

# **SUSTAINABILITY MANAGEMENT PLAN & POLICIES 2024**

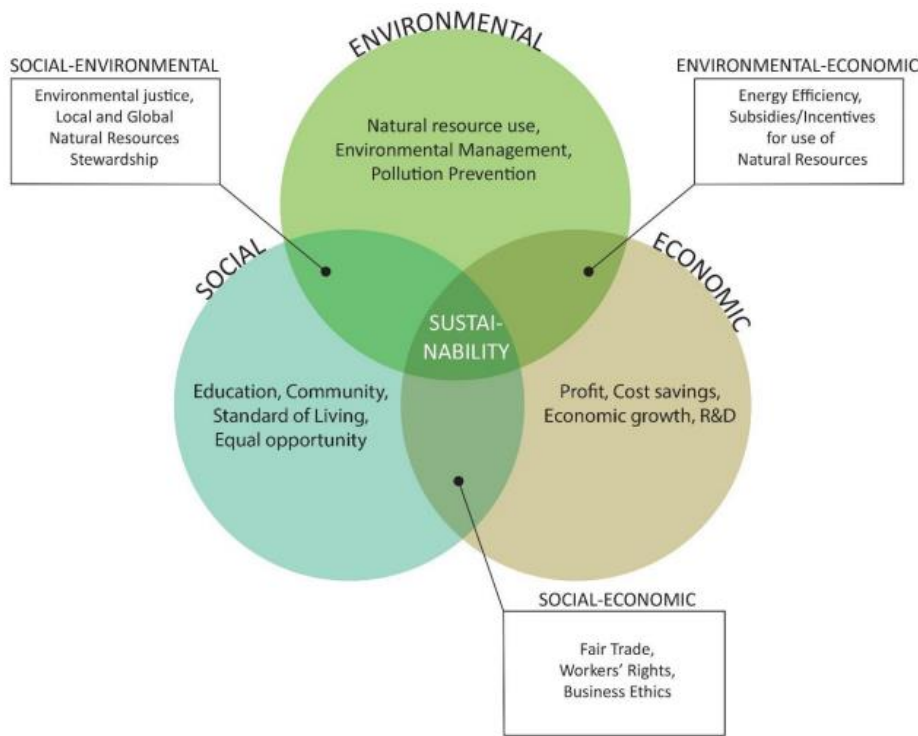


## TABLE OF CONTENTS

<b>PURPOSE .....</b>	<b>3</b>
<b>SCOPE .....</b>	<b>4</b>
<b>REFERENCE.....</b>	<b>4</b>
<b>DEFINITIONS, TERMS &amp; ABBREVIATIONS.....</b>	<b>4</b>
<b>RESORT FACT SHEET .....</b>	<b>4</b>
<b>SOCIAL RESPONSIBILITY JOURNEY.....</b>	<b>6</b>
<b>ORGANIZATION CHART OF THE RESORT .....</b>	<b>8</b>
<b>A. SUSTAINABILITY MANAGEMENT .....</b>	<b>9</b>
<i>A1. Implement a Sustainable Management Plan .....</i>	<i>9</i>
<i>A2. Legal Compliance.....</i>	<i>11</i>
<i>A3. Employee Training .....</i>	<i>11</i>
<i>A4. Customer Satisfaction .....</i>	<i>11</i>
<i>A5. Accuracy of Promotional Materials.....</i>	<i>12</i>
<i>A6. Local Zoning, Design and Construction .....</i>	<i>13</i>
<i>A7. Experiential or Interpretation Tourism.....</i>	<i>15</i>
<i>A8. Communications Strategy .....</i>	<i>15</i>
<i>A9. Health and Safety.....</i>	<i>17</i>
<i>A10. Disaster Management &amp; Emergency Response .....</i>	<i>19</i>
<b>B. SOCIAL / ECONOMIC.....</b>	<b>20</b>
<i>B1. Community Development .....</i>	<i>20</i>
<i>B2. Local Employment .....</i>	<i>21</i>
<i>B3. Fair Trade.....</i>	<i>22</i>
<i>B4. Local Entrepreneurs.....</i>	<i>22</i>
<i>B5. Respect Local Population .....</i>	<i>22</i>
<i>B6. Exploitation .....</i>	<i>23</i>
<i>B7. Equitable Hiring .....</i>	<i>24</i>
<i>B8. Employee Protection .....</i>	<i>24</i>
<i>B9. Basic Services .....</i>	<i>25</i>
<i>B10. Local Livelihoods .....</i>	<i>25</i>
<i>B11. Bribery &amp; Corruption .....</i>	<i>25</i>
<b>C. CULTURAL HERITAGE.....</b>	<b>26</b>
<i>C1. Code of Behavior .....</i>	<i>26</i>
<i>C2. Historical Artifacts .....</i>	<i>27</i>
<i>C3. Protection of Sites.....</i>	<i>27</i>
<i>C4. Incorporation of Culture .....</i>	<i>27</i>
<b>D. ENVIRONMENTAL.....</b>	<b>28</b>
<i>D1. Conserving Resources .....</i>	<i>28</i>
<i>D2. Reducing Pollution .....</i>	<i>30</i>
<i>D3. Conserving Biodiversity, Ecosystems and Landscapes Wildlife Species .....</i>	<i>32</i>
<b>OUR COMMON FUTURE .....</b>	<b>33</b>

## PURPOSE

- ∂ The primary purpose of the Sustainability Management Plan is to guide decision making, management, and the daily operations of the business in a sustainable manner;
- ∂ To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues;
- ∂ To demonstrate management commitment to comply with the environmental laws and regulations of the Kingdom of Cambodia;
- ∂ To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business;
- ∂ To outline mitigation measures in order to minimize the impact of the business activities on the surrounding environment;
- ∂ To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practising Reduce, Reuse and Recycle wherever possible;
- ∂ To establish a framework for environmental management to ensure the implementation of the identified mitigation measures;
- ∂ It is not intended to be exhaustive, but is considered the minimum standard acceptable to Sofitel Angkor Phokeethra Golf and Spa Resort.



## SCOPE

The Scope of the Sustainability Management Plan covers all activities at Sofitel Angkor Phokeethra Golf and Spa Resort and its integration with all colleagues, customers, business partners, owners, other stakeholders and the environment at large.

## REFERENCE

Green Globe Certification Standard & Guide to Certification and ACCOR's Sustainability Practices.

## DEFINITION, TERMS & ABBREVIATIONS

<b>SMP</b>	Sustainability Management Plan
<b>Sustainable development</b>	Development that meets the needs of the present without compromising the ability of future generations to meet their own needs
<b>Environment</b>	Surroundings in which an organization operates, including air, water, land and natural resources, flora, fauna, humans, and their interrelation
<b>Environmental Aspect</b>	Element of an organization's activities or products or services that can interact with the environment.
<b>Environmental Impact</b>	Any change to the environment whether adverse or beneficial, wholly or partially resulting from organizations environmental aspects.
<b>P &amp; P</b>	Policies and Procedures
<b>SOPs</b>	Standard Operating Procedure

## RESORT FACT SHEET

### 238 ROOMS / SUITES – SUPERIOR & LUXURY / JUNIOR & PRESTIGE & OPERA

- ∂ 137 Superior Rooms - 36 sq.m / 388 sq.ft.
- ∂ 88 Luxury Rooms - 46 sq.m / 463 sq.ft.
- ∂ 6 Junior Suites - 70 sq.m / 753 sq.ft.
- ∂ 8 Prestige Suites - 90 sq.m / 969 sq.ft.
- ∂ 1 Opera Suite - 140 sq.m / 1507 sq.ft.

## WINE & DINE

- ∂ **The Citadel** Buffet restaurant, providing an international spread from Asian to Western cuisines as local Khmer themed dishes too.
- ∂ **Mouhout's Dream** You are invited for a voyage of flavours in our French gastronomic restaurant, set beside the tranquil Sala Lake. Fine French cuisine, modern and traditional, can be enjoyed even more with a perfectly paired selection from our extensive wine list.
- ∂ **Explorer's Tales** Cocktail Bar that boasts a cozy and chic atmosphere, with a French colonial style. The bar offers guests a unique experience with over 100 labels of Champagne and Sparkling Wine, including special cuvee and vintages. Guests can also enjoy Signature cocktails and tapas while soaking up the atmosphere.
- ∂ **The Sanctuary** The Sanctuary is the perfect setting for intimate events, business meetings, dinner parties or special occasions. Furnished with dark wooden floors, and walls lined with shelves showcasing the latest, most sought-after wines, this Sofitel Wine Room offers a truly sophisticated space for a private function Siem Reap
- ∂ **Club Millésime** Either for a delightful Champagne Breakfast or a Tea break, Club Millésime welcomes you throughout the day. The Apéro Chic cocktail hour features a luxurious selection of finger sandwiches, cold cuts and imported cheeses.
- ∂ **Serpent Bar** This swim-up bar allows you to relax from the comfort of our pool whilst you celebrate the art of living, with snacks and dishes served throughout the day with ice cold beverages from imported beers, fresh juices, wines and locally inspired cocktails.

## ACTIVITIES FACILITIES

- ∂ SO Spa
- ∂ SO Fit
- ∂ Club Millésime
- ∂ La Boutique
- ∂ Botanical Garden
- ∂ Garden Library
- ∂ Phokeethra Ballroom
- ∂ Meeting Rooms x6
- ∂ Phokeethra Country Club





## **Sofitel Angkor Phokeethra Golf and Spa Resort: Journey Towards Sustainability**

As part of Sofitel Hotels and Resorts, we proudly embrace our rich heritage in sustainability practices through our corporate social responsibility program that promotes environmental sustainability in our resort and our local communities.

For more than 59 years, Sofitel Hotels and Resorts has placed a great importance on highlighting the unique art, culture, history and environment of our each of the destinations we operate in. We embrace the sustainability initiatives developed by Accor. We believe it is our privilege to enhance genuine experiences and promote a rich cultural exchange within our communities by ensuring long-term stewardship of our planet.

We're proud to support and participate in Accor's environmental and social sustainability program. We challenge everyone – guests, hotel colleagues, partners, and property developers – to take measurable actions to minimize our hotel's impact on our planet. Programs addressing reforestation, water conservation, energy savings and food waste reduction are an integral part of our hospitality DNA. As we look to the future, our hotels pledge to continue promoting long-term sustainability and stewardship in each of our communities.

We recognize environmentally friendly hospitality practices help us fulfil our mission to be stewards of the world's most diverse and picturesque locations, the places where we are most connected to the land. In your guest room, you can find eco-friendly amenities—such as soaps and shower gels—and energy-efficient light bulbs and electronics wherever possible. To reduce our water usage, you have the option to decline daily cleaning of sheets and linens. Our kitchens are working to increase their reliance on local, sustainable suppliers while using more resort property to grow our own produce.

### **WATCH PROGRAM**

Sofitel is committed to helping end the exploitation of children around the world, because we believe that every child deserves to feel safe, no matter where they are. Through our WATCH program, we've partnered with law enforcement agencies and community organizations to ensure that child abuse does not occur at our properties. While our staff are specially trained to recognize and respond to indications of abuse involving children, we also ask that our guests report any instances in which they suspect a minor might be in distress.

### **OTHER INITIATIVES**

At the corporate level, we're striving to increase our colleague diversity, particularly among executives, to better reflect the world we live in. And we're dedicating ourselves to becoming even better members of our community, with initiatives that will see us donating more of our unused food products and amenities, building long-lasting partnerships with local non-profit organizations, beginning new fundraising ventures and more.

To learn more about our CSR initiatives: <https://www.sofitelkrabiphokeethra.com/>. We are excited to continue our sustainability journey—and we hope that you will share that journey with us.

S O F I T E L  
ANGKOR PHOKEETHRA GOLF & SPA RESORT

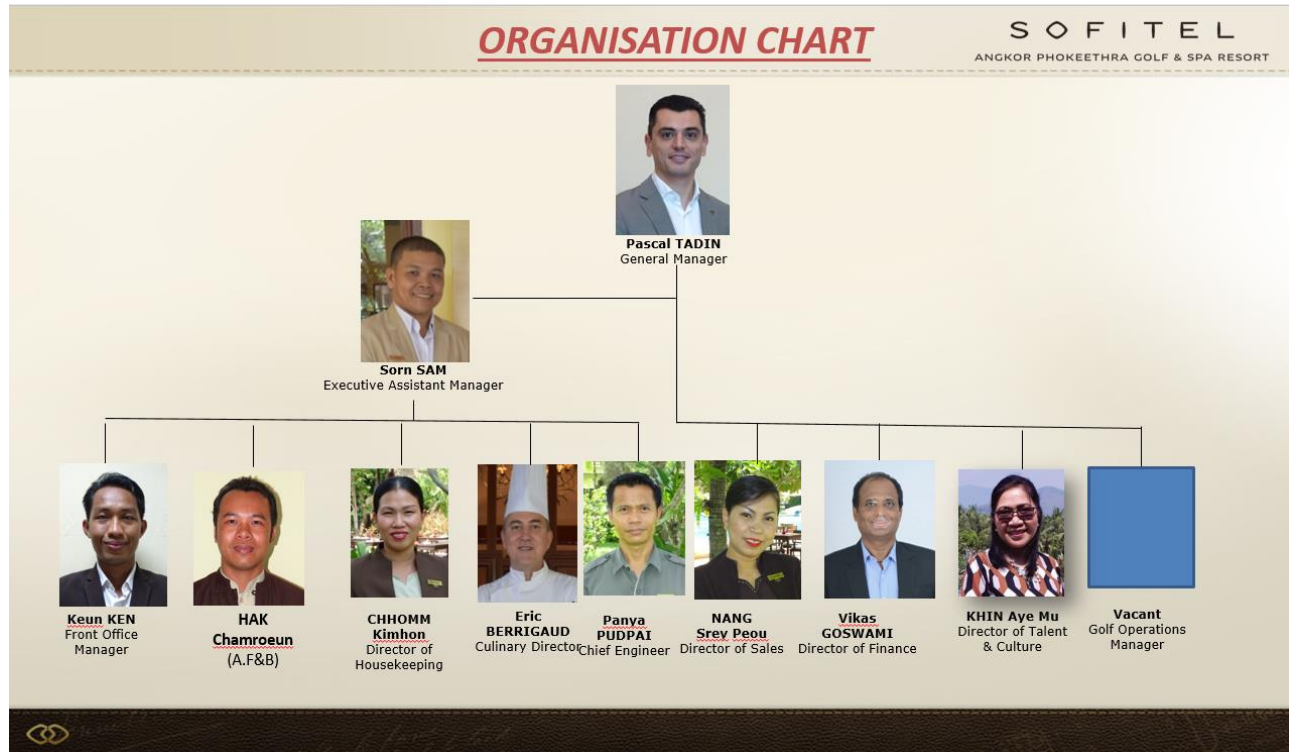


S O F I T E L  
ANGKOR PHOKEETHRA GOLF & SPA RESORT

We are very aware that sustainability is an ongoing journey; therefore the Sustainability Management Plan will be reviewed annually. Our Sustainability Management Plan is supported by the following policies and procedures along with other supporting documents:

- |                                     |                        |
|-------------------------------------|------------------------|
| ∂ Environmental Policy              | ∂ Purchasing policy    |
| ∂ Recruitment policy                | ∂ L&D training policy  |
| ∂ Waste & Pollution Management Plan | ∂ ACCOR Ethics Charter |

## ORGANIZATION CHART OF THE HOTEL





## A. SUSTAINABILITY MANAGEMENT

### A1. Implement a Sustainable Management Plan

Sofitel Angkor Phokeethra Golf and Spa Resort shall establish and maintain the SMP complying with requirements of Green Globe. There are a number of elements that make up the SMP in action guide for the world-wide Practice of Sustainability in Accor Group.

Sofitel Angkor Phokeethra Golf and Spa Resort shall formulate Policies and Procedures of the SMP that:

- ∅ are appropriate to the nature and scale of the organisation's activities;
- ∅ are aligned with the four key areas of Green Globe i.e. environmental, socio-cultural, quality and health & safety issues;
- ∅ include a commitment to continual improvement of the SMP and target for the Green Globe;
- ∅ include a commitment to comply as a minimum with the current applicable legislations, regulations and other requirement to which the organisation subscribes;
- ∅ provide a framework for setting and reviewing SMP objectives and targets;
- ∅ are documented, implemented, maintained and communicated to all colleagues;
- ∅ are available to all interested and associated parties;
- ∅ are reviewed periodically to remain relevant and appropriate to the organisation.

### FMSFF Environmental Policy 2023

**S O F I T E L**  
ANGKOR PHOKEETHRA GOLF & SPA RESORT

## STANDARD OPERATING PROCEDURE (SOP)

SOP Name:	Environmental Policy		
Effective Date:	6 <sup>th</sup> October 2023	SOP Number:	SUS001
Issuing Department:	Sustainability	Revised on:	28 <sup>th</sup> September 2024
Department Head Approval:	Samuel Dixon	GM's Approval:	Pascal Tadin
Concerned department:	Sustainability		

**Policy statement:** We, at Sofitel Angkor Phokeethra Golf and Spa Resort, are committed to minimize our impact on the environment through efficient energy, water and waste management and follow the best environmental practices across our entire operation.


We support the above commitment by taking the following actions:

- To comply fully with all applicable legislations
- To meet or exceed all the environmental legislation that relates to our operations
- To minimize our waste by reviewing the purchasing practices and segregate waste
- To reduce, reuse and recycle all waste consumed by our business wherever possible
- To implement training for all team members and communicate with suppliers and guests
- To raise awareness about policies and minimize our carbon footprint
- To implement energy, water and resource conservation programs through innovation and applying best practices
- To establish targets to measure the continuous improvement in our environmental performance
- To monitor and review our environmental performance on a regular basis for achieving our objectives and targets.
- To provide environmental awareness training for all our heartist colleagues.

**Scope:** This policy applies to all team members based on ACCOR's Sustainability Program.

**Purpose:** This policy is intended to guide the property towards sustainable management. The resort is required to set its own environmental management procedures in line with this policy and with due consideration to its specific location.

Sofitel Angkor Phokeethra Golf & Spa Resort



Page 1 of 6

**S O F I T E L**  
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### PROCEDURE

#### 1. Environmental awareness


- a. We will maintain awareness among our team members on environmental issues preservation of local cultures and the necessity for everyone to act in a responsible manner
- b. We will communicate to our team members the environmental practices that need to be implemented at the workplace as well as other simple environment friendly measures that they can apply in their everyday lives
- c. We will encourage our team members to participate in and support environmental initiatives
- d. We will communicate our environmental commitment to guests and give them an option to support us in our green initiatives
- e. We will extend awareness on environmental issues, local cultures and best practices to the local community.

#### 2. Energy

Reducing energy consumption will help to reduce our environmental impact and at the same time lower energy costs. In order to minimize energy consumption, we will:

- a. Take steps to make our workplace more energy efficient
- b. Reduce the use of fossil fuels and opt for renewable energies
- c. Maintain our machinery and equipment in good working condition
- d. Opt for energy efficient equipment and low energy appliances
- e. Ensure optimal use of plant and machinery
- f. Use timers, sensors and other devices that regulate energy consumption
- g. Make use of solar energy wherever applicable
- h. Reduce loss of energy, for example by using insulated pipes to carry hot and chilled fluids
- i. Set objectives for limiting consumption, regularly monitor progress and improve processes

Sofitel Angkor Phokeethra Golf & Spa Resort



Page 2 of 6

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### 3. Water

With global warming, sources of freshwater are being depleted faster than they can be recharged by natural processes. Water conservation is therefore becoming essential and as a responsible company, we will:

- Continually find ways to reduce water consumption
- Reduce water losses by regularly checking for leaks
- Install sensors, regulators and other water saving devices
- Ensure efficient use of laundry equipment
- Sensitize both employees and guests on the responsible use of water
- Offer to guests the option of reusing towels and sheets
- Limit the use of freshwater by
  - Capturing and using rainwater wherever possible
  - Using recycled greywater for irrigation
- Set targets for minimizing water consumption, monitor and analyze periodically

### 4. Waste

We generate an important amount of waste that constitutes a major pollutant affecting both the environment and public health. We will do utmost to avoid, recycle and reuse in order to reduce its impact on the environment. Our Waste Management Plan will include the following:

- Limit the use of disposable packaging for the resort supplies
- Use bio-degradable products and materials, whenever the option is available
- Limit individual packaging of hygiene products in bedrooms
- Organize sorting and separating of recycle wastes
- Collect and recycle cooking oil for permitted uses
- Separate and collect grease from food stuffs



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- Encourage and prefer vendors who use recycled packaging material. Explore the possibilities of further reuse and/or recycling with the vendor
- Green the supply chain by seeking vendors who share our values and have in place an environment management system.

### 6. Destination protection

The natural environment is one of the primary attractions for leisure visitors. In order to develop sustainable tourism, we will:

- Ensure protection of the natural and cultural values of the area while developing and creating recreational facilities / activities for our guests
- Participate in efforts to restore habitat whenever possible
- Promote local food, entertainment, culture and cottage industry
- Engage with local people when developing cultural attractions
- Offer guests and promote souvenirs that are made locally, using eco-friendly materials and that reflect local nature
- Provide guests with a list of environment-friendly products and local souvenirs they may buy
- Increase the number of green / environmental spaces around the resort for guests to enjoy and immerse themselves in.

### 7. Conservation of wildlife and Habitats

We shall take every possible step towards the conservation of wildlife and their habitats. As a minimum, we:

- Ensure waste water is not discharged in the ocean
- Use ecological or organic fertilizers



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- Organize recycling of materials such as paper/cardboard/glass/plastic packaging, metal cans, ink cartridges, restaurant organic waste, garden green waste, etc.
- Engage in projects with the local community for the reuse of recycled materials
- Safely dispose of hazardous wastes such as batteries, electrical and electronic devices, fluorescent bulbs/tubes, etc.
- Organize and/or support clean-up of the surrounding environment
- Work towards being single-use plastic free for our guests

### 5. Green procurement

Green procurement or Environmentally Preferable Purchasing (EPP) is the practice of procuring products and services that are less harmful to the environment (land, air and water) and to all species that depend on the environment for survival. Green products are those that are produced with less harmful materials or which upon usage / consumption would have a minimal impact on the environment.

We will conduct EPP whenever green options are available, while giving due consideration to guests' satisfaction, company standards and reasonable costing. Our green purchasing measures will include the following:

- Encourage and favour eco-friendly and power-efficient products
- Prefer recycled and bio-degradable products
- Buy seasonal and locally produced goods as far as possible and thus avoid transport energy
- Buy in bulk to reduce packaging wastes
- Favour less harmful fertilizers and cleaning agents
- Select eco-friendly designs and eco-labelled products
- Purchase from sources that are less polluting or use clean technology



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- Sensitize our team members and guests about the negative environmental impact of littering on the beach and in the sea
- Ensure all trash is properly disposed of and no debris is left on the beach
- Encourage and support the clean-up of the marine and coastal environment
- Comply with local conservation policies
- Plant trees to contribute to reversing the warming of our planet and the rising temperature of our oceans
- Not detain any captive wildlife on properties grounds, except for wildlife breeding farms, rescue or reintroduction, according to the law and best practices

### 8. Biodiversity

Biodiversity boosts ecosystem productivity where each species, no matter how small, has an important role to play. In order to protect biodiversity, we will:

- Reduce our use of insecticides, weed killers, fungicides
- Use organic fertilizers as far as possible
- Use environmentally friendly products for cleaning
- Buy sustainably harvested seafood and agricultural products
- Water plants in a rational way
- Use indigenous plants for landscaping and minimizing light and noise
- Plant at least one tree every year
- Submit financial charitable contributions for conservation and Project for conservation and habitat protection.
- Ensure that invasive alien species are not introduced in our gardens and landscapes
- Not display or sell products made from threatened or protected plant and animal species
- Participate in ecological restoration initiatives in the local area



## **A2. Legal Compliance**

Sofitel Angkor Phokeethra Golf and Spa Resort is licensed according to the Cambodian law and in compliance with all relevant international or local legislations and regulations, including health, safety, labour, environmental aspects, and insurance policies and other guest and colleague protection instruments are up to date and in order.

In accordance with the various applicable laws regarding the prevention of corruption and influence peddling, including the French “Sapin 2” law<sup>3</sup>, the UK Bribery Act and the US FCPA<sup>4</sup>, Accor has implemented measures to detect and prevent bribery and trading in influence offences in France and abroad and follow the Law No. 2016-1691 of 9 December 2016 (Transparency, Anti-Corruption and Modernisation of Economic Life Act).

## **A3. Employee Training**

Colleagues hiring, training, annual appraisal and performance review, at Sofitel Angkor Phokeethra Golf and Spa Resort are in line with the Accor Group. There are various training modules initiated by the Accor Group including the skills, knowledge and attributes that make organizations and individuals successful. Once competencies are identified, people with these competencies trained and developed according. This builds an organization of successful colleagues who are capable of delivering business goals and execute strategies.

In addition, a new online training portal on topics specifically related to the environment and sustainability goals, relating to all departments operating within hospitality was launched called “School for Change”, made available for all General Managers and Head of Departments.

While competencies may enable people to achieve success, they alone do not ensure success. We see people who are competent but do not deliver business results or vice versa. In other words, only assessing people against competencies is not enough. We must also measure their achievements against the desired business goals within their roles.

At the same time, competencies provide the link between organizational vision, behaviours, outputs and results and are the foundation for recruitment, selection, performance management, development and succession planning.

Training on sustainability management, health and safety and environmental impact are done through Induction and periodic sessions are conducted for new colleagues and the existing employees. The Sustainability goals and management plans are communicated to the colleagues in the Induction and allocated specific training on sustainability management.

## **A.4 Customer Satisfaction**

Sofitel Angkor Phokeethra Golf and Spa Resort customer satisfaction is supported by the whole team. Front Office as the primary point of contact with guests, along with the management team, leads the hotel to operate in a way that focuses on continuous improvement and long-term sustainability. The Front Office team works with all departments and areas of the business to ensure that our guests are always our first priority by having a system in place that allow us to measure how well we are doing, and to respond quickly when we are not getting the desired results.

Besides customer satisfaction we also review and monitor internal quality performance. Some of the tools used for monitoring and reviewing the same are the Guest Experience Report (GER), the mystery guests' audits along with the Leading Quality Assurance (LQA) audits and other 3rd party online platforms such as TripAdvisor, Booking.com and all social media channels.

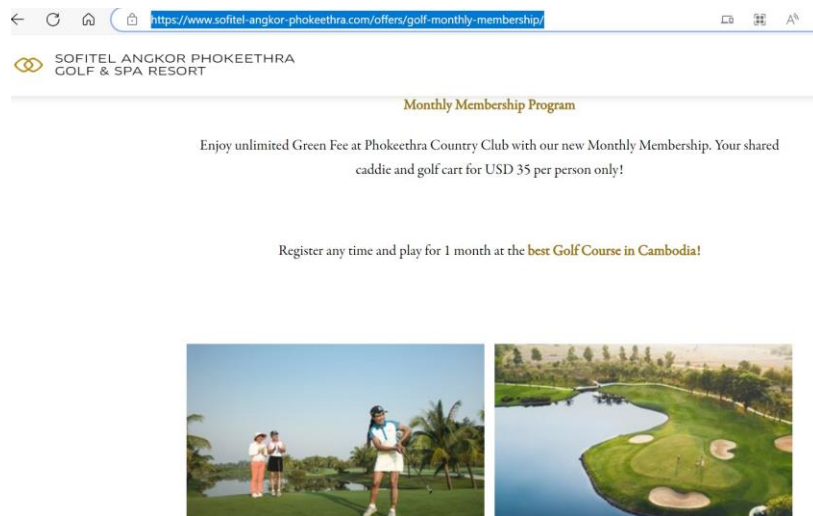
Sofitel Angkor Phokeethra Golf and Spa Resort has a TRUST YOU account which automatically gives a score out of 100 for all our reviews across all platforms and averages it out to give an overall guest satisfaction score.

#### AUDITS SCORES YEARS 2021 - 2024

	LQA	TRUST YOU
<b>2021</b>	N/A	94.1%
<b>2022</b>	N/A	94.4%
<b>2023 a.</b>	79.1%	N/A
<b>2023 b.</b>	85.4%	95.86%
<b>2024 YTD</b>	87.4%	95.80%

#### A.5 Accuracy of Promotional Materials

All communication regarding promotional material at Sofitel Angkor Phokeethra Golf and Spa Resort goes through the Sales and Marketing team and is in line with the Accor Group principles, local regulations, cultural norms and sustainability practices of ACCOR's new dynamic sustainability strategy. Any dissatisfaction from our guests is tracked through the guest feedback forms and online reviews. The resort is also sharing its different promotions through digital channels and media outlets, as well as a monthly Business to Business newsletter highlighting the current special offers available, the destination dining options, the SO Spa, Phokeethra Sports Club and room experiences.





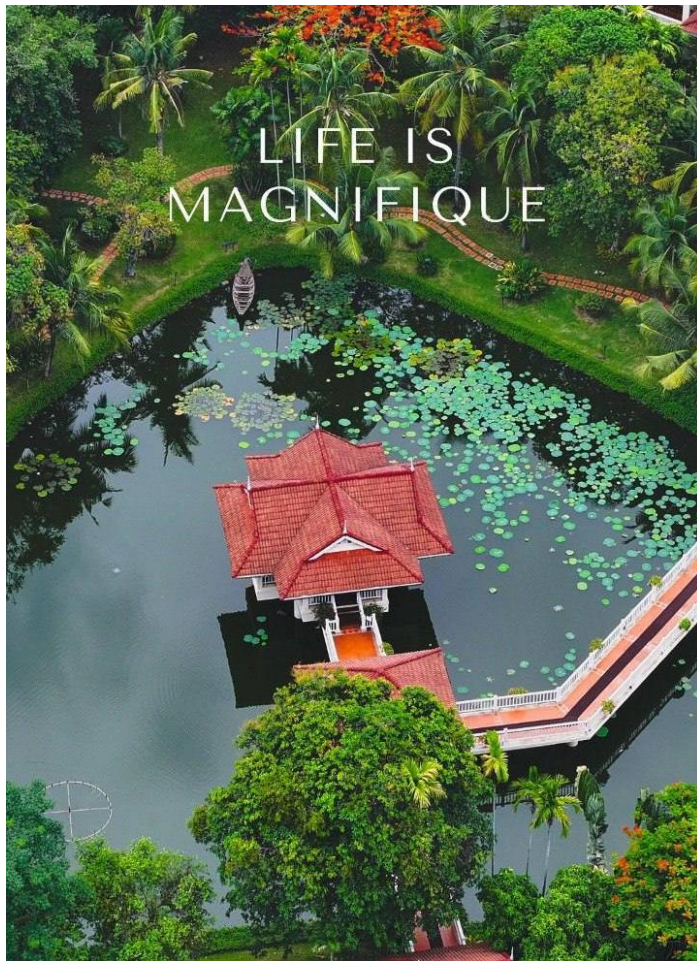
## **A.6 Local Zoning, Design and Construction**

### **DESIGN AND STRUCTURE**

The Sofitel Angkor Phokeethra Golf and Spa Resort is built with an emphasis on visual compatibility with the natural environment. It is a 238 luxury Room & Suite hotel that features long private driveway with over 87 species of native plants and trees planted in surrounding areas and the botanical garden at the centre of the resort's complex. The resort has 4 dining outlets, 2 bars, SO Fit gym, SO SPA, a grand ballroom, 6 additional meeting rooms and a Golf Course at the Phokeethra Country Club. As the hotel strives to remove 100% of single use plastic in 2024, each room noticeably contains a selection of FSC certified bamboo dry amenities and packaging.

We feature the artwork and sculptures of several Cambodian artists throughout the public areas of our hotel. Through this project, we provide a platform where we can connect guests from all over the world with direct access local talent where they can observe the cultural references and influences that can feature prominently within the art displayed.

One of the key features of the hotel is Botanical Garden where over 990 individual trees and plants comprised of over 87 different species feature at the centre of the resort's complex next to the lily ponds. This green space has created the perfect habitat for numerous animals, in particular many species of native birds.





## ROOMS

Sofitel Angkor Phokeethra Golf and Spa Resort, a 238-luxury room hotel, offers a variety of rooms, surrounded by naturally greenery set back by a long private drive away from the main roads and street walk. Featuring 2 room categories and 3 categories of suite, we have a large selection to suite your needs, all featuring a blend of French style fused with Cambodian influences, featuring local art, ornaments, sculptures and décor.



*Rooms prominently feature local art, sculptures and ornaments.*



*Resort features Lily Pond and large botanical garden at the centre of its grounds, comprised of native vegetation that are adapted to the local climate to have an emphasis on visual compatibility with the natural environment*

## A.7 Experiential or Interpretation Tourism

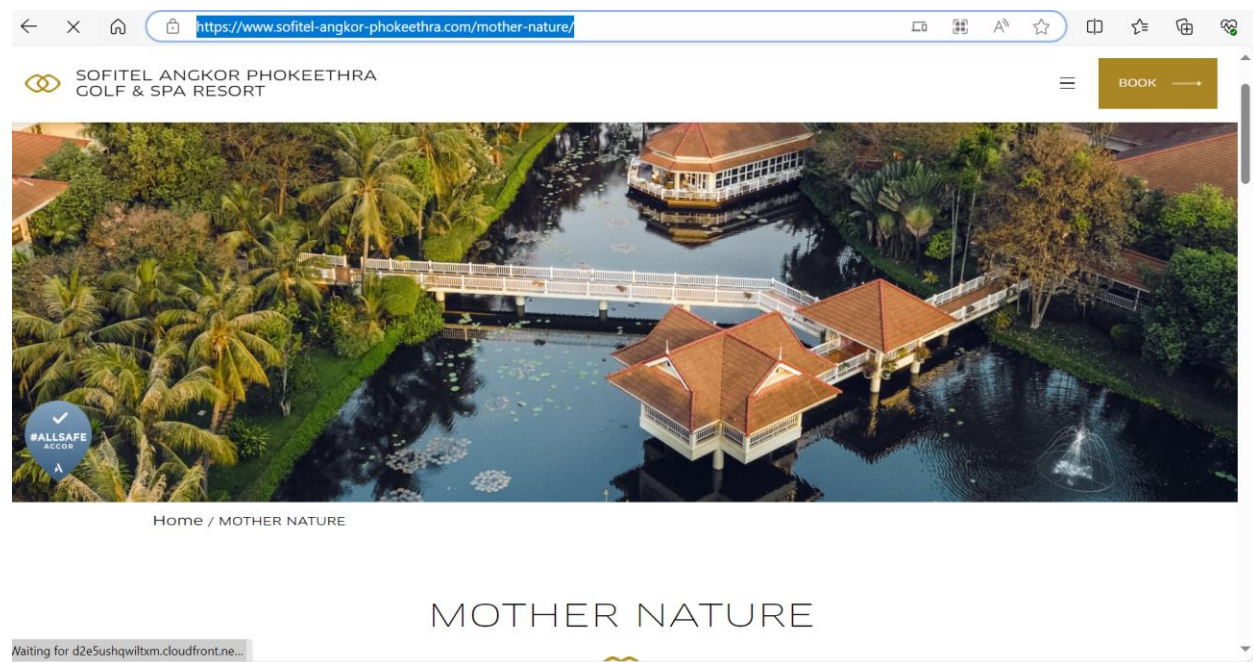
Showing information provided to guests about experiential tourism programs and tours that cover both significant local cultural experiences like the protected heritage sites of Angkor Wat and other nearby temples, as well as places features the local environment and natural surroundings such as bird watching at the Phokeethra Country Club. This information is provided to guests both on the hotel website and inside the in-room directory. The directory also refers guests to the concierge service desk to help book activities. There they have more information about key sites and a list of qualified tour guides registered with the government who can provide the guests with a personalized tour.

Local inhabitants lead all our programs and guide our guests. The guides who conduct the experiential tourism programs for guests need by law to have undergone training and obtain a license to deliver these tourism programs. We have a list of tour guides in Phnom Penh we use and trust with our guests to help connect them to the history, culture and natural environment of the Kingdom of Cambodia.

Sofitel Angkor Phokeethra Golf and Spa Resort, in line with Accor Group's Sofitel brand guidelines, endeavours to deliver imaginative and exhilarating experiences in culturally connected environments offering thoughtful and generous service.

## A.8 Communications Strategy

At Sofitel Angkor Phokeethra Golf and Spa Resort, we communicate with our guests and visitors to the resort and through digital channels, such as our social media pages on Facebook, Instagram and LinkedIn as well as the hotel's official micro- website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation can be found throughout.





Our sustainable operations involve our guests, for example; we have recycled signs in all the rooms in order to give our guests an option whether or not they want the bed linen or towels to be replaced for the day, hence, providing them with an opportunity to play a direct role in water and energy conservation. In addition, guests are encouraged to use the Energy Management System card to reduce energy consumption further and are informed upon request of our transition to LED and energy saving light bulbs.



*Guests are invited to participate in conservation measures to reduce our energy and water consumption by reusing their bed linen and towels.*

## **A.9 Health and Safety**

At Sofitel Angkor Phokeethra Golf and Spa Resort, we follow strict environmental, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury and accidents. In our Manager of Duty Reports, all facilities are inspected regularly to make sure everywhere and everything is kept in good sanitation and cleaning conditions.

Colleagues are appropriately trained so as to make them aware the health and safety issues while working, including a dedicated team trained in how to operate AED. Guests are made aware of hazards by using appropriate signage and other form of communication like cautions, emergency evacuation routes. Purchase and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy and star rated and focusing on Health and Safety parameters. We have an experienced team of engineers and technicians who maintain the facilities with preventive checks so that we have constant reviews on them being in good working condition. All necessary and mandatory safety requirements for the same are in order, such as Method Statement, Risk Assessment, and Personal Protective Equipment to have a safe environment.

External inspections and maintenance of fire and safety equipment are carried out to ensure that the resort risks are reduced. The resort has access to a medical professional who visits the resort periodically for handling any minor mediation or first aid. HACCP standards are adopted to ensure compliance to the Food Safety Management System. New kitchen staff are trained on safety and procedures, and must undergo a mandatory basic food hygiene course in food handling.

### Highlights:

- ∂ Guests are instructed verbally and by posted signs to take care of wet floor.
- ∂ Cautions tapes are put for location with uneven surfaces.
- ∂ Swimming pool depth is clearly marked, trained security officers are physically present at the pool and beach areas.
- ∂ Safety Warnings are displayed in the board. If any events are to be held within the property by external organizers, a clear method statement risk assessment, floor plans, insurance policies, are requested from the organizers, such that a clear gap analysis is conducted, and appropriate preventative measures from our end are also taken.
- ∂ All external contractors need to provide safety permit and equipment for their staff.
- ∂ Use of auto dosing system of Chemicals in Housekeeping, Engineering and Kitchen Stewarding.
- ∂ Disclaimer and caution signage are available in areas.
- ∂ Fire Safety systems are in place and regular testing is been conducted.

### REPORTING EMERGENCIES

The Risk Management Team are trained to respond to emergency situations and our guests is one of the main concerns of Sofitel Angkor Phokeethra Golf and Spa Resort cannot be taught or explained enough and the awareness of team members is therefore encouraged.

DAY OPERATION 0700 – 2300		NIGHT OPERATION 2300 - 0700		PERSON RESPONSIBLE
The Emergency Response Team will consist of a minimum of ten staff members. They are to be supplied as follows:		The Emergency Response Team will consist of a minimum of five staff members. They are to be supplied as follows:		Department Managers to ensure roster is arranged such that there is always minimum number of ERT persons on shift
<u>0700 - 1500</u>		<u>2300 - 0700</u>		
Assistant Manager	Team Leader	Assistant Manager	Team Leader	
Engineering	2 members	F&B – In Room Dining	1 member	
		- Kitchen	1 member	
		- Steward	all members	
F&B - Sidewalk	1 member	Front Office	1 member	
- Kitchen	1 member	Night Audit	1 member	
- In Room Dining	1 member	Housekeeping	all members	
- Stewarding	1 member	Night Porter	all present	
Front Office	1 member			
Concierge	1 member			
Banquets	1 member			
Housekeeping	1 member			
		Afternoon shift members still on duty after 2300 are to attend callouts.		

<b>1500 - 2300</b>			
<b>Assistant Manager</b>	<b>Team Leader</b>		
Engineering	1 member		
F&B - Sidewalk	1 member		
- Kitchen	1 member		
- Stewards	1 member		
- In Room Dining	1 member		
- Trackside	1 member		
-Banquets (if function)	1 member		
Front Office	1 member		
Concierge	1 member		
Housekeeping	1 member		

#### **ACCIDENTS TO TEAM MEMBERS**

If a team member is injured he/she should report immediately to his/her Head of Department or Supervisor no matter how trivial. A qualified first aid representative on duty applies proper first aid if necessary. The Hotel doctor/nurse and the Duty Manager and the Talent and Culture representative should also be informed. An accident report form has to be completed by the Hotel doctor/nurse and copied to all relevant Head of Department and associated members. The Health & Safety / Security Manager will make incident investigations. If the team member sustains a serious injury or illness, they will be referred upon the advice of the Hotel doctor/nurse to an appropriate hospital / medical facility.

#### **ACCIDENTS TO GUESTS**

Any accident to a guest, no matter how small, must be reported immediately to the Hotel doctor/nurse, Head of Department, Supervisor and Duty Manager. The guests should never be left unattended and team members should wait for assistance. An accident report form has to be completed by the Hotel doctor/nurse and Security Manager and sent to all respective departments. Based on the analysis by H&S officer/ Security Manager corrective actions will be taken, in consultation with the General Manager.

#### **FIRST AID**

Sofitel Angkor Phokeethra Golf and Spa Resort has first aid boxes located at various locations on property. All basic injuries or illness will be referred to and monitored by the Resort nurse and trained first aiders on a regular basis. Any serious injuries or illness will be referred to the nearby hospitals / medical institutions upon the advice of the in-house resort nurse.

**First aid injury:** The resort nurse will be able to give an initial preliminary examination, diagnosis, referral and minor pain relief medication such as Paracetamol. An injury that can be adequately treated using topical



wound cleaning, topical medications, ice, heat, non-prescription medications (at non-prescription strength), temporary splinting during transport, simple splinter removal or blister drainage, tetanus immunization, adhesive bandages or wound closures, non-rigid splints, eye irritation for a foreign body, and/or the use of eye patches or finger guards will be facilitated by the nearby Hospitals covered by the resort's insurance companies.

## **COVID19 SAFETY**

Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are. To ensure guest well-being at the resort, we have increased our cleaning standards even further by launching the ALLSAFE Cleanliness and Prevention Label which represents some of the most stringent cleaning standards and operational protocols in the world of hospitality.

To learn more about ALLSAFE : [Click here](#)

## **A.10 Disaster Management & Emergency Response**

Sofitel Angkor Phokeethra Golf and Spa Resort follows the new and updated Emergency Response & Crisis Manuals that have been issued by ACCOR. The hotel carries out mock drills and the emergency response team are well trained to handle the situations. The safety equipment and the alarms are tested on a periodic basis for effectiveness. The reviews and assessments on mock drills are done on a periodic basis.



## B. SOCIAL/ECONOMIC

### B.1 Community Development

Sofitel Angkor Phokeethra Golf and Spa Resort, as a brand with the ACCOR Hotel Group takes into great consideration its roles and responsibilities in contributing to the sustainable development of the communities in which it operates. This aims at maximizing the return on community investments and their impact on the local community. Through our community investment program, we have identified unique areas of involvement where we can actively support our local communities and engage in a mutually rewarding way with our colleagues, partners, stakeholders and communities. Sofitel Angkor Phokeethra Golf and Spa Resort is also a member of the national Tourism of Cambodia association.

- ∂ **Healthcare:** Supporting initiatives aimed at enhancing the health and well-being of local communities.
- ∂ **Education:** Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector.
- ∂ **Cultural Preservation:** Supporting initiatives aimed at preserving local culture and heritage and promoting cultural diversity.
- ∂ **Economic Development:** Supporting initiatives aimed at enhancing the ability of small and medium enterprises (“SMEs”) that are strategically linked to business needs to perform more effectively in order to create economic growth.
- ∂ **Environmental Protection:** Supporting initiatives that help protect the integrity of the environment. We also want to support initiatives that use innovative products and services to help solve environmental problems.



*Sofitel Angkor Phokeethra Golf and Spa Resort is also encouraging the local production and display of ornaments, handicrafts and art within the hotel.*

## Major Focus of CSR Activities

- ∂ Elimination of single use plastic products within the hotel
- ∂ Display and buy local artwork
- ∂ Display local sculptures, ornaments and handicrafts
- ∂ Serve local cuisine and fresh seasonal produce
- ∂ Expand our Chef Herb, Spice and vegetable garden (2024).
- ∂ Provide Internship opportunities to our partnered schools and educational institutions young Cambodians to gain experience in the hospitality industry
- ∂ Host/conduct enriching workshops for our partnered schools and educational institutions for young Cambodians to gain vocational experience and training in the industry



*We support local businesses featuring the work of artisans to promote and sell their products.*

## B.2 Local Employment

Sofitel Angkor Phokeethra Golf & Spa Resort prefers and supports local employment and gives all possible preferences for sourcing workforce in order to support the local community. As part of initiatives, it has mentioned as Cambodian national preferred in specific Job advertisements on LinkedIn and on the ACCOR careers Website.

- ∂ Business conducts and ethics policy
- ∂ ACCOR Ethics CSR Charter
- ∂ Employment Act, 2008 (Act No. 2/2008)

The following charts shows distribution of local employment at Sofitel Angkor Phokeethra Golf and Spa Resort.

## NO. OF LOCAL COLLEAGUES

<b>Ratio</b>	<b>No. of Colleagues</b>
<i>Local</i>	95%
<i>Expats</i>	5%

## NO. OF COLLEAGUES PER LEVEL

<b>Level</b>	<b>No. of Colleagues</b>
<i>Management</i>	16%
<i>Rank and File</i>	84%

### B.3 Fair Trade

Sofitel Angkor Phokeethra Golf and Spa Resort ensures through its Procurement Policy and Code of Conduct for Business partners and suppliers that sustainability criteria are set as the method to select suppliers and procure goods and service at the right quality, price, time, source and delivery while protecting the company. The main focus on the policies is on the suppliers with eco-friendly products and promote on the green purchasing especially through local suppliers where possible with preferences given on the basis of the needs and requirements of the hotel. Through our more Green procurement policy, more sustainable purchasing practices will continue to develop, as we have already shifted to increase our quantity of local vendors, and eco-products used within the hotel, ranging from FSC certified paper, tissues and toilet paper, as well as bamboo dry amenities for all our guest rooms. The procurement of goods should not include Styrofoam items as we work to continue eliminating single use plastic from our entire operation.

### B.4 Local Entrepreneurs

Sofitel Angkor Phokeethra Golf and Spa Resort, as part of the Accor group, wherein our aims to let the guests experience the local produce and local culture we have to offer to them in the midst of their environment. Sofitel Angkor Phokeethra Golf and Spa Resort does not engage with local entrepreneurs dealing with historical, culturally significant, or any other illegal or banned artefacts that are not permitted by law.

### B.5 Respect Local Population

Both staff and guests at Sofitel Angkor Phokeethra Golf and Spa Resort are made aware of the local culture, customs and beliefs, so as not to unintentionally or intentionally display rude or disrespectful behaviour. Information of the same is provided through multimedia or through books and magazines and also to the guest service directory. Local culture awareness presentation is done during the colleagues Induction and also represented in the Employee Handbook. Local development is also promoted in the ACCOR Ethics CSR Charter. Rules and regulations following local culture are also reminded to the guest during the debrief prior to any local activity.



## B.6 Exploitation

Sofitel Angkor Phokeethra Golf and Spa Resort strictly complies with the Children's Rights Protection Act, 2019 (Act No. 19/2019) on the Elimination of child labour, protection of children and young persons. Sofitel Angkor Phokeethra Golf and Spa Resort follows the ACCOR Ethics CSR Charter regarding child exploitation and the WATCH programme. The resort does not encourage any type of exploitation in regards to the labour, sexual abuse or harassment and child trafficking within the resort premises as a part of the Sustainability Management Plan. Accor's WATCH initiative enables the colleagues to know the escalation process training when they notice any type of child exploitation. Appropriate policies are in place against the employment of children, sexual harassment, and exploitation. Sofitel Angkor Phokeethra Golf and Spa Resort has included the WATCH Programme, child exploitation awareness as part of the internal training conveyed to all colleagues through customized training material and videos. Sofitel Angkor Phokeethra Golf and Spa Resort is willing to liaise with all relevant organizations to support and protect children from sexual abuse and trafficking. Accor's WATCH Training program is about fighting against Child Sexual exploitation and it is compulsory that everyone in this resort completes the training.

**WATCH**  
We Act Together For Children

Accor is active in local communities wherein we do business and are committed to sustainable development and solidarity through PLANET 21, our comprehensive program that brings together employees, guests and partners to drive sustainable growth. As part of the Group's Planet 21 commitment, we provide a positive hospitality experience; one that creates links and positive outcomes for all guests, while striving relentlessly to reduce the impacts associated with their operations.

As part of our CSR program, called Planet 21, Accor is committed to Responsible Tourism – it is about respecting, understanding and protecting local communities, while at the same time contributing to their economic growth.

WATCH stands for We Act Together for Children.  
It is the program we introduced in 2014 to step up our efforts to eradicate the sexual exploitation of children.

It is our moral and legal duty to protect children from abuse.  
Because millions of children and youth are in danger.  
Because this practice cuts across geographic, social and cultural boundaries.  
Because it can occur in our hotels, regardless of the brand or geographical location.

**Your Role**  
Specifically, if you suspect human sex trafficking situation, you will inform your supervisor / leader, who will assess the situation.

- Stay alert at all times – Recognize suspicious signs
- If you hear or see something, say something – Share your doubts with your supervisor / leader

**Verbiage for guest request**  
If a guest asks information about our training program, please share the following:  
"WATCH, We Act Together for Children, is an Accor worldwide training program about what to do if we suspect the sexual exploitation of a minor is taking place in any of our hotels, in any country.

**Form of Acknowledgement**  
I acknowledge that I have received and read the WATCH program factsheet above, that I have full understanding of the expectations for my role from this point forward.



## B.7 Equitable Hiring

Sofitel Angkor Phokeethra Golf and Spa Resort promotes diversity and equality on all levels of the business, and no colleagues or applicants are discriminated against in any way. All positions are filled on the basis of competence. Sofitel Angkor Phokeethra Golf and Spa Resort adheres to all local laws and regulations concerning labor laws of the Kingdom of Cambodia, and offers conditions and wages to all employees superior to the minimum requirements. Sofitel Angkor Phokeethra Golf and Spa Resort employs people of different nationalities in the resort. Women candidates are encouraged to apply across all levels of the business.

## GENDER RATIO

<b>Gender</b>	<b>No. of Employees</b>
<i>Male</i>	63%
<i>Female</i>	37%

## COLLEAGUES NATIONALITY STATISTICS AUGUST, 2024

<b>Nationality</b>	<b>Qty</b>	<b>%</b>
Cambodia	231	95.06%
France	5	2.06%
India	2	0.82%
Myanmar	1	0.41%
Switzerland	1	0.41%
Thailand	3	1.25%
<b>Total</b>	<b>243</b>	<b>100%</b>

## B.8 Employee Protection

Salaries and benefits meet national regulations, and all payments required by law into insurance funds are made on behalf of all colleagues. Overtime is paid for hours worked beyond the established work in accordance with the Labour Laws of the Kingdom of Cambodia. Week hours and working hours do not exceed the legal maximum established by the labour law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are accordingly remunerated as per the policies outlined. The colleagues are given career development plans and cross training exposure to preferred areas to motivate the moral of the colleagues.

## **LOCAL INTERNSHIPS & EMPLOYEE TRAINING**

At Sofitel Angkor Phokeethra Golf and Spa Resort Training and capacity building is provided for local community non-employee residents to develop qualified local labour force through Sofitel's Internship Programs. The purpose to improve the soft skills of the participations of the internship program as well as the technical training that they get in their departments. Sofitel Angkor Phokeethra Golf and Spa Resort aims to serve the society by helping the professional growth and development of very bright and talented local graduates who can later fit perfectly within Cambodian hospitality industry. The trainees will be assigned to the respective department based on their passion. The soft skills training sessions will be conducted on a daily - weekly basis with varying periods of time ranging from 1-6 months, as agreed prior by the hotel, educational institution and individual.

As of 2024, Sofitel Angkor Phokeethra Golf and Spa Resort is currently partnered with 5 Schools / Educational institutions to provide these enriching workshops or internship opportunities. Since we first opened the hotel we have welcomed many Cambodian Youths onto internship programs across each and every department of our hotel's operation. We are honoured to continue helping and facilitating the professional growth and development of the future generation of hoteliers.

At Sofitel Angkor Phokeethra Golf and Spa Resort, training and capacity building are additionally offered for all employees to work and develop with their Head of Departments their own tailored Personal Learning Development Plan. Each department submits a monthly training calendar conducted by management for their teams to the Learning and Development Manager. Some training module and courses are compulsory for all employees at the resort either during their induction orientation and on-boarding, or throughout their first 12 months of employment.

### **B.9 Basic Services**

The activities of the business have not impacted or jeopardized resources or services in the local area or neighbouring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect positive influence in the community. The resort was built on an uninhabited and independent island and is producing its own water and its own electricity for its own use.

### **B.10 Local Livelihoods**

Sofitel Angkor Phokeethra Golf and Spa Resort building structures are designed according to legal compliance and appropriate mitigation. The building structure follows the regulations in line with the Ministry of Tourism norms. Activities of the business have not impacted or jeopardized individual or community livelihoods by limiting their legal access to land resource use, to rights-of-way, to transport or to housing.

### **B.11 Bribery & Corruption**

Sofitel Angkor Phokeethra Golf and Spa Resort strictly prohibit all forms of bribery taken directly or indirectly. It prohibits its colleagues from soliciting, arranging or accepting bribes intended for the colleagues benefit or that of the colleagues' family, friend associates or acquaintances. The management reviews on fair practices based on the selection of vendors and materials that are eco-friendly and support the vendors with best environmental practices. Not gifts can be accepted from any supplier or third-party partner. Sofitel Angkor Phokeethra Golf and Spa Resort adheres strictly on anti-bribery and corruption and no forms of bribes or gifts are encouraged. As per Sofitel Angkor Phokeethra Golf and Spa Resort policy, charitable contributions and sponsorships are not used as a subterfuge for bribery.

## C. CULTURAL HERITAGE

### **C1.Code of Behaviour**

The company policy code of conduct includes established guidelines on the code of behaviour concerning the protection of local cultures. Every member of staff must go through this training, which does not only cover the appropriate behaviour and attitudes to show each other, but also how to be respectful to our guests too.

Front of House colleagues at Sofitel Angkor Phokeethra Golf and Spa Resort are trained to guide guests towards the cultural sights, events and/or entertainment/restaurants that the guests are most interested in. Guests are also provided with relevant information of local culture, customs and beliefs of people from the Kingdom of Cambodia, within the hotel directory. In addition, our front office / concierge team will brief guests on the Do's and Don'ts when helping guests book activities, tours or transport with local tour guides /operators.

#### **#1 Learn the complex art of saying 'HELLO'**

Instead of shaking hands, hold out your palms together in a prayer-like gesture and bow slightly. This is called a 'samtai'. You raise both hands, palms close together, and bow your head a little to meet your hands at about the level of your nose. The lower your head is bowed and the higher your hands are held; the greater the respect you show. There are multiple ways to execute this gesture, depending on one's social class, gender and age.



When greeting a monk, 'samtai' him. The monk will not return the 'samtai' but simply acknowledges the greetings.



A younger person greets and older person accepts the greeting by means of the 'samtai' to return the honour.



Normally Khmer people greet each other always and anywhere by means of the 'samtai' gesture, but for close friends a 'samtai' is not considered necessary.



In the workplace it is good for junior people to show respect by 'samtai' senior people. Here, hierarchy overrides age; so a person who is older, but less high in the organisation, will 'samtai' a person who may be younger.

60

**IF IN DOUBT, JUST NOD AND SMILE!**

## **C2. Historical Artefacts**

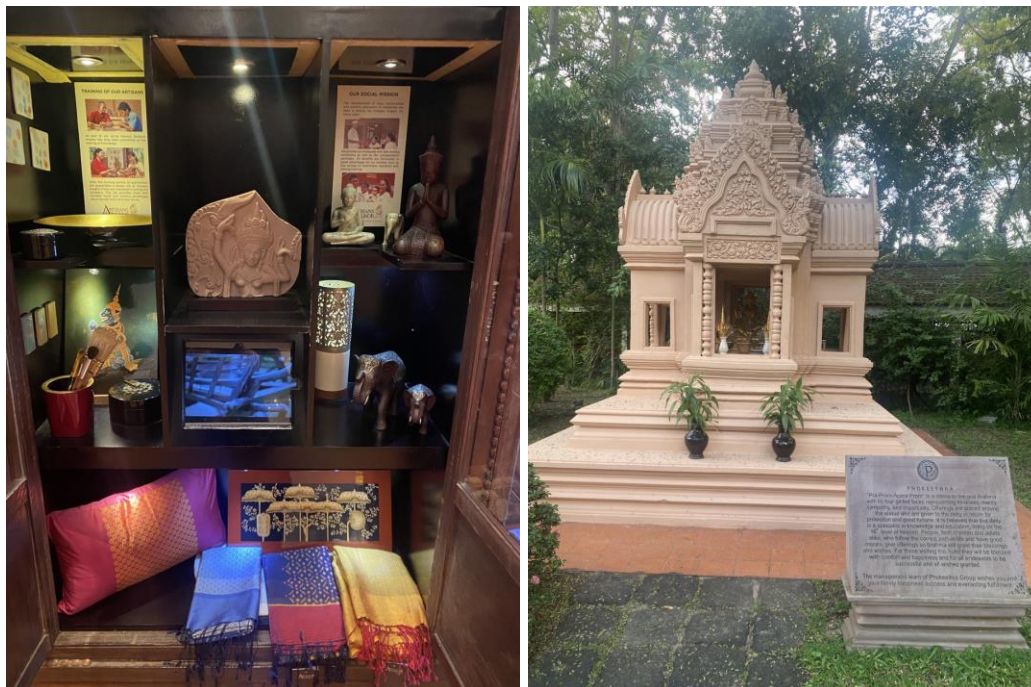
Sofitel Angkor Phokeethra Golf & Spa Resort follows the strictest laws and regulations on banned and illegal souvenirs within the Kingdom of Cambodia and ensures historical and archaeological artefacts are not sold, traded, or displayed.

## **C3. Protection of Sites**

Sofitel Angkor Phokeethra Golf & Spa Resort complies with all laws, standards and regulations concerning the protection of historical sites and cultural heritage within the Kingdom of Cambodia. Guests are provided with information on the preservation and access to the site's history, culture and natural environment within the hotel's in-room directory.

## **C4. Incorporation of Culture**

Sofitel Angkor Phokeethra Golf & Spa Resort places great emphasis on being a part of the local community in regards to cultural and social activities, as well as incorporating use of local food and competencies from local businesses. We take great pride and spend a lot of time and energy explaining our collaboration with local suppliers and businesses to interested parties. Sofitel Angkor Phokeethra Golf & Spa Resort represents the local cultural and heritage by incorporating local art-work, photographs, ornaments and handicrafts into the design of the hotel.



*(L) Photographs of the work of local Cambodian Craftsman and Artisans, which we both promote and sell in the hotel.*

*(R) Shrine in the Resort's grounds.*

## D. ENVIRONMENTAL

### D1. Conserving Resources

In line with Sofitel Angkor Phokeethra Golf and Spa Resort's Sustainability Development Plan, the use of Environmentally Preferable Purchasing (EPP) through its Procurement Policy and Code of Conduct for Suppliers and Business Partners helps the hotel "buy green," and in doing so, uses the buying power to stimulate market demand for green products and services. However, this statement should not be key deciding factor in making a commercial buying decision. Very strong preference given to fair trade and eco-certified suppliers – we will often choose to not have a service, rather than compromising our integrity. Every attempt is made to increase the awareness of the suppliers to avoid using plastic bags, preferring re-useable crates/cases wherever possible.

At Sofitel Angkor Phokeethra Golf and Spa Resort we always try to work towards a greener Cambodia and we strive to implement innovated technologies whatever is the best for our guest and the environment. Chillers and freezers temperatures are measured and monitored on a constant basis by the Kitchen and Engineering departments. Daily energy usage of all areas including meeting rooms and staff accommodation blocks are specified and recorded. Motion sensors and photo cell technology are used for some of the outdoor and car park lighting. All rooms are equipped with an Energy Management System whereby guests need a room key in order to turn on lights and all electric appliances are turned off when guest is not in room if they remove the card. Automatic and efficient temperature is set in all the rooms to the most energy efficient settings relating to the local climate conditions. The resort is transitioning to use LED and energy efficient bulbs for all lights, with some outdoor lighting controlled by a timer system. Energy efficient equipment is purchased wherever available, and only used when needed.

At Sofitel Angkor Phokeethra Golf and Spa Resort we also take daily meter readings to track our water consumption. We have an active system in place to detect and repair leaking toilets, faucets and showerheads in guest rooms, and is run in co-ordination with the housekeeping department and engineering department. We have an opt-in program for guests to help join our water and energy conservation efforts by choosing to reuse their bed linens and towels for a night. In addition, we also have an active system in place to detect and repair all machinery and equipment on a regular monthly basis, and is run by engineering department. In our gardens and green borders around the hotel we use a variety of native plants or low water plants which are adapted to live in the local climate for our landscaping in order to minimise the amount of water our gardening team are required to use. Black and grey Waste Water is managed in a non-polluting way, and does not affect public health, as this is processed through our Waste Water Treatment Plant.

HACCP practices are in place in the resort and guests' preferences and allergies are taken into consideration, offering appropriate portions when requested, to offer the best culinary experience. Sofitel Angkor Phokeethra Golf and Spa Resort has shown their commitment towards a strong food safety culture through regular training in food handling staff on hygiene and allergies as well a health and safety when it comes to handling chemicals. Packages and options for all meeting or event bookings and be customised to include non-plastic water provided, teleconferencing options and white boards inside of paper flipcharts.



## Highlights



*Non-single use plastic, eco-friendly straws are offered upon request only*



*Green Packages are offered to guests, including replacing plastic water bottles with glass, reducing linen and cloth used, and making use of digital screens to reduce paper usage.*

## **D2. Reducing Pollution**

At Sofitel Angkor Phokeethra Golf and Spa Resort we have created a Waste and Pollution Management Plan which aims to first reduce the quantity waste the hotel is generating. We then try to reuse the products and materials as much as we reasonably can without compromising the quality of the service we provide or the safety of our guests and employees. We finally aim to recycle the waste that we do generate. As far as is reasonably possible, waste management and waste minimization will be practiced through the following waste hierarchy approach:

### **Reduce & Reuse**

Waste streaming is a highly effective way of reducing waste. We minimize our output of printed paper and collaterals, and prefer to communicate through our website. No disposable cutlery or other eating utensils are used in the resort.

We obtained a food waste generation baseline at the end of 2023 with the culinary & stewarding departments. As of 1<sup>st</sup> October 2024 we have currently reduced our monthly food waste by 28% and will work to continue monitoring and reducing this further over the next 12 months. Some food-saving measures has already been established such as left over pastries from the guest breakfast buffet sent to the staff canteen instead of being thrown away, and buffet menus for guests changing to a-la carte when the occupancy is low.

### **Recycling**

All kitchens and F&B spaces within the hotel segregate food waste by using clearly marked dry and wet garbage bins. Food waste from the buffet restaurant The Citadel are tracked on a daily basis. A food waste baseline was established at the end of 2023 for all dining outlets which is used by the team and by ACCOR to track the success of our food reducing measures.

Back of house areas are also provided with some different marked bins to further segregate some other recyclable dry items. We currently segregate some Plastic and Aluminium Waste which we sell to a contractor to upcycle and recycle. We will work in 2025 on expanding this to other dry material and recycle wet garbage by turning food waste into compost and animal feed, as well as fuel for our Biogas Machine.

Electronic Waste is separated and kept separated in the IT store room which includes hazardous waste like batteries of computers and other electronic items are sold to recycle and upcycle company Asia Data Destruction (ADD), where detail records are kept and sent regarding the final recycling, upcycling and final disposal of any inventory sold.

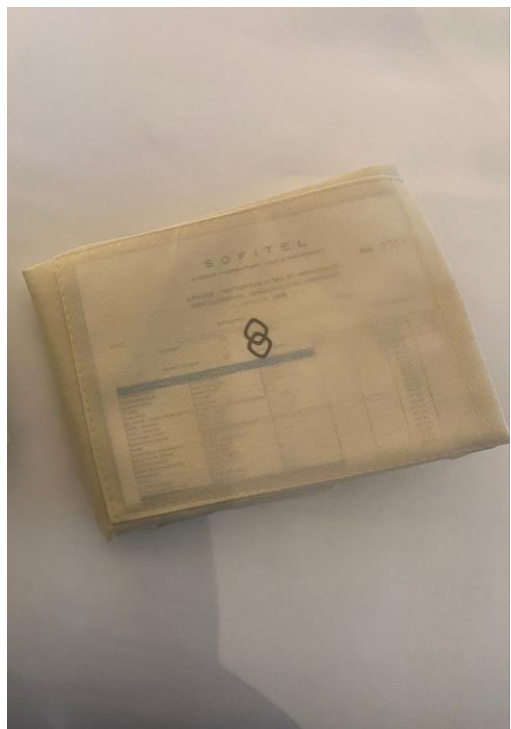
At Angkor Phokeethra Golf and Spa Resort, our concrete aim is to reduce our use of water, electricity and waste in the course of the next year, some of the targets and initiatives to achieve the same are:

- ∂ To raise awareness of the environment within the guest rooms by way of environmental information on the room television and room information brochures.
- ∂ To increase the partnerships with reputable NGOs and waste management companies and ensure the waste segregated and sent is recycled instead of ending up in landfill.
- ∂ To measure emphasis on sustainability development for continual improvement.
- ∂ To implement for energy saving projects.

## Highlights



*Automatic towel dispensers or paper-free hand dryers are used in public restrooms – hand towels are available for the guests*



*Provide Guest and Employee dry cleaning/laundry in reusable, washable bags, or in cases.*



### **D3. Conserving Biodiversity, Ecosystems and Landscapes Wildlife Species**

As part of Sofitel Angkor Phokeethra Golf and Spa Resort's environmental commitment, we are not purchasing, using or promoting any products originating from unsustainable practices or serving food from endangered species prescribed by ICUN Red list. Endangered species or items stemming from unsustainable practices are not used or consumed as per company's purchasing policy.

- ∂ Sofitel Angkor Phokeethra Golf and Spa Resort prohibits has adopted a green Landscaping Policy where the use of invasive alien species in the landscaping or the available potted plants. Native plants and low water plants are used to minimize water in the indoor and outdoor garden.
- ∂ Preserving the environment is one of our core values and we will extend our continuous efforts to raise awareness and encouraging not only our colleagues, but also our guests to be more conscious about the environmental sustainability.



*Natural Flora and Landscaping of the Phokeethra Country Club Gold Course.*

## OUR COMMON FUTURE

We will pursue with our strategy to reduce consumption by changing our behaviours, reviewing our standards & operations, eliminating wastage, improving the performance of the installation & the equipment.

**Sustainability targets for Sofitel Angkor Phokeethra Golf and Spa Resort for upcoming years includes:**

FUTURE VISION	CURRENT PRACTICE	TARGET	BY WHEN
Local employees' employment	95%	>95%	Continuously throughout the year
Gender ratio Female vs Male	37%	>35%	Continuously throughout the year
Occupational Health & Safety Accidents	0 accidents	0 accidents	Year 2025
TRUST YOU surveys	96%	94%	End of 2025
Single-use plastic-free	100% Single-use plastic free FoH	100% Single-use plastic free BoH	End of 2025
LED & Energy Efficient Light Bulbs	98%	100%	End of 2025
Fire & emergency full evacuation drill is conducted including all staff, guests and visitors	Staff conducted, but not guests.	Annually	Annually
Green Globe Certification	1st Audit: Dec 2023	Recertification	End of 2024
Food Waste Reduction	28%	10%	End of 2025
Chef Garden	Have 1, planning expansion	A 2 <sup>nd</sup> Chef Garden Open	End of 2025
Recycling Waste	Electronic, Plastic & Aluminium, Food Waste & Used Cooking Oil	Glass & Cardboard	End of 2025