



SUSTAINABLE MANAGEMENT PLAN 2024



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Statement

V Villas Phuket is committed to Accorhotels 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

Both the management and all employees of V Villas Phuket 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.

V Villas Phuket 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.

V Villas Phuket 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 V Villas Phuket 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.



Pannaphat Lapa
Resort Manager



Our Goals:

1) Energy Efficiency:

Monitor to reduce total energy consumption by 3% from the previous year (June 2023 – March 2024 compare with June 2024 – March 2025) while maintaining high quality service.

June 2023 – March 2024 use 1,583,442 kWh/ 6,669,268 THB (Exclude VAT)

Guest stayed 11,341 persons. Total room nights is 4,103 nights.

Average kWh per guest is 139.62 kWh

Average electricity cost per guest is 588.07 THB

June 2024 – March 2025 use 1,485,558 kWh/ 5,918,313 THB (Exclude VAT)

Guest stayed 9,967 persons. Total room nights is 3,717 nights

Average kWh per guest is 149.05 kWh

Average electricity cost per guest is 593.79 THB

Compare period June 2023 – March 2024 and June 2024 – March 2025. Electricity is higher by 6.75%

2) Water conservation:

Monitor to reduce water consumption in the property by 3% from the previous year (June 2023 – March 2024 compare with June 2024 – March 2025)

June 2023 – March 2024 use 22,876 (M3)/ 792,221 THB (Excluding VAT)

Guest stayed 11,341 persons. Total room nights is 4,103 nights.

Average consumption per guest is 2.02 M3

Average cost per guest is 69.85 THB

June 2024 – March 2025 use 27,376 (M3)/ 947,996 THB (Excluding VAT)

Guest stayed 9,967 persons. Total room nights is 3,717 nights

Average consumption per guest is 2.75 M3

Average cost per guest is 95.11 THB

Water 2023 use 2.02 M3 per guest and 2024 use 2.75 M3 per guest average increase 36.14%

In summary: During the first 6 months of the period (June to November), electricity and water usage included consumption from Phase 2, which was still under construction at the time. The electricity and water for this phase was sourced from the main hotel supply, contributing to the overall consumption figures.



3) **Waste Production:**

Food waste was reduce by 69% compared to last year

In 2023, the average food waste per guest was 90 grams per guest

In 2024, the average food waste per guest was 28 grams per guest

- 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

V Villas Phuket 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

V Villas Phuket will be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, 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 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

V Villas Phuket 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. V Villas Phuket employ a safety officer on a full time basis to make sure that we comply with all relevant legislation.

Implement a Sustainable Management Plan:

V Villas Phuket 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

V Villas Phuket 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 V Villas Phuket, 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 L&D 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

At V Villas Phuket: **“We put our heart in everything we do”**, this is our Golden Role.

We take great proud of what we do. Our second golden pillar is our guest satisfaction and we always strive to exceed guests 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 V Villas Phuket goes through the Sales, PR and Marketing team and is in line with Accorhotels 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

V Villas Phuket offers views of the lush hills of AoYon, away from the hustle and bustle of the city. Located 39 meters above sea level and on the Southeast of Phuket Island. AoYon Bay is home to local fishing villages and a natural pearl farm. From the resort, the beach can be reached by foot via a staircase and a viewpoint where small yachts can be seen from the villas. The resort has newly open for two and half years and luxury travel agents praised the beauty, serenity, and quality of Yon Beach considered the best beach in Phuket. Architecturally designed to provide an immersive experience in nature, the resort features unobstructed, panoramic Andaman views, the villa’s collection of 19 private pool villas offering absolute privacy, and extraordinary hillside and ocean



views. A 24-hour butler delivers unparalleled guest service, including curating in-villa private dining, floating breakfasts, and wellness experiences.

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. Community lectures are carried out to educate community about sustainability.

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 V Villas Phuket 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 full time safety officer is employed and carry regular routine visit and audit around the building to spot any defect in material. Officer also perform regular training and has regular meeting with Resort 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.

V Villas Phuket's 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 employee is trained on safety and procedures, and must undergo a mandatory basic food hygiene course in food handling.



Social/Economic

At V Villas Phuket, 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 Resort Manager.

ESG Committee are responsible for:

- The first assignment was to obtain the Green Globe Certification and maintain it annually.
- 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 V Villas Phuket, 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 (Lobby and Fitness).



- The use of glass water bottles as opposed to plastic water bottles in every area.
- “**Green stay**” option: Encourage guests to reuse linens and towels for multi-night stays.
- Beach cleaning with staff and guests as part of a CSR initiative.

Local Employment

Supporting and developing our employee members with Accorhotels Academe programs, V Villas Phuket 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

V Villas Phuket 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

Phuket is world-renowned as the quintessential tropical island. Phuket is unapologetically global, yet rooted in gracious Thai culture — and is one of the few places in the world that is able to blend tradition and modernity seamlessly. The island boasts a unique mix of pristine natural beauty, cultural experiences, Michelin gastronomy, multicultural street food, vibrant nightlife, and beach parties. Old Town Phuket is architecturally stunning, and is a cultural melting pot, and showcases a mix of ancient Siam, colonial Portuguese, Indian, Burmese, Indonesian, and Malaysian culinary and cultural influences.



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

V Villas Phuket 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

V Villas Phuket 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

V Villas Phuket 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 (44 percent); Male (56 percent)

Gender quality in executive leadership: Female (60 percent); Male (40 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 V Villas Phuket is 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.

V Villas Phuket 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 of recycled trash bins at hotel (Purchasing Department)
- Free Energy for Hot water system in all villa (Engineering Department)
- LED light bulb in all area (Engineering Department)
- Installing EV charging at carpark to reduce carbon emission (Engineering Department)
- ECOspirit (FB Department)
- Reuse water for gardening in resort landscape (Gardening team)
- Home grown Herb garden (Gardening team). GAP certified 5 flowers that use in our kitchen and bar
- Beach cleaning with local community every month
- Regularly support local activity ie Ramadan month, Buddhist lent day



Management Acknowledgement

Name	Title	Signature
Pannaphat Lapa	Resort Manager	
Ratthanapat Phetjeen	Talent & Culture Manager	
Pongsak Teerabuth	Chief Engineer	
Amornthip Lerdkul	Senior Sales Manager	
Nawarat Sophonwungsirikul	Food and Beverage Manager	
Thippawan Homniam	Housekeeping Manager	
Rawiwan Ketsaro	Spa Manager	
Wilasinee Maneenil	Finance Manager	
Jose Arnel Flores	Lifestyle Manager	
Pisut Nahan	Executive Chef	
Siriphon Chinnapa	Assistant Front Office Manager	
Chailerd Banditlerdlux	Purchasing Manager	
Anuphap Thingnui	Occupational Health and Safety Officer	

