

## **ANALYSIS OF ENVIRONMENT PERFORMANCES IN KANDALAMA HOTEL WITH ENVIRONMENT MANAGEMENT SYSTEMS**

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### **Intoduction**

Formally, known as the Kandalama Hotel, it is the first nature based large scale hotel in Sri Lanka, architected by the world renowned architect Geoffrey Bawa .The Heritance Kandalama has won awards as one of the most eco-friendly hotels in the world. Kandalama Hotel is a unique example of sustainable development. Designed and developed in a fragile environment in a very eco-friendly manner, it is an outstanding achievement with total community participation. This location also provided splendid views of Sigiriya, Dambulla and Kandalama reservoir, known locally as the Kandalama Tank. It contributes significant to natural environment conservation, education, biodiversity protection, empowering local communities, supporting livelihoods dependent on tourism, preserving local traditions, arts and crafts and mitigating climate change. Nature lovers, eco-friendly business travellers, honeymooners, family groups, adventure; culture and leisure tourists are main visitors of the Hotel.

EMS assists with planning, controlling, and monitoring policies in an organization. EMS is typically reported using International Organization of Standards (ISO) 14001 to help understanding the EMS process. But ISO 14001 is one standard in the world. Kandalama hotel maintains ISO 14001.The hotel keeps checklists, monitoring and records are maintained and audited through internal audits as per the environmental management systems which has been certified for ISO 14001.

Targets are set and monitoring is done for continuous improvement. Regular awareness programs for both staff and guests are carried out and the need for involving local communities in these efforts are recognized.

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Every month hotel completes comprehensive forms. Environmental impact and improves sustainability in business. This study focuses on the problems of business which are dealing with environment and identify the best practices for business using ISO 1400. Environmental management system (EMS) framework to manage the environment aspect and impact with in Kandalama Hotel. It allows an organizational frame work to control the impact of activities, Products or services on the natural environment systematically and continually while helping organization to reduce unnecessary costs. There is comparative analysis with Hunas Falls Hotel in performance which help to identify advantages and barriers for an EMS plan.

### **Objectives**

The general objective of this study is to analyze the environmental performance in Kandalama Hotel and the Environment management systems. As well as identifying the level of implementation of EMS in a selected hotel, comparing performance of activities of institutions, and identifying advantage and challenges in implementation of EMS for tourist hotel sector.

### **Methodology**

Both primary and secondary data was used for this research. Primary data were collected by field observation using questionnaire and interview. Randomly 30 respondents including employees, officers and visitors were selected and data were collected based on interview. Furthermore, data have been collected based on interview with employees. Secondary data have been collected from leaflets, books, newspapers, reports, and from the internet. Graphs, charts and tables in Excel were used to analysis the data.

### **Results**

In Sri Lanka, average tourists arrivals annual growth rate of tourist arrival from 2005 to 2013 was 21%.(Tourism Development Authority) According to the comparative analysis done with the data collected from other hotels with EMS plans, there is a performance variance. Hotel

provides career opportunities to more than 220 employees from local communities on full time permanent basis. The hotel keeps checklists, monitoring and records are maintained and audited through internal audits as per guide lines of the environmental management systems.

Heritance Kamdalama takes the eco-label seriously, constructs that a modern hotel can, in fact, impact the local environment positively. Eco Park demonstrates the virtues of optimising the use of natural resources, and minimising waste by means of recycling. Hotel waste separate functions are administration areas, guest rooms and other guest facilities, kitchens, restaurants and bar areas, and the eco-park. The hotel has a comprehensive water conservation policy, so surface water isn't utilised by the hotel. Water is obtained from 150-200 foot tube and a maze of gutters collects rain water. In, place too is an environmentally sensitive purchasing policy that screens all suppliers to ensure their product only have a minimum impact on the environment. Energy conservation includes power cut-off switches, low intensity energy lighting auto active garden lights and solar powered hot water systems. The hotel has even embarked on an ambitious project of managing wet garbage in the nearby town of Dambulla, a hub for Sri Lankans large vegetable distribution industry.

The hotel also indicate a performance variance in their Environmental Management Services because, they have different levels of competencies, accessibility to technology, human and financial resources and efficiency being utilized. Also the positive attitudes make the process more successful. If, the involved people are highly committed to accomplish their tasks well, the process can be executed well.

According to the results, hotels without such services had better been coordinated and guided for a standard environmental management. Commitment and the whole environmental performance have a significant relationship. It means, commitment influencing the environmental actions in the process and its combination to improvement or decline of the performance. According to the survey results, hotels with a high commitment levels have implemented their process effectively.

## Conclusion & Recommendation

Hotel industry as well as any kind of industry can be advised on advantage, motivation and capacities for EMS. EMS education is comparatively less than the other subject areas related to environment. Therefore, incorporation EMS education more widely can be a reason to improve the motivation on EMS at present as well as in future. Appointing an EMS manager will be effective in EMS implementation and it's success. Recycling solid waste systems should be started and it can generate income. Also this hotel improves internal and external communication. Staff is also given opportunities to enhance their talents and skills in various fields such as language improvement and communication development activities. ISO 14001 for EMS should get more opportunity in addition to the systematic process of managing environmental impacts under the prevailing legal system.

**Keywords:** Environment management system, Environment impact, Environmental performance, Institutional review, Recycle.

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