

Sustainability Plan

1. Key Objective

At Sofitel Bangkok Sukhumvit, our commitment to sustainability is paramount. The key objectives of our Green Globe Sustainability Management Plan are as follows:

1. Guide Decision Making: Our plan serves as a compass, directing our decisions, management strategies, and daily operations towards sustainable practices.
2. Sustainable Development: We aim to grow our business in harmony with the environment, socio-cultural aspects, quality standards, and health and safety considerations.
3. Compliance Assurance: Demonstrating our commitment to adhere to environmental laws and regulations of the Kingdom of Thailand pertaining to hotel operations and sustainability is imperative.
4. Monitoring and Audit: We establish robust monitoring and audit programs to ensure strict adherence to our Sustainability Management Plan and relevant environmental legislation, enabling early detection of any significant environmental impacts.
5. Mitigation Measures: We outline comprehensive mitigation measures to minimize the environmental footprint of our activities, striving to reduce pollution, minimize waste, and conserve resources through effective practices of Reduce, Reuse, and Recycle.
6. Pollution Control Strategies: Implementing pollution control strategies forms a core aspect of our sustainability efforts, ensuring that our business operations are conducted in a manner that minimizes adverse effects on the surrounding environment.
7. Environmental Management Framework: We establish a structured framework for environmental management to ensure the effective implementation of identified mitigation measures, fostering a culture of sustainability throughout our organization.

At Sofitel Bangkok Sukhumvit, we proudly adhere to the standards set forth by Green Globe and embrace the principles of sustainability upheld by the Accor brands.

2. The Scope

The scope of the sustainability management plan covers all activities at Sofitel Bangkok Sukhumvit; it is integrated with all colleagues, customers, business partners, owners, and other stakeholders.

The facilities of the Hotel and Sustainability plan are based on Sofitel Bangkok Sukhumvit size and facilities.

- 345 Rooms
- Event Spaces
- Pool
- Restaurants, Le Macron, Masion Mizuki, Volia, Bella Sera, Belga & Pool Bar
- Spa & Gym
- Retail shops for beauty and fashion

3. Accor Vision

To be the world's benchmark hospitality player so we can offer our guests, employees and partners a unique experience.

ACCOR Values:

- Guest Passion
- Sustainable Performance
- Trust
- Respect
- Innovation
- Spirit of Conquest



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4. Area of Focus for Sustainability plan in conjunction with Green Globe

- Environmental Stewardship:

Sofitel Bangkok Sukhumvit actively participates in Sustainable management plan of the Accor Group with partnership with Green globe, which focuses on conserving resources, reducing pollution, and preserving biodiversity, ecosystems, and landscapes. We are dedicated to implementing recommendations for reducing our carbon imprint. Our property continues to analyze our environmental impact and looks at ways to develop and measures to mitigate these impacts. We are committed to protecting the environment by conserving depleting resources, controlling pollution, and reducing carbon emissions.

- Socio-Cultural Responsibility

At Sofitel Bangkok Sukhumvit, we uphold our socio-cultural responsibility as part of the Ethical and CSR charter of the Accor Group. Our team actively engages in corporate social responsibility initiatives to support local communities, employees, guests, and other stakeholders. We adhere to a policy against commercial exploitation, ensuring equitable hiring practices and prioritizing employee protection. Moreover, we are committed to ensuring that our business operations do not compromise the provision of basic services, such as water, energy, or sanitation, to neighboring communities. Sofitel Bangkok Sukhumvit strictly follows Accor's policy against discrimination in any form, fostering an inclusive and respectful environment for all.

- Quality Assurance

At Sofitel Bangkok Sukhumvit, our commitment lies in delivering sustainable and top-tier service alongside quality products. We prioritize engaging with our clients for feedback, ensuring that we not only meet but exceed their expectations. Recognizing the evolving expectations of our guests, we strive to stay ahead of the industry curve by implementing innovative and sustainable practices. This dedication ensures that we not only meet the needs of our guests but also contribute positively to our environment and community.

- Health and Safety

At Sofitel Bangkok Sukhumvit, we prioritize the safety and well-being of our guests, staff, and stakeholders. We diligently adhere to all health and safety regulations mandated by local authorities, ensuring comprehensive protection for all. Utilization of safety instruments and machinery is accompanied by the requisite personal protective equipment (PPE) necessary for each task. We provide thorough training on health and safety protocols to all staff and contractors, empowering them to navigate their roles safely. Sofitel Bangkok Sukhumvit continuously initiates measures to maintain a safe and secure work environment for all members. Regular training sessions and internal Health and Safety audits are conducted to uphold our commitment to providing a secure environment for everyone involved.

- Communication and Engagement

At Sofitel Bangkok Sukhumvit, we prioritize transparent communication and engagement regarding our sustainability endeavors with guests, employees, and stakeholders. We are committed to openly sharing information about our sustainability initiatives, inviting guests to actively participate in these efforts. Additionally, we actively seek feedback and input from our stakeholders to continually enhance our sustainability practices.



- **Long-Term Perspective**

At Sofitel Bangkok Sukhumvit, we understand that sustainability is not a destination but an ongoing journey. We are committed to continuously evaluating and adjusting our Sustainability Management System (SMS) to tackle emerging sustainability challenges and capitalize on opportunities. By doing so, we aim to secure a sustainable future for Sofitel Bangkok Sukhumvit in Thailand, ensuring that our commitment to sustainability remains steadfast and relevant in the ever-changing landscape of hospitality and environmental stewardship.

5. Implementing a Sustainable Management Green Globe:

At Sofitel Bangkok Sukhumvit, we are dedicated to establishing and upholding the principles of sustainability in accordance with the requirements of Green Globe. Our commitment involves incorporating various elements outlined in the Green Globe sustainability practices.

To effectively implement sustainable management practices, we shall:

- Formulate policies and procedures that are tailored to the nature and scale of our organization's activities.
- Align these policies and procedures with the four key areas of Green Globe, covering environmental, socio-cultural, quality, and health & safety issues.
- Commit to continually improving our Sustainable Management Plan (SMP) and set targets in alignment with Green Globe standards.
- Ensure compliance with current applicable legislations, regulations, and other requirements.
- Establish a framework for setting and reviewing SMP objectives and targets.
- Document, implement, maintain, and communicate these policies and procedures to all employees.
- Make them accessible to all interested parties and associates.
- Periodically review the SMP to ensure its relevance and appropriateness to our organization.
- Monitor our sustainability efforts on a yearly basis, aiming for a score of 125 points or higher to reflect our commitment to Green Globe sustainability initiatives.

At Sofitel Bangkok Sukhumvit, we strive to integrate sustainability into every aspect of our operations, ensuring that we meet and exceed the highest standards of environmental and social responsibility.

6. Legal Compliance

At Sofitel Bangkok Sukhumvit, we prioritize adherence to legal requirements to ensure the safety, well-being, and protection of our guests and colleagues. Our hotel is licensed by Thai law and complies with all relevant international or local legislation and regulations. This includes but is not limited to health, safety, labor, and environmental aspects. We ensure that our insurance policies and other instruments for guest and colleague protection are regularly updated and in order, providing a secure and compliant environment for everyone involved.

7. Employee Training

Employee hiring, training, annual appraisal, and performance review at Sofitel Bangkok Sukhumvit align with the standards set by the Accor Group. We offer various training modules initiated by the Accor Group, focusing on skills, knowledge, and attributes essential for organizational and individual success.

Once competencies are identified, individuals are trained and developed accordingly, fostering a team of successful colleagues capable of achieving business goals and executing strategies effectively.



While competencies are crucial for success, they alone do not guarantee it. At Sofitel Bangkok Sukhumvit, we recognize that assessing individuals solely based on competencies is insufficient. We also measure their achievements against the desired business goals within their roles. Competencies serve as the link between organizational vision, behaviors, outputs, and results, forming the foundation for recruitment, selection, performance management, development, and succession planning.

To ensure comprehensive training, sustainability management, health and safety, and environmental impact modules are incorporated into our employee induction process.

Our Sustainability goals and management plans are effectively communicated to employees during induction and allocated specific training sessions on sustainability management. At Sofitel Bangkok Sukhumvit, we are committed to empowering our employees with the knowledge and skills necessary to contribute to our sustainability initiatives and drive our business forward.

8. Customer Satisfaction

At Sofitel Bangkok Sukhumvit, customer satisfaction is paramount, and every department operates with a focus on continuous improvement and long-term sustainability. We collaborate across all departments and areas of the business to ensure that our guests are always our top priority. We have established a robust system to measure our performance and promptly address any areas where we may fall short of achieving desired results.

In addition to monitoring customer satisfaction, we also review and monitor internal quality performance to uphold our high standards. We utilize various tools and methods for monitoring and reviewing customer satisfaction and internal quality performance. These include bi-annual LQA mystery audits, feedback collected through platforms such as Trust You and, financial audits on cashiering practices, and online social media platforms such as TripAdvisor and Booking.com, which provide insights into guest needs and preferences.

These tools serve as valuable resources for assessing guest satisfaction levels and ensuring that scores are monitored regularly. We are committed to taking necessary actions based on the feedback received to continuously enhance the guest experience and maintain our reputation for excellence at Sofitel Bangkok Sukhumvit.

9. Accuracy of Promotional Materials

At Sofitel Bangkok Sukhumvit, all promotional materials undergo thorough review by our Sales and Marketing team to ensure accuracy and alignment with Accor Group principles, local regulations, cultural norms, and sustainability practices. We adhere to guidelines set forth by Green Globe to uphold our commitment to sustainability in all our communications.

Any feedback or dissatisfaction from our guests regarding promotional materials is carefully tracked through guest feedback forms such as TrustYou and online reviews. We take this feedback seriously and use it to continuously improve our promotional materials and ensure that they accurately reflect the experiences and offerings at Sofitel Bangkok Sukhumvit.

10. Local Zoning, Design, and Construction

At Sofitel Bangkok Sukhumvit, our property, Hotel License Title Deeps, has been obtained in accordance with regulations set by the relevant Thai government agencies. Our construction and design processes are conducted in compliance with the approvals and guidelines provided by these agencies. We ensure that our hotel meets all local zoning regulations and adheres to all design and construction standards, ensuring a safe and comfortable environment for our guests.



11. Community Development

At Sofitel Bangkok Sukhumvit, we are committed to actively contributing to the sustainable development of the communities in which we operate, in alignment with Accor initiatives for sustainability. We aim to maximize the impact of our community investments and create positive outcomes for the local community, employees, partners, stakeholders, and residents alike.

Through our community investment program, we have identified several key areas of involvement:

Healthcare: We support initiatives aimed at enhancing the health and well-being of local communities, and promoting access to quality healthcare services and resources.

Education: We contribute to initiatives focused on vocational training and skills development, particularly in the tourism and hospitality sector, to improve employability and foster economic empowerment.

Cultural Preservation: We actively support initiatives aimed at preserving local culture, and heritage, and promoting cultural diversity, recognizing the importance of preserving and celebrating the unique cultural identity of our communities.

Economic Development: We collaborate with initiatives aimed at enhancing the capacity of small and medium enterprises (SMEs) strategically linked to our business needs, fostering economic growth and sustainability within the local economy.

Environmental Protection: We are dedicated to supporting initiatives that contribute to environmental protection, including those that promote the integrity of the environment and innovative solutions to address environmental challenges.

At Sofitel Bangkok Sukhumvit, we are committed to making meaningful contributions to the well-being and sustainability of our communities, reflecting our values of responsibility, respect, and care for the environment.

12. Local Employment

At Sofitel Bangkok Sukhumvit, we prioritize and actively support local employment, recognizing the importance of contributing to the growth and prosperity of the local community. We give preference to sourcing our workforce locally whenever possible, providing opportunities for local residents to join our team.

As part of our commitment to local employment, we actively participate in relevant local career road shows and events as outlined in our annual calendar. These events serve as platforms for us to connect with potential candidates from the local community and to showcase the career opportunities available at our hotel.

Additionally, as part of our sustainability plan, we collaborate with various hotel management colleges to support the recruitment of local individuals as both employees and interns. By engaging with educational institutions, we aim to provide valuable training and employment opportunities for aspiring hospitality professionals from the local area.

At Sofitel Bangkok Sukhumvit, we believe in the importance of investing in the local workforce and empowering individuals to contribute to the success and growth of our hotel and the wider community.



13. Purchasing Policy

At Sofitel Bangkok Sukhumvit, we prioritize the use of appropriate methods to select suppliers and procure goods and services that meet our standards of quality, price, timing, sourcing, and delivery while safeguarding the interests of the company. Our purchasing practices focus on sourcing from suppliers who offer eco-friendly and sustainable products, aligning with our commitment to environmental responsibility.

We prioritize purchasing from local suppliers whenever feasible, considering the needs and requirements of our hotel operations. Our Green procurement policy guides our purchasing decisions, emphasizing the procurement of goods and services from local vendors that offer eco-friendly products. This includes amenities and chemicals that are eco-certified, such as those with low or zero VOC (Volatile Organic Compounds) for paints, as well as products certified by the Forest Stewardship Council (FSC) for paper and wood.

By adhering to our Green procurement policy, Sofitel Bangkok Sukhumvit aims to minimize our environmental impact while supporting local businesses and promoting sustainability throughout our supply chain.

14. Local Vendors

At Sofitel Bangkok Sukhumvit, we do not engage with local entrepreneurs dealing with historical artifacts, as it is not permitted by law. However, we actively organize events and activities that showcase the local culture, especially during significant cultural festivals such as Songkran, Loy Krathong, and events commemorating the Queen's or the late King's Birthday.

15. Local Culture

At Sofitel Bangkok Sukhumvit, we ensure that both guests and employees are made aware of the local culture. Information about local customs and traditions is provided through our website, sales presentations, and digital communication channels. During employee induction, we conduct presentations on local cultural awareness, and a local cultural information booklet is available at our tour desk to further educate and inform guests.

16. Exploitation

Sofitel Bangkok Sukhumvit strictly complies with Thai labor laws and regulations, particularly concerning child labor and exploitation. We have implemented a Child Exploitation Policy and Watch Program to prevent and address any instances of child exploitation, labor abuse, sexual harassment, and trafficking within our premises. Our employees are trained on the escalation process through Accor's WATCH initiative to report any suspected cases of exploitation. We have policies in place against the employment of children, sexual harassment, and exploitation, and we actively participate in awareness campaigns and training sessions to combat these issues.

17. Equitable Hiring

At Sofitel Bangkok Sukhumvit, we promote diversity and equality in all aspects of our business operations. We do not discriminate against any employees or applicants based on factors such as gender, race, religion, or nationality. All positions are filled based on competence, and we adhere to all local labor laws and regulations. Our hotel offers conditions and wages that exceed the minimum requirements set by law, ensuring fair treatment and opportunities for all employees.

18. Employee Protection

We prioritize the protection and well-being of our employees at Sofitel Bangkok Sukhumvit. Salaries and benefits meet national regulations, and we ensure that all required payments into insurance and holiday funds are made on behalf of our employees. Overtime is compensated by Thai labor laws, and our working hours comply with legal maximums. We provide career development plans and cross-training opportunities to motivate and support our employees' professional growth and morale.



19. Basic Services

The activities of Sofitel Bangkok Sukhumvit do not negatively impact or jeopardize resources or services in the local area or neighboring communities. Our business generates secure job opportunities and contributes positively to the community.

20. Local Livelihoods

Sofitel Bangkok Sukhumvit has designed runoff systems from buildings and throughout hotel facilities to comply with legal requirements and mitigate any potential negative impacts. Our building structures adhere to regulations in line with Thai Municipality norms, ensuring minimal disruption to local livelihoods.

21. Bribery & Corruption

We strictly prohibit all forms of bribery and corruption at Sofitel Bangkok Sukhumvit. Our employees are not permitted to solicit, arrange, or accept bribes intended for their benefit or that of their family, friends, associates, or acquaintances. We review vendor selection based on fair practices, prioritizing eco-friendly materials and suppliers with the best environmental practices. Gifts from suppliers or third-party partners are not accepted, and we adhere strictly to anti-bribery and corruption policies. Charitable contributions and sponsorships are never used as a cover for bribery.

22. Cultural Heritage

* Code of Behavior

The company's policy code of conduct includes established guidelines on behavior that promote the protection of local cultures. Guests are provided with relevant information about the local culture, customs, and tourism in Thailand to ensure respectful interactions with the local community.

- Historical Artifacts

At Sofitel Bangkok Sukhumvit, our employees are trained to guide guests toward cultural sights, events, and entertainment.

Local Thai culture and idiosyncrasies are explained and discussed with guests, and it's acknowledged that the culture may be significantly different from those of guests from other countries.

These Do's and don'ts are available and discussed to clients at the concierge.

Historical and archaeological artifacts are not sold, traded, or displayed at Sofitel Bangkok Sukhumvit. Our business fully complies with laws, standards, and regulations concerning the protection of historical sites and cultural heritage.

- Incorporation of Culture

Sofitel Bangkok Sukhumvit places significant emphasis on being an integral part of the local environment through cultural and social activities, as well as by incorporating local food and expertise from local businesses. We take pride in explaining our collaboration with local suppliers and businesses to interested parties. As a representation of local cultural heritage.

23. Conservation of Biodiversity & Waste reduction

At Sofitel Bangkok Sukhumvit, we are committed to conserving biodiversity and reducing our environmental footprint in alignment with our Sustainability Development plan.

Environmentally Preferable Purchasing (EPP): We prioritize environmentally friendly purchasing practices to "buy green" and stimulate market demand for sustainable products and services.

While this is an important consideration, it is not the sole deciding factor in commercial buying decisions.



Biodiversity Preservation: Sofitel Bangkok Sukhumvit strictly adheres to Accor group policies and does not purchase, use, or promote products originating from unsustainable practices or serving food from endangered species listed on the IUCN Red List. We support biodiversity conservation efforts through initiatives such as the Oceans for All Foundation ORG.

Invasive Species Prevention: We prohibit the use of invasive alien species in landscaping and potted plants to preserve native biodiversity. Native and low-water plants are utilized in both indoor and outdoor gardens to minimize water usage and promote sustainability.

Awareness and Education: Preserving the environment is a core value at Sofitel Bangkok Sukhumvit, and we are dedicated to raising awareness and encouraging environmental consciousness among our employees and guests.

24. Conservation of Resources, Reduction of Waste

At Sofitel Bangkok Sukhumvit, we prioritize the conservation of resources and reduction of waste in line with our commitment to environmental sustainability.

Wastewater Management: Black and gray wastewater is managed in a non-polluting manner to comply with Thai law and ensure it does not impact public health.

Energy and Water Conservation: To conserve resources, most areas are equipped with LED lights and water-saving fixtures. Outdoor lighting is controlled by timers, lighting in many public areas to minimize energy consumption. timing sensors are utilized in some areas, and we are exploring opportunities to expand their coverage. Additionally, all rooms require a room key to activate lights, ensuring that electric appliances are turned off when guests are not present.

Reduction of Printed Material: We minimize the use of printed materials by prioritizing digital communication channels such as our website and Digivalet, which serve as a "all services" app and replace traditional restaurant and room service menus.

Efficient Equipment Usage: Energy-efficient equipment is purchased and used only when necessary to reduce energy consumption. Additionally, refrigerator and freezer temperatures are regularly monitored to optimize energy usage.

Waste Reduction Practices: We repurpose bed linen, duvets, and towels that are still usable for cleaning cloths to minimize waste. Disposable cutlery and eating utensils are not used within the hotel premises.

Items that can be repurposed in different areas rather than wasted

Efficient Maintenance Procedures: We utilize the "Stay Please" to facilitate fast communication between departments and track important maintenance tasks, such as addressing room maintenance issues.

This system ensures efficient handling of maintenance issues within the hotel.

Native Plant Landscaping: Landscaping features native or low-water plants to minimize water usage in our outdoor garden, further contributing to resource conservation effort.



25. Waste Management at Sofitel Bangkok Sukhumvit

At Sofitel Bangkok Sukhumvit, we are committed to effective waste management and waste minimization practices following a waste hierarchy approach:

Waste Segregation

A third party is employed to ensure all items are separated and sent to appropriate waste management.

Hazardous Waste Management

Hazardous wastes such as batteries and bulbs are separated and stored in designated areas monitored by our engineering team. These wastes are disposed of through approved suppliers to ensure proper handling and disposal in compliance with regulations.

Employee Awareness

New employees receive thorough training on the benefits of waste segregation, waste collection procedures, and the hotel's environmental policies to ensure their active participation in waste management practices.

Efficient Resource Usage

Efforts are made to minimize waste production, and items that can be reused are retained rather than discarded. All back-office computers and electronic equipment are shut down at the end of the workday, and meeting room lights and equipment are turned off when not in use. Appliances are set to operate at the most efficient levels to conserve energy and reduce unnecessary consumption.

Sofitel Bangkok Sukhumvit is dedicated to promoting sustainability in all aspects of its operations, contributing to a positive impact on the environment, local communities, and stakeholders while providing exceptional service to its guests.



David Talbot
Hotel Manager
Sofitel Bangkok Sukhumvit

