

Sustainability

at Orient Hotel, Bandarawela

Orient
HOTEL
Bandarawela Sri Lanka



Co-funded by
the European Union

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Sustainability at Orient Hotel, Bandarawela

Dear Guests and Stakeholders

On behalf of the entire team at the Orient Hotel, it is with great pleasure that I write to you with more details of our sustainability efforts. As a third generation family owned hotel, a focus on sustainability has been a core part of our identity, guided by the philosophy of our nature loving founder, and my grandfather, Fred Perera.

Passed down through the generations, our dedication to preserving the environment and fostering a sense of community has become the cornerstone of our identity. With this heritage in mind, we have consistently sought to integrate holistic sustainable practices into every aspect of our operations. We believe it is important to share these practices with you transparently, so you can judge for yourself our efforts in this vital aspect of tourism.

These practices range from recent initiatives such as converting our property to be 100% powered by solar energy to measures implemented many many years ago, such as our on-site organic food production and local community engagement programs.

We are thrilled by the recognition of our sustainability efforts, by both local and international organisations. This includes being declared the 2013 Energy Conservation Champion by Switch Asia (An EU Funded Program) and the 2014 Runner up Best SME Green Hotel in Sri Lanka by The Hotels Association of Sri Lanka.

By choosing the Orient Hotel, you not only become a part of our storied history but also minimise the environmental impact of your travels and help maximise the beneficial impact we have on our local communities. We are deeply grateful for your support in our endeavor to spread widely the benefits of tourism while minimising any harm to the environment caused by our activities.

We eagerly await the opportunity to extend our warm hospitality to you and create lasting memories during your stay at the Orient Hotel.

With warm regards

Wiyān

Wiyān Perera
Executive Director



01



Energy and Carbon Conservation

Our State of the Art Solar System

As a key step to achieving complete carbon neutrality, we have recently installed a state of the art rooftop solar system. From the televisions in your room to the refrigerators in our kitchen and the lights across the property you can enjoy your stay at Orient with the peace of mind that your energy use is not adding carbon to our atmosphere. We thank the European Union for their funding support and technical advice in installing this state of the art system for our hotel. The key highlights of this system include:



The installed capacity of our solar system covers 100% of our electricity requirements.



As it is a grid-connected system, any spare electricity produced is fed into Sri Lanka's main electricity grid, reducing the carbon emissions of the country.



We are able to provide charging for electric vehicles with the energy generated by our solar system, allowing visitors to truly travel with minimum carbon emissions.



We additionally have solar powered hot water and lighting systems to make the most of the abundant solar energy falling on our property.



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EU SWITCH-Asia Greening Hotels AWARDS 2013

Orient Hotel

*has been adjudged the EU SWITCH-Asia
Energy Conservation Champion*

02



Energy and Carbon Conservation

Our Other Energy Saving Initiatives

Although our property is 100% solar powered, we still aim to minimise our energy use as any excess energy generated on site will be exported to the national grid, thereby reducing Sri Lanka's reliance on carbon emitting fossil fuels. Hence our energy efficiency initiatives will continue to reduce Sri Lanka's carbon emissions. These measures, developed with training and guidance from the European Union's "Switch Asia" program include the following



We have replaced all our lightbulbs with energy saving LEDs.



We have installed motion sensitive lighting in our hallways.



Our property is designed with open architecture to maximise natural ventilation and lighting.



We time our staff and linen laundry to be done during dry periods, to dry in the sun instead of using drying equipment.



Our location in the cool climes of Bandarawela allow us to minimise the use of air conditioners with no discomfort to guests.



We purchase our appliances based on Energy Star energy efficiency ratings.



We conduct regular staff training on energy efficiency and have designated team leaders in every department focused on minimising that department's energy consumption.



We have implemented a written schedule for switching on and off the lights and allocated responsibility to specific staff members to ensure these are followed.



We carry out regular preventative maintenance on our appliances to ensure they operate at peak efficiency.



03



Our Initiatives to Eliminate Plastic

At Orient Hotel, we recognise the damage that the overuse of plastics has on our environment. We have therefore undertaken numerous initiatives to drastically reduce the amount of plastic waste being used. We hope the below initiatives gives you confidence that your stay with us will be one with a minimal plastic burden on the environment.



With support from the European Union, we have installed an on site water bottling plant. This drastically lowers the waste from single use plastic bottles as well as transport emissions generated by transporting bottles to the hotel from distant locations.



We provide a free water filling station in the reception so that guests who bring their own refillable bottles are able to refill with pure drinking water without needing any plastic bottles.



We aim to minimise single use plastics and replace them wherever possible, such as transitioning from plastic bags to paper bags and reducing plastic cutlery.



Our efforts to reduce plastic waste also extend to our suppliers, who we have advised to send us items with minimal packaging, for instance using reusable crates.



All waste generated at the hotel is sorted by type (paper, metal, glass and plastic) and sent for recycling.



04

☼ Sourcing Our Food

We believe Sri Lanka's best tasting food is that which is freshly grown on our lush tropical island. As such, we have a food sourcing policy aimed at maximising this local bounty, which not only tastes wonderful but also has a minimal environmental impact. The key features of our sustainable food sourcing approach includes:



As much as possible, we aim to purchase our food from local community "polas" (markets). This helps ensure maximum economic benefits to our local Bandarawela community, while also ensuring the freshest taste for our guests, with a minimal environmental impact from the transport of food.



We are also proud of our onsite organic garden where we are able to harvest the freshest and healthiest vegetables to be served to guests. For those interested in organic agriculture, a tour can be arranged on request.



Over the years our chefs have been able to continuously adjust our menu to use the minimal amount of imported ingredients. We aim to source all our ingredients locally and use imported ingredients only when no suitable quality local alternatives are available.



05

Preserving Water Resources

We are mindful of the increased burden tourism has on our country's limited and precious water resources. In order to minimise this impact on one of life's most vital resources, we have put in place the below policies for water conservation at Orient Hotel.



We harvest rainwater that falls on our property that is reused for numerous applications in our hotel such as watering our gardens.



All our staff are trained on the key principles of water conservation, including ensuring taps are closed and leaks are reported and fixed immediately.



We use an on-property tube well for some of our water needs.



We have installed dual flush toilets which allow less use of water.



For guests staying more than one night, we have made the replacement of towels and bedding optional on request, to minimise water and chemical use.



Our in house laundry ensures the minimal possible use of chemical detergents.



We have strict policies on the discharge of wastewater, ensuring it is discharged in the correct channels to the municipal water treatment systems.



06

Respecting and Protecting Nature

We recognise that we have been blessed with a beautiful tropical island, but it is one that is not just for us. We must respectfully share this home with a diverse group of plants and animals, many unique to our small island. Our below efforts are aimed not just at minimising our ecological impact, but educating our guests about the importance of the ecology around us



As the leading nature based adventure hotel, we have a trained in house trekking team who take our guests on guided treks around the stunning mountain landscapes of our region. Our team is trained to minimise the burden on the unspoilt landscape while ensuring guests experience and learn about the intricate ecological processes of the region.



We are especially passionate about our immersive nature based camping experience where guests can enjoy camping with a stunning view in the fresh mountain air.



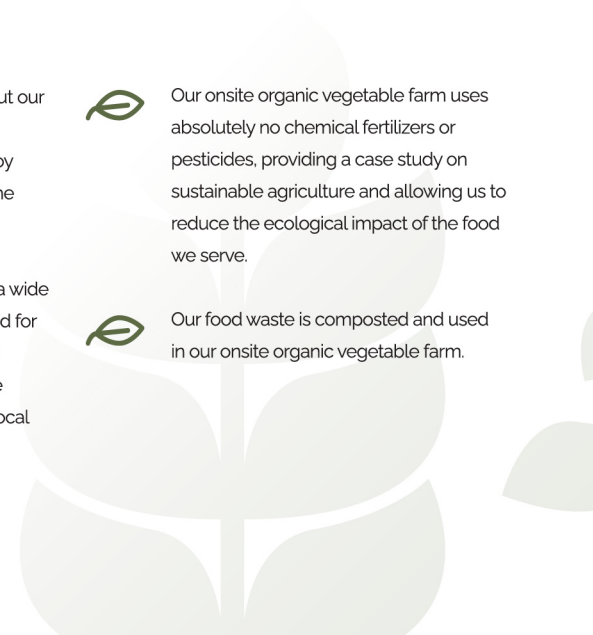
Our on-site tranquil garden hosts a wide range of local plants, lovingly cared for by our gardeners. There are also a variety of bee friendly plants in the garden providing nutrition to the local bee population.



Our onsite organic vegetable farm uses absolutely no chemical fertilizers or pesticides, providing a case study on sustainable agriculture and allowing us to reduce the ecological impact of the food we serve.



Our food waste is composted and used in our onsite organic vegetable farm.



07



Supporting Our Community and Culture

We truly appreciate the unique and diverse culture found in Sri Lanka and wish to share it with visitors to our island while minimising the disruption to local communities. We recognise the economic benefits tourism can bring to our region and seek to spread these benefits as widely as possible in the local community, enhancing livelihoods and living standards of the people around us. You can rest assured that the economic benefits of your stay with us will be shared as widely as possible with our local community.



We conduct multiple cultural experience programs to share our heritage with our visitors. This includes a variety of authentic experiences including tea factory tours and guided visits to the local marketplace.



We are an equal opportunity employer with strict policies against discrimination of any form including gender, age, disability, race or religious belief. We are proud of the wide diversity you will see in our staff.



You may notice several younger than average staff in our hotel. This is because we partner with the local branch of the National Apprentice and Industrial Training Authority to provide hospitality internships to their trainees. These trainees are often from the most underprivileged sections of our community and the skills they develop create vital opportunities for them. We are immensely proud of the success of this program, with several of their trainees being offered full time employment at our hotel at the end of their training and others finding rewarding careers elsewhere in the tourism industry.



We are especially proud of our deeply immersive experiences, such as our Temple Stay Program (where guests visit and stay the night at a temple) and our village lunch program, where guests can visit a village family and share an intimate home cooked meal with them.



We ensure all our staff are paid fair and competitive wages, including full pension contributions. We also provide educational grants for staff members with high performing children, as well as healthcare support for staff members with medical challenges.



We prioritize hiring our staff from our local community whenever possible.





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