

## HOTEL SHAMBALA Internal Sustainability Performance Report

Reporting period. 1st April to 30<sup>th</sup> Sep 2023

This report was produced by Tseten Tsatultsang 05 Nov. 23

### INTRODUCTION

This is our first sustainability report based on the records collected from 1 April to 30 Sep 2023. The objective of our 1<sup>st</sup> Internal Sustainability Performance Report is to capture the data from the past 6 months, present them such that we can understand the results and plan for better results in the next 6 months. The main objective is to begin a process of reporting sustainability results.

### ENVIRONMENTAL IMPACT

#### WATER CONSUMPTION

##### Outcome

Our objective is to reduce the consumption of water. Water although it is obtained from the ground and relatively cheap is a valuable resource. There are avenues we can save water but also by saving water use we could save on electricity which is used to pump the water from borewells and also to process the water fit for consumption. We used certain water saving tactics to save water. One was to reuse the back wash water to water plants and clean the outdoor areas. The second practice was to harvest the rain water and direct it to the water storage tank which would eventually be consumed for washing, bathing etc. These two practices made a major impact on the overall water consumption.

#### 2022/2023 Comparison of Water Use during the Reporting Period

	Water Use Per Guest Night in Cubic Litres (m <sup>3</sup> )		
Month	2022	2023	% Change
April	1,536.65	1,055.34	-31%
May	1,033.31	816.79	-21%
June	1,314.62	709.06	-46%
July	1,319.52	1,093.59	-17%
August	1,618.76	683.53	-58%
September	1,657.44	840.64	-49%
<b>6-month Average</b>	<b>1,413.38</b>	<b>866.49</b>	<b>-39%</b>

##### Conclusion

Our water usage per guest night dropped by an average of 39% compared to the same period last year. This can be attributed to the implementation of certain water saving practices.

## Recommendations

Implement water reduction in guest rooms but adjusting water flow. Place signage in guest and BOH areas to encourage both guests and staff to use less water.

## ELECTRICITY CONSUMPTION

### Outcome

Our objective was to reduce the overall Energy usage per guest night. The other objective is also to move from using traditional fuel and moving to electricity as Electricity in Nepal is all renewable and mostly green since it is all produced by hydroelectricity. However, reducing overall electricity usage is our primary objective. However, we have seen an increase in electricity consumption per guest night.

### 2022/2023 Comparison of Electricity Use during the Reporting Period

	Electricity Use Per Guest Night in kg CO2e		
Month	2022	2023	% Change
April		11.300	
May		13.207	
June		14.877	
July	13.247	18.159	<b>37%</b>
August	18.271	14.325	<b>-22%</b>
September	13.507	16.636	<b>23%</b>
<b>3/6-month Average</b>	<b>15.008</b>	<b>14.751</b>	<b>-2%</b>

### Conclusion

This can be attributed to the higher temperatures in September compared to last year, addition of ACs to the BOH. Also, the CEO has moved from driving an ICE vehicle to an EV so there has been a reduction in the consumption of fuel(Petrol) but we should also see an increase in electricity due to the installation of a new EV Charging station available for guests also. Electricity consumption wasn't tracked properly prior to July 2022 so those recordings isn't available. But it should now be available moving forward.

## Recommendations

Implement Electricity usage reduction policies and signage for guest and staff areas.

Implement a better (more detailed) method of recording electricity usage to better tracking and analysis.

Implement a purchase policy that takes into account energy consumption and energy efficiency of equipment



## LABOUR & HUMAN RIGHTS

Our objective for labour and human rights is to always be aware and the forefront of ensuring that all our staff is provided with their human rights. Also to ensure that fair labour practices are always implemented.

## Outcome

Implementation of new Minimum wage policy: The government announced the revision of the minimum wage scale as follows:

**New Minimum Wage effective 1 Shrawan 2080 (16 July 223)**

## Monthly wages

Basic Salary: **NPR 10,820**

Dearness Allowance: **NPR 6,480**

**Total: NPR 17,300**

## Recommendation

The Minimum wage policy was implemented right away and all staff were provided with a salary revision letter notifying them of the new minimum wage salary and the increment to their respective salary amount.

## Conclusion

There wasn't that many Labour or Human Rights issues. But better training related to Human Rights and fair labour policy would be ideal to make staff more aware and eventually identify such issues.

## COMMUNITY ENGAGEMENT & SUPPORT

## Outcome

As part of our objectives to support the local business we switched vendors for our room toiletries namely, shampoo, body wash, soap and body lotion. The decision to switch was based on a few factors. The first being that the new vendor- Bhaskar Wellness would provide a good quality locally sourced product which was natural and adhered to Shambala standards. It would be available more easily since they did not have to face the obstacles of import and customs duty procedures. Finally, it was a way of supporting our local (Nepalese) economy. It was also competitively priced and offered us the option of eventually buying in bulk and installing dispensers.

## Conclusion:

This has been a very successful decision. Guests are very happy with the products and availability of products is also now smoother. The added benefit of buying in bulk will further add cost saving and reduce our carbon footprint by reducing single use toiletries plastic bottles.

## Recommendation

Explore other local vendors for products that we currently use.

Set clear Community engagement goals and set plans to achieve them.

## SUMMARY OF RECOMMENDED ACTIONS

ACTION	HOD	Due Date
Reduce water flow in guest rooms	Kamal Bajgain	31 Nov 2023
Place signage in Guest and Staff areas to conserve water	Rajan Tiwari	06 Nov 2023
Implement Electricity usage reduction policies and signage for guest and staff areas.	Kamal Bajgain	10 Nov 2023
Implement a better (more detailed) method of recording electricity usage to better tracking and analysis.	Kamal Bajgain	31 Nov 2023
Implement a purchase policy that takes into account energy consumption and energy efficiency of equipment	Ananta Thapa	06 Nov 2023
Provide HR and Fair Labour Training quarterly	Sukriti Shrestha	31 Dec 2023
Explore other local vendors for products that we currently use.	Ananta Thapa	31 Nov 2023
Set clear Community engagement goals and set plans to achieve them.	Bedant Rayamajhi	31 Nov 2023

Tick	Title	Initial by Hand
	Operations Manager	
	Financial Controller	
	Human Resources Manager	
	Food & Beverage Manager	
	Executive Housekeeper	
	Engineering Manager	
	Executive Chef	

**These are sustainability targets for next 6 months. Nov – April 2024**

Water: reduce use of water per guest room by 10%

Energy: Reduce electricity by 5% per guest night.

Waste: get rid of single use plastic in our rooms in 6 months 31 April 2024.

Social: identify 1 social cause to support from staff body. Thru donations or kind.

Human rights: Train at least 50% of staff in 1 major Human rights topic per quarter



Tseten Tsatultsang

CEO

05 11 2023