TARU VILLAS- MAIA, HABARANA

Sustainability Implementation

Document field	Details
Property	Taru Villas Maia, Habarana
Document purpose	Overview of sustainability implementation and supporting management systems
Issue date	13 August 2026
Version	1.1
Document owner	Property Manager
Operational support	Maintenance, Housekeeping, Laundry, Kitchen, Procurement, Human Resources and Front Office
Review cycle	Annual formal review, with updates when practices, records, responsibilities or facilities change
Related framework	Taru Villas policies, Travelife sustainability requirements, Sustainability Action Plan

Purpose

This document provides an overview of the sustainability practices implemented at Taru Villa Maia. It explains how the initiatives are managed, monitored and improved, identifies operational responsibilities, and outlines the evidence used to demonstrate ongoing implementation.

1 Purpose scope and use

This document covers the environmental, social, operational and governance practices used to manage sustainability at Taru Villa Maia. It supports management oversight, departmental coordination, staff briefings, performance review and preparation for external sustainability assessments.

The document should be updated whenever a new initiative is introduced, an implementation method changes, a responsible person changes, or supporting evidence is renewed. Detailed source information remains in the relevant registers, logs, policies, training files and operational folders.

1.1 Sustainability management objectives

- Integrate sustainability into normal hotel operations and management decisions.
- Reduce energy, water, material and waste impacts while maintaining guest comfort and service quality.
- Protect local biodiversity and prevent pollution of land and water.
- Support responsible employment, human rights, child safeguarding, safety and accessibility.
- Increase staff participation and ensure sustainability responsibilities are shared across departments.
- Communicate responsibly with guests, suppliers and surrounding communities.
- Maintain reliable evidence that demonstrates ongoing implementation and improvement.

1.2 Core management cycle

Stage	Application at Maia	Primary record
Plan	Policies, objectives, responsibilities, risks and annual priorities are established.	Policies, action plans, meeting minutes
Implement	Departments carry out operational controls, training, purchasing, monitoring and guest communication.	SOPs, rosters, registers, photographs, training records
Check	Consumption, waste, incidents, complaints, inspections and progress are reviewed.	Utility records, waste logs, inspection sheets, feedback records
Improve	Actions and staff suggestions are discussed, assigned and followed up.	Weekly meeting records, action tracker, management review

2 Governance and policy framework

Taru Villa Maia operates under the Taru Villas policy framework. The policies were reviewed on 1 January 2026 and are scheduled for formal review on 1 January 2027. Management should retain signed approval copies and document any interim changes.

Policy area	Main control established	Internal evidence
Environmental management	GHG reduction, resource conservation, zero discharge, waste minimisation, biodiversity, community engagement and compliance.	Approved policy, environmental records and management reviews
Energy management	Efficiency improvement, monitoring, staff and guest awareness, renewable-energy transition and green-building practices.	Approved policy, utility data, equipment records and awareness material

Policy area	Main control established	Internal evidence
Emergency preparedness	Risk assessment, training, evacuation, first aid, firefighting, emergency contacts, drills and external coordination.	Emergency plan, drill reports, training and inspection records
Human rights	Non-discrimination, fair employment, safe work, prohibition of forced labour and exploitation, community respect and supply-chain responsibility.	Policy, training records, grievance and reporting process
Zero plastic	Elimination of avoidable single-use plastics, sustainable packaging, recycling and staff and guest awareness.	Policy, procurement records, photographs and guest information
Quality assurance	Guest experience, employee development, sustainable innovation, health and safety, feedback and continual improvement.	Policy, feedback records, audit findings and action logs
Food safety	Safe handling, hygiene, staff training, responsible sourcing, inspections and dietary communication.	SOPs, inspection logs, training and supplier records
Child safeguarding	Zero tolerance, identification and reporting, cooperation with authorities and responsible tourism.	Policy, staff training, reporting contacts and poster

3 Sustainability Champion programme

The Sustainability Champion programme is the primary staff-engagement mechanism used to keep sustainability active in day-to-day operations. A different employee is appointed as Sustainability Champion for the week according to a roster.

3.1 Weekly process

Step	Required activity	Record
Appointment	Management confirms the weekly Champion from the roster and explains the focus areas and current priorities.	Weekly roster
Observation	The Champion observes operations and identifies good practices, wastage, hazards, guest or community concerns, and improvement ideas.	Champion notes or checklist
Engagement	The Champion reminds colleagues of applicable practices and gathers practical input from employees.	Briefing notes or staff feedback
Weekly input	At the end of the week, the Champion submits observations, suggestions and any unresolved issues.	Weekly Champion feedback
Management follow-up	Progress and actions are discussed in the weekly meeting. Responsibilities and deadlines are assigned where required.	Weekly meeting minutes and action tracker
Close-out	Completed actions are recorded; unresolved items are carried forward until closed.	Updated action tracker

3.2 Programme controls

- All employees should receive the opportunity to serve as Champion through the roster.
- The programme should not be treated as a one-time awareness activity; it must link to weekly operational follow-up.
- Champion observations should include positive practices as well as gaps and improvement suggestions.
- Management should acknowledge staff input and communicate action status.
- Completed rosters, weekly inputs and meeting follow-up records should be retained.

4 Monitoring documentation and review

The property tracks sustainability activities and operational performance to support evidence-based decision-making. Monitoring should be consistent, traceable and linked to action where unusual trends or gaps are identified.

Area	Monitoring approach	Recommended review
Electricity	Record bills or meter data; note operational changes and investigate unexplained variation.	Monthly
Water	Record bills or meter data; document leaks, repairs and abnormal use.	Monthly
Fuel	Record generator fuel, LPG and other operational fuels where applicable.	Monthly or on replenishment
Waste	Record key waste streams, storage condition, collection and disposal route.	Monthly
Food waste	Monitor preparation and plate waste where practical; review portions and menu	Routine operational

Area	Monitoring approach	Recommended review
	planning.	review
Procurement	Review local sourcing, packaging, reusable alternatives and supplier performance.	Quarterly
Chemicals	Maintain stock, location, SDS and storage controls; update after material changes.	Ongoing with periodic inspection
Training	Maintain topic, date, content, trainer, attendance and assessment evidence.	After each session
Complaints and feedback	Record guest, employee and community concerns and the response or corrective action.	As received; review monthly
Incidents and spills	Record leaks, spills, runoff and response actions, including photographs where relevant.	Immediately; management review

5 Energy and climate management

The energy-management approach combines consumption monitoring, efficient operation, staff and guest behaviour, maintenance and review of higher-consuming systems. Greenhouse gas accounting supports a wider understanding of climate impact.

- Monitor electricity and fuel consumption and compare performance over time.
- Investigate significant changes in use against occupancy, weather, maintenance, equipment and operating patterns.
- Promote switching off unused lights, fans, air-conditioning and equipment.
- Keep conditioned spaces closed while air-conditioning is operating.
- Review air-conditioning setpoints, pre-cooling practices, maintenance and equipment condition.
- Consider energy and water efficiency when replacing equipment.
- Maintain greenhouse gas calculations and retain the activity data and emission-factor basis used.
- Record completed energy improvements and verify their effect where data is available.

5.1 Supporting evidence

Utility bills or meter records; fuel records; maintenance logs; equipment inventory; energy-review notes; staff briefing material; guest communication; GHG calculation file and supporting activity data; photographs or invoices for completed improvements.

6 Water stewardship

- Monitor water use and investigate unexplained increases.
- Record leaks, repair dates and corrective actions.
- Encourage staff to avoid running water unnecessarily during cleaning, laundry, kitchen and landscaping activities.
- Apply guest towel and linen change practices that avoid unnecessary washing while respecting guest preference.
- Review irrigation timing, cleaning methods and pool operation for avoidable losses.
- Prevent contaminated water, chemicals or waste from entering open ground, drains or natural water bodies.

7 Waste reduction and circular practices

The property manages waste through prevention, segregation, controlled storage, reuse, recycling and responsible disposal. Waste areas must remain clean, labelled and protected from pests, wind, rain and unauthorised access.

7.1 Operational controls

- Separate waste streams at the point of generation wherever practical.
- Maintain clearly labelled collection containers and a clean central storage area.
- Track waste quantities or collection records by stream where information is available.
- Prevent mixing of recyclable materials with wet or contaminated waste.
- Reduce food waste through purchasing, storage, preparation, portion planning and guest service practices.
- Avoid unnecessary purchases and packaging; prioritise reusable, refillable, returnable and recyclable options.
- Retain collection notes, receipts or confirmation from waste contractors and recyclers.
- Record any illegal disposal, leakage, spill or runoff concern and the corrective response.

7.2 Plastic reduction

The Zero Plastic Policy establishes the direction to eliminate avoidable single-use plastics. Departments should record items removed, alternatives introduced, supplier changes, and any remaining single-use items that require further action.

8 Sustainable procurement and supplier engagement

Procurement decisions consider quality, safety, value, operational suitability, origin, ownership, environmental impact, packaging, durability, repairability and end-of-life options.

Priority	Implementation expectation	Evidence
Avoid	Check whether the purchase is necessary and whether an existing item can be reused, repaired, refurbished or repurposed.	Purchase request or approval
Local value	Prioritise suitable regional and Sri Lankan products and locally owned suppliers.	Supplier list, invoices, origin information
Lower impact	Prefer reduced packaging, reusable, refillable, recyclable, returnable and recycled-content options.	Product specifications and photographs
Durability	Select durable and repairable products with suitable maintenance support.	Evaluation or quotation comparison
Efficient equipment	Consider energy and water performance when purchasing electrical, mechanical, kitchen and laundry equipment.	Technical evaluation
Responsible suppliers	Communicate environmental, human-rights, ethical and packaging expectations.	Supplier communication and acknowledgements
Periodic review	Identify packaging reduction, local sourcing and circular-use opportunities.	Procurement review notes

9 Chemicals hazardous substances and pollution prevention

A current hazardous-substances register is maintained for Maia and assigns materials to three controlled chemical-storage areas. The register should remain accessible to management and emergency services, with Safety Data Sheets available for the products held.

Storage	Assigned materials and controls
CHS1	Cleaning products, maintenance oils and coatings, fertilizers and relevant pest-control products. Separate incompatible products and retain labels and SDS.
CHS2	Pool-treatment chemicals. Chlorine and acidic products must be kept in physically separate, labelled bays with suitable containment.
CHS3	Laundry chemicals, spare refrigerant cylinders, relevant stored equipment items and hazardous waste. Segregate incompatible products and hazardous waste.
Fixed external locations	LPG and generator diesel remain at their fixed installations; exact locations and emergency controls should be recorded separately.

9.1 Minimum controls

- Maintain product name, use, storage tag and verified quantity in the register.
- Keep containers labelled, closed and in suitable secondary containment.
- Provide spill information and appropriate spill kits near relevant storage and use areas.
- Keep storage secure, ventilated where required, protected from weather and away from incompatible materials.
- Inspect for damaged containers, leaks, expired products and unlabelled substances.
- Record hazardous waste separately and use an appropriate disposal route.
- Update the register whenever stock, products, quantities or locations materially change.

10 Biodiversity natural areas and responsible tourism

- Protect natural habitats, vegetation and wildlife within and around the property.
- Do not feed, touch, capture, disturb or encourage close interaction with wildlife.
- Provide responsible safari and nature-visit guidance to guests.
- Avoid products derived from protected species, coral, shells, ivory, wild animal skins or illegal wildlife trade.
- Prevent litter, chemicals, fuels, oils and wastewater from reaching soil, drains or natural water bodies.
- Maintain outdoor areas in a way that reduces disturbance, pollution and unnecessary damage.
- Communicate appropriate behaviour around culturally important and natural sites.

11 Employees human rights and safeguarding

Social sustainability controls cover fair treatment, non-discrimination, safe working conditions, employee wellbeing, freedom from exploitation and protection of children and vulnerable people.

11.1 Training and awareness

- Provide formal annual human-rights and child-safeguarding training.
- Include how to identify and report bonded labour, modern slavery, human trafficking, child exploitation and abuse.
- Explain internal reporting and how staff can independently contact external authorities.
- Maintain attendance records and assessment or quiz evidence.
- Use periodic briefings and weekly meetings to refresh key responsibilities.
- Work towards full workforce coverage over time and retain evidence of participation.

11.2 Reporting contacts and response

Child-safeguarding information displayed at the property includes the Property Manager contact and the National Child Protection Authority Childline 1929. Concerns should be taken seriously, documented, escalated promptly and reported to relevant authorities where required. Immediate danger requires urgent contact with emergency services.

12 Community culture and local value

- Maintain a channel for neighbours and community stakeholders to submit feedback or complaints.
- Record the concern, responsible person, response, corrective action and closure.
- Discuss community-related progress and actions during weekly meetings rather than treating engagement as a one-time activity.
- Respect local customs, religious and cultural sites, privacy and community life.
- Require permission before photographing people; parental or guardian permission is required for children.
- Support appropriate local suppliers, producers, guides, craftspeople and services.
- Use staff briefings to identify local issues, opportunities and actions.

13 Guest communication and participation

Guest communication explains the property's sustainability actions and invites participation without reducing comfort or service quality.

- Provide information on energy and water conservation, towel and linen choices, waste separation and food-waste prevention.
- Provide guidance on wildlife, safaris, cultural respect and harmful products.
- Make sustainability information accessible through guest-room material, signage or QR-linked content as appropriate.
- Provide guest feedback routes and record suggestions or complaints requiring action.
- Keep guest-facing claims consistent with actual implementation and current records.

14 Health safety accessibility and emergency readiness

- Maintain safety signage, accident-prevention measures and accessible routes or support arrangements.
- Keep emergency contacts and instructions available to staff and guests.
- Conduct risk assessments, equipment inspections, first-aid and fire-safety training, and periodic emergency drills.

- Maintain food-safety SOPs, hygiene controls, training, inspections and allergy or dietary communication.
- Record incidents, near misses, corrective actions and close-out.
- Coordinate with relevant emergency, healthcare and regulatory authorities where required.

15 Sustainability goals progress and stakeholder support

Taru Villa Maia is working towards the following sustainability goals. Progress is reported against actions supported by current policies, operational practices and available evidence. Where a verified numerical baseline or reduction result is not yet available, no quantified improvement is claimed.

15.1 Goals and progress

Goal and target	Progress as at 30 September 2026	How progress is verified
Minimize guest room pre-cooling from current 1hr to 20 minis from guest's arrival	The practices have been implemented with successful outcome.	Through monitoring
Phase out virgin pulp toilet paper usage	100% of the toilet paper is replaced with bamboo based recycled toilet paper	Procurement records
Maintain active staff participation in sustainability and ensure that improvement ideas lead to follow-up action.	The weekly Sustainability Champion programme is active. Employees rotate through the role, observe sustainability practices, provide feedback at the end of the week, and raise progress and actions through weekly meetings.	Weekly Champion roster; Champion notes or checklist; staff feedback; weekly meeting minutes; action tracker and close-out records.
Minimize food waste reduction (prepared food)	Taru Villa conducted a portion re-valuation across all its properties and implement portion optimization	Kitchen waste record

15.2 Invitation to stakeholders

Taru Villa Maia invites guests, employees, suppliers, service providers and community partners to support the delivery of these goals and the property's wider sustainability commitments.

- Guests can conserve energy and water, use towel and linen choices, separate waste where facilities are provided, avoid harmful wildlife products and share practical suggestions with the property.
- Employees can participate actively in the Sustainability Champion programme, identify inefficiencies or risks, suggest improvements and follow agreed actions through weekly meetings.
- Suppliers and service providers can reduce unnecessary packaging, offer reusable or refillable solutions, disclose relevant environmental information and propose durable, efficient and locally sourced alternatives.
- Community partners can provide feedback, identify local priorities and collaborate on initiatives that protect culture, livelihoods, biodiversity and the surrounding environment.
- Stakeholders are encouraged to share observations, ideas or concerns with the Property Manager or the relevant Taru Villa Maia team member so that they can be reviewed and acted upon.

  Please visit https://www.taruvillas.com/maia/sustainability-actions/ for more information and to provide your feedback

16 Implementation evidence register

Implementation area	Minimum evidence to retain	Owner	Review
Policies	Approved and signed current policy set; review confirmation	Property Manager	Annual
Sustainability Champions	Weekly roster, Champion notes, staff input, meeting follow-up	Property Manager / HR	Weekly
Utilities	Electricity, water and fuel records; trend review and explanations	Manager / Maintenance	Monthly
GHG accounting	Calculation file, activity data, factors, assumptions and review	Management / Sustainability support	Annual
Waste	Waste log, segregation photographs, storage inspection and disposal evidence	Housekeeping / Kitchen	Monthly
Food waste	Preparation or plate-waste observations and improvement actions	Kitchen	Routine / monthly review
Procurement	Supplier list, local-origin records, sustainable product evidence and supplier communication	Procurement / Department heads	Quarterly
Chemicals	Current register, SDS, store inspection, spill-kit check and disposal records	Manager / Maintenance	Monthly and after changes
Biodiversity	Guest information, safari guidance, incident records and site observations	Front Office / Management	Periodic
Human rights	Training material, attendance, quiz, reporting process and actions	HR / Property Manager	Annual plus briefings
Child safeguarding	Policy, posters, contacts, training and incident response record	Property Manager	Ongoing
Community	Complaint book or feedback log, response, action and closure	Property Manager	As received / monthly
Guest engagement	Guest guide, QR content, signage and feedback records	Front Office	Periodic
Safety	Risk assessments, inspection sheets, drill reports and incident records	Manager / Maintenance	Scheduled
Accessibility	Accessibility review, actions and guest-support arrangements	Management	Annual / as needed
Management review	Weekly minutes, action tracker and annual sustainability review	Property Manager	Weekly / annual

17 Action and continual improvement tracker

Action or verification item	Responsibility	Frequency
Keep the weekly Sustainability Champion roster and end-of-week feedback active.	Property Manager / HR	Weekly
Include sustainability progress and open actions in weekly meeting minutes.	Property Manager	Weekly
Complete missing product details and SDS references in the hazardous-substances register.	Maintenance / Manager	Immediate and ongoing
Record exact fixed locations for LPG and generator diesel.	Maintenance	Immediate
Confirm chemical-store signage, containment, ventilation and incompatibility segregation.	Maintenance / Manager	Routine inspection
Maintain spill kits and inspection records for relevant storage and use areas.	Maintenance / Housekeeping	Monthly
Maintain staff training evidence for human exploitation, trafficking and child safeguarding.	HR / Property Manager	Annual and briefings
Review utility and waste trends and document reasons for material changes.	Management / Maintenance	Monthly
Review remaining single-use plastics and record alternatives introduced.	Procurement / Operations	Quarterly
Review supplier packaging and local-sourcing opportunities.	Procurement	Quarterly
Keep guest sustainability, responsible safari and harmful-product guidance current.	Front Office / Management	Periodic
Review community, guest and employee feedback and close assigned actions.	Property Manager	Monthly

18 Management review and approval

Management should review this document together with the supporting evidence, confirm that the stated practices remain active, update the action tracker, and document approval. Material changes should be incorporated without waiting for the annual review.

Review field	Entry
Reviewed by	Hasitha De. Silva
Designation	Manager, Maintenance & Operations
Review date	13/08/2026
Approved by	Dileesha Weerakkodi, Manager, Maia

Review field	Entry
Approval date	18/08/2026

19 Source documents

- Taru Villas policy statements reviewed in January 2026.
- Taru Villas Sustainable Procurement Policy.
- Taru Villa Maia hazardous-substances register updated in September 2026.
- Travelife responsible-hospitality guidance and project corrective-action materials.
- Sustainability Champion programme description and weekly follow-up arrangement.
- Community and culture staff workshop materials and weekly-meeting follow-up requirement.