



pullman
HOTELS AND RESORTS

KHAO LAK RESORT

ENVIRONMENTAL POLICY



OUR ENVIRONMENTAL POLICY

- 1**  Protect and respect the natural environment – air, land and water
- 2**  Minimize the generation of waste – reuse, recycling and responsible waste disposal
- 3**  Maximize energy efficiency and reduce greenhouse gas emissions – production, transportation and support operations
- 4**  Continuously monitor environmental impacts and develop a plan to define reduction targets
- 5**  Commit to using the highest level of pollution control technology whenever possible
- 6**  Respect cultural, geological, historical, archeological and paleontological site
- 7**  Respect neighbors and stakeholders

1 PROTECT AND RESPECT THE ENVIRONMENT – AIR, LAND AND WATER

Caring for the environment is like taking care of our home. We must protect the air, water and soil, respect and preserve the natural environment for this and future generations.

We have a duty to communicate and mitigate any operational problem that may cause pollution and find alternatives to reduce environmental impacts and improve environment

RULE INTO PRACTICE:

Look out for initiatives, together with other employees, government agencies, community, etc., that focus on environmental improvements. Suggest and implement ideas for continuous improvement. Ex:

Capture of rain water, Water reuse, Reduction of waste generation, Reduction of energy consumption, etc.

- Communicate and mitigate any operational problem that could cause pollution
- Keep lights out and computers turned off when not in use
- Avoid the unnecessary printing of documents, especially in color.
- Do not discharge any type of material or effluent into rainwater drainage systems, rivers, streams or lakes without treatment or authorization.
- Ensure the proper treatment of all effluent before discharging

2 MINIMIZE THE GENERATION OF WASTE – REUSE, RECYCLING AND RESPONSIBLE WASTE DISPOSAL

Identify and quantify the types of waste generated and separate them appropriately. Minimize the generation of hazardous and non-hazardous waste, reuse and recycle materials where feasible and dispose of them according to the most responsible environmental methods available.

RULE INTO PRACTICE:

Whenever possible, try to reuse materials, but always be careful to do so safely and responsibly. Look for initiatives to reduce the generation of internal waste. Encourage initiatives which add value to waste and contribute to local development. Respect the hierarchy of procedures for waste disposal.

Disposing of the waste generated in area in the appropriate places, according to the color codes for selective collection. This is critical to ensuring the proper final disposal and recycling of uncontaminated waste.

3 MAXIMIZE ENERGY EFFICIENCY AND REDUCE GREENHOUSE GAS EMISSIONS – PRODUCTION, TRANSPORTATION, AND SUPPORT OPERATIONS

Continually seek alternatives for fuel and raw materials; promote the efficient use of energy; ensure compliance with the procedures for accepting waste; ensure the proper maintenance of vehicles and equipment.

RULE INTO PRACTICE:

Look for initiatives to improve the energy efficiency of equipment and processes, for example, through participation in the Internal Committees for Energy and Water Conservation. Identify alternative options for fuel and raw materials in region and suggest the carrying out of feasibility tests. Use alternative forms of transportation with lower carbon emissions.

Ensure compliance with the procedure for accepting waste for co-processing. Use only the formally approved types of waste and in accordance with the standards of environmental and occupational safety. Store and handle waste in a safe and environmentally responsible manner. Carry out the periodic maintenance of equipment and vehicles and make the necessary changes to ensure their proper functioning. Operate equipment and vehicles properly, according to manufacturer's guidelines, monitor emissions in accordance with the local legislation.

4 ENVIRONMENTAL IMPACTS AND DEVELOP A PLAN TO DEFINE REDUCTION TARGETS

Identify the environmental impacts of area and unit. Monitor and define targets to address them, seeking continuous improvement.

RULE INTO PRACTICE:

Look for tools that help to manage the impacts of area. Take preventive measures to avoid the occurrence of environmental damage. Carry out the proper maintenance of equipment. Find out about the environmental issues and impacts of units activities and try to minimize them jointly with other areas. Create action plans and implement them for effective mitigation.

5 COMMIT TO USING THE HIGHEST LEVEL WHENEVER POSSIBLE

Ensure the best results in pollution control seeking, where possible, the use of the best available technologies.

RULE INTO PRACTICE:

Report situations of equipment functioning outside of the established standards, and assess the need for replacement.

In case of the substitution of equipment, seek to know the best technologies in the market and assess its viability.

Be on the lookout for new pollution control technologies and propose their implementation.

6 RESPECT CULTURAL, HISTORICAL, GEOLOGICAL, ARCHEOLOGICAL AND PALEONTOLOGICAL SITES

Cultural, historical, geological, archeological and paleontological sites belong to humanity and must be continuously monitor.

RULE INTO PRACTICE:

If find evidence of cultural, historical, geological, archeological and/or paleontological sites inform the person responsible for the environment in unit.

Try to find out about the characteristics of these sites to make them easier to identify.

7 RESPECT NEIGHBORS AND STAKEHOLDERS

Provide our stakeholders with regular information on our environmental performance and, when possible, ask their opinion, encouraging open discussion.

RULE INTO PRACTICE:

Promote open dialogue, be transparent and report situations of non-conformity in unit.

The unit should organize regular discussions with the community and other stakeholders to provide feedback on performance and actions regarding the environment, listening to them and answering their questions. A communication channel for stakeholders should be set up at each unit.



Maverik MUKHERJEE

General Manager

Management Acknowledgement

| Name | Title | Signature |
|-----------------------|------------------------------------|---|
| Maverik Mukherjee | General Manager |  |
| Nicolas Girard | Hotel Manager |  |
| Ladawan Konchai | Director of Talent & Culture |  |
| Arunsak Saetan | Director of Eng & LP |  |
| Siliphan Chanaphay | Chief Gardener |  |
| Panyawadee Saikham | Financial Controller |  |
| Thanawat Julasuk | Director of Sales & Marketing |  |
| Niwet Usaha | Revenue Manager |  |
| Teerapan Atthawilai | IT Manager |  |
| Anupong Nuanchan | Assistant Front Office Manager |  |
| Warangrat Duanghathai | Assistant Guest Experience Manager |  |
| Siriwan Porntantipong | Executive Housekeeper |  |
| Chakkaphan Thummayut | Executive Chef |  |
| Kawisara Khobwet | SPA Manager |  |
| Suratda Hundang | Lifestyle Manager |  |