



**Dilshan G.M.David**  
*Executive – Sustainability &  
Environmental Management*

*B.Sc (Natural Sciences)  
Reading - M.Sc (Environmental Management)*

*President's Medal Winner-Environmental Pioneer.*

*ISO 9001:2008 Auditor*

*ISO 22000:2005 Auditor*

*Supervising Food Safety in Catering Level 3 CIEH/UK*

This is not an ADB material. The views expressed in this document are the views of the author/s and/or their organizations and do not necessarily reflect the views or policies of the Asian Development Bank, or its Board of Governors, or the governments they represent. ADB does not guarantee the accuracy and/or completeness of the material's contents, and accepts no responsibility for any direct or indirect consequence of their use or reliance, whether wholly or partially. Please feel free to contact the authors directly should you have queries.

## Greening the Service Sector



## Case studies from Sri Lanka Hospitality Industry



# Importance of Green Business for hospitality industry in Sri Lanka

- Wise use of **Natural Resources**.
- **Natural beauty and rich biodiversity**.
- **Importance of Local communities** and their **wellbeing**.
- Richness and the diversity of **culture and traditions**.
- Sri Lanka possesses many **world heritage** sites.
- Hospitality is becoming a **Core Business**.
- Will be a **success story** in the future.



# Tools used to address Green Business

- **5S, 7S**, Productivity and **Waste Management**
- Water Resource Management, Chemicals, Paper and Other resources – **ISO 14001, Cleaner production**
- Energy Resource Management – **ISO 50001**
- Food Safety Management – **HACCP/ISO 22000**
- Occupational Health & Safety Management – **OHSAS 18001**
- CSR
- Training and Development
- Other certifications in place – **Green Globe, Earth Check, Travelife, Switch Asia, National Awards** – National Green Award, National Energy award, National HRM award



# Green Design

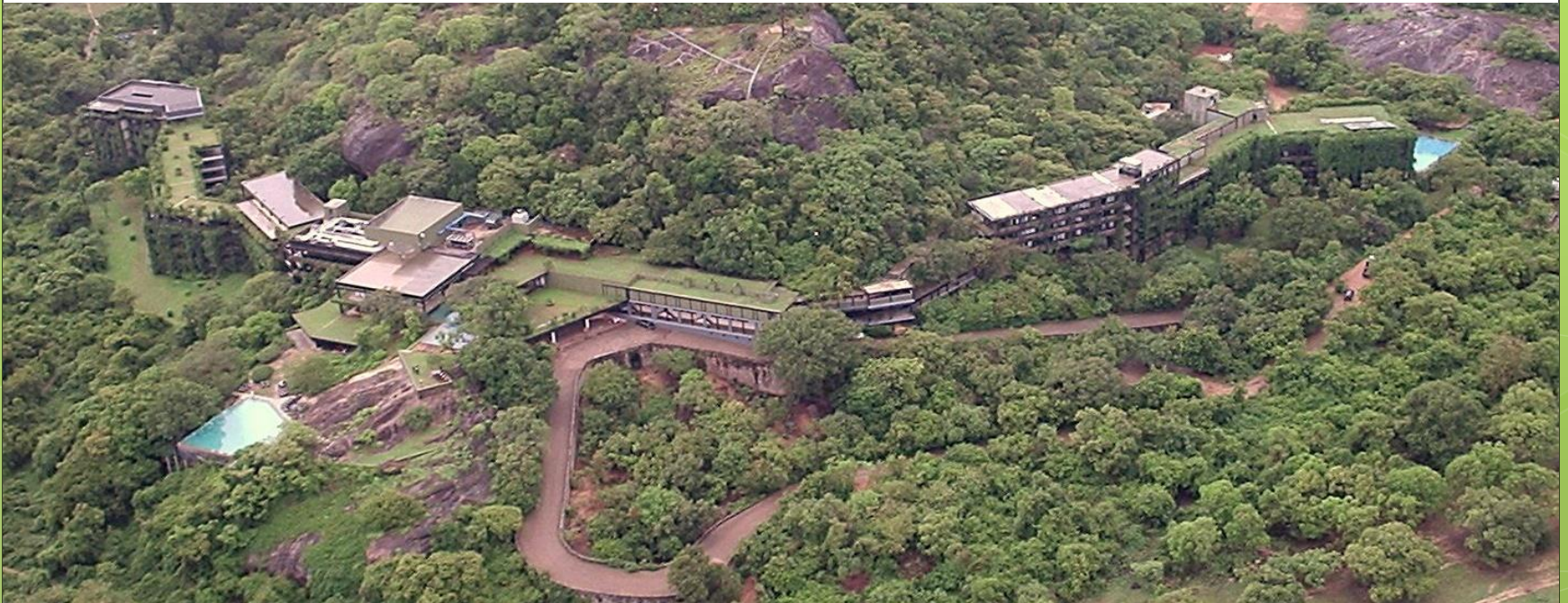






# Heritance Kandalama

## Dambulla, Sri Lanka





## Some of the key features to recognize Heritance Kandalama as a unique model for green business

- Once a controversial hotel project became a green business through public pressure and change of thinking of the management.
- No water up take from the Kandalama tank and no waste water discharge to the tank
- First Hotel project in Sri Lanka went through the EIA process
- Unique master piece of Sir Geoffrey Bawa
- Eco design built in 1994
- US LEED bronze certification
- First hotel in south Asia to win Green Globe standard
- The first hotel to have ISO 14001 certification





# Building on columns



- Let the ecosystems to be as it is
- No storm water management. Natural flow of rain water is still remaining.





# Natural light through Sky Lights



03/03/2007

EXIT





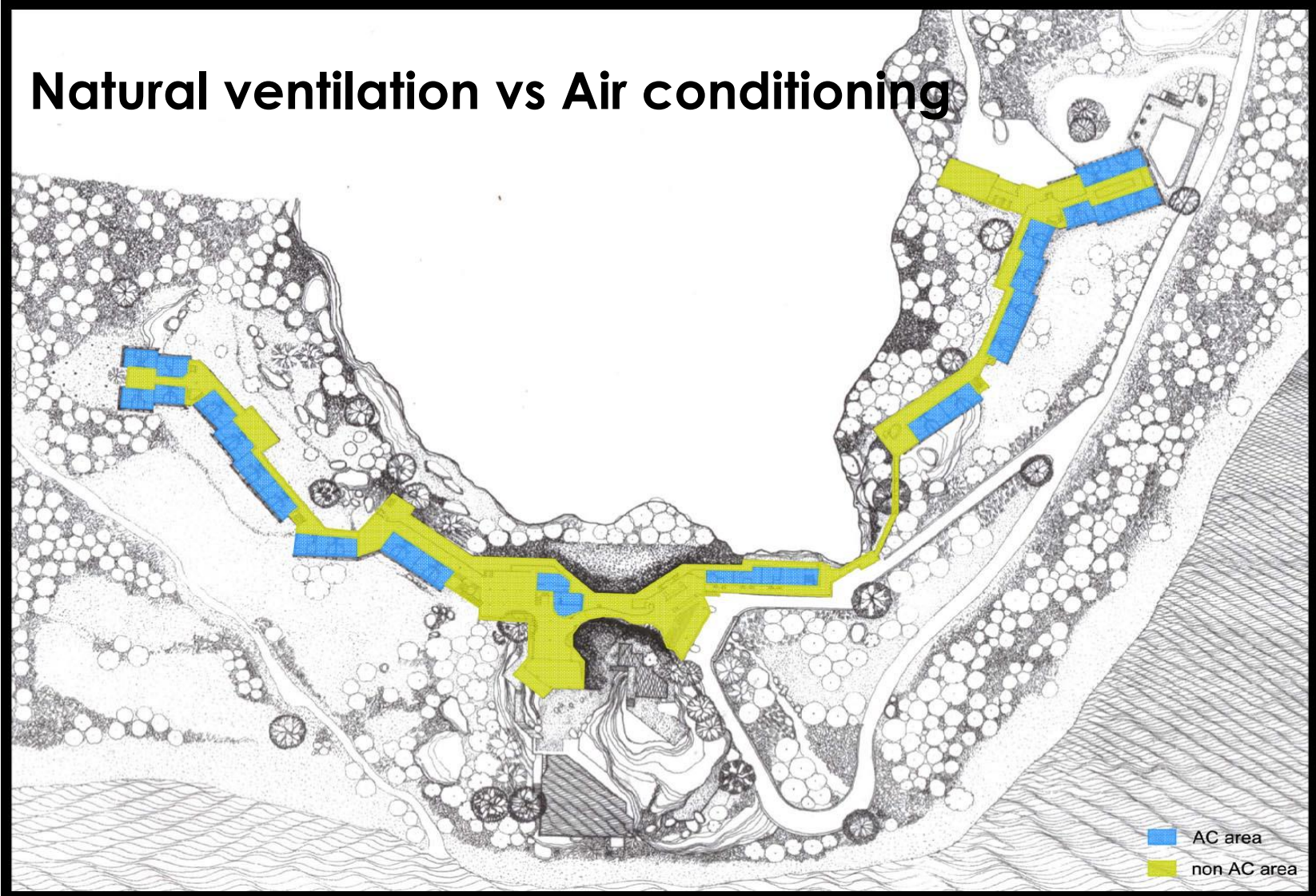
# Open Space







## Natural ventilation vs Air conditioning



## 243 acres of Forest extent – only 8 acres for the building



- Balance forest cover is maintained as a conservation forest.
- Acquired by Aitken Spence PLC having a business objective. To avoid other hotel projects to appear in the vicinity.
- But it has many other advantages over greening the business process which needs holistic thinking
- Biodiversity assessment is proposed to identify the significance of the forest area
- Based on the results, proposed to declare as a privately owned conservation forest in the future.
- Additional opportunities for carbon trading after doing an analysis of carbon sequestration study.





# Awards won by the hotel

## International Standards and Systems Certifications



Green Globe  
Certification  
1994, 1996  
1997, 1998  
1999, 2000



US Green Building  
Certification  
LEED Bronze  
2000



ISO 14001  
Environmental  
Management  
System  
Certified



ISO 22000  
Food Safety  
Management  
System  
Certified



ISO 50001  
Energy  
Management  
System  
Certified

## Environmental Awards



Travel Talk  
Environmental  
Award  
1997



Environmental  
Award  
Gold Winner  
2000



Pacific Travel  
Association  
Gold Award for  
Environmental  
Education  
2000



Pacific Travel  
Association  
Best Green Tourism  
Front Runner Award  
2000



Green Planet  
Award  
Gold Winner  
2003, 2005,  
2006



President's  
Environmental Award  
Recognition  
2004



Bird Friendly  
Resort Award  
2005



National  
Cleaner Production  
Award  
Bronze Winner  
2008



National  
Cleaner Production  
Material, Water &  
Energy Efficiency  
Excellence Awards  
2009



National  
Cleaner Production  
Award  
Gold Winner  
2009

## Corporate, Social Responsibility



Community  
Leader  
Gold Winner  
2005



Special Project on  
Corporate Social  
Responsibility  
Winner  
2007, 2010



National  
HRM Awards  
Silver Winner  
2007, 2011



HRM Awards  
Silver Winner  
2014



HRM Awards  
Special Award  
Talent Supply  
2014

## Travel & Tourism Awards



SAGA Award for  
the Service  
Variety & Quality  
of Food  
1998, 1999,  
2000, 2004,  
2005



Ultimate Service  
Award  
2001



President's Award  
for Travel & Tourism  
5 Star Resort  
Winner  
2007



Travel & Tourism  
Awards  
Gold Winner  
2008, 2009



Travel & Tourism  
Awards  
Hall of Fame  
2009



HOTEL CLUB  
Hotel Award  
Finalist  
2007



Travel Life  
Gold Winner  
2004-2006



Supper Brand  
Award  
2006, 2008



Agoda.com  
Gold Circle Award  
2012, 2013, 2015



Trip Advisor  
Winner  
2014, 2015



Booking.com  
Award of Excellence  
2014



Hotels.com  
Excellent  
2015



Holiday Check  
Recommended  
2015

- Although by winning all these, there are many improvements to be considered for continual improvements and ensure sustainability.
- Investing with a narrow thinking for the future opportunities to a great extent towards greening the business process.





# Energy Management



## Gasifire – Heritance Kandalam



- Installed in 2000
- Installation cost LKR14 million.
- Recovered in 2.5 years.
- Gross profit up to date LKR 35.8 million.
- Total CO<sub>2</sub> emission saving is 1 600 tons.
- 50% reduction in Boiler Diesel Consumption.
- Livelihood for Local community.
- 70% efficiency of biomass burning.



## Case study - Potential electricity saving through lighting

Total units for existing lighting system - 215 kWh  
Total units for the proposed lighting system - 38 kWh

total electricity saving per day	177.7 kWh
total electricity saving per month	5331kWh
cost per 1 kWh (Rs.)	21.00
saving potential per month (Rs.)	<b>LKR 111,951.00</b>
saving potential per year (Rs.)	<b>LKR 1,343,412.00</b>

The image shows a stage with green curtains. The curtains are pulled back, revealing a black background. The text "THE END" is written in large, yellow, serif capital letters. Below it, the words "Thank You" are written in a yellow, cursive script. The text is centered on the stage.

# THE END

*Thank You*