

GRAND MERCURE

PHUKET PATONG

ANNUAL REPORT 2025





ANOTHER DAY IN PARADISE... 2025 IN REVIEW AND WHAT'S COMING NEXT ?!

Dear Guests, partners, team & family members,

It is with immense pleasure I am today sharing with you few of the many activities and actions undertaken here at Grand Mercure Phuket Patong but also through the most diverse and local communities the Island of Phuket is known for.

Sustainability has always been at the very heart of everything we do and while we officially reached a new milestone last year, eliminating entirely single-use plastic from our rooms, kitchens and offices, we have also conducted 15 distinct CSR initiatives in 2025.

From regular trips and donations to "Baan Lung Pitak" Orphanage in Phuket Town to the creation of a nursery room at Phuket's Panyanukul School (children with disabilities), our Team has always been very dynamic and rewarded with large smiles.

Each year, we are also leading the Team into the organization of Accor Hotels 'Heart Break Hill' Mini Marathon race, event in which 100% of the profits are every year being redistributed to schools and students directly (scholarships). It will be our 9th edition this year (2026).

As planned, we completed the installation of our solar panels and are generating up to 186KWH, helping us reduce both consumption and our carbon footprint while becoming one of the first property in Patong, Phuket to do so.

Our Journey towards sustainability is ongoing and we invite you to be part of it and help us reach new heights in 2026 and beyond.

"We do not inherit the earth from our ancestors, we borrow it from our children" - Native American proverb

Thank you

Sebastien Tronchet



HIGHLIGHT OF 2025



188,574

TOTAL NUMBER OF GUEST



247

AVERAGE EMPLOYEES



93,698

TOTAL ROOM OCCUPIED



241 (98.16%)

LOCAL EMPLOYEES



89.46%

REPUTATION PERFORMANCE SCORE

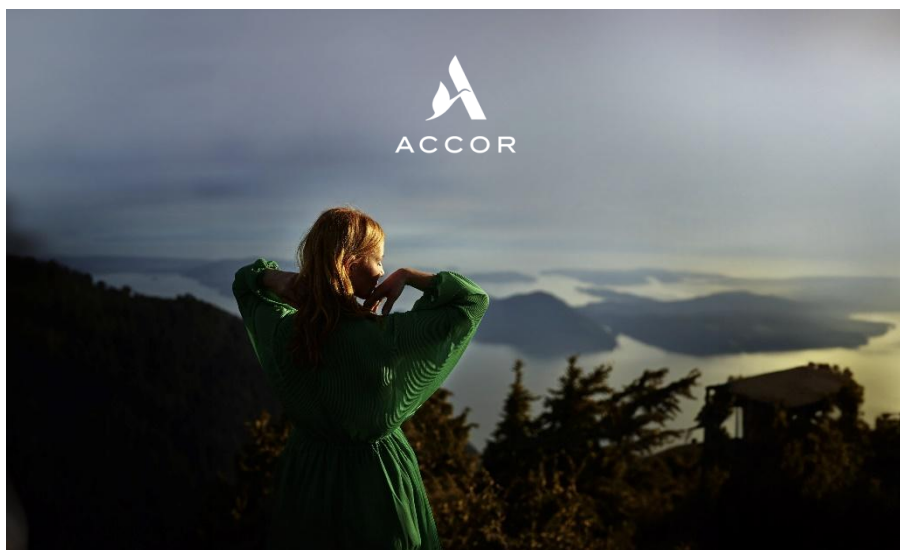


15

CRS ACTIVITIES



ACCOR'S PURPOSE UNVEILED



THIS IS OUR PURPOSE

“Pioneering the art of responsible hospitality, Connecting cultures, with heartfelt care.”



ACCOR'S PURPOSE UNVEILED

Accor purpose is made up of 4 pillars

1

ART OF HOSPITALITY

We unleash our Heartists' creativity and curiosity in serving our Guests

We infuse excellence to drive performance



2

RESPONSIBLE HOSPITALITY

We set the industry standards for ethical and responsible operations

We strive to make every stay a contribution to society and the environment



3

CONNECTING CULTURES

We turn every day into an intercultural journey

We promote and preserve local identities



4

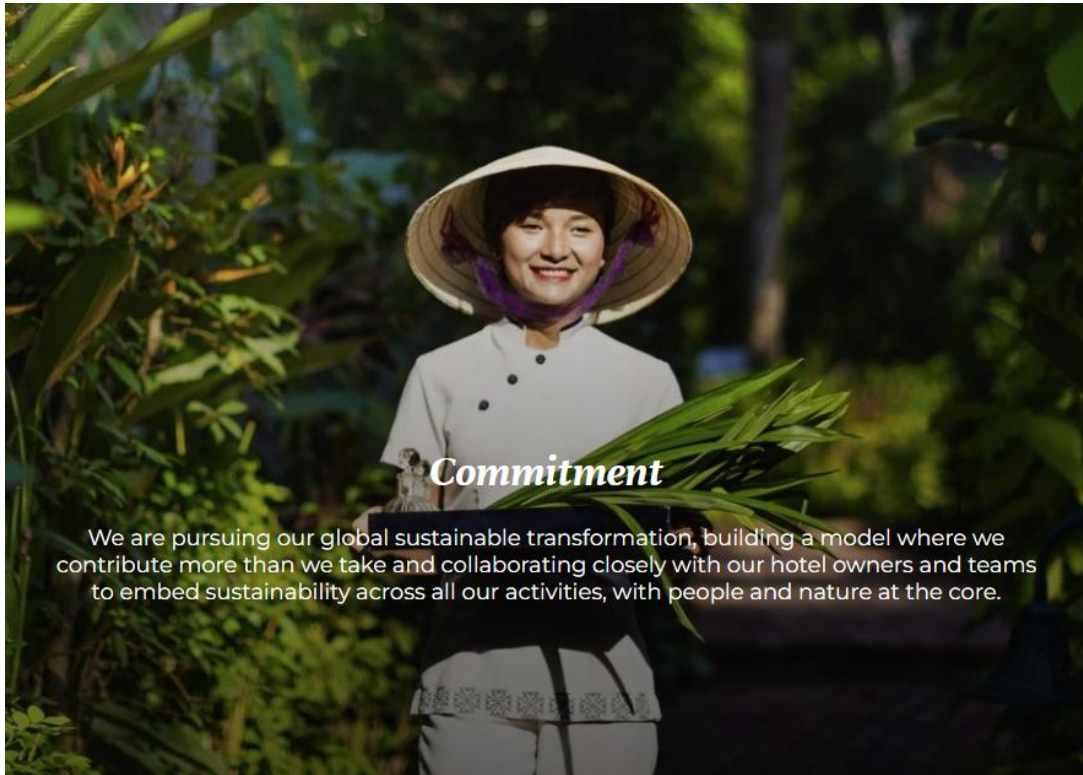
HEARTFELT CARE

We embed a fair chance culture

We foster empathy and wellbeing in our ways of working



ACCOR COMMITMENT



Refer to [Accor - Commitment](#)



Sustainability Strategy

Forging a Sustainable Future for Hospitality



Collective Mobilization

Sustainability Is a Collective Journey



Changing our Approach to Fight Food Waste

A More Robust Methodology at Every Step of Our Food Cycle



GRAND MERCURE : BRAND BELIEFS

- | Mass tourism has a detrimental impact on local communities.
- | Travel should enable a **respectful** and **mindful** immersion into the local culture.
- | Travel is intrinsically linked to discovering each country **national heritage**: this is how you understand a culture, its customs and rituals, and connect with local communities.
- | Hotel design & architecture should be **anchored** in the local community, allowing the (re)connection to the country national heritage with a **fresh perspective**.



GRAND MERCURE PHUKET PATONG

GRAND MERCURE PHUKET PATONG

TEAM is committed to Accor hotels and its environmental and social priorities. Most of Group's ESG initiatives tend towards the protection and the sustainable future of our Planet and our people. We, as a team of dedicated professionals and individuals vow to do things better and in a more sustainable manner. All actors, from our Owners, to our partners, suppliers and guests, all employees starting from top to bottom are here to make a difference and open a road for others to follow. Plans to reduce energy and water consumption, carbon emissions, food waste and waste production of all sorts are soon to be implemented if not already.

All employees agree to perform their respective tasks in line with the set of procedures



and policies our hotel is committed to comply with. The primary purpose of sustainability management plan is to lead & educate people walking through our property daily towards more sustainable practices. This is made through training when it comes to our Team members but also positive and honest communication with other stakeholders.

Our sustainability management plan covers all activities and all areas of Grand Mercure Phuket Patong and its integration with all its peers, colleagues, clients, nearby governmental institutions, neighbors, suppliers, business partners and finally our Owners without whom this can't be happening. We shall not take everything for granted and rather be thankful for what we have and the support we are getting in our daily efforts to make this place a better one.

GRAND MERCURE PHUKET PATONG

ENVIRONMENTAL

Grand Mercure Phuket Patong will be actively involved in conserving resources, reducing pollution, conserving, biodiversity, ecosystems, landscapes and local community environmental activities

SOCIOCULTURAL

We as a team, will be involved in corporate social responsibility actions, community development, local employment, fair trade supporting local entrepreneurs, respecting local communities and implementing a policy against commercial exploitation along with the employee and child act (ECPAT).



QUALITY

Any activity that can sustain itself economically through creating competitive advantages within the industry with inspired services that not only meets but exceeds guest expectations, will contribute to the economic well-being of the surrounding community through local ownership, employment find locally a sustainable business should benefit it's called links customers, business partners, owners, and all stakeholders.

HEALTH AND SAFETY

Our Hotel complies with all established and local health and safety regulations, while ensuring both guests and colleagues are safe and secure in the environment they work in and visit. Safety Manager and security officers are on a full-time basis to ensure that we comply with all relevant legislation.

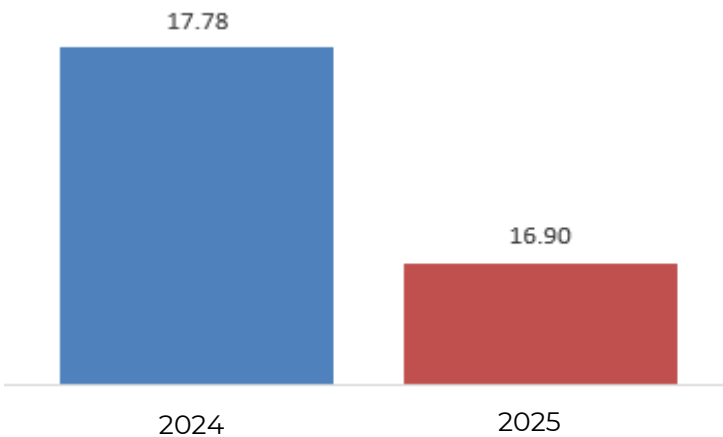
RESOURCES MANAGEMENT



ELECTRIC CONSUMPTION PER SQM 2024 VS 2025



WATER CONSUMPTION PER SQM 2024 VS 2025

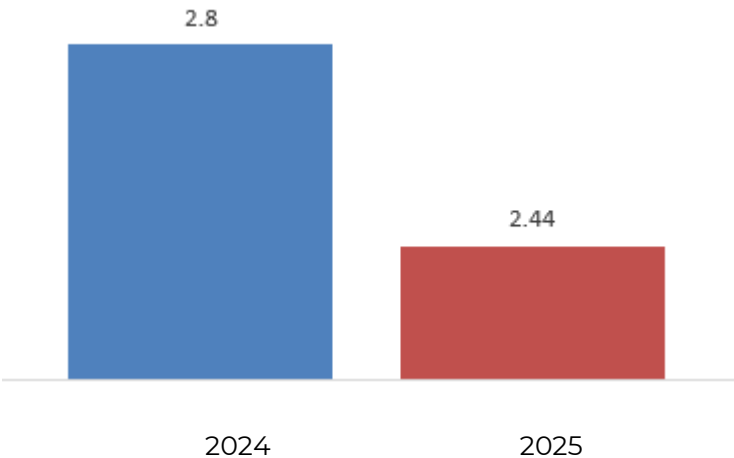


ELECTRIC CONSUMPTION IN 2025

0.45% HIGHER THAN IN 2024

2024: 17.78 kWh/sqm

2025: 16.90 kWh/sqm



WATER CONSUMPTION POR 2025

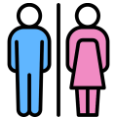
-8.28 % LOWER THAN 2024

2024 :2.8 m3/sqm

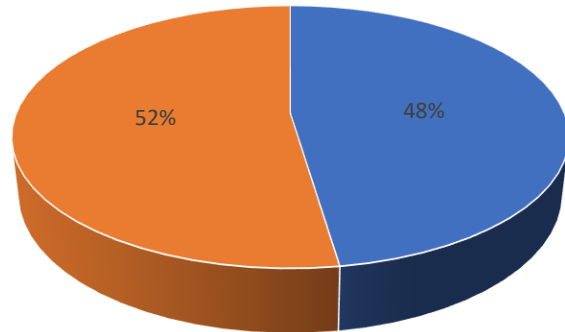
2025 :2.4 m3/sqm



OUR TALENTS



GENDER



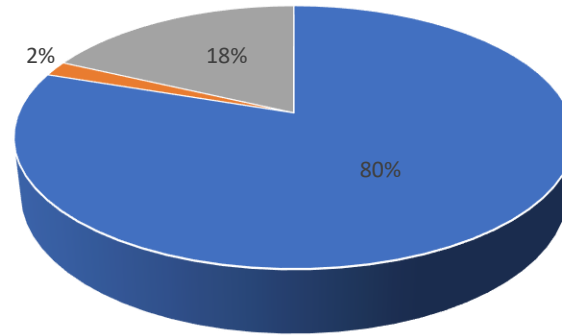
■ Male ■ Female

52%
FEMALE

48%
MALE



RELIGION



■ Buddhism ■ Others ■ Islam

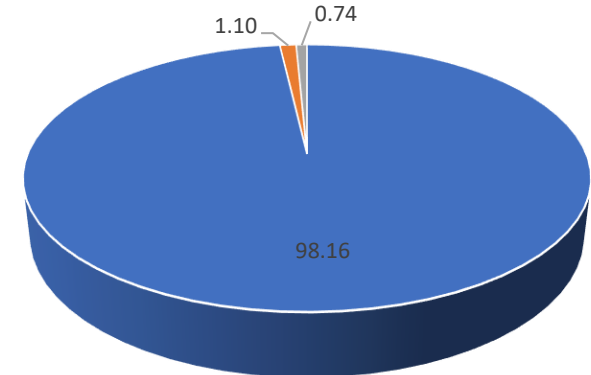
80%
BUDDHISM

18%
ISLAM

2%
Others



NATIONALITY



■ Thai ■ Filipino ■ French, Chinese

98.16%
THAI

1.10%
Filipino

0.74%
French, Mongolian,
Chinese

CSR ACTIVITIES : CHILDREN DAY – JANUARY 2025



Children Day

 11 January 2025

 Patong Municipality

Grand Mercure Phuket Patong sponsors gifts for children in celebration of Children's Day with Patong Municipality.

Total value of donated items
Bicycle 1,850 THB

CSR ACTIVITIES : BAAN LUNG PITAK – FEBRUARY 2025



Baan Lung Pitak

 24 February 2025

 Baan Lung Pitak

Grand Mercure Phuket Patong participated in community activities with the children and shared snacks for the kids.



CSR ACTIVITIES : BLOOD DONATION – FEBRUARY 2025



Blood donation by Vachira Phuket Hospital

 25 February 2025

 Grand M Ballroom at Grand Mercure Phuket Patong

Grand Mercure Phuket Patong
coordinated with Vachira Phuket
Hospital to arrange blood donation.



CSR ACTIVITIES : DONATION FOR CANCER BUILDING– FEBRUARY 2025



Donation for Cancer Building

📅 25 February 2025

📍 Vachira Phuket Hospital

Grand Mercure Phuket Patong, together with Accor Southern Thailand, donated funds to support the construction of a new cancer patient care building.

Total value of donation 16,000 THB



CSR ACTIVITIES : SEA TURTLE SHELL SCRUBBING – JUNE 2025



Sea Turtle Shell Scrubbing & Sea Turtle Release

 24 June 2025

 Phuket Marine Biological Center



Grand Mercure Phuket Patong participated in a sea turtle activity, where the team helped clean and scrub turtle shells, cleaned the turtle ponds, attended an educational session on nature and environmental conservation, and took part in releasing sea turtles back into their natural habitat.

Total value of donation 5,000 THB

CSR ACTIVITIES : MANGROVE TREE PLANTING & LUNCHEON WITH CHILDREN – JUNE 2025



Mangrove tree Planting & Luncheon with Children

 28 June 2025

 Phang Nga

Grand Mercure Phuket Patong joined with Accor Southern Thailand to host lunch for the children at Baan Tan Namjai and planted the mangrove tree at Bang Sak Beach.



CSR ACTIVITIES : BAAN LUNG PITAK – JULY 2025



Baan Lung Pitak

 24 July 2025

 Baan Lung Pitak



Grand Mercure Phuket Patong participated in community activities with the children and shared snacks for the kids. And also we shared knowledge about Waste Sorting to the children.

CSR ACTIVITIES : HEARTBREAK HILL MINI MARATHON – JULY 2025



8th Heartbreak Hill

Mini Marathon

 27 July 2025

 Nai harn Park



Grand Mercure Phuket Patong joined with Accor Southern Thailand in organizing 2025 Heartbreak Hill Mini Marathon to raise fund for Accor Children Charity.

CSR ACTIVITIES : RESTROOMS RENOVATION – AUGUST 2025



Toilet Renovation

 15 August 2025

 Koh Maprao School

Grand Mercure Phuket Patong, in collaboration with Accor Southern Thailand, donated a part of the fund from the charity run to renovate the school restrooms at Koh Maprao School.



CSR ACTIVITIES : VEGETARIAN FESTIVAL – OCTOBER 2025



Vegetarian Festival in Phuket

เล่มที่ 19 ใบเสร็จรับเงิน № 0934

มูลนิธิหล่ายถั่วบัวแก้ง
内杼斗母宮善堂
41 หมู่ 4 ถนนวิจิตรสงคราม ตำบลกะฐี อำเภอกระฐี จังหวัดภูเก็ต 83120

วันที่ 21 / 10 / 66

ได้รับเงินจาก โรงแรม แกรนด์เมอริเตอร์ คิวตี้ ป่าตอง

บ้านเลขที่ หมู่ที่ 5000 บาท

จำนวนเงิน 5000 บาท

ประธานคณะกรรมการ

ผู้รับเงิน

(ขอให้ท่านจงประสบสุขสวัสดิ์ พิตินมมงคล สมบูรณ์พูนผล ตลอดกาลนานเทอญ)

📅 21 – 29 October 2025

📍 Shrine in Phuket

Grand Mercure Phuket Patong supported Vegetarian Festival and collaboration with local media.

Total value of donation 5,000 THB

CSR ACTIVITIES : MANGROVE TREE PLANTING AND HOST LUNCH FOR CHILDREN – OCTOBER 2025



Mangrove Tree Planting & Host Lunch for Children

 17 October 2025

 Nopparat Thara National Park / Sai Thai Special Education



Grand Mercure Phuket Patong joined with Accor Southern Thailand to plant the mangrove tree at Nopparat Thara National Park. And also we host lunch for children at Sai Thai Special Education.

CSR ACTIVITIES : DISABILITY DAY – DECEMBER 2025



Disability Day



3 December 2025



Phuket Panyanukul School



Grand Mercure Phuket Patong, in collaboration with Accor Southern Thailand, donated a part of the fund from the charity run to renovate Thai Traditional Medicine Room and Hair Cutting Room. And also we have donated TV for 24 Rooms and CCTV.

Total value of donated items
Student bag 1,439 THB

CSR ACTIVITIES : CARAVAN FOR FLOOD DONATION – DECEMBER 2025



CARAVAN FOR FLOOD DONATION

 5-6 December 2025

 Had Yai



Grand Mercure Phuket Patong, in collaboration with Accor Southern Thailand, joined the caravan to support flood disaster at Had Yai and we donated Emergency relief kit to the affected people.

CSR ACTIVITIES : STUDENT UNIFORM – DECEMBER 2025



Student Uniform Project

 26 December 2025

 Novotel Phuket City Phokeethra

Grand Mercure Phuket Patong joined with Accor Southern Thailand in donation student uniform to Baan Laem Sai School. This donation was from Heartbreak Hill Mini Marathon.



SUSTAINABILITY PROJECT



SUSTAINABILITY PROJECT



Our 187 kw solar PV system is now fully operational, providing clean renewable energy and supporting our commitment to a more sustainable and greener future.



SUSTAINABILITY PROJECT

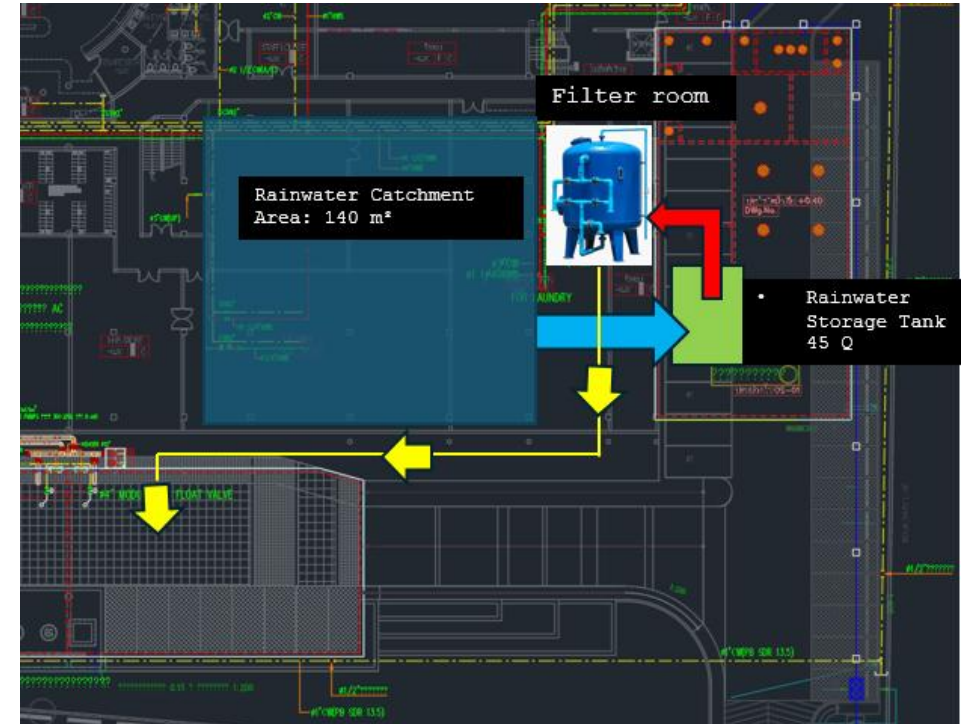
PHUKET SAHAPATTANAKIT PSE ENGINEERING		QUOTATION		MITSUBISHI ELECTRIC		
Phuket Sahapattanakit Engineering Co., Ltd. 194-5 Moo 1, Thepkasatri Road, Srisoonthorn, Thalang PHUKET 83110 Tel: 076-540-556 Fax: 076-540-557			บริษัท ภูเก็ต สหพัฒน์วิศวกรรม จำกัด 194-5 หมู่ 1 ถนนเทพกษัตรีย์ ต.ศรีสุนทร อ.ธำวราช จ.ภูเก็ต โทรศัพท์มือถือ 083-5-5560-0724-4			
Customer : Grand Mercure Phuket Patong Address : 1 Soi Rat U Thit 200 Pt 2 Patong, Kathu, Phuket Thailand 83150 Tel: 076-231-999 Email:			Project : Grand Mercure Patong Date : 19/12/2024 Document No : QPSE2024-86486			
No	Description	Qty	Unit	MATERIAL	LABOR	Amount (THB)
MECHANICAL AIR-CONDITIONING & VENTILATION SYSTEM						
1	Water Cooled Chiller Equipment	1	LS	7,320,000.00	445,000.00	7,765,000.00
2	Cooling Tower Equipment	1	LS	1,455,000.00	147,000.00	1,602,000.00
3	Water Pump Equipment	1	LS	435,000.00	27,500.00	462,500.00
4	Piping work	1	LS	996,200.00	294,910.00	1,291,110.00
5	Valve and Accessories	1	LS	947,328.00	119,600.00	1,066,928.00
6	Electrical Work	1	LS	800,000.00	160,000.00	960,000.00
7	Construction for Chiller Plant Room	1	LS	1,850,000.00	100,000.00	1,950,000.00
8	Testing, Commissioning and Training	1	LS	150,000.00	50,000.00	200,000.00
		Total		13,953,528.00	1,344,010.00	15,297,538.00
		PROFIT		1,395,352.80	134,401.00	1,529,753.80
		SUB TOTAL		15,348,880.80	1,478,411.00	16,827,291.80
		Vat 7%		1,074,421.66	103,488.77	1,177,910.43
		Grand Total		16,423,302.46	1,581,899.77	18,005,202.23
Remark: 1. DEMOLISH EXISTING & NEW INSTALLATION WATER COOLED CHILLER "TRANE" (1 UNIT) 2. NEW COOLING TOWER "LIANG CH" (2 UNIT) AND WATER CONDITIONING SYSTEM 3. NEW CONDENSER WATER PUMP "GRUNDFOS" (1 UNIT) 4. INCLUDE PIPING AND EQUIPMENT VALVE (FOR CHILLER SYSTEM) 5. INCLUDE CONTROLLER & ELECTRICAL SYSTEM 6. INCLUDE CONSTRUCTION FOR CHILLER PLANT ROOM 7. INCLUDE CONCRETE FOUNDATION FOR CHILLER , COOLING TOWER , CONDENSER PUMP 8. INCLUDE MOBILE CRANE AND LIFTING Delivery Within 90-120 DAY Term of Payment: - 30% WITH PO - 50% WITH MATERIALS ON SITE - 10% WITH FINISH - 10% WITH HANDOVER AND COMMISSIONING หากมีข้อสงสัยหรือต้องการรายละเอียดเพิ่มเติม กรุณาติดต่อพนักงานขาย ราคานี้เป็นราคาประเมินโดยประมาณ ไม่สามารถนำมาใช้เพื่อการยื่นภาษีได้ บริษัท ภูเก็ต สหพัฒน์วิศวกรรม จำกัด						
Mr.Nutapong Wongseun Sales Engineer 063-0794367						

TRANE		Job Name: Mercure Patong	Unit Tag: CKTHD-CPH006
		Prepared For:	Quantity: 1
		Sales Office:	
Unit Overview			
Chiller Model	Water Cooled Series R (TM)		
Compressor Configuration	DP Compressor		
Evaporator Configuration	H3 Evaporator		
Condenser Configuration	G6 Condenser		
Oil Cooler	Without oil cooler		
Pressure Vessel Code	ASME pressure vessel code		
A-weighted sound pressure	83 dBA		
			
Efficiency Information			
Refrigeration Capacity	400.1 tons	Run load amps/AFD input amps	405.18 A
Cooling Efficiency	0.5885 kW/ton		
Total power	235.5 kW		
AHRU NPLV/IP	0.2959 kW/ton		
Evaporator Information			
Fluid Properties	Flow Rate	Construction Features	
Fluid Type: Water	Design Flow: 937.6 gpm	Number of Passes: 4 pass	
Freeze Point: 32.00 F	Fluid Pressure Drop:	Connection Side: Left hand evaporator connection	
Fluid Temperatures	Design PD: 23.9 ft H2O	Fouling Factor: 0.000100 hr-sq ft-deg F/Btu	
Evaporator Leaving: 45.00 F			
Evaporator Entering: 55.20 F			
Condenser Information			
Fluid Properties	Flow Rate	Construction Features	
Fluid Type: Water	Design Flow: 1218 gpm	Number of Passes: 2 pass condenser	
Fluid Temperatures	Fluid Pressure Drop:	Connection Side: Left hand condenser connection	
Condenser Leaving: 99.20 F	Design PD: 11.2 ft H2O	Fouling Factor: 0.000250 hr-sq ft-deg F/Btu	
Condenser Entering: 90.00 F			
Unit Electrical			
Unit Voltage	380 Volt 3 phase	Run load amps/AFD input amps	405.18 A
Unit Hertz	50 Hertz	Min Circuit Ampacity	506.48 A
Compressor Starter	AdaptiR	Max Overcurrent Protection	800.00 A
Total Power	235.5 kW	Starter Expected Inrush	405.18 A
Power Line Conn. Type	Circuit breaker	Motor Locked Rotor Amps	2755.00 A
AFD output amps	412.54 A	Max RLA	426 Max RLA Drive and Panel
Physical Information			
Weights		Charge	
Operating Weight	21157.8 lb	Refrigerant(HFC-134A)	882.0 lb
Shipping Weight	17517.9 lb		



Our current chiller has become less efficient over time. To boost energy savings and improve performance, we have a plan in place to replace it with a new, high-efficiency model.

SUSTAINABILITY PROJECT: RAIN WATER COLLECTION



Rainwater collected from the meeting room roof will be stored and reused for landscape irrigation and other non-potable purposes, helping to reduce potable water consumption.

NEW PROJECT: OWN COMPOST AS FERTILIZERS



We will convert tree branches, leaves, and food waste into organic compost, reducing waste sent to landfill while producing natural fertilizer for our landscaping and gardens.

SUSTAINABILITY PROJECT: NEW GREEN SPACES



Expand green spaces across the hotel by planting more trees, shrubs, and native plants to enhance biodiversity, improve air quality, reduce heat, and create a more pleasant environment for guests and employees.



SUSTAINABILITY PROJECT: OWN ORGANIC GARDEN



ORGANIC VEGETABLE GREENHOUSE

Pesticide-free produce for a healthy you and a greener planet.

BENEFITS	GREENHOUSE FEATURES	GROWING PRACTICES	EXAMPLES OF CROPS
- Pesticide-free safe and healthy - Fresh and clean harvested daily - Reduce costs and food waste - Support sustainability and a green environment	- After rain protection and good ventilation - Raised garden beds for better drainage - Automatic watering system - LED lighting for low energy use	- Use quality organic soil rich in nutrients - Organic fertilizer & natural pest control - Regular composting to improve soil health - Water conservation and rainwater collection	Lettuce Pak Choi Chinese Kale Romaine Lettuce Basil Cherry Tomato

From Our Garden to Your Table – Fresh, Healthy, Sustainable.

Our Greenhouse
 Raised Beds
 Watering System
 Healthy Growth
 Daily Harvest
 Used in Our Restaurant



We've replaced the old ice maker with a more energy-efficient model to improve performance and reduce power consumption

SUSTAINABILITY PROJECT

PHUKET SAHAPATTANAKIT PSE ENGINEERING		QUOTATION		CITY MULTI		
Phuket Sahapattanakit Engineering Co., Ltd. 18/4-5 Moo 1, Thepkasatri Road, Srisoonthorn, Thalang PHUKET 83110 Tel: 076-540-555 Fax: 076-540-557				 บริษัท มิตซูบิชิ อิเลกทริค จำกัด 18/4-5 หมู่ 1 ถนนเทพรัตน ต.คลองเตย อ.เมือง จ.ภูเก็ต เลขประจำตัวผู้เสียภาษี 063-5-5560-0724-4		
Customer : GRAND MERCURE Address : 1 Soi Raj-12-1st 200 Pl. 2, Patong, Kathu, Phuket, 83150 Tel: +66 76 231 999 เลขประจำตัวผู้เสียภาษี :		Project : VILLA Date : 10/07/2025 Document No : QPSE2025-880151				
No	Description	Qty	Unit	MATERIAL	LABOR	Amount (THB)
INSTALLATION FCU/CDU (MITSUBISHI INVERTER)						
1	GRAND MERCURE : VILLA 903	1	LS	144,470.00	33,362.50	177,832.50
2	GRAND MERCURE : VILLA 904	1	LS	144,470.00	33,362.50	177,832.50
Total				288,940.00	66,725.00	355,665.00
OVERHEAD & PROFIT						
SUB TOTAL				288,940.00	66,725.00	355,665.00
Vat. 7%				20,225.80	4,878.75	24,996.55
Grand Total				309,165.80	71,595.75	380,561.55
Remark: 1) PRICE WITH INSTALLATION 2) START UP AND COMMISSIONING 3) WARRANTY SPARE PART CDU 2 YEAR COM 3 YEAR 3) WARRANTY INSTALLATION 1 YEAR Delivery Within - 15 - 30 Days Term of Payment: - 30% With PO (DOWN PAYMENT 7 DAY) - 60% with installation on progress 50% - 10% Finish and Handover หากมีข้อสงสัยและต้องการรายละเอียดเพิ่มเติม โปรดแจ้งให้บริษัทฯ ทราบก่อนเป็นพระคุณยิ่ง หากพบปัญหาหรือข้อสงสัยใดๆ กรุณาแจ้งให้บริษัทฯ ทราบก่อนเป็นพระคุณยิ่ง						
Mr. Athipat Khajankung Sale Engineer 092-4635378		Mr. Weerapong Methanan Managing Director 093-6751981				



We plan to replace the existing chilled water air-conditioning system in the villas with high-efficiency inverter air conditioners. This upgrade will reduce energy losses associated with the long underground chilled water piping, improve cooling efficiency, and lower overall energy consumption.

SUSTAINABILITY PROJECT: KIDS CLUB



At Kids Club, we turn recycled paper rolls into fun crafts! It's a great way to help the environment and cut down on waste.



SUSTAINABILITY PROJECT: EXTENDING LIFESPAN



We upcycle bed sheets and pillowcases into functional duvet covers, pillowcases, and pillow protectors. By extending the lifespan of existing textiles.



SUSTAINABILITY PROJECT



We upcycle bed sheets and pillowcases into functional duvet covers, pillowcases, and pillow protectors. By extending the lifespan of existing textiles.



CONTACT



Address:

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1 Soi Rat U Thit 200 Pi 2, Patong, Kathu
83150 Phuket, Thailand
Phone +66 76 231 999
Fax + 66 76 231 998

