

Sustainability Management Plan V.3

August 2026

NOVOTEL PHUKET KATA AVISTA RESORT & SPA

Message From The Leader

Sustainability is part of the way we run our hotel every day. It influences the decisions we make, from how we manage energy and water to how we support our local community and celebrate Phuket's culture. We believe that small, consistent improvements can create meaningful change over time while ensuring every guest enjoys a memorable stay.

Our Statement

Our goal is simple: to operate responsibly while protecting the natural environment and contributing positively to the destination we call home. Whether it's investing in more efficient building systems, reducing waste, conserving resources, or working with local artists, schools, and businesses, we look for practical ways to make a lasting difference.

As part of Accor, we are guided by environmental, social, and governance (ESG) principles, but sustainability is more than a framework. It is a shared responsibility embraced by every department and every team member across the resort. Each person plays a role in reducing our environmental footprint and creating a workplace that values people, culture, and the community around us.

This Sustainability Management Plan brings together the initiatives, objectives, and measurable actions that guide our daily operations. It reflects our commitment to continuous improvement, compliance with environmental regulations, and open communication with our employees, guests, partners, and local community.

Massimo Bernardi
General Manager
Novotel Phuket Kata Avista Resort & Spa

Objectives

Our sustainability strategy is guided by clear, practical objectives that help us improve our environmental and social impact while delivering an exceptional guest experience.

1. Improve energy efficiency by reducing overall energy consumption through best operational practices.
2. Conserve water by using water responsibly and continuously improving water efficiency across the resort.
3. Reduce waste by minimizing operational waste, increasing recycling, and encouraging responsible resource use.
4. Protect the natural environment by reducing our environmental footprint and supporting biodiversity wherever possible.
5. Put people first by creating opportunities for our team members, supporting local communities, and promoting an inclusive workplace.
6. Build sustainability awareness by engaging guests, team members, suppliers, business partners, and the local community in our sustainability journey.

Our Scope

This Sustainability Management Plan covers all areas of operation at Novotel Phuket Kata Avista Resort & Spa. It guides sustainability practices across every department and encourages collaboration with everyone connected to our business, including our team members, guests, suppliers, contractors, business partners, property owners, and the local community.

Sustainability is integrated into our daily operations, decision-making, and long-term planning, ensuring that environmental, social, and economic considerations remain part of how we operate and grow.

Our Key Priorities

Environmental Stewardship

We protect natural resources by improving energy and water efficiency, reducing waste, preventing pollution, supporting biodiversity, and encouraging environmental awareness among our team members, guests, and local community.

Social Responsibility

We support local communities through responsible employment, local sourcing, fair business practices, and partnerships that strengthen Phuket's economy and preserve its culture. We also uphold high standards for human rights, child protection, and ethical business conduct.

Health & Safety

A safe and healthy environment is essential for our guests and team members. We comply with all applicable health and safety regulations and maintain dedicated Safety and Security teams to oversee our standards and continuous improvement.

Our Sustainability Management Plan is supported by our Health & Safety, Waste Management, Purchasing, Recruitment, and Code of Business Conduct policies. The plan is reviewed annually to ensure it remains relevant and effective.

SUSTAINABLE MANAGEMENT

- ❖ Sustainability Governance
- ❖ Legal Compliance
- ❖ Employee Training & Development
- ❖ Green Team
- ❖ Stakeholder Engagement
- ❖ Performance Monitoring & Continuous Improvement
- ❖ Guest Feedback
- ❖ Communication Strategy
- ❖ Health & Safety
- ❖ Operational Safety
- ❖ Disaster Preparedness & Climate Resilience

Sustainability Governance

Sustainability is integrated into the way Novotel Phuket Kata Avista Resort & Spa is managed and operated. The Sustainability Management Plan provides a framework for setting priorities, monitoring performance, complying with Green Globe and Accor requirements, and driving continual improvement across all departments. Sustainability considerations are incorporated into operational planning, business decisions, and long-term development.

Key Actions

- Maintain and annually review the Sustainability Management Plan (SMP).
- Monitor sustainability objectives and key performance indicators.
- Ensure sustainability is incorporated into departmental planning and operational procedures.
- Review progress through Green Team meetings and management reviews.
- Communicate sustainability initiatives to employees, guests, suppliers, and business partners.

Legal Compliance

The resort operates in accordance with all applicable laws, regulations, and Accor standards. Compliance with legal and regulatory requirements forms the foundation of our sustainability management system and is regularly reviewed to ensure responsible and transparent operations.

Key Actions

- Maintain all required business licences and operating permits.
- Comply with legislation relating to environmental protection, labour standards, occupational health and safety, insurance, and business operations.
- Conduct regular internal and external audits to verify compliance.
- Review legal requirements annually and update procedures where required.

Employee Training

Creating a sustainable resort begins with knowledgeable and engaged team members. Continuous learning helps employees understand their role in protecting the environment, supporting local communities, maintaining a safe workplace, and delivering responsible hospitality throughout the guest journey.

Key Actions

- Provide sustainability training during onboarding and throughout employment.
- Deliver mandatory Accor learning programmes, including:
 - Diversity & Inclusion
 - Ethics & Corporate Social Responsibility
 - WATCH Awareness
 - Earthquake & Tsunami Preparedness
- Conduct daily Novotel Service Culture briefings led by each Head of Department. These sessions reinforce cultural sensitivity, environmental awareness, guest experience improvement, operational updates, and sustainability practices relevant to each department.
- Record and monitor all training through the Learning & Development Programme managed by the Talent & Culture department.

Green Team

The Green Team provides leadership and coordination for the resort's sustainability initiatives. Representatives from every department work together to monitor progress, identify improvement opportunities, and promote environmentally and socially responsible practices across daily operations.

Responsibilities

- Monitor compliance with Green Globe and Accor sustainability requirements.
- Review environmental and social performance.
- Coordinate CSR and community programmes.
- Promote sustainability awareness among employees and guests.
- Recommend operational improvements and new sustainability initiatives

Stakeholder Engagement

Sustainability is strengthened through collaboration. We actively engage employees, guests, suppliers, business partners, and the local community to encourage shared responsibility, exchange ideas, and build partnerships that contribute to long-term environmental, social, and economic sustainability.

Key Actions

- Engage employees through Green Team meetings, daily service briefings, and sustainability training.
- Encourage guest participation through responsible travel information and environmental initiatives.
- Work with suppliers to improve sustainable purchasing practices and reduce unnecessary packaging.
- Support local businesses, schools, artists, and community organisations through partnerships and CSR activities.
- Gather feedback from guests, employees, and stakeholders to identify opportunities for improvement.
- Communicate sustainability initiatives through digital platforms, meetings, and awareness campaigns.

Performance Monitoring & Continuous Improvement

Measuring our performance helps us understand where we are making progress and where further improvements can be made. Sustainability performance is monitored throughout the year using operational data, regular inspections, guest feedback, and departmental reviews. Monitor monthly energy, water, and waste performance.

- Track food waste, recycling rates, and local purchasing.
- Review guest satisfaction and sustainability-related feedback.
- Monitor employee training and participation in sustainability programmes.
- Conduct regular internal inspections and Green Globe compliance reviews.
- Develop action plans and set new objectives based on annual performance results.

Guest Feedback

Guest feedback provides valuable insight into our operations and helps us identify opportunities to improve both the guest experience and our sustainability performance. Feedback is reviewed regularly and incorporated into operational planning where appropriate.

Key Actions

- Monitor guest feedback through Voice of Guest (VOG) powered by TrustYou.
- Review comments from multiple feedback channels.
- Identify trends and improvement opportunities.
- Share results with department heads and implement corrective actions where required.

Communication

Clear communication encourages participation in our sustainability journey. Through guest information, employee engagement, and transparent marketing, we promote responsible practices, raise awareness, and share the initiatives that support our environmental and social objectives.

Guest communication

- Promote digital communication to reduce paper consumption.
- Encourage towel and linen reuse.
- Provide biodegradable guest amenities.
- Encourage low-impact transportation, including hotel shuttle services, public transport
- Promote local, seasonal food and authentic Phuket experiences.

Employee Communication

- Conduct daily Novotel Service Culture briefings.
- Deliver regular sustainability awareness campaigns.
- Promote "Reduce, Reuse, Recycle" and "No Plastic on Friday" initiatives.
- Encourage employee suggestions and participation in sustainability programs.

Marketing & Promotional Materials

All promotional materials are developed in accordance with Accor brand standards and accurately represent the resort's facilities, services, sustainability initiatives, and guest experience.

Health & Safety

Providing a safe, healthy, and secure environment is fundamental to our operations. We maintain comprehensive health and safety programmes that protect guests, employees, contractors, and visitors while supporting compliance with all applicable regulations.

Key Actions

- Maintain a comprehensive Accident and Injury Prevention Programme.
- Eliminate workplace hazards through routine inspections.
- Deliver ongoing health and safety training.
- Conduct regular workplace audits led by the Safety Manager.
- Encourage active participation from Security, Talent & Culture, and department leaders.

Operational Safety

Effective maintenance and operational controls ensure that the resort's facilities remain safe, efficient, and environmentally responsible. Preventive maintenance, routine inspections, and risk management processes help maintain operational reliability while reducing environmental impacts.

Key Actions

- Conduct preventive maintenance across all engineering systems.
- Select equipment that improves energy efficiency and reduces environmental impact.
- Provide First Aid, fire safety, and emergency response training.
- Conduct regular risk assessments and provide appropriate PPE.
- Inspect alarms, extinguishers, emergency lighting, evacuation routes, and life safety systems.
- Maintain compliance through routine inspections by local authorities.

Disaster Preparedness & Climate Resilience

The resort maintains comprehensive emergency preparedness and business continuity procedures to protect guests, employees, and property during natural disasters and other emergencies. Regular training, drills, and reviews strengthen our preparedness while supporting the long-term resilience of our operations.

Key Actions

- Maintain emergency response procedures for earthquakes, tsunamis, fire, flooding, and severe weather.
- Conduct emergency drills and evacuation exercises.
- Train employees in emergency response procedures.
- Maintain business continuity and disaster recovery plans.
- Review emergency procedures annually and following significant incidents.

SOCIO / ECONOMIC CONTRIBUTION

- ❖ Community Development
- ❖ Destination Stewardship
- ❖ Fair Employment & Human Rights
- ❖ Diversity, Equity, Inclusion & Accessibility
- ❖ Employee Wellbeing & Protection
- ❖ Prevention of Exploitation
- ❖ Supporting the Local Community
- ❖ Sustainable Procurement & Fair Trade
- ❖ Support Local Entrepreneurs
- ❖ Respect Local Communities
- ❖ Bribery & Corruption

Community Development

Supporting the local community is part of how we operate. We aim to create opportunities for local people and businesses while contributing to Phuket's economy through employment, purchasing, and community partnerships.

Key Actions

- Prioritise the recruitment and development of local employees.
- Source products and services from local suppliers wherever practical.
- Support local entrepreneurs, artisans, and small businesses through purchasing and guest experiences.
- Work with suppliers who follow ethical and responsible business practices.
- Promote local culture, traditions, and authentic experiences to our guests.
- Participate in community programmes and partnerships that benefit the local area.

Destination Stewardship

As a hotel in Phuket, we recognise that a healthy destination benefits everyone. We encourage responsible tourism and work with local organisations to help protect the environment, support the community, and preserve local culture.

Key Actions

- Recommend local attractions and cultural experiences.
- Encourage guests to support local businesses.
- Participate in community and environmental initiatives.
- Work with local authorities and tourism partners on sustainability programmes.

Fair Employment & Human Rights

We provide a workplace where everyone is treated fairly and respectfully. Our employment practices follow Thai labour law and Accor policies, ensuring equal opportunities and a safe working environment for all employees.

Key Actions

- Comply with Thai labour laws and employment regulations.
- Prohibit child labour, forced labour, discrimination, harassment, and exploitation.
- Provide equal opportunities for recruitment, training, and career development.
- Maintain confidential reporting channels for employee concerns.
- Meet all legal requirements for wages, benefits, and employee welfare.

Diversity, Equity, Inclusion & Accessibility

We welcome people from different backgrounds and believe everyone should feel respected, whether they are employees or guests. We continue to improve our workplace and facilities to make them more inclusive and accessible.

Key Actions

- Promote equal opportunities regardless of gender, age, disability, ethnicity, religion, or sexual orientation.
- Support diversity through recruitment and career development.
- Provide diversity and inclusion training.
- Review facilities and services to improve accessibility where practical.
- Encourage a workplace where everyone is treated with respect.

Employee Wellbeing & Protection

Looking after our employees helps us deliver better hospitality. We provide fair working conditions, ongoing training, and a safe workplace that supports both personal wellbeing and professional growth.

Key Actions

- Pay salaries and overtime in accordance with Thai labour law.
- Maintain legal working hours and rest periods.
- Provide employee welfare programmes and training.
- Offer confidential channels for reporting concerns or misconduct.
- Support employee health and wellbeing initiatives.

Prevention of Exploitation

The resort strictly adheres to Thailand's Labour Laws and related regulations. Comprehensive policies prevent child labour, discrimination, sexual harassment, and any form of exploitation. Key supporting frameworks include equal employment opportunity and diversity policies, ethical behaviour guidelines, and the Code of Business Conduct and Ethics aligned with the Accor Global Charter. Documentation demonstrating compliance with domestic labour laws and social rights — such as the Social Security Fund, Hotel Licence, Employee Handbook, Work Compensation Fund, and Code of Conduct — is maintained and available for review.



Supporting the Local Community

We aim to operate responsibly while minimising our impact on the surrounding community. By using resources efficiently and supporting local employment and businesses, we contribute to the long-term wellbeing of Kata and Phuket.

Key Actions

- Use resources responsibly to reduce pressure on local infrastructure.
- Reuse treated water for landscape irrigation.
- Continue supporting local employment and purchasing.
- Maintain regular communication with community partners.

Sustainable Procurement & Fair Trade

Local and fair-trade purchasing is referenced under our Purchasing Policy (Section 6.1) but isn't yet documented as its own commitment.

Key actions

- Give purchasing preference to locally produced, fair-trade, or eco-certified goods wherever possible.
- Maintain an up-to-date list of available local, sustainable goods, services, and contractors for procurement teams to reference.
- Use fair-trade or eco-certified coffee across food and beverage operations.

Support Local Entrepreneurs

Key Actions

- Provide space or channels for local enterprises — handicrafts, food and beverage, cultural performances — to sell directly to guests where feasible.
- Promote local products and producers in marketing materials and guest-facing communications.

Respect Local Communities

Key actions

- Adopt specific, documented measures to promote understanding and respect of local cultures and customs among staff and guests.
- Maintain a documented Code of Behaviour for respecting local populations, integrated into operations and supported by training materials

Bribery & Corruption

Key actions

- Prohibit all forms of bribery, whether direct or through third parties.
- Prohibit employees from soliciting, arranging, or accepting bribes for their own benefit or that of family, friends, or associates.
- Prohibit direct or indirect political contributions made to gain business advantage.
- Ensure charitable contributions and sponsorships are never used to disguise bribery.
- Prohibit gifts, hospitality, or expenses that could affect — or appear to affect — business outcomes and are not reasonable and bona fide.
- Publicly disclose political and charitable contributions.
- Communicate anti-bribery policies to all contractors and suppliers.
- Avoid working with contractors or suppliers known or reasonably suspected of paying bribes, and carry out due diligence before engaging new suppliers.

CULTURAL HERITAGE

- ❖ Code of Behaviour
- ❖ Protection of Sites
- ❖ Incorporation of Culture
- ❖ Historical Artifacts

Kata is one of Phuket's most culturally rich areas — home to Buddhist temples, long-standing local communities, and Southern Thai traditions that predate large-scale tourism. As a resort operating within this setting, Novotel Phuket Kata Avista Resort & Spa takes an active role in respecting, protecting, and celebrating that heritage, rather than treating it as a passive backdrop to the guest experience. This pillar covers how we do that in four ways: how our people behave around cultural and historical sites, how we protect those sites, how we bring local culture into the guest experience, and how we handle historical artefacts.

Code of Behaviour

We maintain a clear code of behaviour for how employees and guests engage with culturally and historically sensitive sites in and around Kata and Phuket, so that visits enrich rather than disturb the local community.

Key actions

- Train all employees to guide guests toward cultural sites, temples, and restaurants that celebrate authentic Thai culture
- Brief guests on local customs and courtesies through digital guest information
- Ensure tour desk and concierge staff only recommend operators and sites that follow responsible, low-impact visitor practices and that respect site capacity and local access rules.
- Reinforce cultural sensitivity as part of the daily Novotel Service Culture briefings led by each Head of Department, so respectful behaviour is a lived standard, not a one-off policy.

Protection of Sites

We maintain a clear code of behaviour for how employees and guests engage with culturally and historically sensitive sites in and around Kata and Phuket, so that visits enrich rather than disturb the local community.

Key actions

- Train all employees to guide guests toward cultural sites, temples, and restaurants that celebrate authentic Thai culture
- Brief guests on local customs and courtesies through digital guest information
- Ensure tour desk and concierge staff only recommend operators and sites that follow responsible, low-impact visitor practices and that respect site capacity and local access rules.
- Reinforce cultural sensitivity as part of the daily Novotel Service Culture briefings led by each Head of Department, so respectful behaviour is a lived standard, not a one-off policy.

Incorporation of Culture

We incorporate local art and cultural influences into guest experiences to create memorable, authentic immersions in local culture, so that a stay with us also introduces guests to genuine Thai and Phuket heritage. Our offerings include:

- Elements of local traditions and lifestyle woven into the guest journey, from welcome experiences to in-resort activities.
- Local art displayed in the property
- Traditional music performances that introduce guests to regional culture.
- Regional delicacies on our food and beverage menus, showcasing authentic Southern Thai and Phuket flavours.
- Partnerships with local artists, artisans, and small businesses (see Section 4.1, Community Development), giving guests the chance to engage directly with local culture and creators.

Historical Artifacts

Thailand's historical and archaeological artefacts are protected under national law, and enforcement can be inconsistent in areas with high tourism demand for antiques and curios. As a resort operating in this environment, we take our role in protecting these artefacts seriously — both by controlling our own conduct and by helping guests understand why this matters.

Key actions

- Never buy, sell, trade, or display historical or archaeological artefacts, or items suspected to be sourced from protected or unlicensed archaeological sites, anywhere on the property.
- Ensure any antiques, artworks, or décor items sourced for the resort are purchased through legitimate, traceable channels, in line with Thailand's laws protecting ancient monuments, antiques, objects of art, and national museums.
- Train relevant employees (purchasing, design, and front-of-house teams) to recognise and avoid items of uncertain or undocumented provenance.
- Advise guests against purchasing undocumented antiques or artefacts from informal vendors during their stay, and direct them toward reputable, licensed retailers if they wish to purchase authentic Thai crafts or art

ENVIRONMENTAL COMMITMENT

D1 Conserving Resources

- ❖ Sustainable Purchasing
- ❖ Consumables
- ❖ Energy Management
- ❖ Water Management
- ❖ Sustainable Food & Beverage

D2 Reducing Pollution

- ❖ Climate Action & Carbon Management
- ❖ Greenhouse Gas Management
- ❖ Wastewater
- ❖ Waste Reduction
- ❖ Circular Economy
- ❖ Chemical Management

D3 Biodiversity

- ❖ Wildlife
- ❖ Landscaping
- ❖ Biodiversity Conservation

D1 — Conserving Resources

1.1 Sustainable Purchasing

We follow Accor's Purchasing Guide to ensure legal, responsible, secure, and continuously improving procurement:

- Purchasing legally: compliance with local laws and international standards on human rights, labour, environment, anti-corruption, data protection, and health and safety.
- Purchasing responsibly: aligned with Accor's Ethics and CSR Charter, focused on low-carbon sourcing, plastic reduction, minimising food waste, supporting local and seasonal suppliers, and protecting biodiversity.
- Supplier selection: rigorous evaluation and ongoing monitoring through Accor's Supplier Control Plan.
- Purchasing in total security: prioritising health risk control to protect guests, staff, and brand reputation.
- Purchasing better: emphasising product quality, efficient consumption, and environmental and social value.

A separate, comprehensive Purchasing Policy document is maintained and available for reference.

D1 — Conserving Resources

1.2 Consumable Goods

We embrace a zero-waste mindset by carefully managing the purchase and use of consumable and disposable products, tracking purchasing and usage to reduce waste and optimise operating costs.

1.3 Energy Management

We actively work to reduce energy consumption by:

- Monitoring gas and electricity usage monthly, with data recorded in Gaia.
- Using energy-efficient equipment, such as low-energy bulbs and motion sensors in offices and corridors.
- Performing preventive maintenance to keep appliances running efficiently.
- Upgrading technical facilities to meet high energy-efficiency standards.
- Constantly monitoring refrigerator and freezer temperatures.
- Setting and tracking monthly energy reduction targets.
- Minimising lights and appliance use through guest room check-in protocols.
- Using automatic, efficient temperature controls throughout the hotel.

D1 — Conserving Resources

1.4 Water Conservation

Efficient water use is a shared responsibility across room divisions, maintenance, and purchasing teams. Our water management plan includes:

Identify water usage areas

Track consumption daily across food preparation, pools, toilets, showers, grounds, cleaning, and laundry, led by maintenance engineers.

Establish a conservation plan

Conduct water audits to find major usage and savings opportunities, set baselines, encourage team ideas, and provide staff training. Usage data is recorded on the Gaia platform.

Implement water-saving actions

- Install flow regulators on taps and showers.
- Use dual-flush toilets.
- Employ efficient laundry machines with optimised programmes.
- Encourage guests to reuse towels and sheets.
- Perform regular leak checks.
- Train housekeeping on water-saving practices, including controlled flushing and avoiding running taps.

D1 — Conserving Resources

1.5 Sustainable Food & Beverage

Accor's Healthy and Sustainable Food Charter drives our commitment to promoting healthy, sustainable eating and reducing food waste, focusing on food safety, sustainable sourcing, and minimising environmental impact.

Food waste

- Train employees on food waste awareness.
- Set and monitor monthly food waste targets, included in performance evaluations and employee orientation.
- Establish baselines across hotel areas, including canteens and lounges.
- Measure food waste by category, number of covers, and F&B revenue.
- Record data in Gaia for monitoring and improvement.

Local food

- Offer at least 10 regional products and ensure 75% of fruits and vegetables are seasonal.
- Use seasonal fruits for guest amenities and adjust menus accordingly.
- Promote local products on menus.

Ethical sourcing

- Use only free-range or cage-free eggs (shell and liquid).
- Partner with suppliers who follow animal welfare standards.
- Verify certifications for free-range or cage-free status and highlight them on menus.

Endangered fish species

Six endangered and locally threatened fish species are strictly banned from our menus: shark, ray, bluefin tuna, grouper, wild sturgeon caviar, and eel.

D1 — Conserving Resources

1.5 Food & Beverage

Single-use plastics

We are fully aligned with the Accor Single-Use Plastic (SUP) Removal Project:

- Eliminating all single-use plastics in F&B operations.
- Replacing them with compostable alternatives.
- Sourcing local eco-friendly options that meet or exceed global standards.
- Continuously identifying additional items for removal.

Food additives

We are committed to cleaner, healthier food:

- Removing palm oil, or using only certified sustainable palm oil.
- Banning controversial additives, including artificial sweeteners (aspartame), azo dyes, glutamates, certain antioxidants, and parabens.
- Reducing fat and sugar content across our offerings.

Responsibly produced beverages

We serve responsibly produced coffee and tea at breakfast by complying with Accor's preferred supplier agreements, sourcing local alternatives where appropriate, and providing certified products (Rainforest Alliance, Fair Trade, Organic, WFTO, or equivalent local bodies).

Dietary needs

- Offer balanced menus with vegetarian, vegan, and plant-based options.
- Provide gluten-free and dairy-free choices.
- Train team members to handle dietary needs and allergy concerns with care and accuracy.

D2 — Reducing Pollution

2.1 Climate Action & Carbon Management

Key Actions

- Carry out a carbon footprint assessment process: collecting data, calculating total greenhouse gas emissions, and setting reduction targets.
- Draft an action plan based on this assessment, so that each department — and by extension its suppliers, partners, and employees — has clear reduction targets to work toward.
- Review progress against these targets periodically through the Green Team.

2.2 Greenhouse Gas Emissions

To monitor and control emissions, we have introduced a carbon footprint assessment process. This involves collecting data, calculating total greenhouse gas emissions, setting reduction targets, and drafting an action plan. Through this action plan, each entity commits — and thereby commits its suppliers, partners, and employees — to reducing greenhouse gas emissions.

Supporting purchasing practices

- Deliveries are limited, with orders grouped and spread out (for example, no fresh product deliveries on two days per week).
- Local suppliers are given preference.
- Less polluting forms of transport are encouraged.
- Non-toxic or environmentally approved eco-labelled cleaning products, paper, and amenities are preferred.
- Ecolabel-standard biodegradable cleaning and dishwashing products are preferred.
- Cleaning concentrates and dilution control systems minimise chemical use.

D2 — Reducing Pollution

2.3 Wastewater

Wastewater is managed responsibly through two key practices:

- On-site wastewater treatment: a treatment plant is installed and connected to the public sewer system, with regular analysis and maintenance documented by our engineering team.
- Grey water recycling: water from sinks, showers, and baths is collected, stored, and reused for landscape irrigation, reducing freshwater consumption.

2.4 Waste Reduction

We minimise waste through smart purchasing and responsible packaging practices.

Packaging reduction

- Eliminate cardboard and excess plastic for welcome products.
- Use refillable, long-lasting containers for guest amenities.
- Promote reusable or returnable packaging for fresh supplies.

Waste sorting and recycling

- Sort waste in guest and back-of-house areas using designated bins.
- Collect recyclable water bottles and materials from guest rooms.

Responsible purchasing

- Consolidate orders to reduce packaging waste.
- Optimise stock management to reduce over-purchasing and spoilage.
- Maintain a programme to avoid waste-generating supplies.

D2 — Reducing Pollution

2.5 Circular Economy

Key Actions

- Establish a dedicated e-waste and battery recycling stream, with designated collection points and a licensed disposal partner, as a near-term improvement initiative.
- Extend our existing waste tracking (Section D2, Waste Reduction) to include a monthly waste diversion rate — the percentage of waste recycled versus sent to landfill — as an additional metric.
- Investigate take-back arrangements with key suppliers for reusable packaging and shipping containers
- Investigate organic waste diversion options, such as composting or anaerobic digestion, where feasible for the property.

2.6 Chemical Management

We minimise environmental pollution by strictly following chemical usage guidelines:

- Use eco-certified and non-toxic cleaning agents in accordance with environmental regulations.
- Follow manufacturer instructions and dilution ratios to prevent overuse or misuse.
- Train team members on safe handling, storage, and disposal through MSDS protocols.
- Monitor chemical inventory and implement spill prevention procedures.
- Limit use of harmful substances and prioritise biodegradable, low-impact alternatives.

2.7 Other Pollutants

Key Actions

- Maintain a documented pollution management plan covering emissions, effluents, and waste.
- Adopt measures to minimise gas emissions, pollutant spray, strong odours, and unpleasant noise from resort operations.

D3 — Conserving Biodiversity, Ecosystems & Landscapes

3.1 Wildlife species

While not located directly on the beach, we still contribute to protecting local ecosystems through practical, achievable actions:

- Reducing plastic waste: limiting single-use plastics and encouraging recycling to reduce waste that could reach the ocean.
- Treating wastewater properly: our on-site treatment system filters and treats water before it reaches external systems.
- Minimising emissions: improving energy efficiency and reducing fuel consumption to lower greenhouse gas emissions linked to ocean acidification.
- Limiting light and noise disturbance: using energy-efficient lighting with minimal light spill and maintaining reasonable noise levels, especially at night.
- Sourcing seafood responsibly: prioritising sustainable sources and avoiding endangered species entirely.
- Supporting local conservation efforts: collaborating with local organisations on awareness campaigns and community-based coastal protection projects.
- Building guest and team awareness: sharing information and training on how small actions, like proper waste sorting, help protect marine life

Wildlife in Captivity

Key Actions

- Do not acquire, breed, or hold any wild animal species captive on the property, except where operating an authorised wildlife rescue or reintroduction facility in line with local and international law
- Ensure the housing, care, and handling of any animals on site meet the highest standards of animal welfare.

D3 — Conserving Biodiversity, Ecosystems & Landscapes

Interactions with Wildlife

Key Actions

- Ensure resort activities do not impact local free-roaming wildlife, plants, or their habitats.
- Only offer or sell tours and excursions involving animals where they respect animal welfare standards (e.g. licensed rescue or reintroduction programmes).
- Provide support or financial aid to local wildlife and habitat protection initiatives.
- Maintain a restoration and rehabilitation plan for affected habitat areas where applicable.
- Avoid artificial feeding of wildlife, except through planting host or food plants.

D3 — Conserving Biodiversity, Ecosystems & Landscapes

3.2 Landscaping

We value our landscaped grounds and gardens, which include mature trees, hedges, and natural meadows. We prioritise preserving existing mature trees and enhancing biodiversity:

- Work with gardening specialists to select and plant vegetation suited to Phuket's climate and soil.
- Integrate plants into building design for natural shading and protection.
- Maintain natural hedgerows that serve as wildlife habitats and food sources while requiring minimal upkeep.
- Favour native trees, shrubs, and wildflowers that support local ecosystems and wildlife.
- Select plants carefully, considering water needs to avoid unnecessary irrigation.

3.3 Water use in landscaping

- Use treated grey water from baths and sinks for garden irrigation, reducing reliance on mains water.
- Collect and store rainwater harvested from roofs to supplement watering needs.

3.4 Biodiversity conservation

- We support ocean conservation through a partnership with WWF (World Wide Fund for Nature). This three-year plan, aligned with UN priorities, protects marine ecosystems by:
- Reducing marine pollution and ocean acidification linked to land-based activities.
- Promoting sustainable fishing to combat overfishing.
- Supporting scientific research aimed at improving ocean health.