



STANDARD OPERATING PROCEDURE (SOP)

| | | | |
|---------------------------|------------------------------|----------------|-----------------------------|
| SOP Name: | Environmental Policy | | |
| Effective Date: | 6 th October 2023 | SOP Number: | SUS001 |
| Issuing Department: | Sustainability | Revised on: | 1 st August 2025 |
| Department Head Approval: | Khin Aye Mu | 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 Heartists

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.



STANDARD OPERATING PROCEDURE (SOP)

| | | | |
|---------------------------|------------------------------|----------------|-----------------------------|
| SOP Name: | Environmental Policy | | |
| Effective Date: | 6 th October 2023 | SOP Number: | SUS001 |
| Issuing Department: | Sustainability | Revised on: | 1 st August 2025 |
| Department Head Approval: | Khin Aye Mu | GM's Approval: | Pascal Tadin |
| Concerned department: | Sustainability | | |

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



STANDARD OPERATING PROCEDURE (SOP)

| | | | |
|---------------------------|------------------------------|----------------|-----------------------------|
| SOP Name: | Environmental Policy | | |
| Effective Date: | 6 th October 2023 | SOP Number: | SUS001 |
| Issuing Department: | Sustainability | Revised on: | 1 st August 2025 |
| Department Head Approval: | Khin Aye Mu | GM's Approval: | Pascal Tadin |
| Concerned department: | Sustainability | | |

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:

- a. Continually find ways to reduce water consumption
- b. Reduce water losses by regularly checking for leaks
- c. Install sensors, regulators and other water saving devices
- d. Ensure efficient use of laundry equipment
- e. Sensitize both employees and guests on the responsible use of water
- f. Offer to guests the option of reusing towels and sheets
- g. Limit the use of freshwater by
 - i. Capturing and using rainwater wherever possible
 - ii. Using recycled greywater for irrigation
- h. 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:

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



STANDARD OPERATING PROCEDURE (SOP)

| | | | |
|---------------------------|------------------------------------|----------------|-----------------------------------|
| SOP Name: | Environmental Policy | | |
| Effective Date: | 6th October 2023 | SOP Number: | SUS001 |
| Issuing Department: | Sustainability | Revised on: | 1st August 2025 |
| Department Head Approval: | Khin Aye Mu | GM's Approval: | Pascal Tadin |
| Concerned department: | Sustainability | | |

- g. Organize recycling of materials such as paper/cardboard/glass/plastic packaging, metal cans, ink cartridges, restaurant organic waste, garden green waste, etc.
- h. Engage in projects with the local community for the reuse of recycled materials
- i. Safely dispose of hazardous wastes such as batteries, electrical and electronic devices, fluorescent bulbs/tubes, etc.
- j. Organize and/or support clean-up of the surrounding environment
- k. 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:

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



STANDARD OPERATING PROCEDURE (SOP)

| | | | |
|---------------------------|------------------------------|----------------|-----------------------------|
| SOP Name: | Environmental Policy | | |
| Effective Date: | 6 th October 2023 | SOP Number: | SUS001 |
| Issuing Department: | Sustainability | Revised on: | 1 st August 2025 |
| Department Head Approval: | Khin Aye Mu | GM's Approval: | Pascal Tadin |
| Concerned department: | Sustainability | | |

- h. Encourage and prefer vendors who use recycled packaging material. Explore the possibilities of further reuse and/or recycling with the vendor
- i. 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:

- a. Ensure protection of the natural and cultural values of the area while developing and creating recreational facilities / activities for our guests
- b. Participate in efforts to restore habitat whenever possible
- c. Promote local food, entertainment, culture and cottage industry
- d. Engage with local people when developing cultural attractions
- e. Offer guests and promote souvenirs that are made locally, using eco-friendly materials and that reflect local nature
- f. Provide guests with a list of environment-friendly products and local souvenirs they may buy
- g. 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:

- a. Ensure waste water is not discharged to the river, local area and municipal drainage
- b. Use ecological or organic fertilizers



STANDARD OPERATING PROCEDURE (SOP)

| | | | |
|---------------------------|------------------------------|----------------|---------------------------------|
| SOP Name: | Environmental Policy | | |
| Effective Date: | 6 th October 2023 | SOP Number: | SUS001 |
| Issuing Department: | Sustainability | Revised on: | 28 th September 2024 |
| Department Head Approval: | Khin Aye Mu | GM's Approval: | Pascal Tadin |
| Concerned department: | Sustainability | | |

- c. Comply with local conservation policies
- d. Plant trees to contribute to reversing the warming of our planet and the rising temperature
- e. 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:

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