



**SUSTAINABILITY
MANAGEMENT PLAN**

“We are aware of our responsibilities in sustainable tourism and development.

We are working for leaving a better world for future generations. Our corporate culture, values and ethical principles guide us in fulfilling these responsibilities.”

At SAJ LUCIYA, it is of special importance for us to provide information about our sustainability activities in a transparent and effective manner. In this line, the sustainability reports that we aim to publish annually will be an important instrument that we will benefit in order to be a transparent and accountable organization.

We would like to openly share our decisions and practices we have adopted for the sustainability of our business. We consider this report, which we plan to prepare regularly, as an important communication instrument with which we will share the steps we will take to manage our impacts in the future.

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OUR MESSAGE ON SUSTAINABILITY

At SAJ LUCIYA, we continue to serve with high guest satisfaction, brand awareness and quality understanding from past to present.

Today, we are experiencing a period in which many new expectations and needs arise in the tourism sector around the world, from the environmental matters to business and social life. This process demonstrates the importance of responsible and sustainable tourism, which we, at SAJ LUCIYA, attach special importance and our corporate values also point out.

Thus, our message on sustainability is making better places to visit and better places for people to live in.

CORPORATE PROFILE

MISSION

To make the Property the most sought-after destinations in South India, to discerning Tourists and Business Travelers by offering World Class Luxury wrapped in Kerala's Traditional Cultural and Ethos.

We as a hotel, make it a point to promote the rich culture and heritage of our city to our guests and we make sure they return every time they visit.

VISION

WE SEE AN ORGANISATION WHICH IS COMMITTED:

To consistently achieving Goals it sets for itself consistently

To provide excellent support to the Business & Leisure activities of our guests.

To protect the environment by using natural products, by using solar energy wherever possible and by reducing, reusing and recycling waste wherever possible.

To bring paradigm shifts in the value system and world view in the lives of staff, Business Associates and local Populace who associate with us.

To promote and disseminate the message of Safe, secure and Dignified Tourism with a sense of responsibility to the Tourists and the society.

MISSION & VISION OF THE HUMAN RESOURCES

The human resources vision of SAJ is to be an exemplary corporation in which a world-class human resources management approach is adopted in its sector and where everyone wants to work and is proud to work for.

The human resources mission of SAJ LUCIYA is to provide a Human Resources perspective with a working environment that will enable our employees to have common values, work with high efficiency and create added value by keeping their loyalty at the highest level.

TRAINING AND DEVELOPMENT

SAJ LUCIYA allows employees to develop and progress together with SAJ by providing training programs for professional development and business excellence in line with its goals and principles. We create well-educated, motivated human resources with the philosophy of “Our biggest capital is our employees”.

POLICY OF QUALITY, ENVIRONMENT AND OCCUPATIONAL HEALTH AND SAFETY

- Ensuring customer satisfaction by offering high quality and privileged products to our customers with an understanding of superior service.
- Being innovative and pioneer in the sector by constantly following the innovations.
- Ensuring the sensitivity of our employees to the environment, occupational health and safety and quality by increasing their level of awareness.
- Being result-oriented by using resources in a planned and effective manner.
- Complying with legal requirements by preventing occupational safety risks, accidents and environmental pollution.

OUR CORPORATE RESPONSIBILITIES:

Minimize negative impact to the local community

Carrying out activities for adding positive values in protecting the environment and cultural heritage and taking our environmental impacts under control in the territory where we operate and as possible as beyond are our priorities. We ensure that no interference or inconveniences is caused from our side to the nearby communities hence minimizing negative impacts on them. The activities of the establishment do not jeopardize with the communal harmony of our nearby neighborhood.

Sustainable Tourism

Meeting the needs of our guests and employees by thinking about the future generations, protecting natural resources and wildlife also reduction in exploitation of natural resources, saving energy and water, and increasing the quality of life constitute the basis of our sustainability activities.

Encouraging local craft persons and performance artists

We create internship opportunities for tourism students to gain working experience. We support our employees with trainings and career management program. By training our employees as much as possible, we aim to raise our own employees to higher positions and grow together.

RESPONSIBLE PURCHASING PRACTICES

At SAJ LUCIYA, we carry out our purchasing operation in two processes: Procurement of raw materials and procurement of other goods and services.

As part of our responsible purchasing practices, within the scope of Supplier Management, the companies from which we procure raw materials are evaluated by our purchasing and quality departments.

Our purchasing agreements include our responsible procurement principles. We collaborate with suppliers that comply with all legal regulations. We encourage our suppliers to grow and develop with us within the scope of the Integrated Quality Management System requirements that we implement.

We make our purchases from the regions as close as possible. Provision for the hotel is acquired by staff from nearby markets using public transport or purchased on foot thus reducing carbon footprint. Since the very famous Chalai market is nearby most of our daily needs are procured from the market. All these steps help to reduce the environmental impacts by minimizing the CO2 emissions of the delivery vehicles of supplier companies, and we support the employees from the region.

OUR GUESTS

CUSTOMER SATISFACTION MANAGEMENT

Due to the fact that production and consumption realizes simultaneously in the service sector, failures are inevitable. However, the successful recovery of service failures will be possible by being aware of the existence of complaints, establishing processes that produce fast solutions for the management of these complaints and are based on the fact of justice, informing the personnel and guests about these processes and implementing these processes effectively.

Our guests can report their complaints directly to the front desk during their stay at the hotel or in the guest feedback form present in the front desk as well as in the rooms. Guest response/customer satisfaction collected in rooms and also electronically in E-forms goes directly to the respective department heads and immediate corrective responses are taken.

OUR ENVIRONMENTAL APPROACH

SAJ LUCIYA is an organization that follows quality-oriented management philosophy and has adopted the principle of responding to the expectations of our guests, employees, the law in the most effective way and rendering it permanent.

OUR ENVIRONMENTAL POLICY

- As the hotel management, we are committed to taking a proactive approach towards our future needs and obligations, in compliance with the relevant environmental legislation.
- Implementing energy consumption, waste management, reuse and recycling activities and monitoring our performance regarding these activities in order to protect natural resources, while constantly improving our service quality in line with the expectations of our guests,
- Providing environmental training to all employees from the top management to the lowest units, protecting natural life and playing an active role in environmentally sensitive studies, and encouraging these studies,
- Sharing our environmental policy with our employees, guests, suppliers and ensuring that it is accessible to the public.
- Working with local suppliers that adopt environmental policies and practices.

OUR ENVIRONMENTAL GOAL

Carrying out activities for adding positive values in protecting the environment and cultural heritage and taking our environmental impacts under control in the territory where we operate and as possible as beyond are our priorities.

Environment-Friendly

- We identify and control our impacts on the environment.
- We are prepared for pollution risks and emergencies, and we comply with environmental regulations.
- We continuously improve our environmental performance through activities such as waste sorting and reduction of waste amounts, efficient use of natural resources, etc.
- We follow the motto of reuse, reduce and recycle wherever possible on the premises. We make sure to give the cans and bottles discarded for recycling. Damaged/discarded linen are converted to dusters, waiter cloths etc.
- We follow up the wastes up to the recycling/disposal stage.
- We use energy and water saving systems in our hotels and train our employees on these matters.
- Rain water harvesting is done on premises to collect rainwater and is used for gardening and cleaning purposes.
- We train our employees on the precautions to be taken in case of spillage of hazardous chemicals.
- Dry waste generated from the hotel is taken to the incinerator located in our property near Sanghumukham where it is incinerated.
- In order to minimize the damage, we cause to the environment, we try to reduce the systems that will cause the formation of hazardous waste, and try to reduce our solid waste production by using large packaging.
- The solar panels are installed in the property. We aim at installing more solar panels in stages to meet our energy needs. We have plans to install smart motion sensors for public area lighting to reduce energy consumptions.

Engagement of Everyone

- We encourage our employees and guests to be sensitive to the environment.
- We separate the recyclable wastes by placing waste sorting buckets in allocated areas and scrap is collected and discarded safely by designated vendors.
- We promote the use of glass bottles in room, thus reducing the use of plastics.
- Key cards are installed in room to prevent electricity wastage.
- We evaluate the satisfaction, requests and suggestions of our employees and guests regarding our environmental awareness activities and we constantly improve ourselves.
- Take away tines are recyclable and only paper carry bags are used in the establishment.
- We try to increase the environmental awareness of our employees, local people and guests by organizing various environmental events.
- Locally made cane baskets are used in rooms to keep toiletries

SUSTAINABLE LIFE

Sustainable development refers to a holistic approach that aims to establish a balance between the needs of human life and the sustainability of natural resources, and to make a planning compatible with its economic, environmental and social aspects from the present to the future.

The concept of “sustainability”, which emerged with the combination of environmental, economic and social factors for the benefit of people and the environment for a better world, is increasingly taking place in tourism of India.

Climate conditions demonstrating changes on a global scale are increasingly everywhere. We have come to a point that we experience droughts, floods and very cold winters. These all indicate that something is changing in our world. In this context, protecting the environment is of key importance for the future of humanity. Measures to be taken by a single business or by even an individual to protect the environment, and therefore the world, will contribute to this process and enable the sustainability of a livable planet.

At SAJ LUCIYA, we are aware that we have great responsibilities in this process. Sustainability, which has turned into the responsibility of companies today, is considered as one of the most important elements of the economic, environmental and social dimensions of our activities.

Sustainability in economic sense includes all of the strategies and practices that our companies have created for the continuity of their economic activities. Economic sustainability aims to develop risk management practices, to implement a strong corporate structure and to display the highest possible performance in order to realize the commitment to create added value for our companies.

All persons receive training in the management of environmental, socio-cultural and health and safety practices.

Sustainability in economic sense includes all of the strategies and practices that our companies have created for the continuity of their economic activities. Economic sustainability aims to develop risk management practices, to implement a strong corporate structure and to display the highest possible performance in order to realize the commitment to create added value for our companies.

With the concept of sustainability, the scope of corporate social responsibility has also expanded. Sustainability in social terms guides our businesses in the process of developing projects that will improve and contribute to the lives of all people in the society in which we operate, our employees being in the first place.

Local residents and unskilled people are employed in management position wherever feasible, and special training sessions are provided to them thus improving and enhancing their standard of life.

Another step taken by us to promote local skill is that we make sure to engage people from the local community. We identify such people and make sure they are employed with us. For eg as tour guides for visits to the temple or nearby attractions.

In a nutshell, sustainability is defined as “Working for a better world by focusing on economic, environmental and social activities”.

Within the scope of sustainability, the main responsibilities of our businesses are;

- Creating and evaluating opportunities of recycle and reuse,
- Continuously improving energy efficiency, and minimising the negative impact of carbon emissions,
- Reducing all kinds of environmental impacts, and

The liability of economic actors is not limited to these Social and economic factors that form the basis of sustainability are at least as important as the environment. Sustainability has a wide scope from providing the most suitable conditions for the employees to sharing the added value created with the society.

RESOURCE CONSUMPTION

With the efforts to reduce the consumption of natural resources, the rate of reaching the targets is followed numerically, and studies are made on decreases or increases in electricity, water and natural gas consumptions.

□ Electricity Consumption

We aim to ensure that all electronic products we purchase are energy efficient and that all our employees receive training on energy saving.

We carry out the following studies regarding energy saving out in our hotels and ensure their continuity.

- Energy-saving bulbs or LED lights are used in our hotels.
- There are key cards in our rooms, ensuring that the systems are automatically turned off as soon as the guest leaves the room in order to save energy.
- Our mini bars are positioned away from heat sources in order to save energy.
- Our energy consumption is recorded on a daily basis.
- General awareness is given to employees at all levels about controlled usage of electricity (6PM -10PM) in line with the advices and reminders issued by the Electricity Board and the Ministry of Electricity.
- We have installed acoustic diesel generators.

□ Fuel Consumption

Our natural gas consumption is recorded on a daily basis and adjusted automatically according to seasonal conditions.

□ Water Consumption

In order to reduce general water consumption without compromising on health, hygiene and guest satisfaction, we use water-saving equipment, place an informative “Environmental Card” about water saving in guest rooms, and train our employees on this subject.

- We carry out the following studies regarding water saving out in our hotels and ensure their continuity.
- Water flow limiting equipment is used in taps and showers.
- Saving and/or double flush systems are used in the toilets.
- In all rooms, there are warning letters about water saving for our guests.

WASTE MANAGEMENT

At SAJ LUCIYA, our primary objective in our Waste Management System we implement is to reduce the amount of waste, to manage our wastes well and to ensure that they are disposed of with the least damage to the environment, and to recover the recyclable ones.

RECOVERABLE WASTES

We make various studies to reduce our waste production.

For the recycling of glass, paper, oil, plastic and food waste, we keep waste separation containers in various departments, office areas.

We also have waste sorting bins. We collaborate with the relevant companies for the recycling of these wastes that we separate and we follow up these activities.

In order to reduce our paper consumption, we make our correspondences and announcements in the e-mail environment as much as possible. Our primary goal in 2023 is to take measures to reduce the amount of paper, plastic, glass and metal waste generated, and to properly sort and recycle the waste generated.

By informing our guests about the Waste Management System we have implemented in our hotel, we encourage them to reduce the amount of waste and to sort the wastes generated.

CHEMICAL USAGE

We train our employees on the use of chemicals and the precautions to be taken in case of spillage/scattering of hazardous chemicals.

Our dosing system has been established according to our cleaning materials in order to spend less amounts of chemicals. In this way, the use of excess or incomplete cleaning materials is prevented.

We control our amounts of chemical usage and provide personnel training to prevent wasted and wrong chemical use.

CARBON

We make our purchases from the regions as close as possible. Since the very famous Chala market is nearby, most of our daily needs are procured from here by foot. This also helps the local vendors and merchants. Thus, we aim to reduce the environmental impacts by minimizing the CO2 emissions of the delivery vehicles of supplier companies.

- We will prefer products that are produced with climate-friendly methods using low-carbon, and we will use energy efficiently. We will prefer public transportation systems more in our modes of transportation, make vehicle routes and transportation plans, and prefer vehicles that use fuel efficiently.
- We will give more support to recycling by taking measures to reduce our consumption.
- We will prefer suppliers that support recycling.
- We will take measures to do more with less energy. While purchasing a product, we will also pay attention to its energy efficiency class.

OUR ENVIRONMENTAL PRIORITIES

- In order to reduce the amount of waste, larger packaged products are selected in the purchasing process and we have effective waste management in place and records are maintained.
- In order to reduce hazardous wastes, longer-lasting LED lightings are used in many usable sections instead of fluorescent lightings containing mercury. Energy-saving bulbs are preferred in areas where LED usage is not possible. Separate storage for chemicals, detergents, pesticides etc are maintained and they are labelling for proper usage. Instructions on how to use them are also provided.
- Materials such as textiles that will wear out and deform over time will be donated to the people in need instead of being used as waste, or they will be made smaller and used for different purposes like waiter's cloth, dusters etc.
- Paper files made by women of Kudumdasree unit are used in rooms to keep the notepads and pen.
- In order to reduce energy consumption, we pay attention to purchase devices with high energy efficiency in changing devices.
- Studies are made to increase the environmental awareness of our guests. In this context, environmental cards are left in the guest rooms and we try to ensure that the guests are aware of what our facility does in terms of protecting the environment.

EMPLOYEE TRAININGS

- Responsible purchasing practices.
- Environmental approach and environmental policy.
- Responsible usage of energy.
- Personal hygiene
- Socio-cultural responsibilities.
- Waste management.
- Health and safety.
- Hygiene Training
- Corporate Responsibilities
- First Aid Training
- Fire Drill

At SAJ LUCIYA employees are included in the Orientation Training programs soon as they start working, and the rules to be followed and our expectations from the employee are explained. Afterwards, they go through a series of training processes within the plan created every year according to the needs, and they are equipped to provide excellent service.

Local residents and unskilled people are employed in management position wherever feasible, and special training sessions are provided to them thus improving and enhancing their standard of life.

Environmental trainings are provided to our employees in line with annual training programs. The trainings include subjects such as reducing the consumption of natural resources, reducing wastes and separating them correctly, what to do about hazardous wastes, Protection of Natural Life, etc.

Trainings are continued internally and externally. Awareness of all our employees about the Environment is ensured. In addition, chemical trainings are also provided, and the awareness of our employees who use chemicals has been raised in order to ensure the standardization of chemical consumption.

- Our employees are also provided with fire training.
- Emergency teams are formed.
- Fire drills are organized. Fire extinguishers in our facilities are checked.

OCCUPATIONAL HEALTH AND SAFETY RULES

1. It is essential to comply with the rules of hygiene and cleaning so as not to cause epidemics.
2. It is forbidden to spit on the ground, to blow nose, to keep things that may harm the air and health casually, and to throw them somewhere in the hotel.
3. It is forbidden to smoke, use matches and similar things in places where flammable, explosive and inflammable materials are stored, despite the warning signs.
4. It is forbidden to use dangerous weapons and similar tools, to keep them available on or in the workplace.
5. Employees are obliged to use and protect the equipment, devices and protection materials given to them in order to ensure occupational safety. The employees must not use the hotel's materials or machines or services without permission and authorization.
6. Employees must use the necessary safety equipment such as boots, shoes, aprons, gloves, glasses, face masks, safety harnesses, helmets, protective vests, masks, etc. in accordance with the nature of the work done, which must be used according to occupational safety.
7. Every employee is obliged to take the necessary precautions against accidents, to protect himself/herself, his/her environment and other employees around, to comply with the safety measures, written texts, warning signs and methods put in place to prevent accidents.
8. The employee must immediately stop the malfunctioning equipment and machine during the work and notify his/her immediate supervisor. If the employee does not use the equipment or machine given to him/her properly, does not stop it immediately in the event of a malfunction, and therefore causes the malfunction of the equipment, device or machine to go worse, if a work accident occurs, and the person or other employees are harmed or killed as a result of the accident, the employee shall be personally and directly responsible for the consequences of such situations.
9. While the employee is at work, the employee is obliged to notify the department manager or the immediate supervisor as soon as possible in case of an accident, sudden illness, etc.
10. Changing rooms, toilets, washbasins and showers are provided to meet the necessary personal needs. It is necessary to assist the relevant people in maintaining the high standard of cleaning in these areas, which will be used by all employees.
11. All employees are responsible for cleanliness of body, hand, face, mouth, hair, nails, etc. and must pay attention to hygiene rules.
12. No personal packages, nylon bags, bags, suitcases, etc. are allowed into the hotel. Such items must be handed over to the security guards upon arrival at the hotel. They can be picked up again from the same place at the end of the working day. No nylon bags, bags, suitcases, etc. are allowed to be removed out of the hotel. In very necessary cases, the manager of the relevant department must have written exit permission. The hotel management reserves the right to search for such items at any time. In addition, personnel may need to be searched in accordance with the regulations at their entrance and exit. In this case, the employees must cooperate with the relevant attendants.

BENEFITS TO THE EMPLOYEES

Employee Dining Hall

Duty time food and restrooms are provided for the staff (if sick). Disposable products are not used in our dining hall. We have garbage sorting bins.

Laundry

Work uniforms and all work-related clothing are cleaned free of charge for all our employees.

Personnel Motivation Meetings

In our monthly team meetings, the “Employee of the Month” is selected and the selected person is rewarded. Birthdays of all our employees are celebrated on a monthly basis.

Employee motivation meetings are organized throughout the year. Special training sessions are provided to them thus improving and enhancing their standard of life

CAREER MANAGEMENT

We create internship opportunities for tourism students to gain working experience. We support our employees with trainings and career management program. By training our employees as much as possible, we aim to raise our own employees to higher positions and grow together.

OUR CONTRIBUTION TO SOCIETY

At SAJ LUCIYA, we are aware that being a community can be achieved by protecting our values. We are aware of our social responsibilities and we organize our voluntary social activities with the participation of our personnel throughout the year.

Our property uses locally crafted artifacts from renowned locations nearby hence ensuring the use of local skills and materials. For eg: We promote Balaramapuram Kaithari sarees , Bamboo cane products made by local artisans also screw pine products. Our curio shop boasts of artifacts like jewellery made from coconuts, floral vase made using the husks of coconuts, bags and purses made using screw pine also handloom mundu that are locally sourced. Most of our products are handcrafted by women, pieces that are good for the planet and good for you.

Multilingual/literature are available in rooms and lobby on local attractions, culture and customs. As the very famous Sri Padmanabha Temple is nearby, we make sure to impart knowledge to our guests on its importance, value and culture.

We encourage our guests to visit local attractions and artists nearby which promotes their art and livelihood. Some of the nearby tourist attractions are the Kuthiramalika, Agraharam, Sunils Wax Museum, Utradam Thirunal chitralayam , Cvn kalari to name a few.

OUR SOCIAL ACTIVITIES

□ NGO DONATIONS

We aim to make donations to Non-Governmental Organizations operating on subjects such as education, health, nature, etc.

□ NATURAL DISASTER AIDS

We aim to deliver our aid to people in need during flood and other natural calamities by cooperating with official institutions and the local people.

The logo for Hotel Saj Luciya features the letters 'SAJ' in a large, white, serif font. The letter 'A' is stylized with a white sailboat silhouette integrated into its center. Below 'SAJ', the word 'LUCIYA' is written in a smaller, white, serif font. The entire logo is centered within a dark blue square that is framed by a complex, light-colored geometric pattern of overlapping lines and squares.

HOTEL SAJ LUCIYA

East Fort, Trivandrum

Ph: 0471 24634430

E-mail: lucia@sajhotels.om