Uga ULAGALLA

Sustainability Report 2025

1st January to 31st December 2025

Our commitment to preserving nature, empowering communities demonstrating the essence of a responsible business

Issued - February 2026

Uga SUSTAINABILITY

LET'S JOIN HANDS FOR A BETTER FUTURE

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1. INTRODUCTION

UGA Resorts were born in the ancient kingdom of Anuradhapura hidden amidst acres of greenery and lush paddy fields surrounded by several irrigation tanks and built around a historic 150 year old mansion, once home to a village chieftain. Form the very beginning of the planning process; sustainability, community, ecosystems, biodiversity and responsible business ethos were a highlight. The very first Uga property opened its doors uplifting the values and the hospitality of Sri Lanka naming 'Ulagalla' in July 2010 as a LEED Silver Certified resort.

Can luxury and sustainability really go hand in hand? At Uga we believe so, and we make it happen. Our hotels are defined by their rich heritage, natural environment and thriving local communities, and it is our mission to preserve them for us, our communities and the generations to come.

Sustainability is considered at every level of our operations from construction of new properties to maintaining the properties in operations. We are constantly evaluating how we can surpass our environmental goals, working diligently to ensure that our hotels follow the Global Sustainable Tourism Council (GSTC) guidelines, playing an active role in achieving United Nations Sustainable Development Goals (UNSDG).

This report contains information about Uga Ulagalla's Sustainability performance in 2025. This report shows the progress that has been made towards our sustainability goals. The report has been prepared following the Travelife/GTSC Sustainability standards, GRI reporting guidelines and integrates the recommendations from external sustainability consultants and auditors.

Through the information shared in this document we invite all our stakeholders to assist us in establishing our goals towards a sustainable operations and minimise the environmental and social impacts our operation result. We value your participation as well as sharing your ideas or suggestions whenever possible.

This report has been produced to inform our stakeholders about the long-term strategy, goals, initiatives and performance relating to sustainability activities of our hotels. In addition, this report shows the progress made towards our goals and the information and data are presented to the best of our ability and highest accuracy.

MESSAGE FROM THE DEPUTY CHAIRMAN

Priyanjith Weerasooriya
Deputy Chairman

At Uga, we recognize that the success of our business is inseparable from our ability to operate and grow sustainably. As one of Sri Lanka's most sought-after hotel companies, we carry a deep responsibility to protect our communities, preserve our environment, and safeguard the natural beauty that makes our island so unique. As a company, and as an industry, we must rise to this challenge to ensure that Sri Lanka remains authentic and beautiful for generations of travelers to come.

The tourism industry in Sri Lanka continued its growth in 2025, steadily recovering from the economic changes and the devastating weather events in November. Throughout this period, Uga remained firmly committed to our sustainability goals. Even in times of uncertainty, our dedication to responsible tourism never wavered.

I am truly inspired by our team and immensely proud of all that we accomplished in 2025. Our collective efforts have strengthened our impact and reinforced our position as a leader in sustainable travel. I am confident that we will continue to lead the way in responsible tourism in Sri Lanka, setting new standards for our industry. I extend my heartfelt thanks to every member of our team and wish you all the very best as we continue this important journey together.

MESSAGE FROM THE DIRECTOR/CEO

Ramli Ghaffoor
Director/CEO

At Uga, our journey has always been guided by a deep respect for place—its landscapes, its heritage, and its people. This year's sustainability report reflects a continued commitment in driving responsible business with enhanced sustainability management.

Over the past year, we have taken measured steps to reduce our environmental footprint, protect the ecosystems that surround us, and support the communities whose traditions and livelihoods enrich the experiences we offer. From mindful resource use and waste reduction to sourcing locally and nurturing community partnerships. We remain committed to measuring our impact with clarity and transparency, recognizing that stewardship is an ongoing responsibility rather than a final achievement.

As we look ahead, we will continue to pursue thoughtful, refined growth—ensuring that our presence enhances, rather than compromises, the integrity of the environments and communities we are privileged to be part of. I extend my sincere gratitude to our guests, colleagues, partners, and local communities for sharing in this journey with us.

MESSAGE FROM THE GENERAL MANAGER

Dimuthu Seelanka
General Manager
Uga Ulagalla

At Ulagalla, our commitment to luxury is inseparable from our responsibility toward the environment. Nestled within 58 acres of lush greenery and ancient ecosystems, we recognize that we are merely guardians of this land.

This year, we have made significant strides in our sustainability journey, focusing on reducing our carbon footprint through solar energy and expanding our organic farming initiatives. From our "farm-to-table" dining philosophy to our rigorous water conservation and waste management programs, every operation is designed to protect our local biodiversity.

Sustainability is not just a policy for us; it is a way of life. We remain dedicated to preserving the heritage of the Cultural Triangle while ensuring a greener, more resilient future for our community and the generations to come.

2. OUR RESORT

Uga Ulagalla is situated in the ancient kingdom of Anuradhapura, right in the Centre of the cultural triangle and birthplace of Buddhism in Sri Lanka. Hidden away in the quiet village of Thirappane, this luxurious resort features a sprawling 58-acre estate nestled among two sparkling reservoirs, lush green paddy fields, and ponds sprinkled with lilies.

The resort is having 25 spacious villas, restaurants, bar and gorgeous pool are all enveloped in lush foliage, akin to a modern villas with punch pool, ensuring guests experience luxury in harmony with nature.

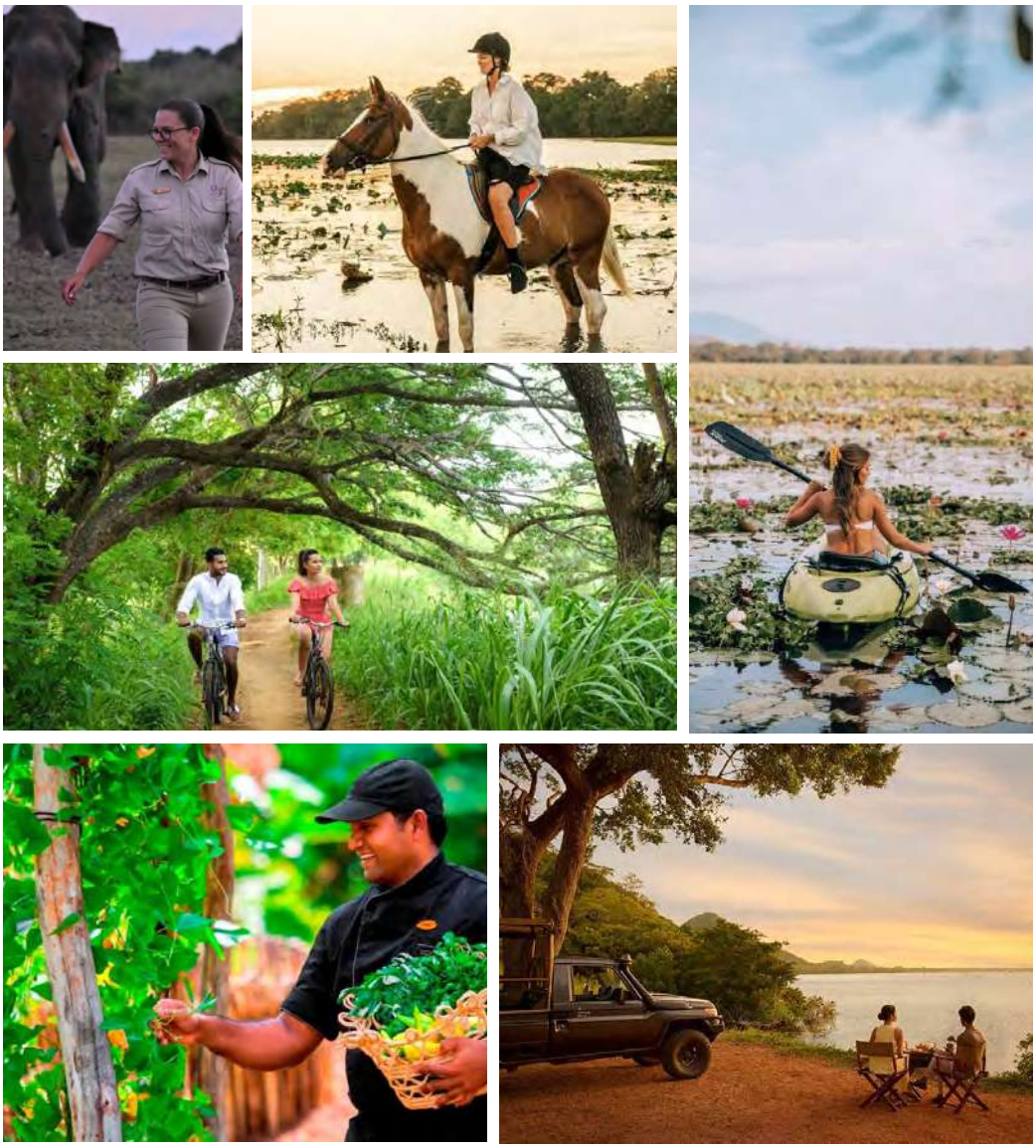
2.1 Accommodation

At Uga Ulagalla, interiors are thoughtfully designed to complement the natural environment, creating a luxuriously eclectic atmosphere in our 25 villas in three categories; 19 Ulagalla pool villas, 5 deluxe pool villas, 1 Nikawewa pool villa. Their clean lines and airy proportions perfect for the tropics. Guests can enjoy expansive villas with modern amenities, designed to celebrate the wild beauty that envelopes the property. Botanical prints line the walls, with ferns and native plants rendered in careful detail.

2.2 Food and Beverage

Uga Ulagalla prioritizes a sustainable and authentic dining experience by focusing on fresh, organic, and locally-sourced ingredients. The resort offers three unique settings where guests can enjoy the best of Sri Lankan and international cuisine. The main restaurant, set withing restored old *walawwa*, serves traditional recipes and western dishes made from seasonal produce. At the *Kamatha* restaurant, guests are invited to indulge in an immersive farm-to-table dining experience, showcasing 25 dishes inspired by centuries old Sri Lankan culinary traditions. For a more personal touch, the resort organizes private dining experiences, such as romantic picnics and starlit barbecues with personal service. By combining local hospitality with a deep respect for the natural environment, the resort ensures every meal is both delicious and eco-friendly, creating a memorable gastronomic journey that celebrates the beauty of Anuradhapura and acknowledgment.

2.3 Activities and Excursions



Uga Ulagalla integrates biodiversity conservation and cultural immersion into its core guest experiences, reflecting a deep commitment to sustainable tourism. Set within a restored *walawwa* and surrounded by expansive greenery, the resort serves as a gateway to the region's rich natural and historical heritage. Guided nature trails led by resident naturalists invite guests to explore thieving birdlife and diverse inland ecosystems across forests, paddy fields and tranquil wetlands. On the serene waters of Wannammaduwa reservoir, kayaking becomes a meditative encounter with nature, where lotus blossoms drift across sunlit waters.

Guests are engage meaningfully horse riding, archery and cycling through neighboring villages where rural life unfolds authentically. Experience extend to the region most iconic heritage sites, such as Sigiriya, Polonnaruwa, Dambulla, and Ritigala where each offering profound insight into Sri Lanka's legacy.

Wildlife conservations remains central to Ulagalla ethos. Ethical safari excursions to Wilpattu and Minneriya National parks are allowing guests to observe elephants, leopards and endemic species in there natural habitats while ensuring minimal environmental impact.

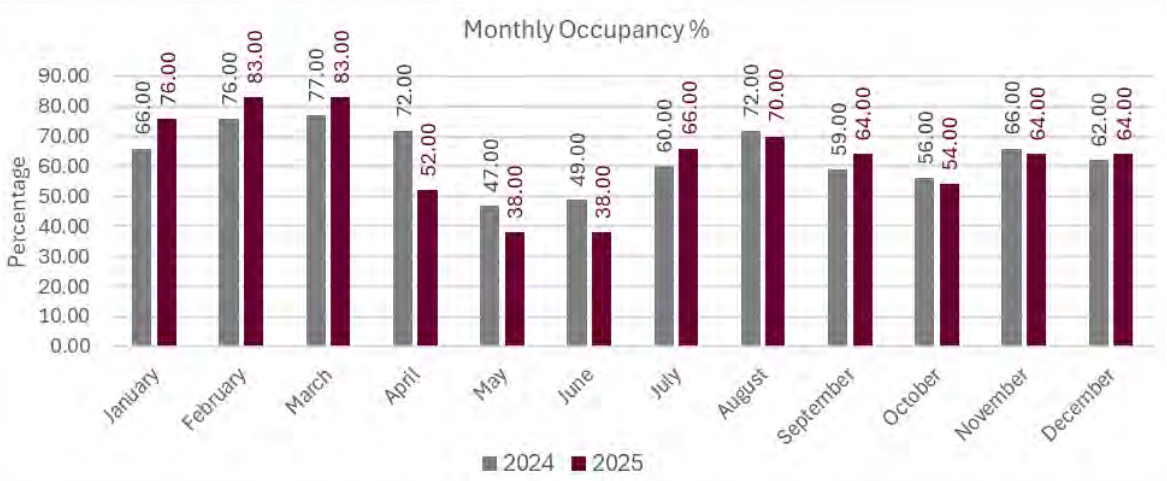
3. MARKET AND BUSINESS PERFORMANCE SUMMARY

3.1 Occupancy Data

The 2025 operational year for Uga Ulagalla Resort was defined by a strategic balance between steady guest service and long-term infrastructure investment. The resort recorded a total of 5,806 room nights and 11,775 guest nights over the year. While these figures represent a decrease from 2024 levels, the change is primarily attributed to the resort's planned operational adjustments and temporary capacity limitations.

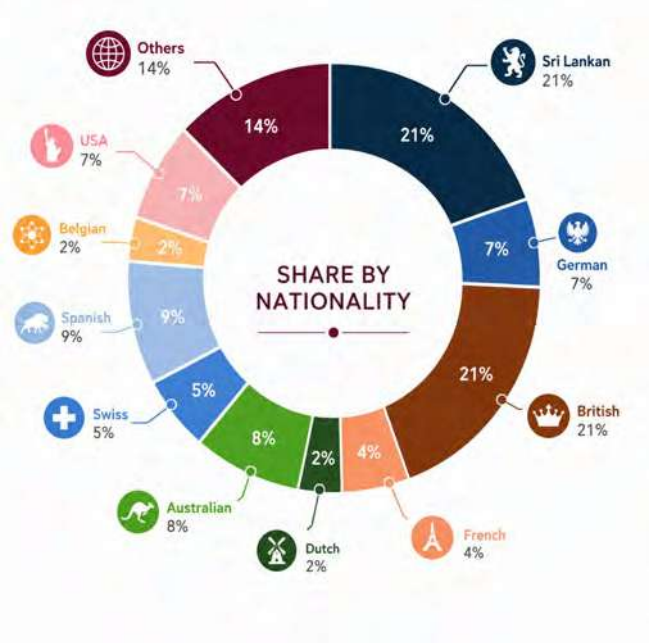
	2024	2025
Total Number of Room Nights	5,824	5,806
Total Number of Guest Nights	12,083	11,775

Uga Ulagalla, showed strong resilience, particularly during the peak months of February and March, where guest nights reached their highest volumes for the year at 1,078 and 1,192 respectively. Compared to the peak season of January to March 2024, occupancy levels in 2025 showed a noticeable increase, reflecting improved performance and strong demand during this period. However, during the low season from April to June, occupancy in 2025 experienced a decline compared to the same period in 2024.



3.2 Top Performing Nationalities

The analysis of Top Performing Nationalities reveals a diverse international guest profile, with European markets serving as the primary driver of resort occupancy. Sri Lanka and the Unite Kingdom (21%) jointly represent the largest source markets, demonstrating a strong balance between domestic and international demand. Among the key European contributors, Spain (9%), Germany (7%), Switzerland(5%), France (4%) and both Netherlands and Belgium(2%) contributing steadily to overall occupancy. The strong 21% domestic contribution from Sri Lanka highlights our support for local tourism and sustainable growth.



3.3 Average nights spent by each guest

This summary details the guest activity and occupancy trends for the 2025 reporting period. Throughout the year, the resort experienced its highest operational volume in August with 4,333 total occupancy nights and 2026 arrival rooms, while the longest average guest stays occurred in August at 2.34 nights per guest, concluding the annual cycle with an average stay duration of 2.1 nights.

Month	Total Occupancy	Arrival rooms	Average nights spent by each guest
March	341	166	2.05
April	481	220	2.19
May	297	159	1.87
June	285	158	1.80
July	510	221	2.31
August	546	233	2.34
September	476	220	2.16
October	419	192	2.18
November	482	233	2.07
December	496	224	2.21

4. SUSTAINABILITY GOVERNANCE

At Uga our business activities release emissions into the air, consume fresh water, generate wastewater and waste. In addition, we use materials that can adversely affect the environment if not handled properly. We aim to minimize our impact on the environment and have developed strategies to improve our environmental performance. This includes making the most efficient use of increasingly depleting scarce resources.

4.1 Operational Standards

Minimizing negative environmental impacts and taking meaningful climate action require a holistic approach while also constantly monitoring practices and performance. Our goal is to decouple business growth from negative environmental impacts wherever possible.

Our approach to environmental management and responsible business operations is founded on our Sustainability Policy, which has been approved by our Executive Board. Aligned with the requirements of the Sri Lankan Government Law, Sri Lanka Tourist Boards standards, Travel life certification criteria, this policy underscores our leaders' responsibility for environmental protection and health and safety.

Internal guidelines, standards and standard operating procedures define how we put the principles of our Sustainability Policy in to practice, structure our environmental protection efforts and implement occupational safety Group wide.

In addition, we have in place a number of further internal environmental protection standards such as our Air Emissions Standard, Waste Management Standard, Sustainable Water Management Standards, and Energy Management Standards.

Our annual policy review supports continual process improvement and adherence to our environmental and sustainability objectives in accordance with internal and external best practices and targets. We are committed in sharing our best practices with our staff, guest and other stakeholder and join them with our sustainability practices where possible.

4.2 Roles and Responsibilities

The Deputy chairman, CEO and the Executive Committee of our company is responsible for environmental protection, which also covers climate action, water management, waste management and recycling, air emissions, biodiversity, and safety aspects.

The Head of Sustainability and ESG holds overarching responsibility for managing environmental and social aspects across all Uga properties. This role is responsible for steering Group wide strategy and ensuring all resorts operations align with our environmental and social goals.

At the operational level, Sustainability and Compliance Executives are stationed at each of our four main resorts. They oversee daily compliance, monitoring, and the implementation of site specific initiatives.

To ensure continuous improvement, each resort maintains a Sustainability Committee chaired by the Resort Manager. This committee meets monthly to discuss performance, finalize strategic decisions, and coordinate Corporate Social Responsibility (CSR) activities. The committee provide a direct feedback loop between resort level operations and the Head of Sustainability and ESG, ensuring our policies are effectively translated into action.

4.3 Sustainability Objectives

At Uga, we firmly believe we are accountable for our part in protecting the environment, managing our operations in a sustainable manner being accountable for the resource consumption, energy usage, water usage, waste generation and the impact these can have on our environment. Focusing a steady commitment and performance, we implemented 6 objectives for our sustainability operations. Namely;

1. Energy Consumption Management
2. Water Consumption Management
3. Resource Efficiency
4. Corporate Social Responsibilities (CSR)
5. Knowledge Sharing
6. Compliance and Acknowledgment

5. ENVIRONMET

5.1 Energy - *GRI 103*

Energy is a critical resource that powers every aspect of the guest experience at Uga Resorts, from climate control, lighting, water heating and culinary operations. However, we recognize that energy consumption is also our primary source of operational greenhouse gas emissions and a significant driver of our environmental footprint. In alignment with ***GRI 103***, we view energy management not merely as an operational cost, but as a core pillar of our commitment to climate action. By prioritizing energy efficiency and transitioning toward renewable sources, we aim to mitigate our contribution to climate change, ensure long-term business resilience, and meet the growing expectations of our guests and stakeholders for responsible, low-carbon hospitality.

5.1.1 Total Energy Consumption Analysis - *GRI 302*

The total energy consumption (kWh) is calculated by converting all energy sources used into kilowatt-hours. In 2024, total energy consumption was 1,198,465.44kWh, while in 2025 it decreased to 1,181,455.10kWh in accordance with ***GRI 302: Energy*** reporting requirements. .

This represents a reduction of 17,010.34 kWh, equivalent to a 1.42% decrease in total energy consumption compared to 2024. The total energy consumption per occupied room night and per guest night is presented in the table below.

	Unit	2024	2025	% of Change
Total Energy Consumption	kWh	1,198,465.44	1,181,455.10	↓ -1.42%
Per Room Night Total Energy Consumption	kWh	209.70	215.54	↑ 2.78%
Per Guest Night Total Energy Consumption	kWh	101.99	108.45	↑ 6.33%

5.1.2 Energy Consumption Analysis - by energy type - *GRI 302-1, GRI 302-3*

Our energy profile consists of grid electricity, diesel, petrol, and liquefied petroleum gas (LPG). All energy sources are converted into kilowatt-hours (kWh) for consolidated reporting under ***GRI 302-1: Energy consumption within the organization***.

During the reporting year, an online energy monitoring system was introduced to track consumption across all energy sources in alignment with internationally recognized measurement and reporting standards. This system enhances data accuracy, enables real-time performance tracking, and strengthens internal energy management practices.

In accordance with ***GRI 302-3: Energy intensity***, the organization measures energy intensity using the kWh per Guest Night metric. This approach ensures that energy performance is assessed independently of occupancy fluctuations and allows for consistent year-on-year comparability. The selected intensity metric reflects the operational nature of the business and supports transparent performance benchmarking.

ENERGY SOURCE	2024	2025	CHANGE %
Grid Electricity (kWh)	762,534.00	748,871.00	-1.79%
Diesel (kWh)	14,553.00	13,962.00	-4.06%
Gasoline (kWh)	121.00	533.00	340.50%
LPG (kWh)	11,332.00	13,500.00	19.24%
Other (kWh)	0.00	104.72	0.00%
Renewable (kWh)	138,534.00	108,813.00	-21.45%
TOTAL RESORT ENERGY SOURCED (kWh)	**1,198,464.44**	**1,181,455.10**	-1.43%

The energy performance results demonstrate Uga Ulagalla's continued transition toward a leaner energy profile under its Energy Efficiency Strategy. In 2025, the resort achieved a **1.42% reduction** in total energy consumption, in line with **GRI 302-4: Reduction of energy consumption**, reflecting measurable progress in operational efficiency and structured energy management.

The reduction was primarily driven by a decrease in grid electricity consumption, alongside a **4.06% reduction** in diesel consumption. These reductions were achieved through the implementation of standardized energy-saving operational guidelines and improved monitoring through an online energy management platform, and targeted initiatives aimed at achieving 3% energy reduction in 2024.

While renewable energy generation declined during the reporting period, lower total energy demand supports the resort's decarbonization pathway. Reduced base load increases the share of on-site solar photovoltaic and solar thermal energy in overall consumption, improving renewable integration and reducing long-term carbon intensity.

5.1.3 Renewable Energy

The integration of both solar PV and solar thermal technologies strengthens the organization's renewable energy portfolio and contributes to improved performance under GRI 302-1 (Energy consumption within the organization) and GRI 302-4 (Reduction of energy consumption).

5.1.3.1 Solar Photovoltaic (PV) Systems:

On-site solar panel installations generate direct renewable electricity to support operational energy demand. The electricity is connected with the national grid via a net metering system.

5.1.3.2 Solar Thermal Systems:

Solar water heating systems are utilized to generate hot water for Staff rooms and operational areas. By harnessing solar energy for thermal applications, these systems significantly reduce the electrical load associated with water heating, thereby decreasing overall energy consumption and improving energy intensity performance.

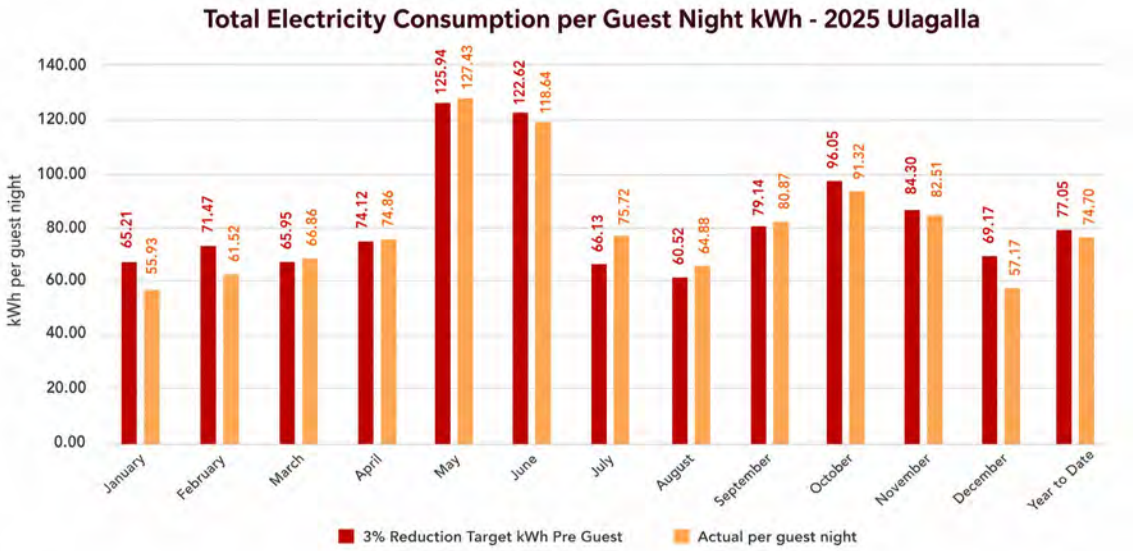
METRIC	2024	2025	CHANGE
Total Solar Energy Generation (kWh)	138,534.00	108,813.00	-21.45%
Share of Renewable Energy in Total Electricity Usage	15%	13%	-17.48%
Share of Renewable Energy in Total Energy Mix	12%	8%	-20.32%

5.1.4 Electricity Monitoring and Verification *- GRI 302-3, GRI 302-4*

At Uga Resorts, accountability in energy management is embedded within our Key Sustainability Performance Indicators (KSPI) system — a robust, data-driven framework designed to monitor electricity efficiency across our entire portfolio.

The KSPI system enables us to benchmark our performance against international hospitality standards while identifying targeted opportunities for operational optimization. These indicators are rigorously reviewed during our monthly management audits to evaluate the effectiveness of our energy-saving initiatives and operational controls.

In alignment with ***GRI 302-3-Energy intensity*** and ***GRI 302-4-Reduction of energy consumption***, Uga Resorts has established **2024 as the base year** for energy performance measurement. Based on this baseline, the organization has set a **3% annual reduction target in electricity consumption for 2025**, measured against normalized operational indicators to ensure comparability across properties.



For the 2025 reporting period, the resort achieved a year to date average of 74.70 kWh per guest night, successfully surpassing our established 3% reduction target of 77.05 kWh.

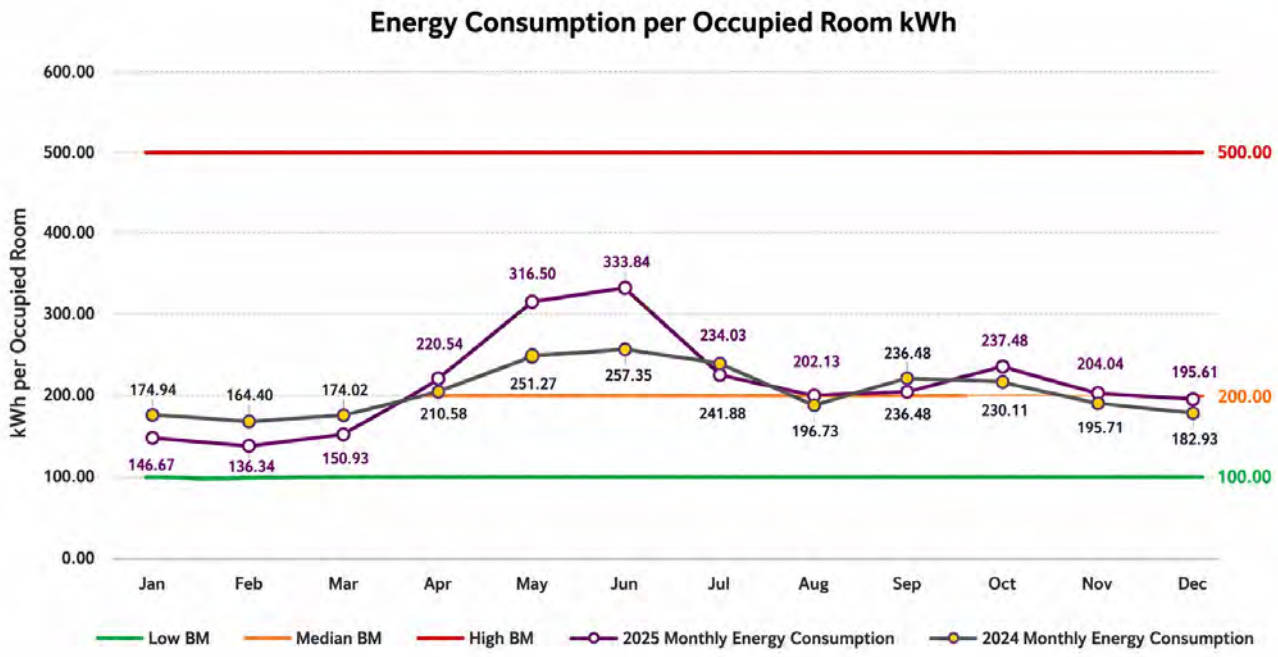
From January to December, the actual energy consumption per guest night is generally close to or below the 3% reduction target, indicating positive progress in energy efficiency. Although a few months recorded slightly higher consumption than the target, the overall trend shows stable performance and effective energy management. Continuous monitoring and operational improvements will help maintain and further enhance energy efficiency in the future.

To evaluate energy performance against internationally recognized hospitality benchmarks, Uga Ulagalla utilizes the **Cornell Hotel Sustainability Benchmarking (CHSB) Index**, developed by the Cornell University School of Hotel Administration. The CHSB Index provides comparative energy consumption metrics across global hotel portfolios, enabling standardized performance assessment.

(CHSB) Cornell Hotel SUSTAINABILITY BENCHMARKING INDEX

For the reporting year, Uga Ulagalla's energy intensity performance was positioned between the median and upper benchmark thresholds within the CHSB Index. This placement indicates that the property performs above the global median and aligns with leading energy-efficient hospitality operators.

All reported energy data is consolidated and verified through monthly records maintained within the organization's centralized sustainability management system. Data validation procedures include cross-verification against utility invoices and internal operational logs to ensure accuracy, consistency, and reliability of disclosures.



5.1.5 Energy Mix Comparison - *GRI 302-1*

Following table presents a year-on-year comparison of the organization's energy mix for the 2024 and 2025 reporting periods.

The total energy footprint Increased in 2025 compared to 2024, the proportional contribution of grid electricity and diesel also increased during this year. This shift indicates a relatively higher dependence on grid-supplied electricity for primary operations and diesel for backup power generation and transportation activities during reporting period.

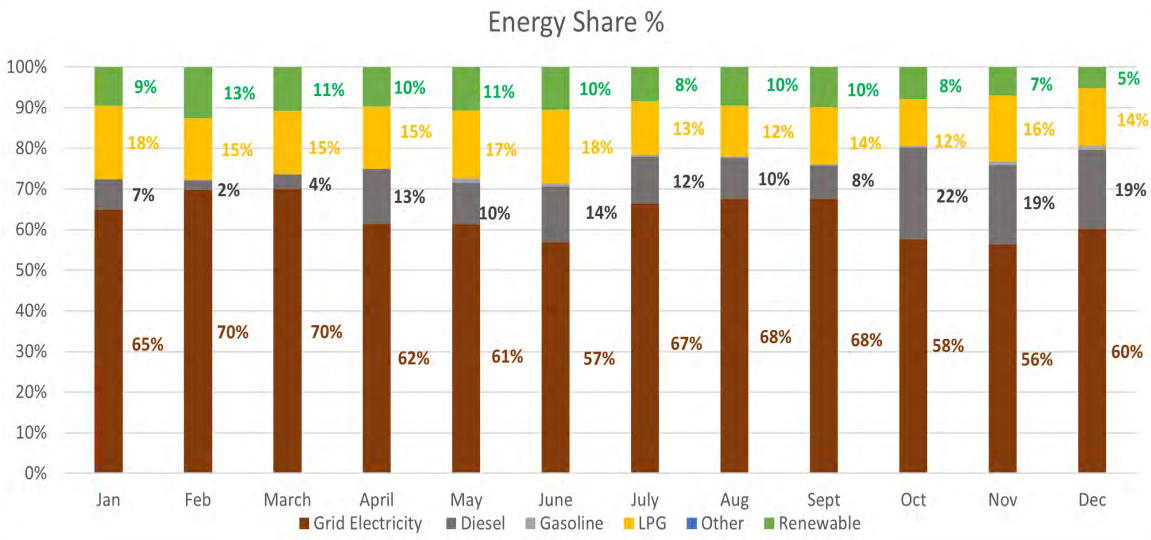
In addition, the share of Liquefied Petroleum Gas (LPG) in the overall energy mix significantly from 12% in 2024 to 16% in 2025. Conversely, the contribution from renewable energy decreased from 12% to 10% indicating a slight reduction in the share of renewable source within the overall energy mix.

ENERGY SOURCE	2024 %	2025 %	CHANGE %
Grid Electricity	64%	68%	+6.25%
Diesel	12%	13%	+7.87%
Gasoline	0%	0%	0.00%
LPG	12%	16%	+33.33%
Other	0%	0%	0.00%
Renewable	12%	10%	-16.67%

The monthly breakdown of Uga Ulagalla Resorts' energy composition for 2025, illustrate the organization's progress in managing its energy share.

Grid electricity consistently represents the largest portion of the resort's energy profile. Usage stood at 65% in January, rising to a peak of 70% in February and March, Consumption then gradually declined, reaching its lowest point at 56% in November, before slightly increasing to 60% in December.

Fluctuations in the use of diesel and LPG throughout the year highlight the importance of standardized operational guidelines to help stabilize energy demand across varying occupancy levels. Grid electricity remains the primary energy source, ranging from approximately 56% to 70% of total consumption, while diesel and LPG contributions vary seasonally depending on operational needs. Renewable energy contributes consistently each month, accounting for roughly 5% to 13% of the energy mix, indicating steady but still limited integration within the overall system. Building on this success, we anticipate that the recent renovations will further enhance our operational performance in 2026 by integrating more efficient fixtures and optimized systems during the refurbishment. sustainable energy profile.



5.2 Water

Water plays a key role in our hotel operations, supporting both our guest and employee needs. It is essential for consumption, hygiene, and food preparation in our kitchens. Additionally water is integral to various guest services, including laundry facilities and the swimming pools. Our landscaping and garden maintenance also require water for irrigation purposes.

5.2.1 Water Sources - *GRI 303-3*

The main source of water for Uagalla is ground water. There are four wells. Three of these wells are supplying water to the Reverse Osmosis (RO) plant, while the remaining well is used for garden irrigation purposes. As present, the actual total water withdrawal is not available. However, in the next financial year, we plan to fix meters to monitor the total ground water withdrawal.

Due to the high hardness levels in the ground water the only available option is to use a RO water filtration system. Ulagalla operates two RO plants with a plant capacity of 27m^3 and 23m^3 to ensure a consistent and reliable water supply. No water imports were done from external sources other than the bottled drinking water.

Water Source	2024 (m³)	2025 (m³)	Change %
Surface Water	-	-	-
Groundwater (RO Out put)	21,452.00	20,100.78	▼ -6.30
Drinking water (From Local Suppliers)	149.31	110.53	▼ -25.97
Rain water & other Sources	-	-	-
Reused Water	-	-	-
Total	21,601.31	20,211.31	▼ -6.43

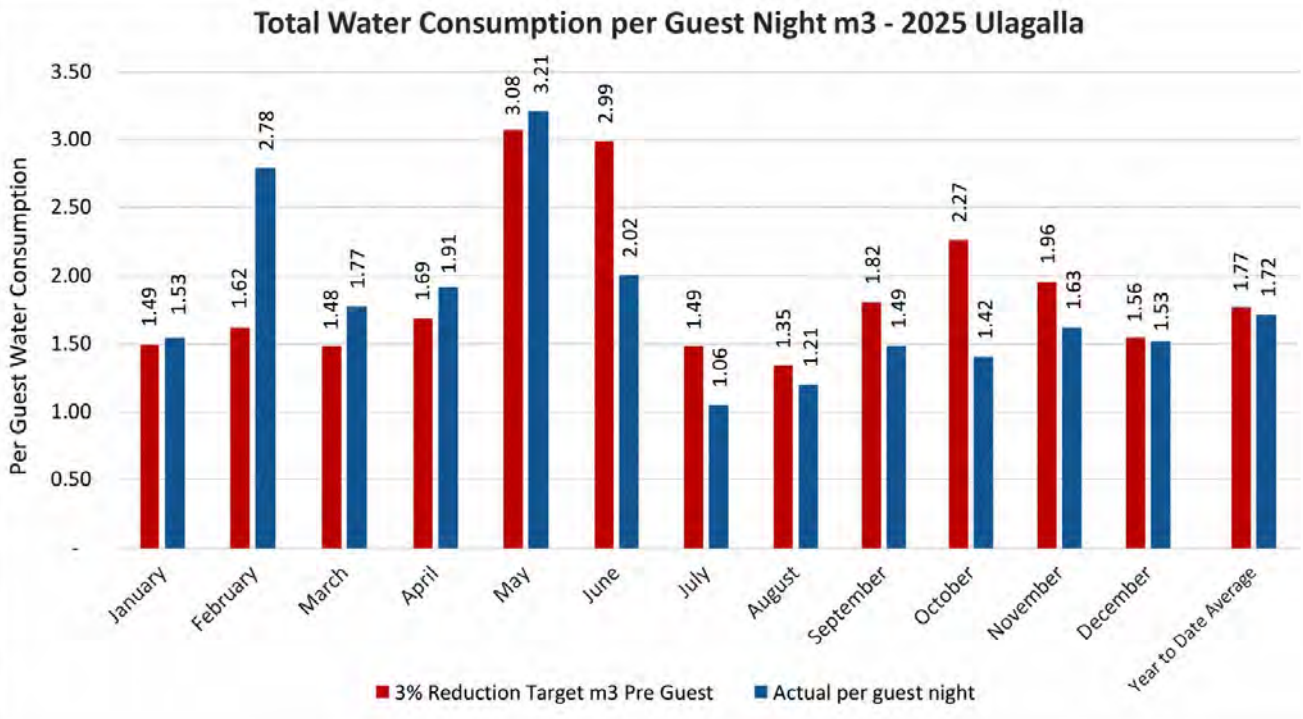
The total water consumption decreased by 6% in 2025 compared with the previous year. The table below presents water consumption intensity metrics, calculated on a per occupied room night and per guest night basis, to provide a normalized comparison of performance:

	2024 (m³)	2025 (m³)	Change %
Per Room Night Total Water	3.71	3.48	-6.14
Per Guest Night Total Water	1.79	1.72	-3.99

5.2.2 Water Consumption Monitoring and Verification - *GRI 303-3, GRI 303-5*

Total water consumption, along with section-wise usage, is systematically measured and recorded through the KSPI platform. This integrated system enables us to benchmark performance against internal standards and international hospitality benchmarks, while identifying targeted opportunities for operational optimization and efficiency improvements.

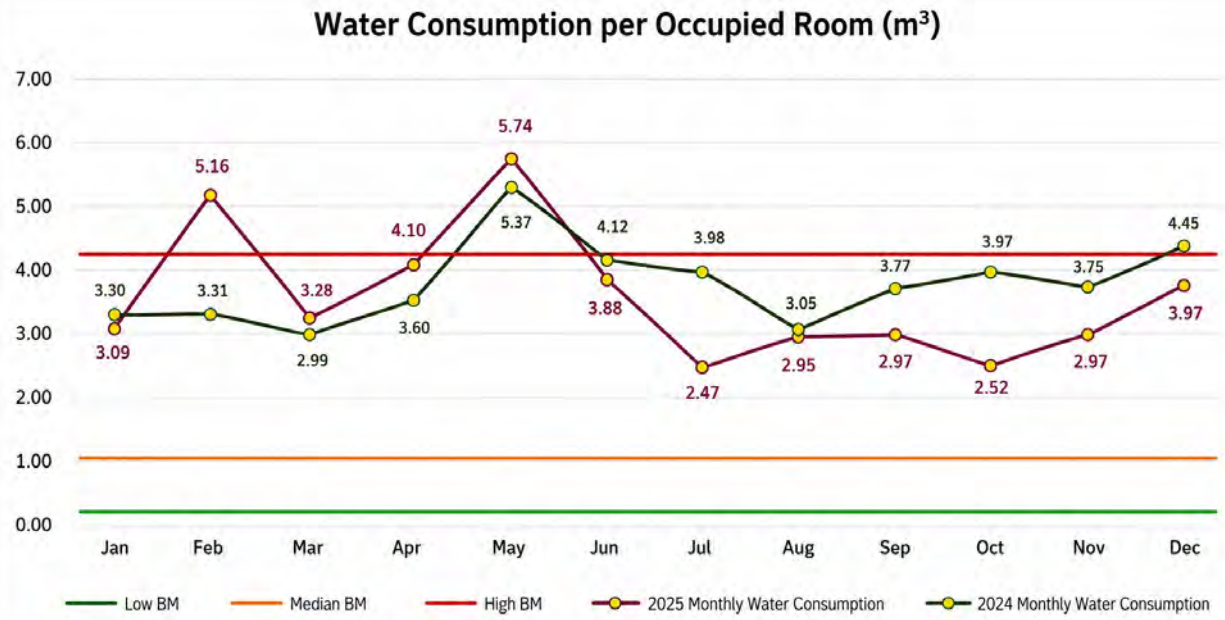
Uga Resorts has designated 2024 as the base year for measuring water consumption performance. Based on this baseline, the organization has established a 3% annual reduction target for 2025. Progress is assessed using normalized operational indicators to ensure accurate comparability across properties and alignment with the requirements of Global Reporting Initiative (GRI) Standard ***303: Water and Effluents 2018, particularly GRI 303-3 (Water Withdrawal) and GRI 303-5 (Water Consumption).***



For the 2025 reporting period, the resort achieved a year-to-date average water consumption of 1.72 m³ per guest night, successfully surpassing the established 3% reduction target of 1.77 m³ per guest night.

While the month of February recorded a considerable increase in per-guest water consumption, July saw a significant reduction. The strong performance in July helped offset the earlier increase and supported the overall achievement of the annual water consumption reduction target.

As per the Cornell Hotel Sustainability Benchmark (CHSB), Uga Ulagalla's water intensity performance was positioned between the median and upper benchmark thresholds within the CHSB Index in majority of the months. This placement indicates that the property performs above the global median and aligns with leading water-efficient hospitality operators.

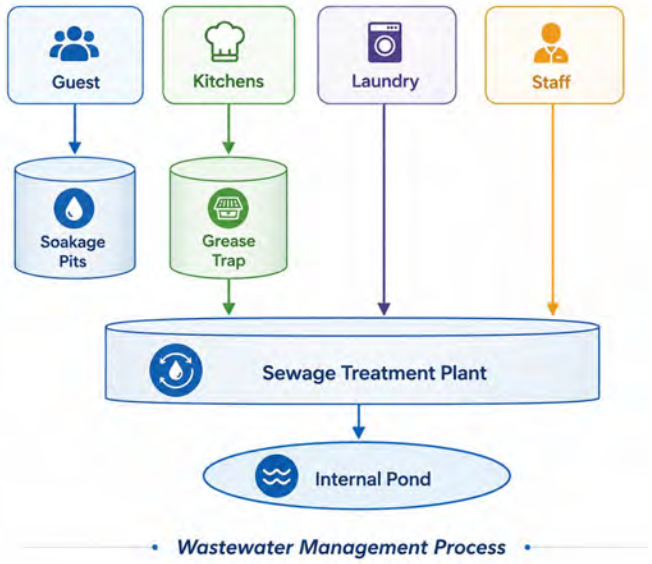


5.2.3 Wastewater Management - *GRI 303-4*

Wastewater generated from resort operations is treated on-site using an in-house aerobic Sewage Treatment Plant (STP) with a design capacity of 30 m³ per day. The STP treats wastewater generated from staff accommodation facilities, including both blackwater and greywater, as well as effluent from kitchen and laundry operations.

The treatment process ensures that wastewater is appropriately managed prior to discharge, reducing potential impacts on the surrounding environment. Treated effluent is directed to the designated receiving system in accordance with internal environmental management procedures.

Wastewater generated from guest villas is managed separately through a soakage pit system designed to allow safe infiltration into the ground.



Wastewater Management Process

At present, the total volume of wastewater generated and treated is not directly measured, as dedicated wastewater flow meters have not yet been installed. Consequently, discharge volumes are not quantified but are operationally managed within the treatment plant's design capacity of 30 m³ per day.

To enhance data accuracy, transparency, and environmental performance monitoring, the resort has planned the installation of wastewater check meters during 2026. This initiative will enable systematic measurement of wastewater generation and treated effluent volumes, supporting improved reporting under ***GRI 303: Water and Effluents*** and strengthening overall water stewardship practices.

The treated effluent is regularly monitored to ensure compliance with applicable environment regulations and discharge standards. Key water quality parameters monitored include Biochemical Oxygen Demand (BOD), Chemical Oxygen Demand (COD) and residual chlorine.

This systematic monitoring approach enables effective control of effluent quality and ensures that treated wastewater meets regulatory requirements prior to discharge. Compliance is further reinforced through annual monitoring and inspections conducted by the Central Environmental Authority (CEA), confirming adherence to national environmental standards.

5.3 Waste Management

Waste generated from our operations comprises both non-hazardous and hazardous waste streams. These arise from routine resort activities, including accommodation services, food and beverage operations, maintenance activities, and administrative functions.

Our waste management approach is guided by the waste hierarchy, prioritizing prevention, reduction, reuse, and responsible disposal. Emphasis is placed on minimizing waste generation at source, improving segregation practices, and promoting continuous monitoring to enhance overall waste performance.

Our waste management framework includes the following key objectives;

1. Separation of the waste at the origin
2. Prevention of the waste generation
3. Responsible waste recycling
4. Waste Recovery from landfills
5. Aim zero waste culture
6. Waste data and annual waste audit

5.3.1 Waste Generation and Composition - *GRI 306-3: Waste Generated*

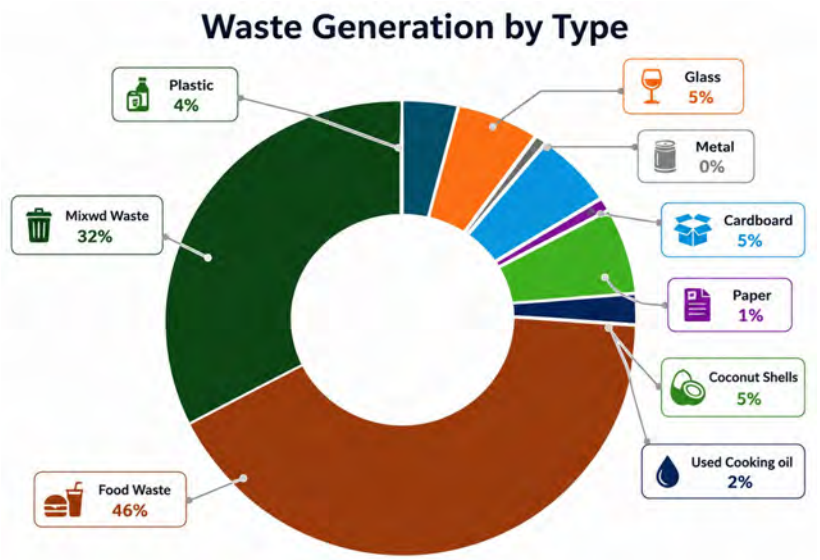
During the reporting year 2025 a total of 14,999 kilograms of waste was generated resulting 2.58kg of waste per occupied guest night and 1.27kg per guest. Percentage of change from the previous year can not be calculated as a complete and verified waste data was not available for 2024. The resort is strengthening its data collection and monitoring systems to enable year-on-year performance analysis in future reporting cycles.

METRIC	2024 (kg)	2025 (kg)	CHANGE %
Total Waste Generation	-	14,999.39	-
Per Room Night Waste Generation	-	2.58	-
Per Guest Night Waste Generation	-	1.27	-

Out of the total waste generated, food waste accounted for 46% and mixed waste accounted for 32%.

Form the remaining 22% accounted for recyclable waste. Within the recyclable waste stream, glass, coconut shells, and cardboard accounted for the largest proportion by weight.

Food waste represents the most significant waste stream and remains a key focus area for reduction initiatives, improved segregation practices, and enhanced resource recovery efforts.



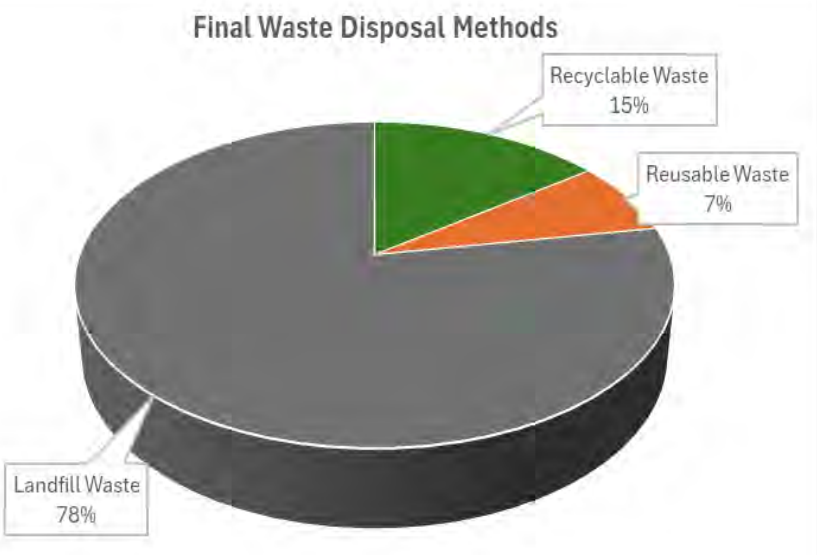
5.4 Waste Disposal - *GRI 306-4: Waste Diverted from Disposal, GRI 306-5: Waste Directed to Disposal*

From the total waste generated 7% of the waste was reused (externally), and 15% of was waste was recyclable.

All recyclable waste was handed over to registered recyclable waste collectors, ensuring responsible downstream processing and compliance with applicable waste management regulations.

Despite establishing a sustainability KPI to maintain landfill waste at or below 20% of total waste generated, this target was not achieved during the reporting year. The primary reason for this shortfall was the discontinuation of food waste collection by a local collector who previously repurposed food waste as farm feed. As a result, a significant portion of food waste had to be diverted to landfill.

This operational challenge highlights the resort's dependency on external waste management infrastructure and underscores the need to explore alternative food waste treatment solutions, such as on-site composting or partnerships with multiple organic waste processors, to improve diversion rates and strengthen resilience in waste management practices.



6. EMPLOYEES

6.1 Career with us

At Uga Ulagalla, we believe our people are at the heart of our success. Joining our team is a significant milestone in one's career, as Uga offers a unique opportunity to experience and deliver the true essence of the authentic hospitality for which Sri Lanka is renowned.

We provide rare opportunities for team members to engage with luxury service standards that are seamlessly connected to local traditions, arts, culture, authentic cuisine, and responsible business practices.

Uga is not just a workplace—it is a holistic environment that brings together profession, teamwork, genuine hospitality, and continuous career development.

6.2 Hiring Process - *GRI 401-1*

We are committed to responsible employment practices, secure jobs, inclusivity, and empowering the communities around us.

We prioritise local recruitment to enhance livelihoods and reduce commuting-related carbon emissions, while ensuring equal opportunities and promoting gender equality. Our recruitment processes are fair and transparent, with all employment entered into voluntarily and with respect for personal dignity.

We provide written contracts, fair wages in line with national labour laws, reasonable working hours, adequate rest, and safe working conditions. Female employees are supported through non-discriminatory practices and necessary workplace protections.

Through continuous training and development initiatives, we invest in our people, enabling them to grow professionally while contributing to the long-term success of our organisation.

6.3 Employee Benefits - *GRI 401 Employment - 2016*

Uga Ulagalla is committed to providing fair, inclusive and competitive employee benefits that support the well-being, safety and professional development of our workforce. The following benefits are provided to the employees as per labor rules and organizational policies:

6.4 Corporate Culture

Our corporate culture is built on respect, integrity, and shared responsibility. We foster a workplace that values teamwork, accountability, and continuous improvement, recognising that our people are central to delivering exceptional guest experiences while upholding our sustainability commitments.

We promote an inclusive and supportive environment where employees are encouraged to share ideas, develop their skills, and take ownership of their roles. Open communication and cross-department collaboration are key to maintaining transparency and mutual respect.

Our culture is guided by Uga's Sustainability Value System — the 3Ws: Water, Wildlife, and Women — which drives responsible environmental practices, community engagement, and value-based decision-making, ensuring alignment between our people and our long-term sustainability goals.

6.5 Labour Practices and Standards

Uga Ulagalla only engages employees who have voluntarily offered their services, and all employees were recruited through ethical means and within the legal age. None of the employee is required to pay any fee for recruitment, surrender any personal or identity documents, or be subject to any coercion, threat, intimidation, or any form of duress to work.

The terms and conditions of the contract of employment, including the scope of work, remuneration, working hours, and notice period, is communicated to the employees in writing before the commencement of duties. An employee can leave their jobs in accordance with the terms and conditions of the contract of employment and the applicable labour law at anytime.

Knowledge of labour rights and organisational policies is disseminated through employee orientation and employee communication structures. Employees are encouraged to express grievances and/or concerns through established structures without fear of retaliation. During the reporting period, there were no grievances reported.

The organisation requires suppliers and service providers to adhere to relevant labour laws and ethical practices, such as the prohibition of forced or compulsory labour and legal age.

6.6 Human Rights

Respect for human rights is a fundamental value embedded in our business practices and core principles. We are committed to fostering an environment where human rights are effectively upheld and where every individual is treated with dignity, fairness, and respect.

Our Human Rights Policy applies to all employees, contractors, and relevant stakeholders. It promotes a workplace free from discrimination, sexual harassment, and unethical labour practices, while ensuring full compliance with national labour laws, recognised international human rights standards, and the principles outlined in the Global Reporting Initiative (GRI) Standards.

6.6.1 Non-discrimination – *GRI 406 Non-Discrimination 2016*

Uga Ulagalla follows a zero-tolerance policy towards any kind of discrimination in the work environment. Equal opportunity in every aspect related to employment is provided. Employment is purely based on merit and skill shown without any consideration of race, creed, color, sex, age, marital status, pregnancy, etc., but only based on the skill required for the respective job.

Emphasis is also laid on the protection of the rights of female employees. There is no need for pregnancy tests for recruitment or continued service. No employee is dismissed on the basis of pregnancy or confinement alone. Necessary care is taken to protect pregnant female employees from detrimental or dangerous work to ensure continued health, safety, and well-being.

Internal training and awareness is provided to the employees to express their grievances regarding any form of discrimination, harassment, and human rights abuse without fear of retaliation or any other form of victimization. All grievances are always handled confidentially.

During the reporting period, no substantiated incidents of discrimination were reported across Uga Chena Huts operations.

6.7 Diversity, equity & inclusion – *GRI 405 Diversity and Equal Opportunity 2016*

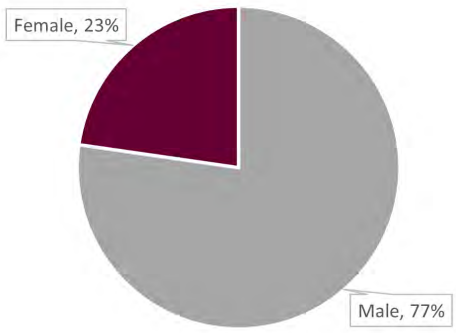
Our core people strategy and sustainability initiatives focus on diversity, equity, and inclusion. We provide an environment of diversity, equality of opportunity, and fairness in our treatment of all employees regardless of their gender, age, and level of ability.

The diversity of our workforce is tracked on a representative basis, with data provided for the purposes of inclusive decision-making.

6.7.1 Gender Distribution - *GRI 401-1*

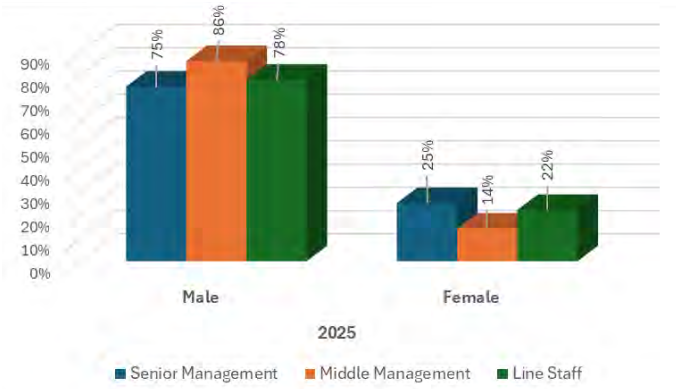
Current gender distribution shows a male dominated work force. Considering the nature of resort operations, male employees are more prevalent.

In order to increase female representation, there are set KPI targets.



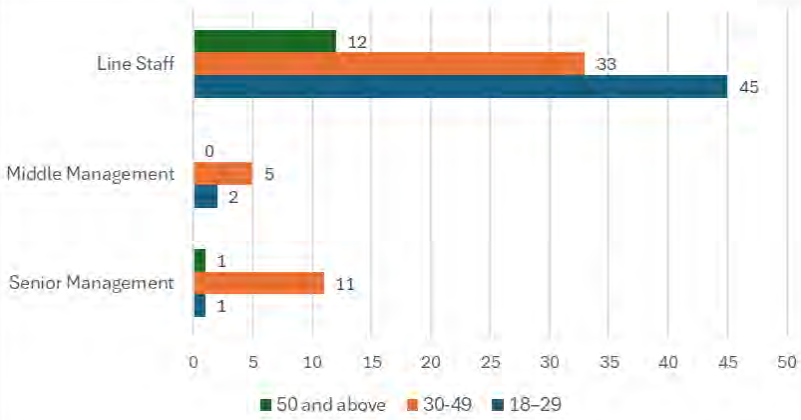
6.7.2 Gender by Employment Categories

Female representation at the senior management level stands at 25%, which is the highest proportion compared to middle and line staff levels.

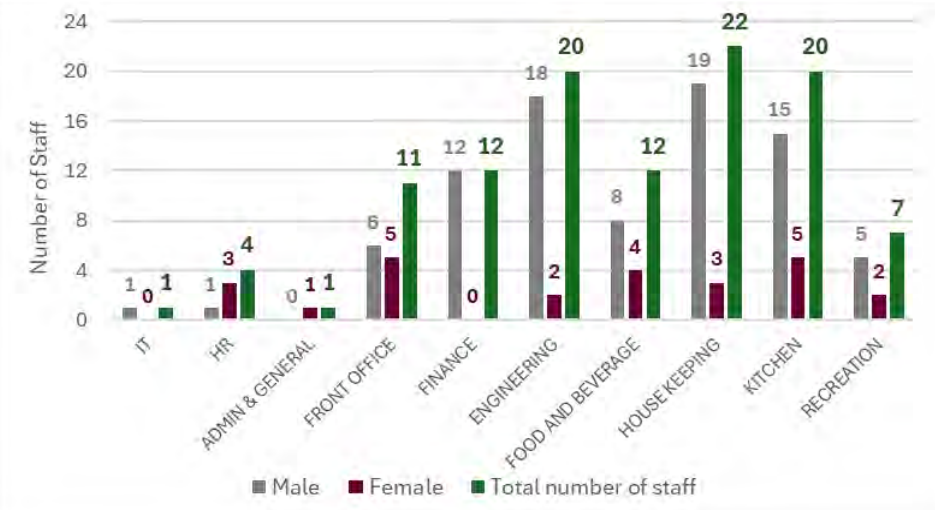


6.7.3 Age Group Distribution - *GRI 401-1*

Age group 30-49 is the largest overall workforce segment, with the highest presence in senior management (11) and middle management (5). However, at the line staff level, the 18-29 age group has the highest representation (45 employees).



6.7.4 Employee Distribution by Department



Engineering, Kitchen and Housekeeping have the highest number of staff, with a strong male representation. HR shows the highest female representation (3 out of 4), while finance is fully male. Front office demonstrate a more balanced gender distribution compared to other departments.

6.7.5 Employees with disabilities

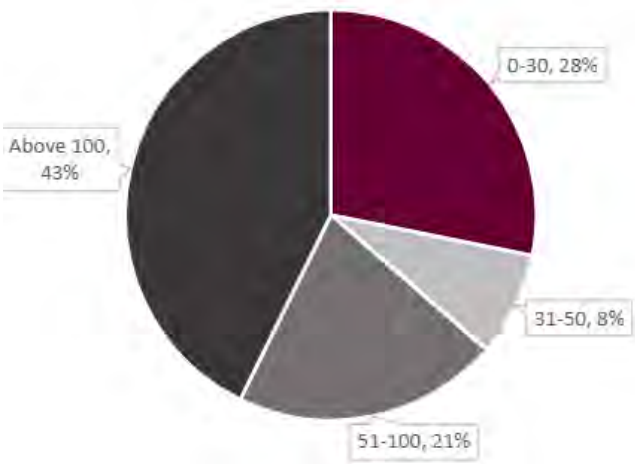
Uga Ulagalla promotes inclusive employment practices and provides equal opportunities for persons with disabilities, in line with role suitability and workplace safety requirements. In 2025, the organization did not receive any employment applications from persons with disabilities. Nevertheless, the permanent staff cadre includes an employee with a hearing impairment, reflecting the organization's inclusive approach.

6.8 Employment Disclosures - *GRI 401: Employment 2016*

6.8.1 Local Employment & Distance from Residence - *GRI 401-1*

Uga Ulagalla employees 100% local staff. We have emphasized the importance of recruiting more staff members with a 30km radius from the resort location to enhance direct economical benefits to the local communities around us.

Due to the resort location, competency gaps, and operational needs, recruitment of more local staff is a challenge and employees with 30km radius stands at 28% of workforce, successfully exceeding the KPI target of 20%.



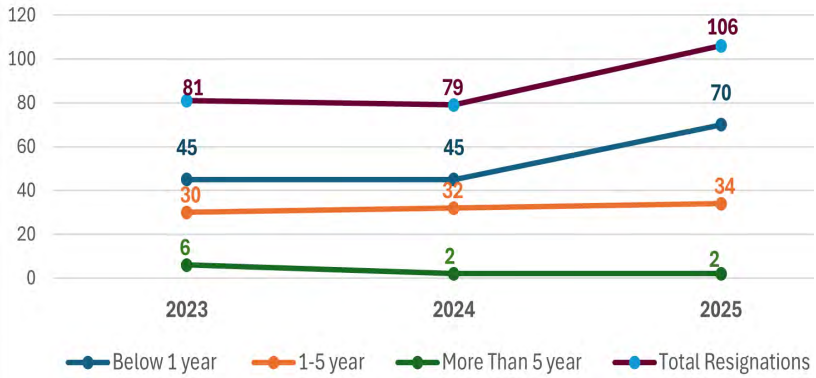
6.8.2 Employee by Contract Type - *GRI 102-8*

The workforce comprises permanent, contract, trainee and externally sourced service providers, supporting operational flexibility while upholding fair employment practices. Externally sourced service providers from the local community are engaged for resort renovations and equipment repairs. The organization also offers trainee and internship opportunities to support skills development, and during 2025, a total of 11 trainees were provided with such opportunities.

Employee Contract Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year Average
Permanent	0	0	0	0	0	0	0	0	0	0	0	0	0
Contract - Budgeted	128	128	128	128	128	128	128	128	128	128	128	128	128
Contract - Actual	**114**	**115**	**119**	**105**	**115**	**111**	**114**	**109**	**107**	**112**	**108**	**110**	**112**
Trainee - Budgeted	8	8	8	8	8	8	8	8	8	8	8	8	8
Trainee - Actual	**9**	**7**	**7**	**8**	**6**	**6**	**7**	**9**	**8**	**11**	**8**	**8**	**8**
Casual	4	4	4	2	2	2	2	5	5	5	5	5	4
Externally Sourced	15	15	15	15	15	15	15	15	14	14	15	15	15
Total Staff on-site	142	137	148	128	136	132	138	133	130	137	130	133	135

6.8.3 Employee Resignations - *GRI 401-1*

The staff resignation analysis for 2025 indicates that the majority of resignations occurred among employees with less than one year of service, followed by employees within the 1–3 year service category.

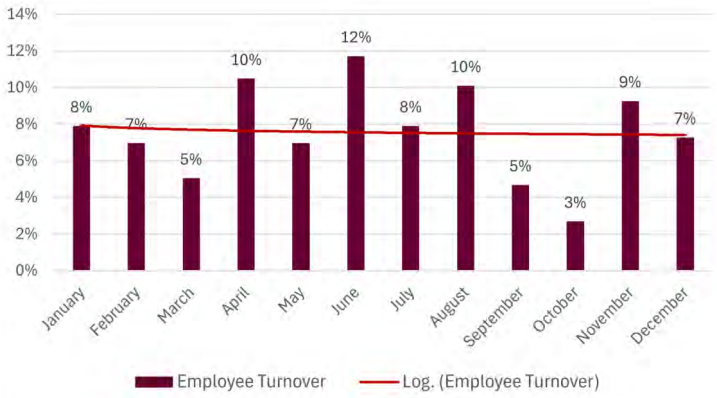


When compared with previous years (2023 and 2024), the overall number of resignations in 2025 has increased to 106, mainly due to higher turnover among employees with less than one year service. However, attrition among long serving employees remains lows, indicating stable retention and continued organizational commitment.

The Company continues to focus on strengthening onboarding processes, engagement initiatives, and career development opportunities to improve early-stage employee retention and enhance long-term workforce stability.

6.8.4 Staff Turnover - *GRI 401-1*

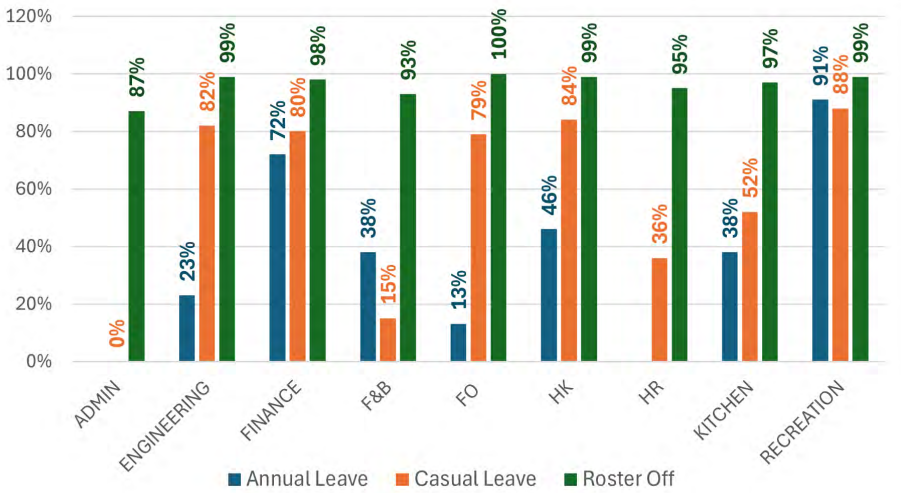
In 2025, the organization maintained an average workforce of approximately 112 employees against a planned headcount range of 128 employees. Recruitment activity remained steady throughout the year, with 88 new hires recorded to address operational needs and workforce adjustments.



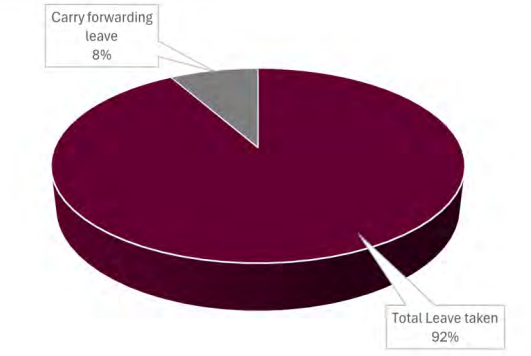
A total of 106 separations occurred during the reporting period, **resulting in an annual turnover rate of 45%**. Monthly turnover levels remained moderate and operationally manageable, with fluctuations aligned to staffing requirements. Overall, workforce planning, recruitment, and retention practices supported business continuity while maintaining staffing levels close to budgeted projections.

6.8.5 Employee Leave utilization summary - *GRI 401-2*

The Company provides annual leave, casual leave, and roster off entitlements in line with internal policies and applicable labour regulations to support employee wellbeing and work–life balance.



During the reporting year, employees utilized their entitled leave and roster off in a structured manner, ensuring adequate rest while maintaining operational continuity. The effective management and utilization of leave reflect the Company's commitment to promoting a healthy balance between professional responsibilities and personal life. No maternity leave or no-pay leave was recorded during the reporting period.



During the reporting year, employees utilized 92% of their total entitled leave, including annual leave, casual leave, and roster off, reflecting the Company's commitment to supporting work–life balance and employee wellbeing. The remaining leave balance will be carried forward to March 2026 in line with company policy, after which any unutilized leave will be encashed in accordance with established HR procedures.

6.8.6 Overtime Payment

During peak occupancy times, overtime working is handled in accordance with Sri Lankan labor laws, and all eligible employees are paid for their overtime worked in accordance with the laws and company policies. Overtime work is also closely monitored to avoid overworking and to ensure employee health and safety and governed as per the overtime policy and the standard operation procedure.

6.9 Child Labour

At Uga Resorts, we maintain a zero-tolerance policy toward child labor. We believe that every child deserves a childhood free from exploitation, and we recognize our duty to protect these rights across our operations and supply chains.

Our policy is guided by the UN Convention on the Rights of the Child and the ILO Conventions, specifically ensuring that we:

- **Prohibit Employment under 18:** We strictly refrain from hiring any person under the age of 18 for any level of operations, exceeding many local minimum age requirements to ensure a clear safeguard.
- **Strict Verification Protocols:** Our recruitment policy requires rigorous age verification during the onboarding process. To ensure no candidate under the age of 18 is recruited, we require mandatory copies of the Birth Certificate and National Identity Card (NIC) for all prospective employees for their personal files.
- **Advocate through the Value Chain:** We prioritize suppliers who mirror our commitment to child protection and fair labor.

To ensure our policy is more than just words, we have integrated the following "due diligence" measures into our operations.

ACTION AREA	ENGAGEMENT & IMPLEMENTATION
RISK ASSESSMENT	We conduct regular audits of our business activities to identify potential adverse impacts on human rights. This includes monitoring high-risk departments (like seasonal housekeeping or projects) where labor gaps might occur.
SUPPLIER SCREENING	As part of our sustainable procurement, we screen regional suppliers for their labor practices. Contracts include clauses that mandate compliance with child labor laws.
EMPLOYEE TRAINING	All staff receive specific training on the "Human rights and Child protection". This includes how to identify and report potential child protection issues involving guests, local communities, or the supply chain.
GRIEVANCE MECHANISMS	We maintain transparent communication channels. Employees and stakeholders can report concerns regarding child welfare or labor violations without fear of retaliation.

7. TRAINING AND DEVELOPMENT

The hotel recognizes that employee training and development are critical to delivering exceptional guest experiences, operational excellence, and long-term business sustainability. Our learning and development framework is designed to enhance technical competencies, service quality, leadership capabilities, and employee engagement across all levels of the organization. Training needs are identified through annual performance appraisals, guest feedback, operational audits, regulatory requirements, and departmental training needs assessments. A blended learning approach is adopted, combining classroom training, on-the-job coaching, and external professional training programs.

7.1 Types of Training - *GRI 404-2: Programmes for Upgrading Employee Skills & Transition Assistance*

All the training programs conducted for the staff members are categorized into two main categories. Subject Specific training handled by the relevant Heads of the Departments (HODs) and the industry professionals and consultants and generic training programmes conducted by the L&D Manager, Sustainability Executive and external professionals.

Key focus areas include guest service excellence, hospitality skills, food safety and hygiene, culinary skills, front office operations, housekeeping standards, leadership development, health and safety, sustainability awareness, and information technology skills. In addition, all newly hired employees complete two days' introductory training sessions called Uga Promise.

7.2 Training Time Analysis - *GRI 404-1: Average Hours of Training Per Employee*

Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Year Total
Total Number of Employees in the Resort	127	122	126	113	121	117	121	118	115	123	116	118	119
Total Training Hours	61.53	50.55	145.2	86.88	110.8	131.5	113.9	114.9	171	98.57	135.2	94.72	1314
Average training hours per employee = (Total number of training hours provided to employees / Total number of employees)	**0.48**	**0.41**	**1.15**	**0.77**	**0.92**	**1.12**	**0.94**	**0.97**	**1.49**	**0.80**	**1.17**	**0.80**	**11.04**

During the reporting year 2025, Uga Ulagalla provided an average of **11.04** training hours per employee, demonstrating the Company's commitment to continuous learning and employee skill development.

7.3 Sustainability Related Training - *GRI 404-2: Programmes for Upgrading Employee Skills & Transition Assistance*

Sustainability-related training programs are conducted for all employees to enhance awareness and strengthen sustainability knowledge across the organization. Following key topics were delivered in 2025; additional training sessions on HACCP, Water saving, and Energy saving will be introduced to further reinforce food safety standards and responsible resource management practices. These training programs are delivered through a combination of classroom-based learning and practical sessions, where required, to ensure effective understanding and application of sustainability principles in daily operations.

The training in Waste Management, Plastic and Plastic waste and Human rights at workplace not provided to the employees in 2024 and these trainings are rolled out in 2025. The number of employees training attendance of 2025 is comparatively higher than 2024, as more staff showed interest in participating in these newly introduced awareness programs.

Training Topic	No. of Staff attended (%)	
	2024	2025
Introduction to Sustainability	74%	80%
Waste Management	-	62%
Plastic and Plastic waste	-	48%
Chemical Handling	8%	13%
Human rights at workplace	-	34%

7.4 COMPLIANCE TRAINING - *GRI 404-2: Programmes for Upgrading Employee Skills & Transition Assistance, GRI 403-5: Worker Training in Occupational health & safety*

Fire safety, emergency preparedness, and first aid training are integral components of the hotel's occupational health and safety framework and regulatory compliance. These programs are designed to enhance employee awareness, strengthen emergency response capabilities, and ensure safe handling of hazardous materials.

Training Topic	No of staffs attended	No of staff attended from total staffs count	Training Hours per employee	Average Training Hours per Employee	Expenses (LKR)
Fire Safety Training with Practical	114	95.00	5	0.02	60,000.00
Fire Warden Training with Practical	114	95.00	5	0.10	
Basic First Aid training with Practical	43	35.83	8.3	0.19	60,000.00

Comprehensive fire safety, fire warden, and basic first aid training programs, including practical simulation sessions, are conducted annually by certified external trainers to ensure high standards of competency and emergency readiness.

While all employees receive fire safety and first aid training, specialized fire warden training with practical exercises is provided to members of the designated fire safety team to strengthen emergency coordination and response capabilities. All external training costs are fully paid by Uga Ulagalla, and employee participation takes place during paid working hours, reflecting the organization's strong commitment to employee safety, well-being, and continuous professional development.

The chemical handling and safety training conducted to the employees directly handle the chemical including housekeeping, stewarding and maintenance department.

8. HEALTH & SAFETY

The hotel is committed to providing a safe, healthy, and secure working environment for employees, contractors and a safe experience for guests and visitors. Our Occupational Health & Safety (OHS) management framework is designed to proactively identify, assess, and mitigate workplace risks, ensuring compliance with legal requirements, industry best practices, and international safety standards.

Health and safety risks are assessed through regular workplace inspections, hazard identification processes, safety audits, and employee consultations. Preventive controls include safety policies, standard operating procedures, training programs, emergency preparedness plans, and continuous monitoring mechanisms.

The hotel maintains a dedicated Health & Safety Committee comprising management and employee representatives to oversee safety performance, review incidents, and recommend corrective actions.

Guest-related incident reports are managed and recorded by Front Office Executive staff, while employee-related incident reports are maintained by the respective Department Heads and formally filed by the Human Resources Department. All reported incidents are promptly reviewed, and corrective measures are implemented at the earliest opportunity. Root cause assessments are conducted to prevent recurrence and to ensure the continued health and safety of both guests and employees.

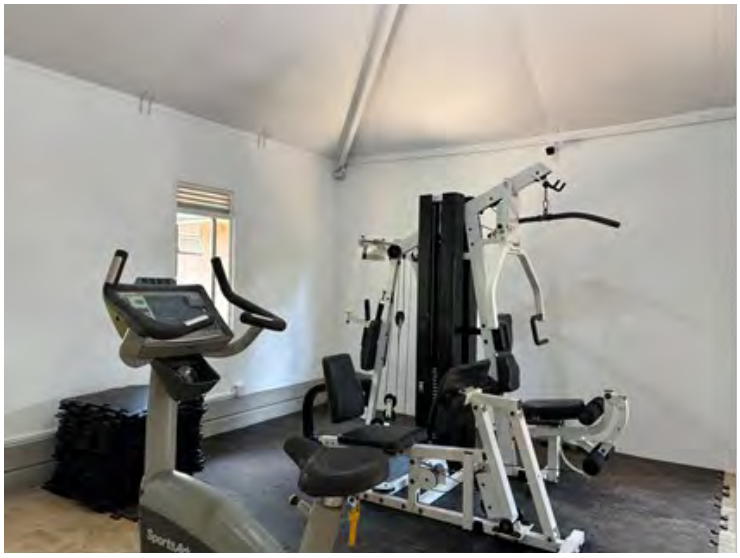
8.1 Occupational Health & Safety Management System - *GRI 403-1*

The hotel operates an Occupational Health & Safety management system aligned with national regulations and international hospitality industry standards. The system includes hazard identification, risk assessments, incident reporting procedures, emergency preparedness plans, fire safety systems, and continuous improvement mechanisms.

To ensure a safe working environment, the hotel provides appropriate Personal Protective Equipment (PPE) to employees based on job roles and risk exposure, including gloves, safety shoes, masks, goggles, aprons, and other necessary protective gear.

Comprehensive safety measures are in place to manage workplace hazards, including the availability of chemical spill kits to effectively respond to and control accidental spills, thereby minimizing environmental and health risks. Clearly identified and accessible fire assembly points have been established across the premises to support safe and orderly evacuation during emergencies.

8.2 Employee Health & Wellbeing - *GRI 403-6: Worker Health Promotion*



The hotel is committed to promoting the physical, mental, and emotional well-being of employees, recognizing that a healthy workforce is essential for service excellence, productivity, and long-term organizational sustainability. A holistic approach is adopted to enhance employee health through preventive healthcare, wellness initiatives, mental well-being programs, and healthy workplace practices.

To promote physical fitness and relaxation, the hotel provides comprehensive recreational and wellness facilities for employees. A fully equipped gym facilities is available to encourage regular exercise and healthy living. For relaxation and mental rejuvenation, television entertainment, dedicated indoor gaming area has been established, offering facilities for carrom and chess.

The hotel also promotes healthy lifestyle practices through the provision of nutritious and balanced meals at staff dining facilities. Ergonomic assessments are conducted for operational and administrative workstations, and periodic monitoring is carried out for employees exposed to occupational health risks such as heat, noise, chemicals, and manual handling. Corrective actions are implemented where necessary to minimize potential health impacts and enhance workplace comfort and safety.

Recognizing the importance of outdoor physical activity and team spirit, dedicated time is allocated in the evenings for sports activities, including volleyball, cricket, and badminton.

These activities promote physical fitness, teamwork, stress reduction, and interpersonal relationships, while also fostering a sense of camaraderie and belonging among employees. Participation in sports and recreational activities is encouraged across all departments, contributing to an active and engaged workforce.

8.3 Work Related Injuries - *GRI 403-9*

In 2024, no accidents or incidents were reported involving either guests or staff members. However, in 2025 a total of 20 incidents were recorded.

The most common type of incident was slip, trip, or fall, accounting for 6 cases, all involving guests. Cuts were the second most frequent incident with 6 cases, including 5 guests and 1 staff member. Other reported incidents included food allergies (3 cases), eye injury (1 staff case), chemical-related incidents (1 staff case), and other minor incidents (3 cases).

No incidents related to burns or head injuries were reported during this period. Overall, the majority of incidents in 2025 involved guests rather than staff, indicating the need for continued attention to guest safety measures and preventive practices within the premises.

Accident / Incident Type	2024			2025		
	Guests	Staffs	Total	Guests	Staffs	Total
Slip, Trip, or Fall	0	0	0	6	0	6
Cuts	0	0	0	5	1	6
Burns	0	0	0	0	0	0
Head Injury	0	0	0	0	0	0
Eye Injury	0	0	0	0	1	1
Food Allergy	0	0	0	3	0	3
Chemical Related	0	0	0	0	1	1
Other	0	0	0	3	0	3
TOTAL	0	0	0	20	3	20

9. CORPORATE SOCIAL RESPONSIBILITY (CSR)

We firmly believe in creating meaningful and lasting impact through our business operations. Building strong connections with the communities in which we operate, prioritizing the well-being of our colleagues, and fostering awareness and responsible action are fundamental to our success. These efforts ultimately enhance the experience we deliver to our guests.

Sustainability serves as the bridge between our business practices and the broader world. It guides us in maintaining harmony in our interactions with the environment and society, while ensuring long-term economic viability.

Our Corporate Social Responsibility initiatives are carried out through the Uga Foundation, which leads and oversees our community and environmental programs. Guided by the unique characteristics of our resort locations, our CSR strategy focuses on three core pillars: **Water, Wildlife, and Women (3Ws)**.

Water – Addressing water scarcity and promoting responsible water management in the regions where we operate.

Wildlife – Protecting biodiversity and supporting conservation efforts to preserve natural ecosystems.

Women – Empowering women within local communities through education, opportunity, and sustainable livelihood initiatives.

Given the environmental sensitivities of our locations, particularly the challenges of water scarcity and the importance of wildlife and biodiversity, our efforts are purpose-driven and location-specific. Through these three pillars, we strive to create sustainable value for our communities, our environment, and future generations. In addition, we refer to the UN Sustainability Development Goals and try to maintain maximum participation the applicable UNSDGs to us.

9.1 SUSTAINABILITY FUND

To strengthen governance, accountability, and long-term impact of our Corporate Social Responsibility (CSR) initiatives, we formalized a structured funding mechanism dedicated exclusively to CSR activities.

Effective October 2024, a separate and ring-fenced account was established to ensure transparency in the allocation, management, and monitoring of CSR funds. This mechanism enables systematic budgeting, clear fund segregation from operational finances, and enhanced oversight of expenditures related to our CSR pillars.

The establishment of this dedicated funding structure reinforces our commitment to sound governance practices, financial transparency, and measurable social and environmental impact.

USD 1.5 worth of Sri Lankan rupees was allocated monthly basis at the prevailing exchange rate and transferred to the dedicated CSR account on the revenue room nights for each month.

Year	Funds allocated based on the revenue room nights	Donations received by the guests	Other Direct Donations	Total Fund Generation LKR
2024	511,589.00	-	-	511,589.00
2025	2,157,374.00	219,036.00	3,191,000.00	5,577,410.00

9.2 CSR PROJECTS 2025

9.2.1 EARTH HOUR 2025 CELEBRATIONS

DATE	22nd March 2025
LOCATION	Ulagalla Resort
BENEFICIARIES	School Children, Guest and Staff
FUNDS	N/A

Commemorating Earth Hour 2025 an Art Competition was conducted on the theme of 'Nature and Sustainability' for 15 students of grades 5 to 9 from Athungama School.

50 tree saplings were planted by the hotel guests and staff at the Organic Garden.

Light-out event was conducted from 7.30pm to 8.30pm by switching off non-essential lights and air conditioning.

9.2.2 EARU WEWA ROAD RENOVATION PROJECT

DATE	27th June 2025
LOCATION	Earu Wewa Village
BENEFICIARIES	Villagers (approximately 70 families)
FUNDS	LKR 100,000

24 cubes of gravel soil were laid on a stretch of 1 kilometer that was heavy damaged due to flood water run-off.

The road is used by the resort at part of the Secnic Drive guest experience activity.

Ulagalla resort staff, 20 villagers joined hands to level the soil and complete the work.

9.2.3 ABERCROMBIE & KENT (PVT) LTD TREE PLANTING

DATE	7th June 2025
LOCATION	Ulagalla Resort
BENEFICIARIES	A&K team
FUNDS	LKR 3,000

Uga Ulagalla partnered with Abercrombie & Kent (Pvt) Ltd to launch a one-hour environmental education program and tree - planting that combined hospitality with sustainability.

15 tree saplings representing 13 native species planted by the A&K team.

15 staff members from A&K Team and 6 staff members from Ulagalla resort joined with the event.

9.2.4 POSON POYA DONATION PROGRAMME

DATE	10th June 2025
LOCATION	“Sahathika Kala Girl's School”, Madatugama
BENEFICIARIES	27 girls from School
FUNDS	LKR 133,621

This school provides a second chance for the girls who are unable to attend traditional schools due to circumstances beyond their control. They are nurtured academically by dedicated teachers and external educators, while also learning vital life skills such as knitting, crafting, and creating handmade items that reflect resilience and creativity.

Donations included 60 undergarments, 30 pairs of shoes, and 30 pairs of socks, providing essential items that contribute to the girls’ comfort, confidence, and daily wellbeing.

9.2.5 EARU WEWA RO PLANT

DATE	27th June 2025
LOCATION	Earu Wewa
BENEFICIARIES	Villagers (approximately 1,600 individuals)
FUNDS	LKR 3,191,000

A new Reverse Osmosis (RO) Plant was commissioned in Eru Wewa Village. The plant has a capacity of 8,000 liters, enabling it to provide clean drinking water to approximately 1,600 individuals in the surrounding community.

9.2.6 WANNAMMADUWA CLEANUP

DATE	28th September 2025
LOCATION	Wannammaduwa Lake
BENEFICIARIES	Ecosystem around the lake
FUNDS	N/A

The one-hour cleanup, conducted by Uga Ulagalla's Head Naturalist and two Naturalists, resulted in the removal of over 7 kilograms of plastic and polythene waste from the lake's shoreline and surrounding foliage.

9.2.7 WORLD CHILDREN DAY EVENT

DATE	01st October 2025
LOCATION	Happy Children Orphanage, Saliyapura
BENEFICIARIES	30 Orphanage Children
FUNDS	LKR 185,487

Essential sanitary and hygiene products were provided that support their daily wellbeing and dignity.

In addition, a specially prepared nutritious lunch was shared, turning the day into a festive celebration filled with smiles, conversations, and joy.

9.2.8 WORLD ANIMAL DAY EVENT

DATE	08th October 2025
LOCATION	Punchikulama School, Thirappane
BENEFICIARIES	School Children
FUNDS	LKR 29,691

An awareness programme was conducted for the students from Grades 3 to 11, along with their teachers, with interactive discussions, real-world examples, and storytelling that brought conservation to life by Wildlife Officer D.M. Chamil Prasad Daramadasa from the Pandulagama Wildlife Office.

To ensure the learning continued beyond the event, 50 text books related to wildlife and nature education was donated to the school library.

9.2.9 "DITWAH" CYCLONE - FLOOD DONATION PROJECT

DATE	04th December 2025
LOCATION	Muttur & Verugal villages
BENEFICIARIES	Villagers (approximately 77,200families)
FUNDS	LKR 1,800,000

Due to the severe impact of Cyclone Diwath, many communities in Sri Lanka experienced significant hardship and displacement. Recognizing the urgent need for assistance, Uga Resorts stepped forward to support those affected. Ulagalla Resort coordinated a donation programme to provide essential relief to impacted communities.

The team visited the areas of Muttur and Verugal, where many families were facing challenging conditions following the disaster. Donations mainly included essential dry rations and drinking water, helping to meet the immediate needs of families and provide relief during the recovery period.

9.2.10 CARE FOR OUR OWN

DATE	05th December 2025
LOCATION	Gampola
BENEFICIARIES	Mr. Ruwan's and his family
FUNDS	N/A

As part of our commitment to supporting our team members, assistance was extended to Mr. Ruwan Champaka (FOE), whose home was affected by the "Ditwa" cyclone. A group of staff members voluntarily came together to participate in a cleaning program, helping to restore his home and ease some of the challenges faced during this difficult time.

Through this collective effort, the team contributed their time and energy to support a fellow colleague in need. This initiative reflects the strong sense of unity, compassion, and teamwork within our organization, highlighting our culture of care and our commitment to standing by one another during times of hardship.

9.2.11 RO PLANT CARETAKE SALARY

DATE	All Year
LOCATION	Wannammaduwa & Athungama villages
BENEFICIARIES	Villagers (approximately 400 families)
FUNDS	LKR 270,000.00

Access to safe drinking water is essential for good health. In the Anuradhapura District, communities face seasonal water scarcity and high groundwater hardness. To support access to clean water, Reverse Osmosis (RO) filtration facilities have been established.

Through the Ulagalla CSR initiative, the monthly salaries of caretakers at the Wannammaduwa and Athungama RO plants are funded, ensuring proper operation and maintenance of these facilities and continued access to safe drinking water for local communities.

9.2.12 SUNDAY SCHOOL FOOD DONATION

DATE	All Year
LOCATION	Athungama Sunday School
BENEFICIARIES	Students of Sunday School
FUNDS	LKR 102,389.00

Snacks are provided to the children attending Sunday School. The project is conducted every time when the Sunday School is conducted.

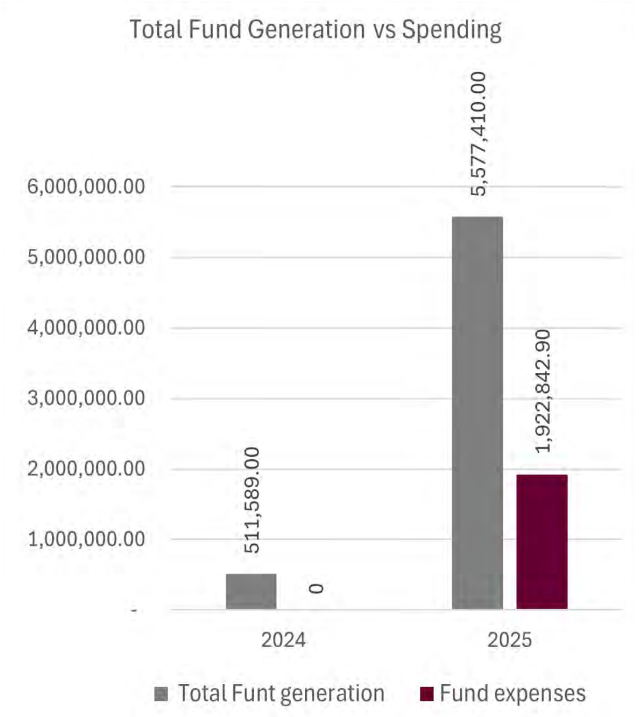
Fresh and health food is provided to the children to ensure the children had access to balanced meals, which enhanced their concentration during lessons and encouraged regular attendance.

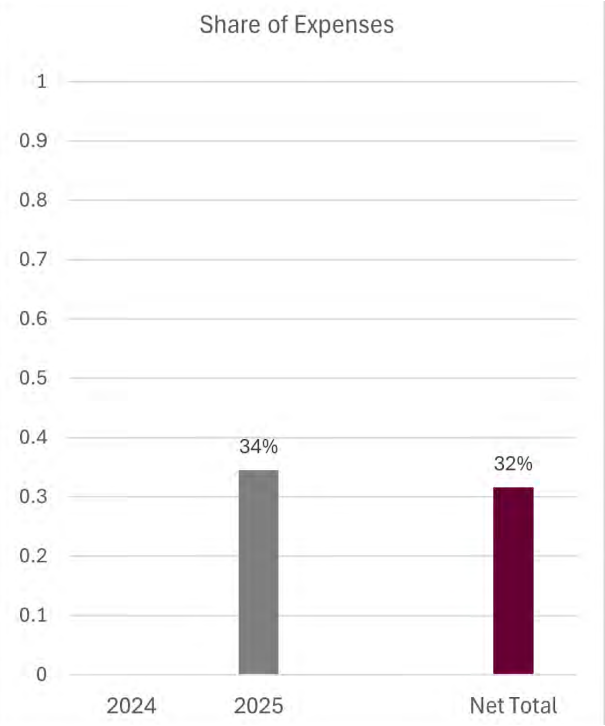
9.3 CSR PROJECT SUMMARY

DATE	PROJECT NAME	EXPENSES
2025.03.22	Earth Hour Event	-
2025.06.07	Abercrombie & Kent (Pvt) Ltd Tree Planting	3,000.00
2026.06.10	Poson Poya Donation Programme - Donation at Sahathika Kala Girl's School, Madatugama	133,621.00
2025.06.27	Earu Wewa Road Renovation	100,000.00
2026.06.27	Earu Wewa RO plant	3,191,000.00
2026.10.01	World Children Day Event at 'Happy Children Orphanage' in Saliyapura, Anuradhapura	185,487.00
2026.10.08	World Animal Day Event at Punchikulama school, Thirappane, Anuradhapura	29,691.00
2026.12.04	"Ditwah" Cyclone - Flood Donation Project at Muttur	1,800,000.00
All Year	RO Plant Caretake Monthly Salary	270,000.00
All Year	Sunday School Food Donation - Premalankara Sunday School, Thirappane, Anuradhapura	102,389.00
	Total Expenses	**5,545,188.00**

9.4 SUSTAINABILITY FUND FINANCE REPORT

Year	Resort	Waste Sales	Guest	Other	Total
2024	**511,589.00** 100%	0%	0%	0%	**511,589.00**
2025	**2,157,374.00** 39%	**10,000.00** 0%	**219,036.00** 4%	**3,191,000.00** 57%	**5,577,410.00**





10. BIODIVERSITY - *GRI 304: BIODIVERSITY 2016*

10.1 Location, Fauna and Flora

Uga Ulagalla is located in the north central province of Sri Lanka outside of the most popular and known Wildlife destinations of the island.

Contrary to false assumptions, Uga Ulagalla with its 58 acres of land offers a huge range of different habitats to a large number of different animals. There is no protected areas near to the resort as per ***GRI 304-2***.

Within the property and it is direct vicinity we identified **139 birds** species of which **10 are endemic** to the island, which accounts for 30% of all species found on the island.

23 Mammals species including **5 endemics** and **25 different species of reptiles** which also includes **5 endemics**.

Alone within the property of Uga Ulagalla we have identified **76 different tree species** - ***GRI 304-4***

Birds of Ulagalla - 139 species of which 10 are endemic to the island					
1	Crimson headed barbet	*Megalaima rubricapillus*	6	Sri Lankan shama	*Copsychus leggei*
2	Crimson-backed flameback	*Chrysocolaptes stricklandi*	7	Ceylon swallow	*Cecropis hyperythra*
3	Sri Lankan Jungle fowl	*Gallus lafayettii*	8	Ceylon bush warbler	*Elaphrornis palliseri*
4	Ceylon grey hornbill	*Ocyceros gingalensis*	9	Ceylon woodshrike	*Tephrodornis affinis*
5	Sri Lankan green pigeon	*Treron pompadora*	10	Brown capped babbler	*Pellorneum fuscicappilus*

Mammals of Ulagalla - 23 species of which 5 are endemic		
1	Crimson headed barbet	*Megalaima rubricapillus*
2	Crimson-backed flameback	*Chrysocolaptes stricklandi*
3	Sri Lankan Jungle fowl	*Gallus lafayettii*
4	Ceylon grey hornbill	*Ocyceros gingalensis*
5	Sri Lankan green pigeon	*Treron pompadora*

Reptiles of Ulagalla - 25 species of which 5 are endemic		
1	Crimson headed barbet	*Megalaima rubricapillus*
2	Crimson-backed flameback	*Chrysocolaptes stricklandi*
3	Sri Lankan Jungle fowl	*Gallus lafayettii*
4	Ceylon grey hornbill	*Ocyceros gingalensis*
5	Sri Lankan green pigeon	*Treron pompadora*

10.2 ELEPHANT RESEARCH CENTER - ERC

Elephant Research Center (ERC), a dedicated hub for research, awareness building and promoting sustainable solutions for the ongoing human-elephant conflict (HEC) was established in 2022 at Ulagalla.

Partnership with Dr. Prithiviraj Fernando and Dr. Jennifer Pastorini, Sri Lanka's foremost elephant conservationists at the Centre for Conservation and Research (CCR) , further enhanced our scope in joining them with conservation activities by introducing electric fencing projects and other activities that assures the co-existence of the humans and elephants.

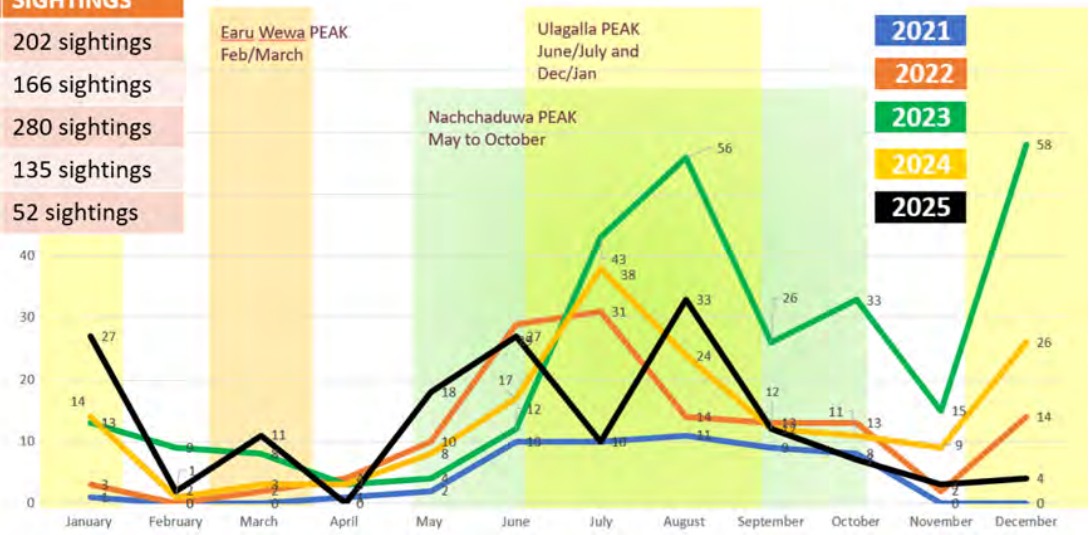
Incorporating our work of the Elephant Research Center at Uga Ulagalla, the wilderness comes truly alive and a simple drive turns into something profound and purposeful. The guiding and research team at Uga Ulagalla introduces our valued guests into hidden worlds, share knowledge about the majestic elephants that roam these ancestral corridors and also educate our guest on the Human Elephant Conflict and the delicate dance between conservation and community that defines modern Sri Lanka.

10.3 ELEPHANT SIGHTINGS AND DATA COLLECTION - *GRI 304-4*

Our home-based, trained team of individuals and members of the local community are dedicated to tracking elephants in the wider vicinity of our hotel, conducting daily observations and recording information.

The data gathered is then used by Dr. Prithiviraj and his team at CCR to help identify individual elephants, monitor their habits and habitats, and help prevent local issues of HEC. According to their characteristics and unique features, an ID card is assigned to each individual elephant, which is tracked and mapped. The data is then analysed, and future movements are forecast. By combining all the information it provides a better understanding of the movements of the wild elephants and correct position of the electric fences.

	ALL SIGHTINGS
2025	202 sightings
2024	166 sightings
2023	280 sightings
2022	135 sightings
2021	52 sightings



10.4 ELECTRIC FENCING PROJECT

Community-based village fencing is one effective solution for HEC. Non-confrontational crop protection based on barriers is better for HEC mitigation than harassment, aggression and fear-based methods such as crop guarding and elephant drives, which lead to reciprocal aggression by elephants and hence HEC escalation. The only barrier that has proven effective, is easily adaptable to different conditions, practical for widespread use, and also cost-effective, is electric fencing.

However, electric fencing is only a tool, and its effectiveness is dependent on how it is used. When used as 'enclosure fencing' on the boundaries of protected areas it often fails. In contrast, its use as 'exclosure fencing' to prevent elephants entering settlements and crop fields is much more effective. Electric fences are strategically constructed around selected villages and cultivated land rather than blocking off entire areas of jungle or elephant habitat. These fences function primarily as psychological barriers. The wires carry a mild electrical charge, and once an elephant encounters this harmless shock, it typically learns to avoid the area, creating co-existence without causing harm.

Our first electric fencing project was at Pittala Konderama and Karambe villages in the vicinity of Uga Ulagalla. Spanning 3.74km at a cost of LKR 3 million, the fence protects 70 families and has transformed life for these village communities. Construction began in August 2022, with operations commencing officially in January 2023.

10.5 SMALL CATS PROJECT

In 2025 we partnered with the Wildlife and Nature Protection Society of Sri Lanka (WNPS) as a first of its kind collaboration involving hotels and tourism service providers to aid the island wide conservation efforts of the three small cats in Sri Lanka. The Fishing Cat, Jungle cat and Rusty Spotted Cat.

The Fishing cat which is also residing inside the Uga Ulagalla property is listed as vulnerable on the IUCN Red List since 2016. Sightings of Cats are monitored, logged and data and information is shared to support the conservation efforts by WNPS to help and analyze threats and challenges for the cats and develop new conservation strategies.

10.6 ORGANIC FARM

At the onsite organic garden, a variety of fresh vegetables and fruits are grown using organic and eco-friendly methods of farming. These vegetables and fruits are grown without the use of any chemicals or other harmful substances.

Our garden is an organic one and is something special for guests. Guests can access the garden, pick their own vegetables and join in cookery demonstrations taking place live in the garden. This is how they are able to eat fresh, organic food and learn about responsible farming. In addition, the vegetables and fruits grown in our organic garden are used to prepare meals for our guests and staff. During the year 2025, vegetables and fruits with a total value of LKR 484,724.37 produced, contributing to our sustainable food practices and cost savings.

Our organic garden did not only produces vegetables and fruits but also functions as a research center. In 2025, a sample bed project was implemented to incorporate modern sustainable farming practices into organic agriculture.

In addition to cultivating plants, we have also introduced a chicken farm. This initiative further supports our commitment to sustainable and self-sufficient food production. In the next financial year, we plan to introduce a beekeeping project to the organic garden, enhancing biodiversity and expanding our sustainable agricultural practices.

11. COMPLIANCE MANAGEMENT

The hotel maintains a structured Compliance Management Process to ensure adherence to applicable laws, regulations, internal policies, brand standards, and sustainability commitments. Compliance responsibilities are assigned to the management and department heads; covering key areas such as , environmental management, food safety and hygiene (HACCP), labor practices, guest safety occupational health and safety.

Compliance is monitored through regular internal audits, inspections, and comments received from other stakeholders. Identified gaps are addressed through corrective action plans and follow-up evaluations to ensure continuous improvement. To strengthen compliance verification, water quality parameter testing and food and microbiological testing are conducted by accredited third-party laboratories, ensuring adherence to health, safety, and regulatory standards.

11.1 Internal Audit Summary

A structured internal audit process covering sustainability, compliance, and quality assurance is implemented to assess the effectiveness of operational controls, risk management practices, and compliance systems. Audits are conducted monthly across key operational, financial, safety, hygiene, and environmental functions.

Sustainability and compliance audits are led by the Sustainability Manager, while quality assurance audits are conducted by the Learning and Development Manager at the resort level and officials visiting from the head office. Audit findings and recommendations are reviewed by senior management, and corrective actions are implemented within defined timelines, supported by follow-up audits to ensure effective closure of gaps and continuous improvement of organizational performance.

AUDIT CATEGORY	2024		2025	
	NUMBER OF AUDITS	% OF SHARE	NUMBER OF AUDITS	% OF SHARE
Sustainability & Compliance – by Sus. Executive	5	50%	7	53%
Sustainability & Compliance – by Head of Sustainability & ESG	2	50%	2	53%
Number of Audits on Quality assurance	4	29%	4	24%
Third party organizations including Travellife, Travel Agents and SLTDA	3	21%	4	24%
TOTAL AUDITS	14	–	17	–

11.2 Summary of Compliance Reports

The hotel conducts regular drinking water quality testing and Legionella laboratory analysis through accredited third-party laboratories. Water samples are periodically tested to verify compliance with national health regulations and applicable safety standards.

DRINKING WATER

Parameters	Total No of sample		No of Sample in standard parameters		% of Samples in standard parameters	
	2024	2025	2024	2025	2024	2025
Aerobic Plate Count	3	29	3	29	100	100
Total Coliforms	3	29	3	26	100	89.66
E. coli	3	29	3	28	100	96.55
Color	1	26	1	26	100	100.00
pH	1	30	1	26	100	86.67
Total Dissolved Solids (TDS)	1	10	1	8	100	80.00
Turbidity	1	8	1	8	100	100.00
Total Alkalinity (as CaCO3)	1	4	1	4	100	100.00
Total Hardness (as CaCO3)	1	8	1	8	100	100.00
Free Residual Chlorine	1	4	1	4	100	100.00
Free Ammonia (as NH3)	1	4	1	4	100	100.00
Chloride (as Cl-)	1	4	1	4	100	100.00
Fluoride (as Fluorine)	-	-	-	-	-	-
Nitrate (as NO3-)	1	4	1	4	100	100.00
Nitrite (as $NO2^-$)	1	4	1	4	100	100.00
Sulphate (as SO42-)	1	4	1	4	100	100.00
Arsenic (As)	-	2	-	2	-	100.00
Calcium (Ca)	-	4	-	4	-	100.00
Cadmium (Cd)	-	2	-	2	-	100.00
Copper (Cu)	-	2	-	2	-	100.00
Iron (Fe)	1	4	1	4	100	100.00
Lead (Pb)	-	2	-	2	-	100.00
Total Phosphates (PO43-)	1	4	1	4	100	100.00
Magnesium (Mg)	1	4	1	4	100	100.00

LEGIONELLA SP. TEST

Parameter	Total No of sample tested		No of Sample in standard parameters		% of Samples in standard parameters	
	2024	2025	2024	2025	2024	2025
Legionella spp.	1	5	1	5	100	100

WASTEWATER WATER

Parameter	Total No of sample tested		No of Sample in standard parameters		% of Samples in standard parameters	
	2024	2025	2024	2025	2024	2025
pH	1	5	1	5	100.00	100.00
Total Suspended Solids (TSS)	1	-	1	-	100.00	-
Total Dissolved Solids (TDS)	-	4	-	4	-	100.00
Oil & Grease	1	5	1	5	100.00	100.00
Biochemical Oxygen Demand (BOD)	1	5	1	5	100.00	100.00
Chemical Oxygen Demand (COD)	1	5	1	5	100.00	100.00
Free Residual Chlorine (as Cl^-)	-	3	-	3	-	100.00

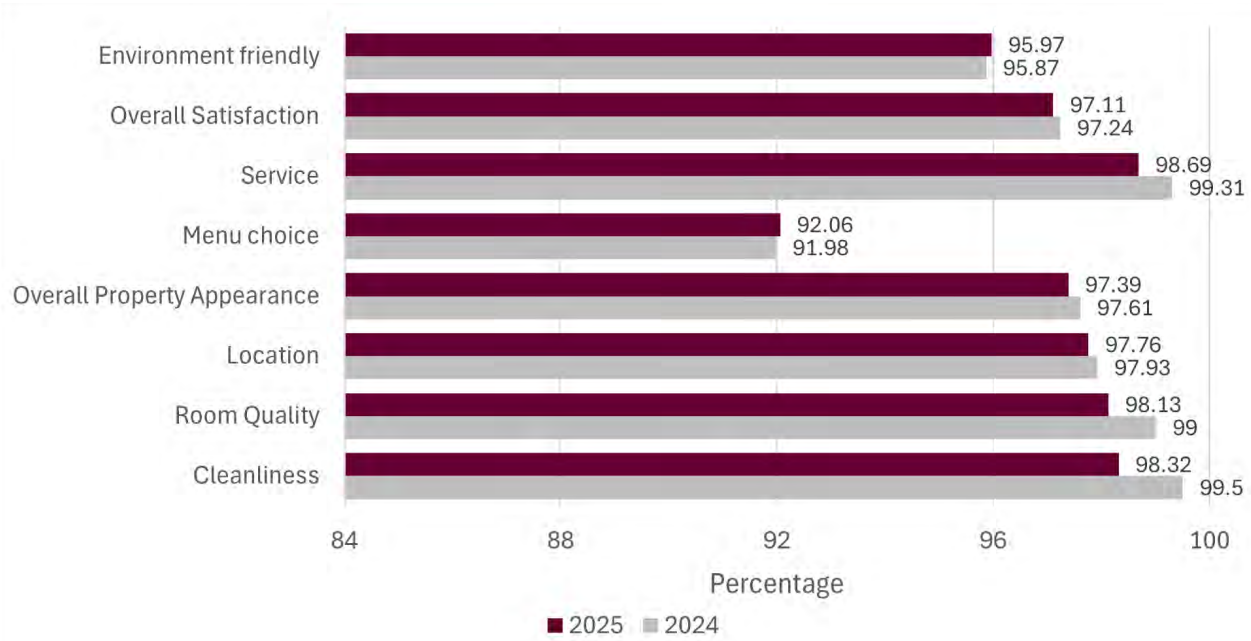
SWIMMING POOL WATER

Parameter	Total No of sample tested		No of Sample in standard parameters		% of Samples in standard parameters	
	2024	2025	2024	2025	2024	2025
pH	-	5	-	2	-	40
Total Dissolved Solids (TDS)	-	5	-	5	-	100
Turbidity	-	5	-	5	-	100
Total Hardness (as $CaCO_3$)	-	5	-	5	-	100
Free Residual Chlorine	-	5	-	5	-	100
Aerobic Plate Count	1	6	1	6	100	100
Total Coliforms	1	6	1	6	100	100
E. coli	1	6	1	6	100	100

12. GUEST FEEDBACK SUMMARY

The hotel places strong emphasis on guest feedback as a key driver of service excellence, quality improvement, and customer satisfaction. A structured guest feedback management system is in place to capture, analyze, and respond to guest comments, complaints, and suggestions across multiple channels, including in-house feedback forms, digital surveys, online review platforms, social media, and direct guest interactions.

All guest feedback is systematically recorded, reviewed by department heads, and addressed promptly. Corrective actions are implemented to resolve concerns, while positive feedback is shared across teams to recognize performance excellence and reinforce best practices. Key trends and recurring themes are analyzed to identify improvement opportunities and enhance overall guest experience.



During 2024 and 2025, Uga Ulagalla achieved guest satisfaction ratings exceeding 90% across key performance indicators, including environmental friendliness, overall satisfaction, service quality, menu selection, overall property appearance, location, room quality, and cleanliness. These results reflect the hotel's strong commitment to service excellence, environmental responsibility, and maintaining high operational standards in line with guest expectations and sustainability objectives.

13. CERTIFICATIONS, AWARDS AND OTHER ACHIEVEMENTS

We are Travelife Gold Certified. Recognized by the Global Sustainability Tourism Council for meeting standards in biodiversity, human rights, emissions, fair labor, child safety and animal welfare.

We are a member of the Conscious Travel Foundation, UK

Uga Ulagalla was ranked #14 in the Tripadvisor Travelers's choice awards 2025 as one of the Best small and Boutique Hotel in the Asia.

Uga Ulagalla received the Most Memorable Guest Experience award from Elegant Resorts at the 2025 Annual Supplier Appreciation Awards, held at NoMad London in Covent Garden. The award recognises excellence in guest experience and contribution to luxury experiential travel.

Uga Ulagalla won the 1st place of "Nestle Golden Chef's Hat" competition 2025 in Northeast Region.

Mr. Akila Kumara (Sr CDP)

Ms. Charitha (Commi II)

CHEF GUILD COMPETITIONS 2025

BAKERY COMPETITION	BRONZE MEDAL	Mr. Dinethra Praboda – Demi Chef De Partie
BAKERY COMPETITION	SILVER MEDAL	Mr. Roshan Fernando – Pastry Chef
IDL ARRACK COMPETITION	SILVER MEDAL	Mr. Isuru Heshan Shavinda – F&B Executive
IDL BEER COMPETION	SILVER MEDAL	Mr. Isuru Heshan Shavinda – F&B Executive
SUNQUICK MOCKTAIL COMPETITION	SILVER MEDAL	Mr. Isuru Heshan Shavinda – F&B Executive
SUNQUICK MOCKTAIL COMPETITION	SILVER MEDAL	Mr. Dilshan Devinda– Barman
APPRETICES COMPETITION	SILVER MEDAL	Mr. Tehan De Silva – Commis II
PASTA COMPETITION	BRONZE MEDAL	Ms. Maneesha Malshani – Commis III
SEAFOOD COMPETITION	BRONZE MEDAL	Mr. Nethsara Hasanjana – Commis III
SEAFOOD COMPETITION	SILVER MEDAL	Ms. Dulakshi Danushika – Commis II

CHEF GUILD COMPETITION WINNERS - 2025

We highly appreciate your comments, concerns and suggestions to improve our sustainability performance that will benefit Por operations, all stakeholders and the environment we operate.

Please rech out to us through the following contact information

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Uga ULAGALLA

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