

**Communication on  
Progress (CoP)**  
to the UN Global Compact

NOVEMBER 02, 2021

## Statement of Continued Support

“I am pleased to confirm that Jetwing Hotels Ltd reaffirms its support for the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this Communication on Progress, we describe our actions to continually improve the integration of Global Compact principles with our business strategy, culture, and daily operations. We also commit to share this information with our stakeholders using appropriate channels of communication.”

– SHIROMAL COORAY  
*Chairman – Jetwing Hotels Ltd*

### About Us

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Family owned and in the tourism industry for the past 47 years, Jetwing Hotels has surpassed expectation at every aspect. Building on our foundation of being passionate, as well as the experience of true, traditional Sri Lankan hospitality, constantly pioneering discoveries captures the essence of the brand. Such a strong statement and direction have enabled Jetwing Hotels to imagine, create and manage marvels and masterpieces, where distinctive design and elegant comfort complement each other and the environment.

In line with the Jetwing Hotels Sustainability Strategy, across all properties sustainable and responsible practices have been given precedence with resource efficiency, community upliftment and education, and awareness being some of our key focus areas.

For more information about our sustainability initiatives: [www.jetwinghotels.com/sustainability](http://www.jetwinghotels.com/sustainability)



### COVID Impact

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The COVID-19 global pandemic is arguably the most difficult challenge our industry has ever faced, and it continues to have a tremendous ripple effect on our associates, guests, suppliers, and partners, and consequently on the revenue generated across the value chain. Despite the pandemic's unprecedented impact, our commitment to reduce our environmental footprint and have a positive, sustainable impact wherever we do business remains as strong as ever. While some of our signature sustainability programs had to be revised or be halted, we have continued to embed sustainability into our operations as business conditions allow.

On the path to recovery, we look forward to extending our sustainability journey by implementing innovative solutions and impactful programs to support the people we care for and affected local communities, while operating in an environmentally sustainable manner.

# Human Rights Principles

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## Assessment, Policy and Goals

Jetwing Hotels; a premier home-grown hospitality brand in Sri Lanka, was the first Sri Lankan company to have committed to the United Nations World Tourism Organization's (UNWTO) Global Code of Ethics of Tourism. As a signatory, Jetwing Hotels acknowledges and respects the principles of the Universal Declaration of Human Rights and The International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work. As a testament to this commitment, the Jetwing Human Rights Policy was implemented within the organization which to this day is strictly abided by, reflecting the company's commitment to conduct business operations in adherence with human rights standards in all spheres.

We are delighted to state that, as a responsible business Jetwing Hotel contributes to various Sustainable Development Goals, most notably to goals of Zero Poverty, Quality Education, Decent Work and Economic Growth, Responsible Consumption and Production, through our employee relations and community outreach initiatives.

The Jetwing Human Rights Policy entails principles of non-discrimination and equality, protection of the rights of a child, refrainment of forced labour, promotion of occupational health and safety, fair working conditions including working hours, fair wages, and compensation and no harsh or degrading treatment/harassment. The policy is communicated to all our associates during their orientation to work through structured programmes. The associate handbook provided for each associate upon joining the Jetwing family as well as periodic refresher sessions ensure that all associates are made

aware of the company's commitment towards safeguarding human rights.

## Implementation

The organization's policies and procedures, including the Jetwing Hotels Human Rights Policy are a vital component of our orientation modules to assure that each associate of the organization is aware of the company's values and commitments, and the contribution expected by the associates in adhering with the said values and code of conduct. Apart from this initial introduction to the policy, it is displayed in all three languages in staff cafeterias, to be sure that our associates are familiar with policies detailing the manner in which Jetwing Hotels maintains relations within the organization, with our guests, partners, and suppliers. Under normal circumstances, each year refresher sessions are conducted on the human rights policy, throughout all the properties. However, due to repeated lockdowns and dysfunctional business operations such refresher sessions were not conducted during the year under review.

The Jetwing Hotels Human Rights Policy is a manifestation of the organization's commitment to protect and uphold the universal human rights through adherence to non-discrimination and equality, protection of the rights of a child, refrainment from forced labour, health and safety of our associates and guests, fair working conditions including working hours, provision of fair wages and compensation and refrainment from harsh or degrading treatment/harassment.

The principle of non-discrimination and equality ensures that no individual is subjected to discrimination based on race, colour, gender, religion, creed, age, social and civil status, family origin, physical or mental disability or sexual orientation in any of our hiring and employment practices. This guarantees that all associates are treated equally and impartially through our

comprehensive compensation schemes, policies and procedures guaranteeing equal pay for work of equal value. Further in adherence, all associates are given equal opportunity in recruitment, retention and training and development opportunities.

As a testament to our values, whenever and wherever possible we actively seek opportunities to integrate those marginalized such as, the economically marginalized and physically challenged persons into the business, to create a more inclusive workplace. As such, Jetwing Hotels has actively sought opportunities to increase female talent within the business, in an industry that records its average female participation to be as low as 10%. Among many other initiatives to achieve gender parity, Jetwing Hotels has been involved in the *SheWorks* Sri Lanka private sector partnership to advance women's employment opportunities in the workforce of Sri Lanka, since 2017. This learning group partnership with 15 other business organizations came to a closure during the calendar year of 2020. ([Learn more](#) about Jetwing's achievements). This platform has strengthened Jetwing Hotels' commitment to support women in the value chain and increase recruitment and retention of female talent within the workplace.

Further in appreciation of cultural diversity, to foster an inclusive work environment, Jetwing Hotels continues *Project WE*; which was launched in 2019 as a diversity inclusion programme to foster respect for diverse opinions and beliefs and celebrate the plurality of cultures and identities within the workplace and society.

Extending equal opportunities for quality vocational education and employment, Jetwing Hotels through various community outreach programmes, have sought opportunities to integrate the economically marginalized into the value chain as associates and suppliers in various locations. Despite the pandemic's impact on

tourism, Jetwing's flagship youth empowerment initiative, the *Jetwing Youth Development Project* (JYDP) was conducted targeting economically challenged youth of Gurudeniya, Kandy, Sri Lanka. This capacity building initiative in hotel operations was offered free-of-charge to the youth of neighbouring villages, and the successful graduates were awarded a recognised certificate and offered employment at Jetwing properties wherever possible. The programme caters to both young men and women providing equal accessibility to education and employment opportunities, whenever possible. Through this initiative we have been successful in promoting non-traditional job roles among young women.

As a responsible organization, we are committed to providing our associates with the necessary training and development opportunities, for the realization of personal and professional development as well as to meeting with world-class service standards. As such, various structured career development programmes are designed and conducted for promising associates in non-supervisory, supervisory, and executive grades, to help achieve personal and professional objectives of associates.

All above initiatives are carried out to maintain a fair and equitable working environment for our associates, where they are treated with dignity and respect. If any associate feels that he/she is treated in a manner which is unfair, unreasonable, or discriminatory to any reasons relating to work, all associates are strongly encouraged to follow the grievance procedure, where the associate is expected to consult his/her Supervisor/ Executive/ Department Head or Manager who will assist him/her with utmost confidentiality. In the case that an associate deems to have not received a satisfactory solution, he or she may refer the grievance directly to the Head of HR, or any member of the Senior Management including the Chairman, as per the open-door policy observed.

Promoting the health and safety of our associates and maintaining a safe work environment is a priority at our resorts. Therefore, the Jetwing Health and Safety Policy is communicated during the orientation programmes and the associate handbook to create awareness among all associates on the health and safety measures that are required to be adhered to. Our comprehensive Health and Safety Policy is also supported by numerous drills and programmes. Especially with the threat of the spread of COVID-19, numerous training programmes were held to normalise COVID safety protocols and best practices at properties island-wide, during the period under review, to ensure an optimal climate of well-being of our associates and guests. Further, our associates were offered counselling services as a measure to help cooperate with the pandemic's impact on the mental wellbeing of our associates. Apart from this Jetwing's wellness programme, *I Care*; Jetwing wellness programme has constantly engaged with associates, communicating healthy behaviours and tips to keep safe and healthy during the pandemic, promoting their physical, mental, and emotional wellbeing.

Focusing on supporting and strengthening those in the value chain, Jetwing Hotels since 2019 has conducted a small-scale supplier sustenance named *Thrive*, to provide selected small-scale suppliers the awareness, training and financial assistance needed to upscale their enterprises, with the intention of strengthening the local communities and making a positive contribution towards social upliftment. During the pandemic, certain suppliers were assisted with new market opportunities, in order to help them keep buoyant during the challenging times.

### **Measurement of Outcomes**

As an equal opportunity employer, through our consistent efforts to achieve gender parity, Jetwing Hotels has been able to achieve a

women's participation rate of 11% during the year under review, which is slightly higher than the industry average.

Through the 33rd phase of the signature youth empowerment programme, the Jetwing Youth Development Project, which was conducted in Gurudeniya, Kandy during the year under review, we have been able to extend opportunities to 15 economically marginalised youth to receive quality vocational training free-of-charge through industry professionals.

Furthermore, during the financial year 2020/21, Jetwing Hotels has had no reports of investigations, cases, rulings, fines, or other events related to human rights abuse in the workplace.

Each year, all staff policies and procedures relating to human rights are revisited and reviewed to ensure they are relevant and up to date.

## **Labour Principles**

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### **Assessment, Policy and Goals**

Jetwing Hotels' is committed to creating and maintaining an optimal work environment for our associates. The Grievance Policy and Procedure along with the Open-door Policy was introduced to support aggrieved parties to discuss their grievances without hesitation or fear. Our grievance policy is introduced as an effective alternative to collective bargaining and is a formalized step by step process to encourage the resolution of associate grievances at the functional level, while the open-door policy encourages the upward communication process within the company.

Jetwing acknowledges and commits to upholding the principles contained in the Universal

Declaration of Human Rights and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work. The Jetwing Human Rights Policy is a testament to this commitment to conduct our business operations in adherence with the principles entailed, to protect fundamental human rights in all spheres of the business.

As an ethical business entity, we vehemently reject all forms of forced labour and child labour. Thus, the company has adopted a zero-tolerance policy on the exploitation and/or abuse of the young, condemning all forms of child exploitation. Thus, Jetwing Hotels does not recruit any young person under the age of 18 in compliance with the company policy and supports the elimination of exploitative child labour.

Furthermore, our employee relations are conducted in compliance with the ILO Convention, Sri Lanka Labour Regulations (i.e. Shop & Office Employees Act and Wages Board Ordinance) and other applicable statutory laws of the country. As such, we support the elimination of all forms of forced, bonded or compulsory labour, and do not accept the use of prison labour or illegal labour.

Jetwing Hotels also provides a safe working environment for the associates through the company's Health and Safety Policy. The occupational health and safety policy details the mandatory requirements to be applied throughout the company, to promote health and safety of all our associates at every level of employment, while also creating a safe space for our guests. Apart from this, special measures were adopted against the spread of COVID-19.

## **Implementation**

As elaborated under the Human Rights chapter, Jetwing Hotels has committed to upholding fundamental human rights through the

implementation of the Jetwing Human Rights Policy. Thus, we ensure the principles of non-discrimination and equality, protecting the rights of a child, refrainment from forced labour, occupational health and safety, fair working conditions including working hours, fair wages and compensation and refrainment from harsh or degrading treatment/harassment are not upheld in our business operations. To create awareness on the company's commitments, associate responsibilities and code of conduct at work, all associates are made aware of the company policies and procedures through the structured orientation programmes and associate handbook each associate is provided with, which is a comprehensive guide on employee entitlements and benefits such as statutory entitlements, remuneration, fringe benefits, leave entitlements, attendance and working hours, career development opportunities and all company policies and procedures.

Further, upon recruitment every associate is provided with a written contract of employment with agreed terms and conditions. The working hours comply with the national laws and benchmarks of the industry and no associate is required to work in excess of 45 hours a week on a regular basis. Associates are also provided with one and a half off days on average per week. All associates are provided with adequate and reasonable rest breaks, access to drinking water and other sanitary facilities, days off and statutory leave. Furthermore, Jetwing Hotels adheres to the minimum wage requirement of the industry and complies with the mandatory 84 days maternity leave provision. Over and above the statutory requirements, the company also offers 2 days of paternity leave for all new parents.

Jetwing Hotels vehemently rejects all forms of exploitative labour including child labour. The Zero Tolerance Policy on Child Abuse and Child Labour is a manifestation of this stance and is implemented to raise awareness on such exploitation. Should the company become aware

of such instances of exploitation, we are committed to cooperating with law enforcement authorities to address any such issues. Through awareness creation, we encourage our guests and associates to be vigilant, particularly in relation to the presence of paedophiles and to report any suspicious activities.

Further, as a responsible business entity Jetwing Hotels acknowledges our responsibility in ensuring the health and safety of our associates and guests alike. Thus, suitable arrangements are made to control and mitigate any risk relating to the health, safety, and welfare of our associates and those affected by our business operations, through the Health & Safety Policy. Each associate is made aware of the Occupational Health and Safety Policy through orientation programmes, the associate handbook and training programmes communicating, individual and collective responsibility to comply with the health and safety regulations and to report and act upon any potential workplace hazard or incident, to create a safe work environment. Associates are provided with adequate training and personal protective equipment, needed to follow the said policy and procedure. All incidents are recorded and tracked, to address them effectively, utilizing them as lessons learnt to prevent recurrence of a similar incident. During the year under review, rigorous awareness sessions and training programmes were conducted to cultivate best practices against the spread of COVID-19, and to implement safety procedures in handling guest contact, as frontline workers.

*I Care*; the Jetwing wellness programme conducted special awareness campaigns and programmes to communicate best practices against the spread of COVID-19 and self-care tips to keep the spirits of the associates buoyant during the challenging times.

## **Measurement of Outcomes**

Incidents relating to associate health and safety are monitored through the monthly reports maintained to record accidents and incidents relating to health and safety issues at the workplace. We are delighted to report that during the year under review, no serious accidents/injuries were reported. However, 21 minor incidents were recorded relating to cuts, sprains and falls.

At Jetwing Hotels, we have also had no reports or cases of investigations, rulings, fines, or other events related to labour law violations during the financial year 2020/21.

## **Environment Principles**

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### **Assessment, Policy and Goals**

Environmental awareness and responsibility lie at the core of the Jetwing ethos. Most importantly, we have taken this from statement to fact across every aspect of business throughout our family of companies. Across all strategy and action, respect for eco-systems around our locations, environmentally friendly processes and care for natural resources are fundamental to Jetwing Hotels.

Our commitment to continuous improvement in key impact areas in both environmental and community spheres is outlined in Jetwing Hotels' Sustainability Strategy. Specific measures for maintaining a clean and healthy environment is highlighted in the Jetwing Environmental Policy, and efforts to continually improve our energy performance via efficient and innovative strategies is outlined in our Energy Management Policy.

The hotels' environmental sustainability initiatives also contribute to the achievement of targets set

under the United Nations Sustainable Developments Goals of Responsible Consumption and Production, Clean Water and Sanitation, Affordable and Clean Energy, Climate Action and Life Below Water.

## Implementation

Diligently tracking the impact our operations have on the environment, we are fully committed to mitigating any adverse effects that arise. Mindful of the fact that the long-term viability of our business depends on the sustainability of the environment, we continuously review and proactively manage the use of resources.

Following are some of the initiatives implemented to effectively manage our operational impact:

- Consumption of electricity, diesel, water etc. is monitored daily and compared against occupancy levels to identify and address any irregularities and reduce specific consumption
- Routine training is given to associates to help them understand the importance of carrying out sustainability initiatives and to garner their co-operation and support
- Guest awareness is raised regarding the hotel's commitment to sustainability and their support enlisted through the Green Directory booklet (detailing hotel's environmental performance) and environmental messages displayed across the hotel

### *Energy & Carbon Footprint:*

In order to reduce the greenhouse gas emissions and carbon footprint associated with our operations, the hotels have actively reduced its national grid electricity consumption by both reducing its energy demand via energy conservation and efficiency improvements and promoting non-fossil fuel based (renewable) energy generation.

Key initiatives to improve energy efficiency undertaken across the hotels include,

transitioning to energy efficient LED lighting, fitting key card controls and dual-set-point thermostats in guest rooms for energy saving when unoccupied, and introducing Variable Frequency Drives for pumps and motors where the installed electrical load is high.

Renewable energy implementations at many of the hotels include:

- Solar PV systems which supplement grid electricity demand
- Hot water requirement generated via solar hot water panels during daytime and a biomass boiler fuelled by cinnamon wood, during night-time
- Vapour Absorption Chillers, run sustainably via steam generated from a biomass boiler, catering (04) hotels' air conditioning requirement
- Cooking in the staff cafeteria fuelled through sustainable means - use of cooking stoves fuelled by biogas (generated onsite) and industrial biomass stoves

While the ongoing pandemic and consequent decrease in business revenue has meant that our capacity to expand on or introduce new initiatives has been limited, our commitment to reducing operational impact remains unchanged and all efforts have been taken to effectively continue and maintain already implemented solutions.

To further reduce energy usage and carbon emissions in times of reduced occupancy, the hotels were encouraged to adopt additional operational best practices, such as partial building shutdowns, variable plant load operation and implementation of enhanced building controls. Utilizing such optimization strategies, revised targets for energy use were also set for the hotels to achieve at low occupancy levels.

### *Water use and wastewater management:*

Recognizing the importance of water conservation, initiatives are taken to minimise



water consumption, reduce wastages and reuse wherever possible. Across the hotels, where possible separate water meters have been installed in different departments, allowing for daily monitoring of use, and highlighting any abnormal use. While fixtures in use, such as taps, shower heads and toilet cisterns are specifically chosen during design/retrofitting for optimum usage, introduction of flow restrictors/water savers with faucets have also improved the efficiency in water usage in older fixtures.

To further reduce water usage in times of reduced occupancy, the hotels were encouraged to adopt additional operational best practices and comply with revised targets for water usage.

Wastewater generated at the hotels is treated via effluent treatment plants and reused onsite, or responsibly discharged to the hotel grounds following pre-treatment (anaerobically) in septic tanks. Treated wastewater is reused for cooling towers, cisterns, or garden irrigation, reducing the requirement of freshwater; and the quality of the discharged treated water is routinely checked by an accredited external company to ensure it meets the required standards of the Central Environmental Authority.

#### *Solid waste management:*

By the very nature of business, hotels generate considerable quantities of waste from their diverse areas of operation. Through our comprehensive waste management system, generation of solid waste has been minimised through the introduction of reusable alternatives (i.e. glass water bottles and amenity bottles, fabric laundry bags) and conscious procurement practices such as need-based purchase of fresh produce, and purchase of dry goods in bulk or without secondary packing to reduce packaging waste.

Solid waste generated is separated at their sources of origin, stored safely and hygienically, and disposed in the most environmentally sound

manner available. Dry solid waste collected (such as cardboard, plastic, glass bottles and metal) is inventoried and sold to external parties for recycling or reuse. Organic waste (primarily food waste) collected from hotel operations is treated and reused onsite via composters, fed into biogas units for renewable energy generation or sent to a local piggery to be used as animal feed. Minimal quantities of mixed waste items which can neither be recycled nor biodegraded, are collected by local authorities for disposal.

Plastic bottled water use remains a concern because of both the cost and emission of transporting from source to end user as well as the waste disposal problem that it creates in due course. To replace the use of the plastic bottled water with reusable glass water bottles produced in-house, potable-water bottling plants have been commissioned at strategic hotel locations.

#### *Biodiversity:*

Although Jetwing Hotels does not operate any sites in formerly protected areas, located in scenic natural locations, such areas may hold high biodiversity value. Thus, we have a distinct responsibility in ensuring that activities carried out do not have an appreciable adverse effect on the local flora and fauna. We continue to review our impact and work towards reducing energy, water and material usage and generation of emissions, effluents, and solid waste; while also enhancing habitats through increasing the green cover with native flora, control of invasive alien species etc. - which have an ongoing positive effect on biodiversity in the areas in which we operate.

#### *Compliance:*

Compliance with regulatory and voluntary standards demonstrates our commitment to always operating in an environmentally responsible manner. The management systems introduced adhere to all relevant local laws and comply with a range of Jetwing's own internally developed policies including the Jetwing

Sustainability Policy, Environmental Policy, Energy Management Policy and Health & Safety Policy. In addition, 'Jetwing' hotels have introduced or is in the process of introducing environmental and energy management systems in line with the requirements of ISO 14001 and ISO 50001 standards, respectively.

The company is aware that disputes and concerns could arise over the environmental impacts of the organization's activities and its relationships with others. Should such grievances/complaints be brought forward, the hotels are ready to handle them efficiently at source, through dialogue and mediation. We are geared to investigate and address such issues via a clear and transparent process. We maintain a positive outlook viewing any issues that crop up as opportunities to improve and better manage our environmental performance.

### **Measurement of Outcomes**

The hotels systematically track their resource usage and the savings it achieves through various conservation efforts. While a marked increase in specific use (of energy, water etc.) was recorded during the year, improvements in absolute environmental measures have been observed. We recognize that these variations are primarily as a result of reduced occupancy levels and temporary suspensions of operations and thus, are neither representative nor sustainable. We will continue to reevaluate our status, as normal operating conditions return, and continue to implement programs that improve resource efficiency to reduce utility costs, emissions, and waste.

During the preceding year, at Jetwing 'owned' hotels:

- Over 45% of the energy demand was met via renewable energy sources

- Over 166,000m<sup>3</sup> of wastewater was treated and reused onsite (enough to fill 66 Olympic size swimming pools!)
- Over 184,280 glass water bottles were produced (eliminating approximately 1.8 tonnes of plastic waste)

Savings acquired from such measures are not only beneficial for the environment but incur direct benefits to the hotels in the long run as these savings go hand in hand with cost savings.

It is our belief that protecting the environment isn't just a legal or social obligation but is integral to our strategy to run our business in a way that is ethical and aims to create long-term value for all our stakeholders.

## **Anti-Corruption Principles**

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### **Assessment, Policy and Goals**

Jetwing Hotels considers the risk of corruption across its business low, however we are committed to ensuring that company is not involved in any corruption, extortion, or bribery in our business dealings. "Taking of or giving bribes or gratification in cash or any other kind" has being formally recognised as an act of associate misconduct and we expect our associates to achieve a high standard of personal, ethical, and professional conduct.

### **Implementation**

Jetwing's outlook on business practices are guided by our 'family' values: Passion, Honesty, Integrity and Tenacity. These values combine to form and provide the foundation for corporate governance; thus, we strive to pursue all business transactions in an honest and ethical manner.

We maintain transparency and open communication with stakeholders regarding our progress, impacts and services offered. Internally, we maintain an excellent check and balance system with information on transactions being corroborated and monitored by the senior management.

### **Measurement of Outcomes**

Hotels' accounts are subject to internal audits as well as statutory external audits which can be used to identify any suspicious transactions. Audit results are reviewed by the senior management periodically to ensure consistency with commitment to ethical business dealings.

There have been no incidents related to corruption and bribery within this period.

**- End of Report -**