



Sustainability Progress Report

SENTIDO

HERITANCE NEGOMBO

2025

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INTRODUCTION

At Sentido Heritage Negombo, we are deeply committed to creating a positive impact on both our environment and our community. We firmly believe that responsible tourism extends beyond delivering exceptional guest experiences; it is about embracing sustainable practices that protect our beautiful surroundings while meaningfully contributing to the well-being of local people. Since we have begun reporting our sustainability performance through structured data visualization, our efforts have become more focused, transparent, and impactful. This approach has strengthened positive reinforcement among staff, enhanced awareness across departments, and encouraged greater accountability and participation in sustainability initiatives.

Throughout this document, we highlight the initiatives we have undertaken to reduce our environmental footprint, support the local economy, and celebrate the richness of Sri Lankan culture. Our sustainability journey is continuous, and we recognize that there is always room for improvement. Therefore, we consistently strive to innovate, finding better ways to minimize our environmental impact and maximize positive social contribution.

By choosing Sentido Heritage Negombo, you are not only selecting a luxurious getaway, but also supporting a future where tourism strengthens communities and environmental responsibility becomes the norm. Our efforts are not isolated actions; they are interconnected elements that together create a strong framework of responsible tourism. From energy-efficient solutions throughout the property to locally sourced ingredients in every meal, every detail reflects our dedication to a sustainable future. We invite you to join us on this meaningful journey, where luxury harmoniously blends with environmental consciousness, and cultural immersion goes hand-in-hand with genuine community support. Together, we can create a lasting positive impact for generations to come.

MESSAGE FROM OUR LEADER

Greetings from Sentido Heritance
Negombo!

As we look ahead, it is clear that sustainability must remain at the core of everything we do. Guided by the strong sustainability vision of Aitken Spence PLC, we continue to work collaboratively with our teams, partners, and communities to create meaningful environmental and social impact.

At Sentido Heritance Negombo, we actively contribute to this purpose through practical initiatives that support both immediate needs and long-term responsible tourism goals. Strengthening skills, creating opportunities, and aligning with global sustainability standards remain key priorities. In this spirit, we have introduced Heritance Cleaner Planet (HCP) as a purpose-driven process to embed sustainability into our daily operations.

With structured data reporting, greater awareness, and positive reinforcement across our teams, our journey is becoming stronger and more focused each year. It is our sincere commitment to continue advancing toward a greener future, shaping a tomorrow defined by responsibility and positive transformation.

Mr. Ranjan Stanislaus
Executive Director / General Manager,
Sentido Heritance Negombo.



*Shaping a
sustainable
tomorrow through
people, purpose,
and planet-first
thinking.*



Scan here for our sustainability policy

AITKEN SPENCE HOTELS INTEGRATED SUSTAINABILITY POLICY

We understand corporate sustainability as a proactive approach to ensure the long-term viability, profitability and integrity of the business. As a leading hospitality group operating in several countries, we remain committed to continue our heritage of exemplary corporate citizenship by aligning our sustainability strategies with global initiatives on sustainable development

Vision

Heritage is the discovery of Joy

Mission

We will be passionate about caring for people and sincere in our pursuit of creating genuine moments of delight at every touch point, every time, whereby achieving thought and profit leadership.

Our Goal

Our focus is on reducing energy, water, and waste usage by 5%, while conserving resources and using materials responsibly. Specifically, we aim to cut CO2 emissions per room night by 5% by 2025.

OUR COMMITMENT

At Sentido Heritance Negombo, sustainability is at the heart of how we operate. Guided by Travelife Standards and aligned with Aitken Spence Hotels' ESG commitments, we are dedicated to protecting the environment, respecting people, and supporting our community.

Climate & Resources

We reduce our environmental footprint by conserving energy and water, minimising waste, reducing single use plastics, and lowering carbon intensive practices by 5%.

Biodiversity & Environment

We protect coastal and marine ecosystems by preventing pollution, conserving natural habitats, and supporting biodiversity within our destination.

Human Rights & Fair Treatment

We uphold human rights through fair employment practices, inclusivity, safe working conditions, and zero tolerance for discrimination or exploitation.

Child Safeguarding

We maintain a zero-tolerance approach to child exploitation and abuse, supported by staff training and clear reporting mechanisms.

Together, we create meaningful experiences while caring for our people, our planet, and future generations.



Please scan for the
related training records



NAVIGATING CHALLENGES, EMBRACING SUSTAINABILITY:

With Sri Lanka's tourism and hospitality sector rapidly expanding, Sentido Heritage Negombo continues to balance growth with our commitment to sustainability. As the industry becomes increasingly competitive, businesses are encouraged to prioritise innovation, efficiency, and guest expectations, while also investing in long-term sustainable practices. At the same time, communities are becoming more engaged and aware, creating opportunities for meaningful collaboration in driving responsible tourism forward.

Turning Challenges into Opportunities:

Amidst this dynamic growth, our sustainability strategy has evolved into a powerful strength. The drive toward responsible tourism has encouraged us to adopt innovative solutions, enhance efficiency, and invest in practices that secure long-term resilience. Rather than viewing sustainability as an obligation, our team has embraced it as an opportunity to future-proof the business, strengthen ethical operations, and create lasting value. This mindset has inspired a deeper sense of commitment, motivating everyone to contribute meaningfully toward a more sustainable tomorrow.

MEASURING PROGRESS

Energy comparison – Electricity

Description	Y2022-2023	Y2023-2024	Y2024-2025	Y2025-2026 (up to Nov 25)
Total Energy Consumption in KWh	3,002,204	3,542,671	3,896,429	2,617,037
Total Energy Consumption in KWh Except Banquet Events	2,930,704	3,456,171	3,810,929	2,552,537
Total room night	15,797	28715	34609	25132
Total No of Guests	19,284	48798	60836	44573
No of Banquet Events	143	173	171	129
Average Energy Consumption (KWh) / Room Night	56.15	66.22	73.01	73.16
Average Energy Consumption (KWh)/ Guest	151.98	70.83	62.64	57.27
Target For Year 2024				

Energy comparison – Water

Description	Y2022-2023	Y2023-2024	Y2024-2025	Y2025-2026 (up to Nov 25)
Total Water Consumption in C. Meters	44,210	56935.5	57647	45684
Total room night	24,123	28635	34609	25132
Total No of Guests	19,284	48798	60836	44573
Average Water Consumption, C.meters/ Room Night	0.85	1.09	1.10	1.31
Average Water Consumption (KWh)/ Guest	2.29	1.17	0.95	1.02
Target For Year 2024				

MEASURING PROGRESS (CONT.)

Energy comparison – LPG

Description	Y2022-2023	Y2023-2024	Y2024-2025	Y2025-2026 (up to Nov 25)
Total LPG Consumption in Kg	10,672	12529.25	13048.2	7974.6
Total room night	24,123	28635	34609	25132
Total No of Guests	19,284	48798	60836	44573
Average Gas Consumption/ Room Night	0.44	0.44	0.38	0.32
Average Gas Consumption/ Guest	0.55	0.26	0.21	0.18
Target For Year 2024				

Energy comparison – Carbon Emission

Source of Emission	Y2022-2023	Y2023-2024	Y2024-2025	Y2025-2026 (up to Nov 25)
Electricity (Grid)	2,131,565	2,515,297	2,705,760	1,812,302
Oil (Diesel)	275,980	268,108	417,195	273,992
LPG	29,135	34,205	35,622	21,771
Total emissions	2,436,679	2,817,610	3,158,576	2,108,064
Guest night	24,123	28,635	34,609	25,132
No of Guests	19,284	48,798	60,836	44,573
CO2 Emission for Room Night	47	54	61	60
CO2 Emission for The Guest	126	58	52	47

MEASURING PROGRESS (CONT.)

Sustainability indicators – Per Room Night

Indicator base on facilities in action	Y2022-2023	Y2023-2024	Y2024-2025	Y2025-2026 Up to Nov
Total GHG Emission (Co2, Kg) per Room Night	47	54	61	60
Total Energy per Room Night (KWh)	56	66	73	73
Total Water consumption per Room Night	0.85	1.09	1.10	1.31
Total LPG Consumption Per Room Night	0.44	0.44	0.38	0.32
Total Diesel Consumption Per Room Night	2.21	2.21	2.92	2.87

Sustainability indicators – Per Guest

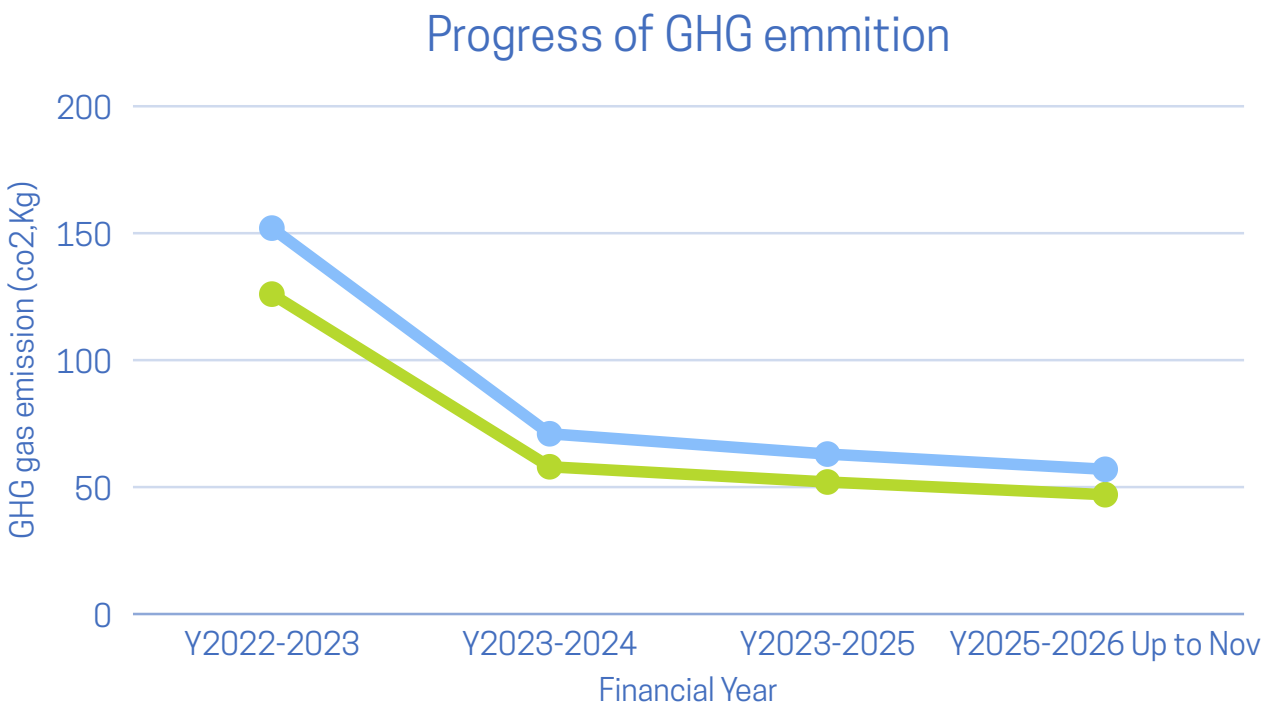
Indicator base guest oriented consumption	Y2022-2023	Y2023-2024	Y2023-2025	Y2025-2026 Up to Nov
Total GHG Emission (Co2, Kg) Per Guest	126	58	52	47
Total Energy Per Guest (KWh)	152	71	63	57
Total Water consumption per Guest	2.29	1.17	0.95	1.02
Total LPG consumption per Guest	0.55	0.26	0.21	0.18
Total Diesel consumption per Guest	5.22	2.36	3	2.24
No of Guests	19,284	48,798	60,836	44,573
CO2 Emission for Room Night	47	54	61	60
CO2 Emission for The Guest	126	58	52	47

MEASURING PROGRESS (CONT.)

Sustainability indicators	Green hose gas emission	Energy efficiency	LPG gas consumption	Staff Average training Hrs.
Relative to room night	-0.2%	0.2%	-15.84%	
Relative to per guest	-8.9%	-8.6%	-16.58%	2

Goal achievement

Our target was to achieve a 5% reduction in CO₂ emissions per room night by 2025, and the following results reflect our progress.



100%

Reaching our goal of reducing carbon emissions by 5% year 2025.

WASTE MANAGEMENT PRACTICES



1

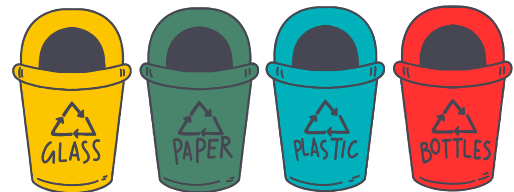
SORT WASTE BY TYPE

Provide separate containers for various types of waste, such as plastic, paper, glass, and organic waste like food scraps.

2

LABEL EACH WASTE BIN

Clearly label the waste bins so that the staff members know which ones are used for specific types of waste.



3

PROCESS WASTE

Sort waste to make it easier to throw away, recycle, or reuse.

4

COLLECT & RECYCLE WASTE

Proper disposal or send it to collectors such as waste banks to give it economic value. or recycle.



5

IMPLEMENT THE 3R (REDUCE, REUSE, RECYCLE)

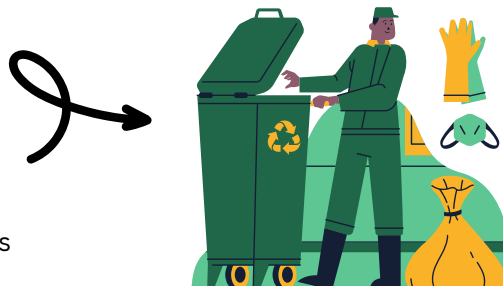
Reuse unused items such as used chemical cans as plant pots, metal scraps as art objects, etc.

WASTE MANAGEMENT PRACTICES (CONT.)

1

PAPER, GLASS, IRON SCRAP, PLASTIC, WOOD & E-WASTE

All these waste types are disposed via registered vendors for recycling purposes and to create an economic value.



2

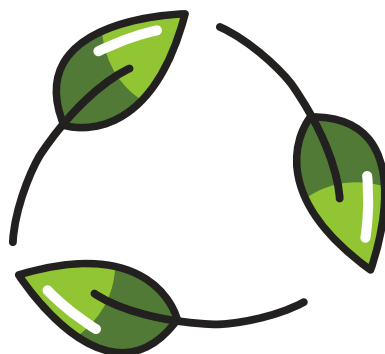
FOOD WASTE

All food waste is sent to a pig farm to feed pigs through a registered supplier.

3

USED OIL

Used oil disposed via refinery partners for the lubricant purposes.



4

GARDEN WASTE

Organic waste, such as leaves, are being processed into compost that can be used to enrich the traditional farming in house.

SUSTAINABILITY PROJECTS 2025

Tourism Talent Awareness Initiative

A 3-hour awareness session was conducted for 100 students at the Wayamba Vocational Training Institute of Tourism and Hospitality. The session focused on providing an overview of the hospitality industry, highlighting career pathways, industry expectations, and future employment opportunities. This initiative was implemented in line with the International Day of Education, reinforcing the organization's commitment to education and youth.

Focus area

Focused on Education, Youth Empowerment, Skills Development.

Outcome

Enhanced awareness among students regarding career opportunities in the hospitality industry and improved understanding of industry requirements and future growth prospects



SUSTAINABILITY PROJECTS 2025

Beach Cleaning – Negombo Public Beach

A beach cleaning initiative was conducted at Negombo Public Beach in observance of World Tourism Day. The activity covered approximately 1 km of shoreline, during which significant amounts of plastic waste and wooden debris accumulated over several months were removed. This initiative contributed to environmental conservation while promoting responsible tourism and community awareness.

Focus area

Environmental Sustainability, Community Well-being, Responsible Tourism

Outcome

Improved cleanliness and environmental quality of the public beach, enhanced safety and aesthetics for users, and increased awareness of waste management and environmental responsibility.



SUSTAINABILITY PROJECTS 2025

Blood Donation Campaign

A blood donation campaign was conducted at the hotel premises in support of the National Blood Bank, in observance of World Blood Donor Day. The initiative successfully mobilized over 60 voluntary blood donors, contributing to the national blood supply and supporting patients in need of critical medical care.

Focus area

Health & Wellbeing, Community Support, Voluntary Service

Outcome

Strengthened availability of safe blood for patients, increased employee engagement in social responsibility initiatives, and promoted awareness on the importance of voluntary blood donation.



SUSTAINABILITY PROJECTS 2025

Community Almsgiving Program

Three almsgiving initiatives were conducted during the months of May and June for the benefit of the surrounding community. Food and refreshments, including chickpeas, herbal drinks, and soup, were distributed to members of the public passing by the hotel. This initiative aimed to promote compassion, community care, and social well-being.

Focus area

Community Support, Social Well-being, Cultural & Religious Engagement

Outcome

Provided immediate nourishment and support to the community, strengthened positive community relations, and reinforced the organization's commitment to social responsibility and cultural values



SUSTAINABILITY PROJECTS 2025

Sales Reload Training Program

A Sales Reload Training Program was conducted to strengthen the sales capabilities and customer engagement skills of our team while extending its impact beyond the hotel. As part of the initiative, goods were purchased from a local king coconut vendor, and hotel staff practiced their enhanced sales techniques by selling the vendor's products with added value propositions. The profits generated through these sales were then donated back to the vendor, supporting income upliftment, business confidence, and community empowerment, while enabling meaningful knowledge sharing and real-world skills application.

Focus area

Skills Development, Inclusive Growth, Community Empowerment

Outcome

Improved sales competencies among employees, enhanced business skills of the local vendor, and strengthened community business relationships through inclusive capacity building.



SUSTAINABILITY PROJECTS 2025

Recovery and cleanup efforts after Cyclone Ditwah

A Post-Cyclone Ditwah environmental cleanup initiative was carried out at Negombo Public Beach following heavy rainfall, which led to significant debris washing ashore. Through this coordinated effort, approximately 5–6 tractor loads of debris were successfully removed, restoring the cleanliness of the beach and enhancing its environmental condition.

Focus area

Environmental Sustainability, Climate Resilience, Community Well-being

Outcome

Enhanced environmental quality and safety of the beach, improved accessibility for the public and tourists, and strengthened community awareness on post-weather environmental management.



SUSTAINABILITY FRAMEWORK

People

- Paying wages align with the country law and ensuring good working conditions for employees.
- Elimination of all kind of labour exploitation in all its forms – ZERO reported LT case.
- Paid all statutory payments on time – No reported case.
- Employment opportunity for community-based resources.
- Equal – opportunity Employer
- Awarded as the group level “Great Place to Work” employer ➤ CSR projects for community development
- Learning & Development for continuous improvement on sustainable approach

Planet

- Reducing energy use as much as possible to reduce carbon footprint & carbon emissions.
- Taking measures to conserve water in all business operation.
- Using land responsibly. (Ex; growing of crops, in communities or building projects , HCP.)
- Using materials conscientiously. (Refusing, reducing, reusing, repairing and recycling.)
- Undertaking audits and life-cycle assessments to ensure sustainability and reduce the ecological footprint

Profit

- Ensure humanity's survival on this planet – Ethical business approach.
- Assured preserve natural systems and environments for future generations – (STP / WTP / Recycling/Carbon emission).
- Maintained healthy industrial relationship.
- Ensure a healthy financial bottom line moving forward (EBITA)
- On time renewal of statutory , environment and sustainable license
- Adhering to payment of all statutory dues (Taxation ect)
- Transparent and win – win relationship with all stakeholders
- Audited financial statements and declaration of all activities

ACCREDITATION AND CREDENTIALS

Sentido Heritance Negombo is committed to providing guests with an exceptional experience while upholding the highest standards of quality and sustainability. We are proud to hold various accreditations and credentials that demonstrate our dedication to excellence



Travel life – Gold
certification



Leed – Gold
certification



THASL – The Hotels
Association of Sri Lanka



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மத்திய சுற்றுடல் அதிகாரசபை
Central Environmental Authority

Central environmental
authority



Marine Environment
Protection Authority



Department of labour
Sri Lanka



HACCP



Sri Lanka Tourism
development authority



ACKNOWLEDGEMENTS

As we reflect on 2025, we sincerely thank the dedicated team at Sentido Heritance Negombo for their continued commitment to driving our sustainability initiatives forward. We also extend our appreciation to our valued stakeholders guests, local communities, government bodies, and industry partners whose support and collaboration have been vital to our progress.

This report not only reflects our achievements in 2025 but also reinforces our commitment to continuous improvement. We welcome your feedback and look forward to working together to build a greener, more sustainable future.

We thank you for your continued support in our efforts to contribute to the Sustainability.

Contact

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