pullman
HOTELS AND RESORTS

KHAO LAK RESORT



SUSTAINABLE MANAGEMENT PLAN

Date of reviewed: October 30, 2026
Next Review : February 1 , 2027

Statement

Pullman Khao Lak Resort is committed to Accor hotels Environmental and Social Priorities part of our ESG strategy to look after our People and save our Planet. We commit to lead the transition to a Net zero world.

Bo h the management and all employees of Pullman Khao Lak Resort accept the task of better controlling our business's environmental impact as well as reducing and limiting its risks as much as possible. All employees endeavor to perform their tasks in line with the set procedures and the business's policy.

Pullman Khao Lak Resort is committed to comply with national environmental laws and requirements, and seek to always find ways to pioneer activities to contribute to a nature Positive World.

We endeavor to find solutions to optimize Energy and water consumption as well as reducing food waste, minimize paper consumption and waste production, restricting negative impact in running our business considering the air, water and soil by means of an effective environmental management system as we train our employees to help look after the environment.

The primary purpose of the Sustainability Management Plan is to guide decision-making, management, and the daily operations of the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues all together.

Pullman Khao Lak Resort is committed to communicate this plan to our employees, guests and stakeholders associated with our business.

Scope

The Scope of the sustainability management plan covers all initiatives and activities at the Pullman Khao Lak Resort and its integration with all colleagues, customers, suppliers, business partners, owners and other stakeholders.

Reference

As an International, recognized and verified source most of the finding in this SMP are extracted from

Green Globe Certification Standards.

Our Goals:

1) Energy Efficiency:

Monitor to reduce total energy consumption by 3% from the previous year while maintaining high quality service. In 2023 Electricity usage is 58.7 kwh/hour/Room

2) Water conservation:
Monitor to reduce water consumption in the property by 3% from the previous year. In 2023 Water usage is 0.73 m3 /Guest night

3) Waste Production:
Improve waste management by organizing recycle sorting rooms and boxes and as well as key KPI to reduce food wastage in all outlets including employee canteen.

4) Contribute to a better Natural positive environment

5) Promote Social elevator to put people at the Heart

6) Sustainability Awareness of all stakeholders

Our Sustainability Management Plan should be supported by the following Policies and Procedures with other supporting documents as much as possible

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

The SMP should be reviewed every year and updated with latest information and legislation if needed.

Sustainability Management Plan Key Areas

I. Environmental

Pullman Khao Lak Resort will be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems & landscapes, and local community environmental activities. We need to share space with Nature.

II. Socio-cultural

Pullman Khao Lak Resort will be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, and implement a policy against commercial exploitation, equitable hiring, employee and child protection.

III. Quality

Any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but also exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders.

IV. Health & Safety

Pullman Khao Lak Resort complies with all established and local health and safety regulations, and ensures that both guest and colleagues are safe and secure in the environment they work and visit. Pullman Khao Lak Resort employ a safety officer on a full time basis to make sure that we comply with all relevant legislation.

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Implement a Sustainable Management Plan:

Pullman Khao Lak Resort shall establish and maintain the SMP complying with requirements included in this section. There are number of elements that make up the SMP as shown below:

Legal Compliance

Pullman Khao Lak Resort is licensed according to national law and in compliance with all relevant international or local legislation and regulations, including health, safety, labor, environmental aspects, and insurance policies.

Employee Learning

We carefully recruit the best employees to work at Pullman Khao Lak Resort, we train and stimulate our fellow employees and ourselves so that the service we give will be performed with courtesy and an ever-increasing degree of intelligence, care and pride, but without waste or extravagance. Our full time dedicated T&C Manager has specifically created and curated training program to raise awareness of our employees. The first of our 5 Golden pillar is our employees and they are key to deliver our ESG message to our guests. They need to fully understand and endorse our philosophy through training and awareness when it comes to ESG

Service Quality & Customer Satisfaction

Pullman Khao Lak Resort: "We put our heart in everything we do", this is our Golden Rule.

We take great proud of what we do. Our second golden pillar is our guest satisfaction and we always strive to exceed guest's expectations. Customer satisfaction depends on the united efforts of many, we are most successful when we work together cooperatively with everyone, and respect the contribution and importance of our fellow workers. We win as a team!

We have our internal system to evaluate our performance and ensure that we exceed

the expectations of our colleagues, guests and shareholders; this system allows managers to observe employees and provide constructive feedback whenever needed.

Guest feedback is highly valuable for us and it helps us to improve every day, therefore, we have online "Guest Satisfaction Survey" that our guests receive upon their departure, it consists of some questions about how the stay was and what we can do to make them even happier. We shall ask them about our sustainability in our business, their perceive feeling about it and how we can improve.

We also have partnership with third parties to provide us with guest feedback, openly or by conducting Mystery audit to help us in improving and developing our services.

Accuracy of Promotional Materials

All communication regarding promotional material at Pullman Khao Lak Resort goes through the Sales, PR and Marketing team and is in line with Accor hotels guiding principles, local regulations and cultural norms. Any dissatisfaction from our guests is tracked through the guest feedback form and many other channels. All our marketing collateral either Offline or Online is created by our team to make sure that we control our branding, visibility and that our message is align with our business goals and is constant.

Local Zoning, Design and Construction

Pullman Khao Lak Resort is situated on Bang Muang Beach, with a gently sloping white sand beach, turquoise waters of the Andaman Sea and beauty of Khao Sok National Park. The architecture of the 5-star hotel resort is Sino Portuguese inspired with handcrafted local materials that celebrate the heritage of Khao Lak. The resort has open for four years and travel agents praised the beauty, serenity, and quality of Bang Muang Beach. The resort offer 253 rooms including well appointed Presidential Suite (2) and Villa's (6). But also 2 restaurants, 2 bars, 1 Spa and Kids Playground indoor and outdoor which makes it ideal for family, friends and couple.

Interpretation

We inform our guests about the local environment, local culture and cultural heritage through various means; may it be electronic via our TV systems and also verbally from our colleagues.

Communications Strategy

All colleagues will receive training on environmental challenges and how to be part of the solution. Awareness training is being conducted for new employees as part of their induction program; employees receive more training in their respective areas in the hotel as well as the housing, in how to use energy and water efficiently and how to reduce the waste.

We communicate with our guests and visitors to the hotel and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work. Our sustainable operations involve our guests, employees, suppliers and stakeholders.

Health and Safety

Our Goal: work safely at all times; think about hazard prevention in all that we do; minimize accidents so that we, as Employees, can feel comfortable and confident at all times in our work environment and be proud of our commitment to safety.

The management of Pullman Khao Lak Resort has developed a comprehensive Accident and Injury Prevention Program, the goal of this program is to minimize the frequency of and severity of accidents involving employee members and to comply with the local laws and regulations that relate to our hotel. The program has been designed to eliminate physical hazards from the work environment and to train employee members in safe work practices.

A safety committee has been establish and carry regular routine visit and audit around the building to spot any defect in material. The Committee will meet regularly and will report to the General Manager to report on her findings.

Accident prevention is a vital element of any successful organization, we recognize that accidents does not only cause physical and mental pain to employee members, but are also costly in terms of lost productivity and profit. Efficient accident prevention can be directly related to increased profitability for our business, which is something that benefits all of us. While the final responsibility for the safety program lies with the managers and supervisors, the program cannot succeed without the full cooperation of all employee members. Everyone must be on hundred percent safety conscious in everything he or she does while on the job. We are confident that with a sincere and concentrated effort from everyone, our safety goals can be achieved.

As•per the national law, we follow strict security, environmental, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury.

Colleagues are appropriately trained with recorded attendance to make them aware the health and safety issues while working and guests are made aware of hazards by using appropriate signage and other form of communication.

Pullman Khao Lak Resort colleagues in all departments have been trained on basic First Aid & Life Support.

Purchase and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy. We have an experienced team of engineers and technicians who maintain the facilities etc., so that we have constant check on them being in good working condition. Preventive maintenance is key. All necessary and mandatory safety requirements for the same are in order, such as Risk Assessment and Personal Protective Equipment.

Local Law enforcement agencies frequently visit the premises to ensure all emergency systems are in order, besides, there are audits conducted such as HACCP audits to ensure compliance to the Food Safety Management System. New kitchen employees are trained on safety and procedures, and must undergo a mandatory basic food hygiene course in food handling.

Social/Economic

At Pullman Khao Lak Resort, we are committed to make life of people and Nature better!

We have built our ESG Committee, a group of passionate from all departments who will be driving all environmental and green activities. Our chairperson is our Talent and culture Manager followed by our Hotel Manager.

ESG Committee are responsible for:

The first assignment was obtaining the Green Globe Certification.

Spread the awareness about the environmental challenges, the issues that our planet is facing and the importance of being part of the solution.
To come up with creative green ideas in all areas to save energy & water and to reduce
the waste. - Driving internal and external green & CSR activities.
To be part of the local environmental communities and non-profit organizations. Participate in all environmental activities when organized by local organizations. Ensure
having consistent and proper communication between all colleagues about all environmental activities.

Give back to our community by participating in charity and donation events.

At Pullman Khao Lak Resort, we are taking major steps to increase the awareness between our colleagues and make them behave and act every day while thinking

about our environment and its challenges, and how we 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 in efficient way, reduce water consumption as well as reducing the waste.

ESG Committee Initiatives:

Replacing plastic take away boxes with paper box (F&B Department) Eliminating single-used plastic in guest area (F&B, Housekeeping Department) Researching sustainability options with our coffee vendors (F&B Department)

Stopping plastic water bottles and replaced with water dispenser stations (Fitness). The use of glass water bottles as opposed to plastic water bottles in every area ESG School's floor renovate Project.

Supporting and developing our employee members with Accorhotels Academie programs, Pullman Khao Lak Resort proactively supports the recruitment and development of Thai nationals within Thailand at various managerial level positions across its operational and support function, with a view that such Thai nationals may, will be supported, mentored and guided to grow and move into leadership positions across the company.

Fair Trade

Pullman Khao Lak Resort is committed to deal with authorized suppliers and official distributors who offer supplies with the highest quality in the market. Our priority is to select the suppliers who provide eco-friendly products and ensure they have certifications.

Local Entrepreneurs

Our purchasing policy is to order as much as possible from our local community and/or support local businesses in purchasing their products.

Respect Local Culture

Khao Lak is a small village in Phang Nga provice, located South of the main mountain. Tour operators like to use the popular name as location for a series of other villages, now tourist-oriented, mainly in the Takua Pa District of Phang Nga Province.
Almost all areas considered "Khao Lak" are in the Takua Pa district, except for Lam Kaen, which is in the Thai Muang district. Takua Pa used to be a crucial tin-dredging area in the first half of the 20th century. The area prospered and developed quickly. Nowadays, all the mining operations have stopped. Plantations, mostly rubber, are now covering large areas of Takua Pa. The beautiful old Chinese-style arcade houses, shrines, temples, and the famous historic Sunday Market make this place well worth visiting. Treat yourself to a real authentic Thai experience and try out a variety of food. Discover crafty shops and find local souvenirs.

Add this Thailand's superb and singular hospitality, guest service and affordability, and it's no wonder Phuket remains one of the world's must-visit locales. In spite of Phuket's popularity, there are still pockets of unspoiled and secluded spots, and its charms continue to draw new and repeat visitors.

Exploitation

Pullman Khao Lak Resort is in strict compliance to the Thailand Labor Law and its relations. Hence, appropriate policies are in place against the employment of children, discrimination, sexual harassment, and exploitation. The element of exploitation is supported by:

- Equal Employment Opportunity & Diversity Ethical Behavior Policy
- Code of Business Conduct and Ethics supported by ACCOR global charter

Equitable Hiring

Pullman Khao Lak Resort promotes diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are

filled on the basis of competence. Our hotel adheres to all local laws and regulations concerning labor laws, and offer conditions and wages superior to the minimum requirements.

Gender equality

Pullman Khao Lak Resort commits to gender equality as a real practice and influences all of the procedures and processes implemented to ensure equal opportunity and prevent discrimination.

Gender equality in the company: Female (45 percent); Male (55 percent) Gender quality in executive leadership: Female (38 percent); Male (62 percent)

Employee Protection

Salaries and benefits meet national regulations, and all payments required by law into Social Security Fund and Personal Income Tax are made on behalf of all employees. Overtime is paid for hours worked according to Thailand labor law. Week hours and working hours do not exceed the legal maximum established by the labor law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are
accordingly remunerated as per the policies outlined.

A whistle blower unanimous hotline is also available for all to report any abuse, harassment or corruption.

Basic Services Environment

The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business generate a number of secure jobs and reflects positive influence in the community.

Culture Heritage

The employee at Pullman Khao Lak Resort are trained to guide guests towards the cultural sights and events and/or entertainment/ restaurants that the guests are most interested in. Local Thai culture can be explained and discussed with guests, mainly in a nice-to-know form, guest can read through the basic do's and don'ts in their complementary tourist guide or can easily discuss it with our service team.

Historical and archeological artifacts are not sold, traded, or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage.

Pullman Khao Lak Resort places great emphasis on being a part of the local environment in regards to cultural and social activities, as well as incorporating use of local food and competencies from local businesses.

Environmental

- Setting up recycled waste bins throughout the hotel (Purchasing Department)
- Installing LED light bulbs in all areas to reduce energy consumption (Engineering Department)
- Installing EV charging stations in the car park to support sustainable transportation and reduce carbon emissions (Engineering Department)
- Reusing treated water for resort landscaping and gardening purposes (Gardening Team)
- Maintaining a homegrown herb garden to support local and sustainable food production (Gardening Team)
- Conducting weekly beach cleaning activities with guests through our "Love the Beach" program
- Regularly supporting local community and environmental activities
- Implementing noise reduction measures to minimize disturbance to guests, neighboring communities, and local wildlife. These measures include controlling equipment noise, monitoring sound levels during events, and scheduling maintenance activities during appropriate hours. (Engineering & Operations Departments)

Management Acknowledgement

Name	Title	Signature
Ajay Jayaprakash Sampige	General Manager	
Milan Ljuboja	Hotel Manager	
Jureeporn Inthachai	Director of Talent & Culture	
Arunsak Saetan	Director of Eng & LP	
Paranee Pinkaew	Director of Finance	
Krittamate Arunsart	Director of Sales	
Teerapan Atthawilai	IT Manager	
Runchuan Boonta	Front Office Manager	
Nuthakan Kumnoo	Assistant Front Office Manager	Kathy
Warangrat Duanghathai	Assistant Guest Experience Manager	
Rawikan Poolkaew	Executive Housekeeping Manager	Paninee (For)
Andreas Hameder	Executive Chef	
Kawisara Khobwet	SPA Manager	
Suratda Hundang	Lifestyle Manager	

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