

Environmental, Social and Governance Report 2024/25

Jetwing
HOTELS
SRI LANKA



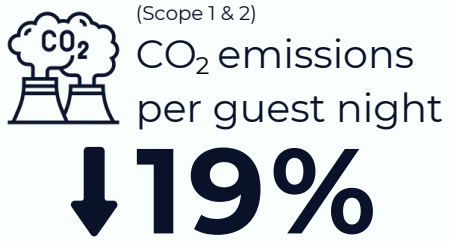
Jetwing
SUSTAINABILITY
CREATING A BUTTERFLY EFFECT



Contents

Performance Highlights	03	Social Performance	35
Organisational Profile	04	Management Approach	36
About Jetwing Hotels	05	Our Associates	38
Vision, Mission, Values	06	Diversity, Equity, Inclusion	39
Portfolio	07	Remuneration and Benefits	40
Message from the Managing Director	08	Training and Education	42
Sustainability Strategy	09	Safety and Wellbeing	45
Introduction to the Report	12	Our Communities	50
Scope and Boundary	13	Indirect Economic Benefits	51
Materiality Assessment	14	Governance	54
Stakeholder Engagement	15	Environmental and Social Oversight	55
Awards and Accolades	17	Business Practices and Policies	56
Affiliations and Advocacy	18	Good Governance and Anti-Corruption Measures	57
Environmental Performance	21	Marketing Communications and Compliance	58
Management Approach	23	Way Forward	60
Energy and Emissions	24	Appendix I - GRI Index	62
Water and Effluents	29	Appendix II - Data Summary	64
Waste	31	Appendix III - Portfolio	67
Biodiversity	32		

Performance Highlights



Jetwing Hotels recognised by the **International Centre for Responsible Travel (ICRT)** with the Gold Award for **Climate Action**



Over **7000**
training hours
completed



Reviewed and **refreshed** our **Sustainability Strategy** to better align with global goals and stakeholder expectations



Launched **Culinary Giants Programme** in the Northern Province to empower aspiring young chefs in the region



200
youth trained
in tourism and
hospitality



Jetwing Symphony PLC honoured with the **Best Corporate Citizen Sustainability Award** in the Leisure Sector by **The Ceylon Chamber of Commerce**



385
community
engagement
programmes
conducted



Rapid Biodiversity Survey Conducted at Jetwing Vil Uyana records

344 species | **11.4%** endemism

ratio of new recruits
male : female



8:2

Organisational Profile





About Jetwing Hotels

Founded in 1973, Jetwing Hotels has grown to become a cornerstone of Sri Lanka's hospitality and tourism industry. Guided by the visionary leadership of our late founder, Herbert Cooray, we have built a legacy of excellence, blending the warmth of Sri Lankan hospitality with a steadfast commitment to sustainability and responsible tourism.

At Jetwing Hotels, we believe that hospitality extends beyond our guests, to the environment, communities, and culture surrounding us. Our operations are driven by a comprehensive six-fold [Sustainability Strategy](#), reflecting our dedication to creating a harmonious balance between business success and the well-being of our planet and its people.

As pioneers in sustainable tourism, we take pride in preserving Sri Lanka's rich natural and cultural heritage while uplifting local communities through meaningful opportunities and partnerships. Our journey is one of continuous innovation and discovery, striving to inspire change and create a positive impact for generations to come.

With over five decades of experience, Jetwing Hotels remains committed to delivering legendary service and unforgettable experiences, ensuring that every guest feels the true essence of Sri Lankan hospitality.



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.



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.



Portfolio

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.

Find our extensive portfolio [here](#).

Message from the Managing Director

I am honoured to present the second Environmental, Social, and Governance (ESG) Report of Jetwing Hotels, which reflects the impact we have had on our environment and communities during the past financial year.

Since 1973, sustainability has been at the heart of our operations, long before the term gained prominence. Our journey takes us across 18 destinations in Sri Lanka, where each hotel is immersed in a unique ecosystem, culture, and community. From the white sands of the Northern Peninsula to the golden beaches of the South, the bustling Western coastline to the serene villages of the East, and the wonders of the cultural triangle to the mist-shrouded mountains of the central highlands—each Jetwing property is a celebration of its region's distinct character.

This geographic diversity means that our operations and sustainability initiatives are carefully tailored to suit the specific needs of each location. At Jetwing Hotels, we recognise that sustainability can never take a cookie-cutter approach. Instead, we craft our practices to align with the challenges and opportunities unique to each region.

As custodians of Sri Lanka's natural beauty and cultural heritage, we are acutely aware of tourism's

dual potential—to preserve and enhance our environment and communities when approached responsibly, or to inadvertently cause harm through insensitivity. We believe in tourism as a powerful agent of positive change, fostering social and economic development while ensuring harmony with local communities.

This financial year marked a continued and steady recovery for the tourism industry, building upon the strong foundation laid previously and advancing with renewed purpose and confidence. We are deeply grateful for the unwavering dedication and hard work of our associates. The milestones we have achieved are a reflection of the principles that guides us, the passion and resilience of our teams, and the enduring trust of our guests and partners. As we look ahead and continue on this upward trajectory, I encourage us all to remain mindful of our responsibility to the environment and the communities that welcome us. This year, we revisited and refined our sustainability strategy to address global challenges, industry-specific issues, and the areas requiring immediate focus. Through this report, we reaffirm our belief that tourism, when practiced responsibly, can actively contribute to achieving the United Nations' Sustainable Development Goals (SDGs) for inclusive growth.

Collaboration remains a cornerstone of our vision, and we actively seek partnerships with stakeholders who share our commitment to sustainable

“
We believe in tourism as a powerful agent of positive change”

development. I extend my deepest gratitude to all who contribute to Jetwing's success—our shareholders, suppliers, trade partners, financial institutions, local communities, and guests. To our extraordinary team, thank you for upholding Jetwing's legacy of legendary Sri Lankan hospitality and crafting unforgettable experiences for our guests. As we expand our portfolio and enhance existing properties, sustainability remains the guiding principle in all we do.



A handwritten signature in dark ink, appearing to read 'Dmitri Cooray', written in a cursive style.

Dmitri Cooray

Managing Director
Jetwing Hotels Limited

Jetwing Hotels' Sustainability Strategy

Jetwing Hotels has been a pioneer in sustainable tourism in Sri Lanka for over fifty years, embodying the philosophy of our late Founder Chairman, Herbert Cooray: "Hospitality cannot exist isolated from the local communities and the environment." This philosophy continues to inspire our commitment to environmental stewardship and community wellbeing.

At the heart of this commitment lies our holistic Sustainability Strategy, which is founded upon the [Jetwing Sustainability Policy](#), ensuring the seamless integration of sustainable practices across every aspect of our operations. Complementing this foundation is a comprehensive policy suite that guides the consistent implementation of these practices.

Recognising the evolving challenges of sustainability, we updated our strategy this Financial Year to deepen our commitment. The updated Sustainability Strategy reflects a more nuanced understanding of the dynamic factors shaping sustainability, empowering us to develop innovative solutions to address the interconnected issues of environmental protection and social responsibility.

Our areas of focus





Climate Action

Increase renewable energy use and reduce fossil fuel use; minimise emissions through innovative approaches, and improve climate resilience of operations.



Resource Efficiency

Optimise resource use through the integration of circular practices, to reduce consumption and improve the reusability and recyclability of waste.



Heritage Stewardship

Preserve Sri Lanka's natural and cultural heritage by offering authentic experiences, respecting local traditions; and by conserving local flora & fauna.



Thriving Community

Share benefits of tourism by engaging with the community, supporting local development; creating opportunities and fostering partnerships for shared success.



Empowered Family

Provide an enriching, equitable work environment, empowering employees through continuous development and a focus on safety and well-being.



Impact Sourcing

Strengthen the local economy and reduce transport impacts by prioritising local sourcing; integrate sustainable production practices and encourage supplier responsibility.

The Bigger Picture

The impact of the sustainable initiatives at Jetwing Hotels is not limited to its scope of operations. It instead helps achieve wider objectives by aligning with the United Nations' framework for sustainable development.

Our business practices and initiatives are deeply aligned with the principles of Sustainable Development Goals (SDGs) 8 and 12.

This alignment has a positive ripple effect, enabling us to meaningfully engage and contribute to the achievement of nine additional SDGs, while growing our awareness and working towards meeting the targets of the six remaining goals.

We understand the interconnectedness of all these goals and believe that our ongoing efforts to enhance our environmental and social performance are essential for creating a sustainable future.





Introduction to the Report

Scope and Boundary

This is the second annual Environmental, Social, and Governance (ESG) Report of Jetwing Hotels, which covers the Fiscal Year (FY) 2024/25 (01 April 2024 – 31 March 2025).

This report is considered a companion document to [Jetwing Symphony PLC's](#) and [The Lighthouse PLC's](#) Annual Reports for the FY 2024/25.

This report has been prepared with reference to the Global Reporting Initiative (GRI) 2021 Standards. The GRI content index is included in [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 18 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 Jungle Lodge in Yala; Jetwing Surf & Safari 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 this report, the organisational 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](#)".

In determining the content to be included in this ESG Report, we have adopted the principle of materiality. The [material topics](#) listed on [Page 14](#) 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 Assessment

Jetwing Hotels acknowledges the vital role of informed perspectives in shaping and advancing its Sustainability Strategy. Through consistent engagement with stakeholders and a thorough review of industry benchmarks, we employ a meticulous process to identify ESG-related material topics. This process considers a diverse range of inputs, ensuring alignment with our significant environmental, social, and governance impacts, while addressing areas that meaningfully influence the decisions and priorities of our stakeholders.

The material topics identified for the FY 2024/25 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 (DEI)
- 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 organisations, 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 legendary 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.

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



Stakeholders

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.

Our Suppliers

We engage with our suppliers to drive progress towards responsible and local sourcing. Across our chain of hotels, we work closely with our suppliers 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 policymakers, we aim to enhance the positive impacts of tourism on people and planet, while minimising any adverse effects.

Engagement

- 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

- 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)

Awards and Accolades

At Jetwing Hotels, we are deeply humbled by the recognition we have received over the past financial year. These accolades are a testament to our unwavering commitment to sustainability, innovation, and the heartfelt hospitality that defines us.

These recognitions underscore our efforts to integrate sustainable practices across our properties, from renewable energy initiatives to comprehensive waste management systems.

These achievements reflect the passion and dedication of our teams, who strive to create exceptional experiences for our guests while preserving the natural and cultural heritage of our island.

While we take pride in these accomplishments, we remain grounded in our purpose—to serve as stewards of sustainability and ambassadors of Sri Lankan hospitality.

Each recognition inspires us to continue our journey with humility and a renewed commitment to making a positive impact on our planet and its people.

Jetwing Hotels was honoured with the
Global Responsible Travel Award 2024

in recognition of our Climate Action initiative by the

International Centre for Responsible Travel (ICRT)

Jetwing Hotels lauded with the
PATA Gold Award for Climate Action

by the

Pacific Asia Travel Association (PATA)

Jetwing Symphony PLC was honoured with the

Best Corporate Citizen Sustainability Award 2024

in the Leisure Sector, by

The Ceylon Chamber of Commerce

Jetwing Colombo Seven honoured at
Sustainability Awards 2024

Accommodation/Service Provider Category by the

Delegation of German Industry and Commerce in Sri Lanka

Jetwing Kaduruketha lauded with the
International Sustainable Tourism Award

and the

Skål Biosphere Sustainable Special Award

by

Skål International

in the *Accommodation* category, following the regional recognition received through the

Skål Asian Area Sustainability Award 2024

Jetwing Saman Villas recognised at

Sri Lanka Tourism Awards 2024

as the Best Boutique Hotel by the

Sri Lanka Tourism Development Authority

Jetwing Kandy Gallery recognised at

Presidential Environmental Awards 2024

with the only Gold Award in the Hospitality Sector by the

Central Environmental Authority - Ministry of Environment

Affiliations

At Jetwing Hotels, we recognise that achieving meaningful and lasting impact in sustainability and social responsibility requires collaboration. In alignment with Sustainable Development Goal 17: Partnerships for the Goals, we place immense value on strategic partnerships beyond our core hospitality and tourism expertise.

We acknowledge that while our strengths lie in creating exceptional travel experiences, the challenges of environmental conservation and community empowerment demand specialised knowledge and long-term commitment. By partnering with organisations that are leaders in conservation, social outreach, and sustainable development, we are able to amplify our efforts, share knowledge, and contribute to broader systemic change.

As such, we are proud to be members or partners of the following organisations, each of which plays a vital role in helping us advance our sustainability goals:

BIODIVERSITY SRI LANKA

Biodiversity Sri Lanka (BSL), a private-sector-led platform, is dedicated to promoting biodiversity and environmental conservation in Sri Lanka. Through technical support, knowledge sharing, and best practice promotion, BSL fosters collaboration between the public and private sectors and advocates for biodiversity-friendly policies.

Dmitri Cooray, Managing Director of Jetwing Hotels Limited, was appointed to the Board of Directors of Biodiversity Sri Lanka (BSL) for the current financial year, reinforcing our ongoing efforts to build partnerships for environmental preservation and building a more sustainable future.



**United Nations
Global Compact**

Jetwing Hotels is a participant of the United Nations Global Compact (UNGC) Sri Lanka Network, actively working to advance sustainable and ethical business practices. By aligning with the Ten Principles of the UNGC we reinforce our dedication to responsible corporate citizenship. Through this partnership, we aim to accelerate and amplify the collective impact of Sri Lankan businesses in achieving the Sustainable Development Goals (SDGs).



SLYCAN Trust is a non-profit organisation based in Sri Lanka, which works to contribute to collective local and global efforts to address the impacts of climate change, animal welfare, as well as social and economic issues hindering social justice.

We have collaborated with SLYCAN Trust to promote plant-based cuisine across Sri Lanka and champion sustainable gastronomy.



The Wildlife and Nature Protection Society of Sri Lanka (WNPS) is the third oldest organisation of its kind in the world, with a longstanding commitment to wildlife and biodiversity conservation across the country. Its mandate includes conservation education, public awareness, and advocacy for policy-level change.

As a corporate member, Jetwing Hotels partners with WNPS by supporting its monthly public lectures, which attract hundreds of attendees. We also collaborate on initiatives to prevent overtourism and promote responsible tourism, aligning our hospitality practices with conservation goals.

Advocacy and Awareness

At Jetwing Hotels, we believe that education and awareness are fundamental to driving environmental and social sustainability. Conservation begins with understanding, and we are committed to sharing knowledge that inspires action and fosters long-term change.

By openly sharing our sustainability journey—what we've learned, the challenges we've faced, and the goals we continue to pursue—we aim to create a [butterfly effect](#) that encourages others to adopt responsible practices.

To support this vision, we actively engage in and contribute to education and awareness programs, both within the hospitality industry and beyond. Our management team regularly participates in forums, workshops, and public events, where we share our experiences and best practices to promote a culture of sustainability and responsible tourism.



Tourism Day Celebrations September 2024

Hiran Cooray, Chairman of Jetwing Symphony PLC and The Lighthouse Hotel PLC, was the guest speaker at the tourism day celebrations held at the University of Jaffna. He focused on tourism as a tool for peace and reconciliation.

Sri Lanka Human Capital Summit 2024 July 2024

Hiran Cooray, Chairman of Jetwing Symphony PLC and The Lighthouse Hotel PLC, was a panelist at the event, which discussed the way to build a strong talent pool for the Sri Lankan tourism sector.

Zero Plastics with Professionalism November 2024

Sashika Kaluwahewa, Manager - Sustainability, was the Guest Speaker on 'Zero Plastics with Professionalism – ZP TALKS' organised by the ZeroPlastic movement of the University of Peradeniya.



Multi-Actor Partnerships for Climate and Disaster Risk September 2024

Jetwing St. Andrews was onboard as hospitality partner for SLYCAN Trust's multi-actor partnership forum, which focused on strengthening collaboration and building capacities of tourism sector actors in the Nuwara Eliya district.

Vegan Night November 2024

In celebration of Vegan Day, Jetwing Ayurveda Pavilions hosted a special vegan dinner. Jetwing Ayurveda Pavilions, which focuses on the ancient healing practice, champions vegetarian and vegan culinary offerings.

Transition to Circular Food Business Models March 2025

Sashika Kaluwahewa, Manager - Sustainability, was a panelist at the "Transition to Circular Food Business Models" held at the launch of the Circular Economy in the Food Sector programme, jointly implemented by Expertise France, FAO, and GIZ.



Climate-friendly Travel

January 2025

Jetwing Hotels organised a panel discussion on Climate-friendly Travel, convening private and public experts to explore this timely and important topic.

The panel featured Buddhika Hewawasam, Chairman of the Sri Lanka Tourism Development Authority and the Sri Lanka Tourism Promotion Bureau (SLTPB); Harsha Wickramasinghe, Deputy General Director of the Sri Lanka Sustainable Energy Authority (SLSEA); Sampath Jayawardena, Senior Director of Climate Change and Sustainability Services at Ernst & Young; and Hiran Cooray, Chairman of Jetwing Symphony PLC and The Lighthouse Hotel PLC. Each speaker contributed valuable insights on responsible travel, sustainable energy, and climate action.

Sashika Kaluwahewa, Manager for Sustainability at Jetwing Hotels, moderated the discussion. The event was further enriched by thought-provoking questions from a diverse audience, which included public sector officials, media representatives, academics, travel industry professionals, and members of development agencies.



Plant-based Stories

November 2024

Sashika Kaluwahewa, Manager – Sustainability, was a panelist at SLYCAN Trust’s Vegan Day event, Celebrating Culinary Tourism in Sri Lanka. The event spotlighted the cultural and historical significance of plant-based cuisine in Sri Lanka.



Leopards, People, and Everything

July 2024

The Wildlife and Nature Protection Society organised the inspiring lecture by Dr. Jeanine Stephanie McManus, focused on her experience with leopards in South Africa. Jetwing Hotels was onboard as the hospitality partner.

Inclusive and Sustainable Tourism

December 2024

The European Chamber of Commerce of Sri Lanka (ECCSL), in collaboration with the Strengthening Social Cohesion & Peace in Sri Lanka (SCOPE) programme, hosted the first in a series of industry events bringing businesses together to share knowledge on inclusive and sustainable practices.

Sashika Kaluwahewa, Manager - Sustainability, shared insights on the challenges, strategies, and outcomes of Jetwing Hotels’ community outreach and empowerment programmes.



Environmental Performance



Sri Lanka's tourism industry flourishes on the very foundation of a healthy and thriving natural environment.

As a hospitality and leisure company with an expanding presence in over 18 destinations—ranging from the Northern Peninsular of Jaffna to the wilderness of Yala in the South, the bustling cities of the West, the tranquil paths of the East, the picturesque hill country, and the cultural triangle—we understand that our operations impact not only the environment but also local communities. This presents us with both challenges and opportunities.

Our properties are situated amidst pristine beaches, lush forests, and vibrant ecosystems teeming with diverse flora and fauna. These natural landscapes are central to our guests' experiences and the vitality of our business. Protecting this invaluable natural capital is not merely an aspiration but an imperative. We proactively manage resource consumption, emissions, and waste by adopting innovative construction methods, environmentally-friendly materials, energy and water conservation practices, and efficient effluent and waste management systems.

In light of the planet's rapidly changing climate conditions, we have established adaptive contingency plans to mitigate potential environmental impacts, particularly in disaster preparedness for extreme weather events.

Routine biodiversity assessments, the promotion of sustainable products and services, and strict adherence to environmental regulations are integral to our approach. Sustainability is woven into the design, construction, and operation of our hotels, allowing us to responsibly navigate our environmental challenges while fostering positive contributions to the communities and ecosystems we serve.

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



CLIMATE ACTION



RESOURCE EFFICIENCY



HERITAGE STEWARDSHIP



IMPACT SOURCING

SDG Contribution

6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND



684,000 reusable glass water bottles produced preventing over **6,800 kg** of plastic ending up in oceans or landfills

256,600 m³ wastewater treated & reused equivalent to filling **103** Olympic pools

15

hotels ISO14001 certified

10

hotels Travelife certified

01

biodiversity survey completed

07

Electronic Vehicle (EV) charging stations established across the island

02

international awards celebrating our climate action initiatives

projected to meet **25%** of our electricity requirement through solar power

Overall Management Approach

Jetwing Hotels operates under a comprehensive [Environmental Policy](#), which is reviewed annually and updated as required to align with evolving sustainability goals. This policy is built on a comprehensive framework that includes planning, implementation, operational efficiency, ongoing evaluation, and management review. Its purpose is to ensure that every Jetwing property not only adheres to eco-friendly practices but also fosters an eco-conscious culture.

Each department plays a pivotal role in upholding the principles outlined in the [Environmental Policy](#). This involves promoting sustainable energy initiatives, implementing effective waste management strategies, setting measurable targets for waste reduction, and continuously monitoring environmental parameters to identify and execute areas of improvement.

To drive these efforts, the Company's Sustainability Manager and Head of Engineering work closely with property-level teams. They engage in monthly reviews to assess progress, identify challenges, and implement solutions, ensuring consistent advancement in environmental performance across all Jetwing premises.



Compliance

At Jetwing Hotels, we are dedicated to providing our guests with authentic Sri Lankan experiences while adhering to the highest industry standards. Our steadfast commitment to excellence is reflected in the numerous certifications and accreditations we proudly hold. These credentials are meticulously renewed on an annual or biennial basis, reinforcing our dedication to maintaining and continually improving our operations and machinery.

Currently, 15 of our properties are certified as fully compliant with the ISO 14001:2015 Environmental Management System (EMS), showcasing our adherence to globally recognised environmental management practices.

Additionally, 10 of our properties have earned Travelife certifications for meeting rigorous accommodation sustainability standards, further underscoring our commitment to sustainable and responsible hospitality.

Energy and Emissions

We are committed to minimising our environmental impact by optimising energy use and reducing emissions across all properties. By adopting sustainable practices, such as reducing reliance on fossil fuels and prioritising cleaner alternatives, we continuously strive to lower our carbon footprint while maintaining operational excellence.

Management Approach

Jetwing Hotels is committed to reducing greenhouse gas (GHG) emissions through strategic investments in energy efficiency projects and a growing reliance on renewable energy. Designed to harmonise with their natural surroundings, our hotels incorporate green building principles, emphasising energy efficiency and resource conservation.

Recognising that supply chain emissions account for a significant portion of the hospitality sector's carbon footprint, Jetwing Hotels takes a comprehensive, multi-pronged approach to address this challenge. Unlike manufacturing industries, which often rely on standardised inputs, hotels operate within complex supply chains involving a wide range of vendors. To navigate this complexity, we implement our [Energy Management Policy](#) to conserve energy, monitor performance, and build awareness across all properties.

Local sourcing remains central to our sustainability strategy. Nearly a decade ago, Jetwing Hotels became the first local hotel chain to exclusively feature Sri Lankan fruits and seafood, eliminating the use of imported varieties. This shift has substantially reduced supply chain emissions while supporting local communities.

In addition, we operate six in-house glass water bottling plants, strategically located at Jetwing Blue, Jetwing Lake, Jetwing Kaduruketha, Jetwing Lighthouse, Jetwing Yala, and Jetwing Warwick Gardens. These plants not only provide bottled water for nearby sister properties but also significantly reduce carbon emissions associated with transportation.

Key Areas of 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

Energy Consumption and Management

In tropical climates like Sri Lanka, air conditioning accounts for an astonishing 50-60% of a hotel's electricity consumption. Effectively addressing this challenge is critical to reducing overall energy usage. At Jetwing Hotels, we have been proactive in tackling this issue from the outset.

By incorporating thoughtful architectural elements such as open designs, double-glazed windows, and high roofs during the planning and design phase, we have significantly minimised the cooling requirements of our properties. These design principles not only enhance natural ventilation but also contribute to greater energy efficiency.

Furthermore, we optimise energy consumption by using highly efficient chillers across our hotels. Four of our properties operate innovative vapor absorption chillers powered by steam generated from biomass boilers. This approach replaces electricity with a renewable energy source, further reducing our environmental footprint and exemplifying our commitment to sustainable operations.

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.

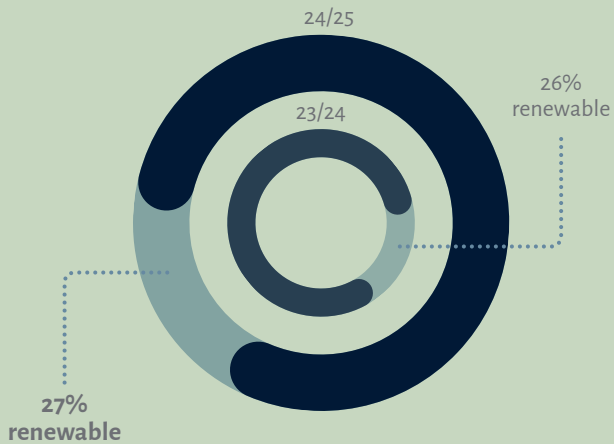
As a member of the Climate Action Working Group of the United Nations Global Compact (UNGC), and other similar organisations, we frequently engage with industry peers to share best practices and insights.



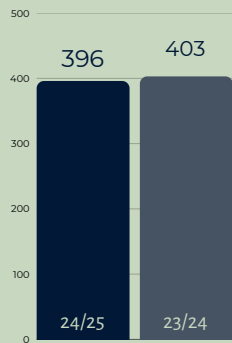
24/25 **165,880** giga joules

23/24 **169,538** giga joules

Annual energy consumption



Renewables in the mix



Energy use per guest night (MJ)

The energy intensity ratio per guest remains largely unchanged, indicating a stable and positive trend.

However, the percentage of renewable energy contribution for the reporting year remains below pre-crisis levels, primarily due to reduced biomass usage. This shortfall is attributed to supply chain challenges and limited biomass availability, which are actively being addressed.



24/25 **2,353,306** kg CO₂

23/24 **2,515,278** kg CO₂

Scope 01 emissions

24/25 **6,903,568** kg CO₂

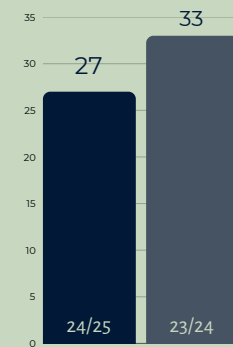
23/24 **8,800,097** kg CO₂

Scope 02 emissions

24/25 **9,257** ton CO₂

23/24 **11,315** ton CO₂

Total GHG emissions



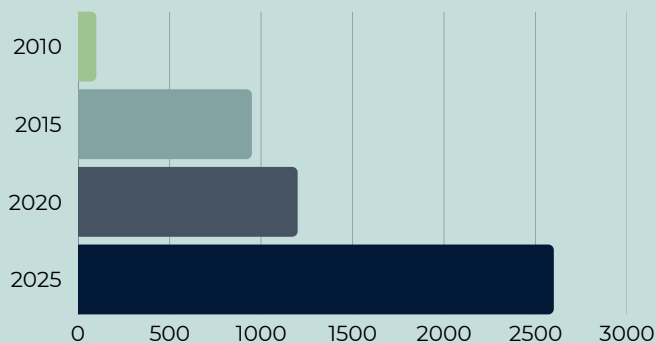
GHG emissions per guest night (kgCO₂)

Solar PV Expansion

Beginning our Solar PV journey in 2010 with an off-grid 20kW system at Jetwing Blue, we have steadily increased our solar PV capacity over the years.

This reporting year (2024/25), we reached an important milestone in our sustainability efforts by completing the installation of solar photovoltaic (PV) systems to a total capacity of 2.6 megawatts (MW) across our portfolio of hotels.

Initiated in the previous financial year (2023/24), this project now enables us to meet almost a quarter of our electricity requirements through solar energy, underscoring our ongoing commitment to renewable energy and carbon reduction.



Hotel	Capacity (kW)	Estimated Electricity Generation (kWh/year)	Estimated Emission Reduction (CO2 metric tons/year)
Jetwing Ayurveda Pavilions	20	29,290	16
Jetwing Beach	250	360,432	191
Jetwing Blue	330	475,200	252
Jetwing Colombo Seven	45	47,993	25
Jetwing Jungle Lodge	125	172,8005	91
Jetwing Kaduruketha	120	173,304	92
Jetwing Kandy Gallery	90.5	104,055	55
Jetwing Lagoon	270	388,901	206
Jetwing Lake	300	471,003	249
Jetwing Lighthouse	200	256,656	136
Jetwing Saman Villas	40	57,600	30
Jetwing Sea	140	201,773	107
Jetwing St. Andrew's	62	67,122	36
Jetwing Surf	144	207,475	110
Jetwing Vil Uyana	115	165,974	88
Jetwing Yala	300	461,830	244

An initiative recognised by





Electric Vehicle (EV) Charging Stations

As part of our commitment to reducing environmental impact, we expanded our network of EV charging stations across several properties. In addition to the facility at Jetwing Colombo Seven, implemented in the last financial year (2023/24), we introduced convenient charging stations at:

- Jetwing Blue
- Jetwing Lighthouse
- Jetwing Yala
- Jetwing Kandy Gallery
- Jetwing Lake
- Jetwing Vil Uyana
- Jetwing Jaffna

This initiative made it easier for our guests and visitors to embrace electric vehicles as a sustainable mode of transport while exploring the island's natural beauty.

To further align with our sustainability goals, we utilised solar energy wherever feasible to supplement the electricity needs of these stations, reducing our reliance on conventional sources and minimising our carbon footprint.

Water and Effluents

As a leading hospitality brand with locations across Sri Lanka, Jetwing Hotels is deeply aware of the growing pressures on the island's water resources. Population growth, increasing agricultural demands, and the intensifying effects of climate change have placed immense strain on water availability. With only 57.7% of Sri Lanka's population having access to piped water, many rely on alternative solutions such as protected dug wells, rainwater harvesting systems, and shared public water points.

At Jetwing, we are committed to playing our part in addressing this critical challenge. We actively implement water conservation initiatives and invest in sustainable practices such as rainwater harvesting and effluent treatment.

Management Approach

Jetwing Hotels has implemented comprehensive measures to regulate and optimise water consumption across all its properties. Water usage is meticulously sub-metered and monitored wherever feasible, while the installation of water-saving fixtures such as low-flow showerheads, faucets, and dual-flush toilets has significantly improved efficiency.

Key Areas of Focus



Water conservation and use management



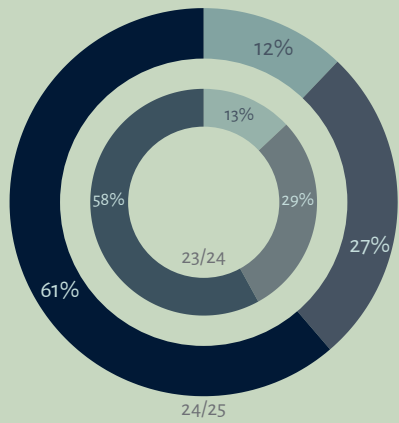
Wastewater management



24/25 **394,180** m³

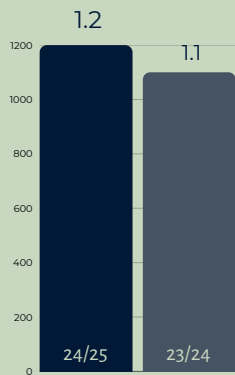
23/24 **426,746** m³

Total water withdrawal



● Seawater ● Groundwater ● Third-party water

Water withdrawal by source



Water use per guest night (m³)

Currently, 61% of the total water requirement is sourced from municipal supplies, with 27% drawn from groundwater. At Jetwing Yala, an innovative approach is employed to address the region's arid conditions—seawater is processed through a reverse osmosis (RO) plant, alleviating pressure on local freshwater resources.

The water intensity ratio per guest remains largely unchanged, indicating a stable and positive trend.

Properties equipped with onsite effluent treatment plants ensure that all wastewater is treated to meet the required standards. Other properties responsibly manage wastewater through pre-treatment in septic tanks with anaerobic digestion, followed by ground soakage, or direct discharge into municipal sewer systems.

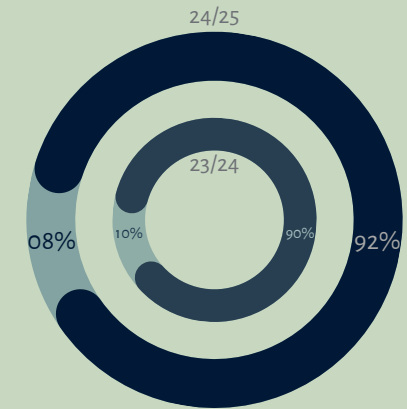
Wastewater Treatment

In newer properties, black and grey water is separated at the source and treated independently to enhance system efficiency. Treated wastewater is repurposed for gardening and cooling tower operations, contributing to circular water use. To ensure compliance, the quality of discharged water is routinely tested by accredited external agencies, adhering to the Central Environmental Authority's standards under the National Environmental Act.

24/25 **106,492** m³

23/24 **157,918** m³

Total water consumption



● Seawater ● Groundwater

Water discharge by source



Waste

Recognising our role as a significant generator of diverse waste streams—from food and packaging to recyclables and operational byproducts—we remain committed to minimising our environmental footprint through proactive and innovative strategies.

Guided by the principles of the 3R approach (Reduce, Reuse, Recycle), we also adopt complementary practices such as repurposing, treatment, and responsible disposal, striving to transition towards a circular operational model.

We meticulously track daily waste collection across all properties, with monthly reports shared with the sustainability manager and property heads. These reports are analysed to identify anomalies and facilitate timely corrective actions, ensuring a robust and efficient waste management process.

Management Approach

The cornerstone of our waste management strategy lies in reducing waste generation. We reinforced this commitment by collaborating with suppliers to minimise unnecessary packaging across our hotels, resorts, residences, and offices.

Other key initiatives include:

- Transitioning away from single-use plastics, replacing plastic water bottles with reusable glass bottles. In FY 2024/25, we filled over 684,000 bottles at our water bottling plants, eliminating over 6,800 kg of plastic waste.
- Introducing refillable glass amenity bottles in guest rooms and opting for wood, paper, or steel alternatives for disposable items like straws.
- Creating a closed-loop system in our spice procurement process, where suppliers deliver spices in reusable bottles, which are returned for refilling to further minimise single-use packaging.

Solid waste is segregated at the source at every property to facilitate effective treatment.

- Recycling: Paper, plastic, and glass waste are sold to verified third-party recyclers.
- Food Waste Management: Properties equipped with biogas digesters process food waste into cooking fuel for staff kitchens, reducing dependency on LPG. Food waste is handed over to municipalities or sent to local piggeries at other properties.
- Composting: Garden waste is processed in composting machines or above-ground pits, reusing the resulting compost in our organic gardens.

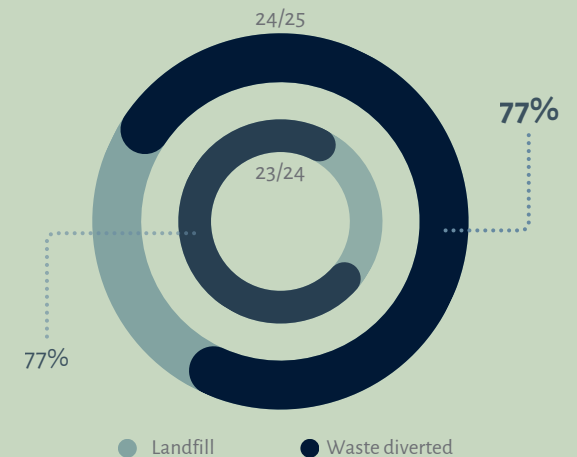
Key Areas of Focus



Waste reduction



Waste treatment and disposal



Biodiversity

Sri Lanka's tourism industry is deeply rooted in its abundant biodiversity, a vital asset that enthalls travellers from around the world. With stunning coastlines, majestic mountains, vibrant rivers, and verdant forests, the island's natural wonders form the foundation of its allure. A thriving tourism sector depends on a healthy and sustainable environment.

Jetwing Hotels operates across 18 unique destinations in Sri Lanka, each embracing diverse habitats and ecosystems. From sun-kissed sandy beaches and misty mountain ranges to ancient agrarian landscapes of paddy fields, serene lakes, and the iconic tea plantations, our properties are woven into the country's rich natural tapestry. Recognising this deep connection, we are committed to halting and reversing biodiversity loss while championing environmental conservation and restoration. These efforts are not only vital—they are indispensable for ensuring the sustainability of Sri Lanka's tourism industry.

Management Approach

We recognise that the diverse ecosystems surrounding our properties demand tailored and strategic management approaches. To this end, each property takes on the responsibility of preserving and maintaining the natural environment unique to its location.

While our properties are not situated within legally protected areas, many enjoy proximity to breathtaking natural settings, such as coastal regions, waterbodies, and other ecologically rich landscapes. We are deeply committed to safeguarding these environments, which often possess significant biodiversity value. By minimising disturbances, proactively managing our outputs, and ensuring that our operations do not contribute to pollution, we aim to protect and preserve these habitats.

Reducing our environmental footprint remains a key focus of our sustainability initiatives. Across all our properties, we emphasise the responsible use of materials, such as opting for eco-friendly paints and minimising the use of chemical fertilisers in favour of sustainable practices within our organic gardens. These efforts reinforce our pledge to preserve biodiversity and ensure the well-being of the ecosystems in which we operate.

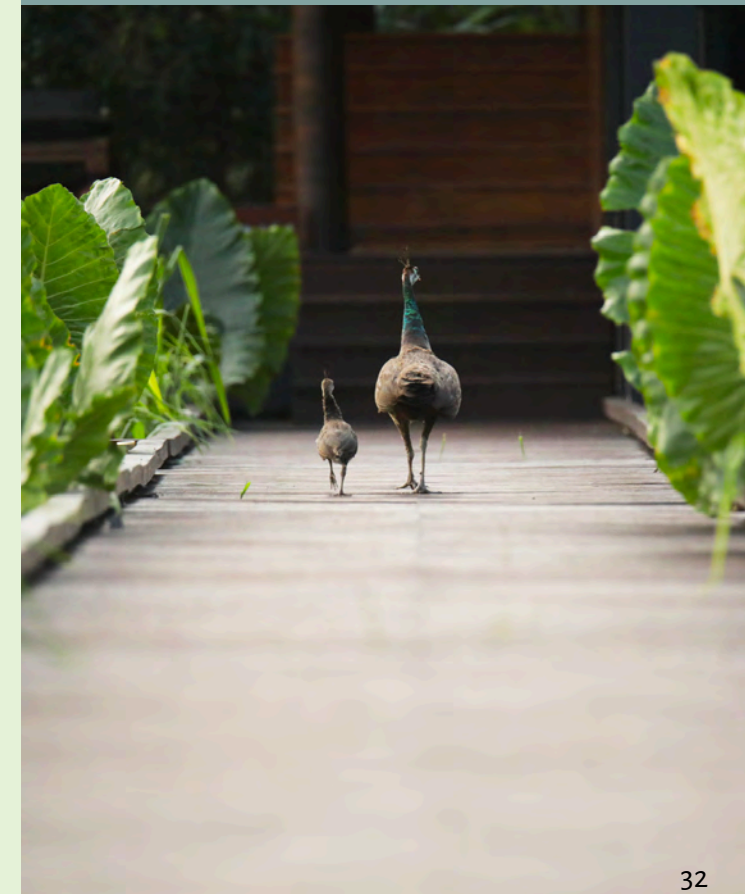
Key Areas of Focus



Conservation



Education and awareness



Conservation Highlights

BIODIVERSITY AT JETWING VIL UYANA

Jetwing Vil Uyana, our purposefully constructed wetland sanctuary, has flourished into a thriving haven for wildlife. Prior to the launch of the property, a rapid biodiversity survey revealed minimal animal activity in the area.

However, this financial year, we partnered with a team of researchers led by Prof. Sampath Seneviratne from the Faculty of Science, University of Colombo, to conduct a follow-up rapid biodiversity survey over four days.

The results of this comprehensive assessment showcased the remarkable transformation of the sanctuary, with the following data collected:

Species	2005	2025
Mammals	12	14
Butterflies	24	33
Birds	29	74
Fish	4	26
Reptiles	1	41
Amphibians	2	15



Over its 20-year evolution, Jetwing Vil Uyana has become home to an impressive array of species, including 160 birds, 30 mammals, 58 butterfly species, and more than 50 amphibians and reptiles. This biodiversity milestone underscores the success of our ongoing conservation efforts.

Notably, the property features a dedicated 3-acre Loris Conservation Site and Information Center. These initiatives are vital for preserving the habitat of the Grey Slender Loris and other vulnerable wildlife species, such as Sri Lanka's elusive small wildcats.

REGENERATIVE AGRICULTURE AT JETWING KADURUKETHA

Jetwing Kaduruketha stands as a shining example of our commitment to environmental stewardship and biodiversity conservation. Situated within a vast 50-acre paddy field, the property employs organic and regenerative agricultural practices to cultivate heirloom rice, restoring balance to the land and giving back to nature.

Through the use of organic fertilisers and reduced tillage methods, Jetwing Kaduruketha has nurtured a healthy soil ecosystem that supports enhanced soil formation, nutrient cycling, and water retention. This naturally fertile environment sustains crop growth while fostering ecological resilience. By completely eliminating synthetic fertilisers and pesticides, the property has stimulated soil biodiversity, improved productivity, and contributed to carbon sequestration, actively combating climate change.

These efforts have also cultivated a thriving habitat for pollinators and other beneficial insects, strengthening local biodiversity and enriching the surrounding ecosystem. Jetwing Kaduruketha exemplifies how regenerative practices can transform agriculture into a powerful force for environmental conservation, creating harmony between human activity and nature.

Conservation Highlights

BEYOND BUSINESS INITIATIVES

At Jetwing Hotels, our commitment extends beyond providing luxurious accommodations—we offer unique experiences designed to immerse guests in Sri Lanka’s extraordinary natural heritage. From guided nature walks to birdwatching tours, our knowledgeable resident naturalists and butlers lead guests on journeys through the island’s breathtaking landscapes and diverse wildlife, fostering a deep connection to its vibrant ecosystems.

Our dedication to environmental sustainability transcends hotel boundaries. By cultivating partnerships with local communities, schools, and universities, we aim to raise awareness about the distinctive ecosystems found across various regions. Frequent cleanup initiatives ensure the preservation of the pristine natural environments surrounding our properties. All waste collected during these programs is meticulously sorted at the source and responsibly disposed of, minimising our environmental impact and reinforcing our sustainability ethos.

PARTNERSHIP WITH BIODIVERSITY SRI LANKA

Jetwing Hotels is a proud patron member of Biodiversity Sri Lanka (BSL), a pioneering private-sector platform dedicated to biodiversity conservation. Through our partnership with BSL, we contribute to the restoration of a severely degraded section of rainforest within the Kanneliya Conservation Forest. Grounded in restoration ecology principles, this ambitious initiative is now in its seventh year of reforestation. By uniting stakeholders across the private and public sectors, the project has demonstrated remarkable success and serves as a pilot for replication in future restoration endeavours.



PARTNERSHIP WITH THE WILDLIFE AND NATURE PROTECTION SOCIETY OF SRI LANKA (WNPS)

Jetwing Hotels has a longstanding commitment to biodiversity conservation, demonstrated through frequent collaborations with the Wildlife and Nature Protection Society (WNPS), Asia’s oldest conservation society. In the financial year 2024/25, we proudly partnered as the official hospitality sponsor for the WNPS Monthly Conservation Lecture in August 2024, coinciding with Sri Lanka Leopard Day.

Jetwing Colombo Seven had the honour of hosting Dr. Jeannine Stephanie McManus from the Landmark Foundation, South Africa, as the distinguished speaker for the event. Her lecture focused on her extensive experience in addressing human-leopard conflict in South Africa, offering invaluable perspectives that resonate deeply with the challenges of Sri Lanka's emerging human-leopard conflict in the hill country.

Following the lecture, Dr. McManus collaborated with the Jetwing team to record a thought-provoking [podcast](#), enriching the dialogue on solutions for human-leopard coexistence.

Social Performance



Each region of the island offers its own unique identity, contributing to the rich diversity that defines our paradise isle.

Sri Lanka is globally renowned for its exceptional hospitality—a reflection of the warmth, generosity, and cultural richness of its people. At Jetwing Hotels, our people are the heart of this legendary Sri Lankan hospitality. From our dedicated associates and trusted suppliers to the vibrant communities we engage with, each plays a vital role in delivering meaningful and memorable experiences to our guests.

Though small in size, Sri Lanka is a mosaic of cultures, ethnicities, and traditions. Each region of the island offers its own unique identity, contributing to the rich diversity that defines our paradise isle. Operating across 18 destinations, we are privileged to engage with a wide spectrum of communities, each with its own story, heritage, and aspirations.

We recognise that our success is intrinsically linked to the well-being of our people and the communities we serve. Our commitment to social responsibility is rooted in empathy, inclusivity, and a deep sense of

belonging. We strive to create a positive social impact by fostering diversity, equity, and inclusion within our workforce and beyond.

Jetwing Hotels does not exist in isolation. We are part of a broader network—an interconnected web of people, culture, and environment. We embrace our role as responsible corporate citizens and compassionate neighbors, mindful of the influence we have and the responsibilities we share.

Our Sustainability Strategy outlines key focus areas for strengthening community relationships and promoting inclusive growth as follows:



SDG Contribution



Overall Management Approach

At Jetwing Hotels, our commitment to social responsibility is rooted in respect for human dignity, ethical labour practices, and inclusive community development. Our [Human Rights Policy](#), reviewed annually, reflects our dedication to upholding the highest standards of fairness, equity, and safety across all areas of our operations.

We ensure that all individuals connected to our business—associates, suppliers, or partners—are treated respectfully and fairly. This includes a strong focus on non-discrimination, equitable compensation, and maintaining a safe and healthy work environment. We enforce a zero-tolerance policy for child labour, forced labour, and any form of exploitation, and we are committed to creating a workplace that is both inclusive and empowering. As part of this commitment, we have implemented a [Child Safeguarding Policy](#), which ensures a safe and ethical environment for all children who come into contact with our services.

The Human Resources (HR) department plays a central role in implementing and monitoring these commitments, ensuring that our policies are consistently applied across all properties. Our approach is both strategic and localised: a centralised HR team sets the direction, while property-level HR

teams tailor implementation to meet the unique needs of each location.

We also extend our ethical standards to our supply chain. All suppliers are required to sign a Supplier Declaration Form, affirming their compliance with our zero-tolerance stance on unethical practices, including corruption, child labor, and exploitation. This ensures that our values are upheld throughout our procurement and operational processes.

Beyond our workforce, we actively contribute to the well-being of the communities in which we operate. Through recruitment drives and initiatives such as the Jetwing Youth Development Programme (JYDP) and Second Careers Programme, we provide training and employment opportunities to underserved groups, including youth from underprivileged communities and middle-aged women seeking to enter or re-enter the workforce. These programmes are designed to promote long-term economic inclusion and personal growth.

Our long-standing local procurement strategy strongly reflects our commitment to local economic development. More than a decade ago, Jetwing Hotels took a pioneering step by exclusively sourcing local fruits, vegetables, and seafood for all our restaurants and culinary experiences. Today, this commitment has grown into a core operational principle: 100% of our procurement budget is spent within Sri Lanka. We prioritise local suppliers and

producers, ensuring that our operations contribute directly to the national economy. The only exceptions are select imported items—such as wine and specialty products—unavailable locally. This approach supports local farmers, fishers, and small businesses and reinforces our dedication to sustainability, freshness, and authenticity in every guest experience.

Compliance

Jetwing Hotels is committed to maintaining the highest standards of legal and ethical compliance. We fully adhere to all applicable national labour laws, constitutional rights, and legislative provisions in Sri Lanka. Our policies are designed to protect the rights of our associates and ensure that our responsibilities to society are met with integrity and transparency.

We continuously monitor changes in the regulatory landscape and update our internal policies and practices to reflect evolving legal and ethical expectations. This ensures that our operations remain compliant, responsible, and aligned with our core values of respect, fairness, and accountability.



Our Associates

At Jetwing Hotels, our associates are the cornerstone of our success. Comprising a team of over 2,400 highly skilled and passionate individuals, we are united by a shared commitment to delivering exceptional hospitality across all our properties. We foster a workplace culture that empowers, inspires, and nurtures professional and personal growth, ensuring every team member feels valued and motivated.

We are firmly committed to upholding the principles of equality, fairness, and respect. Discrimination of any kind—whether based on gender, ethnicity, religion, age, disability, or any other status—is not tolerated. We strictly adhere to all labour laws and constitutional protections in Sri Lanka, and we strive to create a work environment where being part of the Jetwing family is a source of pride and belonging.



Management Approach

Jetwing Hotels' people-first philosophy is built on the values of passion, humility, integrity, and tenacity. Our management approach prioritises the well-being, development, and empowerment of our associates through a comprehensive employee value proposition that includes:

- Equal opportunity employment and inclusive hiring practices
- Safe and healthy working conditions across all properties
- Competitive and fair compensation
- Ongoing training and development programs
- Clear career progression pathways and succession planning

Our [Human Rights Policy](#) underpins these commitments and guides our approach to ethical labour practices. We implement a structured recruitment framework to attract top talent and invest in their growth through targeted development initiatives. These include leadership training, cross-functional exposure, and continuous learning opportunities tailored to individual career goals.

To ensure that our workforce reflects the communities we serve, we actively promote local talent development.

Approximately 29.8% of our senior management—including General Managers, Resident Managers, Department Heads, and Executives—are recruited from the same district as the property they manage. “Locally recruited” refers to individuals who were either born in the district or have established long-term residency prior to joining Jetwing Hotels.

Our HR governance policies are regularly reviewed to ensure alignment with employee needs, stakeholder expectations, and the company's long-term strategic goals. This integrated approach enables us to build a resilient, motivated, and inclusive workforce that is well-equipped to deliver on our brand promise.

Key Areas of Focus



Occupational health and safety



Training and education



Diversity, equity, and inclusion



Employee engagement and wellbeing

Diversity, Equity, and Inclusion

At Jetwing Hotels, we believe that building a better future begins with empowering our people and uplifting the communities we serve. Our commitment to Diversity, Equality, and Inclusion (DEI) is rooted in the belief that a diverse and inclusive workplace drives innovation, strengthens our culture, and creates lasting positive impact.

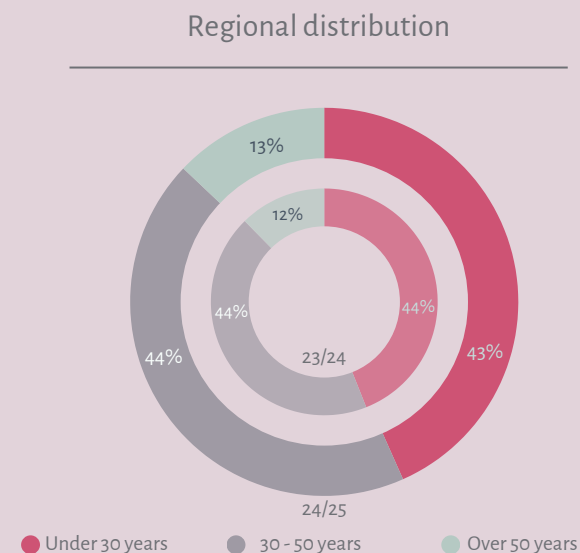
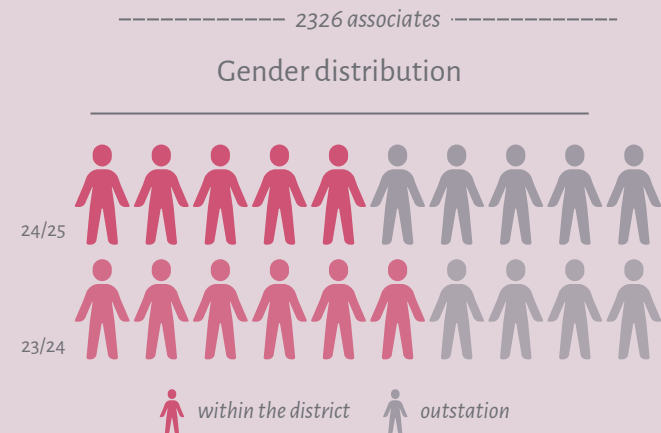
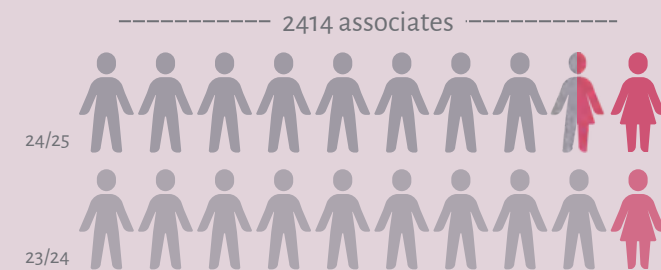
We are proud to foster a workforce that reflects a broad spectrum of backgrounds, experiences, and perspectives. Through skills-based recruitment practices, we actively minimise unconscious bias and ensure that every role is filled by the most qualified candidate. Equal opportunity is not just a principle—it is a practice embedded in every stage of our employee journey.

Our inclusive culture is supported by equitable compensation structures that are free from gender bias, and by policies that promote respect, dignity, and empowerment for all. Currently, women represent 10% of our senior management team—a figure we are committed to growing through targeted development and mentorship initiatives.

To ensure accountability and continuous improvement, we take a data-driven approach to DEI. We regularly track and analyse diversity metrics across all levels of the organisation, including gender and ethnicity, using these insights to inform our strategies and measure progress.

Jetwing Hotels maintains a zero-tolerance policy for discrimination and harassment, aligned with the definitions set forth by the International Labour Organisation (ILO) Convention. We are proud to report zero incidents of discrimination during the financial year—an outcome that reflects our unwavering dedication to creating a safe, respectful, and inclusive workplace for all.

As Sri Lanka's tourism industry continues its upward trajectory, Jetwing Hotels has experienced a steady increase in guest arrivals across our properties. To meet this growing demand while maintaining the high standards of service we are known for, we have proactively expanded our team. This increase in associates not only strengthens our operational capacity but also reflects our commitment to inclusive growth, creating meaningful employment opportunities across the country.



One of the most promising developments has been the rise in gender diversity within our workforce. More women are now entering the hospitality sector, and we are seeing greater female representation at all levels of the organisation. This shift is particularly visible in leadership, where women are increasingly taking on senior roles and representing Jetwing in public forums. Their visibility and success serve as powerful inspiration for others, helping to break down barriers and encourage more women to pursue careers in hospitality.

While we continue to prioritise hiring from the local communities surrounding our properties, we also recognise the value of a geographically diverse workforce. In instances where suitable candidates are not available locally, we extend our recruitment efforts to other districts. For those who relocate, we provide meals and accommodation, reducing the financial burden of travel and living expenses. Many associates have found that working outside their home district offers valuable exposure, new experiences, and opportunities for personal and professional growth.

Our workforce also reflects a healthy balance of age groups, which contributes to a vibrant and collaborative workplace culture. Younger associates bring energy, adaptability, and fresh perspectives, while more experienced team members offer guidance, stability, and leadership. This cross-generational dynamic fosters mutual learning and

strengthens our ability to innovate while staying grounded in the values that define Jetwing.

Together, these developments underscore our belief that diversity—in all its forms—is a strength. By building a workforce that is inclusive, balanced, and representative of the communities we serve, we are not only enhancing our guest experience but also creating a more resilient and forward-thinking organisation.



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.

Remuneration & Benefits

At Jetwing Hotels, we are committed to fostering a workplace culture that values fairness, equity, and long-term career development. Our centralised Human Resources team plays a pivotal role in ensuring that our remuneration practices are competitive and aligned with industry standards. Prior to each performance review cycle, we conduct comprehensive industry salary benchmarking, combined with cost-of-living analyses and individual performance appraisals. This multi-faceted approach ensures that our compensation structures remain attractive, equitable, and capable of retaining and attracting top-tier talent.

We currently operate with three primary employment categories—Permanent, Contract, and Trainee—each governed by distinct contractual frameworks:

PERMANENT EMPLOYEES:

Permanent employees begin their journey with a probationary contract, transitioning to permanent status upon successful completion of the probation period. This category enjoys the most comprehensive benefits package, reflecting our commitment to long-term employee welfare and engagement.

CONTRACT EMPLOYEES:

Contract employees are hired for a defined period under fixed-term agreements. The benefits offered to this group may vary based on the nature and duration of the contract. These roles provide flexibility for both the company and the employee, while still offering access to select benefits and development opportunities.

TRAINEES:

Trainees are engaged under fixed-term trainee contracts, designed to provide hands-on experience and foundational training in the hospitality sector. While benefit entitlements during this phase are limited, the focus is on skill development and career readiness, often serving as a gateway to long-term employment within the Jetwing family.

KEY BENEFITS FOR PERMANENT EMPLOYEES



PARENTAL LEAVE

Maternity Leave (84 days)
Paternity Leave (02 days)



RETIREMENT PROVISION

The standard retirement age is 60 years, however, employees with a satisfactory service record may be re-employed post-retirement under a Fixed-Term Contract (FTC), subject to role availability and medical fitness.



STATUTORY CONTRIBUTIONS

Contributions to the Employee Provident Fund (EPF) and Employee Trust Fund (ETF) as mandated by the government.



EMPLOYEE WELLBEING AND RECOGNITION



ASSOCIATES HOLIDAY SCHEME

Employees can enjoy discounted stays across Jetwing properties and are entitled to one complimentary annual stay at a Jetwing hotel of their choice.



HONEYMOON STAY

A special offering to celebrate life milestones.

Training and Education

At Jetwing Hotels, we are deeply committed to the continuous learning and professional development of our associates. Our comprehensive learning and development strategy is designed to empower individuals at every level of the organisation, fostering both personal growth and organisational excellence.

Training needs are identified through regular consultations between the HR Department, other departmental leaders, and team members. These insights inform the design of tailored training programmes, delivered by qualified in-house experts and external professionals. Cross-training across departments and Jetwing properties is actively encouraged, promoting versatility, collaboration, and a deeper understanding of hotel operations.

During the reporting year, we completed over 7,000 hours of training, covering a wide range of topics from technical skills to leadership development. Structured induction and orientation sessions ensure a smooth onboarding experience for new associates, while ongoing training supports career progression and operational excellence.

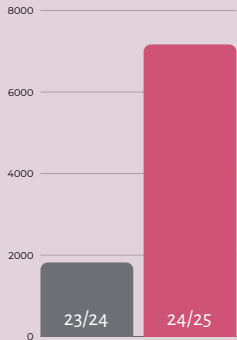
To support long-term development, we conduct biannual performance appraisals across all departments.

These reviews help identify skill gaps and inform personalised training plans. Department heads use appraisal outcomes to recommend targeted interventions that align with both individual aspirations and organisational goals.

A key focus of our strategy is developing talent from within. We have introduced several structured programmes to support internal career progression.

 <p>JETWING ELEVATION 1 Prepares associates for supervisory roles through classroom learning and interactive activities.</p>	 <p>JETWING ELEVATION 2 Supports supervisors transitioning into junior executive roles, with a focus on leadership, communication, and finance.</p>	 <p>JETWING ACHIEVERS Equips junior executives with the skills needed to move into senior executive positions, emphasising leadership and strategic thinking.</p>
 <p>HOD AND MANAGERIAL DEVELOPMENT Regular training sessions and meetings for Heads of Departments and managers to stay aligned with industry trends, operational best practices, and leadership expectations.</p>	 <p>DEPARTMENTAL TRAINING Role-specific training is provided to associates at all levels, ensuring continuous professional and personal development.</p>	 <p>EXTERNAL LEARNING OPPORTUNITIES Associates are nominated for external workshops, training programmes, and industry-specific events to broaden their exposure and knowledge.</p>
 <p>INTERNATIONAL EXPOSURE Senior managers and property heads are offered international learning trips to gain global insights and drive innovation at their respective properties.</p>		

While Jetwing Hotels does not currently offer a formal transition assistance programme for retirement or employment termination, we support internal career transitions through our development programmes. These initiatives are designed to ensure continued employability within the organisation, enabling associates to grow into new roles and responsibilities.



Training Hours



Language



Systems Training



Policies & Procedures



Product & Customer Care



Resource Efficiency



Emergency Preparedness

Training Areas

As Sri Lanka’s tourism industry enters a phase of recovery and growth, we have significantly expanded our training and development efforts to ensure our teams are well-equipped to meet evolving guest expectations.

The increase in training hours during the 2024/2025 financial year is primarily attributed to the resurgence of the tourism sector following a prolonged period of disruption. The 2019 Easter attacks, the global COVID-19 pandemic, and the economic crisis that extended into early 2024 had a profound impact on travel and hospitality. With greater national stability and a marked rise in tourist arrivals, our hotels have seen a corresponding increase in guest volumes and service demands.

To maintain Jetwing’s hallmark standards of hospitality, we implemented a comprehensive training strategy that included:

- **Refresher Training:** Revisiting core service principles to ensure consistency and excellence across all properties.
- **Skills Development:** Introducing new competencies in areas such as wellness services, culinary innovation, and digital guest engagement.
- **Service Standard Updates:** Aligning our practices with global hospitality trends and the evolving expectations of our guests.

In addition to internal training, we also invested in a series of specialised external training programs to further enhance the capabilities of our teams:

- **Food & Beverage Leadership Training:** Heads of Department (HODs) in the Food & Beverage division received external training focused on service excellence and budget analysis.
- **Management Development:** External trainers conducted sessions for participants of our Elevation 1 & 2, Achievers, and Management Trainee programs, focusing on leadership, communication, and strategic thinking.
- **English Language Training:** Associates at Jetwing Lighthouse participated in externally facilitated English language sessions to improve guest communication and service fluency.
- **Chemical Handling:** In collaboration with our suppliers, associates received hands-on training in the safe and effective use of cleaning chemicals, reinforcing our commitment to health and safety.
- **Cybersecurity Awareness:** With increasing digitalisation, an external trainer conducted cybersecurity awareness sessions to educate associates on data protection and safe digital practices.
- **First Aid Training:** Associates across properties were trained in first aid by certified external professionals, ensuring preparedness in emergencies.

Additionally, several of our properties—including Jetwing Lagoon and select hotel outlets—underwent rebranding and facility upgrades during the reporting period. These transformations required targeted training sessions to familiarise associates with new brand values, service styles, and operational protocols. This ensured a seamless transition and consistent guest experience aligned with our refreshed identity.

Our training programs are designed not only to enhance operational efficiency but also to foster personal and professional growth among our associates. We believe in empowering our teams through continuous learning, which in turn contributes to higher job satisfaction, retention, and service excellence.

The increase in training hours is a reflection of our proactive approach to workforce development, our adaptability to industry changes, and our unwavering commitment to delivering exceptional guest experiences. As Sri Lanka’s tourism sector continues to grow, Jetwing Hotels remains dedicated to nurturing talent and setting new benchmarks in hospitality.



Safety and Wellbeing

At Jetwing Hotels, the health, safety, and overall well-being of our associates and guests are of paramount importance. We are committed to fostering a safe, secure, and supportive work environment through a robust and evolving [Health and Safety Policy](#). This policy is aligned with global standards and is embedded in our daily operations through continuous training, rigorous audits, and proactive risk management.

Jetwing Hotels has implemented a structured Occupational Health and Safety Management System across all properties to ensure the consistent protection of our associates and guests. This system is designed to go beyond regulatory compliance by embedding safety into every aspect of our operations.

Key Components of Our Safety Framework:



RISK ASSESSMENTS

Regular assessments are conducted to proactively identify and mitigate potential hazards in all operational areas.



MANDATORY TRAINING

All associates receive a comprehensive introduction to general health and safety principles, followed by job-specific training tailored to their roles.

This includes:

- Identifying job-related hazards
- Implementing appropriate safety measures
- Proper use of Personal Protective Equipment (PPE)



REFRESHER TRAINING

Delivered periodically by department heads or supervisors to reinforce safety awareness and ensure ongoing competence.

Specialised Safety Measures:



ANNUAL MEDICAL TESTS

All food-handling associates undergo mandatory annual medical screenings to ensure compliance with health and hygiene standards.



FIRE SAFETY DRILLS

Fire safety and evacuation drills are conducted annually at each property to ensure preparedness in emergency situations.



FIRST AID TRAINING

Provided to designated associates across departments to ensure immediate response capability in case of injury or illness.



LIFEGUARD CERTIFICATION

All lifeguards are certified through Sri Lanka Life Saving (SLLS), ensuring adherence to national standards in aquatic safety.



Training on Occupational Health and Safety

At Jetwing Hotels, the health and safety of our associates are safeguarded through a structured and comprehensive training programme. We believe that well-informed and well-prepared employees are essential to maintaining a safe and resilient workplace, especially in high-risk operational areas such as housekeeping, maintenance, and kitchen services.

Training needs are regularly assessed to determine when and where interventions are required. These assessments are conducted when new associates join, when new equipment or safety protocols are introduced, and as part of our annual refresher training cycle. High-risk departments receive more frequent and targeted training to ensure that associates are consistently equipped to manage potential hazards.

The design and delivery of training are tailored to the needs of each group. Depending on the context, training may be delivered through on-the-job instruction, off-the-job sessions, or classroom-style learning. Internal trainers—who are certified and experienced in occupational health and safety—lead most sessions, while external experts are brought in when specialised knowledge is required.

Training content is carefully curated to address key safety areas, including chemical handling, first aid, fire safety, hygiene practices, and emergency response procedures.

All associates, including new hires and those in high-risk roles, are required to participate in these programmes. Training is conducted annually, with additional refresher sessions provided as needed. Importantly, all training is offered free of charge and during working hours to ensure accessibility and full participation. Sessions are delivered in the language most comfortable for the participants, ensuring clear understanding and engagement.

To ensure the effectiveness of our training efforts, we evaluate outcomes through post-training assessments, participant feedback, and analysis of incident trends. This helps us continuously improve our training content and delivery methods.

Content covered during the training:

- Chemical handling
- First aid and CPR
- Fire safety and evacuation
- Hygiene and sanitation
- Emergency procedures

KEY ELEMENTS OF THE TRAINING PROGRAMME:



Regular assessment of training needs, especially for high-risk roles



Training delivery through on-the-job, off-the-job, or classroom-style formats.



Certified internal and external trainers



Mandatory participation for all associates



Annual training with frequent refreshers



Language accessibility based on associate preference

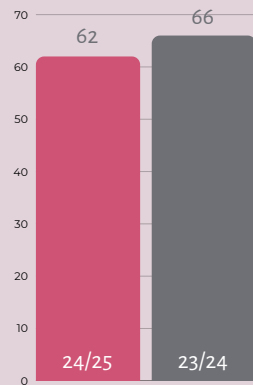


Ongoing evaluation of training effectiveness

Work-related Injuries

At Jetwing Hotels, we are committed to creating a safe and supportive work environment where the health and well-being of our associates is a top priority. Understanding and addressing workplace injuries is a critical part of this commitment.

While classifying injuries by severity—such as high-consequence versus non-serious—can offer useful insights, we recognise the limitations and subjectivity of such classifications. Factors like individual pain tolerance, job responsibilities, and the context of the incident can influence how injuries are perceived and reported.



Health and Safety Issues Reported

This subjectivity can sometimes lead to underestimating the true impact of injuries that may appear minor but have lasting consequences.

To ensure a comprehensive and unbiased approach, we document and track all reported health and safety incidents, regardless of their perceived severity. This inclusive reporting framework enables us to:

- Identify recurring patterns and emerging risks
- Evaluate the effectiveness of existing safety protocols
- Implement targeted interventions to prevent future incidents

Our approach is further supported by our Emergency Action Plan, which outlines clear procedures for handling a wide range of potential incidents at each property. These plans are tailored to the specific risks and layouts of our hotels, ensuring that associates are well-prepared to respond to injuries and emergencies. All team members are trained on these protocols, empowering them to act swiftly and effectively when needed.

During the financial year 2024/25, the following types of work-related injuries were reported across our properties:

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

Each reported incident is carefully reviewed and analysed to identify root causes and implement corrective actions. Our goal is not only to reduce the number of injuries but also to foster a culture of safety where every associate feels responsible for their own well-being and that of their colleagues.

Incident Reduction and Continuous Improvement

We are pleased to report a reduction in health and safety-related incidents—from 66 in the previous financial year to 62 in FY 2024/25. This improvement is particularly significant given the increase in our overall staff count, highlighting the effectiveness of our safety measures and the growing culture of vigilance across our properties.

We are actively working to further reduce incident rates through enhanced training programs, stricter compliance monitoring, and robust feedback mechanisms. Safety is not a one-time effort—it is a continuous journey, and we remain dedicated to refining our practices year after year.

EQUIPMENT AND CONTRACTOR SAFETY

A safe working environment begins with reliable infrastructure and responsible partnerships. We conduct regular inspections and maintenance of all equipment to ensure operational safety. Furthermore, all external service providers working within our premises must comply with Jetwing's Health and Safety Guidelines. This includes mandatory use of personal protective equipment (PPE) and adherence to site-specific safety protocols, ensuring that contractors uphold the same standards we expect from our internal teams.

CULTURE OF SAFETY AND LEADERSHIP COMMITMENT

Our associates are encouraged to actively participate in safety initiatives, contributing to a workplace where everyone looks out for one another. In the event of an incident, our leadership teams—including Heads of Departments and General Managers—are trained to respond swiftly and decisively. First Aiders across our properties are empowered to take immediate action to protect guests, fellow associates, and the property.

A strong administrative framework supports this collaborative approach. Job rotations, updated safety manuals, and rigorous internal audits help reinforce safe practices. We systematically analyse data from incident reports, training records, and inspections to identify trends and inform our safety strategies.

Our senior management plays a visible and proactive role in promoting workplace safety. Dedicated teams in training and development, maintenance, and sustainability ensure that the necessary resources are allocated to uphold and advance our safety standards.

EMERGENCY PREPAREDNESS

Recognising the unique characteristics of each property, we have introduced customised Emergency Response Plans tailored to the specific layout, location, and risk profile of each hotel. These plans are designed to ensure swift and coordinated action in the event of emergencies, safeguarding both people and property.



Employee Well-being

At Jetwing Hotels, we believe that the well-being of our associates is fundamental to building a resilient, motivated, and high-performing workforce. A healthy team not only enhances productivity but also contributes to reduced stress, improved morale, and lower absenteeism. Our holistic approach to employee well-being is deeply embedded in our culture and supported by a comprehensive wellness programme that addresses physical, mental, and emotional health.

We prioritise the holistic health and well-being of all our associates by ensuring access to both occupational and non-occupational healthcare services. This includes facilitating region-specific medical interventions, such as the provision of hepatitis B vaccinations for associates at Jetwing St. Andrew's in Nuwara Eliya as a preventive measure. Across all properties, associates have access to clean and safe drinking water, and meals served in staff cafeterias are designed to meet balanced dietary guidelines, which are reviewed regularly to ensure nutritional adequacy.

A cornerstone of our wellness efforts is the Jetwing Wellness Programme – I Care, which serves as our primary platform for promoting health awareness and supporting associates in achieving improved well-being.

The I Care programme encourages a balanced lifestyle through:



NUTRITION

Associates are educated on healthy eating habits, and cafeteria meals are curated to support a balanced diet.



PHYSICAL HEALTH

Fitness and physical activity are encouraged, with associates having access to gym facilities during non-working or less busy hours.



MENTAL AND EMOTIONAL WELL-BEING

Awareness on mental health is promoted through internal communications and wellness events, helping to reduce stigma and encourage open dialogue.

In addition to structured wellness initiatives, we conduct a variety of health promotion activities aimed at improving overall well-being:



Free health check-ups for all associates



Annual health camps offering comprehensive assessments



Workplace exercise programmes to reduce sedentary behavior



Awareness programmes covering communicable and non-communicable diseases



Healthy menu options in staff cafeterias



Monthly health tips and educational materials displayed in common areas



Our Communities

At Jetwing Hotels, we believe that our success is deeply rooted in the well-being of the communities in which we operate. Each of our properties is more than just a destination—it is a part of a living, breathing community. As we continue to grow across Sri Lanka, we remain committed to ensuring that our presence contributes positively to the social, cultural, and economic fabric of these regions.

We operate in 18 destinations across the island, many of which are rich in natural beauty and cultural heritage.

Key Areas of Focus



Investing in youth



Empowering women



Supporting local businesses



Creating employment opportunities

All of our hotels actively engage with local communities through structured programmes and partnerships. These efforts are guided by environmental and social impact assessments, which help us understand local needs and design initiatives that deliver meaningful, long-term benefits.

Our approach to community engagement is embedded in our Sustainability Strategy and focuses on creating interdependent partnerships between our hotels and their surrounding communities. These partnerships are not limited to one-off initiatives—they are integrated into our daily operations and long-term planning.

Management Approach

LOCAL EMPLOYMENT AND ECONOMIC EMPOWERMENT

At Jetwing Hotels, our commitment to community empowerment begins with creating meaningful employment opportunities for those who live closest to our properties. We prioritise hiring from the local community, ensuring that our growth directly contributes to the socio-economic development of the regions in which we operate. Currently, over 50% of our associates are employed from within the same district as the hotel they work at—strengthening local livelihoods and fostering a sense of ownership and pride among our teams.

Beyond employment, we actively support local economies by sourcing goods and services from

nearby suppliers. Approximately 100% of our procurement budget is spent on businesses registered in Sri Lanka, reinforcing our dedication to national economic resilience. We also maintain a strong preference for district-level suppliers, further localising our impact.

More than a decade ago, Jetwing Hotels became the first hotel chain in Sri Lanka to exclusively feature locally sourced fruits, vegetables, and seafood in our culinary offerings. This pioneering initiative not only supports local farmers and fishers but also celebrates the rich agricultural and culinary heritage of Sri Lanka, offering guests an authentic farm-to-table experience.

COMMUNITY CONSULTATION AND COLLABORATION

Before launching new projects, we engage with local governing bodies and community leaders to understand their needs, concerns, and aspirations. This collaborative approach ensures that our developments are aligned with local priorities and contribute positively to the region.

CULTURAL PRESERVATION AND PROMOTION

Jetwing Hotels actively supports Sri Lanka's cultural heritage by promoting local artisans and offering guests authentic cultural experiences. We showcase and sell locally made crafts at our properties, helping artisans gain exposure and generate income while enriching the guest experience.

SOCIAL IMPACT PROGRAMMES

We implement community development programmes aimed at improving the well-being of local residents. These include youth development initiatives, educational support, and assistance for vulnerable groups. Our outreach also extends to environmental sustainability efforts, such as reforestation, waste management, and clean-up campaigns.

We are committed to continuously enhancing our community engagement efforts. Feedback from stakeholders, impact assessments, and evolving community needs guide the evolution of our programmes to ensure they remain relevant and impactful.

Through these initiatives, Jetwing Hotels strives to be more than a hospitality provider—we aim to be a trusted partner in community development. By working hand-in-hand with the people who call these regions home, we create shared value that uplifts lives and preserves each destination's unique character.



Indirect Economic Benefits

For over five decades, Jetwing Hotels has contributed to the transformation of Sri Lanka's tourism landscape—not only through direct employment and procurement but also through a wide range of indirect economic benefits. Our operations stimulate local economies, strengthen tourism ecosystems, and empower communities across the island.

We are deeply committed to sourcing locally, purchasing fresh produce, seafood, and artisanal crafts from Sri Lankan suppliers. This approach supports small-scale farmers, fishers, and entrepreneurs, while also ensuring that our guests enjoy authentic, locally rooted experiences. Our hotels serve as economic anchors in their regions, drawing both domestic and international visitors while stimulating demand for nearby businesses such as tour operators, transport providers, and local artisans, offering the latter a valuable platform to showcase their talents and craftsmanship.

Jetwing's economic impact is also aligned with the United Nations Sustainable Development Goals (SDGs), particularly SDG 8 (Decent Work and Economic Growth) and SDG 12 (Responsible Consumption and Production). We focus on creating inclusive employment opportunities, promoting gender equality, and supporting sustainable sourcing and energy efficiency across our properties.

To further amplify our impact, we have developed several flagship programmes that directly support workforce development, entrepreneurship, and social inclusion.

JETWING YOUTH DEVELOPMENT PROGRAMME (JYDP)

JYDP has been a cornerstone of our community empowerment and local recruitment efforts for over 18 years. Designed to equip young people with the skills needed for a successful career in hospitality, the programme offers training in hotel operations, English language proficiency, and cultural awareness.

To date, nearly 1,500 youth from across Sri Lanka have benefited from JYDP. JYDP not only enhances employability but also fosters confidence and independence among participants, many of whom go on to build long-term careers in the hospitality industry.

THRIVE

Jetwing's Thrive initiative is focused on empowering small and medium enterprises (SMEs) in the communities surrounding our hotels. Through capacity-building programmes and market access support, Thrive helps local entrepreneurs grow their businesses and integrate into the tourism value chain.

We prioritise local sourcing across all properties, with 100% of products and services procured from businesses registered in Sri Lanka; with a strong

preference for suppliers from within the same district at the hotels. This ensures that the economic benefits of tourism are distributed equitably and that local businesses have the opportunity to thrive alongside our operations. Thrive is not just about procurement—it's about building lasting partnerships that strengthen community resilience and economic sustainability.

YALA POLA

Yala Pola, part of the Thrive programme, provides local artisans with a vibrant platform to showcase and sell their handcrafted products, while also sharing their unique talents and stories with our guests. As these artisans hail from nearby communities, the initiative directly supports their livelihoods and fosters meaningful economic opportunities within the region.

CULINARY GIANTS PROGRAMME

The Culinary Giants Programme is a two-year training initiative designed for youth in the Northern Province, aimed at developing and refining their skills in the culinary arts. The programme was launched in March 2025 with 05 participants. Upon successful completion, participants are offered the opportunity to join the Jetwing Group, should they wish to pursue a career within the organisation.





SECOND CAREERS

Launched in 2021, Second Careers is a pioneering initiative aimed at addressing gender inequality in the tourism workforce. In Sri Lanka, women represent less than 10% of the hospitality sector. This programme specifically targets women aged 45 and above from economically challenged backgrounds—many of whom have completed their childcare responsibilities but face barriers to re-entering the workforce due to age-related perceptions and skill gaps.

Through tailored training in housekeeping, kitchen, and gardening roles, Jetwing equips these women with the skills and confidence needed to reintegrate into the professional world. The programme offers flexible working conditions, enabling participants to balance work with personal responsibilities. Beyond economic empowerment, Second Careers fosters social inclusion, dignity, and independence. We currently employ 27 women across our properties through the Second Careers programme.

The programme has received national and international recognition, including the 2022 PATA Award and the Best Project Sustainability Award 2023 from the Ceylon Chamber of Commerce. It has also helped shift societal perceptions, encouraging more women to consider careers in hospitality and inspiring communities to embrace inclusive employment practices.

Governance



Jetwing Hotels operates under a clearly defined governance framework that ensures responsible, transparent, and accountable management across its portfolio. While the Jetwing family comprises over 30 distinctive properties across Sri Lanka and one overseas, this ESG report specifically covers 18 locally operated properties. These properties have been selected based on ownership structure and classification, ensuring consistency and relevance in ESG-related disclosures.

The properties included in this report are:

- Negombo: Jetwing Ayurveda Pavilions, Jetwing Beach, Jetwing Blue, Jetwing Lagoon, Jetwing Sea
- Colombo: Jetwing Colombo Seven
- Bentota: Jetwing Saman Villas
- Galle: Jetwing Lighthouse, Jetwing Kurulubedda
- Yala: Jetwing Yala, Jetwing Jungle Lodge
- Pottuvil: Jetwing Surf
- Wellawaya: Jetwing Kaduruketha
- Nuwara Eliya: Jetwing St. Andrew's
- Kandy: Jetwing Kandy Gallery
- Sigiriya: Jetwing Vil Uyana
- Dambulla: Jetwing Lake
- Jaffna: Jetwing Jaffna

Among these, Jetwing Colombo Seven, Jetwing Kandy Gallery, Jetwing Kaduruketha, Jetwing Lake, Jetwing Jungle Lodge, Jetwing Surf, and Jetwing Yala are owned by Jetwing Symphony PLC.

Jetwing Lighthouse and Jetwing Kurulubedda are owned by The Lighthouse Hotel PLC. Both companies are publicly listed and publish detailed annual reports in accordance with the Colombo Stock Exchange guidelines and stakeholder expectations.

All hotels and villas under the Jetwing brand are managed by Jetwing Hotels Limited, hereafter referred to as the Company. The Company operates as the managing agent for each property, under legally binding contracts with the owning entities. This structure ensures a clear division of responsibilities between ownership and operations, while maintaining alignment with industry best practices in hospitality management.

Jetwing Hotels Limited is governed by a robust internal structure that upholds the highest standards of ethical conduct, operational excellence, and sustainability. The Company exercises operational control across all managed properties, ensuring that ESG principles are consistently applied and monitored. This centralized governance model enables strategic oversight, efficient resource allocation, and uniform implementation of policies across the Jetwing portfolio.

Environmental and Social Sustainability Oversight

Jetwing Hotels is deeply committed to embedding environmental and social sustainability into every aspect of its operations. This commitment is not treated as a standalone initiative but is integrated into the company's governance and decision-making structures at both the corporate and property levels.

At the corporate level, sustainability oversight is embedded within the composition and responsibilities of the Board. Directors overseeing key functions, Marketing and Development, Finance, and Human Resources, are actively involved in reviewing sustainability metrics and shaping strategic decisions. Their participation ensures that sustainability considerations are aligned with financial planning, infrastructure development, and workforce management. This cross-functional integration reinforces the idea that sustainability is not an add-on, but a core business priority.

Operationally, each hotel is led by a Property Head who serves as the on-site authority for decision-making. All key departments—including Kitchen, Food & Beverage, Front Office, Housekeeping, Engineering, Administration, and Finance—report directly to the Property Head. To ensure that decisions are well-informed and aligned with broader sustainability goals, the Property Head consults regularly with departmental heads and liaises with their counterparts at Jetwing Hotels Limited.

This two-way communication ensures consistency in sustainability practices across all properties.

Guiding these efforts is Jetwing Hotels' comprehensive Sustainability Strategy, which provides a unified framework for environmental and social initiatives. This strategy ensures that sustainability goals are clearly defined, measurable, and integrated across all departments and functions. It also facilitates alignment between property-level actions and corporate-level objectives, enabling a cohesive and effective approach to sustainability.

By embedding sustainability into the core of our governance structure—from boardroom discussions to daily operations—we foster a culture of accountability, innovation, and long-term responsibility. This holistic approach ensures that Jetwing Hotels continues to lead by example in promoting environmental stewardship and social equity within the hospitality industry.

Board of Directors - Jetwing Hotels Limited

Chairman

Mr. R. A. E. Samarasinghe

Managing Director

Mr. N. J. D. M. Cooray

Executive Director

Mr. C. S. R. S. Anthony

Director - Human Resources

Mr. D. K. D. Nanayakkara

Director Marketing & Development

Mr. N. J. H. Cooray

Director

Mr. N. J. H. M. Cooray

Director

Ms. N. T. M. S. Cooray

Director

Ms. M. D. H. Gunawardena

Business Practices and Policies

INTEGRATED RISK MANAGEMENT

Jetwing Hotels Limited has established a comprehensive risk management framework tailored to address both industry-specific and general operational risks. This system is underpinned by robust policies and procedures that are regularly reviewed to ensure relevance, adequacy, and compliance. In an era where change is constant, our proactive approach to risk management enables us to safeguard and enhance our key assets while aligning with our strategic objectives.

Our risk landscape includes business continuity, political and economic volatility, environmental challenges, intellectual property concerns, workforce-related risks, technological disruptions, legal and regulatory compliance, and financial exposures. We adopt the precautionary principle across all operations and promote a risk-based approach through our integrated management systems.

ANTI-CORRUPTION AND ETHICAL CONDUCT

Jetwing Hotels is unwavering in its commitment to ethical business conduct and integrity. Guided by our [Internal Code of Business Conduct and Ethics](#), we maintain a zero-tolerance policy toward all forms of corruption, including bribery, facilitation payments, fraud, extortion, collusion, money laundering, and any conduct that undermines trust or legality.

Key principles include:

- Strict prohibition of offering, soliciting, or accepting improper payments, gifts, or advantages.
- Mandatory compliance with all applicable anti-corruption and bribery laws.
- Accountability for third parties acting on behalf of Jetwing Hotels to uphold the same ethical standards.
- Whistleblower protection encourages employees to report unethical behavior without fear of retaliation.
- Confidential investigations and appropriate disciplinary action for violations.

These standards are embedded across our operations—from our employee handbook and core values (where integrity is a cornerstone) to our Environmental and Human Rights Policies. Our Grievance Policy provides a clear and confidential mechanism for employees to report and seek redress for any misconduct or unethical practices encountered.

By fostering a culture of transparency, accountability, and ethical leadership, Jetwing Hotels ensures that governance is not just a compliance requirement but a core pillar of our sustainable business strategy.

Good Governance and Anti-Corruption Measures

Jetwing Hotels is committed to upholding the highest standards of ethical conduct and corporate governance. Our anti-corruption framework, outlined in the Internal Code of Business and Ethics, is embedded across all levels of the organisation and is supported by clear policies, continuous training, and transparent practices.

Supporting Policies

Jetwing Hotels operates under a robust framework of policies that guide our ethical, environmental, and operational responsibilities. These policies are consistently implemented and communicated to all stakeholders:

ENVIRONMENTAL POLICY:

We are committed to protecting and preserving a clean, healthy environment through sustainable practices.

ENERGY MANAGEMENT POLICY:

We recognise energy as a vital resource and are dedicated to its responsible and efficient use.

HUMAN RIGHTS POLICY:

We uphold the principles of the Universal Declaration of Human Rights and the ILO's Declaration on Fundamental Principles and Rights at Work.

HEALTH AND SAFETY POLICY:

We strive to continuously improve our occupational health and safety practices to ensure a safe workplace.

CHILD SAFEGUARDING POLICY:

We are dedicated to creating a safe and respectful environment for all children who interact with our services.



Marketing Communications and Compliance

At Jetwing Hotels, marketing our diverse portfolio of unique properties—ranging from boutique hotels to luxury villas—requires a strategic and responsible approach. Our marketing communications are designed not only to position our brand effectively in both local and international markets but also to uphold the highest standards of ethics, compliance, and cultural sensitivity.

RESPONSIBLE COMMUNICATION PRACTICES

All marketing and promotional activities are governed by a streamlined process that ensures compliance with national regulations, global industry norms, and ethical standards. We recognise that every piece of communication reflects our brand identity and influences public perception, which in turn impacts our reputation and business performance.

To maintain consistency and integrity across all platforms, we have developed a comprehensive Corporate Identity Manual (Brand Guidelines). This document outlines voluntary standards adopted by Jetwing Hotels to ensure that all communications respect privacy laws and data protection regulations, uphold ethical and culturally appropriate standards, and are inclusive and respectful of all religions, genders, and ethnicities.

MARKETING COMMUNICATIONS MIX

Our marketing strategy employs a balanced mix of tools, including:

- Advertising
- Public Relations
- Personal Selling
- Sales Promotions
- Direct Marketing

These tools are used to communicate customer value, build lasting relationships, and reinforce our brand promise.

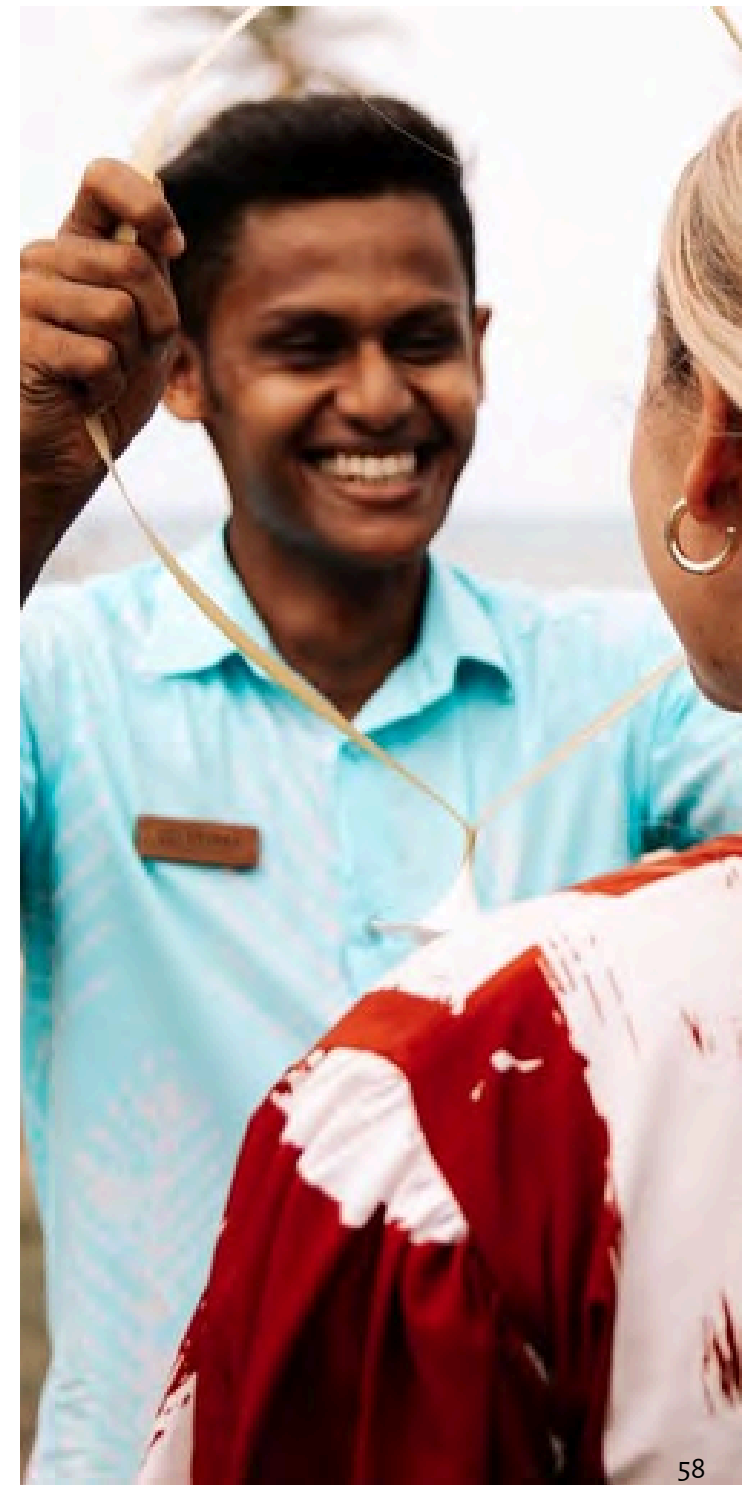
REVIEW AND APPROVAL PROCESS

To ensure that all marketing materials align with our values and standards, a multi-tiered review process is in place. All advertising and promotional content is reviewed by multiple team members, and consensus is required before any material is released. This rigorous process helps prevent the dissemination of content that could be considered offensive, misleading, or non-compliant.

By embedding responsibility and compliance into our marketing communications, Jetwing Hotels ensures that our brand remains trusted, respected, and aligned with our broader ESG commitments.

PRIVACY AND DATA PROTECTION

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



2025 and Beyond



In our previous ESG Report, we set out to reduce our GHG emissions. We achieved this by expanding our solar PV capacity, and we successfully lowered our carbon footprint, resulting in a nearly 20% reduction in CO₂e emission intensity.

Preserving the biodiversity surrounding our properties has long been a priority. This year, to evaluate our progress and guide future actions, we engaged a team of researchers to replicate the biodiversity survey originally conducted in 2005. The findings at Jetwing Vil Uyana were both encouraging and inspiring, showing a notable increase in biodiversity. These insights will inform our ongoing efforts to enhance ecological resilience.


Our waste management systems have seen improvements in our data collection and tracking of waste sent to landfills. We continue to collaborate with stakeholders to minimise waste—particularly plastic—and integrate circularity practices wherever feasible.

Health and safety protocols have been strengthened through an updated emergency action plan and comprehensive training across all levels of our workforce. We have also introduced mandatory reporting for health and safety incidents, streamlining the process to ensure accuracy and timeliness.

While female participation in the workforce has seen a modest increase, we recognise the need for further progress and are taking steps to address this.

This year, we enhanced the accuracy and completeness of our ESG reporting by refining our data collection and reporting mechanisms. These improvements lay the groundwork for even more transparent and robust disclosures in the future.

As part of our strategic review this financial year, we reassessed our sustainability priorities for the years ahead. This process has led to a more cohesive and aligned framework that better supports our long-term vision.



Reporting

The start of FY 2025/26 marked a readjustment of the Jetwing Hotels portfolio. In response, we are refining our reporting framework to accurately reflect these changes. This includes upgrading data collection systems, providing targeted training, and improving data quality to ensure transparency and consistency.




Learning Management

As both the industry and our organisation evolve, staying agile and informed is essential. We are enhancing our training systems by digitising modules where feasible and expanding access to learning opportunities across the company, building a more knowledgeable and future-ready workforce.



Waste Management

Our ambition is to divert all waste from landfills. Through detailed research and analysis of our waste streams, we are identifying opportunities for further reduction and efficiency. Significant strides have already been made in reducing plastic usage, and we continue to explore viable alternatives for the remaining materials.



Collective Action

Sustainability is a shared responsibility. We are working alongside like-minded organisations to advance our environmental and social goals. Recognising the importance of collaboration, we actively engage with our suppliers and partners to ensure they are aligned with our sustainability journey.

Jetwing Hotels Limited
Jetwing House II, 46/26, Nawam Mawatha, Colombo 02, Sri Lanka
☎ (+94) 11 234 5700
✉ sustainability@jetwinghotels.com
f @jetwing.sustainability | @jetwinghotels



Environmental, Social and Governance Report 2024/25
Published on 01 July 2025

Appendix I

GRI Content Index

Statement of Use	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	05, 06, 07, Appendix III
	2-2 Entities included in the organization's sustainability reporting	13, Appendix III
	2-3 Reporting period, frequency, and contact point	13, 61
	2-6 Activities, value chain and other business relationships	13, 15, 16
	2-7 Employees	38, Appendix II
	2-8 Workers who are not employees	41
	2-9 Governance structure and composition	55, 56
	2-11 Chair of the highest governance body	55, 56
	2-12 Role of the highest governance body in overseeing the management of impacts	55, 56
	2-13 Delegation of responsibility for managing impacts	23, 36, 37, 55, 56
	2-14 Role of the highest governance body in sustainability reporting	55, 56
	2-20 Process to determine remuneration	41, 55, 56
	2-22 Statement on sustainable development strategy	09, 10, 11, 23, 36, 37
	2-23 Policy commitments	09, 57
	2-24 Embedding policy commitments	09, 22, 23, 36, 37, 56, 57, 58
	2-25 Processes to remediate negative impacts	09, 23, 36, 37, 40, 56, 57
	2-26 Mechanisms for seeking advice and raising concerns	15, 16, 40, 57
	2-27 Compliance with laws and regulations	23, 37, 55, 56, 57, 58
	2-28 Membership associations	16, 18, 19, 20, 25, 34
	2-29 Approach to stakeholder engagement	15, 16
2-30 Collective bargaining agreements	40	
201: Economic Performance	201-3 Defined benefit plan obligations and other retirement plans	41
203: Indirect Economic Impacts	203-2 Significant indirect economic impacts	51, 52, 53
204: Procurement Practices	204-1 Proportion of spending on local suppliers	37, 50, 52
205: Anti-corruption	205-2 Communication and training about anti-corruption policies and procedures	43, 55, 56, 57, 58

302: Energy	302-1 Energy consumption within the organization	24, 25, 26, 27, 28, Appendix
	302-3 Energy intensity	26, Appendix II
303: Water and Effluents	303-1 Interactions with water as a shared resource	29, 30, Appendix II
	303-2 Management of water discharge-related impacts	30, Appendix II
	303-3 Water withdrawal	30, Appendix II
	303-4 Water discharge	30, Appendix II
	303-5 Water consumption	30, Appendix II
304: Biodiversity	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of	32
	304-2 Significant impacts of activities, products and services on biodiversity	32, 33, 34
	304-3 Habitats protected or restored	32, 33, 34
305: Emissions	305-1 Direct (Scope 1) GHG emissions	26, Appendix II
	305-2 Energy indirect (Scope 2) GHG emissions	26, Appendix II
	305-4 GHG emissions intensity	26, Appendix II
306: Waste	306-1 Waste generation and significant waste-related impacts	31
	306-2 Management of significant waste-related impacts	31
	306-3 Waste generated	31, Appendix II
	306-4 Waste diverted from disposal	31, Appendix II
	306-5 Waste directed to disposal	Appendix II
401: Employment	401-1 New employee hires and employee turnover	39, Appendix II
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time	41
	401-3 Parental leave	41
403: Occupational Health and Safety	403-5 Worker training on occupational health and safety	43, 45, 46 47, 48, 49
	403-6 Promotion of worker health	45, 46 47, 48, 49
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by	45, 46 47, 48, 49
	403-9 Work-related injuries	47, Appendix II
404: Training and Education	404-2 Programs for upgrading employee skills and transition assistance programs	42, 43, 44
	404-3 Percentage of employees receiving regular performance and career development reviews	15, 41, 42
405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	39, 40, 55, 56
406: Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	39
413: Local Communities	413-1 Operations with local community engagement, impact assessments, and development	50, 51, 52, 53
417: Marketing and Labelling	417-3 Incidents of non-compliance concerning marketing communications	58
418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer	58

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		6,506	28,014	46,803	39,765	21,374	7,727	10,256	8,721	39,482	36,730	6,418	34,695	25,109	8,287	9,130	45,798	374,815	
Non - Renewable	Grid Electricity	GJ	821	2,013	11,754	8,209	3,031	1,046	1,404	2,714	3,665	9,087	1,798	4,030	1,369	1,009	2,274	5,931	60,156
	Diesel	GJ	53	66	1,785	33	100	153	70	226	303	501	60	189	247	95	202	586	4,669
	Liquid Petroleum Gas	GJ	166	813	1,335	983	987	303	276	284	912	1,575	681	696	1,344	340	901	887	12,483
	Transport Fuel	GJ	72	268	269	189	102	86	189	110	114	217	34	82	273	107	231	293	2,636
	Other (<1%) †	GJ	1	92	260	33	52	16	0	26	26	202	1	62	8	5	24	205	1,015
Renewable	Solar Electricity	GJ	34	708	1,255	210	0	0	349	442	1,256	558	89	160	122	213	0	1,612	7,007
	Biomass	GJ	0	0	26,482	0	0	113	0	193	17,437	5,763	0	0	4,576	0	312	19,614	74,489
	Solar Thermal	GJ	131	107	558	0	142	163	165	273	614	111	0	290	0	23	0	585	3,163
	Biogas	GJ	0	0	110	0	0	9	13	0	55	22	0	20	0	0	4	30	263
Total Annual Energy Consumption	GJ	1,279	4,067	‡43,808	9,655	4,414	1,889	2,467	4,266	24,383	18,036	2,664	5,530	7,939	1,792	3,947	29,743	165,880	
Renewable Energy as a % of Total	%	13%	20%	65%	2%	3%	15%	21%	21%	79%	20%	3%	9%	59%	13%	8%	73%	27%	
Energy Intensity (per Guest Night)	MJ	197	145	936	243	207	244	240	489	618	824	415	159	316	216	432	649	396	
Fresh water	Third-Party Water	m ³	5,933	11,993	55,850	21,152	0	0	6,824	19,067	23,157	56,883	2,583	19,063	19,107	0	0	0	241,612
	Ground Water	m ³	82	4,200	0	0	8,977	9,621	1,031	0	36,253	454	9,597	0	0	10,627	23,968	0	104,810
	Sea Water	m ³	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	47,758	47,758
Total Water Withdrawal	m ³	6,015	16,193	55,850	21,152	8,977	9,621	7,855	19,067	59,410	57,337	12,180	19,063	19,107	10,627	23,968	47,758	394,180	
Water Withdrawal Intensity (per Guest Night)	m ³	0.9	0.6	1.2	0.5	0.4	1.2	0.8	2.2	1.5	1.1	1.9	0.5	0.8	1.3	2.6	1.0	1.2	

* Numbers reported for Jetwing Lighthouse includes those of Jetwing Kurulubedda and numbers reported for Jetwing Yala includes those of Jetwing Jungle Lodge

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

‡ Total energy consumption by Jetwing Blue includes the portion of energy used to supply air-conditioning services to the adjacent Jetwing Beach

	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 ³	4,511	12,145	41,888	0	6,733	7,216	5,891	11,548	44,558	43,003	0	15,116	14,330	7,970	19,992	30,859	265,759	
Sea Water	m ³	0	0	0	15,864	0	0	0	0	0	0	6,065	0	0	0	0	0	21,929	
Total Water Discharge	m ³	4,511	12,145	41,888	15,864	6,733	7,216	5,891	11,548	44,558	43,003	6,065	15,116	14,330	7,970	19,992	30,859	287,688	
Total Water Consumption	m ³	1,504	4,048	13,963	5,288	2,244	2,405	1,964	7,519	14,852	14,334	6,115	3,947	4,777	2,657	3,976	16,899	126,059	
Scope o2 Emissions (From Purchased Electricity)	kg	97,538	239,226	1,396,824	975,459	360,193	124,329	166,878	322,476	435,560	834,856	213,702	478,952	162,683	119,854	270,284	704,753	6,903,568	
Total Scope o1[§] Emissions	kg	77,594	170,068	311,271	105,271	189,599	42,042	37,521	107,949	149,141	332,827	87,252	131,323	126,182	127,026	108,831	249,410	2,353,306	
From Biogenic Sources (Non-CO ₂ Emissions)	kg	0	0	293,348	0	0	1,400	119	0	196,808	57,778	0	180	0	0	3,153	191,199	743,985	
Total GHG Emissions	CO ₂ tonne	175	409	1,708	1,081	550	166	204	430	585	1,168	301	610	289	247	379	954	9,257	
GHG Emissions Intensity (per Guest Night)	kg	27	15	36	27	26	22	20	49	15	23	47	18	12	30	42	21	27	
onsite	Non-Haz - Recycling (Composting)	kg	16,600	22,100	48,000	0	0	2,108	514	7,762	4,163	21,207	295	9,545	1,535	0	41,300	73,287	248,416
	Non-Haz - Other Recovery (Biogas)	kg	0	0	58,570	0	0	26,615	14,496	0	57,409	23,900	0	21,986	0	0	4,615	46,053	253,644
Recovery - offsite	Non-Haz - Reuse/Recycling - Fodder	kg	3,634	54,410	112,370	20,094	0	0	0	26,162	0	2,757	15,351	0	58,810	0	5,035	0	298,623
	Non-Haz - Reuse/Recycling - Dry Waste	kg	296	3,178	10,482	6,396	5,053	585	3,097	6,736	15,836	13,060	3,258	529	3,640	1,079	5,028	7,385	85,637
	Hazardous waste - Recycling	kg	97	81	328	257	206	579	78	62	496	970	51	22	248	166	185	100	3,926
Mixed Waste - Disposal	kg	**0	13,170	47,860	8,890	52,436	151	938	6,803	9,615	39,320	9,239	3,453	3,640	14,010	6,000	3,600	219,125	
Total Waste Generation	tonne	21	93	278	36	58	30	19	48	88	101	28	36	68	15	62	130	1,109	
Hazardous Waste Ratio	%	0.47%	0.09%	0.12%	0.72%	0.36%	1.93%	0.41%	0.13%	0.57%	0.96%	0.18%	0.06%	0.37%	1.09%	0.30%	0.08%	0.5%	
Total Waste Diverted from Disposal	%	100%	86%	83%	75%	9%	99%	95%	86%	89%	61%	67%	90%	95%	8%	90%	97%	77%	
Total Weight of Waste Diverted from Disposal	tonne	21	80	230	27	5	30	18	41	78	62	19	32	64	1	56	127	890	
Total Weight of Waste Directed to Disposal	tonne	0	13	48	9	52	0	1	7	10	39	9	3	4	14	6	4	219	

[§] 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

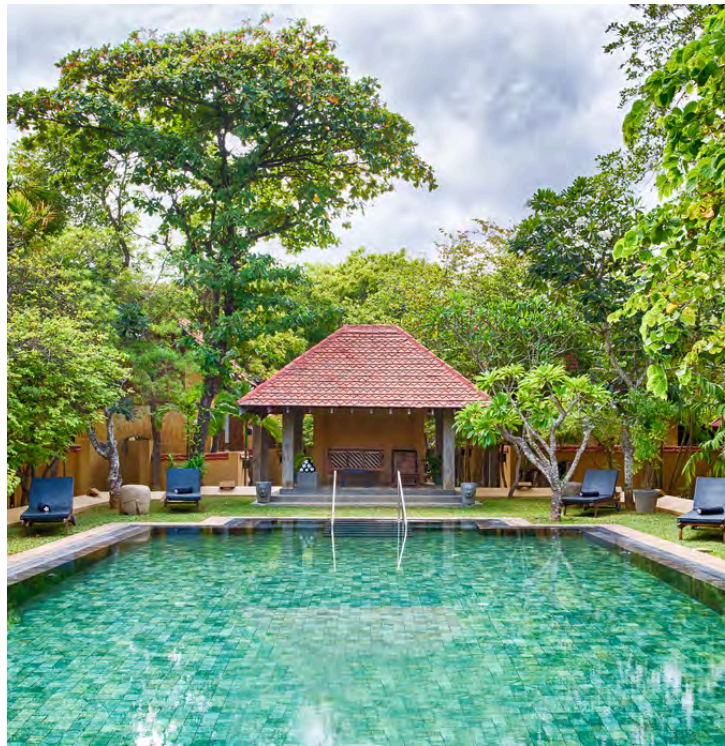
** (Mixed) waste generated at Jetwing Ayurveda Pavilions is handed over to Jetwing Blue for disposal and is included in Jetwing Blue's total waste figures

	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
Total Employees		68	181	303	163	90	78	79	135	181	285	104	147	179	73	130	218	2,414
By Gender - Male		51	159	264	144	75	54	56	110	160	252	90	127	138	64	114	191	
By Gender - Female		17	22	39	19	15	24	23	25	21	33	14	20	8	9	16	27	
By Age - Under 30 Years		23	70	120	72	45	37	45	59	91	126	24	61	77	50	45	102	
By Age - 30-50 Years		36	85	125	82	38	31	23	57	79	111	60	58	83	19	65	100	
By Age - Over 50 Years		9	26	58	9	7	10	11	19	11	48	20	28	19	4	19	16	
By Region - Local/Within the District		33	99	201	55	49	45	52	68	84	204	59	87	67	38	39	113	
By Region - Out of District		35	82	102	108	41	33	27	67	97	81	45	60	112	35	91	105	
Total New Recruits		36	79	99	53	44	30	47	76	147	105	13	60	51	34	71	66	1,011
Gender - Male		29	68	79	43	34	19	28	61	123	88	8	56	48	28	62	48	
Gender - Female		7	11	20	10	10	11	19	15	24	17	5	4	3	6	9	18	
By Age - Under 30 Years		18	46	75	36	24	24	37	46	104	75	9	37	35	28	32	54	
By Age - 30-50 Years		15	30	22	15	4	6	6	22	40	23	3	18	14	6	33	12	
By Age – Over 50 Years		3	3	2	2	2	1	4	8	3	7	1	5	2	0	6	0	
Training Provided	hrs	48	391	580	269	233	130	142	287	240	3,234	118	373	21	35	330	737	7,168
Health And Safety Issues Recorded		2	9	8	5	1	0	4	1	0	8	2	3	0	0	15	4	62
Community Engagement Programmes		5	55	54	3	14	14	7	51	24	43	33	13	5	3	16	45	385
Local Youth Trained		7	9	11	91	6	11	0	0	27	20	1	1	0	4	15	0	203

Portfolio



NEGOMBO



Jetwing Ayurveda Pavilions

Ethukale, Negombo
36 rooms and 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. Jetwing Ayurveda Pavilions champions plant-centric diets, with predominantly vegan and vegetarian menus offered to guests.

Jetwing Beach

Ethukale, Negombo
78 rooms and 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

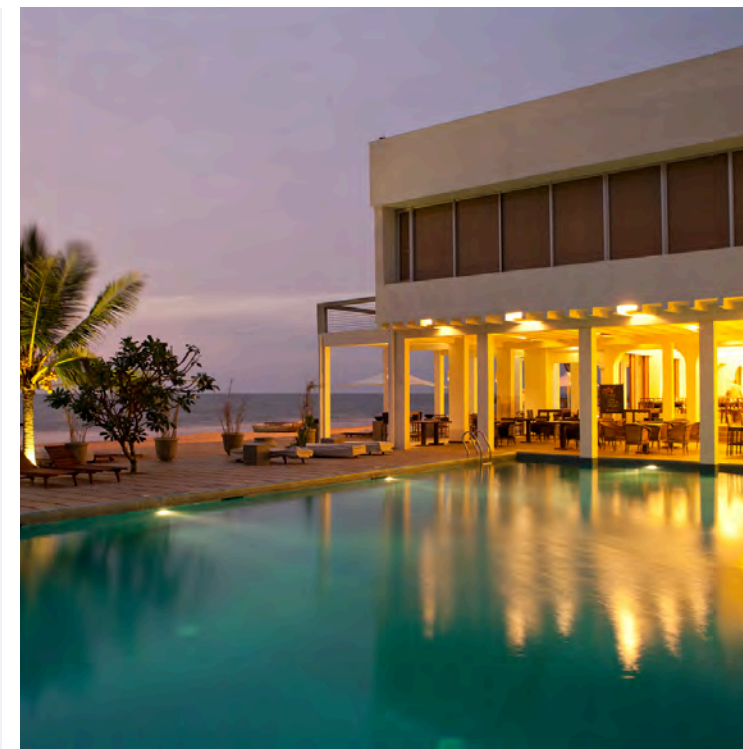




Jetwing Lagoon

Thalahena, Negombo
55 rooms and 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 Sea

Palangathure, Negombo
83 rooms and suites

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

Jetwing Blue

Ethukale, Negombo
112 rooms and suites

Jetwing Blue is a refined beachfront hotel located in Negombo, Sri Lanka. It offers a blend of modern comfort and Sri Lankan hospitality, featuring elegant rooms, two swimming pools, a spa, and dining options with stunning ocean views. Jetwing Blue is also known for our sustainable practices and is the only 5-star property in the area



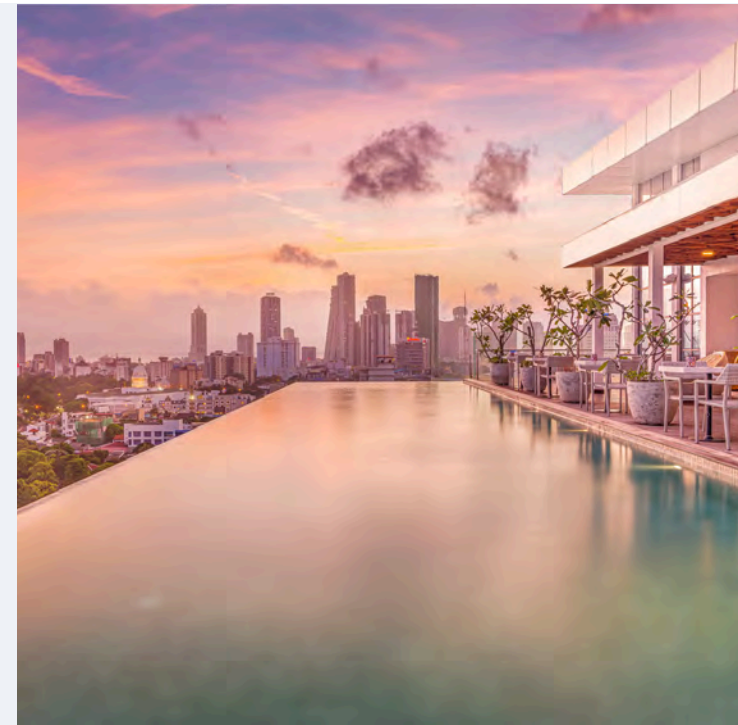
COLOMBO



Jetwing Colombo Seven

Ward Place, Colombo
98 rooms and 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

Aturuwella, Bentota
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.



GALLE



Jetwing Lighthouse

Dadalla, Galle
85 rooms and 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

Dadalla, Galle
06 rooms and suites

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.



YALA



Jetwing Yala

Palatupana, 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 Jungle Lodge

Palatupana, Yala
10 dwellings

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



POTTUVIL



Jetwing Surf

Pottuvil
20 cabanas

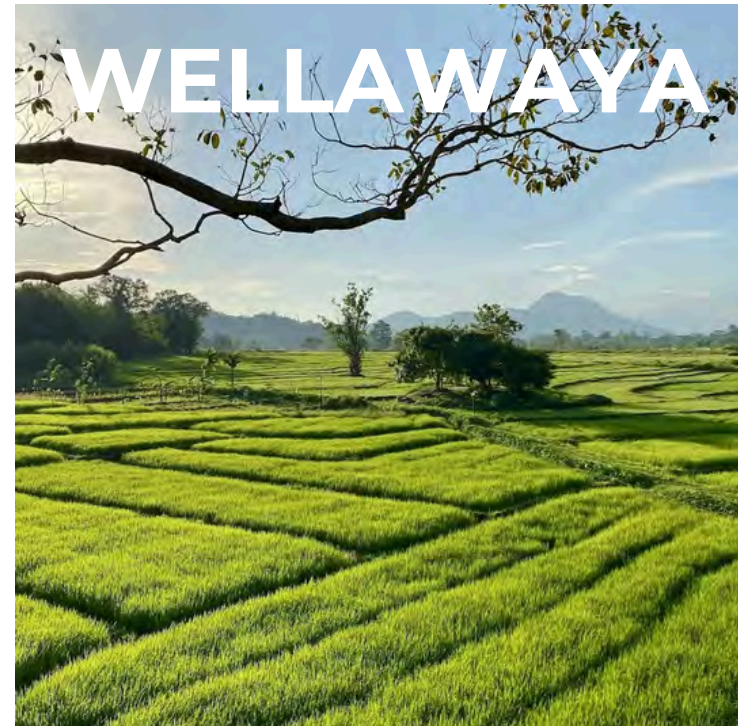
Located on the east coast near Pottuvil Point, Jetwing Surf features beach cabanas that are designed with natural materials. Blessed with abundant sunlight, the solar PV system at Jetwing Surf will soon produce excess energy (beyond the day-time requirement) that is exported to the national grid.



Jetwing Kaduruketha

Wellawaya
25 dwellings

Jetwing Kaduruketha in Wellawaya embodies agroluxury tourism. Natural light and ventilation are prioritised 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.



WELLAWAYA

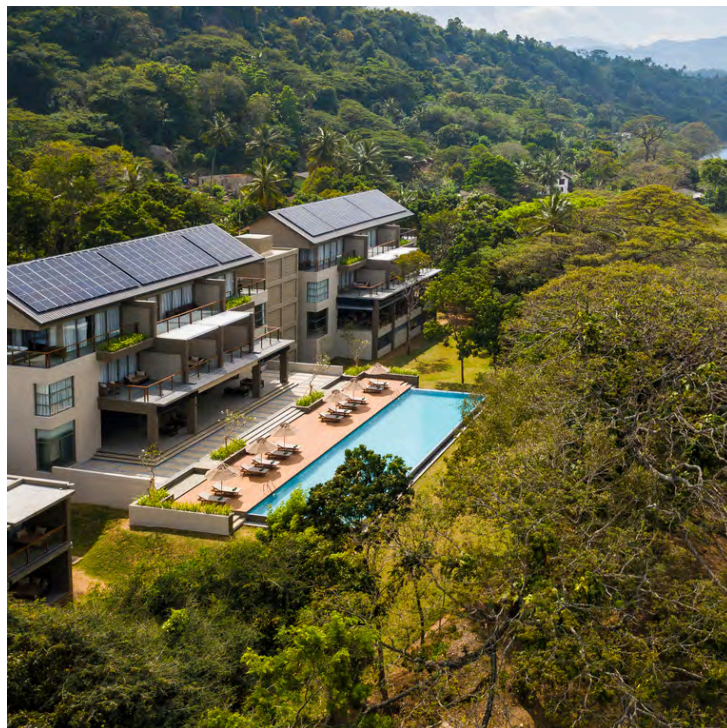
NUWARAELIYA



Jetwing St. Andrew's

Nuwara Eliya
56 rooms and 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.



Jetwing Kandy Gallery

Haragama, Kandy
26 rooms and 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

Jaffna
55 rooms

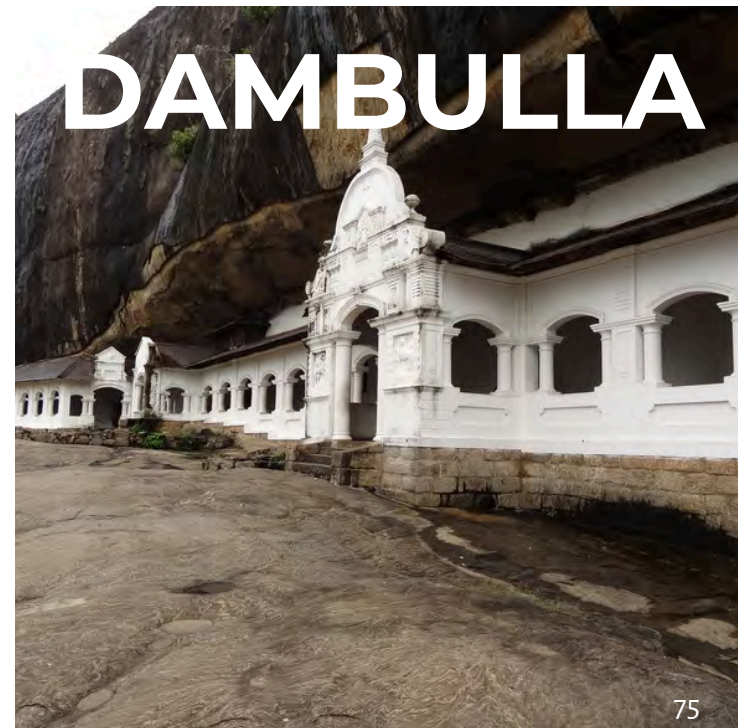
Jetwing Jaffna was one of the first hotels of its kind to venture into the undiscovered North of Sri Lanka. Surrounded by Jaffna's rich heritage, we adopt eco-practices into all our operations. Furthermore, through our community upliftment initiatives we have supported local artisans, youth, and women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



Jetwing Lake

Dambulla
94 rooms and 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.



DAMBULLA

SIGIRIYA



Jetwing Vil Uyana

Kimbissa, Sigiriya
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.



At Jetwing Hotels, we're committed to minimizing our environmental footprint and fostering positive social impacts.

We welcome your feedback on our sustainability efforts, including suggestions for how we can improve.

Please share your thoughts and ideas with us at sustainability@jetwinghotels.com