customers know our position.

We will find ways to positively support local children in our community, including raising general issues about child vulnerability to local authorities and community associations.

Email us for more details.

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