



# Environmental, Social and Governance Report 2023/2024

Jetwing  
HOTELS  
SRI LANKA



Jetwing  
SUSTAINABILITY  
CREATING A BUTTERFLY EFFECT

# Contents

<b>Performance Highlights from 2023/24</b>	01	<b>Social Performance</b>	23
<b>Organisational Profile</b>	02	Overall Management Approach	24
About Jetwing Hotels	03	Our Associates	25
Vision, Mission, and Core Values	04	Diversity, Equity, and Inclusion	26
Portfolio	05	Remuneration and Benefits	26
Message from the Managing Director	08	Training and Education	27
Jetwing Hotels Sustainability Strategy	09	Safety and Wellbeing	28
<b>Introduction to the Report</b>	11	Grievance Handling	30
Scope and Boundary	12	Our Communities	31
Materiality	13	<b>Governance</b>	34
Stakeholder Engagement	14	Overall Management Approach	35
<b>Environmental Performance</b>	16	Environmental and Social Sustainability Oversight	35
Overall Management Approach	17	Board of Directors	35
Energy and Emissions	18	Business Practices and Policies	35
Water and Effluents	20	<b>2024 and Beyond</b>	37
Waste	21	<b>Appendix I &amp; II</b>	

# Performance Highlights from 2023/24



(Scope 1 & 2)  
CO2 emissions  
per guest night

**25%** ↓



energy use  
per guest night

**17%** ↓



water withdrawal  
per guest night

**29%** ↓



renewable  
energy use

**17%** ↑



number of  
local youth trained

**19%** ↑



ratio of new recruits  
female : male

**1.5 : 8.5**



Jetwing Hotels honoured with  
**Green Investment  
Excellence Award  
for 2023**

by the Green Building Council  
of Sri Lanka



Jetwing Vil Uyana listed as one of  
**15 Best  
Eco Hotels in the  
World**

by Condé Nast Traveler



Second Careers initiative wins  
**Best Project  
Sustainability  
Award 2023**

presented by the Ceylon  
Chamber of Commerce

# Organisational Profile





## About Jetwing Hotels

For over half a century we have had the honour of sharing the magic of our tropical island with the world. With humble beginnings in the then small seaside town of Negombo, we have built our business on the strength of family values. Over the years, our chain of hotels has expanded across our paradise isle. Be it hidden amidst the mystique of historical cities, nestled away in rustic villages, cushioned warmly up in the mountain clouds, or pampered down by the setting sun of the Indian Ocean – our doors are always open, wherever you may find yourself in Sri Lanka.

Under the visionary leadership of the late Herbert Cooray, our Founding Chairman, Jetwing Hotels embraced sustainability as a core principle from the onset. Even when the term wasn't commonplace, our business practices reflected a commitment to the well-being of both people and the environment.

## VISION

To be world class in everything we do.

## MISSION

We are a family of people and companies committed to legendary and innovative service leading to high stakeholder satisfaction.

## CORE VALUES

### TENACITY

Always tenacious, we take big challenges and persist until we succeed consistently.

### PASSION

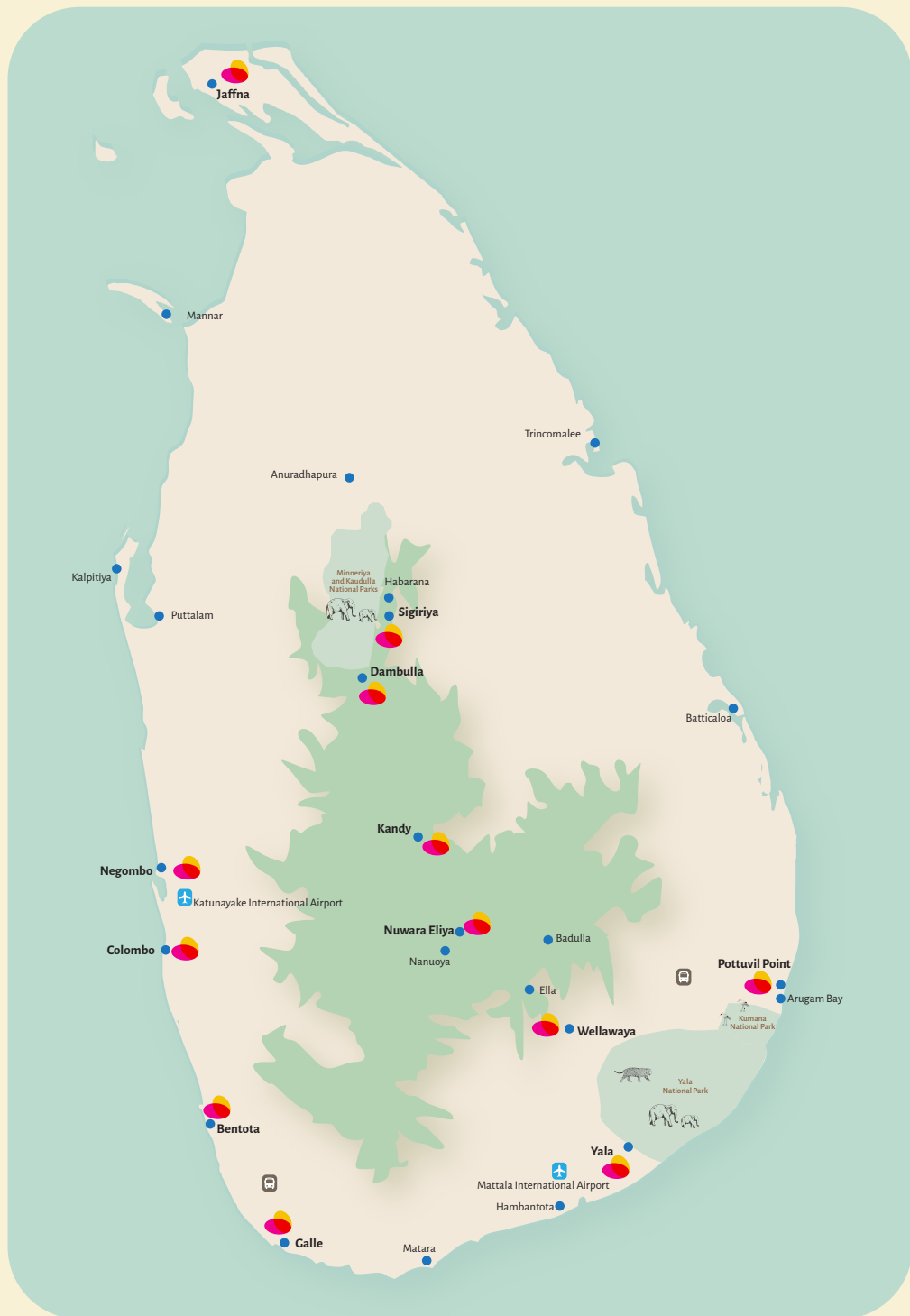
We are passionate about what we do. Enthusiasm and devotion are part of our DNA

### HUMILITY

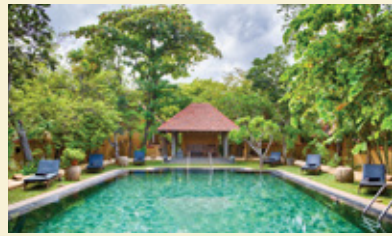
We demonstrate humility by being open minded and having a healthy respect for others.

### INTEGRITY

Integrity is a part of who we are. We value honesty and say and do the right things consistently.



## Negombo



### Jetwing Ayurveda Pavilions

**36 rooms & pavilions**

Jetwing Ayurveda Pavilions centers on Ayurveda, a traditional healing system practiced for millennia. Here, we blend ancient ayurvedic practices with modern amenities to create a comfortable and luxurious experience. To promote a plant-based lifestyle, all meals served at the resort are vegan.



### Jetwing Beach

**78 rooms & suites**

Jetwing Beach is a pioneer in sustainable hospitality, being the first in Sri Lanka to utilise a solar thermal-powered central hot water system. We treat 100% of our wastewater onsite and engage in environmental education to foster a culture of preservation and biodiversity among guests and the local community.



### Jetwing Blue

**112 rooms & suites**

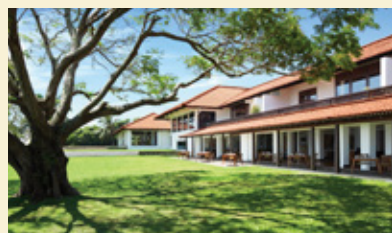
Jetwing Blue harnesses the power of the sun through its solar photovoltaic system, demonstrating its commitment to renewable energy. Our innovative vapour absorption chiller-driven air conditioning system ensures guest comfort is achieved while maintaining environmental sustainability.



### Jetwing Sea

**83 rooms & suites**

Jetwing Sea is a contemporary coastal respite located on the buzzing beach strip of Negombo. Jetwing Sea is committed to several sustainable initiatives which empower our community, harness the potential of our surrounding environment, and deliver a fulfilling experience of responsible tourism.



### Jetwing Lagoon

**55 rooms & suites**

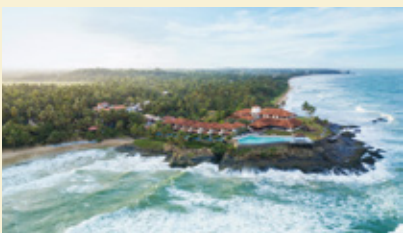
Set by the tranquil Negombo Lagoon, Jetwing Lagoon integrates sustainability into every aspect of our operations, from energy-efficient practices to community engagement. We nurture the environment and local community, preserving the lagoon's beauty for future generations.



### Jetwing Colombo Seven

#### 98 rooms & serviced apartments

Jetwing Colombo Seven is perfectly positioned between the cosmopolitan city center and upcoming luxuriant suburbs. At Jetwing Colombo Seven, we feature Sri Lanka's first water-to-water heat pump system and hold the honour of being the first commercial user of locally manufactured electric three-wheelers.



### Jetwing Saman Villas

#### 27 suites

Located in a picturesque setting, Jetwing Saman Villas is dedicated to eco-luxury through thoughtful design and sustainable practices. Natural ventilation and lighting reduce energy use, while an onsite effluent treatment plant processes wastewater.



### Jetwing Lighthouse

#### 85 rooms & suites

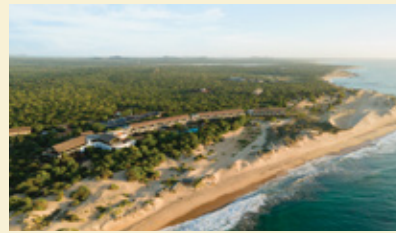
Jetwing Lighthouse in Galle exemplifies sustainability with a biomass boiler fueled by cinnamon wood, a solar array contributing to our electricity needs, and an effluent treatment plant. Our initiatives blend environmental stewardship with community empowerment.



### Jetwing Kurulubedda

#### 06 dwellings & rooms

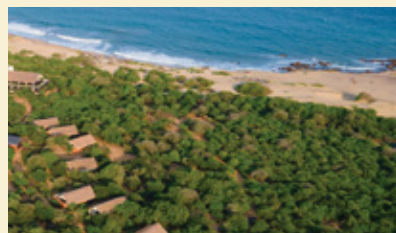
Jetwing Kurulubedda is a quiet escape in the bustling city of Galle. Located on the borders of a mangrove ecosystem, Jetwing Kurulubedda prioritises biodiversity conservation by following organic agricultural practices to cultivate the paddy fields on the property.



### Jetwing Yala

#### 80 rooms

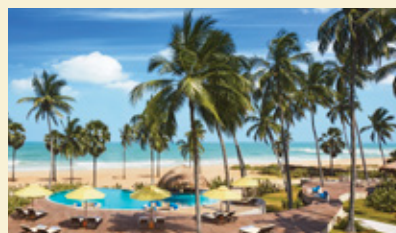
Nestled between Yala National Park and the Indian Ocean, Jetwing Yala offers an unforgettable experience in the coastal wilderness. Jetwing Yala features a reverse osmosis plant, vapour absorption chiller, and a 300kW solar photovoltaic system. Additionally, we work closely with the local communities, through programmes like Second Careers, and Thrive.



### Jetwing Safari Camp

#### 10 jungle cabins

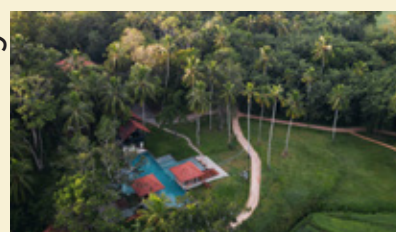
Situated on the outskirts of Yala National Park, Jetwing Safari Camp offers a unique and adventurous experience for wildlife enthusiasts. Our cabins provide an immersive encounter with remarkable fauna. The property will soon eliminate its operational carbon footprint through the solar power produced by its roof mount solar PV system.



### Jetwing Surf

#### 20 cabanas

Located on the east coast near Pottuvil Point, Jetwing Surf features beach cabanas that are designed with natural materials. Blessed with abundant sunlight, the solar PV system at Jetwing Surf will soon produce excess energy (beyond the day-time requirement) that is exported to the national grid.



### Jetwing Kaduruketha

#### 25 dwellings

Jetwing Kaduruketha in Wellawaya embodies agro-luxury tourism. Natural light and ventilation are prioritized in our architecture. A blend of tradition and nature define our commitment towards responsible practices. We collaborate with local farmers to organically grow traditional heirloom rice in the 50-acres paddy land around our resort.

Nuwara Eliya

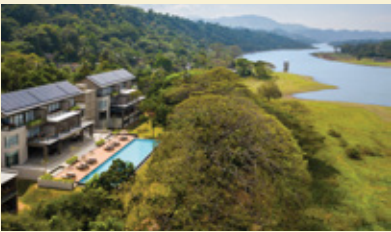


Jetwing St. Andrew's

56 rooms & suites

Jetwing St. Andrew's, an icon of old-world charm from the 1800's, offers guests modern luxuries that are supported through sustainable operations. While hot water is produced through an on-site biomass boiler fueled by sustainably harvested cinnamon wood, the property will soon feature a solar PV system that contributes to the hotel's demand.

Kandy



Jetwing Kandy Gallery

26 rooms & suites

Located in the historic and sacred city of Kandy, overlooking the Mahaweli River, Jetwing Kandy Gallery showcases the unique culture of Sri Lanka's last kingdom. Our team at Jetwing Kandy Gallery is predominantly made up of youth from the area, who were trained through the Jetwing Youth Development Programme.

Jaffna



Jetwing Jaffna

55 rooms

Jetwing Jaffna was one of the first hotels of its kind to venture into the undiscovered North of Sri Lanka. Surrounded by Jaffna's rich heritage, we adopt eco-practices into all our operations. Furthermore, through our community upliftment initiatives we have supported local artisans, youth, and women from the area.

Dambulla



Jetwing Lake

94 rooms & suites

Surrounded by a dense forest in Dambulla, Jetwing Lake has been built to coexist with nature. Here, we embrace innovation by utilising a biomass boiler generating 2000kg of steam per hour and a 300-kilowatt solar photovoltaic system, providing over 40% of our daily electricity needs.

Sigiriya



Jetwing Vil Uyana

36 dwellings

A constructed wetland oasis, Jetwing Vil Uyana stands as an icon of sustainable tourism; championing environmental conservation and community upliftment. Through conscious design and construction, local sourcing, and rainwater harvesting, among other practices, we have strived to minimise our environmental impact. It is also the birthplace of the Jetwing Youth Development Programme.

# Message from the Managing Director

Ayubowan!

As we close another financial year, I'm honoured to unveil Jetwing Hotels' first Environmental, Social, and Governance (ESG) Report.

Sri Lanka's tourism industry has experienced significant growth, positioning it as a key driver of the country's economic resurgence. However, ensuring this growth is sustainable in the long term necessitates a multifaceted approach that mitigates potential negative environmental and social impacts.

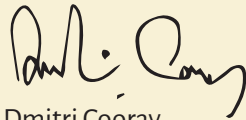
This report underscores our unwavering commitment to sustainable tourism, a core principle guiding our business operations for over five decades. We implement a comprehensive Sustainability Strategy focused on six key impact areas to ensure the environmental and social responsibility of our practices across all facets. While we acknowledge the progress made within the industry, we recognize the need for continuous improvement.

At Jetwing Hotels, key performance indicators aligned with Environmental, Social, and Governance (ESG) principles are actively monitored by relevant departments. Regular reviews by senior management leverage this data to inform strategic decision-making, optimizing both our goals and operational procedures for ongoing improvement. Our commitment extends to emissions reduction, biodiversity conservation, and fostering increased opportunities within local communities, with a specific focus on empowering women in the hospitality sector. We expect the 2024/25 ESG Report to reflect significant progress in these areas.

This report serves as testament that tourism, when practiced responsibly, can contribute to achieving the UN's Sustainable Development Goals (SDGs) for inclusive growth. Collaboration is essential, and we actively seek partnerships with stakeholders who share our commitment strengthening the means of implementation and revitalizing the global partnership for sustainable development.

I extend my deepest gratitude to everyone who contributes to Jetwing's success: our shareholders, suppliers, trade partners, banks, local communities, and guests. Finally, to our incredible team – thank you for upholding Jetwing's legacy of legendary Sri Lankan hospitality and creating unforgettable experiences.

As we expand our portfolio and improve existing properties, sustainability remains paramount. Our late founder Herbert Cooray's vision inspires every decision we make, ensuring a brighter future for generations to come.



Dmitri Cooray  
Managing Director  
Jetwing Hotels Limited

“This report underscores our unwavering commitment to sustainable tourism”

# Jetwing Hotels Sustainability Strategy

For over five decades, Jetwing Hotels has been at the forefront of sustainable tourism in Sri Lanka. Guided by the overarching philosophy of the late Founder Chairman, Herbert Cooray, “Hospitality cannot exist isolated from the local communities and the environment”, our operations promote environmental stewardship and community wellbeing.

This has been translated into a holistic Sustainability Strategy, that has been built upon the Jetwing Sustainability Policy, is in place to ensure the meticulous integration of sustainable practices throughout all operational facets. We are further guided by a set of comprehensive policies that ensure these practices are consistently implemented.

By focusing on six key areas – energy and carbon, waste and water, biodiversity, community and culture, family, and sourcing and production – we strive to minimise adverse environmental or social impacts, while simultaneously enhancing the positive outcomes of the tourism sector.

Our sustainability initiatives are designed to be interconnected, addressing multiple strategic focus areas simultaneously. This reflects a holistic approach that maximises positive impacts across environmental, social, and governance (ESG) factors.



## Energy and Carbon

Striving towards carbon neutrality at the operational level, by minimizing emissions through innovation, transitioning to renewable energy, and improving energy efficiency.



## Water and Waste

Optimising our use of resources by managing overall consumption, with a focus on increasing reusability and effective management of waste generated at our hotels.



## Biodiversity

Actively conserving the natural habitats around our hotels and conducting research and awareness on native flora and fauna.



## Community and Culture

Sharing the economic and social benefits of sustainable tourism with our local communities, who help us promote the unique culture of our island.



## Family

Promoting a progressive, equal-opportunity, holistic work environment for our associates through personal and professional development that focuses on innovation and growth.



## Sourcing and Production

Internalising our supply chain; supporting local communities by minimising imports, and prioritizing businesses around our properties for material and services procurement.



# Introduction to the Report





# Scope and Boundary

This is the first annual Environmental, Social, and Governance (ESG) Report of Jetwing Hotels, which covers the Fiscal Year (FY) 2023/24 (01 April 2023 – 31 March 2024). This report is considered a companion document to Jetwing Symphony PLC's and Jetwing Lighthouse PLC's Annual Reports for the FY 2023/24.

This report has been prepared with reference to the Global Reporting Initiative (GRI) 2021 Standards. The GRI content index is included in the Appendix I of this report.

While the Jetwing family of hotels consists of over 30 distinctive properties across the island and one property overseas; based on the properties' ownership and classification, the current report accounts for the ESG related reporting of eighteen local properties only. Namely, Jetwing Ayurveda Pavilions, Jetwing Beach, Jetwing Blue, Jetwing Lagoon, and Jetwing Sea in Negombo; Jetwing Colombo Seven in Colombo; Jetwing Saman Villas in Bentota, Jetwing Lighthouse and Jetwing Kurulubedda in Galle; Jetwing Yala and Jetwing Safari Camp in Yala; Jetwing Surf in Pottuvil; Jetwing Kaduruketha in Wellawaya; Jetwing St. Andrew's in Nuwara Eliya; Jetwing Kandy Gallery in Kandy; Jetwing Vil Uyana in Sigiriya; Jetwing Lake in Dambulla and Jetwing Jaffna in Jaffna.

(Herein, 'Jetwing Hotels' will collectively refer only to the aforementioned hotels).

As the managing agent of all hotels and villas under the 'Jetwing' brand name, all sustainability initiatives undertaken at the individual hotels are done so under the guidance of Jetwing Hotels Limited.

In line with the Jetwing Hotels Sustainable Strategy, across all properties sustainable and responsible practices are given precedence with resource efficiency, community upliftment, and education and awareness being some of the main areas of interest.

For the purpose of this report, the organizational boundary used to determine which operations are accounted for was based on the operational control approach, i.e. environmental, social, and governance aspects of the business operations that Jetwing Hotels has financial and/or operational control over. While each of the aforementioned properties have individual operational control, they are corporately managed by Jetwing Hotels Limited. This framework is further discussed under "Governance" [page 35].

In determining the content to be included in this ESG Report, we have adopted the principle of materiality. The material topics listed on page 13 form the anchor of this Report and have been selected following feedback received from Jetwing Hotels' stakeholders, the Company's aspirations and risks and opportunities stemming from the operating landscape.

# Materiality

Jetwing Hotels recognises the importance of informed perspectives as it develops and drives its Sustainability Strategy. Through ongoing engagement with stakeholders and close review of industry benchmarks, it identifies ESG-related material topics through a process that includes a range of inputs which align with the Company's significant environmental, social, and governance impacts; or that substantively influence the decisions of stakeholders.

The material topics identified for the FY 2023/24 reporting year are given below.

## Environmental

- Biodiversity conservation
- Energy and emissions
- Water management
- Waste management
- Responsible procurement
- Environmental compliance

## Social

- Human rights
- Health and safety
- Socio-economic compliance
- Diversity, equity, and inclusion
- Youth employment
- Community empowerment

## Governance

- Economic performance
- Market presence
- Customer satisfaction
- Customer privacy
- Bribery, corruption
- Risk management

# Stakeholder Engagement

Our commitment to long-term success hinges on fostering strong relationships with all those invested in our journey. In delivering our legendary service, our value chain encompasses an array of contributors including; upstream suppliers of food and beverages, guest amenities, and other operational essentials; downstream partners in the travel and tourism industry, such as travel agencies and tour operators; and other governmental bodies, non-profit organizations, industry peers and local communities we maintain strategic alliances with.

This diverse group, encompassing associates, guests, investors, suppliers, the local community, and industry peers, forms our stakeholder community.

Understanding the needs and aspirations of our stakeholders is key to charting our course, mobilising resources and delivering sustainable value.

Our comprehensive stakeholder engagement framework enables frequent interaction and dialogue, that provides us with invaluable insights that guide our strategic planning.

## Stakeholders

### Our Associates

Jetwing Hotels' legacy of embodying authentic Sri Lankan hospitality is owed to our associates, a team of highly skilled, motivated, and well-rounded individuals who consistently go above and beyond to deliver exceptional guest experiences.

### Our Customers

Travel agents and destination management companies (DMCs) are essential partners in our success at Jetwing Hotels. We understand the critical role they play in connecting guests with unforgettable experiences, and we're committed to fostering a collaborative and mutually beneficial relationship with our B2B clients.

### Our Guests

Our guests are the main reason we are in business. Listening to and serving our guests are vital aspects of our operation. Jetwing Hotels focuses on building long-term relationships with our customers, thereby encouraging and fostering long-term loyalty to our brand.

### Our Shareholders

We maintain regular, proactive dialogue with our investors and shareholders. We value transparency and the need for our investors to have on hand all salient information required to make informed decisions and contributions to the conduct of our business. Thus, we ensure they are regularly briefed throughout the year.

## Engagement

- Open-door policy
- Biannual appraisals
- Daily briefings/meetings
- Welfare Society Meetings
- Staff get-togethers
- Internal mailers
- Awareness campaigns
- Trainings

- Open communication and feedback
- Familiarisation tours
- Trade fairs and exhibitions
- Meetings
- Events
- Social media platforms
- Mailers and newsletters
- Press and traditional media

- Website
- Online reviews and surveys
- Social media platforms
- Mailers and newsletters
- Press and traditional media
- In-room collateral
- Sustainability tours
- Aradhana: Jetwing Loyalty Programme

- Annual Reports for Jetwing Symphony PLC and The Lighthouse Hotel PLC
- Quarterly financial reports
- Annual General Meeting
- Website
- Mailers and newsletters
- Press and traditional media



## Stakeholders

### **Our Suppliers**

We engage with our suppliers to drive progress towards responsible and local sourcing. Across our chain of hotels, we work closely with suppliers from the same district to meet our procurement needs. Furthermore, we work towards uplifting micro, small, and medium scale entrepreneurs (MSMEs) through the Thrive programme.

### **Our Communities**

We are ever mindful of the impact our business has on the communities that surround our properties. Through programmes such as the Jetwing Youth Development Programme and Second Careers we empower local youth and women that in turn uplifts their community.

### **Industry Peers & Public Authorities**

At Jetwing Hotels, we place great importance on SDG17, which focuses on fostering partnerships to achieve the goals. By collaborating and fostering partnerships with our industry peers, public authorities, and policy makers, we aim to enhance the positive impacts of tourism on people and planet, while minimizing any adverse effects.

## Engagement

- Vendor reviews
- Visits to ensure compliance
- Regular dialogue and interactions
- Awareness campaigns

- Regular dialogue and interactions
- Ongoing communication with local government and religious leaders
- Community outreach programmes
- Education and awareness programmes for schools in the community
- Shramadanas/Clean-up Programmes

- Website
- Mailers and newsletters
- Social media
- Public forums
- Organisations such as Biodiversity Sri Lanka, the United Nations Global Compact (UNGC), and The Hotels Association of Sri Lanka (THASL)

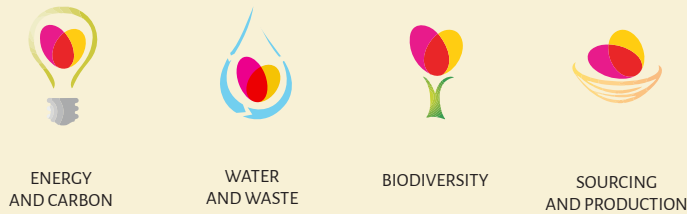
# Environmental Performance



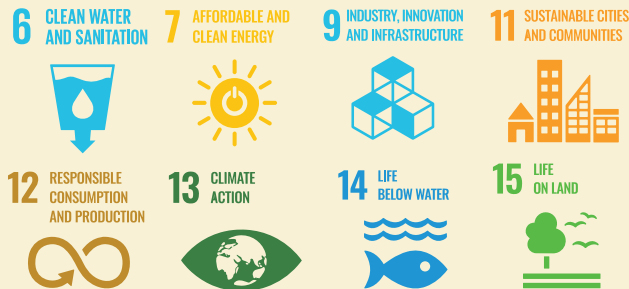
Sri Lanka's tourism industry thrives on the very foundation of a healthy and vibrant natural environment. Protecting this irreplaceable natural capital is not just a recommendation, it's an absolute necessity.

Mindful of the fact that the long-term viability of our business depends on the sustainability of the environment, we continuously review and proactively manage the use of natural resources through adopting – innovative construction methods and green features such as the use of environmentally-friendly materials, energy and water conservation, reducing carbon emissions, and practicing efficient effluent and waste management. We also espouse frequent biodiversity assessments, the proliferation of sustainable products and services, and compliance with environmental regulations.

Jetwing Hotels' Sustainability Strategy details our key focus areas for environmental management as follows:



SDG contribution:



## Overall Environmental Management Approach

Jetwing Hotels is governed by a comprehensive Environmental Policy that is reviewed annually and updated as necessary.

The Policy in place encompasses various elements, including planning, implementation and operation, checking and corrective action, and management review; ensuring that all Jetwing premises are eco-friendly and eco-aware. Each department plays a key role in upholding the Company's Environmental Policy. This is done through sustainable energy, and waste management, through target-setting for waste reduction, monitoring environmental parameters and making improvements where possible. The Company's sustainability manager and head of engineering, liaise with relevant personnel at the property level to drive environmental progress and review performance, monthly.

## Compliance

We are dedicated to delivering authentic Sri Lankan experiences to our guests while upholding the highest standards. Our unwavering commitment to excellence is verified by an array of certifications and accreditations. These credentials are routinely renewed, either annually or biennially, underscoring our commitment to the meticulous maintenance and continual improvement of our machinery and operations.

15 properties are certified as fully compliant with the requirements of ISO 14001:2015 Environmental Management System (EMS).

09 properties are certified by Travelife for accommodation sustainability standards.



# Energy and Emissions

Recognizing the severe environmental harm caused by fossil fuel, we have incorporated renewable energy into our operations wherever possible. Our determination to minimise the carbon footprint of our operations have led to many innovative avenues being explored.

## Management Approach

The hotel sector accounts for around 1% of global carbon emissions and this is set to increase. Hospitality, like other industries, has a responsibility to manage its impact on our planet.

Jetwing Hotels' approach to reducing hotel greenhouse gas (GHG) emissions is inclusive of investments in efficiency projects, and the increased use of renewable energy, among other initiatives. Designed to seamlessly blend with their surroundings, each hotel's architecture embraces green building principles, prioritizing energy efficiency and resource conservation. Jetwing Hotels was honoured with the Green Investment Excellence Award for 2023 in the tourism sector by the Green Building Council of Sri Lanka in recognition of this commitment.

Supply chain emissions are the largest contributor to the hospitality sector's overall carbon footprint. Unlike manufacturing, where inputs are often uniform and fixed, hotels rely on complex supply chains with diverse products from numerous vendors. This complexity makes emission reduction a multi-pronged approach.

Jetwing Hotels leverages its Energy Management Policy to promote resource efficiency, minimise pollution, and adhere to environmental regulations, across our family of hotels.

## Key Focus

Increasing reliance on renewable energy through:

### Solar PV Systems:

Increased contribution of solar PV systems to supplement grid electricity.

### Biomass:

Biomass is used as an alternative fuel source for boilers to produce hot water, or steam for use in the laundries and vapour absorption chillers (VAC).

### Biogas:

Biogas generated from food waste is used as a replacement for LPG in cooking (mostly in staff cafeterias).

### Solar Thermal:

Solar thermal energy is used for hot water generation.

## Improving energy efficiency

We prioritise local sourcing to address this challenge. In fact, our supply chain predominately comprises of Sri Lankan suppliers across properties. Additionally, we were the first local hotel chain to exclusively feature local fruits and seafood nearly a decade ago, foregoing the use of imported varieties. These efforts significantly reduce our carbon footprint associated with the supply chain.

Jetwing Hotels' owned glass-water bottling plants, located in 6 strategic locations, further help reduce our carbon emissions from goods transport. These plants located at Jetwing Blue, Jetwing Lake, Jetwing Kaduruketha, Jetwing Lighthouse, Jetwing Yala, and Jetwing Warwick Gardens provide bottled water for the sister properties located in close proximity.

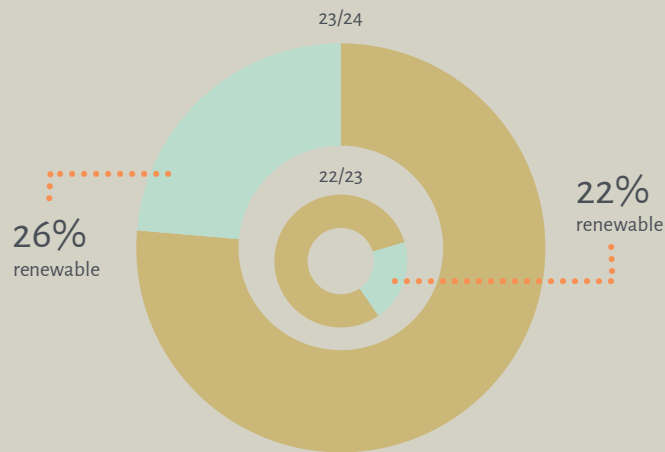


In tropical climates like Sri Lanka, air conditioning can consume a staggering 50-60% of a hotel's electric requirement. Effectively addressing this issue holds the key to significantly reducing overall electricity consumption. At Jetwing Hotels, we've tackled this challenge from the very beginning. By incorporating open architecture design, double-glazed windows, high roofs, and other thoughtful elements during the concept and design phase, we've significantly reduced the operational cooling needs of our hotels. We further reduce consumption by employing highly energy-efficient chillers, and in the case of 04 hotels operating vapour absorption chillers that utilise steam generated by biomass boilers. Instead of electricity, this innovative approach leverages a renewable energy source to power our cooling systems, minimising our environmental impact.

22/23 **132,253** GJ

23/24 **169,538** GJ

annual energy consumption



renewables in energy mix

(GJ): Gigajoules



energy used per guest night (MJ)

(MJ): Megajoules

To help effectively manage GHG emissions and energy consumption, meticulous records are maintained by the various departments at property level, which are centrally collated and analysed for improvement. The Company's sustainability manager and head of engineering, liaise with relevant personnel at property level to drive environmental progress and review performance monthly.

As a member of the Climate Action Working Group of the United Nations Global Compact (UNGC), and other similar organisations, we frequently engage with industry peers to share best practices and insights.

The energy intensity ratio per guest has decreased in the reporting year: this positive trend is due to increased occupancy levels recorded during this period.

The renewable energy contribution percentage for the reporting year however, fell below pre-crisis levels, primarily due to a decrease in biomass usage. Supply chain challenges and limitations in biomass availability which contributed to this are currently being addressed.

22/23 **2,339,533** kg CO<sub>2</sub>

23/24 **2,515,278** kg CO<sub>2</sub>

scope 01 emissions

22/23 **7,743,793** kg CO<sub>2</sub>

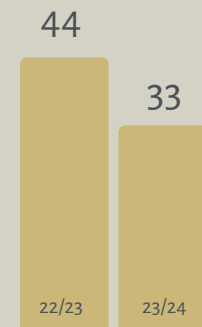
23/24 **8,800,097** kg CO<sub>2</sub>

scope 02 emissions

22/23 **10,083** ton CO<sub>2</sub>

23/24 **11,315** ton CO<sub>2</sub>

total GHG emissions



GHG emissions per guest night (kg CO<sub>2</sub>)

# Water and Effluents

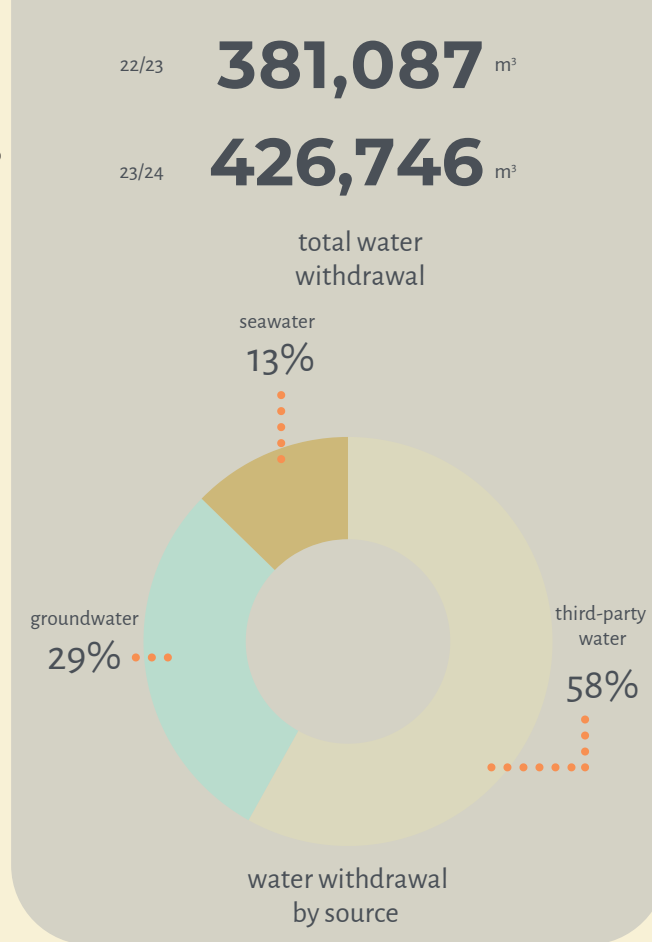
Water is under extreme threat from a growing population, increasing demands of agriculture, and the worsening impacts of climate change. With only 57.7% of the population in Sri Lanka having access to piped water, the remaining populace relies on alternative sources like protected dug wells, rainwater harvesting systems, and nearby public points. Despite these measures, ensuring access to safe water remains a critical issue.

## Management Approach

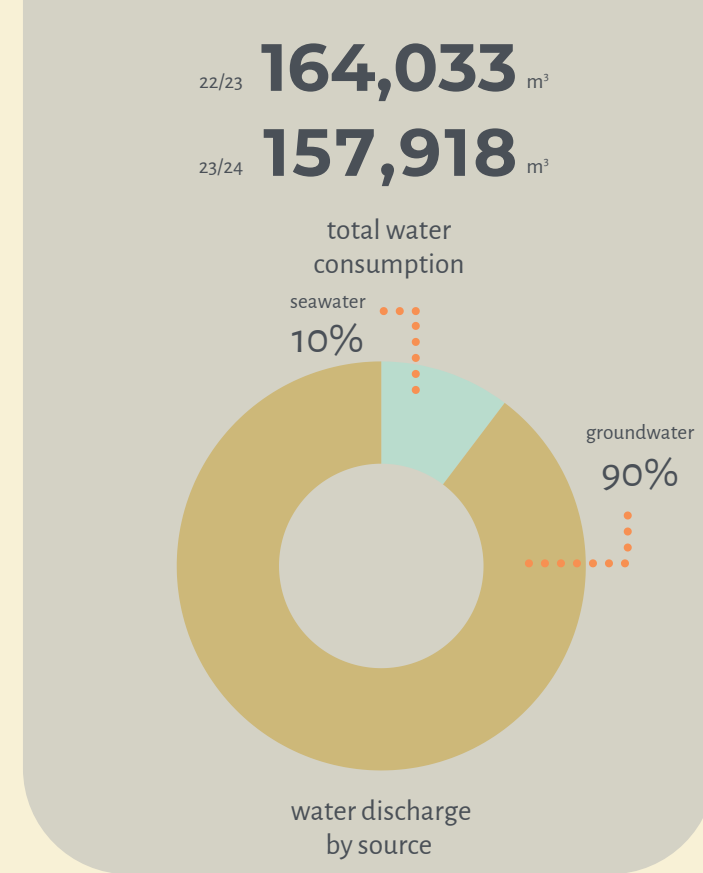
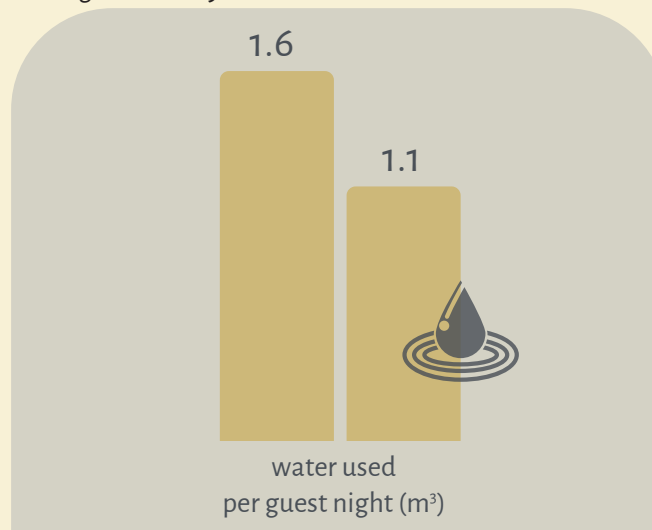
All properties under the Jetwing umbrella have implemented strict measures to regulate and manage water consumption. Water consumption is sub-metered and monitored wherever possible. The installation of water-saving shower heads, faucets, dual flush toilets etc., have improved the efficiency in water usage.

58% of the total water requirement is obtained from the city water supply, while 29% is obtained from groundwater.

At Jetwing Yala, however, the water requirement is met through sea water, respectively. The reverse osmosis (RO)



plant in operation at the property reduces the strain on the already depleted water resources in the area due to the region's aridity.



The water intensity ratio per guest has decreased in the reporting year: this positive trend is due to increased occupancy levels recorded during this period.

Properties with onsite effluent treatment plants ensure all wastewater is treated completely. Other properties responsibly dispose of wastewater through two methods: pre-treatment in septic tanks with anaerobic digestion, followed by ground soakage; or discharge directly to city sewer systems. At newer properties, black and grey water is separated at source and treated accordingly to improve the treatment system's efficiency. The treated wastewater provides water for the hotels' gardening purposes and utilized in the cooling towers.

Quality of discharged water is routinely checked by an accredited external company to ensure it meets the required standards of the Central Environmental Authority (Tolerance limits for the discharge of effluents, Gazetted under the National Environmental Act).

## Key Focus

- Water conservation and use management
- Wastewater Management

# Waste

By the very nature of business, hotels generate considerable quantities of waste from their diverse areas of operation. Jetwing Hotels implements comprehensive waste management systems, where waste is segregated at source, stored safely and hygienically disposed in the most environmentally-sound way.

## Management Approach

Solid waste is separated at source in all departments such as the kitchen, restaurant and bar, housekeeping, linen room, maintenance, stores and guest rooms etc. Dry solid waste (such as cardboard, plastic, glass bottles and metal) are sold for recycling or reuse. For added benefit and to incentivize our team towards better waste separation and recycling, the income from these sales is credited to the staff welfare society. Food waste from 7 properties is fed into onsite biogas digesters—with the biogas generated used to fuel staff kitchens and the sludge produced utilised as liquid fertiliser in the gardens. Garden waste, at most properties, is composted in a conventional compost pit and is used as organic fertiliser in the hotel gardens.

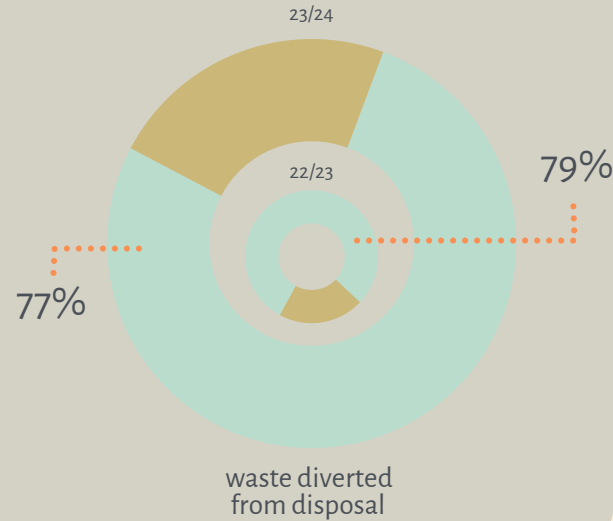
Demonstrating a commitment to reducing our ecological footprint, Jetwing Hotels pioneers the use of glass water bottles which are filled at on-site bottling plants around the island. This initiative serves as a sustainable alternative to single-use plastic bottles, emphasizing our dedication to environmental responsibility and resource conservation.

## Key Focus

Waste reduction

Waste treatment and disposal

22/23 **1,103** tonnes  
23/24 **1,273** tonnes  
total waste generation



Lower waste diversion rates are consistently recorded from Jetwing Jaffna and Jetwing Surf properties due in part to the limited service-providers and recovery options available in these remote locations. We are investigating potential solutions to improve waste disposal practices at these properties.



# Biodiversity Conservation

Sri Lanka's tourism industry thrives on its rich biodiversity. From stunning coastlines and majestic mountains to vibrant rivers and lush forests, this natural tapestry captivates travellers globally. A healthy environment is the cornerstone of a thriving tourism sector. As such, halting and reversing biodiversity loss while promoting environmental conservation and restoration is not just crucial, it's essential for the industry's sustainability.

## Key Focus

Conservation

Environmental education and awareness

## Management Approach

While we are not located within legally protected areas, many Jetwing properties enjoy stunning locations near the ocean, waterbodies and other scenic natural locations. We prioritise protecting these environs which may hold high biodiversity values, by minimizing disturbances and proactively managing our outputs, ensuring our operations do not contribute to pollution.

Minimising our environmental footprint is a key focus. Across our properties, we strive to use fewer chemicals, from the paints we choose to the fertilizers used in our organic gardens.

Jetwing Kaduruketha exemplifies this commitment. Nestled amidst a sprawling 50-acre paddy field, this property cultivates traditional heirloom rice organically, employing regenerative agricultural practices that give back to the land. By utilising organic fertilisers and minimising tillage, we have nurtured a healthy ecosystem within the soil; enhancing soil formation, nutrient cycling, and water retention, creating a naturally fertile environment for our crops. Eliminating synthetic fertilisers and pesticides stimulates soil biodiversity, boosting productivity and promotes carbon sequestration in the soil, mitigating climate change. This shift has also fostered a healthy habitat for pollinators and other beneficial insects, promoting biodiversity and a thriving ecosystem.

A rapid biodiversity survey before the launch of Jetwing Vil Uyana revealed minimal animal activity. Remarkably, 18 years later, the property has become a haven for a multitude of species: 160 birds, 30 mammals, 58 butterfly species, and over 50 amphibians and reptiles. A dedicated Loris Conservation Site (3 acres) and Information Center was established to preserve the habitat of the Grey Slender Loris and vulnerable wildlife, such as Sri Lanka's small wildcats.

Jetwing Hotels goes beyond providing luxurious accommodations. We curate unique experiences that immerse guests in Sri Lanka's natural wonders. Guided nature walks and birdwatching tours, led by our knowledgeable resident naturalists and butlers, allow guests to connect with the island's breathtaking landscapes and diverse wildlife.

Our commitment to environmental sustainability extends beyond the hotel walls. We foster partnerships with local communities, schools, and universities to raise awareness about the unique ecosystems found within each region. Through frequent cleanup programs, Jetwing actively participates in maintaining the pristine environments surrounding our hotels. All collected waste is rigorously sorted at the source and responsibly disposed of, minimising our environmental footprint.

Jetwing Hotels is a patron member of Biodiversity Sri Lanka (BSL), an entirely private sector owned and driven platform to promote biodiversity conservation in Sri Lanka. We have partnered with BSL for the restoration of a highly degraded patch of rainforest within the Kanneliya Conservation Forest, using principles grounded in restoration ecology, currently in its sixth year of reforestation.





# Social Performance



Sri Lanka has earned a reputation for exceptional hospitality, thanks to the warm and welcoming nature of our people. Our people are the heart of authentic Sri Lankan hospitality, from our associates and suppliers to our communities, that help us deliver authentic Sri Lankan experiences and service to our guests.

In the social sphere, we recognize that our success is fundamentally tied to the well-being of our employees, communities, and society at large. We are committed to fostering a positive social impact through initiatives that promote diversity, equity, and inclusion within our workforce.

Jetwing Hotels does not operate in a vacuum. We are part of a unique eco-sphere of community and life that stretches far beyond our walls to embrace a wider world. We are mindful of this; of what it means to be a hotelier located within this wider community, with its interactions and impact on each other. We feel great empathy and identity with the wider community and gladly embrace the responsibilities of being a responsible citizen and a good neighbour to all.

Jetwing Hotels Sustainability Strategy details our key focus areas for enhancing community relations and fostering inclusive growth as follows:



COMMUNITY AND CULTURE



FAMILY



SOURCING AND PRODUCTION

SDG Contribution:

<b>1</b> NO POVERTY 	<b>3</b> GOOD HEALTH AND WELL-BEING 	<b>4</b> QUALITY EDUCATION 	<b>5</b> GENDER EQUALITY 
<b>8</b> DECENT WORK AND ECONOMIC GROWTH 	<b>10</b> REDUCED INEQUALITIES 	<b>11</b> SUSTAINABLE CITIES AND COMMUNITIES 	<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION 

## Overall Social Management Approach

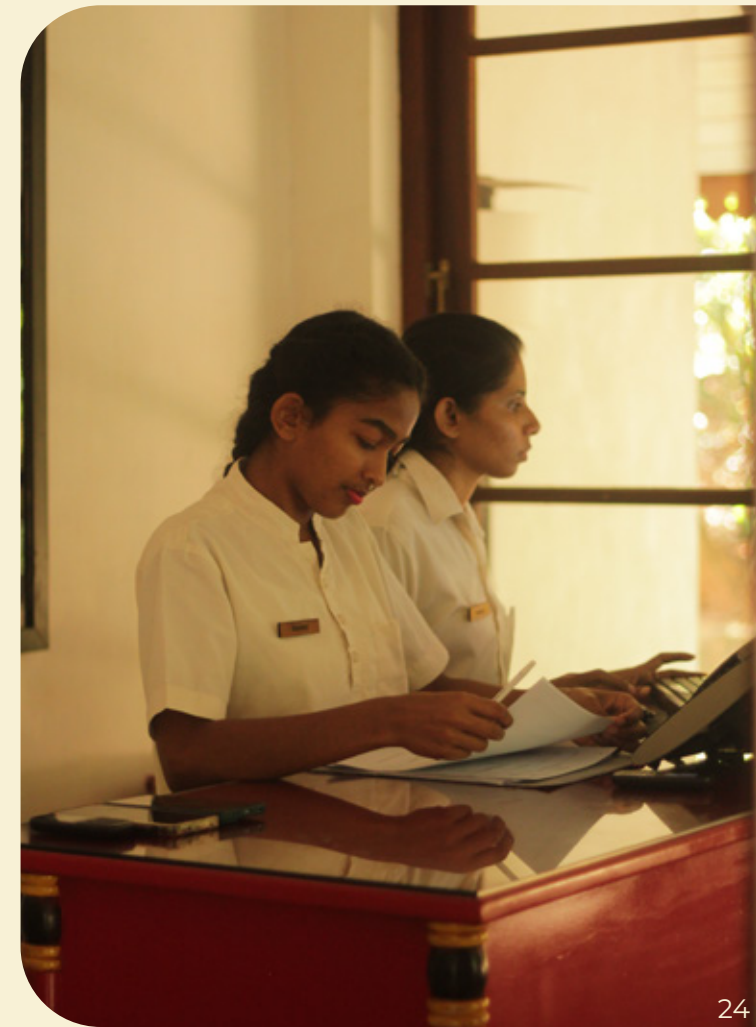
Jetwing Hotels prioritizes human rights with a robust Human Rights Policy that undergoes annual reviews to reflect evolving best practices. Aligned with international frameworks like the United Nations' (UN) Declaration of Human Rights and the International Labour Organisation's (ILO) Declaration on Fundamental Principles and Rights at Work, this policy champions fair treatment for all employees. This commitment translates to practices like non-discrimination, fair compensation, and a safe work environment. Additionally, we maintain a zero-tolerance policy for child and forced labour, demonstrating our dedication to ethical and responsible business practices. The Human Resources (HR) department takes the lead in upholding this policy, ensuring compliance across all operational facets of the company.

Jetwing Hotels fosters deep connections with local communities through collaborative partnerships. We implement and sustain impactful programs focused on youth development, community outreach, and local economy upliftment. Targeted recruitment initiatives like the Jetwing Youth Development Program and Second Careers programmes empower local residents. A centralised Human Resources team oversees programme strategy and implementation, while individual property HR departments ensure smooth execution at the local level.

Our commitment to the local community extends beyond employment opportunities. We actively support the local economy by directing 40% of our procurement budget towards local suppliers. This "buy local" initiative strengthens local businesses and creates a ripple effect that benefits the entire region.

## Compliance

Jetwing Hotels prioritizes a strong foundation for our human capital by adhering to the highest international standards. We comply with the International Labour Organization (ILO) Conventions, align ourselves with the UN Declarations and other connected treaties ratified by Sri Lanka. We are also conscious of the rights towards our associates and our responsibilities to society as a whole, and at all times, uphold all rights enshrined in the Constitution. Further, we abide by all laws and legislative provisions of Sri Lanka as well as all relevant labour regulations.



# Our Associates

The team at Jetwing Hotels comprises of highly skilled and motivated individuals, dedicated to delivering world-class hospitality across various disciplines. Recognising this invaluable asset, Jetwing fosters a work environment that empowers and inspires, allowing our team to excel.

We eschew discrimination and injustice in any form, making no distinction on grounds of gender, race, ethnicity, sex, religion, or disability. We adhere to all labour rules and regulations as stipulated by the Constitution of Sri Lanka. We cultivate a work environment where being part of the Jetwing team is a source of pride.

## Management Approach

Jetwing, with over 2000 associates, is built on a foundation of passion, humility, integrity, and tenacity. We prioritise the well-being of our employees, striving to fulfill their personal and professional aspirations through a comprehensive

employee value proposition. This includes fostering a culture of equal opportunity and employee well-being, championed by our Human Rights Policy.

Through our robust recruitment framework, we attract top talent and nurture their potential. We implement targeted recruitment strategies, cultivate a strong succession plan, and offer various programs to continuously enhance our employees' skills and capabilities. Regularly reviewed governance policies ensure alignment between employee interests, stakeholder needs, and overall organisational goals.

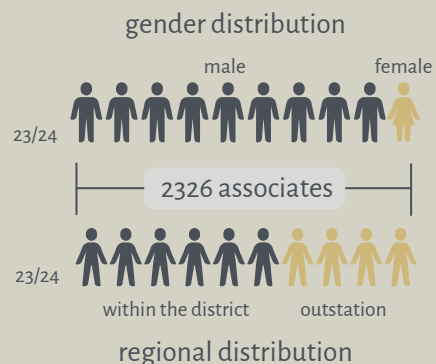
To promote local talent, Jetwing Hotels recruits approximately 35% of senior management personnel from the same district as the property they manage. This category includes General Managers, Resident Managers, Assistant Managers, Department Heads, Senior Executives, and Executives. "Locally recruited" refers to individuals who were either born in the district or hold the legal right to reside indefinitely, having established residency there for a defined period before joining Jetwing Hotels at the relevant property.

## Key Focus

- Occupational health and safety
- Training and education
- Diversity, equity, and inclusion
- Employee engagement and well-being



# Diversity, Equity, and Inclusion (DEI)



Jetwing Hotels prioritises building a diverse and qualified workforce through skills-based recruitment practices. This approach ensures unconscious bias is minimised, allowing us to identify the most qualified candidates for each position.

We champion equal opportunity and inclusivity, fostering a work environment where all employees feel valued, respected, and empowered to reach their full potential. This commitment extends to compensation packages that are free from gender bias.

To further demonstrate our ongoing commitment to DE&I, Jetwing Hotels utilizes a data-driven approach. We track and analyze diversity metrics across all levels of the organization, including but not limited to gender and ethnicity. This data informs our efforts to continuously improve and ensure equitable representation throughout the company. 12% of senior management across Jetwing Hotels is made up of women.

Jetwing Hotels upholds zero-tolerance for discrimination and harassment, defining these terms according to the ILO Convention to ensure clarity. We're committed to fostering a safe and respectful work environment where everyone feels empowered. We are pleased to report zero incidents of discrimination during the financial year, reflecting our dedication to equal opportunity and treatment as outlined in the ILO Convention and company policies.

# Remuneration and Benefits

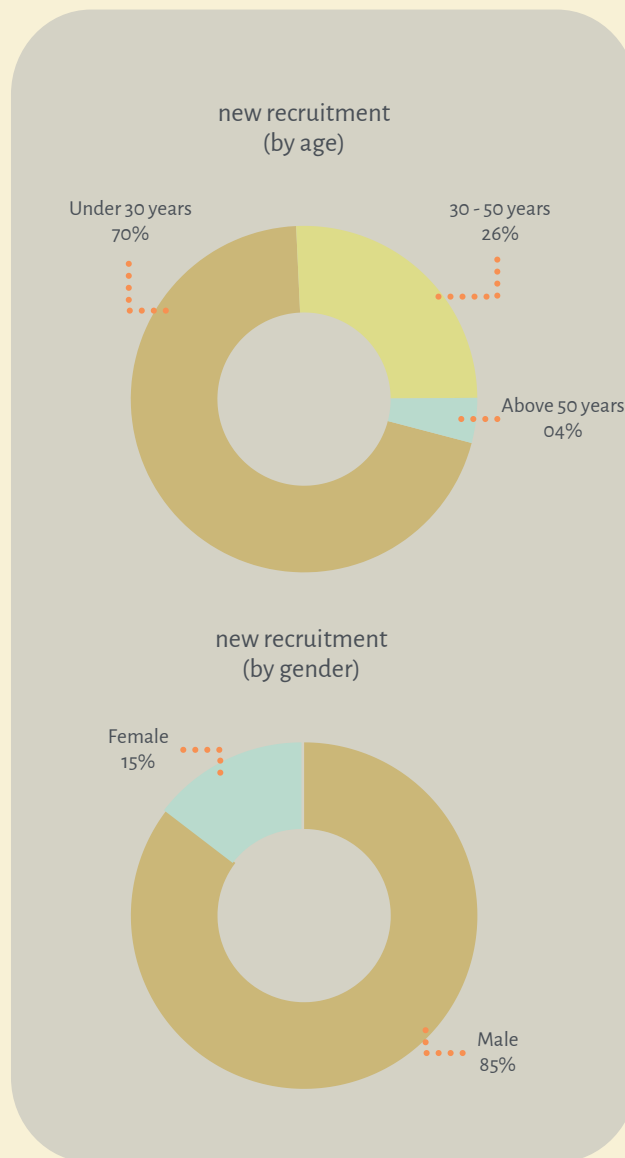
Jetwing Hotels' centralised HR team conducts comprehensive industry salary benchmarks prior to the performance review process, ensuring the retention and attraction of top talent. These benchmarks, along with living cost analysis and performance appraisals, guide remuneration decisions.

Jetwing Hotels does not offer part-time employment opportunities. We focus on three primary employment categories: permanent, contract, and trainee positions. Each category utilises distinct contractual arrangements:

**Trainees:** Employed under a trainee contract for a specified period, where the company provides on-the-job training to individuals aspiring to make a career in the hospitality industry. Benefit packages are typically limited during this introductory phase.

**Contract Employees:** Engaged through fixed-term employment contracts for a specified duration. Benefit packages may vary depending on the contract terms.

**Permanent Employees:** Offered probationary employment contracts, transitioning to permanent status upon the successful completion of the probationary period. These positions receive the most comprehensive benefits package.



Benefits offered to Permanent Employees include:

- Parental Leave

  - Maternity leave

  - Paternity leave

- Retirement Provision

  - The retirement age for associates is 60 years. However, retirees with a satisfactory service record can be re-employed under a Fixed Term Contract (FTC) upon their request, subject to job availability and their physical and mental fitness for the task.

- Government mandated Employee Provident Fund (EPF) and Employee Trust Fund (ETF) contributions

- Holiday Scheme and Honeymoon Stay

## Training and Education

Jetwing Hotels prioritises employee growth through comprehensive training and development programmes. These programmes combine capacity building initiatives, focused training on specific needs, and thorough induction and orientation. Through regular discussions with HR, key departments, and individual associates, we identify areas for improvement and tailor training accordingly. Training is delivered at both individual and departmental levels by qualified in-house and external personnel. We also encourage cross-training across departments and other Jetwing hotels, fostering well-rounded skills and a collaborative spirit. This reporting year we completed 1820 training hours.

To ensure continuous development, we conduct regular performance appraisals for all employees across all departments. These appraisals, along with biannual reviews for senior, middle, and junior associates form the foundation for personalized training plans. Department heads analyse these reviews and recommend targeted training to bridge skill gaps and nurture talent within the company.



## Safety and Well-being

Jetwing Hotels prioritises the well-being of our associates and guests through a comprehensive Health and Safety Policy. This policy is reinforced by regular drills and programmes, fostering a safe and healthy work environment.

### Occupational Health and Safety

Our commitment to safety extends beyond compliance. We adhere to globally recognized standards and conduct regular risk assessments to proactively identify and mitigate potential hazards. All associates undergo mandatory fire and first-aid training to ensure preparedness.

Following a comprehensive introduction to general health and safety principles, all associates undergo mandatory job-specific training. This training, delivered by the relevant department head or supervisor, equips associates with the knowledge and skills necessary to perform their duties safely. The training focuses on specific health concerns and potential hazards associated with their daily tasks. Additionally, it covers appropriate safety measures to mitigate risks and the proper use of personal protective equipment (PPE). This targeted approach ensures that all associates are well-prepared to navigate potential hazards within their specific roles.

Continuous training is provided periodically for improvement and evaluation of associates' safety practices. Trainings held in the FY 2023/24 include:

- Emergency response drills
- First aid training
- Work safety
- Hazardous material
- Chemical handling
- Electrical safety
- Fire training
- Kitchen safety
- Food safety
- Allergy management
- Need-based trainings

Jetwing Hotels prioritises continuous improvement in its Health and Safety programme. Training programmes are regularly reviewed and updated to reflect new regulations, technologies, and incident learnings. Internal audits and inspections ensure compliance with training requirements and identify areas for enhancement.

This comprehensive approach extends beyond training. Associates actively participate in safety initiatives, such as beach clean-ups and shramadanas (voluntary community service), fostering a culture of safety.

Administrative controls play a crucial role with regular training programs, and job rotations to minimise hazard exposure, and up-to-date safety manuals. Stringent audits ensure compliance. Finally, appropriate personal protective equipment is provided to workers.

By collecting data through various methods, including incident reports, training records, and inspections, trends are identified, and control measures are continually evaluated to improve workplace safety.

Additionally, Jetwing Hotels' senior management demonstrates visible leadership in promoting a safe workplace. They allocate resources through the head office training and development team, maintenance teams, and sustainability teams to support ongoing training initiatives and safety improvements.



## Work-related Injuries



While classifying injuries based on severity (high consequence vs. non-serious) can be helpful, it presents challenges due to the subjective nature of such classifications. Several factors can influence the perceived severity of an injury, potentially trivialising its impact.

However, we track all reported incidents, regardless of perceived severity. This data allows us to analyse trends and identify areas for improvement in our safety protocols.

The types of injuries reported in the FY 2023/24 were:

- Musculoskeletal Disorders (MSDs)
- Slip, Trip, and Fall Injuries
- Cuts and Lacerations
- Burns
- Head Injuries
- Eye Injuries
- Other Injuries



## Employee Well-being

Jetwing prioritises employee well-being, recognising its positive impact on stress reduction, morale improvement, vitality enhancement, and absenteeism reduction. We achieve this through a comprehensive wellness programme incorporating various methods and schemes.

### Programme Components:

**Healthy Work Environment:** We foster a work environment that promotes healthy habits.

**Integrated Wellness:** Wellness principles are embedded within the company structure.

**Accessible Programmes:** Practical and convenient wellness programs are offered to associates.

**Integrated Support:** Wellness initiatives are linked to existing associate support programmes.

**Health Screenings:** Regular health screenings are provided to identify potential health risks.

**Awareness & Education:** We emphasise employee awareness and education on health topics.

### Programme Examples:

**Employee Insurance:** A comprehensive insurance scheme covers all eligible associates.

**Jetwing Wellness Programme (I Care):** This programme educates and motivates associates to adopt healthy lifestyles through various awareness sessions and health camps.

**Associate Welfare Societies:** Provides benefits to associates, including cash and in-kind assistance.

### Health Promotion Programmes:

In addition to the above, we conduct non-training health promotion programmes to address specific health risks:

**Free Health Checkups:** Offered to all associates.

**Annual Health Camps:** Provides comprehensive health assessments.

**Health Awareness Programmes:** Cover topics like communicable and non-communicable diseases.

**Healthy Menu Options:** Hotel associates' menus are designed for balanced and nutritious meals.

**Workplace Exercise Programmes:** Encourage physical activity during work hours.

**Health Tips and Information:** Monthly health tips are distributed, and informative materials are displayed in common areas like the associates' cafeteria.

### Participation:

Free, on-work-time programs boost employee participation. In addition, monthly health tips are provided and a designated contact person is available for further guidance.

## Grievance Handling

Empathy and speed are two key characteristics of a good grievance handling mechanism. Jetwing Hotels fosters a culture of open communication through our formal grievance policy and open-door policy. This empowers associates to raise concerns without fear of retaliation. Our step-by-step grievance process ensures complaints are addressed promptly and resolved within a specific timeframe.

We are proud to report zero grievances filed and no incidents of rights violations or discrimination during the last financial year. Although our associates are not covered by collective bargaining agreements, our open-door policy encourages associates to discuss their grievances.



# Our Communities

Each of our homes of Sri Lankan hospitality draw their charm from two integral aspects of our daily lives – the people who surround our family, and the culture we share with the world. As we expand across our tropical island, we design our homes to enhance the livelihoods and living standards of the communities around us. In turn, they join us in promoting the finest of local hospitality through sustainable experiences that you will be hard pressed to find anywhere else.

## Management Approach

Our communities are an integral part of our business model. We recognise that our success is intertwined with the well-being of the places we call home. This is why we espouse community empowerment through our Sustainability Strategy, as one of the key focuses.

We encourage an interdependent partnership between each hotel and the community to uplift and benefit people of the area. Through these collaborations, we uplift local residents by supporting youth development programs and initiatives that assist those in need. We also enhance the local environment by focusing our community outreach programs on environmental sustainability efforts. By creating a positive ripple effect, these partnerships benefit both our hotels and the communities we serve.

Our commitment to community engagement goes beyond one-off initiatives. We have woven these practices directly into the daily operations of our hotels. This deep integration isn't just about fulfilling a corporate responsibility; it's a core belief that drives our success. We see ourselves as partners with the communities we serve, working together for mutual benefit.

Jetwing Hotels prioritises supporting local businesses by allocating approximately 40% of our procurement budgets to suppliers within the same district as the operated property. This includes suppliers directly contributing to our operations, products, or services, with their registered address or main operational center (factory, business outlet, head office, or sourcing center) located in the district.

## Key Focus

- Investing in youth
- Empowering women
- Supporting local businesses
- Creating employment opportunities



## Indirect Economic Benefits

For over five decades, we have witnessed the transformative power of tourism in the communities we serve. We're proud to be a leading stakeholder in this advancement. We directly contribute to local economic prosperity by prioritising the hiring of local talent, creating prime employment opportunities for residents. Our "buy local" procurement practices ensure a significant portion of our spending stays within the community, further strengthening the local economy.

Our presence in Sri Lanka fosters a harmonious relationship with local communities, creating a win-win situation. Our hotels act as catalysts for infrastructure development, with restaurants, bars, cafes, and other tourism-related businesses flourishing around them. This enriches the local tourism ecosystem and contributes to an improved quality of life for residents in surrounding communities. Looking ahead, we're committed to further strengthening this positive influence. We'll continue to develop strategic partnerships, leveraging our resources and expertise to address local needs and empower local communities for generations to come.

### Jetwing Youth Development Programme (JYDP)

Through the JYDP, that has been running for 18 years, nearly 1,500 youth across the island have been empowered, by developing skills needed for a career in hospitality, including training in hotel operations, English language proficiency, and cultural knowledge.

During the 2023/24 Financial Year, the 42nd programme was launched reaching 22 youth in the Welimada area of the Badulla district, currently receiving on-the-job training at Jetwing Hotels located across the island.

## Thrive

Jetwing Hotels' Thrive programme is aimed at empowering SMEs around the hotels, through capacity-building programmes and providing a platform for market access. In line with this commitment to empowering local businesses, local sourcing is prioritised across all properties with up to 40% of products procured from within the same district.





## Second Careers

Jetwing is an equal opportunity employer that believes in creating safe spaces that inspire inclusivity and celebrate diversity. Sri Lanka has a significant gender gap in labour force participation; with the tourism sector being particularly unequal, with less than 10% of the workforce being female.

Launched in 2021, during one of the most challenging times for Sri Lanka and the hospitality industry, the award-winning 'Second Careers' programme is a pioneering project initiated to provide an opportunity for women aged 45 and above from economically-challenged backgrounds, to enter the workforce. The programme targets mid-aged women who have completed childcare responsibilities but now face unemployment due to age-related perceptions and skill gaps. Through capacity building programmes, Jetwing bridges these barriers, equipping participants with the necessary tools for seamless integration into the professional world; by augmenting the existing skills of these women in the areas of housekeeping, kitchen, and garden.

Apart from the economic benefits directed, the recruitment project has generated significant social impact – enhancing these associates to achieve a sense of individual independence, recognition as career women and improving their wellbeing through a satisfying job while creating role models of success. Spreading awareness among their communities on the industry's opportunities, while improving the social perception of tourism, has allowed to better tackle a crippling barrier that curtails women from joining the hospitality industry.

The 2022 PATA Award Winning Initiative was lauded with the Best Project Sustainability Award 2023 by the Ceylon Chamber of Commerce.

A decorative dashed line graphic in a light gray color. It starts at the top left, forms a small loop, then extends horizontally. It then curves down and left, forming a larger wave-like shape. It then curves up and right, forming another loop, and finally extends horizontally towards the right edge of the page.

# Governance

While the Jetwing family of hotels consists of over 30 distinctive properties spread across the island and one property overseas; based on the properties' ownership and classification, the current report accounts for the ESG related reporting of eighteen local properties only. Namely, Jetwing Ayurveda Pavilions, Jetwing Beach, Jetwing Blue, Jetwing Lagoon, and Jetwing Sea in Negombo; Jetwing Colombo Seven in Colombo; Jetwing Saman Villas in Bentota, Jetwing Lighthouse and Jetwing Kurulubedda in Galle; Jetwing Yala and Jetwing Safari Camp in Yala; Jetwing Surf in Pottuvil; Jetwing Kaduruketha in Wellawaya; Jetwing St. Andrew's in Nuwara Eliya; Jetwing Kandy Gallery in Kandy; Jetwing Vil Uyana in Sigiriya; Jetwing Lake in Dambulla and Jetwing Jaffna in Jaffna.

Jetwing Colombo Seven, Jetwing Kandy Gallery, Jetwing Kaduruketha, Jetwing Lake, Jetwing Safari Camp, Jetwing Surf, and Jetwing Yala, belong to Jetwing Symphony PLC, while Jetwing Lighthouse and Jetwing Kurulubedda is owned by The Lighthouse Hotel PLC. Detailed Annual Reports are published by both of the public listed companies as per the guidelines of the Colombo Stock Exchange and in accordance with the needs of the relevant stakeholders.

Jetwing Hotels Limited is contracted by all hotels and villas under the Jetwing brand for the management of each property. Jetwing Hotels Limited, hereon referred to as the Company, is under a well-defined governance structure that ensures responsible management of the hotels and villas under the Jetwing brand. The company acts as the managing agent, exercising control over operational matters through legally binding contracts signed with the entities that own the individual properties. This framework provides a clear division of responsibilities and ensures alignment with best practices in hospitality management.

## Environmental and Social Sustainability Oversight

Jetwing Hotels prioritizes integrating environmental and social sustainability considerations throughout its operations. This commitment is reflected in the Board's composition, where Directors of Finance, Engineering, and Human Resources directly participate in reviewing sustainability metrics and

decision-making. Their involvement ensures that sustainability initiatives are not isolated efforts but are woven into the fabric of financial planning, engineering projects, and human resource practices.

Each hotel has a Property Head who serves as the on-site decision-making authority. Key functional departments, including Kitchen, Food & Beverage, Front Office, Housekeeping, Engineering, Administration, and Finance, report to the Property Head. To ensure informed decision-making, the Property Head consults with the heads of these respective departments, and liaises with heads of respective functions at Jetwing Hotels Limited.

Furthermore, Jetwing Hotels is guided by a comprehensive Sustainability Strategy that provides a framework for these integrated initiatives. This strategy ensures alignment and effectiveness across all departments. By embedding sustainability considerations into core functions, we foster a holistic approach to environmental and social responsibility.

## Jetwing Hotels Limited Board of Directors

N.J.H.M. Cooray (Mr)

N.T.M.S. Cooray (Ms)

R.A.E. Samarasinghe (Mr) - Chairman

N.J.D.M. Cooray (Mr) - Managing Director

C.S.R.S. Anthony (Mr) - Director (Finance)

J.S.W. Kasturi Arachchi (Mr) - Director (Engineering)

D.K.D. Nanayakkara (Mr) - Director (Human Resources)

M.D.H. Gunawardena (Ms)

## Businesses Practices and Policies

### Integrated Risk Management

The risk management system of Jetwing Hotels Limited is structured to identify and control the risks specific to the industry in which it operates as well as general risks applicable to all entities. Therefore, appropriate systems, policies and procedures are in place in all areas of operations, and they are periodically reviewed to ensure adequacy and adherence.

In the current business environment, change has become the norm rather than the exception. Managing risks in a changing environment effectively, particularly the major risks that may affect our business plans and strategic objectives, we are able to protect or enhance our key assets appropriately.

Risk factors include business risks, political, economic, and environmental risks, intellectual property risks, employee risks, technology risks, statutory and legal risks, and financial risks. Jetwing Hotels Limited applies a precautionary principle across all its businesses and we advocate a risk-based approach to our operations through our management systems.

### Anti-Corruption Procedures

Jetwing Hotels prioritizes ethical conduct throughout our operations, even in the absence of a documented anti-corruption policy. This includes a zero-tolerance stance against bribery, facilitation payments, fraud, extortion, collusion, money laundering, and any actions that constitute dishonesty, illegality, or a breach of trust. We also condemn embezzlement, trading in influence, abuse of function, illicit enrichment, concealment of wrongdoing, and unethical conduct that obstructs justice.

Jetwing Hotels is committed to ethical business practices and adheres to all applicable Sri Lankan laws and regulations related to anti-corruption. These principles are embedded throughout our organization, including our employee handbook, core values (where integrity is a cornerstone), vision statement, and the comprehensive policies in place. Our Environmental Policy addresses the prevention of corruption that could harm the environment. Similarly, our Human Rights Policy prohibits and addresses all forms of discrimination, abuse, and the misuse of democratic principles. For employees who encounter incidents or disadvantages due to corruption, bribery, or unethical conduct, a clear channel for redress is provided through our Grievance Policy.

## Good Governance and Anti-Corruption Measures

**Leadership:** A collective decision-making process is implemented at the leadership level to mitigate corruption risks.

**Gifts & Benefits:** Specific procedures govern the receipt of gifts, loans, fees, rewards, or other advantages to prevent associates from using illegal or unethical means to obtain them.

**Donations & Sponsorships:** A thorough vetting process, pre-approval procedures, legally binding agreements, and strict reporting ensure charitable donations and sponsorships (financial and in-kind) are transparent and not disguised as bribes.

**Communication Transparency:** The organization prioritises transparency by using only company-provided devices and services for communication.

**Employee Awareness:** Regular updates through meetings and memos reinforce commitment to organisational policies, including anti-corruption principles.

**Compliance Monitoring:** Internal audits and assessments continuously monitor adherence to policies, principles, and standards, including anti-corruption measures.

**Whistleblower Protection:** Employees are encouraged to report any concerns or suspicions of corruption through established channels.

All employees, including leadership (Management associates, Property Heads/General Managers, and Team Leaders), undergo mandatory orientation covering the employee handbook, policies, rules, and regulations that support anti-corruption efforts. This ensures that all our associates are aware of these measures.

We prioritize an ethical work environment by conducting comprehensive training for all employees. These sessions cover policies, service standards, and complaint handling - all emphasising ethical conduct and compliance.

## Other Policies

Jetwing Hotels Limited is guided by a set of comprehensive policies that ensure these practices are consistently implemented and communicated to our stakeholders.

These policies include:

- Environment Policy
- Energy Management Policy
- Human Rights Policy
- Zero Tolerance Policy on Child Abuse
- Quality Assurance Policy
- Food Safety Policy

## Marketing Communications and Compliance

Marketing a range of unique properties requires a sophisticated mix of tools and processes that must position the hotels and villas in optimal fashion across markets, both local and international.

All of this must be accomplished responsibly. We have a streamlined process for marketing communications complying with state policies and ethics, norms and practices in the global industry. The importance of having a streamlined process for marketing communications is a result of policies and laws governing marketing in the country, ethical and tolerant policies and practices on a global scale and the fact that all communication that goes out represents the Company.

In order to ensure that perception and regard for the brand is always positive and abides by the rules and regulations in place, it is important that there be a procedure for all communications. Public opinion and perception of the brand directly impacts the bottom line and how the brand fares against competitors, therefore responsibility must be taken. The marketing communications mix consists of a specific blend of promotional tools – advertising, public relations, personal selling, sales promotion, and direct marketing – that the Company uses to communicate customer value and build customer relationships.

The Company has also undertaken the responsibility of creating a Corporate Identity Manual or Brand Guidelines, that ensures all entities under the umbrella of Jetwing conform to a set of strict guidelines and remain consistent across all platforms. This document acts as the voluntary standards undertaken by the Company. These ensure that the Company does not infringe on any privacy laws, upholds ethical and culturally accepted standards and is always respectful of religion, gender, and ethnicity. In order to ensure this is carried out on a continuous basis, marketing material as well as advertising and promotional material is checked by several members of the team and a consensus is reached before releasing artwork. This prohibits the release of any offensive collateral.

## Privacy and Data Protection

The Company maintains a comprehensive Privacy Policy, which leads the organization's commitment to responsibly using and protecting customer information. There have been no incidents of non-compliance in the reporting year.

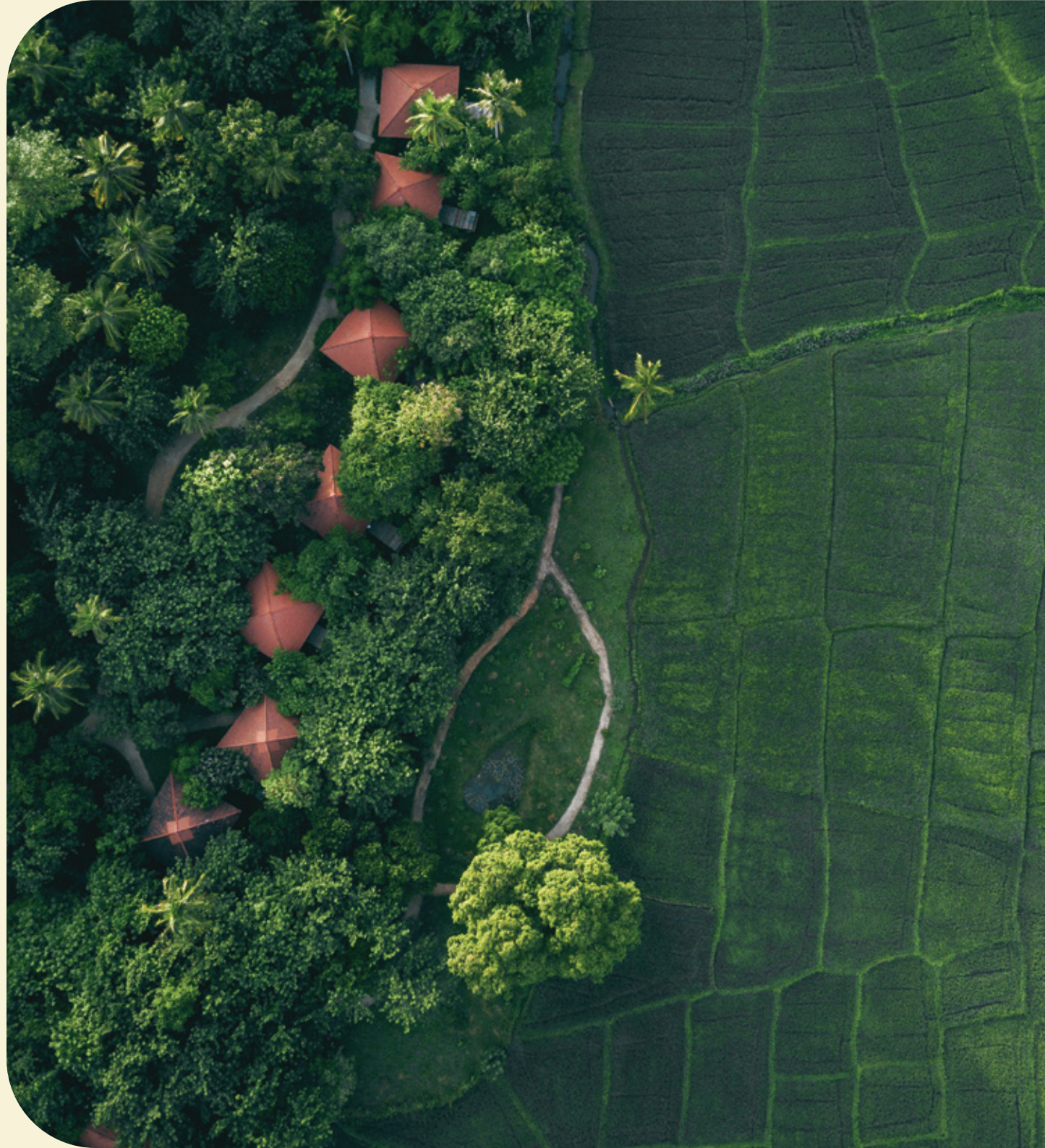
# 2024 and Beyond



Jetwing Hotels has pioneered sustainable tourism in Sri Lanka for over five decades. We are proud of our progress in improving resource efficiency, conserving biodiversity and empowering local communities, but we recognise sustainability is a continuous journey.

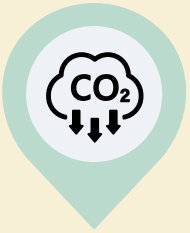
By collaborating with stakeholders and like-minded businesses, we will innovate and leverage resources to tackle everyday challenges and build a better future for all. We are committed to finding practical solutions that minimize our environmental impact and maximize positive social change.

By sharing our journey of sustainability, what we have learnt and achieved, we aim to inspire change and create **a butterfly effect**.



### Emission Reduction

We are actively working to increase our renewable energy capacity to lower our operational greenhouse gas (GHG) emissions, directly contributing to a smaller carbon footprint. We have planned to verify our GHG Inventory, to have a clear picture of our emissions sources, particularly in our value chain; allowing us to identify areas for improvement and implement targeted strategies to minimize the environmental impact of each stay.



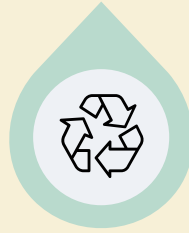
### Biodiversity Conservation

Jetwing properties are nestled in some of Sri Lanka's most stunning natural environments, providing sanctuary for a vibrant diversity of native plants and animals. We are dedicated to protecting this biodiversity and ensuring the health of the ecosystems surrounding our properties. To achieve this, we're partnering with local universities to conduct comprehensive biodiversity surveys in selected properties.



### Zero-Waste

We are committed to diverting all waste from landfills. Through in-depth research and development, we are meticulously analysing our waste streams to identify areas for improvement. We are collaborating with like-minded organisations to leverage expertise and develop innovative waste reduction and diversion solutions, and fostering a culture of awareness among our staff and guests, to promote responsible waste management practices.



### Improved Safety

At Jetwing Hotels, our associates are at the heart of everything we do. Their safety and well-being are our top priority. We are dedicated to creating a work environment free of hazards by increasing investment in comprehensive training programs and improving our infrastructure.



### Improving Female Participation

Jetwing Hotels is dedicated to building a diverse and inclusive workplace. We strive to increase female participation by creating a more welcoming hospitality industry through targeted recruitment programmes that attract talented women at all levels and community outreach initiatives that introduce hospitality careers to local women, building a future generation of female leaders within the industry.



### Data Refinement

Recognizing this as our inaugural ESG Report, we acknowledge opportunities to enhance report accuracy and completeness. Moving forward, we aim to refine our data collection methods to minimize uncertainties, and effectively track material topics which may not be adequately captured in this report.



**Jetwing Hotels Limited**

Jetwing House II, 46/26, Nawam Mawatha, Colombo 02, Sri Lanka

☎ (+94) 11 234 5700

✉ [sustainability@jetwinghotels.com](mailto:sustainability@jetwinghotels.com)

📷 [@jetwing.sustainability](#) | [@jetwinghotels](#)



Environmental, Social and Governance Report 2023/24  
Published on 15 July 2024

## Appendix I

### GRI Content Index

<b>Statement of Use</b>	This report has been prepared with reference to the Global Reporting Initiative (GRI) 2021 Standards
-------------------------	--

GRI Standard	Disclosure	Page Number(s)
GRI 2: General Disclosures	2-1 Organizational details	03, 04, 05, 06, 07
	2-2 Entities included in the organization's sustainability reporting	05, 06, 07, 12
	2-3 Reporting period, frequency and contact point	12, 40
	2-6 Activities, value chain and other business relationships	12, 14, 15
	2-7 Employees	26, Appendix II
	2-8 Workers who are not employees	26
	2-9 Governance structure and composition	35
	2-11 Chair of the highest governance body	35
	2-12 Role of the highest governance body in overseeing the management of impacts	35
	2-13 Delegation of responsibility for managing impacts	17, 24, 35
	2-14 Role of the highest governance body in sustainability reporting	35
	2-20 Process to determine remuneration	26, 35
	2-22 Statement on sustainable development strategy	09, 10, 17, 24
	2-23 Policy commitments	09, 36
	2-24 Embedding policy commitments	09, 17, 24, 36
	2-25 Processes to remediate negative impacts	09, 17, 24, 30, 36
	2-26 Mechanisms for seeking advice and raising concerns	14, 30, 36
	2-27 Compliance with laws and regulations	17, 24, 35, 36
	2-28 Membership associations	15, 19, 22
	2-29 Approach to stakeholder engagement	14, 15
2-30 Collective bargaining agreements	30	
201: Economic Performance	201-3 Defined benefit plan obligations and other retirement plans	26, 27
203: Indirect Economic Impacts	203-2 Significant indirect economic impacts	32, 33
204: Procurement Practices	204-1 Proportion of spending on local suppliers	32
205: Anti-corruption	205-2 Communication and training about anti-corruption policies and procedures	35, 36

302: Energy	302-1 Energy consumption within the organization	18, 19
	302-3 Energy intensity	19, Appendix II
303: Water and Effluents	303-1 Interactions with water as a shared resource	20, Appendix II
	303-2 Management of water discharge-related impacts	20, Appendix II
	303-3 Water withdrawal	20, Appendix II
	303-4 Water discharge	20, Appendix II
	303-5 Water consumption	20, Appendix II
304: Biodiversity	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high	22
	304-2 Significant impacts of activities, products and services on biodiversity	22
	304-3 Habitats protected or restored	22
305: Emissions	305-1 Direct (Scope 1) GHG emissions	18, 19, Appendix II
	305-2 Energy indirect (Scope 2) GHG emissions	18, 19, Appendix II
	305-4 GHG emissions intensity	18, 19, Appendix II
306: Waste	306-1 Waste generation and significant waste-related impacts	21
	306-2 Management of significant waste-related impacts	21
	306-3 Waste generated	21, Appendix II
	306-4 Waste diverted from disposal	21, Appendix II
	306-5 Waste directed to disposal	Appendix II
401: Employment	401-1 New employee hires and employee turnover	26, Appendix II
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time	26, 27
	401-3 Parental leave	27
403: Occupational Health and Safety	403-5 Worker training on occupational health and safety	28, 29
	403-6 Promotion of worker health	28, 30
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business	28, 29, 30
	403-9 Work-related injuries	29, Appendix II
404: Training and Education	404-2 Programs for upgrading employee skills and transition assistance programs	27, 28
	404-3 Percentage of employees receiving regular performance and career development reviews	14, 27
405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	35
406: Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	26
413: Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	31, 32, 33
417: Marketing and Labelling	417-3 Incidents of non-compliance concerning marketing communications	36
418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	36

## Appendix II

	Units	Jetwing Ayurveda Pavilions	Jetwing Beach	Jetwing Blue	Jetwing Colombo Seven	Jetwing Jaffna	Jetwing Kaduruketha	Jetwing Kandy Gallery	Jetwing Lagoon	Jetwing Lake	Jetwing Lighthouse*	Jetwing Saman Villas	Jetwing Sea	Jetwing St. Andrew's	Jetwing Surf	Jetwing Vil Uyana	Jetwing Yala*	TOTAL	
Guest Nights		4,457	30,332	46,529	39,974	22,636	7,839	9,889	18,336	48,794	38,523	5,836	36,021	21,759	8,335	9,342	44,548	393,150	
Non - Renewable	Grid Electricity	GJ	736	2,453	11,813	8,031	2,937	1,021	1,491	4,122	3,691	9,384	1,847	4,080	1,400	964	2,187	6,101	62,257
	Diesel	GJ	34	82	1,552	68	126	177	43	332	254	957	109	123	245	83	165	517	4,867
	Liquid Petroleum Gas	GJ	175	600	1,377	837	918	313	241	474	1,003	1,360	631	690	1,431	313	899	854	12,118
	Transport Fuel	GJ	57	317	298	237	99	82	192	112	108	164	41	71	126	100	223	357	2,584
	Other (<1%) †	GJ	1	113	236	114	41	14	0	159	27	239	0	90	20	6	23	240	1,323
Renewable	Solar Electricity	GJ	0	0	0	200	0	0	385	9	1,601	348	0	0	0	0	0	1,337	3,880
	Biomass	GJ	0	0	28,994	0	0	110	0	5,419	14,607	5,726	0	0	5,348	0	223	18,581	79,009
	Solar Thermal	GJ	108	172	406	0	145	127	172	280	629	90	0	226	0	23	0	626	3,004
	Biogas	GJ	0	0	75	0	0	9	28	0	248	42	0	38	0	0	26	31	497
<b>Total Annual Energy Consumption</b>	GJ	1,111	3,736	44,752	9,487	4,265	1,854	2,552	10,907	22,169	18,309	2,628	5,317	8,570	1,490	3,746	28,646	169,538	
<b>Renewable Energy as a % of Total</b>	%	10%	5%	66%	2%	3%	13%	23%	52%	77%	20%	0%	5%	62%	2%	7%	72%	26%	
<b>Energy Intensity (per Guest Night)</b>	MJ	249	123	962	237	188	237	258	595	454	925	450	148	394	179	401	643	403	
Fresh water	Third-Party Water	m <sup>3</sup>	4,687	13,600	59,409	29,622	0	0	5,253	26,133	14,008	57,497	2,548	19,429	15,696	0	0	0	247,882
	Ground Water	m <sup>3</sup>	87	4,200	24,570	0	8,890	8,859	1,781	0	33,370	726	12,090	0	0	8,232	21,884	0	124,689
	Sea Water	m <sup>3</sup>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	54,175	54,175
<b>Total Water Withdrawal</b>	m <sup>3</sup>	4,774	17,800	83,979	29,622	8,890	8,859	7,034	26,133	47,378	58,223	14,638	19,429	15,696	8,232	21,884	54,175	426,746	
<b>Water Withdrawal Intensity (per Guest Night)</b>	m <sup>3</sup>	1.1	0.6	1.8	0.7	0.4	1.1	0.7	1.4	1.0	1.1	2.5	0.5	0.7	1.0	2.3	1.2	1.1	

\* Numbers reported for Jetwing Lighthouse includes those of Jetwing Kurulubedda and numbers reported for Jetwing Yala includes those of Jetwing Safari Camp

† Summation of energy utilized from petrol (stationary combustion), kerosene oil, chafing fuel and charcoal

	Units	Jetwing Ayurveda Pavilions	Jetwing Beach	Jetwing Blue	Jetwing Colombo Seven	Jetwing Jaffna	Jetwing Kaduruketha	Jetwing Kandy Gallery	Jetwing Lagoon	Jetwing Lake	Jetwing Lighthouse*	Jetwing Saman Villas	Jetwing Sea	Jetwing St. Andrew's	Jetwing Surf	Jetwing Vil Uyana	Jetwing Yala*	TOTAL
Groundwater	m <sup>3</sup>	3,581	13,350	44,557	0	6,668	6,644	5,276	16,357	26,904	43,667	0	14,572	11,772	6,174	18,584	23,003	241,108
Sea Water	m <sup>3</sup>	0	0	0	22,217	0	0	0	0	0	0	5,504	0	0	0	0	0	27,721
<b>Total Water Discharge</b>	m <sup>3</sup>	3,581	13,350	44,557	22,217	6,668	6,644	5,276	16,357	26,904	43,667	5,504	14,572	11,772	6,174	18,584	23,003	<b>268,828</b>
<b>Total Water Consumption</b>																		
	m <sup>3</sup>	1,194	4,450	39,422	7,406	2,223	2,215	1,759	9,776	20,474	14,556	9,134	4,857	3,924	2,058	3,300	31,172	<b>157,918</b>
<b>Scope o2 Emissions (From Purchased Electricity)</b>																		
	kg	100,776	360,671	1,737 K	1,181 K	431,841	150,205	219,232	606,231	521,292	1,053 K	271,559	599,983	205,862	141,812	321,635	897,227	<b>8,800,097</b>
<b>Total Scope o1* Emissions</b>																		
	kg	91,851	184,915	390,529	109,058	176,274	40,085	86,955	105,767	149,072	278,644	181,646	100,924	128,741	33,959	315,228	141,628	<b>2,515,278</b>
From Biogenic Sources (Non-CO <sub>2</sub> Emissions)	kg	0	0	288,531	0	0	1,272	111	53,167	153,342	57,587	57,213	366	53,439	0	2,323	185,938	853,290
Total GHG Emissions	tonne	193	546	2,128	1,290	608	190	306	712	670	1,332	453	701	335	176	637	1,039	11,315
<b>GHG Emissions Intensity (per Guest Night)</b>																		
	kg	43	18	46	32	27	24	31	39	14	27	78	19	15	21	68	23	<b>33</b>
<b>Recovery - onsite</b>																		
	kg	58,769	18,760	35,310	0	0	3,358	720	7,235	4,632	45,883	1,440	4,985	1,590	0	42,600	83,876	309,158
	kg	0	0	81,835	0	0	20,596	13,591	0	69,972	45,631	0	44,596	0	0	11,630	33,312	321,162
<b>Recovery - offsite</b>																		
	kg	3,424	40,008	81,224	17,112	0	0	0	8,620	0	2,968	15,728	0	57,461	0	4,370	0	230,915
	kg	237	3,483	22,426	6,645	2,445	312	2,159	2,962	15,261	13,667	1,044	3,000	2,222	495	2,451	9,023	87,831
	kg	331	17	357	191	0	61	54	164	119	222	0	86	142	50	195	0	1,991
Mixed Waste - Disposal	kg	0	14,460	48,040	78,886	98,475	70	1,098	525	480	58,886	0	3,775	1,656	5,357	6,553	3,600	321,862
<b>Total Waste Generation</b>																		
	tonne	63	77	269	103	101	24	18	20	90	167	18	56	63	6	68	130	<b>1,273</b>
Hazardous Waste Ratio	%	0.53%	0.02%	0.13%	0.19%	0.00%	0.25%	0.31%	0.84%	0.13%	0.13%	0.00%	0.15%	0.23%	0.85%	0.29%	0.00%	0.3%
<b>Total Waste Diverted from Disposal</b>																		
	%	100%	81%	82%	23%	2%	100%	94%	97%	99%	65%	100%	93%	97%	9%	90%	97%	<b>77%</b>
Total Weight of Waste Diverted from Disposal	tonne	63	62	221	24	2	24	17	19	90	108	18	53	61	1	61	126	951
Total Weight of Waste Directed to Disposal	tonne	0	14	48	79	98	0	1	1	0	59	0	4	2	5	7	4	322

\* Summation of carbon (equivalent) emissions released from direct combustion of petrol and diesel (stationary and mobile), liquid petroleum gas, kerosene oil, chafing fuel, charcoal, and fugitive emission from onsite wastewater treatment & composting, and refrigerants

	Units	Jetwing Ayurveda Pavilions	Jetwing Beach	Jetwing Blue	Jetwing Colombo Seven	Jetwing Jaffna	Jetwing Kaduruketha	Jetwing Kandy Gallery	Jetwing Lagoon	Jetwing Lake	Jetwing Lighthouse*	Jetwing Saman Villas	Jetwing Sea	Jetwing St. Andrew's	Jetwing Surf	Jetwing Vil Uyana	Jetwing Yala*	TOTAL
<b>Total Employees</b>		63	179	321	164	88	68	67	140	176	255	102	159	154	54	122	214	2,326
By Gender - Male		46	158	285	145	75	49	53	116	157	231	89	136	142	54	103	187	
By Gender - Female		17	21	36	19	13	19	14	24	19	24	13	23	12	0	19	27	
By Age - Under 30 Years		26	73	126	79	48	35	36	52	89	111	23	64	78	36	42	98	
By Age - 30-50 Years		28	77	137	80	33	25	23	64	78	104	57	66	67	15	66	98	
By Age - Over 50 Years		9	29	58	5	7	8	8	24	9	40	22	29	9	3	14	18	
By Region - Local/Within the District		39	124	218	69	49	33	35	65	34	172	59	109	74	12	58	118	
By Region - Out of District		24	55	103	95	39	35	32	75	142	83	43	50	80	42	64	96	
<b>Total New Recruits</b>		37	77	137	97	40	25	38	94	126	92	22	87	76	33	59	104	1,144
Gender - Male		27	71	123	86	33	19	25	78	112	76	20	72	70	33	47	85	
Gender - Female		10	6	14	11	7	6	13	16	14	16	2	15	6	0	12	19	
By Age - Under 30 Years		23	60	92	68	32	18	28	64	88	65	12	57	56	28	43	69	
By Age - 30-50 Years		9	15	39	26	8	6	8	24	34	25	9	25	20	5	12	28	
By Age – Over 50 Years		5	2	6	3	0	1	2	6	4	2	1	5	0	0	4	7	
<b>Training Provided</b>	hrs	13	264	285	73	32	30	111	80	128	284	72	105	46	38	62	197	1,820
<b>Health And Safety Issues Recorded</b>		0	3	7	2	1	1	2	2	1	12	4	3	0	0	24	4	66
<b>Community Engagement Programmes</b>		0	59	73	3	7	6	10	15	6	7	7	6	2	7	12	59	279
<b>Local Youth Trained</b>		0	9	16	29	8	6	14	6	39	64	7	4	22	5	11	3	243
<b>Procurement Budget Spent Locally<sup>§</sup></b>	%	45%	40%	41%	50%	20%	41%	40%	37%	25%	53%	30%	43%	42%	35%	40%	60%	40%

<sup>§</sup> "locally" refers to purchases made within the same district the property is located in