

**TRADITIONAL COMFORT ANNUAL PUBLIC SUSTAINABILITY REPORT
December 2023**

Prepared by Tejashwi Shrestha, Executive Manager, on 30th MARCH 2024

WELCOME TO THE 2023 SUSTAINABILITY REPORT!

As we look back on 2023, this report shares the story of our sustainability journey over the past year. We've gathered and compared data from the entire year, along with insights from mid-2022, to reflect on how far we've come in reducing our environmental impact. From cutting down energy use to conserving water and managing waste, this document highlights the progress we've made toward our sustainability goals, and the areas where we still have room to grow.

We encourage you to dive into this report, which not only celebrates our achievements but also maps out the steps we need to take in the coming years. Our journey toward a more sustainable future is one we share with our team, guests, and the wider community. Thank you for being part of this effort, and for helping us make Traditional Comfort a place where sustainability isn't just a goal but a way of life.

Actions and Measures for reducing greenhouse gas emissions

In today's time increasing greenhouse gas emissions has been a major problem in macro level throughout the world. We have tried to address the issue by controlling, monitoring, recording and measuring which we are taking and giving from mother nature. As we speak below are some data and its comprehensive interpretation for general understanding for public and stakeholder's knowledge.

Environmental Performance

Energy Consumption	Total kWh	Average kWh per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night	Total Guest Night
1 st Jan to 30 th April 2024	65715.53	87.48 kWh/ guest night	4196.66kg CO ₂ e	1.17 kg CO ₂ e/ guest night	3593
1 st Jan to 31 st Dec 2023	232,797.28 kWh	261.60 kWh/ guest night	12,070.55 kg CO ₂ e	0.99 kg CO ₂ e/ guest night	12,158
1 st June to 31 st Dec 2022	133,617.81 kWh	209.11kWh/ guest night	7197.89 kg CO ₂ e	1.44kg CO ₂ e/ guest night	5008

Positive Outcomes:

The data indicates a 4.92% rise in energy emissions compared to 2022, due to higher occupancy levels, yet shows a 29% decrease in average emissions per guest night. Our concerted efforts throughout the year have played a role in improving our energy efficiency. These efforts included encouraging staff to switch off unused equipment and **placing notices as reminders** in the guests' rooms to ensure rooms' amenities such as lights, TV, and empty fridges are switched off.

Actionable Recommendations:

To achieve our goal of reducing greenhouse gas emissions **by 50% before 2030**, significant annual reductions in energy consumption and the adoption of lower-emission energy sources are essential. A promising step for the upcoming year involves implementing more frequent and thorough cleaning of air conditioning units. Regular maintenance and upgrading of HVAC (Heating, Ventilation, and Air Conditioning) systems can enhance efficiency. Installing programmable thermostats and advanced HVAC controls can further optimize energy use based on occupancy and weather conditions. Consequently, we have included a sustainability action plan for **2025** to assess costs and develop for this initiative.

Water Consumption	Total m3	Average m3 per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night	Total Guest Night
1 st January to 30 th April 2024	1860 m3	0.52 m3	0	0	3593
1 st January to 31 st December 2023	4164 m3	0.34 m3	0	0	12,158
1 st June to 31 st December 2022	2694 m3	0.54 m3	0	0	5008

Note: Boring water does not contain Co2 e (Emission)



Positive Outcomes:

The figure above indicates a **13% decrease** in water usage, affirming the effectiveness of our implemented measures. These efforts included enhancing our towel and sheet reuse program and raising awareness with in-room notes for the guests, encouraging water conservation and educating our staff through training programs on the benefits and techniques of saving water.

Actionable Recommendations:

To achieve our target of reducing water consumption by **25% by the end of 2026**, further reductions are required, particularly in guest rooms where water usage is highest. As a part of our sustainability measures, we will install low-flow showerheads in every room, reducing water usage during showers without compromising guest comfort. Regular plumbing inspections will be carried out to quickly fix any leaks, supported by a real-time monitoring system to alert staff of any issues. We also plan to install a rainwater harvesting system to collect and store rainwater, once the budget permits. Additionally, we will conduct training sessions for housekeeping staff, emphasizing water conservation techniques and compliance with the new policies.

Solid Waste Disposal Emission	Waste Management	Total kg	Average kg per guest night	Total kg CO₂e	Average kg CO₂e per guest night	Total Guest Night
1 st January to 30 April 2024	Composted	253.6	0.0705	2.27	0.0006	3593
	Landfill	2049.3	0.5703	1673.32	0.47	
	Recycle	253.4	0.0705	8.25	0.0023	
	Total	2556.30	0.7113	1683.82	0.4729	
1 st January to 31 st December 2023	Composted	1160.4	0.0954	10.39	0.0009	12158
	Landfill	4961.4	0.4080	4138.25	0.34	
	Recycle	1088.7	0.0895	33.51	0,0028	
	Total	7210.5	0.5929	4182.16	0.3437	



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1 st June to 31 st December 2022	Composted	700.3	0.1398	6.28	0.0013
	Landfill	2971.9	0.5934	2440.24	0.4873
	Recycle	691.3	0.1380	20.71	0.0041
	Total	4364.50	0.8712	2467.21	0.4927

Positive Outcomes:

The figures above show a 1.79% increase in landfill waste and a 9.22% decrease in recycling. While higher occupancy rates in 2023 have contributed to the rise in landfill waste, there has been a reduction in recycling waste.

Actionable Recommendations:

Significant cuts in solid waste emissions are crucial for meeting our 2024 greenhouse emissions target. The upcoming 2024 sustainability action plan includes measures such as increasing food waste diversion to composting and thoroughly reviewing our purchasing policies to eliminate waste from unnecessary purchases and packaging.

Additionally, we will implement digital solutions to further enhance our sustainability efforts. This includes transitioning to digital check-in/check-out processes, electronic receipts, and digital menus to reduce paper usage. We will also encourage guests to opt for digital communications and information instead of printed materials. Moreover, digital employee training modules will be introduced to reduce reliance on printed materials and digital energy management systems will be utilized to monitor and decrease energy consumption in real time.

Total Emissions	Total kg CO ₂ e	Average kg CO ₂ e per guest night	Total Guest Night
1 st January to 30th April 2024	5880.49	7.18	3593
1 st January to 31 st December 2023	16,252.70	17.58	12,158
1 st June to 31 st December 2022	9,665.11	14.72	5008



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Positive Outcomes:

The statistics indicate a 1.83% rise in total emissions primarily due to a substantial increase in guest nights compared to 2022, yet reveal a 35% decrease in average per guest night emissions from energy, water, and waste. We have achieved a reduction in average emissions per guest night and are aiming for a 40% reduction by the end of 2024 to keep pace with our 2030 goal.

Actionable Recommendations:

Alongside the strategies specified for energy, water, and waste management, we advocate for the following initiatives to elevate our sustainability efforts.

- 1) **Enhanced Communication Campaign:**
Develop and launch a comprehensive communication campaign aimed at fostering greater involvement from both staff and guests in our emissions reduction initiatives. This campaign will emphasize the importance of sustainability practices, highlighting the positive impact of individual actions and encouraging ongoing participation and feedback.
- 2) **Staff Training and Engagement Programs:** Implement training programs for staff that focus on sustainability practices and encourage their active participation in reducing energy, water, and waste. This could include workshops, seminars, and practical demonstrations to increase awareness and knowledge among employees.
- 3) **Partnerships and Collaborations:** Forge partnerships with local organizations, suppliers, and community groups to leverage collective expertise and resources in advancing sustainability initiatives

Child Protection and Safeguarding commitments and Statement

Commitment 1: we (Traditional Comfort family) are unwavering in our commitment to safeguarding every child within our community, ensuring their right to safety and protection is always upheld. We will continuously work to foster an environment where children are respected, empowered, and free from any form of harm or exploitation.

Commitment 2: We, at Traditional Comfort, pledge to uphold the highest standards of child protection across all our operations. Our dedication to this cause is reflected in our rigorous policies, proactive risk management, and our promise to take decisive action against any form of child abuse, ensuring the wellbeing of every child who seek support from us.

Traditional Comfort is deeply committed to creating a safe and nurturing environment for all children associated with its activities, whether as guests, employees, or community members. The hotel's Child Protection Policy is a comprehensive framework designed to prevent any form of child abuse, by ensuring that all staff, associates, visitors, and managers are well-informed, responsible, and vigilant in their roles. Central to this policy is the belief that every child has the right to be safe and protected from harm, and it outlines clear responsibilities and procedures for preventing, identifying, and responding to child abuse. By adhering to this policy, Traditional Comfort aims to



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foster a culture of respect, empowerment, and protection for children, making it a cornerstone of the hotel's operations and community engagement.

Protecting and respecting Human rights by considering anti-harassment, respecting Indigenous people's culture

Commitment 1: We believe in treating every person with dignity and respect they deserve. We are committed to upholding human rights in all our interactions and plans whether with our employees, guests, or the local community; because everyone deserves to feel safe, valued, and respected.

Commitment 2: Our promise at Traditional Comfort is to create a welcoming environment where everyone is treated fairly and kindly. We stand against any form of harassment, discrimination, or exploitation, and we're dedicated to fostering a culture of equality and respect for all.

At Traditional Comfort, we place a strong emphasis on the well-being and dignity of everyone who walks through our doors; whether they are employees, guests, or members of the local community. We are committed to safeguarding human rights by cultivating an environment where everyone feels safe, valued, and supported. This commitment is reflected in our strict policies against harassment, discrimination, and exploitation, as well as our proactive efforts to create a workplace and community space that is inclusive and welcoming. We believe that respecting human rights is not just a responsibility, but a fundamental part of who we are. By fostering a culture of kindness, fairness, and respect, we aim to build a place where everyone can thrive and feel genuinely cared for.

Protecting and supporting biodiversity

At Traditional Comfort, sustainability isn't just a buzzword; it's at the heart of everything we do. We understand that our daily choices, from the products we buy to how we manage waste, have a direct impact on the environment. That's why we're committed to sourcing locally whenever possible, not only to reduce our carbon footprint but also to support the local economy and preserve nearby ecosystems. We also prioritize using energy-efficient and biodegradable products, knowing that these small choices add up to big benefits for biodiversity.

Commitment 1: We are deeply committed to sustainability, especially when it comes to protecting the rich biodiversity that surrounds us. We promise to make choices that support our local environment, whether it's by sourcing products from nearby, reducing waste, or ensuring that our operations are as eco-friendly as possible. Our goal is to do more than just comply with environmental standards. We want to actively contribute to the well-being of our planet.

Commitment 2: We believe that every product and service we choose has an impact on the world around us. That's why we're dedicated to selecting items that are not only energy-efficient and biodegradable but also ethically sourced. By working with suppliers who share our values, we can ensure that our commitment to sustainability goes beyond our hotel and helps support the conservation of biodiversity for future generations.



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At Traditional Comfort, our operations are driven by a deep commitment to sustainability and the protection of biodiversity. We recognize that every decision we make from procurement to waste management has a direct impact on the environment. As such, we are dedicated to sourcing products that are locally produced, energy-efficient, and biodegradable, ensuring that our practices minimize habitat destruction, soil degradation, and greenhouse gas emissions. Our waste management strategies are designed to avoid, reduce, reuse, and recycle, thereby reducing our environmental footprint and supporting the principles of a circular economy.

We are equally committed to ethical sourcing, prioritizing suppliers who adhere to fair trade practices and do not exploit workers or animals. Our approach to procurement includes a focus on reducing unnecessary purchases, minimizing toxicity, and ensuring that any packaging used is either reused or recycled. Additionally, we are dedicated to protecting local habitats and wildlife by implementing measures to prevent pollution, conserve water, and promote biodiversity. By aligning our operations with these principles, we aim to create a sustainable future that supports both the environment and the communities we serve.

Protecting local wildlife and natural habitats is also a priority for us. We actively work to prevent pollution, conserve water, and minimize any harm our operations might cause to the environment. By integrating these practices into our everyday operations, we're helping to create a sustainable future, one that not only preserves the natural beauty around us but also makes a meaningful contribution to the global effort to protect our planet.

Progress toward achieving goals

1) Goal: Achieving a 50% reduction in Greenhouse Gas Emissions by 2030.

Progress Report: This year, we successfully reduced greenhouse gas emissions by **35% on average** guest nights. To reach our ambitious 2030 target, we must implement substantial changes in our approaches to energy consumption, water usage, and waste management.

2) Goal: Decreasing Red Meat Purchasing by 25% Before 2025

Progress Report: Our efforts have resulted in a successful **15% reduction** in red meat purchasing. We remain committed to achieving our target by the end of 2024.

3) Goal: Lowering Single Use Plastic Purchasing by 50% Before 2026

Progress Report: We have reduced single-use plastic purchasing by **65% surpassing** our initial target. The comprehensive audit played a crucial role in identifying opportunities for reduction and the response from staff and guests has been highly favorable.



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4) Goal: Achieving a 25% Reduction in Mains Water Consumption

by the End of 2025

Progress Report: We achieved a substantial 13% reduction in mains water consumption in 2023. As we progress towards our goal, we are evaluating further initiatives to achieve the targeted 25% reduction by the end of 2024.

Invitation to Stakeholders for year 2025

I would like to invite all our stakeholders such as Khalisisi, Staffs, Suppliers to consult and create a new draft of report for the year 2025 where we will discuss the present scenario in terms of goals achieved and create a new set of goals to achieve. As stakeholders, we would like to have your support and effort to deliver or achieve our sustainability goals and/ or commitments for upcoming days. We would love to call a meeting on 28th of December 2024 for the discussion and team collaboration.

Conclusion

As we conclude this report, it's clear that 2023 was a year of significant strides in our sustainability efforts at Traditional Comfort. We've seen measurable progress in areas such as energy efficiency, water conservation, and waste management, all of which are vital to our overarching goal of reducing our environmental footprint. The data underscores our commitment to sustainability and the positive impact of our initiatives, such as lowering average emissions per guest night and reducing single-use plastics. These achievements reflect the collective effort of our staff, guests, and partners, who have embraced our vision for a greener, more responsible hospitality experience.

However, our journey toward sustainability is far from complete. While we have made notable gains, there are areas that demand further attention and improvement. The rise in total emissions and landfill waste, despite our best efforts, signals the need for more aggressive strategies and a renewed focus on our sustainability objectives. The challenge ahead lies in sustaining the momentum we've built and pushing the boundaries of what we can achieve in the coming years.

SENIOR MANAGEMENT APPROVAL OF ANNUAL PUBLIC SUSTAINABILITY REPORT		
Signature	First and Last Name	
	Mr. Bikal Khanal	
	Job Title	Date of Approval
	Chief Purpose Officer	15th September 2024



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