

SUSTAINABILITY MANAGEMENT & ENVIRONMENTAL PLAN



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1. Key Objective

At Mövenpick Hotel Sukhumvit 15 Bangkok, our commitment to sustainability is a priority. The key objectives of our Green Globe Sustainability Management Plan are as follows:

- **Guide Decision Making:**
Our plan serves as a compass directing our decision management strategies and daily operations toward sustainable practices.
- **Sustainable Development:**
We aim to grow our business in harmony with the environment, socio-cultural aspects, quality standards, and health and safety considerations.
- **Compliance Assurance:**
Demonstrating our commitment to adhering to environmental laws and regulations of the Kingdom of Thailand pertaining to hotel operations and sustainability is imperative.
- **Monitoring and Audit:**
We establish robust monitoring and audit programs to ensure strict adherence to our Sustainability Management Plan and relevant environmental legislation, enabling early detection of any significant environmental impacts.
- **Mitigation Measures:**
We outline comprehensive mitigation measures to minimize the environmental footprint of our activities, striving to reduce pollution, minimize waste, and conserve resources through effective practices of Reduce, Reuse, and Recycle.
- **Pollution Control Strategies:**
Implementing pollution control strategies forms a core aspect of our sustainability efforts, ensuring that our business operations are conducted in a manner that minimizes adverse effects on the surrounding environment.
- **Environmental Management Framework:**
We establish a structured framework for environmental management to ensure the effective implementation of identified mitigation measures, fostering a culture of sustainability throughout our organization.

At Mövenpick Hotel Sukhumvit 15 Bangkok, we proudly adhere to the standards set forth by the Green Globe Standard and embrace the principles of sustainability upheld by the AccorHotels brands guideline.

2. The Scope

The scope of the sustainability management plan covers all activities at Mövenpick Hotel Sukhumvit 15 Bangkok; it is integrated with all colleagues, customers, business partners, owners, and other stakeholders.

3. AccorHotels Vision

To be the world's benchmark hospitality player so we can offer our guests, employees, and partners a unique experience.

ACCOR Values:

- Guest Passion
- Sustainable Performance
- Trust
- Respect
- Innovation
- Spirit of Conquest

4. Area of Focus for Sustainability Management Plan with Green Globe Standard

Environmental Stewardship:

The hotel actively participates in the Sustainable Management Plan of the AccorHotels Group in partnership with Green Globe, focusing on conserving resources, reducing pollution, and preserving biodiversity, ecosystems, and landscapes. We are dedicated to implementing recommendations for reducing our carbon footprint. Our property continues to analyze our environmental impact and develop measures to mitigate these impacts. We are committed to protecting the environment by conserving resources, controlling pollution, and reducing carbon emissions.

Socio-Cultural Responsibility:

We uphold our socio-cultural responsibility as part of the Ethical and CSR charter of the Accor Group. Our team actively engages in corporate social responsibility initiatives to support local communities, employees, guests, and other stakeholders. We adhere to a policy against commercial exploitation, ensuring equitable hiring practices and prioritizing employee protection. Moreover, we are committed to ensuring that our business operations do not compromise the provision of basic services such as water, energy, or sanitation to neighbouring communities. The hotel strictly follows Accor's policy against discrimination in any form, fostering an inclusive and respectful environment for all.

Quality Assurance:

Our commitment lies in delivering sustainable and quality products. We prioritize engaging with our clients for feedback, ensuring that we not only meet but exceed their expectations. Recognizing the evolving expectations of our guests, we strive to stay ahead of the industry curve by implementing innovative and sustainable practices. This dedication ensures that we not only meet the needs of our guests but also contribute positively to our environment and community.

Health and Safety:

We prioritize the safety and well-being of our guests, staff, and stakeholders. We diligently adhere to all health and safety regulations mandated by local authorities, ensuring comprehensive protection for all. The utilization of safety instruments and machinery is

accompanied by the requisite personal protective equipment (PPE) necessary for each task. We provide thorough training on health and safety protocols to all staff, empowering them to navigate their roles safely.

We continuously initiate measures to maintain a safe and secure work environment for all members. Regular training sessions and internal Health and Safety audits are conducted to uphold our commitment to providing a secure environment for everyone involved.

Sustainability Management

Implementing a Sustainability Management Plan:

We are dedicated to establishing and upholding the principles of sustainability in accordance with the requirements of Green Globe. Our commitment involves incorporating various elements outlined in the Green Globe sustainability practices.

To effectively implement sustainable management practices, we will:

- Formulate policies and procedures tailored to the nature and scale of our organization's activities.
- Align these policies and procedures with the four key areas of the Green Globe Standard, covering environmental, socio-cultural, quality, and health & safety issues.
- Commit to continually improving our Sustainable Management Plan (SMP) and setting targets in alignment with Green Globe standards.
- Ensure compliance with current applicable legislation, regulations, and other requirements.
- Establish a framework for setting and reviewing SMP objectives and targets.
- Document, implement, maintain, and communicate these policies and procedures to all employees.
- Make these policies accessible to all interested parties and associates.
- Periodically review the SMP to ensure its relevance and appropriateness to our organization.
- Monitor our sustainability efforts annually, aiming for a score of 250 points or higher to reflect our commitment to Green Globe sustainability initiatives.

We strive to integrate sustainability into every aspect of our operations, ensuring that we meet and exceed the highest standards of environmental and social responsibility.

Legal Compliance:

We prioritize adherence to legal requirements to ensure the safety, well-being, and protection of our guests and colleagues. Our hotel is licensed under Thai law and complies with all relevant international and local legislation and regulations. This includes, but is not limited to, health, safety, labor, and environmental aspects. We ensure that our insurance policies and other instruments for guest and colleague protection are regularly updated and in order, providing a secure and compliant environment for everyone involved.

Employee Training:

Employee hiring, training, annual appraisals, and performance reviews at Mövenpick Hotel Sukhumvit 15 Bangkok align with the standards set by the Accor Group. We offer various training modules focusing on the skills, knowledge, and attributes essential for organizational and individual success. Once competencies are identified, individuals are trained and developed accordingly, fostering a team of successful colleagues capable of achieving business goals and executing strategies effectively.

To ensure comprehensive training, sustainability management, health and safety, and environmental impact modules are incorporated into our employee induction process. Our sustainability goals and management plans are effectively communicated to employees during induction and allocated specific training sessions on sustainability management. We are committed to empowering our employees with the knowledge and skills necessary to contribute to our sustainability initiatives and drive our business forward.

Customer Satisfaction:

Customer satisfaction is paramount, and every department operates with a focus on continuous improvement and long-term sustainability. We collaborate across all departments and areas of the business to ensure that our guests are always our top priority. We have established a robust system to measure our performance and promptly address any areas where we may fall short of achieving desired results.

In addition to monitoring customer satisfaction, we also review and monitor internal quality performance to uphold our high standards. We utilize various tools and methods for monitoring and reviewing customer satisfaction and internal quality performance. These include annual LQA mystery audits, feedback collected through platforms such as Trust You Report, and financial audits on cashiering practices. Online social media platforms such as TripAdvisor and Booking.com also provide insights into guest needs and preferences.

These tools serve as valuable resources for assessing guest satisfaction levels and ensuring that scores are monitored regularly. We are committed to taking necessary actions based on the feedback received to continuously enhance the guest experience and maintain our reputation for excellence.

Accuracy of Promotional Materials:

All promotional materials undergo thorough review by our Sales and Marketing team to ensure accuracy and alignment with Accor Group principles, local regulations, cultural norms, and sustainability practices. We adhere to guidelines set forth by Green Globe to uphold our commitment to sustainability in all our communications.

The hotel's policy on promotional materials includes:

1. Truthful and accurate representation of products and services, without making unrealistic promises.
2. Clear and complete information about product and service conditions.

This applies to all employees involved in promotional activities and reflects our commitment to transparency and customer satisfaction.

Local Zoning Design and Construction:

Our property's hotel license and title deeds have been obtained in accordance with regulations set by the relevant Thai Government Agencies, Bangkok Province, and in full compliance with the EIA (Environmental Impact Assessment).

The facilities of the hotel include:

- 363 Guest Rooms
- Event Spaces with 4 Function Rooms
- Swimming Pool
- 1 Restaurant and 1 Bar
- Gym
- Car Parking

To align with Green Globe's requirements, we ensure that our property respects natural and cultural heritage surroundings. We prioritize the preservation of biodiversity and ecosystems, adopting sustainable practices in our operations and maintenance. The hotel has been designed with 33% open areas allowing air flow access throughout the property. A garden roof with native plants helps reduce water consumption, and materials used for painting are Low VOC and Free VOC.

We are committed to operating in a responsible and sustainable manner, ensuring that our property harmonizes with its surroundings and minimizes its environmental impact.

Experiential or Interpretive Tourism:

Our hotel is committed to providing exceptional experiential tourism programs that showcase the natural surroundings and local cultural experiences. We ensure compliance with industry standards by:

1. Providing comprehensive information through various delivery mechanisms.
2. Training our staff to deliver experiential tourism programs.
3. Promoting appropriate behavior while visiting natural and cultural areas (QR information on Do's & Don'ts at reception).
4. Partnering with Asian Trails Tour Operators to organize trips focused on natural surroundings, local culture, and heritage, involving local inhabitants as guides when appropriate.

Communication Strategy:

The hotel has a comprehensive communication strategy to inform guests, staff, and business partners about our sustainable policies, programs, and initiatives. Our strategy includes:

1. Informing guests about water conservation, waste management, and energy conservation practices in guest rooms and other areas.
2. Encouraging guests, staff, and our partners to support our environmental, energy, and CSR efforts.
3. Training staff on sustainability programs through the HR department.
4. Encouraging and supporting local suppliers to adopt Green or Sustainable business practices to save energy, reduce waste, and cut CO₂ emissions.

Through effective communication, we aim to engage all stakeholders in our sustainability goals and inspire positive contributions from each individual.

Health and Safety:

The hotel prioritizes the well-being of our guests, staff, and local community by complying with relevant health and safety measures. Our policy includes:

1. Ensuring facilities are maintained in good sanitation and cleaning conditions.
2. Implementing a preventive maintenance program for all facilities, vehicles, tools, and other equipment.
3. Providing health and safety conditions as required for staff and guests.
4. Taking necessary safety measures for recreational activities.
5. Equipping workshops and chemical storage areas with appropriate PPE.

By adhering to these standards, we fulfill our responsibility to maintain a safe and secure environment for everyone involved in our operations.

Disaster Management & Emergency Response:

The hotel prioritizes the health, safety, and well-being of our guests and staff during disasters. Our policy includes:

1. Developing an appropriate disaster management plan for fires, weather events, earthquakes, and chemical spills.
2. Regular testing and maintenance of emergency lights, generators, fire equipment, and safety gear.
3. Conducting regular emergency action drills and annual fire and evacuation drills for staff, guests, and visitors.

By implementing these measures, we ensure a swift and effective response to emergencies, protecting the well-being of everyone on our premises.

Social and Economic

The hotel is dedicated to fostering community development, supporting local economies, and promoting responsible business practices. Our commitment is reflected in the following standards:

Community Development

We actively support local communities by educating and encouraging our employees to engage in local society and support local products and services.

Local Employment

We support and develop our employees through Accor Hotels Academy programs. Recruitment and development of Thai nationals within Thailand are prioritized for various managerial positions across operational and support functions. Staff members are mentored, guided, and supported to grow into leadership positions across the company.

Fair Trade

We purchase local products and fair-trade or eco-friendly goods and services whenever available, promoting local businesses and supporting sustainable economic practices. By opting for local goods and services, we contribute to reducing our ecological footprint and enhancing guest experiences.

Local Entrepreneurs

Our purchasing policy prioritizes ordering as much as possible from the local community and supporting local businesses. For instance, we source local free-range eggs for use in our breakfast offerings.

Respect for Local Populations

We ensure that both guests and employees are aware of the local culture. Information about local customs and traditions is provided through our website, sales presentations, and digital communication channels. During employee induction, we conduct presentations on local cultural awareness. Additionally, a QR code with local cultural information is available at the reception area and tour desk to further educate and inform guests.

Exploitation:

We strictly comply with Thai labor laws and regulations, particularly concerning child labor and exploitation. We have implemented a Child Exploitation Policy and Watch Program to prevent and address any instances of child exploitation, labor abuse, sexual harassment, and trafficking within our premises. Our employees are trained on the escalation process through Accor's WATCH initiative to report any suspected cases of exploitation. We have policies in place against the employment of children, sexual harassment, and exploitation, and we actively participate in awareness campaigns and training sessions to combat these issues.

Equitable Hiring:

We promote diversity and equality in all aspects of our business operations. We do not discriminate against any employees or applicants based on factors such as gender, race, religion, or nationality. All positions are filled based on competence, and we adhere to all local labor laws and regulations. Our hotel offers conditions and wages that exceed the minimum requirements set by law, ensuring fair treatment and opportunities for all employees.

Employee Protection:

We prioritize the protection and well-being of our employees, and benefits meet national regulations. We ensure that all required payments into insurance and holiday funds are made on behalf of our employees. Overtime is compensated in accordance with Thai labor laws, and our working hours comply with legal maximums. We provide career development plans and cross-training opportunities to motivate and support our employees' professional growth and morale.

Access to Basic Services:

The activities of our hotel do not negatively impact or jeopardize resources or services in the local area or neighboring communities. Our business generates secure job opportunities and contributes positively to the community.

Local Livelihoods:

At Mövenpick Hotel Sukhumvit 15 Bangkok, runoff systems from buildings and throughout hotel facilities are designed to comply with legal requirements and mitigate any potential negative impacts. Our building structures adhere to regulations in line with Thai Municipality norms, ensuring minimal disruption to local livelihoods.

Bribery & Corruption:

We strictly prohibit all forms of bribery and corruption at Mövenpick Hotel Sukhumvit 15 Bangkok. Our employees are not permitted to solicit, arrange, or accept bribes intended for their benefit or that of their family, friends, associates, or acquaintances. We review vendor selection based on fair practices, prioritizing eco-friendly materials and suppliers with the best environmental practices. Gifts from suppliers or third-party partners are not accepted, and we adhere strictly to anti-bribery and corruption policies. Charitable contributions and sponsorships are never used as a cover for bribery.

Cultural Heritage

Code of Behavior:

The company's policy on the code of conduct includes established guidelines on behavior that promote the protection of local cultures. Guests are provided with relevant information about the local culture, customs, and tourism in Thailand, including Do's & Don'ts via a QR code scan at reception, to ensure respectful interactions with the local community.

Historical Artifacts:

Our employees are trained to guide guests toward cultural sights, events, and entertainment. Local Thai culture and traditions are explained and discussed with guests, acknowledging that the culture may be significantly different from that of guests from other countries. Historical and archaeological artifacts are not sold, traded, or displayed at our hotel. Our business fully complies with laws, standards, and regulations concerning the protection of historical sites and cultural heritage.

Environmental

Environmental Policy:

At Mövenpick Hotel Sukhumvit 15 Bangkok, we recognize the importance of protecting the environment and ensuring a sustainable future. We are committed to minimizing our environmental footprint and contributing to the global effort to combat climate change. We continuously strive to improve our sustainability practices in all aspects of our business, from reducing energy consumption to promoting sustainable sourcing, and we regularly assess our performance against ambitious environmental goals.

Our goal is to operate responsibly, using eco-friendly practices and encouraging our guests to join us in protecting the environment.

Scope

- To fully comply with all relevant environmental legislation and approved codes of practice.
- Management and employees must take into consideration the environmental impact of their actions on a daily basis and continually seek to improve our environmental practices.
- To continuously monitor the resort operations to identify.
- To adopt efficient energy management practices to reduce our environmental footprint; pollution, emissions, and waste.
- To develop and educate on responsible purchasing methods using where possible local suppliers and only those who maintain ethical practices.

1. Energy Efficiency and Management

- **Energy-Efficient Systems:**
 - The hotel uses LED lighting and energy-saving appliances across all facilities
 - Advanced HVAC systems are employed to optimize energy use in heating, ventilation, and air conditioning.
- **Renewable Energy Sources:**
 - Solar panels are being considered for specific energy requirements, We are replacing spotlights on the roof area with solar lights, reducing reliance on non-renewable energy.
- **Smart Energy Monitoring:**
 - The hotel uses the Accor GIAI 2.0 system to audit and track consumption and identify areas for improvement.

2. Water Conservation

- **Low-Flow Fixtures:**
 - Installation of water-efficient faucets, showers, and toilets throughout the property.
- **Towel and Linen Reuse Programs:**
 - Guests are encouraged to participate in voluntary sustainability programs to reduce water consumption in laundry services.
- **Reduce water usage in all area:**
 - Sustainability signage is placed in all areas, including guest rooms, public spaces, and employee locker rooms.

3. Waste Management

- **Waste Segregation:**
 - Dedicated recycling bins are placed in all public areas and staff facilities.
- **Reduction of Single-Use Plastics:**
 - Reusable or biodegradable alternatives, such as glass bottles and compostable packaging, have replaced 100% of single-use plastics in guest rooms and restaurants.
- **Food Waste Management:**
 - Partnership with local suppliers ensures that leftover food is either repurposed or composted.

4. Sustainable Sourcing

- **Local and Ethical Procurement:**
 - Ingredients for the hotel's culinary offerings are sourced from local suppliers, promoting sustainability and reducing transportation emissions. Free-range eggs are supplied for use in the breakfast menu.
- **Environmentally Friendly Materials:**
 - Cleaning products, toiletries, and other consumables are selected for their low environmental impact and are biodegradable, FSC-certified, or Green Label-certified throughout the property.

5. Transportation and Mobility

- **Electric Tuk Tuks:**
 - Guests can use electric Tuk Tuks for local transportation, minimizing carbon emissions.
- **Promotion of Public Transport:**
 - The hotel encourages the use of nearby BTS Skytrain and MRT stations to reduce reliance on private vehicles.

6. Green Building and Indoor Environment

- **Sustainable Design:**
 - The hotel incorporates green building materials, including Low-VOC and Free-VOC paints, and features a design with 33% open areas to enhance air flow, helping to reduce heat.
- **Air Quality Management:**
 - Indoor spaces are enhanced with air-purifying plants, potted plants, and low-VOC (volatile organic compounds) paints.

7. Community Engagement and Awareness

- **Guest Education:**
 - The hotel provides information to guests about its sustainable practices and encourages participation through the in-room TV channel and Sustainability Card.
- **Support for Local Initiatives:**
 - Programs like “Kilo of Kindness” invite guests and employees to donate items to local communities in need.
- **Workshops and Events:**
 - Educational sessions are conducted for staff by the Learning & Development Team on topics such as waste management, recycling, and energy conservation.

All members of the company's management and employees have the responsibility to support, promote, and strictly adhere to the policy. By implementing and communicating a robust environmental policy, hotels not only benefit the planet but also appeal to eco-conscious travellers and enhance their reputation as responsible businesses.

Purchasing Policy:

We prioritize the use of appropriate methods to select suppliers and procure goods and services that meet our standards of quality, price, timing, sourcing, and delivery while safeguarding the interests of the company. Our purchasing practices focus on sourcing from suppliers who offer eco-friendly and sustainable products, aligning with our commitment to environmental responsibility.

We prioritize purchasing from local suppliers whenever feasible, considering the needs and requirements of our hotel operations. Our Green Procurement Policy guides our purchasing decisions, emphasizing the procurement of goods and services from local vendors that offer eco-friendly products. This includes amenities and chemicals that are eco-certified, such as those with low or zero VOC (Volatile Organic Compounds) for paints, as well as products certified by the Forest Stewardship Council (FSC) for paper and wood.

By adhering to our Green Procurement Policy, we aim to minimize our environmental impact while supporting local businesses and promoting sustainability throughout our supply chain.

To minimize negative environmental effects, the hotel gives priority to the efficient and safe use of all equipment and machinery.

Energy Consumption:

1. Energy usage and reduction goals are specified and recorded (We set 2% reduction total consumption 2024 VS 2025)
2. Monthly energy usage and costs including energy sources are recorded by manual and GAIA 2.0 system
 - a. Month energy usage is reported as GHS/CO2 e-mission including breakdown by scope 1 and scope 2 by GAIA 2.0 system
3. LED Lights are installed throughout the property.
4. Timer control lights and air con is installed in various areas
5. Sustainability signage are on all area in guests' room, public area and employee locker room.

Water Consumption:

1. Water usage and reduction goals are specified and monitored (We set 5% reduction 2024 VS 2025)
2. Water sourcing in sustainable and doesn't have affect environment flow (Refer to water analysis from Wanadol Co.,Ltd.)
3. Drinking water and ice used for human consumption is demonstrably safe (Analysis taken quarterly by Wanadol Co.,Ltd.)
4. Installing low flow faucets in showerhead , wash basin and other area at staffs facilities
5. Motion sensor for men urinal in toilets
6. Sustainability signage are on all area in guests' room, public area and employee locker room.

Waste Management Plan:

1. Reduce food waste by encouraging guests and staff to be aware of daily waste through signboards.
2. Recycling program for guests and staff by providing bins throughout the property.
3. Food waste is used for composting to produce fertilizer for our garden (coffee grounds, eggshells, and pineapple skins).
4. Wet amenities in all guest rooms are eco-friendly packaging and refillable.
5. Recyclable waste is sold to suppliers for recycling programs.
6. Hazardous waste is handled appropriately before being sent to Wattana District.
7. Training and raising awareness of the hotel team by the HR Department is ongoing.

Reducing Pollution:

1. Regularly check chemical storage to prevent leaks.
2. MSDS - Material Safety Data Sheets are maintained for all chemicals used on the property.
3. Waste volume is recorded in different categories: plastic, cardboard, glass, organic waste, etc.
4. Hazardous waste disposal is managed to ensure no adverse effects on the local population and environment.
5. Water treatment is tested regularly.
6. Provide designated smoking areas for guests and staff.
7. Air conditioner cleaning and preventive maintenance are conducted by third-party services.
8. Use pot plants in all areas to increase oxygen and purify the air.
9. Timers are set up for lights on the rooftop and various areas throughout the hotel.
10. Use EV Tuk Tuk instead of traditional engines to reduce gas emissions.
11. Software upgraded to Cloud systems:
 - Opera V5 to Opera Cloud CNE
 - Sun to Sun Cloud
 - MC to Future Log Cloud

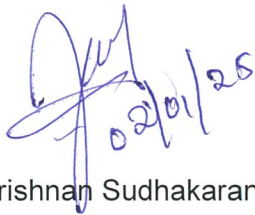
Conserving Biodiversity, Ecosystems, and Landscapes:

1. No animals are kept in captivity on the property.
2. Only native plants, trees, and flowers are used in the hotel landscape.
3. We contribute to biodiversity conservation through our CSR program, including the Planting Mangrove project.

Conclusion

Mövenpick Hotel Sukhumvit 15 Bangkok is dedicated to implementing and upholding the highest standards of sustainability. Our comprehensive Sustainability Management Plan, aligned with Green Globe's rigorous standards, reflects our commitment to environmental stewardship, socio-cultural responsibility, quality assurance, and health and safety. By integrating sustainability into every aspect of our operations, we strive to create a positive impact on the environment, local communities, and our guests, ensuring a sustainable future for our resort and the hospitality industry.

Yours sincerely,



Jayakrishnan Sudhakaran
General Manager