



Community Engagement Policy

Our Commitment

Community is an important part of our hotel. Without Community, we cannot sustain and success. It is always part of us. The Cinnamon Citadel engage in activities geared towards uplifting and supporting communities through the continuous provision of opportunities that will positively impact the social and economic development of citizens in and around these communities.

In delivering this commitment, The Cinnamon Citadel will endeavor to:

- The participation and Empowerment of the local community is always encouraged and supported.
- We respect intellectual property rights, culture and traditions when dealing with local and communities.
- We ensure that local people are not subjected to discrimination, either as individuals or as communities, in areas such as recruitment, employment, procurement and tendering processes, or as suppliers and traders.
- We provide relative preferences for local suppliers as much as possible & for hiring resources from the local community, always where the minimum qualifications are met.
- We encourage our guests to go on excursions to see local people, and discover more about their local traditions.
- The hotel will never obstruct public access to water sources or other essential resources or services.
- We are committed to the appointment and consultation of the local community, when planning any development that may affect them, taking into consideration their views and responding to them. We conduct a pre-assessment of developments possible impact to the local community.
- The hotel need to promote other local products and services to the guests, by recommending guides, markets and crafts.
- The hotel must always try to provide services or facilities to the community, that wouldn't normally be available.
- The hotel should try to maintain local public areas, infrastructure or places for public services, by either direct contributions or participation in a local tourism assembly. These activities should be recorded in a formal written document.
- The hotel must encourage customers to explore the destination.
- Whenever one or some of our facilities in the accommodation are offered to non-residents (including local people), they are treated no differently in using that facility than the accommodations residents.
- Always where there are the rights of access to public areas / ways; we never add barriers, signs, or other controls preventing public rights of access.



As Resort Manager, I'm committed to our Community Engagement Policy, which is owned and endorsed by the Cinnamon Hotels and Resorts. That said, every Cinnamon employee at every level and in every function in the hotel is responsible for the successful implementation of this policy and the related programmes.

Keerthi Wimalasuriya – Resort Manager

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