



Sustainability Management Plan

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“The greatest threat to our planet is the belief someone else will save it”

Robert Swan

Robert Swan (1956-) is a British historian, explorer and activist, best known for being the first person to walk to both Poles. Mr. Swan is also known for his advocacy of renewable energy and his fight in for the environment, especially of Antarctica.

Our Mission



Grand Mercure Phuket Patong has now been operating for 12 years now. It is located on Patong beach, a place known by many travelers as the heart and soul of our Island of Phuket.

We have seen Patong area evolve, we have seen the many projects, the new infrastructures and businesses raising from its ground and understand probably more than most the importance of preserving if not protecting our planet and its natural resources.

The weather is getting hotter, the rainy season longer yet water is lacking and all this, while the number of visitors is on the raise... Those among others are concerns we need to address while providing unique and memorable experiences for our guests still.

The implementation of “green” (as they are often called) or sustainable actions and initiatives is now a must rather than a can-do. Protecting our environment, the community we’re living in and the cultural heritage is on top of our priority list.

Our Team’s promise is to create a positive impact that will go beyond our hotel’s premises, positive actions and processes that will have a long-lasting effect on the place we all call home.

It is our Mission, as a company as a whole but most importantly as individuals and parents to the next generations.

Sebastien Tronchet
General Manager

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Statement

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.



Our Hotel's Owners and our Opening Team - April 2014

What are the objectives?

1. Energy Efficiency

Reduce total energy consumption while maintaining high quality service. A very challenging task considering rate of KWH has been growing year on year.

A better control and drastic saving measures are already in place but it is a never-ending quest. Solar energy represents the future and discussions have already started with our Owners.

2. Water Conservation

Our efforts to reduce water consumption at the property have been positive over last few years and we will continue acting on it.

Water is Phuket's number issue and represents also Phuket's number one paradox. It rains a lot yet authorities can't seem to be retaining much of it. Again, it is our own responsibility to act here and set-up our own water recycling standard procedures. A Hotel of our size is using >200cubic meters of water per day and that is a scary number considering the amount of hotels there is, simply in Patong.

3. Waste production & recycling

Reduce back of house, operational and overall waste production and initiate recycling initiatives. Measures are well in place and the work must go on.

Our of our earlier initiative few years back was the recycling of our plastic bottles into a Christmas Tree (lobby). It was a way to do good and gently educate our people about the cause too.



Christmas Tree 2014-2018

4. Contribute to a better natural positive environment

We need to cut back on the negative impacts our operations and actions may have or are having on nature and nearby surroundings. This is not an easy but more of a never-ending task.

The replanting of trees, ensuring ours here on site are well rooted and well taken care of in and helping with erosion, the control of our waste water treatment plant, ensuring we're not damaging the soil more than it already is, the use of eco-friendly solutions when conducting pest control exercises...etc.

What matters the most is to control & limit negative impact we may have on our nearby eco-system, at our level, each and every one of us!

5. Promote social elevator to put people at the heart

We strive to be a social elevator for our Heartists® and local communities, offering them **Unique Opportunities to Grow** as professionals and individuals.

To support our commitment, we infuse an open-minded recruitment process, focusing on recruiting based on personality and individuality rather than only hard skills, and build leading training and development initiatives to empower team members.

We aim to diversify our team and its leadership, giving a chance to people whatever their cultural background might be, whatever their religious or sexual orientations might be.



6. Sustainability awareness of all stakeholders

Sustainability management plan should be supported by a set of policies and procedures known and agreed on by all stakeholders.

- Health, Safety, Environmental Policies
- Waste Management Plan
- Purchasing Policy
- Recruitment Policy
- Code of Business Conduct and Ethics

The sustainability management plan should be reviewed every year and updated with the latest information (newly implemented policies?) and/or legislation (if required).

Key Points

1. Environmental

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

2. Socio-culture

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).



3. 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 and locally a sustainable business should benefit its called links customers, business partners, owners, and all stakeholders.

4. 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.

1,2,3... Action!

Implementation of our sustainable management Plan (SMP)

Grand Mercure Phuket Patong shall establish and maintain its sustainable management plan (SMP), complying with requirements include it in this section:

1. Legal compliance

Grand Mercure Phuket Patong is licensed according to the national law and is in compliance with all relevant international and local legislations and regulations, including health, safety, labor, environmental aspects (EIA or Environmental Impact Assessment) and insurance policies.

2. Employee Learning

We recruit and train our employees so that they feel part of the team and cared for (opportunity, respect, benefits...). In exchange, we expect them to perform to the best of their abilities so that guest's satisfaction scores keep growing and guests returning.

Our dedicated Director of T&C (HR) & his team have specifically created and curated training programs for our employees. ESG and our SMP here are being shared and “exposed” so for our employees to understand and help us delivering the message through.

3. Service quality and customer satisfaction

GMPP is known for the care and service we extend to all, not only our guests. As Heartists, we are ONE and it is this spirit that helps us satisfy guests from all nationalities, all believes and all diets.

As a TEAM we are stronger and it is the TEAM effort and cooperation that helps us every day making our guests happy.

We used ACCOR’s evaluation system (12 Boxes) and development plan (PDP) to both share feedbacks, motivate and speak future opportunities with our associates.

On the guest’s side, we analyze and record feedbacks, reviews and comments they might be sharing so to keep the momentum in always improving our standards and service around. RPS (Trust You) is one of the rating/tools for instance used for that matter.

Those reviews are helping us (the TEAM) understanding what we do well, and what could be done differently. It covers every single area of a guest’s stay and help us gather info on both hardware (often called software) and hardware. It goes from overall quality of their stay, to check-in experience, cleanliness of the room, the bathroom of overall maintenance of the resort, friendliness of the F&B service team...etc.

It also helps us rate ourselves against the competition which is always a good thing.

4. Accuracy of Promotional Materials

Communication (promotional materials) at Grand Mercure Phuket Patong is transparent through the sales team, public relations, marketing, whether it is about Accor hotels as a brand or more specifically about GMPP itself.

Any dissatisfaction from our guests, is tracked through the Trust You platform, and elevated to management level.

All our collaterals are created by our team as per our Brand’s guidelines. This consistency is key.

5. Local Zoning, Design, and Construction

Grand Mercure Phuket Patong opened in 2014 consists of 300 rooms and 14 villas. The inventory is as follows:

- 252 Superior rooms
- 38 deluxe pool access
- 10 Suites

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- 10 One-bedroom villa
 - 4 Two-bedroom villas

Our Resort also boasts 1 all-day-dining restaurant, 2 Bars and 1 Bakery/Deli shop.

Our Architect and ID team had in mind to create a place where contemporary design would meet cultural heritage and architecture, from Lobby Hall, to Central Sala and room decorations.

6. Interpretation

We inform our guests about the local environment, local culture and heritage, through various means, via TV systems, in-house marketing collateral, and also verbally from our colleagues. Community lectures, both nationally and provincially are carried out to further educate our resort team on measures of sustainability to be practiced and maintained.

7. Communication Strategy

All colleagues will receive training on environmental challenges, and how to be part of the solution. Awareness training are conducted for all new employees as part of their induction program.

Employees, furthermore, receive trainings in their respective departments on how to minimize waste, energy, water use and other measures to protect our environment.

We communicate with our guests and visitors of our hotel, through our website as well as in-house collaterals on our initiatives and on how we do implement plans and strategies towards a more sustainable operation.

8. Health and Safety

Our goal here is to provide a safe environment to all, associates and guests alike.

Our management team has developed a comprehensive accident and injury “preventive” program that should help us avoid major accident on site. It can take the shape of our Maintenance team’s protective shoes, the fact we now outsource the cutting of tall trees to a professional company, the anti-slippery tiles we have now finish to install in hazardous corridors and zones, the reinforcement of hygiene standards in kitchen (EHC), helping us at both Hotel restaurant (guests) and canteen (associate), the mandatory “helmet” policy for our staff entering and exiting from our property....

Beside our compliance to local regulations, our management team has created a set of rules that should preserve us all by limiting risks to strict minimum.

Through training and use of SOP’s, those measures are being reinforced daily by our newly-hired “occupational health and safety officer” (Khun Fluke) and our Loss & Prevention Manager (Security manager).

They are both carrying out inspections and audits around the property and are both directly reporting to our Director of T&C and myself.

Please note that on 6th & 7th of August 2024, our General Manager Mr. Sebastien Tronchet attended 2-day training program from Safety Center (Thailand) Co.LTD and is now "Safety Officer at Management Level Program.



Beside physical aspect, we are also taking control over the psychological one. Harassment, bullying, disrespectful boss or colleagues are creating a toxic environment for other to work in, and this too need to be addressed, this too is playing a role on both associate wellbeing and guest satisfaction at last. Accor's hotline was created for that matter.

9. Environmental Impact Assessment prior and post opening

As per national laws, our Resort is EIA certified and this means our Management have been following both strict security, environmental, health and safety laws and regulations strictly.

On site, Colleagues are trained and attendance recorded to ensure they are aware of the health and safety measures taken for them but also for our guests. Signages are set around the property (where needed) or when it rains for instance, warning both employees, suppliers, partners and guests of the risk.

As in life, risk zero does not exist and with over 300 employees and 500 guests at time, we need also our team to be trained not only on preventives measures but also cations to be taken in case of an accident, a fire, a staff falling down or a kid hurting himself at the pool. Therefore, and with the help of outsourced or governmental organizations, we area also training our associates in First Aid courses (life support), Pool safety, fire drills and fire extinction for example, with training being conducted twice a year.

In our Kitchen and for our Purchasing team, the same goes again with homework made prior to order, making sure we select the right partner, supplier to work with. Safety here consists mostly of hygiene standards and/or working conditions any particular supplier would offer his/her employees. On site here at GMPP, our Kitchen employees are trained on safety procedures to ensure our compliance to food and

safety management systems, supported by both EHC and Ecolab Co. (eco-friendly solutions).

Also, our hotel participates in yearly reviews through LQA, Accor hotels Brand compliancy partner.

10. Social/Economic

At GMPP, we are committed to making life for its people and our planet better. We have established and created an E.S.G. committee consisting in a group of passionate leaders from all departments who will be driving all environmental and green initiatives.

Director of T&C, our Executive Chef, our Marketing guru, our Chief Engineer and Training Manager are the 5 leaders we picked.

ESG Committee is responsible for:

- 🌱 Continue to develop a core sustainability initiative from Accor planet 21 to new Green Globe certification
- 🌱 Ongoing development “green” initiatives in all areas throughout the resort, both BOH & FOH on conservation and waste reduction
- 🌱 Continuing to build and support the local community on environmental policies and initiatives
- 🌱 Ensure consistent and updated communication is trained between managers, operational staff and guests.

At Grand Mercure Phuket Patong, we take pride in our actions to increase the awareness between colleagues, and all stakeholders, making them act in a way that supports our environment, each day, along with a sense of ownership on how we all can be part of the solution.

Our ESG committee is taking vital initiatives in all departments to ensure we are using all resources of energy, efficiently and safely. It is our goal to reduce the water consumption by 5% within two years and 5% when it comes to Energy consumption as well.

ESG committee initiatives

- Removing all single use plastic (finally happening 😊)
- Compatible, Desirable and Sustainable Amenities Solutions to demonstrate Sustainability.
- Eliminating plastic single use water bottles to be replaced with glass plastic
- Take away restaurant boxes to be replaced with biodegradable containers
- Sourcing local suppliers, constantly research, and sustainability options with all departments
- Local CSR – programs and initiatives (mini-Marathon – Run for Kids each year).

11. Local employment.

Supporting and developing our employees and members with Accor hotels trainings, and initiatives. Grand Mercure Phuket Patong proactively supports the recruitment and development of local Thai nationals at numerous positions, including managerial level, and operational support.

Hiring our team within the local community of the Province of Phuket and nearby Provinces too offers an opportunity to support the community and mentor young professionals to grow into leadership roles across the region.

12. Fair trade

We are committed in dealing with authorized local suppliers and official distributors who offer supplies required by the hotel with the highest level of quality in the market. Our priority is to select key suppliers who provide eco-friendly products, and ensure they have certified credentials.

Our purchasing policy is to order and support the local community as much as possible in order to support our local businesses in minimizing carbon footprint as well.

13. Respecting Local Culture

Global reach, local roots, that's what Grand Mercure Brand is about

- A design and atmosphere that resonates with the locals, with great cultural sensitivity
- A service offering adapted to the local market, offering local delicacies
- Relevance for both domestic market as well as the international visitors seeking authentic local experiences

14. Exploitation

We are in strict compliance to the Thailand, labor law, and its relations. Hence, all policies are in place against the employment of children, discrimination, sexual harassment, and exploitation, supported by:

- Equal employment, opportunity and diversity.
- Ethical behavior policy
- Code of business conduct and ethics supported by Accor global charter.
- Equitable Hiring

Grand Mercure Phuket Patong is promoting diversity and equality on all levels in our business with no employees or applicants discriminated in anyway. All positions are filled on the basis of competence and equal opportunity.

Our hotel adheres to all local laws and regulations concerning labor, laws and offer conditions and wages, in line or above minimum requirements.

15. Gender equality

GMPP commits to gender equality as a real practice, in the influences of all the procedures and processes implemented to ensure equal opportunity and prevent discrimination.

We are also pushing for women in leadership - 40% of women in leadership position (KPI) - (for 2025 so far = 46.15% - Level 0-2)

16. Employee protection

Salaries and benefits, meet national regulations and all payments required by law into Social Security funds and personal income taxes are made on behalf of the employees. Overtime is paid for hours worked according to Thailand labor law.

Weekly hours and working hours do not exceed the legal max established by the Thai labor law, however, being a hospitality industry at times overtime is required. Hours are paid accordingly within the policies outline. Unanimous Hotline is also available to support and report any abuse, harassment, or corruption that a team member may wish to report.

17. Culture heritage

All employees of GMPP are trained to guide guests towards the cultural sites and events, and or entertainment and restaurants that embrace the local Thai culture.

Grand Mercure is proud to represent as a brand identity supporting the local community and its arts and culture throughout its rooms and the property.

Historical and archaeological artifacts are not sold, traded or displayed in any which way our business does comply with the laws and standards concerning the protection of historical site and cultural, heritage by the Thai government.



THANK YOU
GRAND MERCURE PHUKET PATONG

Sebastien Tronchet

May 25, 2026