

Jetwing  
ST. ANDREW'S  
NUWARA ELIYA • SRI LANKA



GREEN DIRECTORY





# GREEN DIRECTORY

Other Jetwing Green Directories:

Jetwing Ayurveda Pavilions, Ethukale, Negombo, Sri Lanka

Jetwing Beach, Ethukale, Negombo, Sri Lanka

Jetwing Blue, Ethukale, Negombo, Sri Lanka

Jetwing Kaduruketha, Wellawaya, Sri Lanka

Jetwing Lake, Dambulla, Sri Lanka

Jetwing Lagoon, Thalahena, Negombo, Sri Lanka

Jetwing Lighthouse, Dadella, Galle, Sri Lanka

Jetwing Sea, Palangaturai, Kochchikade, Sri Lanka

Jetwing Vil Uyana, Rangirigama, Sigiriya, Sri Lanka

Jetwing Yala, Yala, Sri Lanka

[www.jetwinghotels.com](http://www.jetwinghotels.com)

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## The Green Directories of Jetwing Hotels

Jetwing is active in many facets of Corporate Responsibility and the purpose of this book is to document some of our work in the sphere of environmental and community activities. We hope this will be useful to our guests, tour operators, students and the media to understand better some of the work in which we are engaged in.

Some of our informed and conscious decisions may not be readily apparent. For example, it may not be evident that a hotel has asked suppliers to reduce unnecessary packaging, has invested in training local service suppliers so that they became quality-accredited business partners or has switched to energy efficient lights etc.

What you see here is only a snapshot in time, of a continuous process, of striving for excellence and serving the community to discharge our responsibilities as a responsible corporate citizen of Sri Lanka.

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## The Jetwing Vision

To Be World Class In Everything We Do

### Our values

**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.

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

## The Jetwing Mission

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



# Jetwing Hotels' Sustainability Strategy

Sustainability underscores all aspects of operation and lifestyle at our hotels. We aim to provide world class service to our guests, while striving towards social and economic progress for all stakeholders and reducing our ecological footprint.

The Sustainability Strategy guides us, in our continuous improvement in key impact areas.

- Carbon Dioxide released through burning fossil fuels is the largest source of greenhouse gas responsible for global climate change. We strive towards carbon neutrality at the operations level of each hotel, not primarily through carbon offset but by minimizing emissions through innovation and tenacious efforts to reduce our fossil fuel usage and increase generation of renewable energy.
- With population growth, natural resources and services are in high demand and limited supply. The hospitality industry is an intense resource consumer and in an effort to reduce our burden on the environment, we focus on resource optimization and management to reduce consumption as well as increase reusability of waste produced on our sites.
- With high rates of habitat loss occurring globally, we are ever conscious about impacting the natural systems and organisms with which we share this planet. We strive to protect, and spread awareness about the flora and fauna in the diverse and sensitive habitats in and around our hotel properties.
- Our undying love for Sri Lanka and her culture has us eager to preserve and share the country's rich and diverse heritage with our guests while also being mindful to retain its unique authenticity. We are also committed towards passing along the economic and social benefits of sustainable tourism to the community through livelihood development and support.
- As a family of people we are committed to providing our associates with an enriching and equal opportunity work environment to promote employee satisfaction, welfare and empowerment. Through personal and professional development opportunities and interest based organizations and events we encourage a holistic experience marked by innovation, exploration and growth.
- Our islandwide presence requires the transport and movement of large quantities of material and supplies. In order to minimise the negative impact on people and the environment we are dedicated to minimising imports, supporting the local economy, internalizing the supply chain wherever possible and encouraging supplier responsibility.

## Jetwing Environmental Policy

Jetwing Hotels take all possible steps to protect and maintain a clean and healthy environment.

We are committed to:

- Conserving our natural resources by minimising our negative impacts through the implementation of routine actions and by sustainable management, as well as through education;
- Wherever possible, protecting and enhancing all ecosystems;
- Conserving energy and water;
- Minimising pollution by reducing the use of harmful substances;
- Making all efforts to mitigate and adapt to climate change;
- Reducing, reusing and recycling waste;
- Complying with relevant environmental legislation and regulations;
- Employing local people wherever possible;
- Purchasing local products and services, where possible and feasible, in accordance with our environmental purchasing policy;
- Always seeking to achieve a safe and sustainable environment for our community, future generations and ourselves.

## Jetwing Energy Management Policy

Respect for the environment and a commitment to the principles of sustainable environmental management are among the guiding principles of Jetwing Hotels. We at Jetwing understand and believe that energy is a valuable commodity and conservation of energy is the need of the hour. In this endeavour, to continually improve our energy performance we commit to:

- Integrate energy conservation strategies in all our activities and consider our commitment to the environment when making business decisions.
- Purchase energy efficient equipment, goods and services and increase energy performance by design improvements.
- Promote wherever possible renewable and sustainable energy sources, taking advantage of energy resources available in the area.
- Set energy targets and regularly monitor and evaluate energy performance among the group hotels.
- Document and communicate energy performance data to all levels within the group.
- Review objectives and targets on an annual basis with the aim to continually improve on minimizing the environmental impact of our operations.
- Raise awareness on energy conservation of all new and existing employees through the provision of appropriate training.
- Comply with all applicable local laws and international regulatory standards.
- Monitor and reduce our carbon footprint and work towards a carbon neutral future.

While it is the responsibility of all associates to apply the principles of this policy through commitment and actions, the policy will be implemented under the authority of the Engineer of the Hotel.



## Introduction: Infinite Growth Economy in a Finite Planet

There are over seven billion people on earth who need food, clean water, clothing, shelter, good health and other basic amenities. All these services are obtained from the environment — from ecosystems, to be specific. Provisioning ecosystem services provide humans with goods such as food, fuel, medicines, clothes and shelter. Supporting ecosystem services such as the diversity of flora and fauna; primary production (the manufacture of food by green plants that sustains life on earth); pollination; soil formation; the balancing of gases in the atmosphere that provides oxygen for most life on earth; degradation of waste; cycling of essential nutrients and water — all affect human health and well-being. Mangrove ecosystems for example provide a physical barrier to storms and their roots serve to regulate floods, while forests make the climate even, providing regulating ecosystem services. Cultural ecosystem services provide humans with non-material benefits through spiritual enrichment, development of learning, recreation and aesthetic experience.

Ironically, although human well-being is so intimately inter-linked with ecosystems, in seeking to improve their well-being, humans are over-using, over-stressing and over-exploiting biological resources and damaging the environment. By doing so, they are destroying the very resources they need to improve the quality of their lives.

Although the use and consumption of biological resources are so critical for life, in recent decades and, indeed, during the whole of the last century, this consumption has been not only extreme and inequitable, but frequently unwarranted. Energy and water are used excessively and wasted. The accumulation of carbon dioxide and other gases is causing the earth to overheat with disastrous long-term consequences. Over-use of ground water is causing water tables to decrease in many countries and the quality of freshwater is being diminished continuously by runoff with industrial, agricultural and domestic pollutants. Our waste, notably plastic — the wonder product of the mid 20th century — is filling up arable and liveable land.

As stated by the World Wildlife Fund in the Living Planet report of 2012, humanity's annual demand on the natural world has exceeded what the Earth can renew in a year since the 1970s, and this 'ecological overshoot' has continued to grow over the years, reaching a 50 percent deficit in 2008. Which means that it now takes more than 1.5 years for the Earth to regenerate the renewable resources that people use, and absorb the CO<sub>2</sub> waste they produce, in that same year.

Tourism can place heavy, additional stresses on an already seriously overstretched environment by its greater consumption, waste production and pollution. Thus, there is a very urgent need for promotion of responsible and sustainable practices within the industry.



## Jetwing St. Andrew's: Old World Charm and Colonial Elegance

Towering over 1,884 meters above sea level and cradled amidst mist-covered mountains of the central hills massif of Sri Lanka, lies Jetwing St. Andrew's in Nuwara Eliya. The history of the much respected and admired St. Andrew's Hotel dates back well over 100 years.

St. Andrew's is said to be part of land gifted by the king, around 1875, to a faithful servant of the crown. A house was built on this land, later identified as a Scott's Club. A German national by the name of Mr. Humbert had been running the club, which was converted – during the 1900's – to a hotel. During World War I, he was interned by the then British Government. In 1918, the hotel was bought by a syndicate headed by Mr. Arthur Ephraums. Many additions, including a two storey wing to the west, a large dining room and pantry, large kitchen, store room and servant quarters were established during this time. In 1919, Mr. J.H. De Zilwa, a young cousin of Mr. Ephraums, was appointed as Manager of the newly expanded and refurbished hotel, who in 1933, took over as proprietor. Despite various offers for amalgamation, he continued to run it independently.

By the mid 1970s, he and his wife decided to sell the hotel and follow their child to Australia. In 1976, Mr. G.E.B. Milhuisen, a hotel owner and agent for Vingressor Tours, bought the hotel. He needed a hotel in Nuwara Eliya to cater to tourists but was willing to maintain the spirit of St. Andrew's and the De Zilwa tradition – to refurbish rather than demolish and rebuild.

In 1986, Mr. Milhuisen went into partnership with Mr. Herbert Cooray, also a hotel owner and Director of the Jetwing Group of hotels. St. Andrew's thus became part of the Jetwing group.

Over 100 years of proud history continues, and presently, Jetwing St. Andrew's has 56 rooms, with seven deluxe rooms, four courtyard rooms, five suites and 40 superior rooms. The hotel boasts of a salubrious climate, with delightful cool, crisp days and cold, cosy nights. The mist-laden morning, the winding roads and the spectacular vistas add to this special ambience. Horton Plains National Park, Baker's Falls and Hakgala Gardens are few of the many places of interest within easy motor-able distance from Jetwing St. Andrew's.



LED bulbs in garden fittings



Key-card control



Colour coded light switches

## Energy Conservation

Energy is obtained from various environment-related sources such as fossil fuels (coal, peat and gas), wood, wind, sun and water. Since 1971, global energy use has increased by 70% and is expected to continue to increase by 2% per annum in the future.

The two largest sources of global CO<sub>2</sub> emissions are combustion of fossil fuels for energy and the transportation sector; and since 1970, CO<sub>2</sub> emissions have grown by approximately 80%. As a result of excessive use of fossil fuels, during the last century, and the subsequent increase of CO<sub>2</sub> concentration in the atmosphere, has contributed greatly to the greenhouse effect and warming of the Earth.

Sri Lanka's electricity consumption has been increasing through the years, doubling between 1992 and 2002. In the past Sri Lanka relied heavily on hydro-power for its electricity and therefore was dependent on the vagaries of annual monsoonal rains. During years with inadequate rainfall daily power cuts — up to eight hours a day — were imposed, seriously disrupting public life and the economy.

It is essential, therefore, that frugal use of power and energy becomes routine for everybody.

### Energy conservation at Jetwing St. Andrew's

- Total illumination is achieved through energy efficient Compact Fluorescent Lamp (CFL) and Light-emitting-diode (LED) bulbs. Replacement of bulbs in future will be with LED bulbs whenever possible.
- Minimum wattage bulbs which give adequate illuminance are used for all lights in the hotel, to reduce electricity consumption.
- A colour coded system is used to switch on/off lights on a scheduled basis and a daily shift technician is held responsible for this.
- A card-key system is in operation in rooms to ensure that lights, TV, heater etc. are not left on when guests are not in their room. Where the card-key cannot be connected to the heater, a notice is placed to remind guests to turn off the heater.
- LED-backlit LCD televisions, which are more energy efficient compared to traditional CRT and CCFL-backlit LCD televisions are installed in all guest rooms.
- Total hot water requirement for the hotel is generated via a biomass boiler which uses Cinnamon wood as a carbon-neutral method of energy generation.
- Energy loss through cold rooms has been reduced through the installation of freezer curtains. Opening of the freezers have been reduced by following prepared schedules that are examined routinely by the Chef.
- Preventative maintenance is carried out on a planned schedule. During these checks, temperature controls are examined to prevent over heating and over cooling, light fixtures are cleaned and equipment serviced.



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- Daily monitoring of usage of electricity and diesel is carried out. This is compared against occupancy levels and any irregularities are raised at daily briefings.
- All new and existing staff are routinely trained about energy conservation.

## Annual savings from energy efficiency improvements and use of renewable energy sources at Jetwing St Andrew's

Initiative	Savings		
	Amount (Units)		LKR
Energy Saving lighting <sup>1</sup>	20,091	kWh	361,391
Key card system - room lighting <sup>2</sup>	2,575	kWh	46,310
LED televisions <sup>3</sup>	5,791	kWh	104,168
Biomass boiler for hot water <sup>4</sup>	93,857	Litres	4,984,651

<sup>1</sup> Calculated on 70% of bulbs being used for 6 hours per day and in comparison to incandescent/CFL bulbs

<sup>2</sup> Calculated on 70% of bulbs being used for 6 hours per day

<sup>3</sup> Calculated for use of 3 hours per day

<sup>4</sup> Calculated compared to diesel fuel



Water saving, dual flush system



Conserving water while rinsing dishes



Treated sewage water being used for the garden

## Water Conservation

Two-thirds of the earth is water but of this, most is salt water and only three percent of all the world's water is fresh water. Of this fresh water, two percent is trapped as ice, leaving only one percent of this planet's fresh water to support all life on earth.

The rate of global freshwater consumption increased six fold between the beginning and end of the 20th century. About 20% of the world's population lacks access to safe drinking water and about 50% lacks adequate sanitation. This means that about one-third of the world's population already lives in countries in areas where water consumption exceeds the renewable freshwater supply. It has been estimated that if present consumption trends continue, two-thirds of the world's population will live in water-stressed conditions by the year 2025.

Not only is water scarce, but it is also polluted by sewage, fertilisers, pesticides and industrial effluents.

The tourism industry generally over-uses water resources for their hotels; with high consumption for swimming pools, golf courses and personal use by tourists etc. Thus, water conservation becomes extremely important in hotels.

### Water conservation at Jetwing St. Andrew's

- Treated water from the Waste water Treatment Plant, is used for the hotel garden and farm. Over 75% of the water that is used in the hotel is reused after treatment by the Plant, saving about 13,500 m<sup>3</sup> of freshwater per annum.
- All cisterns installed in the guest rooms are equipped with dual flushing capability. When compared to single flushing system, a dual flush system can reduce water usage by up to 60% per flush.
- Daily monitoring of usage of water is carried out. This is compared against occupancy levels and any irregularities are raised at daily briefings.
- Water storage tanks and taps are checked daily for leakages by a duty technician.
- Preventive maintenance is carried out on a planned schedule. During these checks valves and level controls of water storage tanks and taps are examined for leakages. Housekeeping staff have been made aware about the need for vigilance about water leaks in guest rooms.
- Kitchen staff have been trained to reduce water when rinsing dishes before using the dishwasher.
- All new and existing staff is routinely trained on the importance of water conservation.



Sewage Treatment Plant at Jetwing St. Andrew's



Another view of the STP



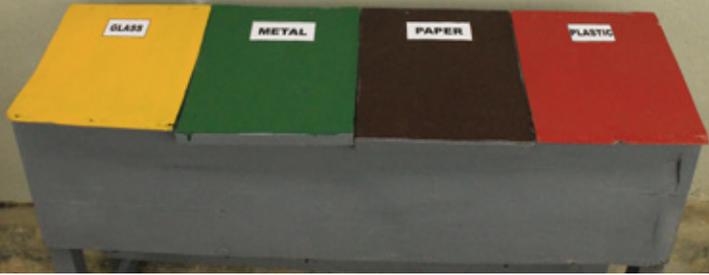
Treated wastewater collection tanks

## Wastewater Management

It is estimated that of the wastewater produced globally 90% remains untreated, causing widespread pollution, especially in low income countries. Construction of hotels, recreation and other facilities often leads to increased wastewater (laundry and bath wastes, kitchen water etc.) and sewage generation. Untreated wastewater and sewage runoff can lead to the pollution of seas and lakes surrounding tourist attractions, not only damaging the environment, but also posing serious threats to human health.

### Wastewater management at Jetwing St. Andrew's

- Wastewater generated from the entire hotel including guestrooms, public area washrooms, kitchen and restaurant, is sent to the wastewater treatment plant.
- The treatment plant at the hotel is a biological treatment plant utilizing both aerobic and anaerobic digestion.
- The treated wastewater is used for watering the gardens, including the lawns and farm; resulting in a saving of over 1,100 m<sup>3</sup> of freshwater per month.
- A technician has been dedicated to check the treatment plant every day.
- Every six months, an accredited external company checks the water quality so that discharged water meet the required standards of the Central Environmental Authority.



Colour coded waste bins



Weighing of wet waste



Composted organic waste used as fertilizer

## Solid Waste Management

In natural ecosystems, animal and plant waste and other organic matter are disposed of speedily by a suite of detritivores ('dirt eaters'), decomposing bacteria and fungi. Humans have seriously disrupted this balance by producing vast mounds of waste, much of which is non-degradable. Human trash is, therefore, accumulating globally at an alarming rate.

Urban and developed areas can generate an enormous amount of solid waste. In Asia, it is estimated that urban areas generate 760,000 tonnes of waste daily, and this is predicted to increase by 2025 to 1.8 million tonnes per day. It is estimated that the total waste generation in Sri Lanka is approximately 6,400 tonnes per day.

Apart from looking unseemly, solid waste increases the breeding spots of many disease carriers — such as mosquitoes and rats — and therefore, increases the spread of disease. Solid waste can also wash into waterways, causing water pollution or leach into and contaminate ground water. Large trash dumps can also generate methane, a greenhouse gas.

Solid waste management therefore, needs to ensure that the waste a) generation is minimised, b) collected effectively (separated into non-degradable and biodegradable waste), c) treated and d) disposed of responsibly.

The key to sustainable solid waste management is, therefore, to reduce, reuse and recycle waste.

### Solid waste management at Jetwing St. Andrew's

In order to minimise waste,

- The use of plastic has been drastically reduced in the hotel, for example laundry is collected in linen bags and delivered in cane baskets. (See also under section on Use of Environmentally friendly Materials)
- Use of plastic straws is limited within the hotel and only given upon request by guest and the cocktail stirrers are made out of wood.
- Plastic cutlery and plastic grocery bags are not used at all.
- Garbage bags are now used only to clean-up oil from the oil traps.
- Office stationery is reused.

**GLASS**

**METAL**

 **COLOUR CODES FOR  
GARBAGE SEPARATION**

**PLASTIC**

**GLASS**

**PAPER**

**METAL**

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For effective separation of waste,

- Garbage and trash generated are separated at their sources of origin in all departments such as the kitchen, restaurant and bar, housekeeping, linen room, maintenance, stores and guest rooms.
- Colour coded garbage bins that separately hold glass, paper and cardboard, wet garbage, polythene and plastic are kept in each of these areas for collection.
- All staff have been trained and are monitored in the separation of garbage.
- Guests are requested to bring back picnic boxes and plastic water bottles so that they can be disposed of properly.

For treatment and disposal of solid waste,

- Garden waste is composted and used as fertiliser in the hotel gardens and farm.
- Dry solid waste (such as cardboard, plastic, glass bottles and metal) are sold for recycling or reuse. Income from these sales is credited to the staff welfare society.



## Air Quality Management

Emissions of greenhouse gases such as carbon dioxide (CO<sub>2</sub>), nitrous oxide and methane have increased since the time of the industrial revolution. These gases function much like glass panes in a greenhouse, allowing light in, but preventing heat from escaping resulting in a warming of the interior. During the last century, the concentration of CO<sub>2</sub> in the atmosphere rose by twelvefold. Humans excessively use coal, oil and petrol; factories spew out enormous quantities of CO<sub>2</sub> into the atmosphere; forests (that serve to absorb up CO<sub>2</sub>) are decimated world over. Every year, globally, over 30 billion metric tonnes of CO<sub>2</sub> are emitted into the atmosphere. The impact of these emissions and the resultant increased greenhouse effect is a measurable warming of the earth. The last century recorded the largest increase in global temperature, with 2016 being ranked the warmest (combined land and ocean surface temperature) year on record.

As a result of this warming, profound changes are occurring in global weather patterns and resulting in climate change. Global warming is, inter alia, causing glaciers to melt, with an associated sea level rise, increasing extreme weather events (such as intense rainstorms and cyclones, floods, increased heat and drought), as well as causing changes in the world's water availability. All these changes have overwhelmingly negative effects both on human and ecosystem well-being.

Climate change, therefore, is an extremely grave environmental issue with over-arching and long-term consequences.

Effective and prompt response to the impacts of climate change has, therefore, become imperative. One way to do this would be to mitigate the effects of climate change, i.e., reduce carbon emissions. But, mitigation alone will not be enough. Even if greenhouse gas emissions are reduced drastically, the current effects of climate change will be felt for several decades more. Therefore, a second strategy for dealing with climate change — adaptation — also becomes essential. Adaptation, simply, is accepting that climate change and natural disasters will occur, and being prepared.

Meanwhile, the ozone layer, which protects the earth from harmful radiation from the sun, is being destroyed by certain air pollutants, mainly Chlorofluorocarbons (CFCs). Again, the effect of ozone depletion is acutely damaging, particularly to human health. CFCs are used in the manufacture of aerosol sprays, blowing agents for foams and packing materials, as solvents, and as refrigerants. Reducing emissions of CFCs is also, therefore, essential for wise management of the environment.



## Air quality management and reduction of air pollution at Jetwing St. Andrew's

- The use of aerosols has been reduced drastically and only used in emergencies.
- Natural air fresheners, mainly flowers and essential oils such as cinnamon oil, are used instead of chemical air fresheners.
- The pest control service uses biodegradable chemicals such as synthetic pyrethroids (natural pesticides found in plants of the Chrysanthemum family) for spraying.
- Picnic boxes given to guests are made of paper, not from Polystyrene foam.
- Incineration is never used as a means of garbage disposal on hotel premises.
- Vehicles and the boiler are serviced on a regular schedule to ensure optimum performance and minimum emissions.
- Environmental performance (energy star / CFC free / energy efficiency rating) considered in the purchase of all new appliances.

## Responding to climate change at Jetwing St. Andrew's: Mitigation

In order to reduce the GHG emissions associated with the hotel's operations Jetwing St. Andrew's has actively reduced its grid electricity consumption by both reducing its energy demand via energy conservation measures and promoting non-fossil fuel based (renewable) energy generation. (Discussed in Energy Conservation)

## Overall reduction of greenhouse gas emissions as a result of actions taken at Jetwing St. Andrew's

Carbon Footprint of the Hotel (metric tonnes CO <sub>2</sub> per year)	357
Carbon footprint per guest stay (kg CO <sub>2</sub> per guest stay)	10.6
Carbon emissions avoided by use of renewable energy sources and energy saving initiatives (metric tonnes CO <sub>2</sub> per year)	268
Omission of Carbon Footprint (kg CO <sub>2</sub> per guest stay)	8.0
Percentage of emissions avoided	43%

Carbon dioxide emissions reduced from hotel operations is equivalent\* to Carbon sequestered by approximately 12,300 trees.

\*Assumption: a tree can absorb as much as 48 pounds of carbon dioxide per year, (<https://www.americanforests.org/discover-forests/tree-facts/>)



Biodegradable chemicals used at the Hotel



Diluting cleaning chemicals before use



Natural oils burnt as air fresheners

## Prevention of Chemical Pollution

Pesticides, herbicides and fungicides are all poisons designed to destroy pests, weeds and fungi respectively. When these poisons are washed off to waterways or leach into ground water, they cause serious water pollution, with very damaging effects for both human health and the environment. Some pesticides are known to be carcinogens, while others can cause reproductive defects and damage vital human organs. Persistent chemicals — such as DDT and Hexachlorobenzene (HCB), by definition chemicals that last without breaking down for a long time — as well as relatively fast-acting chemicals (such as N-Methyl Carbamates), have been and are being used as pesticides. When these chemicals are washed off or accumulate, animals and plants which are not target species but are beneficial to humans are also poisoned. This disrupts the ecological balance in food webs and chains — which, in turn, is detrimental to the functioning of ecosystems and thus, the various services they provide to humans.

Fertilisers used to boost agricultural productivity are also detrimental to the environment because they add excess nitrates and phosphates to soil and water. In the last 50 years, nitrogen and phosphorus pollution from excess fertiliser use has escalated dramatically, poisoning both soil and water; affecting natural ecosystem functioning, and also reducing the services that the system provides to humans: clean water, fish and crustaceans, for example.

### Prevention of chemical pollution at Jetwing St. Andrew's

- The use of aerosols has been reduced drastically and only used in emergencies.
- The pest control service uses biodegradable chemicals such as synthetic pyrethroids (natural pesticides found in plants of the Chrysanthemum family) for spraying.
- Natural air fresheners, mainly flowers and essential oils such as cinnamon oil, are used instead of chemical air fresheners.
- The use of chemical fertiliser has been reduced drastically with the ultimate aim is to switch completely to organic farming.
- Chemical suppliers who are certified in selling environmentally friendly and nonhazardous products are selected preferentially.
- All chemicals are used only as per manufacturer recommendation and only when necessary.



Drinks served without plastic stirrers



Refillable shampoo and conditioner containers



Laundry delivered in case baskets

## Using Environmentally-Friendly Materials

Plastic, the boon of the mid 20th century, is proving to be the bane of the 21st century. Plastic may be light-weight, low cost and water-proof, but it is an ecological and waste management nightmare. It takes only 2-3 weeks for a banana peel to breakdown in the soil but it may take 100 -1,000 years for a plastic bag to do so.

Plastic not only causes waste management problems (non-degradable waste inevitably piles up) but also ecological disasters. It is reported that, every year, plastic bags kill about 100,000 whales, sea turtles, and other marine animals (many of which are endangered), often by choking on the plastic bags which resemble edible squid and jellyfish. Polyethylene Terephthalate (PET) — which is used to replace glass for containers because it is strong, cheap, unbreakable and lightweight — also does not degrade and accumulates in the environment.

Plastic and its 'relatives' are not friends of the environment, and their use must be reduced drastically, if not banned totally. The use of environmentally-friendly products in its place should be encouraged in the process of responsible environmental management.

### Using environmentally-friendly materials at Jetwing St. Andrew's

The use of plastic has been drastically reduced in the hotel, and in its place more environmentally friendly alternatives are used.

- Use of plastic straws is limited within the hotel and only given upon request by guests and the cocktail stirrers are made out of wood.
- Plastic cutlery, plastic shopping bags and plastic flowers are not used at all.
- Bathroom amenity containers such as shampoo and conditioner bottles are reusable and re-fillable glass bottles.
- Laundry is collected in linen bags and delivered in cane baskets.
- Plastic garbage bags are now used only to clean-up oil from the oil traps.
- Coasters and good night cards are made of recycled paper and carry environmental messages.



Reusable plastic crates used by suppliers



Toilet paper in biodegradable packing



Coffee in biodegradable packing

## Environmentally-friendly Purchasing

As noted under *Solid Waste Management*, waste that humans accumulate is damaging the environment. The manufacture of certain products that we purchase may heavily use power and energy, thereby draining already depleted natural resources. In order to reduce this damage, we have to ensure that the products we buy a) generate waste that is mostly biodegradable, b) are energy and power saving and c) do not add to the degradation of air quality by adding CO<sub>2</sub> and CFCs into the atmosphere.

In addition, transporting produce and food products from far away adds to generation of more greenhouse gases. Hotels, which purchase products in bulk and transport these long distances, need to be acutely conscious of the above. To this end, environmentally-friendly purchasing is an important and vital tool of environmental management in hotels.

### Environmentally-friendly purchasing at Jetwing St. Andrew's

- Whenever possible, Jetwing Hotels promote maximum purchase from local suburbs.
- Reusable crates are used when purchasing fruits and vegetables.
- Local suppliers who use environmentally friendly packaging are selected preferentially.
- Bulk purchases are made whenever possible to reduce waste from packaging material.
- The purchasing officer has been trained and is aware of the need for reduction of unnecessary and damaging packaging.
- Local suppliers who use environmentally-friendly packaging are used preferentially.
- In the replacement of pumps and motors only equipment in E1 and E2 energy efficiency categories will be purchased.
- When purchasing electronic items such refrigerators, only CFC free, energy-star appliances with a minimum of a three star rating are considered.



## Health and Eco-consciousness

While in many parts of the world, infectious diseases such as malaria, tuberculosis and HIV/AIDS pose serious problems, in other parts of the world the so-called 'diseases of affluence' - e.g. diabetes and heart diseases - are on the increase. Although in part, these diseases are on the increase because human life expectancies have increased due to better living conditions, they have also increased due to certain lifestyles that include poor eating habits among other factors. Eating animal products high in saturated fat and cholesterol is linked to heart disease. Dietary factors are also estimated to account for approximately 30% of cancers in industrialized countries.

In addition, for the first time in recorded history, the number of overweight people rivals the number who are underweight. This spread of obesity is no longer confined to rich countries, but is linked to all the diseases of affluence. Being conscious of what you eat in terms of your health has become extremely important in today's world.

Meanwhile, some people also crave luxury foods that are rare and exotic. In addition to being grossly expensive, the increased demand for these foods has led to over-exploitation of many species. When species become threatened, often their international trade is either prohibited or regulated strictly and national laws prevent their harvest. Thus, it is important to be conscious and aware of what you may legally eat in a given country.

### Health and eco-consciousness at Jetwing St. Andrew's

- Herbal porridges, fresh fruits and traditional, healthy, Sri Lankan meals are featured at meals.
- Clearly marked, healthy alternatives are also provided at all meals.
- Wherever possible, the hotel serves vegetables from the hotel farm.
- Meats of protected species are not served in the hotel.
- Kitchen staff are trained to identify specimens (such as immature or egg-bearing lobsters) that are illegal to purchase.
- The hotel is HACCP (Hazard Analysis and Critical Control Points) certified in food safety standards.



Organic vegetable garden at Jetwing St. Andrew's



Organic herb garden at Jetwing St. Andrew's



Harvesting organically grown vegetable from the hotel gardens

## Landscaping and Organic Gardening

Because tourism is the world's fastest growing industry, its sheer speed and scale has had a serious impact on the environment. Where tourist infrastructure development (e.g. hotels, marinas, waste treatment facilities, groynes, golf courses, beach access and parking, etc.) has been careless, without reference to existing environmental laws, many forms of environmental damage – such as erosion, pollution, habitat destruction (clearing of forests, filling of wetlands) have and still ensue, damaging the services that natural ecosystems provide to humans.

Erosion not only causes severe ecological problems but also economic ones and facilities sited on beaches are extremely susceptible to extreme weather events and the effects of accelerated sea level rise. The erosion of beaches and consequent loss of recreational areas due to the construction of tourist facilities on the coast has led a number of countries to adopt coastal laws. In Sri Lanka too, a Coastal Zone Management Plan exists, where set-backs of no-build zones are recommended according to the vulnerability of the site.

In the global Millennium Ecosystem Assessment - habitat change, overexploitation, invasive alien species (IAS), pollution, and climate change, are identified as the most important direct drivers of change in ecosystems. IAS are introduced species that do not stay confined to the area into which they were introduced, compete vigorously with native species and have the potential of eradicating them. Pollution in the form of pesticides and fertilisers can poison waters. As reported in the Assessment, since 1960, flows of reactive nitrogen in terrestrial ecosystems have doubled, and flows of phosphorus have tripled; signifying the importance of cultivation without chemicals.

Therefore, it is imperative, that hotels ensure that their built infrastructure minimises damage to the environment, their garden landscaping is carried out with conscious efforts to minimise damage from IAS, minimise chemical pollution and to maximise ecosystem services from the environment.

### Landscaping and organic gardening at Jetwing St. Andrew's

- The hotel has an old-English style garden, with pristine lawns and beautifully maintained flowers beds.
- Invasive Alien Species are controlled, as it is not practical to completely eradicate them.
- A wetland was designed and developed within the hotel premises to attract birds, butterflies and dragonflies, and enhance the biodiversity of the area.
- The hotel maintains a farm expanding over two acres; and the farm produces over 4,000 kg of vegetables a year, for use in the hotel kitchens.



Installing nest boxes for Sparrows



Red-veined Darter, seen at the hotel wetland



Sri Lanka Yellow-eared Bulbul, at Jetwing St. Andrew's

## Biodiversity Conservation and Education

At the United Nations Millennium Summit held in 2000, the world's leaders acknowledged the enormity of the challenge of mitigating environment-related problems. In the same year, the then UN Secretary General Kofi Annan called for the first-ever international scientific assessment of the health of the world's ecosystems, the Millennium Ecosystem Assessment.

The results of this assessment five years later (involving over 1,000 experts from 95 countries) were alarming. Approximately 60% (15 out of 24) of the ecosystem services evaluated in this assessment are being degraded or used unsustainably. The services to humans from those ecosystems - such as fisheries, supply of freshwater, water purification, flood control, air quality and climate regulation and pest control - have also been damaged. As identified by the assessment the most important direct drivers of change in ecosystems are habitat change, overexploitation, invasive alien species, pollution, and climate change. All these threats severely affect the well-being of humans, including the collapse of the fisheries industry, the higher incidence of existing diseases, the emergence of new diseases and the increase of natural disasters. Worst of all, this degradation is worsening living conditions for the world's poor.

Thus, the creation of awareness about the present state of the planet and what individuals can do about it, as well as conservation education, has become essential facets of good environmental management.

### Biodiversity conservation and education at Jetwing St. Andrew's

- The hotel has a resident naturalist who interacts with the guests, staff, school children and university students to create awareness about biodiversity conservation and environmental management.
- Several nature tours – promoting biodiversity conservation – are offered by Jetwing St. Andrew's. These include treks through the cloud forest and visits to Horton Plains National Park.
- The hotel premises is home to over 60 species of birds, of which 13 are migrants and 7 are endemic to Sri Lanka. It is also visited by 13 species of butterflies, 7 species of mammals, including purple faced leaf monkey, brown mongooses and otter.
- The Resident Naturalist conducts free talks and runs free documentaries on biodiversity to guests and the public; and carries out routine briefings about environmental awareness to the staff.
- Jetwing St. Andrew's, like other Jetwing hotels, supports conservation activities by providing board and lodging for researchers, students and academics.



Jetwing  
ST. ANDREW'S

# Welcome to the Wetland

The resident naturalist transformed  
the site to establish a haven for species  
diverse whilst others have been  
lost. The site was created to  
serve as a model for  
A naturalist planted  
colonized the area. Within six  
and the site related this  
leaves a more  
are-based  
more

## Jetwing St. Andrew's Model Wetland and Interpretation Room

In May 2002, the resident naturalist transformed this commercially valuable piece of land in order to establish a haven for flora and fauna. Many of these species are endemic while others have been introduced over the last 200 years. The wetland reserve was excavated to create a series of ponds of different depths and surface areas. A number of native plants were introduced to the site to speed up the process of colonisation by wildlife. Within six months, a number of endemic plants and animals had populated this newly created habitat.

Jetwing Hotels is a leader in nature-based tourism in Sri Lanka. It hopes that this wetland area will serve as a role model to demonstrate that even small sites such as this, if managed correctly, can serve as important sanctuaries for Sri Lanka's biodiversity.

Over 33 species of plants can be found in this wetland alone, eight of which were introduced by the British (one of which is the Arum Lily *Zantedeschia aethiopica*). Many of the indigenous specimens were collected by the Naturalist from sites where urban development was threatening their immediate habitat. These specimens were taken back to his nursery, where he cultivated them prior to their introduction into the wetland. The early introduction of these specimens encouraged the rapid regeneration of this wetland habitat.

The wetland area supports four endemic reptile species including the Black-lipped lizard (*Calotes nigrilabis*). Amphibians are more numerous, with a total of ten species being sighted frequently. For example, 'the Horse-rider' (*Polypedates eques*), a small tree frog easily identified by hourglass markings on its back, is often seen on Arum lilies.

Over 35 species of birds can be seen in the wetland. One of the resident species is the Ashy Prinia (*Prinia socialis*). This small, insect-eating bird actively feeds in low vegetation, hopping from stem to stem and flicking its tail. Aside from resident species, there are many frequent visitors from surrounding habitats (for example, from the nearby Cloud Forest) and some from further a field such as migrants from India.

Amongst the 12 identified species of butterflies in the wetland, the striking Common Bluebottle (*Graphium sarpendon*) is a common sight, especially on bright, sunny days. They are easily distinguishable by aquamarine flashes on 2-inch long blue/black wings. Dragonflies and damselflies - including the Common Bluetail (*Ischnura senegalensis*) - are of particular importance in the wetland. Intensive horticultural activity (such as the production of tea, vegetables and cut flowers) around Nuwara Eliya often results in the misuse of insecticides. Further enhancement of this wetland environment will encourage increased habitation by dragonflies and damselflies and thus help to preserve locally endangered species.



## Future Plans for Environmental Management

Jetwing St. Andrew's, as an environmentally responsible corporate citizen, plans not only to maintain the environmental standards set down in this Green Directory, but also to expand their green initiatives in the years to come.

Several policy decisions will bring about further changes. For example, any electrical item that needs replacement – such as heaters and refrigerators - will be energy-saving and energy efficient and room lights will be replaced with Light-emitting-diode (LED) bulbs which will further reduce consumption. In addition, solar PV units are proposed in the long-term to reduce dependency on the national grid.

Jetwing St. Andrew's will continue its routine in-house training of staff in environmental management, and periodic audits of its green initiatives will be carried out to ensure that high environmental standards are maintained.

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භවරජය



Donation of water tanks



Tree planting programme



Earth Hour at Jetwing St. Andrew's

## Involvement in Community Development

The development of tourism can lead to social problems when local communities are excluded from that development. When jobs in both the service and support sectors are given to non-locals and products are purchased from out of town, then local communities begin to feel displaced, local livelihoods suffer and community resentment against a hotel can accumulate.

To this end, contributions to community development and improving economic linkage with local livelihoods is essential in the hospitality industry.

There is a general perception that the private sector is exploitative. In the early 20th century, corporate social responsibility by the private sector merely meant large donations to religious organisations. In the 1990s, a model of CSR that practised stakeholder involvement began to take hold in Sri Lanka's private sector. With the triple focus of people, planet and profits in sustainability reporting, such models have become extremely important.

Presently many companies now ensure that their social responsibility portfolio encompasses a wide range of issues, including responsible environmental management and community development at which Jetwing Hotels have been at the forefront.

### Community involvement initiatives by Jetwing St. Andrew's

- Jetwing St. Andrew's works closely with its foster schools, Madduma Bandara Vidyalaya and Gamini National School in Nuwara Eliya and conducts environmental awareness programmes and trainings on the Biodiversity of Sri Lanka and its conservation to the school children.
- Awareness is created among schoolchildren about the importance of wetlands, with tours conducted in the hotels constructed wetland.
- The hotel maintains strong links with National Parks/ Forest department/ schools/ religious places of worship in creating a learning environment for all stakeholders.
- Donations in kind are made regularly to various local temples, hospitals and schools.
- Hotel associates routinely carry out clean-up programmes of St. Andrew's Drive.

#### Local sourcing

- Whenever possible products and services are purchased or procured locally.
- Buying local products as much as possible, essentials such as fruits and vegetables are purchased from the locality.



## Jetwing Youth Development Programme

While industries in the country face a huge manpower shortage, in Sri Lanka we also have a massive problem with the unemployment of youth, especially in rural areas. In seeking to address these two major issues, the objectives of the Jetwing Youth Development Programme (JYDP) are:

- To address the issue of, and provide solutions for the shortage of manpower in our hotels as well as the Sri Lankan hotel industry in general.
- To involve and engage local communities in tourism, passing on its benefits to them.
- To contribute towards resolving the problem of Sri Lanka's youth unemployment.

Focusing on bridging the gap between the unskilled and the skilled, and equipping them for employment, the first Jetwing Youth Development Programme conducted at Jetwing Vil Uyana, provided free training to school leavers from disadvantaged farming families in the Sigiriya area. Based on the success of the initial JYDP, which won Jetwing Vil Uyana the PATA Grand Award (2007) in the Education & Training category, to date, 26 editions of JYDPs have been successfully completed at Jetwing properties around the island.

The participants of the programme are given a comprehensive training on entry level technical inputs on the four core operational areas, which are: Front Office, Housekeeping, Kitchen and Food & Beverage service. These four areas are supported with personal and professional development inputs. As it was realised that a fair level of proficiency in English was imperative to the progress of the trainees, English language classes are also conducted regularly focusing on practical, spoken English. All sessions are held under the guidance of members of the Training and Development team of Jetwing Hotels.

The trainees, who are short-listed in to the departments they are potentially allocated to work at, are given on the job training at other Jetwing Hotels. Upon successfully completing the program the trainees who graduated are given an opportunity to work with the hotel and recruited as full time Associates.

The continuing success of this long running community outreach initiative was recognized and won Jetwing Hotels yet another PATA Grand Award for Education & Training in 2016.



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## Abbreviations

CFP	Carbon footprint
GHG	Greenhouse Gas
IPCC	Intergovernmental Panel on Climate Change
LKR	Sri Lankan Rupee
JEEP	Jetwing Eternal Earth Programme
JYDP	Jetwing Youth Development Programme

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