

## Hotel Shambala Sustainability review for the season 2024 – 2025.

The 2025 sustainability report for Hotel Shambala highlights a year of significant progress characterized by substantial reductions in absolute resource consumption despite complex operational challenges. The hotel successfully lowered its annual energy use by **8.37%**, surpassing its initial target, and reduced liquid fuel consumption by **10.24%** through the strategic adoption of electric vehicles. However, unforeseen power grid instability led to an **85.15%** dependency on diesel generators, which complicated carbon emission goals due to the higher emission rate of diesel compared to petrol. To address persistent utility costs that remain high regardless of occupancy, the hotel plans to audit fixed-energy systems, enhance building insulation, and install motion-based controls in low-traffic areas.

Water conservation efforts yielded a **10%** reduction in total volume, yet the hotel failed to meet its efficiency target per guest night, which actually rose by **6.4%**. This discrepancy indicates a high baseline of fixed water usage in departments like the laundry, spa, and dining outlets, further influenced by a nearly **19%** increase in restaurant covers. In response, the hotel is shifting its focus toward outlet-specific monitoring and is phasing out single-use plastics in favor of an onsite glass bottle refilling program. These initiatives, combined with an exceptional **26.04%** decrease in total solid waste, form the foundation for the hotel's upcoming strategy to formalize waste minimization and optimize resource efficiency in the 2026 operational year.

## 2026 Sustainability Goals and Objectives

### Environmental Stewardship

- **Energy Efficiency:** Reduce total annual energy consumption (kWh) by **5%** relative to 2025 levels through continued infrastructure optimization.
- **Water Conservation:** Achieve a **10% reduction in water usage per guest night** across all guestrooms and public areas by addressing fixed baseline consumption and enhancing fixture efficiency.
- **Sustainable Gastronomy:** Increase plant-based meal sales by **10% within six months** by launching a dedicated menu section featuring innovative, locally sourced vegetarian and vegan dishes.
- **Ecosystem Protection:** Establish a formal partnership with a local conservation charity (such as those serving the Shivapuri-Nagarjun National Park) for annual fundraising. Additionally, launch a guest "Eco-Tips" guide focused on responsible wildlife viewing and pollution prevention.

### Social Responsibility & Community Engagement

- **Local Economic Support:** Establish a dedicated lobby retail space to exclusively showcase **Fair Trade-certified** products and local artisan crafts, including Thangka paintings, ceramics, and textiles.

- **Community Advocacy:** Strengthen local ties by appointing a senior manager to represent the hotel at quarterly **Ward (Wada) meetings** and local business association forums.
- **Supply Chain Ethics:** Distribute the Travelife "Unacceptable Practices" appendix to the Purchasing, F&B, Housekeeping, and Engineering teams to ensure all ingredients and materials comply with international sustainability standards.

### Human Rights & Labor Practices

- **Fair Compensation:** Maintain transparent documentation of all wage adjustments to verify and confirm that staff salaries consistently meet or exceed the **national minimum wage mandates**.
- **Diversity & Inclusion:** Implement mandatory annual **Anti-Discrimination and Diversity Training** for all staff, with a specific focus on caste, disability, and gender equity.
- **Contractual Integrity:** Integrate a formal **Non-Discrimination Clause** into all supplier contracts, requiring strict adherence to the Nepal Labour Act.

### Communication & Digital Presence

- **Strategic Branding:** Revitalize the hotel's digital presence by reforming the website's sustainability page and integrating consistent environmental and social impact messaging across all social media channels.

In **2025**, Hotel Shambala achieved landmark resource efficiency, including an **8.37%** reduction in energy and a **26.04%** decrease in solid waste, laying a resilient foundation for our ambitious **2026** roadmap centered on water conservation, social equity, and ecosystem protection. We are deeply committed to these future-focused sustainability targets and invite our guests, partners, and the wider community to join us in this vital journey toward a greener, more responsible hospitality experience in Nepal.



Best Regards,

Mr. Tseten Tsatultsang

Chief Executive Officer

Hotel Shambala