

STANDARD OPERATING PROCEDURE (SOP)

LOCAL SOP TITLE	Environmental Policy		
LOCAL SOP NO.	EO-GEN-003C	NO. OF REVISION	3
DEPARTMENT	Sustainability	EFFECTIVE DATE	1 November, 2025
FOR	CROSSROADS Maldives	APPLICABLE TO	All Business Units
SUPERSEDE SOP #	EO-GEN-003B	RELATED DOCUMENTS	N/A

RECORD OF REVISIONS

REV NO.	REV DATE	BRIEF DETAILS	ENTERED BY
01	16-Nov-2023	Crossroads Branding: Replaced: Cover page footer as per brand standard Replaced: Crossroads logo with tagline	Executive Office
02	16-Nov-2023	Added: 2. Additional points for energy conservation initiatives and consumption graph	Engineering
03	16-Nov-2023	Added: 3. Additional points for water conservation initiatives and added the consumption graph	Engineering
04	16-Nov-2023	Added: 4. Waste Management plan revised with additional points	Engineering
05	16-Nov-2023	Replaced: Signatory of the policy	Executive Office
06	01 Nov-2024	2. Energy conservation initiatives and the consumption graph have been updated 3. Water conservation initiatives and the consumption graph have been updated Waste Management Plan has been revised with additional points	Engineering
07	01 Nov-2024	Replaced: Signatory of the policy	Executive Office
08	01 Nov-2025	2. Energy conservation initiatives and the consumption graph have been updated 3. Water conservation initiatives and the consumption graph have been updated 4. Waste Management Plan has been revised with additional points	Engineering&SD
09	01 Nov-2025	Replaced: Signatory of the policy	Executive Office
10	01 Nov-2025	2. Energy conservation initiatives and the consumption graph have been updated 3. Water conservation initiatives and the consumption graph have been updated	Engineering&SD
11	01 Nov-2025	Replaced: Signatory of the policy	Executive Office

Policy Statement

We, at CROSSROADS Maldives, are conscious of global environmental issues and acknowledge our responsibility towards the environment. While the well-being of our guests remains at the forefront, we commit ourselves to carrying out operations in a sustainable manner, taking every step to minimise operational impact on and preserve the environment wherever we operate.

In delivering this commitment, CROSSROADS Maldives will endeavour to:

- Meet or exceed applicable environmental legislations, environmental standards & best practices.
- Monitor & document Energy consumption & related emissions daily & analyse monthly, quarterly & annually for review with the objective of reducing energy consumption & related emissions by **1%** or more in relation to the energy consumption & resultant emissions specified in the annual plan for the financial year.
- Value and preserve the natural and cultural heritage of our properties, thus enabling our guests to enjoy an authentically local experience.
- Promote efficient use of materials and resources across our property, especially water and energy.
- Work diligently to minimise our waste stream by reusing, recycling and conserving natural resources, particularly through energy and water conservation.
- Set sound environmental and social objectives and targets, integrate a process of review and issue progress reports on a periodic basis.
- Continually identify opportunities for improvement of our environmental management system.
- Promote awareness and educate team members on environmental issues and sustainable working practices.
- Engage our guests, team members, suppliers, contractors and the local community in our initiatives to preserve the environment and consider their opinions/ feedback when setting our Environmental programmes and procedures.
- Conduct Environmentally Preferable Purchasing.
- Participate in efforts to improve environmental protection at local and national levels.

This policy is intended to guide our property towards sustainable management.

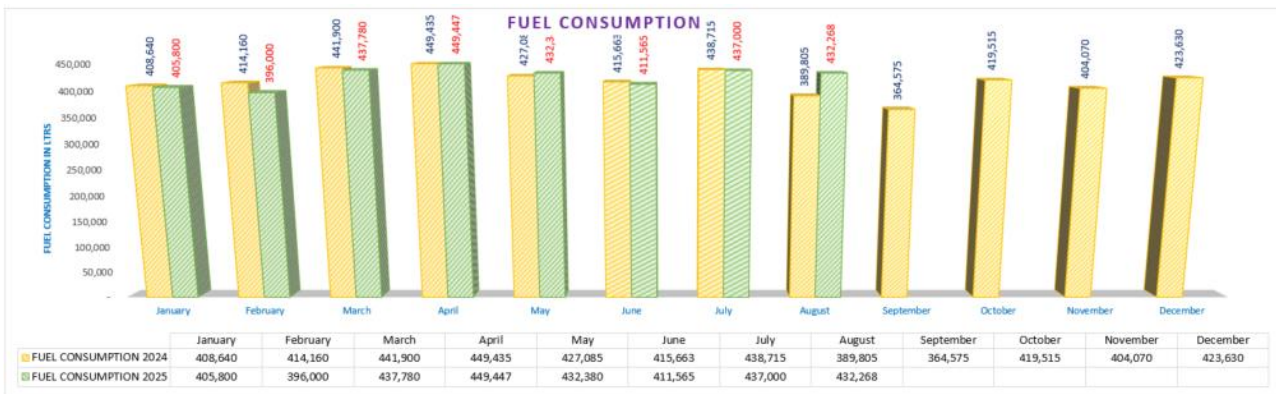
1. ENVIRONMENTAL AWARENESS

- We will maintain awareness among our team members on environmental issues, the preservation of local cultures and the necessity for everyone to act responsibly.
- We will communicate to our team members the environmental practices that need to be implemented at the workplace, as well as other simple environment-friendly measures that they can apply in their everyday lives.
- We will encourage our team members to participate in and support environmental initiatives.
- We will communicate our environmental commitment to guests and give them an option to support us in our green initiative.
- We will extend awareness of environmental issues and best sustainability practices to the local community.

2. ENERGY

Reducing energy consumption will help to reduce environmental impact and, at the same time, lower energy costs. In order to minimise energy consumption, we will:

- Take steps to make our workplace more energy efficient
- Reduce the use of fossil fuels and opt for renewable energies
- Maintain our machinery and equipment in good working condition
- Opt for energy-efficient equipment and low-energy appliances
- Ensure optimal use of plant and machinery
- Use timers, sensors and other devices that regulate energy consumption
- Make use of solar energy wherever applicable
- Reduce loss of energy, for example, by using insulated pipes to carry hot or chilled fluids
- Set objectives for limiting consumption, regularly monitor progress and improve processes
- Implementation of Solar projects across Crossroads / Solar Energy is being used at the back of the house in all the available buildings.
- 99% of the light bulbs in the resort are LED, hence energy efficient.
- Green IT policy guides all colleagues to switch off their computers before leaving their premises.
- The generator produces hot water for the whole resort by the heat exchanger.
- The laundry machine is functioning by the steam energy, which is produced by the generator exhaust heat through the steam boiler.
- Photocell sensor lights are installed on all the pedestals.



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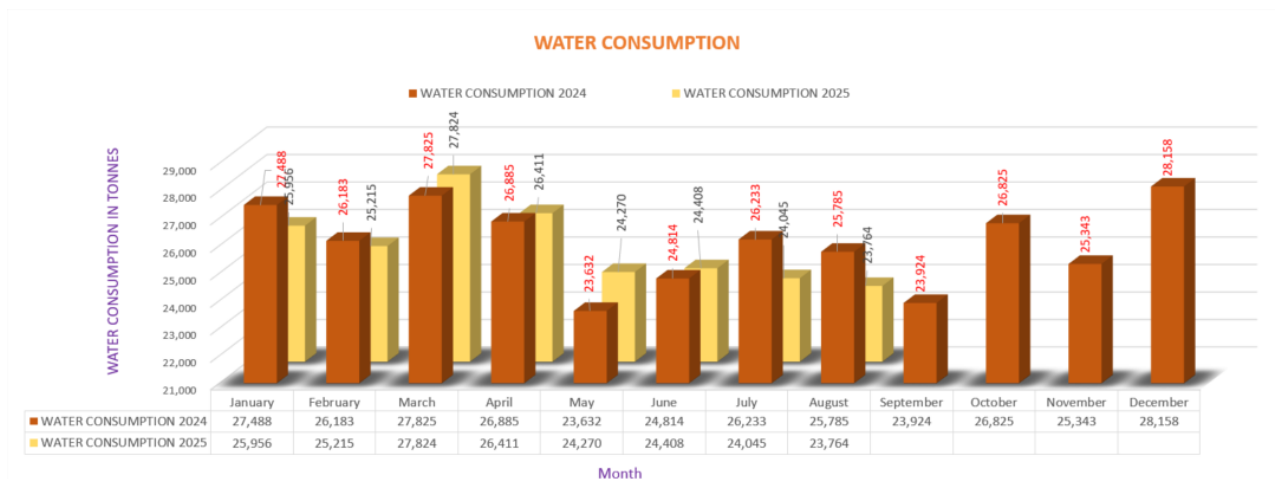
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3. WATER

With global warming, particularly in the Maldives, sources of freshwater are very scarce and limited to a few natural wells. Water conservation is therefore becoming essential and as a responsible company, we will:

- Using seawater, a free resource, to generate water for the entire Crossroads
- Reduce water losses by regularly checking for leaks
- Install sensors, regulators and other water-saving devices - i.e. push push-type faucet tap with wash basins/At staff accommodation blocks, 30% of taps are being replaced with push-button faucets
- Low-flow taps, shower heads and flush tanks are installed in the public washrooms and staff accommodation.
- Ensure efficient use of laundry equipment
- Sensitise both team members and guests on the responsible use of water
- Offer guests the option of reusing towels and sheets
- Limit the use of desalinated water by
 - Explore rainwater harvesting wherever possible
 - Using recycled greywater for irrigation
- Irrigation water to be used for gardening & landscaping
- Set targets for minimising water consumption, monitor and analyse periodically
- Continually find ways to reduce water consumption



4. WASTE

We generate waste that constitutes a major pollutant, affecting both the environment and public health. We will do our utmost to avoid, recycle and reuse in order to reduce our impact on the environment. Our Waste Management Plan will include the following:

- Limit the use of disposable packaging for the supplies, whenever possible
- Use compostable and biodegradable products and materials whenever the option is available
- Zero Waste project - Our target is to manage more than 90% of the waste generated by the properties on our own.
- Limit individual packaging of hygiene products in bedrooms
- Organise sorting and separating of recyclable wastes
- Collect and recycle cooking oil for permitted uses
- Compost our garden green waste for nutrient-rich natural fertiliser
- Organise recycling of materials such as paper/cardboard/glass/plastic packaging, metal cans, ink cartridges, restaurant organic waste, etc.
- 50% of waste to be recycled – Garden waste, Glass, etc.
- Liaising with 3rd Party recycling companies such as Parley for Oceans and Secure Bag/ARK Maldives Working with Parley for Oceans to recycle generated plastic waste and Ark Maldives change used oil to fuel oil.
- Engage in projects with the local community for the reuse of recycled materials
- Safely dispose of hazardous wastes such as batteries, electrical and electronic devices, fluorescent bulbs/tubes, etc.
- Organise and/or support clean-up of the surrounding environment
- As there are no recycling facilities as such in the Maldives, we try to use the 4-R method, which says – rethink, reduce, reuse and recycle.

5. GREEN PROCUREMENT (ENVIRONMENTALLY PREFERABLE PURCHASING)

Green procurement or Environmentally Preferable Purchasing (EPP) is the practice of procuring products and services that are less harmful to the environment (land, air and water) and all species that depend on the environment for survival. Green products are those that are produced with less harmful materials or which, upon usage or consumption, would have a minimal impact on the environment.

We will carry out EPP whenever green options are available whilst giving due consideration to guests' satisfaction, company standards and reasonable costs.

Our green purchasing measures will include the following:

- Encourage and favour eco-friendly and power-efficient products
- Prefer recycled, compostable and biodegradable products
- Buy seasonal and locally produced goods as far as possible and thus avoid transporting energy
- Buy in bulk to reduce packaging waste
- Favour organic fertilisers and less harmful cleaning agents
- Prefer eco-friendly designs and eco-labelled products
- Prefer to purchase from a source that is less polluting or uses clean technology
- Encourage and prefer vendors who use recycled packaging material. Explore the possibilities of further reuse and/or recycling with the vendor
- Green the supply chain by seeking vendors who share our values and have in place an environmental management system

6. DESTINATION PROTECTION

The natural environment is one of the primary attractions for leisure visitors. To develop sustainable tourism, we will:

- Ensure the protection of the natural and cultural values of the area while developing and creating recreational facilities and activities for our guests
- Participate in efforts to restore habitat whenever possible
- Promote local food, entertainment, culture and cottage industry
- Engage with local people when developing cultural attractions
- Offer guests souvenirs of local nature and crafts, which are made of eco-friendly products
- Provide guests with a list of environmentally friendly products and local souvenirs that they may shop for

7. CONSERVATION OF MARINE LIFE AND REEFS

The ocean and the reefs are home to numerous sea creatures and plants, many of which are fragile and endangered. We will take every possible step towards the conservation of marine life and the protection of our reefs.

Measures taken by our property will include:

- Ensuring wastewater is not discharged into the ocean
- Using ecological or organic fertilisers
- Sensitising our team members and guests about the negative environmental impact of littering on the beach and in the sea
- Ensuring all trash is properly disposed of and no debris is left hanging on the beach
- Sensitising our guests and ensuring that service providers that snorkelling and diving are practised in a way that does not affect our coral reef
- Encouraging and supporting clean-up of the marine and coastal environment
- Complying with local conservation policies, e.g., by coral transplanting for coral rejuvenation
- Keeping boats clean and in proper working condition in order to minimise noise pollution
- Plant trees as they reduce runoff into the oceans and contribute to reversing the warming of our Planet and the rising temperatures of our oceans
- Keeping the IUCN Red List and national conservation list species with habitats in areas affected by its operations at levels of extinction risk.
- Fish feeding is not allowed. It's prohibited at CROSSROADS Maldives and its properties.

8. BIODIVERSITY AND PROTECTION OF WILDLIFE

Biodiversity boosts ecosystem productivity where each species, no matter how small, has an important role to play. In order to protect biodiversity, we will:

- Reduce our use of insecticides, weed killers, fungicides
- Use organic fertilisers
- Use environmentally friendly products for cleaning
- Buy sustainably harvested seafood and agricultural products
- Water plants in a rational way
- Use indigenous plants for landscaping and minimising light and noise
- Ensure that invasive alien species are not introduced into our gardens and landscapes
- Not consume, display, or sell products made from threatened or protected plant and animal species.
- Participate in ecological restoration initiatives in the local area

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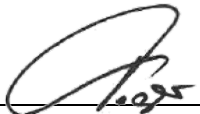
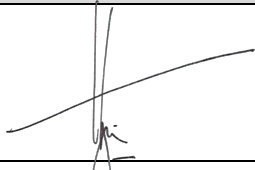
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- Not detain any captive wildlife on property grounds, except for wildlife breeding farms, rescue or reintroduction, according to law and best practices
- Protect land-based and marine wildlife and do not disturb them in any possible way.

CROSSROADS Maldives complies, as far as reasonably possible, with this policy.

Approval / Signature:

Author/Editor	Reviewed and Verified By	
		
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