

Policies

SIYAMCARES.COM

Sustainability Policies

Sustainability Policies and Procedures apply to all Sun Siyam properties, including Siyam World Maldives, Sun Siyam Iru Fushi, Sun Siyam Olhuveli, Sun Siyam Iru Veli, Sun Siyam Vilu Reef, and Sun Siyam Pasikudah in Sri Lanka. They provide a framework for managing the environmental, social, cultural, and economic impacts of all resort operations, departments, facilities, and activities.

These policies and procedures align with Green Globe standards, applicable Maldivian and Sri Lankan regulations, and international sustainability best practices, ensuring consistent implementation, monitoring, reporting, and performance improvement throughout the Sun Siyam portfolio.

POLICY 01

Environment & Integrated Sustainability

Environment & Integrated Sustainability

Policy No: (HR0001-2026)

Effective Date: 1st Jan 2026

Initiated by: Sustainability Department

Approved by: Vice President - Operations

Purpose

At Sun Siyam Resorts, we believe sustainable tourism is not only a strategic priority but an ethical responsibility. Our purpose is to protect and preserve the natural environment, support local communities, and promote responsible tourism practices across all operations.

Scope

This policy applies to all Sun Siyam Resorts properties, employees, management, contractors, suppliers, and business partners.

1.Environment and Sustainability

We are committed to reducing our environmental footprint, conserving natural resources, honoring local culture, and ensuring that our actions contribute positively to society and the well-being of surrounding communities — while continuing to deliver exceptional guest experiences. Our long-term goal is to nurture a harmonious relationship between our guests, our operations, and the natural environment, leaving a meaningful legacy for future generations.

a. Environment

We commit to:

- Reducing energy consumption and increasing the use of renewable energy where feasible
- Minimizing water usage through conservation initiatives and improved wastewater management
- Implementing waste reduction, segregation, and recycling programmes
- Protecting local ecosystems and biodiversity through responsible land use and conservation practices

b. Carbon Footprint Reduction

We will:

- Set, monitor, and report measurable annual targets for reducing greenhouse gas emissions across all operations

c. Responsible Water Management

We commit to:

- Measuring, monitoring, and managing water usage responsibly
- Implementing water-saving technologies and conservation measures
- Working with local communities to safeguard water resources and ensure access to clean water

d. Waste Management and Recycling

We will:

- Continuously improve our comprehensive waste management system to reduce, reuse, and recycle
- Partner with local waste management providers and raise awareness among guests and communities about responsible waste disposal

e. Biodiversity Protection

We commit to:

- Supporting conservation efforts that protect local flora and fauna
- Avoiding activities that harm sensitive ecosystems.
- Partnering with local organizations and contributing financially to biodiversity initiatives

f. Community Engagement and Empowerment

Through the Sun Siyam Care initiative, we will:
- Support local communities by investing in education, livelihoods, environmental conservation, and social well-being
- Work with local businesses and suppliers to promote sustainable economic development
- Participate in community programs that strengthen education, healthcare, and social welfare

g. Guest Education and Engagement

We will:
- Raise guest awareness about sustainability through information, workshops, and onsite communication
- Encourage participation in eco-friendly experiences that promote cultural respect and environmental appreciation

2. Purchasing Policy

At Sun Siyam Resorts, excellence extends to all procurement activities. This policy establishes the principles and framework that guide our purchasing decisions to ensure they reflect our core values, support sustainability, and contribute to operational effectiveness.
- Our procurement system aims to:
- Ensure fairness, transparency, and efficiency
- Comply with all applicable laws and regulations
- Uphold the company's ethical standards and performance benchmarks
- Deliver value to the company and its stakeholders
- Promote an environmentally responsible supply chain
- Respond to evolving organizational needs and development goals

3. Occupational Health & Safety

Occupational Health and Safety (OHS) is essential to protecting the well-being of everyone in our workplace. Our aim is to maintain a safe, healthy, and supportive environment for all stakeholders.
This policy ensures that we:
- Comply with all OHS legal requirements to prevent accidents, injuries, and occupational illnesses.
- Clearly define roles and responsibilities for preventing workplace hazards and promoting safe work practices

4. Prevention of Child Sexual Exploitation

Child abuse — including physical, sexual, emotional abuse, and neglect — is a global issue that can occur in any society. While tourism is not the cause, offenders may travel to exploit vulnerable children. Sun Siyam Resorts is committed to actively preventing such exploitation.

We affirm that:
- All children must be protected from harm
- We condemn the exploitation of children and adolescents under 18, including situations where they are coerced into sexual activities in exchange for accommodation, food, or other benefits
- We oppose all forms of commercial sexual exploitation of children and support relevant local and national protection initiatives
- We will empower and educate children about their rights, personal safety, and available protective actions
- Child protection will be integrated into all organizational strategies, structures, and operational practices

Policy Review

This policy will be reviewed annually to evaluate effectiveness, address gaps, and continuously improve our environmental and sustainability performance.

Management Rights

The management reserves the right to alter, change, suspend or abolish this policy at any given time without prior notice.

Thanking you,

Abdulla Thamheed
Vice President - Operations

END OF POLICY

POLICY 02

Biodiversity

Biodiversity

Sun Siyam Resorts recognizes that healthy ecosystems and thriving biodiversity are essential for sustainable tourism, local communities, marine environments, and future generations. As a responsible hospitality company operating within ecologically sensitive island and coastal environments, we are committed to protecting, conserving, restoring, and enhancing biodiversity across all areas of our operations.

Purpose

This Biodiversity Policy establishes the framework for conserving and enhancing terrestrial and marine biodiversity across all Sun Siyam Resorts properties. The policy aligns with Green Globe Standards, GSTC Criteria, IUCN Guidelines, national environmental regulations, and the United Nations Sustainable Development Goals.

1. Legal Compliance & Environmental Responsibility

- Comply with all applicable environmental laws, permits, Environmental Impact Assessments (EIA), and regulatory requirements.
- Conduct biodiversity assessments prior to new developments, renovations, or operational expansions.
- Avoid environmentally sensitive and protected areas wherever possible.

2. Protection of Marine Ecosystems

- Protect coral reefs, lagoons, seagrass beds, mangroves, beaches, and marine habitats surrounding our resorts.
- Prohibit destructive marine practices including coral extraction, reef damage, marine wildlife disturbance, and unauthorized anchoring near reefs.
- Strongly discourage fish feeding during excursions, snorkeling, and diving activities.
- Implement responsible snorkeling, diving, dolphin watching, turtle watching, and marine excursion guidelines.
- Support coral propagation, reef restoration, and marine habitat rehabilitation programs.
- Conduct periodic reef health assessments and marine biodiversity monitoring.

3. Conservation of Flora & Fauna

- Preserve native plant species and prioritize indigenous landscaping practices.
- Prevent the introduction of invasive and exotic species.
- Protect habitats for birds, pollinators, reptiles, marine species, and other wildlife.
- Ensure no captive wildlife is kept for entertainment purposes.
- Minimize disturbance to wildlife from noise, lighting, construction, and guest activities.

4. Sustainable Design & Construction

- Ensure developments are environmentally sensitive and designed in harmony with natural surroundings.
- Utilize sustainable and locally sourced materials whenever practical.
- Incorporate energy-efficient and low-impact infrastructure solutions.

5. Sustainable Procurement & Responsible Consumption

- Avoid purchasing or serving endangered, threatened, or protected species in accordance with the IUCN Red List.
- Promote sustainable seafood sourcing and responsible supply chains.
- Reduce single-use plastics, harmful chemicals, and pollutants that may impact biodiversity.

6. Biodiversity Monitoring & Scientific Collaboration

- Conduct annual biodiversity assessments covering marine and terrestrial ecosystems.
- Maintain records of key flora and fauna species identified within resort boundaries.
- Monitor reef health, coral bleaching, coastal erosion, water quality, and ecosystem conditions.
- Collaborate with environmental organizations, NGOs, universities, researchers, and marine biologists.

7. Climate Change Adaptation & Ecosystem Resilience

- Integrate climate adaptation measures into biodiversity management.
- Support nature-based solutions for coastal protection and ecosystem resilience.
- Monitor climate-related impacts on reefs, beaches, lagoons, and ecosystems.

8. Guest, Employee & Community Engagement

- Educate guests and employees on biodiversity conservation and responsible environmental behavior.

- Provide awareness materials, educational talks, and interpretation signage.
- Encourage participation in coral adoption, reef clean-ups, and conservation activities.
- Support local communities and schools through environmental awareness programs.

9. Waste & Pollution Management

- Prevent marine and terrestrial pollution through effective waste management systems.
- Conduct lagoon, reef, and island clean-up activities regularly.
- Reduce light pollution impacts on marine life and nesting species.

10. Governance, Monitoring & Continuous Improvement

- Establish biodiversity objectives, action plans, and measurable targets.
- Review biodiversity performance annually.
- Continuously improve biodiversity conservation initiatives through monitoring and stakeholder feedback.
- Communicate biodiversity performance transparently to stakeholders.
- Biodiversity Action Plan Targets
- Achieve minimum 80% coral survival rate for coral restoration projects.
- Conduct reef health assessments quarterly.
- Increase native vegetation annually.
- Conduct monthly reef and lagoon clean-up activities.
- Maintain 100% compliance with seafood ‘No No List’ requirements.

Review & Approval

This policy shall be reviewed annually and updated whenever necessary to ensure continued alignment with international best practices, environmental legislation, and sustainability certification requirements.

END OF POLICY

POLICY 03

Animal Welfare

Animal Welfare

Policy No: HR0002-2025

Effective Date: 1st Sept 2025

Initiated by: Sustainability Department

Approved by: Vice President, Operations

Purpose

To ensure the ethical treatment, health, and well-being of all animals under the care of Siyam Resorts, in alignment with international best practices and ABTA's Animal Welfare Guidelines.

Scope

Applies to all Siyam Resorts where animals such as horses, cats, birds, chickens, goats, and ducks are present.

Responsible Person(s)

Resort Manager, Executive Committee & Human Resources are responsible for implementing this policy and ensuring compliance across all relevant operations.

1. Policy Principles:

a. Respect for Animal Life

Animals must be treated with compassion, dignity, and respect. No animal shall be used for entertainment or interactions that cause distress or harm.

b. Five Domains of Animal Welfare

Nutrition:
Clean water and species-appropriate food must be available at all times.

Environment:
Enclosures must be safe, clean, and enriched to support natural behaviours.

Physical Health:
Regular veterinary care must be provided.

Behaviour:
Animals must be allowed to express natural behaviours and socialize appropriately.

Mental State:
All practices must promote positive mental well-being.

c.Veterinary Oversight

- A qualified veterinarian must be available for routine and emergency care. No surgical or chemical modifications unless medically necessary.

Do's
- Provide clean water and nutritious food daily.
- Maintain hygienic and enriched enclosures.
- Allow animals to rest, roam, and socialize naturally.
- Use species-appropriate equipment for working animals.
- Ensure regular health checks and maintain veterinary records.
- Train staff in animal handling and welfare standards.
- Provide shelter from extreme weather conditions.
- Supervise tethered or hobbled animals closely and ensure comfort.
- Allow natural weaning and avoid working young, pregnant, or ill animals.

Don'ts
- No breeding or commercial trade of animals within sanctuaries.
- No photo ops or handling of animals without their ability to withdraw.
- No performances or training involving punishment or deprivation.
- No feeding or direct contact with wild or exotic animals.
- No use of animals in cultural events that involve distress or harm.
- No tethering that restricts movement or access to basic needs.
- No working animals during extreme heat or beyond their physical limits.
- No acquisition of CITES-listed species unless for rescue or conservation.
- No euthanasia unless professionally advised for welfare reasons.

3. Staff Training Guidelines for Animal Welfare

a. Objective

To equip all staff with the knowledge, skills, and attitudes necessary to ensure the ethical treatment and welfare of animals across Siyam Resorts.

b. Training Modules

Animal Welfare Principles: Understanding the Five Domains of Animal Welfare, recognizing signs of distress, illness, or discomfort.

Safe and Ethical Animal Handling: Proper techniques for approaching and handling animals, avoiding actions that cause fear or harm.

Feeding and Hydration Protocols: Species-specific feeding schedules and dietary needs, ensuring access to clean water.

Enclosure Maintenance and Environmental Enrichment: Daily cleaning standards, providing shelter and enrichment items.

Health Monitoring and Reporting: Identifying symptoms, recording and reporting health concerns, basic first aid.

Working Animal Care: Guidelines for tethering, equipment use, rest periods, recognizing physical limits.

Guest Interaction Protocols: Educating guests, supervising interactions, prohibiting inappropriate contact.

Legal and Ethical Compliance: Overview of ABTA's Guidelines, understanding CITES regulations, documentation responsibilities.

c. Training Delivery

Format: Workshops, online modules, and hands-on sessions.

Frequency: Initial onboarding and annual refresher courses.

Assessment: Quizzes, practical evaluations, and feedback sessions.

Certification: Staff must pass training to be authorized for animal-related duties.

d. Implementation & Monitoring

- Regular audits and welfare assessments.
- Staff training and awareness programs.
- Clear signage and guest education on animal welfare.
- Incident reporting and corrective action protocols.

4. Care and Management of Cats Living in Resorts

Cats residing in Siyam Resorts are part of the resort ecosystem and must be treated with compassion and care. This section outlines the guidelines for their welfare:

a. Nutrition and Hydration

- Provide clean drinking water and nutritionally balanced food daily.
- Feeding stations should be placed in quiet, shaded areas and cleaned regularly.

b. Health and Veterinary Care

- All cats must receive regular health checks by a qualified veterinarian.
- Vaccinations, parasite control, and sterilization programs must be implemented.
- Injured or ill cats must be treated promptly and humanely.

c. Environment and Shelter

- Cats should have access to safe, clean, and comfortable shelter.
- Shelters must protect from extreme weather and allow privacy and rest.

d. Behavior and Socialization

- Cats must be allowed to express natural behaviors and socialize freely.
- Staff should monitor for signs of stress or aggression and intervene appropriately.

e. Guest Interaction

- Guests should be educated on respectful behavior towards cats.
- Direct handling by guests should be discouraged unless the cat initiates contact.
- Signage should be placed to inform guests about cat welfare and interaction guidelines.

f. Monitoring and Record Keeping

- Maintain records of health checks, treatments, and population management.
- Regularly assess the welfare and population of cats to ensure sustainable care.

These guidelines ensure that cats living in Siyam Resorts are healthy, safe, and integrated harmoniously into the resort environment.

5. Prohibited Marine Activities

To ensure the protection of marine life and align with ethical wildlife interaction standards; Siyam Resorts strictly prohibits the following activities across all its properties.

a. Fish feeding activities in lagoons, reefs, or any marine environments.

These measures are in place to prevent disruption of natural behaviors, reduce stress on marine species, and support the long-term conservation of ocean ecosystems.

Policy Review

This policy should be reviewed annually and approved by the top management for continuous improvement under the supervision of Group Sustainability Manager.

Management Rights

The management reserves the right to alter, change, suspend or abolish this policy at any given time without prior notice.

Thanking you,

Abdulla Thamheed
Vice President - Operations

END OF POLICY

POLICY 04

Food Waste Reduction

Food Waste Reduction

At Sun Siyam Resorts, our partnership with The PLEDGE™ on Food Waste is a natural extension of our group-wide Sun Siyam Cares sustainability program. As part of our ongoing commitment to responsible hospitality, we have adopted this globally recognized certification and benchmarking system to reduce food waste across our operations.

The PLEDGE™ empowers us to turn ambition into action — helping us measure, manage, and minimize food waste through structured best practices. It strengthens our focus on efficiency, team engagement, and long-term impact, while reinforcing our environmental values.

By joining this initiative, we are taking another meaningful step in fulfilling the mission of Sun Siyam Cares: to reduce our ecological footprint, protect local ecosystems, and support a more sustainable future for the Maldives, Sri Lanka, and beyond.

Our Commitment To Sustainability

We strive to create a food waste-conscious environment across all our restaurants and kitchens and are addressing the challenge of food waste through:

- **Staff Commitment** – Engaging and empowering our team through training, SOPs, and leadership support.
- **Measurement & Monitoring** – Continuously tracking, recording, and analyzing food waste to improve our practices.
- **Guest Engagement** – Raising awareness among our valued guests to inspire more mindful dining habits.
- **Best Kitchen Practices** – Reducing waste at the source through smart menu planning, storage, and preparation.
- **Circular Solutions** – Repurposing, redistributing, or composting food leftovers wherever possible.

Our 7 Pillars Of Action

- Envision the path forward
- Plan actions to reduce waste
- Report our results to guests and team members
- Engage our entire team
- Monitor food waste closely
- Improve our processes continuously
- Inspire you—our guests—to support these efforts

Let's Reduce Waste Together!

We invite you to support us in reducing food waste:

Take only what you can enjoy.
Return for seconds—our buffet is always open!
Ask our team if you'd like smaller portions or recommendations.

Together, we can make a difference—for our environment,
our communities, and future generations.

POLICY 05

Sustainable Procurement

Sustainable Procurement

Policy No:	HR0006-2024
Effective Date:	1st Oct 2024
Initiated by:	Sustainability Department
Approved by:	Vice President - Operations
Reviewed:	June 2026

Objective

Sun Siyam Resorts in Maldives and Sri Lanka are committed to improving the impact we have on people and the environment. As part of meeting that commitment, we will ensure that we are sourcing the most sustainable products and services whenever it is possible, relevant and practical to do so.

This policy describes our rules and expectations in relation to sustainable procurement.

Scope

This policy applies to all Sun Siyam Resorts properties, contractors, suppliers, and business partners.

Responsible Person(s)

All General Managers, Group Sustainability Manager, Group Purchasing Manager

1.Showing preference to sustainable products and services

Whilst ensuring they comply with any other relevant policies regarding purchasing, all staff that are responsible for making procurement decisions are expected to show preference to products and services that meet as many of the following conditions as possible and/or are relevant:

- It is made from recycled materials.
- It can be recycled locally.
- It can be easily reused or repurposed.
- We can verify it has been sustainably produced/sourced.
- It is produced locally.
- It is from a locally owned business.
- It is from a small business.
- It has a reputable sustainability certification label such as Rainforest Alliance, MSC or FSC.
- It is delivered in minimal packaging and/or more sustainable packaging.
- It is energy and/or water efficient.
- It does not produce any pollution or minimises pollution.
- It reduces the need for printing.
- It requires minimal shipping/transport.
- It uses cleaner, more resource efficient or low-emission transport options.
- It reflects the nature, history and culture of the local area.
- It is from a fair-trade supplier.
- It minimises food waste.
- It minimises the use of single-use or disposable items, e.g. single-use plastics.
- It is organically produced.
- It gives preferences to long shelf-life food for appropriate items.
- It emphasis that suppliers are requested to send vacuum packed items for temperature sensitive food.
- Preference given to product suppliers who provide and take back reusable packaging and shipping containers/pallets

2. Human Rights & Safe guarding children

We will not tolerate any instances of human exploitation or abuse that we find in our supply chain and will immediately report any suspicions we have to the appropriate authorities.

We will not offer, promote or otherwise commercially benefit from any activities, attractions or events involving people under the age of 18 when the operator cannot verify to us that they comply with all relevant laws including the UN Convention on the Rights of the Child and ILO Conventions 138/182.

If we procure items that include a unique cultural aspect of any indigenous group, we will ensure that we have respected their cultural intellectual property rights.

3. Recruitment

We are committed to equal opportunities and will not exclude or show favour to specific groups of people during our recruitment processes. This includes, but is not limited to, excluding or showing favour to people based on their race, nationality, religion, gender, sexuality or disabilities.

When we recruit people, including when we use recruitment agencies, we will ensure that we cover the full cost of this recruitment and will not require anybody to submit any type of bond, fee or identity document in order to be considered for employment with us. We will never offer any kind of incentive or loan that could bond a person to employment with us.

4. Renovations and building work

When we carry out any renovations, extensions or other types of building work, we will make every effort to ensure that this is done in a sustainable manner. This includes the following whenever it is possible, practical and relevant:

- Incorporating local traditions regarding design, construction and materials.
- Harmonising design with local landscape, cultural heritage and architecture.
- Giving preference to materials, installations, fixtures and fittings that are sustainably sourced and minimise environmental impacts, e.g. energy-efficient insulation, showers that minimise water use, renewable energy fixtures, water recycling.
- Ensuring areas are accessible to people with disabilities and other special needs.

5. Landscaping and planting

When we carry out any new planting or landscaping work, we will make every effort to ensure that this is done in a sustainable manner.

We will never knowingly procure or plant an invasive species and will always opt for native or endemic plants when it is possible and practical to do so.

Whenever it is possible and practical, we will show preference to plants that offer natural drought resistance and/or pest resistance so that we can minimise the use of water and pesticides.

6. Endangered species

We will not purchase or otherwise acquire any species that are currently on the IUCN Red List of Threatened Species. This includes any items made from these species.

When we procure species that have come from the wild, we will make every effort to ensure that sustainable harvesting, hunting and/or fishing practices have been used.

7. Harmful chemicals

We will only purchase harmful chemicals and other types of hazardous substances when it is absolutely necessary for the safe operation of our business.

We will not purchase pesticides, insecticides, fungicides or herbicides containing any of the following POPs (persistent organic pollutants) listed in Appendix A or B of the Stockholm Convention:

- Aldrin
- Alpha hexachlorocyclohexane
- Beta hexachlorocyclohexane
- Chlordane
- Chlordecone
- DDT
- Dicofol
- Dieldrin
- Endrin
- Heptachlor
- Hexachlorobenzene (HCB)
- Lindane
- Mirex
- Pentachlorobenzene
- Pentachlorophenol and its salts and esters (PCP)
- Perfluorooctane sulfonic acid and its salts
- Perfluorooctane sulfonyl fluoride
- Technical endosulfan and its related isomers
- Toxaphene

8. Refrigerant gases

We will not purchase any products or equipment containing the gases listed below unless there is no other suitable alternative available and we are allowed to do so by law.

- Chlorofluorocarbons (CFCs)
- Hydrochlorofluorocarbons (HCFCs)
- The following Hydrofluorocarbons (HFCs): R134a, R404A, R407A, R410A

9. Sunscreen that is harmful to marine life

We will not purchase any sun protection products that contain the following ingredients:

- Benzophenone-1 (BP-1)
- Benzophenone-2 (BP-2)
- Dioxybenzone (benzophenone-8)
- Octyl-dimethyl-para-aminobenzoic (OD-PABA)
- Enzacamene (4-Methylbenzylidene camphor, 4-MBC)
- 3-Benzylidene camphor
- (3-Benzylidenebornan-2-one)
- nano-Titanium dioxide (TiO2)
- nano-Zinc oxide (ZnO)
- Octinoxate (Octyl methoxycinnamate, ethylhexyl methoxycinnamate, Eusolex 2292, Uvinul MC80)
- Octocrylene
- Oxybenzone (Benzophenone-3, BP-3)

10. Products containing microplastics

We will not purchase any products containing the following ingredients that are sometimes found in personal care items such as soaps, shampoos, conditioners and lotions:

- Polyethylene (PE)
- Polypropylene (PP)
- Polyethylene terephthalate (PET)
- Polymethyl methacrylate (PMMA)
- Polytetrafluoroethylene (PTFE)
- Nylon (PA)

11.Single-use plastics

We will not purchase any of the following types of single-use plastics unless it is absolutely necessary to do so for the safe operation of our business.

- Balloons and balloon sticks
- Beverage stirrers
- Bin liners/rubbish bags
- Bottled water
- Cold beverage cups/glasses
- Condiment minis (e.g. ketchup, jam, sugar)
- Cotton buds/sticks
- Cutlery incl. chopsticks
- Food containers
- Hot beverage cups
- Hygiene covers for glasses and toilets
- Identification wristbands
- Individual coffee or tea capsules
- Laundry bags
- Mini bottles of bathroom amenities (e.g. shampoo)
- Plates and bowls
- Single-serve bottled beverages
- Shopping bags
- Straws
- Individually wrapped: Bathrobes, confectionery, cotton wool/pads/wipes, razors, slippers, soap,toothbrushes/ toothbrush sets

12. Animal welfare

When we procure animal products that have been harvested or hunted from the wild, we will make every effort to ensure that sustainable and humane practices are used.

We will not offer, promote, sell or otherwise commercially benefit from any animal activities that involve the following practices:

- Animal breeding or commercial trade in sanctuaries and orphanages.
- Any tourist holding of, or photo opportunity with, wild animals where the animal does not have the choice of terminating the interaction or moving away.
- Performances or tourist interactions involving animals where training involves punishment or food deprivation, causes the animal fear, injury or distress, or the tasks are not based on normal behavior.
- Tourist contact or feeding elephants without a barrier.
- Elephant shows or performances for tourists.
- Tourist contact, feeding of and 'walking with' wild cats.
- Tourist contact or feeding of crocodiles, alligators, apes, bears or sloths.
- Tourist contact or feeding of orca and unsupervised tourist feeding of cetaceans.
- Feeding any animals with live vertebrate prey.
- Canned hunting.
- Unlicensed zoos.
- Euthanasia, unless carried out by a trained professional because welfare needs cannot be met, or because the animal cannot be released into the wild.
- Acquisition of any CITES Appendix I, II or III listed species except for demonstrable conservation or rescue/rehabilitation purposes.
- Bear pits.
- Bear-bile farms.
- Any animal fighting, whether against humans or other animals.
- Bull running.
- Rodeo events that include calf-roping, team-roping, steer wrestling, bareback horse/bull riding using flank straps, wild-cow milking, wild horse racing or horse/steer-tripping.
- Ritual animal slaughter as part of the tourism experience.
- Unregulated animal and plant collection from the wild.
- Human-initiated contact with or feeding of animals in the wild.
- Trade and sale of endangered wildlife products.
- Trophy hunting.

Policy Review

This policy will be reviewed on an annual basis to evaluate effectiveness, address gaps, and continuously improve our environmental and sustainability performance.

Management Rights

The management reserves the right to alter, change, suspend or abolish this policy at any given time without prior notice.

Thanking you,

Abdulla Thamheed
Vice President – Operations

END OF POLICY

POLICY 06

Quality Assurance

Quality Assurance

Policy No:	(HR0004-2024)
Effective Date:	1st Sept 2024
Initiated by:	Quality Assurance & Sustainability
Approved by:	Group General Manager

Objective

We are committed to providing our guests with an exceptional experience characterized by superior service, consistent health and hygiene practices and responsible operations. Our Quality Assurance Policy encompasses various aspects of our operations to ensure that the highest standards are consistently met.

Responsible Person(s)

All General Managers, Group Sustainability Manager

Procedure

1. Guest Satisfaction:

- We prioritize guest satisfaction by actively listening to their needs and preferences.
- We strive to exceed guest expectations through personalized service and attention to detail.
- Continuous monitoring, use of guest experience technology and analysis of guest feedback are integral to improving our services and offerings.

2. Food Service:

- Our culinary team adheres to stringent hygiene and food safety standards to deliver delectable and safe dining experiences.
- We source high-quality ingredients and emphasize freshness and taste in every dish.
- Regular audits and inspections are conducted to maintain food quality and consistency.

3. Cleanliness:

- Cleanliness is paramount in upholding our resort's image and guest comfort.
- We use Diversey, a global leader in hygiene solutions with a strong focus on hospitality.
- We implement rigorous cleaning protocols in all areas, including guest rooms, public spaces, and recreational facilities.
- Regular training and supervision ensure adherence to cleanliness standards at all times.

4. Maintenance:

- Preventive maintenance programs are in place to uphold the functionality and aesthetics of our facilities.
- Prompt response to maintenance issues is guaranteed to minimize guest inconvenience.
- We invest in modern technologies and equipment to enhance efficiency and effectiveness in maintenance operations.

5. Learning and Development:

- Ongoing learning and development programs are provided to all our islanders to enhance their skills and knowledge.
- We foster a culture of continuous learning and improvement to adapt to changing guest preferences and industry trends.
- Training modules cover customer service, safety procedures, and job-specific skills to ensure staff competency and professionalism.
- We have also invested in a blended learning solution, Lobsterink, to further enhance the learning journey of our islanders.

6. Responsible Business:

- We are committed to environmental sustainability and strive to minimize our ecological footprint through responsible resource management.
- Ethical business practices and compliance with relevant regulations are integral to our operations.
- We actively engage with the local community and support initiatives that promote social responsibility and cultural preservation.

7. Guest Feedback:

- We encourage open communication with guests and provide multiple channels for feedback submission.
- Feedback is promptly acknowledged and addressed to resolve any issues and improve service delivery.

- Positive feedback is celebrated and serves as motivation for our team, while constructive criticism is embraced as an opportunity for growth.

8. Management Commitment:

- Our management team is fully committed to upholding the highest standards of quality and service excellence.
- We lead by example and actively participate in quality assurance initiatives and decision-making processes.
- Continuous review and improvement of our policies and practices reflect our unwavering dedication to guest satisfaction and operational excellence.

Policy Review

This policy is subject to review by the Management every two years for continuous improvements.

Management Rights

The management reserves the right to alter, change, suspend or abolish this policy at any given time without prior notice.

Thanking you,

Abdulla Thamheed
Vice President - Operations

END OF POLICY

POLICY 07

Human Rights

Human Rights

Policy No: HR-003/2023

Effective Date: 1st Nov 2023

Initiated by: Group Human Resources

Approved by: Chief Operating Officer

Objective

At Sun Siyam Resorts, we understand the importance of the protection of Human Rights of our team members.

Applicable

To all team members, guests, visitors, and stakeholders of Sun Siyam Group.

Principles of Human Rights:

1. Respecting the rights of the Team Members.

We ensure to provide suitable employment conditions to all our team members along with fair compensation and benefits in line with the company's job levels.

We aim to promote a work culture where all team members are treated with respect.

All team members have the freedom of opinion, information and expression.

All team members have the right to openly discuss and raise their concerns with the Human Resources Department and can approach the management in compliance with the grievance policy.

2. Providing a safe working environment

We aim to provide a safe working environment for our team members. We are dedicated to complying with the health and safety requirements set by the relevant authorities.

We are committed to maintain a workplace which is free from bias, harassment, intimidation and other disruptive conditions.

3. No forced labour or exploitation of children

We do not encourage or support any forced labour or exploitation of children. No team member is forced to work against his or her will.

Details of employment conditions are provided to the team member no later than the first day of work. Employment commences upon the mutual agreement from both parties.

No underage child is employed as a team member or an intern without consent and approval from the guardian.

4. Eliminating discrimination

We seek to promote equal opportunities and we do not discriminate any team member based on their gender, race, color, ethnicity, religion, sexual orientation, age, disability, marital status, pregnancy or any other characteristic protected by law.

We provide our team members the opportunities for career development based on their performance, commitment, qualification and experience.

5. Promoting Diversity

We strive to attract, develop, advance and retain a diverse, high performance workforce. We hire individuals based on their competence for the job role.

6. Conducting business with honesty and integrity

We seek to conduct the business with integrity and in compliance with the Employment Law of Maldives.

Any complaints on human rights abuses or failure to comply with the policy will result in investigation and relevant disciplinary action will be taken whenever deemed necessary.

Supporting Policies:

- Child Protection Policy
- Anti-Harassment Policy
- Code of Conduct

The management reserves the right to alter, change, suspend or abolish this policy at any given time.

Chief Operating Officer

END OF POLICY

POLICY 08

Anti Harassment



Anti Harassment

Policy No: (HR004-2023)
Effective Date: 1st Nov 2023
Initiated by: Group Human Resources
Approved by: Chief Operating Officer

Objective

The purpose of this policy is to uphold a safe, positive work environment where all team members are treated with respect.

This policy outlines the behavior and conduct which is expected from all team members and provides the guidelines and the necessary steps to follow if subjected to harassment.

Child abuse includes neglect, physical, sexual, emotional harm, and exploitation of children.

Applicable

To all team members, guests, visitors, and stakeholders of Sun Siyam Group.

Responsibilities

- Team Member, guest, visitors & Stakeholders: Responsible for treating everyone with respect and complying with Anti-Harassment policy and reporting any case of harassment without delay.
- Head of Departments: to ensure that this policy is communicated to their respective team members and monitor whether it is being followed within the department. Must also ensure that all team members are treated fairly and not subjected to any harassment.
- L&D / HR: to provide the necessary information to all team members and to create awareness among team members. All team members must be aware on the steps to follow in case of harassment. Information on the policy must be communicated to new team members during induction program.

Harassment

Harassment is defined as any unwanted speech or conduct which violates a person's dignity. Acts of harassment create an offensive work environment which affects the well-being of the subjected team member(s).

Types of Harassment

Team Members, Guests, Visitors, and Stakeholders: Responsible for adhering to the child protection policy and reporting any suspected abuse.

- Verbal Harassment; shouting, insulting, intimidating, threatening, shaming, demeaning, using derogatory language.
- Bullying; repeated acts of criticism or abuse, ridicule, exclusion, unfair treatment, misuse of power, victimization
- Hate Speech: derogatory speech that is intended to humiliate an individual or group of individuals based on their race, religion, gender, sexual orientation or disability.
- Gender based harassment: acts of verbal or non-verbal intimidation based on gender.
- Sexual harassment: acts of unwelcome verbal or physical conduct of a sexual nature including sexual advances or requests for sexual favors.

Examples of Harassment

Some examples of harassment are defined below;

- Offensive jokes or comments that embarrass or insult someone
- Derogatory comments
- Using unwelcome nicknames .
- Written or verbal abuse or threats .
- Ignoring or isolating a team member repeatedly due to a personal characteristic.
- Spreading malicious rumors to discredit someone .
- Offensive comments about appearance or clothing .
- Repeated use of offensive gestures .
- Improper touching .
- Asking questions of an intimate nature .

- Making offensive gestures toward someone .
- Distributing inappropriate sexual material or discriminatory photos, videos, or internet postings.
- Physical threats

Procedure on Reporting incidents of Harassment

a. Immediately report the incident to Supervisor or Department Head. If the supervisor or Department Head is unavailable or is directly involved in the incident, the team member should directly report the incident to Human Resources Department.
b. Fill out the complaint form attached in Annex I.
c. The following details must be included on the complaint form:

   - Date and time of the incident(s).
   - Nature of the harassment.
   - The person being harassed (complainant).
   - The person committing the harassment (respondent).
   - Names of individuals who witnessed the incident.

d. Once the official complaint form is submitted, it will be investigated by the Disciplinary Committee.
e. The complainant and the respondent will be required to submit the relevant statements and supporting evidences to the Disciplinary Committee.
f. A decision will be made by the Disciplinary Committee within 10-12 working days after the official complaint was submitted. The decision will be made based on the outcome of the investigation and after reviewing all statements and evidences presented.
g. If the harassment case is proved, the respondent will be subjected to the following actions, depending on the gravity of the case:

   - Provide an official apology to the complainant.
   - Attend to additional training and awareness programs.
   - Reassignment or relocation.
   - Disciplinary action
   - Termination
   - Notification to police

Management Rights

The management reserves the right to alter, change suspend or abolish this policy at any given time.

Thanking you,

Aisha Faiz
Chief Operating Officer

END OF POLICY

POLICY 09

Child Protection

Child Protection

Policy No: (HR-002/2023)

Effective Date: 1st Nov 2023

Initiated by: Group Human Resources

Approved by: Chief Operating Officer

Objective

Sun Siyam Resorts is fully committed to providing a safe environment for children and complies with all laws and regulations on child protection. The organization recognizes its responsibility to promote safe practices and to protect children from harm, abuse, and exploitation. For the purpose of this policy, a child is defined as anyone under the age of eighteen (18) years.

Child abuse includes neglect, physical, sexual, emotional harm, and exploitation of children.

Purpose

The purpose of this policy is to provide information and create awareness among all team members on the importance of protecting children from abuse and to outline the steps taken to ensure this commitment.

1.Applicable

This policy applies to all team members, guests, visitors, and stakeholders of the Sun Siyam Group.

2. Responsibilities

Team Members, Guests, Visitors, and Stakeholders: Responsible for adhering to the child protection policy and reporting any suspected abuse.

3. Heads of Departments:

Responsible for ensuring this policy is communicated to their respective team members.

4. Front Office

Responsible for communicating this policy to guests and visitors.

5. L&D / HR:

Responsible for providing necessary information and awareness to all team members. The policy must also be communicated to new team members during the induction program.

6. Procedure on Reporting Child Abuse

In case of suspicion of child abuse, the following steps must be taken:

- Make an appointment with a member of the disciplinary committee via the Head of Department or HR department.
- Provide details of the incident which led to the suspicion.
- Identify the person suspected of abusing the child.
- Identify the child being abused.
- Upon receiving the complaint, the disciplinary committee must immediately investigate the matter and report to Executive Management.
- Executive Management will make a final decision within 7 days of the complaint being submitted.

Disciplinary Committee

General Manager / Resort Manager / Chief Operating Officer (HO)
Operations Manager / Directors (HO)
Human Resources Manager
Other members as appointed by Management if required

Management Rights

The management reserves the right to alter, change, suspend or abolish this policy at any time.

END OF POLICY



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