

Environmental Policy

Prepared in alignment with the Green Globe Certification Standard

Document Title	Environmental Policy & Management Procedures
Property	Novotel Phuket Kata Avista Resort and Spa
Certification Framework	Green Globe Certification Standard
Policy Owner	General Manager, supported by the Sustainability / Green Team
Effective Date	To be confirmed upon GM approval
Review Cycle	Annually, or upon material change to operations
Distribution	All Heads of Department; available to all staff via induction pack and staff noticeboards

1. Environmental Policy Statement

Novotel Phuket Kata Avista Resort and Spa is committed to operating as a responsible, resource-efficient hotel that minimises its environmental footprint while protecting the coastal and marine environment of Phuket that our guests, staff and community depend on. This policy sets out how we manage our environmental performance in line with the Green Globe Certification Standard, covering energy, water, waste, biodiversity, and community wellbeing.

We recognise that meaningful environmental performance comes from consistent, practical actions rather than one-off initiatives. This policy is designed to be realistic and achievable within our current operations, with targets that can be met through disciplined daily practice, staff engagement, and incremental investment, and reviewed annually so they can be tightened as our systems and data improve.

This policy applies to all departments, all employees (permanent, contract and outsourced), and, where relevant, to contractors and suppliers working on hotel premises.

2. Purpose and Scope

The purpose of this policy is to:

- Provide a clear, practical framework for managing the hotel's environmental impacts in energy, water, waste, biodiversity and community areas.
- Support the property's compliance with, and continual improvement against, the Green Globe Certification Standard and applicable Thai environmental regulations.
- Define roles, responsibilities and monitoring processes so that environmental performance can be tracked, reported and improved year on year.
- Guide staff behaviour and decision-making in daily operations, procurement and guest service.

This policy covers all hotel operations, including rooms, food and beverage, spa, back-of-house, engineering, gardens and grounds, and events.

3. Legal and Certification Framework

The hotel operates in accordance with applicable Thai national and Phuket provincial environmental regulations, including those relating to wastewater discharge, solid waste disposal, hazardous waste handling, and energy use in commercial buildings. Compliance obligations are reviewed at least annually by the Chief Engineer and Sustainability Manager, with support from Accor's regional environmental team where required.

This policy is structured around the core criteria of the Green Globe Certification Standard, covering sustainable management, socio-economic, cultural heritage and environmental performance. Where Green Globe indicators require data that the hotel does not yet collect, this is noted as a gap to be closed within the current certification cycle rather than presented as already achieved.

4. Environmental Management Structure

Environmental management is coordinated through a Green Team, chaired by a designated Sustainability Manager (or Green Globe Champion) and reporting to the General Manager. The Green Team meets monthly to review performance data, follow up on actions, and plan initiatives.

Role	Environmental Responsibility
General Manager	Approves the policy, allocates budget for environmental initiatives, and reviews performance quarterly.
Sustainability Manager / Green Globe Champion	Coordinates the Green Team, maintains the Green Globe evidence file, tracks KPIs, and liaises with the certification body.
Chief Engineer	Owns energy and water performance data, maintenance of efficient equipment, and leak/fault response.
Department Heads (F&B, Housekeeping, Spa, Front Office)	Implement departmental actions, train and supervise staff, and report monthly data to the Sustainability Manager.
Green Team Representatives (per department)	Champion daily good practice, run awareness activities, and flag issues to their Department Head.
All Employees	Follow environmental SOPs, report inefficiencies or hazards, and participate in training and clean-up activities.

Note: role titles above should be aligned to the hotel's actual organisation chart at the time of adoption.

5. Energy and Carbon Management

5.1 Objectives

To reduce energy consumption and associated carbon emissions per occupied room through efficient equipment, disciplined operating procedures, and progressive investment in lower-impact technology, without compromising guest comfort.

5.2 Actions

- Maintain LED lighting across guest rooms, back-of-house, and non-conditioned public areas, replacing remaining conventional fittings as they reach end of life.
- Set and monitor standard air-conditioning temperature ranges for guest rooms, with room AC linked to key-card controls.
- Follow a preventive maintenance schedule for chillers, AC units, and kitchen equipment to keep them running at rated efficiency.
- Switch off non-essential lighting, signage, and equipment during low-occupancy hours and daylight hours.
- Evaluate solar water heating or solar PV feasibility for a defined area of the property (e.g. pool heating or back-of-house hot water) within the current policy cycle.
- Brief engineering staff to prioritize repair over replacement where safe and cost-effective, extending equipment life and reducing embodied carbon.

5.3 Monitoring

Electricity and, where applicable, diesel/LPG consumption is recorded monthly by the Engineering department and expressed as consumption per occupied room night, allowing performance to be tracked independently of occupancy fluctuations.

6. Water Conservation

6.1 Objectives

To reduce potable water consumption per occupied room night through efficient fixtures, leak prevention, responsible landscaping, and guest participation, reflecting Phuket's seasonal water stress.

6.2 Actions

- Maintain low-flow aerators and dual-flush or low-flow fittings in guest bathrooms and back-of-house areas, prioritising replacement in rooms undergoing renovation.
- Operate a guest-facing towel and linen reuse programme in all guest rooms, with clear signage and consistent housekeeping follow-through.
- Conduct a monthly visual leak inspection of visible pipework, irrigation lines and pool plant rooms, with faults logged and repaired within an agreed timeframe.

- Schedule watering outside peak daylight hours, and favor drought-tolerant, native, or naturalized planting in new landscaping.
- Where feasible, explore reuse of treated wastewater or pool backwash water for irrigation.

6.3 Monitoring

Water consumption is read monthly from the main meter (and sub-meters where installed) and expressed as litres per occupied room night, reviewed by the Green Team alongside energy data.

7. Waste Management

7.1 Objectives

To reduce waste generation, maximise diversion from landfill through segregation and recycling, and phase out avoidable single-use plastics, following the waste hierarchy of avoid, reduce, reuse, recycle, and responsibly dispose.

7.2 Actions

- Provide segregated bins (general, recyclable, organic/food waste, and glass) in back-of-house areas, with clear labeling and staff training on correct sorting.
- Maintain our existing policy of zero single-use plastics across all amenities, leveraging bulk dispensers, reusable, or biodegradable alternatives.
- Divert food waste to composting or an approved organic waste collector where a local service is available; where not yet available, track volumes to build the case for one..
- Manage e-waste, batteries, fluorescent tubes and other hazardous or special waste through licensed contractors, with records retained as evidence of compliant disposal.
- Work with suppliers to reduce incoming packaging, and return or reuse pallets, crates and cardboard where practical.

7.3 Monitoring

Waste volumes by category (general, recyclable, organic, hazardous) are logged monthly, with a diversion rate (waste diverted from landfill as a share of total waste) tracked as the core KPI.

8. Biodiversity and Marine Conservation

8.1 Objectives

As a coastal property on Phuket's Kata Beach, the hotel recognises its responsibility to help protect the surrounding marine and coastal environment, including reef ecosystems and local wildlife, and to avoid practices that contribute to their degradation.

8.2 Actions

- Prohibit the sale or promotion of coral, shell or other marine-derived souvenirs and décor sourced in ways that harm marine ecosystems.
- Landscape with native or non-invasive plant species and avoid introducing species known to be invasive in Thailand.
- Support or organise periodic beach and coastal clean-up activities involving staff, and invite guest participation where appropriate.
- Avoid outdoor lighting design that unnecessarily disorients coastal wildlife near the shoreline, where practical within guest safety requirements.
- Where opportunities exist, partner with a credible local marine conservation or environmental organisation active in the Kata/Phuket area to support habitat protection or awareness activities.
- Encourage reef-safe (mineral-based, oxybenzone/octinoxate-free) sunscreen options for guests, with signage explaining why this matters to the local reef.

8.3 Monitoring

Biodiversity-related activities (clean-ups, partnerships, guest engagement sessions) are logged by the Sustainability Manager and reviewed annually, alongside any incidents involving wildlife on or adjacent to the property.

9. Community and Staff Welfare

9.1 Objectives

To ensure the hotel's environmental commitments extend to fair treatment of staff and positive engagement with the local Kata and wider Phuket community, consistent with Green Globe's socio-economic and cultural criteria.

9.2 Actions

- Provide environmental induction training to all new employees and refresher training at least annually for existing staff.
- Prioritise local and Thai suppliers for food, amenities and services where quality and cost are comparable, supporting the local economy and reducing transport-related emissions.

- Respect local culture and heritage in hotel design, activities and guest communications, and avoid practices that could disrespect nearby community customs.
- Support at least one local community or environmental initiative per year (for example, a school programme, beach clean-up, or donation drive), tracked by the Sustainability Manager.
- Maintain fair working hours, wages and safety standards for all staff and contracted workers, in line with Thai labour law and Accor group standards.
- Provide a channel (suggestion box, Green Team representative, or direct line to the Sustainability Manager) for staff to raise environmental ideas or concerns.

10. Performance Targets

Focus Area	3-Year Target	Key Metric
Energy	Reduce electricity consumption per occupied room night by 5% over 3 years versus current baseline	kWh per occupied room night
Water	Reduce water consumption per occupied room night by 5% over 3 years versus current baseline	Litres per occupied room night
Waste diversion	Achieve and maintain at least 30% waste diversion from landfill within 2 years	% of total waste diverted
Single-use plastics	Eliminate plastic straws and stirrers; replace bathroom miniatures with dispensers in 80% of rooms within 18 months	% of applicable items replaced
Staff training	100% of employees complete environmental induction; annual refresher completion above 90%	% of staff trained
Community engagement	Deliver at least one community or conservation activity per year	Number of activities per year

11. Monitoring, Reporting and Continual Improvement

- Energy, water and waste data are recorded monthly by the relevant department and consolidated by the Sustainability Manager.
- The Green Team reviews performance against targets monthly and reports a summary to the General Manager quarterly.
- An internal self-assessment against Green Globe criteria is conducted at least once before each external certification audit, with corrective actions assigned and tracked to closure.
- This policy and its targets are formally reviewed at least once a year, or sooner if there is a significant change in operations, regulation, or Green Globe requirements.
- Records of training, waste disposal, maintenance and incidents are retained as evidence for certification audits and internal accountability.

12. Communication and Training

This policy is communicated to all staff during induction and made available on department noticeboards and the staff intranet where available. Department Heads are responsible for briefing their teams on the sections most relevant to their role, and for reinforcing practices during daily line-ups. Guests are informed of relevant programmes (such as towel and linen reuse, and reef-safe sunscreen guidance) through in-room communication and, where appropriate, front-of-house signage.

13. Policy Approval

This Environmental Policy is endorsed by hotel management and will be reviewed annually by the Green Team and General Manager to ensure it remains realistic, current, and aligned with Green Globe Certification requirements.

Approved by:



Massimo Bernardi
General Manager
Novotel Phuket Kata Avista Resort and Spa
Date: 23 July 2026