

S O F I T E L

KRABI PHOKEETHRA

# SUSTAINABILITY MANAGEMENT PLAN & POLICIES 2023

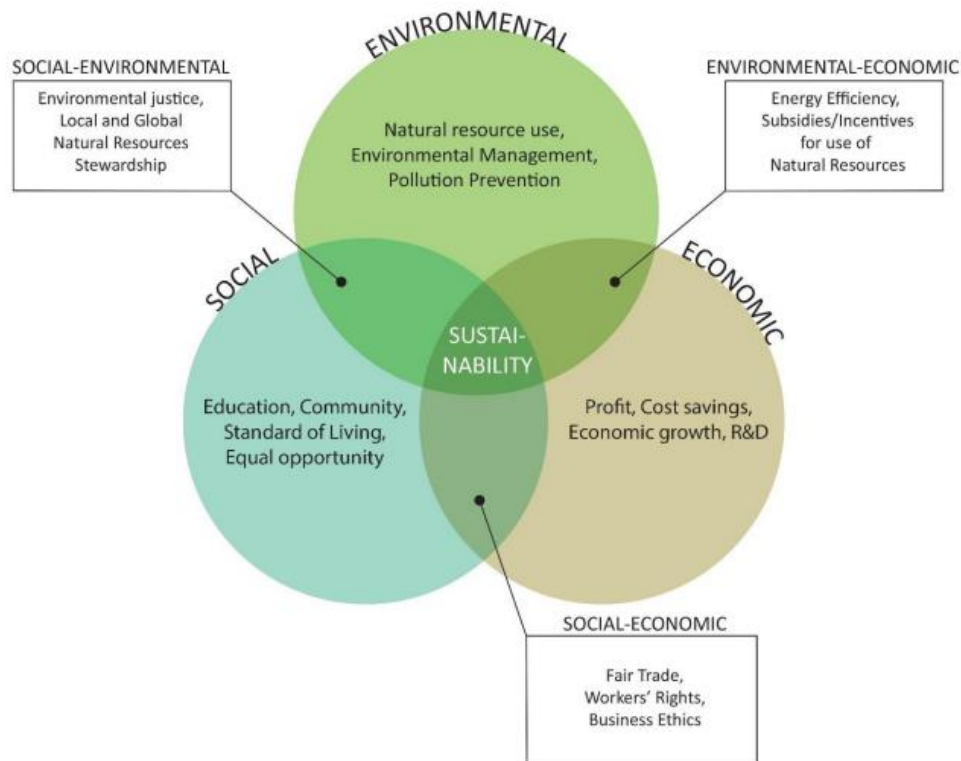


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## PURPOSE

- ∂ 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;
- ∂ To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues;
- ∂ To demonstrate management commitment to comply with the environmental laws and regulations of Thailand;
- ∂ To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business;
- ∂ To outline mitigation measures in order to minimize the impact of the business activities on the surrounding environment;
- ∂ To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practising Reduce, Reuse and Recycle wherever possible;
- ∂ To establish a framework for environmental management to ensure the implementation of the identified mitigation measures;
- ∂ It is not intended to be exhaustive, but is considered the minimum standard acceptable to Sofitel Krabi Phokeethra Golf and Spa Resort.



## SCOPE

The Scope of the Sustainability Management Plan covers all activities at Sofitel Krabi Phokeethra Golf and Spa Resort and its integration with all colleagues, customers, business partners, owners, other stakeholders and the environment at large.

## REFERENCE

Green Globe Certification Standard & Guide to Certification and ACCOR's Sustainability Practices.

## DEFINITION, TERMS & ABBREVIATIONS

<b>SMP</b>	Sustainability Management Plan
<b>Sustainable development</b>	Development that meets the needs of the present without compromising the ability of future generations to meet their own needs
<b>Environment</b>	Surroundings in which an organization operates, including air, water, land and natural resources, flora, fauna, humans, and their interrelation
<b>Environmental Aspect</b>	Element of an organization's activities or products or services that can interact with the environment.
<b>Environmental Impact</b>	Any change to the environment whether adverse or beneficial, wholly or partially resulting from organizations environmental aspects.
<b>P &amp; P</b>	Policies and Procedures
<b>SOPs</b>	Standard Operating Procedure

## RESORT FACT SHEET

### 276 ROOMS / SUITES:

#### SUPERIOR & FAMILY & LUXURY / JUNIOR & PRESTIGE & POOL & OPERA

- ∂ Superior Rooms - 45 sq.m / 484 sq.ft
- ∂ Family Rooms – 54 sq m / 581 sq ft
- ∂ Luxury Rooms - 54 sq.m / 581 sq.ft.
- ∂ 5 Junior Suites - 72 sq.m / 775 sq.ft.
- ∂ 10 Prestige Suites - 100 sq.m / 1076 sq.ft.
- ∂ 7 Pool Suites – 103 sq m / 1009 sq ft
- ∂ 1 Opera Suite - 160 sq.m / 1722 sq.ft.

## WINE & DINE

- ∂ **Maya Restaurant** Our Krabi-style international buffet gives you all the nutrition and energy you need to begin the day right. It also offers a world of flavours every morning, with something that everyone will enjoy, no matter what country you are from, how old you are, what breakfast food you like best, or any dietary requirements you have.
- ∂ **Venezia Restaurant** The resort's signature restaurant and is regarded locally as one of the best Italian restaurant in Krabi. With a long-established reputation for serving traditional authentic cuisine prepared by our Italian chef, the restaurant uses fresh ingredients imported from Italy, paired with an elegant, fine-dining atmosphere. The menu offers traditional homemade style Italian cuisine with specially created contemporary items.
- ∂ **White Lotus** The White Lotus restaurant in Sofitel Krabi Phokeethra is a favourite Indian & Thai Restaurant in Krabi. Serving authentic Thai & Indian cuisines in a setting of gentle opulence. Walk through the elegant white archways at the entrance and pass traditional ceramics and Thai sculptures. Inside the restaurant, beneath a high timber ceiling, tall windows overlook the spectacular Sofitel Krabi Phokeethra garden areas for an ultimate Thai dining setting.
- ∂ **Explorer Bar** A cocktail bar in Krabi with its beautiful teakwood and period décor. Our elegant Explorer Bar is an excellent place for relaxation, day or night. Guests can enjoy aperitifs, after-dinner cocktails, and the finest beverages in comfort while listening to live music.
- ∂ **Koh Poda Swim-up Pool Bar** Made for relaxing days in paradise. Located within the largest swimming pool in Thailand, the swim-up pool bar serves light lunches, exotic cocktails and juices, and ice-cold beers. At the nearby Sala Thai, indulge in some bliss with a traditional Thai massage. Located at the swimming pool.

## ACTIVITIES FACILITIES

- ∂ SO Spa
- ∂ SO Fit
- ∂ Club Millesime
- ∂ La Boutique
- ∂ Grand Ball Room
- ∂ Two Meeting Rooms
- ∂ Central Resort Pool



## **Sofitel Krabi Phokeethra Golf and Spa Resort: Journey Towards Sustainability**

As part of Sofitel Hotels and Resorts, we proudly embrace our rich heritage in sustainability practices through our corporate social responsibility program that promotes environmental sustainability in our resort and our local communities.

For more than 59 years, Sofitel Hotels and Resorts has placed a great importance on highlighting the unique art, culture, history and environment of our each of the destinations we operate in. We embrace the sustainability initiatives developed by Accor. We believe it is our privilege to enhance genuine experiences and promote a rich cultural exchange within our communities by ensuring long-term stewardship of our planet.

We're proud to support and participate in Accor's environmental and social sustainability program. We challenge everyone – guests, hotel colleagues, partners, and property developers – to take measurable actions to minimize our hotel's impact on our planet. Programs addressing reforestation, water conservation, energy savings and food waste reduction are an integral part of our hospitality DNA. As we look to the future, our hotels pledge to continue promoting long-term sustainability and stewardship in each of our communities.

We recognize environmentally friendly hospitality practices help us fulfil our mission to be stewards of the world's most diverse and picturesque locations, the places where we are most connected to the land. In your guest room, you can find eco-friendly amenities—such as soaps and shower gels—and energy-efficient light bulbs and electronics wherever possible. To reduce our water usage, you have the option to decline daily cleaning of sheets and linens. Our kitchens are working to increase their reliance on local, sustainable suppliers while using more resort property to grow our own produce.

### **WATCH PROGRAM**

Sofitel is committed to helping end the exploitation of children around the world, because we believe that every child deserves to feel safe, no matter where they are. Through our WATCH program, we've partnered with law enforcement agencies and community organizations to ensure that child abuse does not occur at our properties. While our staff are specially trained to recognize and respond to indications of abuse involving children, we also ask that our guests report any instances in which they suspect a minor might be in distress.

### **OTHER INITIATIVES**

At the corporate level, we're striving to increase our colleague diversity, particularly among executives, to better reflect the world we live in. And we're dedicating ourselves to becoming even better members of our community, with initiatives that will see us donating more of our unused food products and amenities, building long-lasting partnerships with local non-profit organizations, beginning new fundraising ventures and more.

To learn more about our CSR initiatives: <https://www.sofitelkrabiphokeethra.com/>. We are excited to continue our sustainability journey—and we hope that you will share that journey with us.

# S O F I T E L

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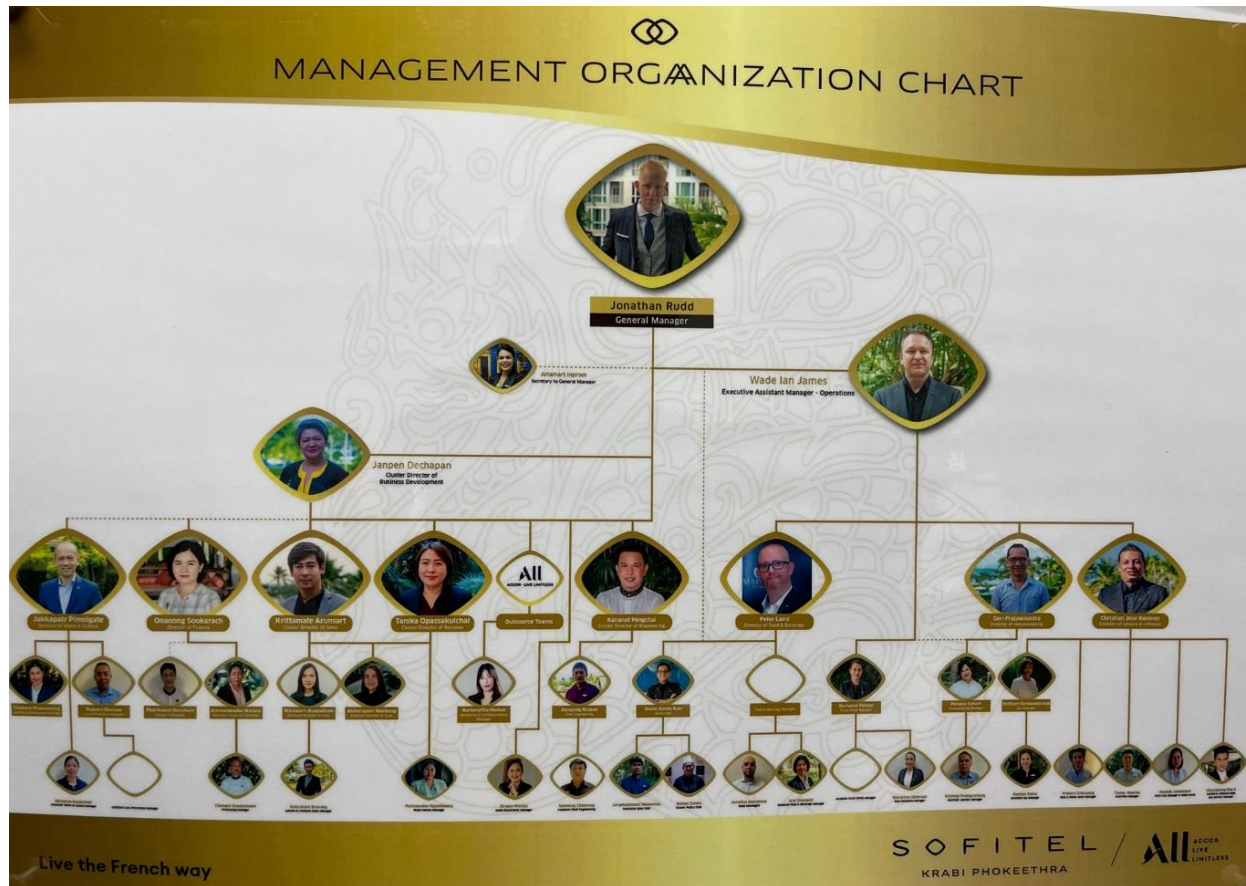
# S O F I T E L

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We are very aware that sustainability is an ongoing journey; therefore the Sustainability Management Plan will be reviewed annually. Our Sustainability Management Plan is supported by the following policies and procedures along with other supporting documents:

- ∂ Environmental Policy
- ∂ Recruitment policy
- ∂ Waste & Pollution Management Plan
- ∂ Purchasing policy
- ∂ L&D training policy
- ∂ ACCOR Ethics Charter

# ORGANIZATION CHART OF THE HOTEL





# A. SUSTAINABILITY MANAGEMENT

## A1. Implement a Sustainable Management Plan

Sofitel Krabi Phokeethra Golf and Spa Resort shall establish and maintain the SMP complying with requirements of Green Globe. There are a number of elements that make up the SMP in action guide for the world-wide Practice of Sustainability in Accor Group. Sofitel Krabi Phokeethra Golf and Spa Resort shall formulate Policies & Procedures of the SMP that:

- ∂ are appropriate to the nature and scale of the organisation’s activities;
- ∂ are aligned with the four key areas of Green Globe i.e. environmental, socio-cultural, quality and health & safety issues;
- ∂ include a commitment to continual improvement of the SMP and target for the Green Globe;
- ∂ include a commitment to comply as a minimum with the current applicable legislations, regulations and other requirement to which the organisation subscribes;
- ∂ provide a framework for setting and reviewing SMP objectives and targets;
- ∂ are documented, implemented, maintained and communicated to all colleagues;
- ∂ are available to all interested and associated parties;
- ∂ are reviewed periodically to remain relevant and appropriate to the organisation.

## FMSFF Environmental Policy 2023

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### Standard Operating Procedure

Topic	Environmental Policy
Intent of this document	This policy is intended to guide the property towards sustainable management. The resort is required to set its own environmental management procedures in line with this policy and with due consideration to its specific location.
Actions to be taken	Once signed, to be distributed electronically to all colleagues.

**DEPARTMENT COVERED**

General Management	X	Front office	X	Engineering/Garden	X
Food & Beverage	X	Kitchen	X	Restaurant	X
Sport and recreation	X	Concierge	X	Purchasing	X
IT	X	Finance & Accounting	X	Room Service	X
Loss Prevention	X	Sale & Marketing	X	Reservation	X
Leaning & Development	X	Housekeeping	X	Talent & Culture	X

Version	English
Last modification	N/A
Owner(s)	Sofitel Krabi Phokeethra Golf & Spa Resort – Sustainability

**PROCEDURE**

**Policy Statement:** We, at Sofitel Krabi Phokeethra Golf and Spa Resort, are committed to minimize our impact on the environment through efficient energy, water and waste management and follow the best environmental practices across our entire operation.

We support the above commitment by taking the following actions:

- To comply fully with all applicable legislations
- To meet or exceed all the environmental legislation that relates to our operations
- To minimize our waste by reviewing the purchasing practices and segregate waste
- To reduce, reuse and recycle all waste consumed by our business wherever possible
- To implement training for all team members and communicate with suppliers and guests
- To raise awareness about policies and minimize our carbon footprint
- To implement energy, water and resource conservation programs through innovation and applying best practices
- To establish targets to measure the continuous improvement in our environmental performance
- To monitor and review our environmental performance on a regular basis for achieving our objectives and targets.
- To provide environmental awareness training for all our heartist colleagues.

**Scope:** This policy applies to all team members based on ACCOR's Sustainability Program.

STANDARD OPERATING PROCEDURE

PROCEDURE

**1. Environmental awareness**

- a. We will maintain awareness among our team members on environmental issues preservation of local cultures and the necessity for everyone to act in a responsible manner
- b. We will communicate to our team members the environmental practices that need to be implemented at the workplace as well as other simple environment friendly measures that they can apply in their everyday lives
- c. We will encourage our team members to participate in and support environmental initiatives
- d. We will communicate our environmental commitment to guests and give them an option to support us in our green initiatives
- e. We will extend awareness on environmental issues, local cultures and best practices to the local community.

**2. Energy**

Reducing energy consumption will help to reduce our environmental impact and at the same time lower energy costs. In order to minimise energy consumption, we will:

- a. Take steps to make our workplace more energy efficient
- b. Reduce the use of fossil fuels and opt for renewable energies
- c. Maintain our machinery and equipment in good working condition
- d. Opt for energy efficient equipment and low energy appliances
- e. Ensure optimal use of plant and machinery
- f. Use timers, sensors and other devices that regulate energy consumption
- g. Make use of solar energy wherever applicable
- h. Reduce loss of energy, for example by using insulated pipes to carry hot and chilled fluids
- i. Set objectives for limiting consumption, regularly monitor progress and improve processes

**3. Water**

With global warming, sources of freshwater are being depleted faster than they can be recharged by natural processes. Water conservation is therefore becoming essential and as a responsible company, we will:

- a. Continually find ways to reduce water consumption
- b. Reduce water losses by regularly checking for leaks
- c. Install sensors, regulators and other water saving devices
- d. Ensure efficient use of laundry equipment
- e. Sensitize both employees and guests on the responsible use of water
- f. Offer to guests the option of reusing towels and sheets
- g. Limit the use of freshwater by
  - i. Capturing and using rainwater wherever possible
  - ii. Using recycled greywater for irrigation
- h. Set targets for minimizing water consumption, monitor and analyze periodically

**4. Waste**

We generate an important amount of waste that constitutes a major pollutant affecting both the environment and public health. We will do utmost to avoid, recycle and reuse in order to reduce its impact on the environment. Our Waste Management Plan will include the following:

## STANDARD OPERATING

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- Limit the use of disposable packaging for the resort supplies
- Use bio-degradable products and materials, whenever the option is available
- Limit individual packaging of hygiene products in bedrooms
- Organize sorting and separating of recycle wastes
- Collect and recycle cooking oil for permitted uses
- Separate and collect grease from food stuffs
- Organize recycling of materials such as paper/cardboard/glass/plastic packaging, metal cans, ink cartridges, restaurant organic waste, garden green waste, etc.
- Engage in projects with the local community for the reuse of recycled materials
- Safely dispose of hazardous wastes such as batteries, electrical and electronic devices, fluorescent bulbs/tubes, etc.
- Organize and/or support clean-up of the surrounding environment
- Work towards being single-use plastic free for our guests

**5. Green procurement**

Green procurement or Environmentally Preferable Purchasing (EPP) is the practice of procuring products and services that are less harmful to the environment (land, air and water) and to all species that depend on the environment for survival. Green products are those that are produced with less harmful materials or which upon usage / consumption would have a minimal impact on the environment.

We will conduct EPP whenever green options are available, while giving due consideration to guests' satisfaction, company standards and reasonable costing. Our green purchasing measures will include the following:

- Encourage and favour eco-friendly and power-efficient products
- Prefer recycled and bio-degradable products
- Buy seasonal and locally produced goods as far as possible and thus avoid transport energy
- Buy in bulk to reduce packaging wastes
- Favour less harmful fertilisers and cleaning agents
- Select eco-friendly designs and eco-labelled products
- Purchase from sources that are less polluting or use clean technology
- Encourage and prefer vendors who use recycled packaging material. Explore the possibilities of further reuse and/or recycling with the vendor
- Green the supply chain by seeking vendors who share our values and have in place an environment management system.

**6. Destination protection**

The natural environment is one of the primary attractions for leisure visitors. In order to develop sustainable tourism, we will:

- Ensure protection of the natural and cultural values of the area while developing and creating recreational facilities / activities for our guests
- Participate in efforts to restore habitat whenever possible
- Promote local food, entertainment, culture and cottage industry
- Engage with local people when developing cultural attractions

## STANDARD OPERATING

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- Offer guests and promote souvenirs that are made locally, using eco-friendly materials and that reflect local nature
- Provide guests with a list of environment-friendly products and local souvenirs they may buy
- Increase the number of green / environmental spaces around the resort for guests to enjoy and immerse themselves in.

**7. Conservation of Wildlife and Habitats**

The ocean and the reefs are home to numerous sea creatures and plants, some of which are even used for medical purposes.

We shall take every possible step towards the conservation of wildlife and their habitats, in particular the ocean and coral reef ecosystems. As a minimum, we:

- Ensure waste water is not discharged in the ocean
- Use ecological or organic fertilizers
- Sensitize our team members and guests about the negative environmental impact of littering on the beach and in the sea
- Sensitize our guests and service providers that snorkeling and diving are practiced in a way that does not affect our coral reef
- Ensure all trash is properly disposed of and no debris is left on the beach
- Encourage and support the clean-up of the marine and coastal environment
- Comply with local conservation policies, for e.g. by promoting non-motorized water sports
- Keep boats clean and in proper working condition in order to minimize noise pollution
- Plant trees to contribute to reversing the warming of our planet and the rising temperature of our oceans
- Not detain any captive wildlife on properties grounds, except for wildlife breeding farms, rescue or reintroduction, according to the law and best practices

**8. Biodiversity**

Biodiversity boosts ecosystem productivity where each species, no matter how small, has an important role to play. In order to protect biodiversity, we will:

- Reduce our use of insecticides, weed killers, fungicides
- Use organic fertilizers as far as possible
- Use environmentally friendly products for cleaning
- Buy sustainably harvested seafood and agricultural products
- Water plants in a rational way
- Use indigenous plants for landscaping and minimizing light and noise
- Plant at least one tree every year
- Submit financial charitable contributions for conservation and Project for conservation and habitat protection.
- Ensure that invasive alien species are not introduced in our gardens and landscapes
- Not display or sell products made from threatened or protected plant and animal species
- Participate in ecological restoration initiatives in the local area

**A2. Legal Compliance**

Sofitel Krabi Phokeethra Golf and Spa Resort is licensed according to the Thai law and in compliance with all relevant international or local legislations and regulations, including health, safety, labour, environmental aspects, and insurance policies and other guest and colleague protection instruments are up to date and in order.

In accordance with the various applicable laws regarding the prevention of corruption and influence peddling, including the French "Sapin 2" law<sup>3</sup>, the UK Bribery Act and the US FCPA<sup>4</sup>, Accor has implemented measures to detect and prevent bribery and trading in influence offences in France and abroad and follow the Law No. 2016-1691 of 9 December 2016 (Transparency, Anti-Corruption and Modernisation of Economic Life Act).

**A3. Employee Training**

Colleagues hiring, training, annual appraisal and performance review, at Sofitel Krabi Phokeethra Golf and Spa Resort are in line with the Accor Group.

There are various training modules initiated by the Accor Group including the skills, knowledge and attributes that make organizations and individuals successful. Once competencies are identified, people with these competencies trained and developed according. This builds an organization of successful colleagues who are capable of delivering business goals and execute strategies.

In addition, A new online training portal on topics specifically related to the environment and sustainability goals, relating to all departments operating within hospitality was launched called “School for Change”, made available for all General Managers and Head of Departments.

While competencies may enable people to achieve success, they alone do not ensure success. We see people who are competent but do not deliver business results or vice versa. In other words, only assessing people against competencies is not enough. We must also measure their achievements against the desired business goals within their roles.

At the same time, competencies provide the link between organizational vision, behaviours, outputs and results and are the foundation for recruitment, selection, performance management, development and succession planning.

Training on sustainability management, health and safety and environmental impact are done through Induction and periodic sessions are conducted for new colleagues and the existing employees. The Sustainability goals and management plans are communicated to the colleagues in the Induction and allocated specific training on sustainability management.

#### A.4 Customer Satisfaction

Sofitel Krabi Phokeethra Golf and Spa Resort customer satisfaction is supported by the whole team. We have our very own Guest Experience Manager who, along with Front Office, takes the lead on increasing our RPS score as the primary point of contact with guests, and along with the management team, leads the hotel to operate in a way that focuses on continuous improvement and long-term sustainability. The Guest experience team works with all departments and areas of the business to ensure that our guests are always our first priority by having a system in place that allow us to measure how well we are doing, and to respond quickly when we are not getting the desired results.

Besides customer satisfaction we also review and monitor internal quality performance. Some of the tools used for monitoring and reviewing the same are the Guest Experience Report (GER), the mystery guests’ audits along with the Leading Quality Assurance (LQA) audits and other 3rd party online platforms such as TripAdvisor, Booking.com and all social media channels.

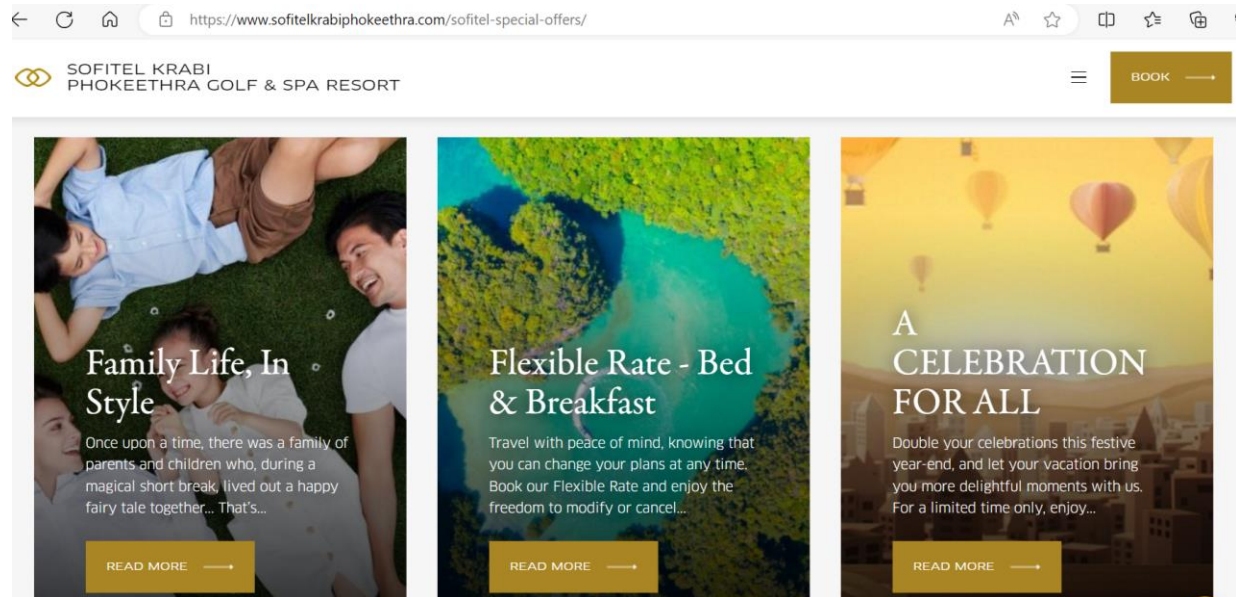
Sofitel Krabi Phokeethra Golf and Spa Resort has a TRUST YOU account which automatically gives a score out of 100 for all our reviews across all platforms and averages it out to give an overall guest satisfaction score.

#### AUDITS SCORES YEARS 2021 - 2023

	LQA	TRUST YOU
<b>2021</b>	N/A	87.85%
<b>2022</b>	N/A	88.83%
<b>2023 a.</b>	75.7%	N/A
<b>2023 b. YTD</b>	83.6%	90.61%

## A.5 Accuracy of Promotional Materials

All communication regarding promotional material at Sofitel Krabi Phokeethra Golf and Spa Resort goes through the Sales and Marketing team and is in line with the Accor Group principles, local regulations, cultural norms and sustainability practices of ACCOR's new dynamic sustainability strategy. Any dissatisfaction from our guests is tracked through the guest feedback forms and online reviews. The resort is also sharing its different promotions through digital channels and media outlets including social media and the website on F&B promotions, the SO Spa, SO Fit and room experiences.



## A.6 Local Zoning, Design and Construction

### DESIGN AND STRUCTURE

The Sofitel Krabi Phokeethra Golf and Spa is built with an emphasis on visual compatibility with the natural environment. It is a 276 luxury room & Suite hotel that features an open air lobby which takes in the beauty of the natural environment with a panoramic ocean view with a variety of native plant and tree species in resort's surrounding gardens and outdoor spaces.

The hotel features 3 dining outlets, 2 bars, SO Fit gym, SO SPA, Kids Club, a grand ballrooms, 3 additional meeting rooms, an outdoor tennis court and a 9-hole golf course adjacent to the resort. The hotel has successfully removed single use plastic from its entire front of house operation, with each room noticeably containing glass drinking bottles of water and a selection of FSC certified bamboo dry amenities and packaging.

Surrounding the hotel in the grounds and wide-open spaces, we have planted wide variety of local plant species common to the region and therefore specially adapted to surviving naturally in the local climate. Here the design of the resort and its grounds draw inspiration on the local Thai culture in its architecture as well as drawing in the local environment, linking visitors to the nature indigenous to the country. The hotel features the Phokeethra nursery that contains a chef herb and spice garden, honeybee huts and a butterfly conservation garden.



## ROOMS

Sofitel Krabi Phokeethra Golf and Spa Resort, a 276-luxury room hotel, offers a variety of rooms, surrounded by natural greenery with ocean views, taking in the surrounding beauty of the local environment. Featuring 3 room categories and 4 categories of suite, we have a large selection to suit your needs, all featuring a blend of French style fused with traditional Thai influences, featuring local art, ornaments, sculptures and décor.



*Resort prominently features local art, sculptures and ornaments and cultural statues.*



*Resort grounds and green areas use native vegetation where possible or grasses that are adapted to the local climate to have an emphasis on visual compatibility with the natural environment.*



*The Phokeethra Garden, which features a herb and spice chef garden.*

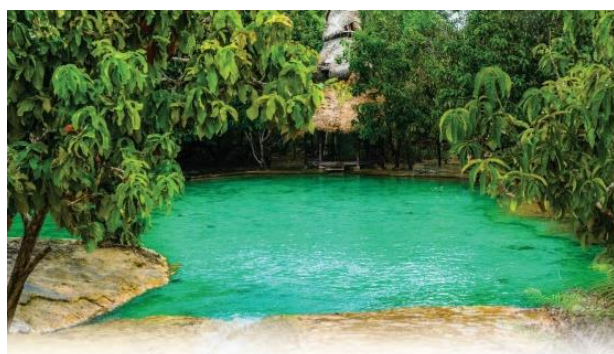
## A.7 Experiential or Interpretation Tourism

Showing information provided to guests about experiential tourism programs and tours that cover both significant local cultural experiences like Tiger Cave Temple, Wat Kaew Korawaram, as well places featuring the local environment or the protected marine park, such as Railey Beach or Phi Phi Islands.

This information is provided to guests both on the hotel website and inside the in-room directory. We have a dedicated activity concierge office where guests can go and book activities and excursions. There they have more information about key sites and a list of qualified tour guides registered with the government who can provide the guests with a personalized tour.

Local inhabitants lead all our programs and guide our guests. The guides who conduct the experiential tourism programs for guests need by law to have undergone training and obtain a license to deliver these tourism programs. Our own team can conduct some of these tours for our guests. In some of the UNESCO protected sites or the marine park, we need special government licenced guides who can ensure the rules of the national parks or heritage sites are respected and followed. All our guides help our guests to connect with the history, culture and natural environment of Thailand.

Sofitel Krabi Phokeethra Golf and Spa Resort, in line with Accor Group’s Sofitel brand guidelines, endeavours to deliver imaginative and exhilarating experiences in culturally connected environments offering thoughtful and generous service.



### KRABI RAINFOREST DISCOVERY TOUR

8.00 a.m. – 03.00 p.m.

- EMERALD POOL
- HOT SPRING WATERFALL
- TIGER CAVE TEMPLE (WAT THAM SUEA)

**Includes:**

- Insurance
- Lunch at Local Restaurant
- Soft Drinks & Drinking Water
- Sofitel’s Skillful Excursion Team

**Joining Trip:**

- Adults: THB 3,300++
- Children (6 years - 12 years): THB 1,650++

**Private:**

- Tour for up to 2 guests: THB 9,500++

- National Park Fee
- Canapés, Snacks & Seasonal Fruits
- Towels
- Round Trip Transfers

- Minimum of 6 guests to Maximum of 10 guests

- Additional Guest: THB 1,500++



### HALF DAY KRABI CITY TOUR

8.00 a.m. – 01.00 p.m.

- KHAO KHANAP NAM
- KOH KLANG
- WAT KAEW KORAWARAM (WHITE TEMPLE)

**Includes:**

- Insurance
- Long Tail Boat Transfers
- Soft Drinks & Drinking Water
- Sofitel’s Skillful Excursion Team

**Joining Trip:**

- Adults: THB 2,500++
- Children (6 years - 12 years): THB 1,300++

**Private:**

- Tour for up to 2 guests: THB 8,500++

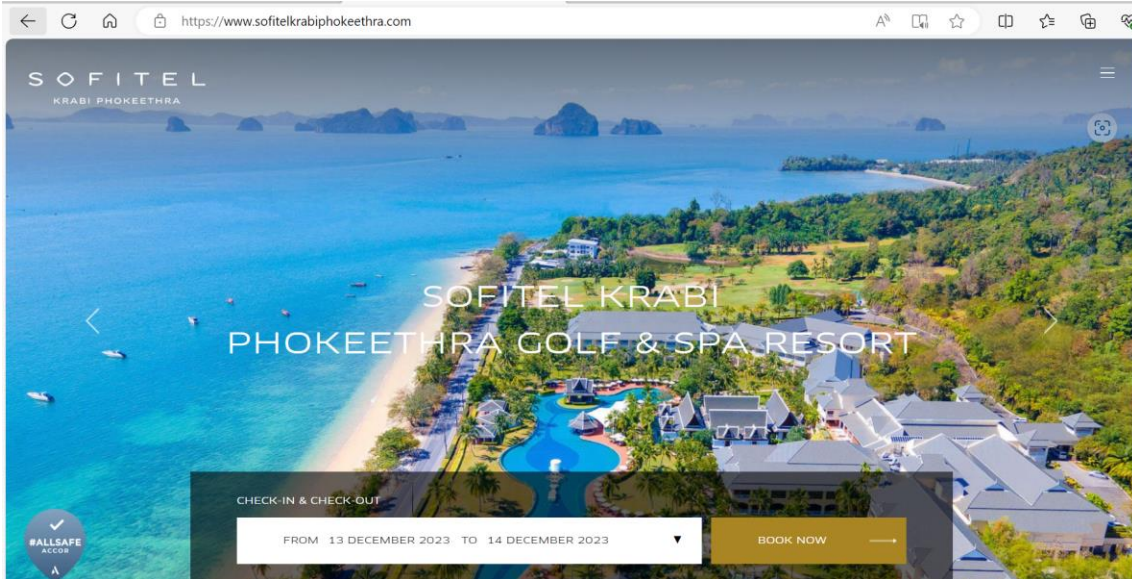
- National Park Fee
- Canapés, Snacks & Seasonal Fruits
- Cool Towels
- Round Trip Transfers

- Minimum of 6 guests to Maximum of 10 guests

- Additional Guest: THB 1,000++

### A.8 Communications Strategy

At Sofitel Krabi Phokeethra Golf and Spa Resort, we communicate with our guests and visitors to the resort and through digital channels, such as our social media pages on Facebook, Instagram and LinkedIn as well as the hotel's official micro- website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined and can be found throughout the website.



Our sustainable operations involve our guests, for example; we have signs in all the rooms in order to give our guests an option whether or not they want the bed linen or towels to be replaced for the day, hence, providing them with an opportunity to play a direct role in water and energy conservation. In addition, guests are encouraged to use the Energy Management System card to reduce energy consumption further and are informed upon request of our transition to LED and energy saving light bulbs.





## A.9 Health and Safety

At Sofitel Krabi Phokeethra Golf and Spa Resort, we follow strict 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 and accidents. In our Manager on Duty Reports, all facilities are inspected regularly to make sure everywhere and everything is kept in good sanitation and cleaning conditions.

Colleagues are appropriately trained so as 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 like cautions, emergency evacuation routes. 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 and star rated and focusing on Health and Safety parameters. We have an experienced team of engineers and technicians who maintain the facilities with preventive checks so that we have constant reviews on them being in good working condition. All necessary and mandatory safety requirements for the same are in order, such as Method Statement, Risk Assessment, and Personal Protective Equipment to have a safe environment.

Inspections and maintenance of fire and safety equipment to ensure that the resort risks are reduced, and drills are subsequently carried out annually. HACCP audits are conducted to ensure compliance to the Food Safety Management System. New kitchen staff are trained on safety and procedures, and must undergo a mandatory basic food hygiene course in food handling.

### Highlights:

- ∂ Guests are instructed verbally and by posted signs to take care of wet floor.
- ∂ Cautions tapes are put for location with uneven surfaces.
- ∂ Swimming pool depth is clearly marked, trained security officers are physically present at the pool and beach areas.
- ∂ Safety Warnings are displayed in the board. If any events are to be held within the property by external organizers, a clear method statement risk assessment, floor plans, insurance policies, are requested from the organizers, such that a clear gap analysis is conducted, and appropriate preventative measures from our end are also taken.
- ∂ All external contractors need to provide safety permit and equipment for their staff.
- ∂ Use Auto dosing system of Chemicals in Housekeeping, Engineering and Kitchens.
- ∂ Disclaimer and caution signage are available in areas.
- ∂ Fire Safety systems are in place and regular testing is been conducted.

## REPORTING EMERGENCIES & ACCIDENTS TO TEAM MEMBERS

The Risk Management Team are trained to respond to emergency situations and our guests is one of the main concerns of Sofitel K Phokeethra Krabi Phokeethra Golf and Spa Resort cannot be taught or explained enough and the awareness of team members is therefore encouraged.

If a team member is injured he/she should report immediately to his/her Head of Department or Supervisor no matter how trivial. A qualified first aid representative on duty applies proper first aid if necessary. An accident report form has to be completed by the Hotel and copied to all relevant Heads of Department and associated members. The Health & Safety / Security Manager will make incident investigations. If the team member sustains a serious injury or illness, they will be referred to an appropriate hospital / medical facility.

## ACCIDENTS TO GUESTS

Any accident to a guest, no matter how small, must be reported immediately to the Hotel doctor/nurse, Head of Department, Supervisor and Duty Manager. The guests should never be left unattended and team members should wait for assistance. An accident report form has to be completed by the Hotel doctor/nurse and Security Manager and sent to all respective departments. Based on the analysis by the Security Manager corrective actions will be taken, in consultation with the General Manager.

## FIRST AID

Sofitel Krabi Phokeethra Golf and Spa Resort has first aid boxes located at various locations on property. All basic injuries or illness will be referred to and monitored by trained first aiders on regular basis. Any serious injuries or illness will be referred to the nearby hospitals / medical institutions upon the advice of the management team.

## COVID19 SAFETY

Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are. To ensure guest well-being at the resort, we have increased our cleaning standards even further by launching the ALLSAFE Cleanliness and Prevention Label which represents some of the most stringent cleaning standards and operational protocols in the world of hospitality. **To learn more about ALLSAFE :** [Click here](#)

## A.10 Disaster Management & Emergency Response

Sofitel Krabi Phokeethra Golf and Spa Resort uses a dedicated Emergency Response & Crisis Manual. The hotel carries out mock drills and the emergency response team are well trained to handle the situations. The safety equipment and the alarms are tested on a periodic basis for effectiveness. The reviews and assessments on mock drills are done on a periodic basis.

SOFITEL Krabi Phokeethra Golf and Spa Resort

### CRISIS MANAGEMENT MANUAL

MAY 2021

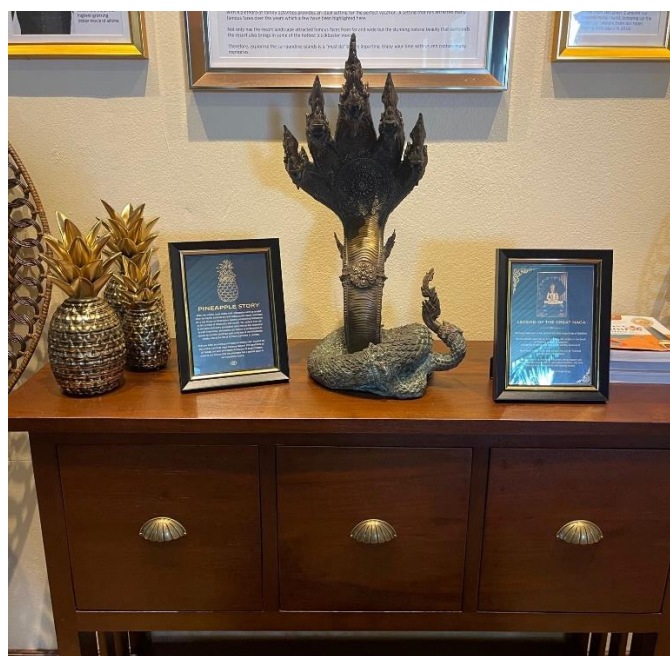
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## B. SOCIAL/ECONOMIC

### B.1 Community Development

Sofitel Krabi Phokeethra Golf and Spa Resort, as brand with the ACCOR Hotel Group takes into great consideration its roles and responsibilities in contributing to the sustainable development of the communities in which it operates. This aims at maximizing the return on community investments and their impact on the local community. Through our community investment program, we have identified unique areas of involvement where we can actively support our local communities and engage in a mutually rewarding way with our colleagues, partners, stakeholders and communities. Sofitel Krabi Phokeethra Golf and Spa Resort is also a member of the national Tourism of Thailand association.

- ∂ **Healthcare:** Supporting initiatives aimed at enhancing the health and well-being of local communities.
- ∂ **Education:** Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector.
- ∂ **Cultural Preservation:** Supporting initiatives aimed at preserving local culture and heritage and promoting cultural diversity.
- ∂ **Economic Development:** Supporting initiatives aimed at enhancing the ability of small and medium enterprises (“SMEs”) that are strategically linked to business needs to perform more effectively in order to create economic growth.
- ∂ **Environmental Protection:** Supporting initiatives that help protect the integrity of the environment. We also want to support initiatives that use innovative products and services to help solve environmental problems.



*Sofitel Krabi Phokeethra Golf and Spa Resort encourages the display of the local and culturally significant ornaments and handicrafts throughout the hotel.*

**Major Focus of CSR Activities**

- ∂ Elimination of single use plastic products within the hotel
- ∂ Charity fundraising concerts and other events
- ∂ Display and buy local artwork, sculptures, ornaments and handicrafts
- ∂ Serve local cuisine and fresh seasonal produce
- ∂ Development of new Chef Herb, Spice and vegetable garden (2024).
- ∂ Provide Internship opportunities and enriching workshops to our partnered schools and educational institutions for Thai students to gain vocational experience in hospitality.



*The resort shares a candle ritual every evening at 18:15 with a display of some local culture through art and dance.*

**B.2 Local Employment**

Sofitel Krabi Phokeethra Golf and Spa Resort prefers and supports local employment and gives all possible preferences for sourcing workforce in order to support the local community. As part of initiatives, it has mentioned as Thai national preferred in specific Job advertisements on LinkedIn and on the ACCOR careers Website.

- ∂ Business conducts and ethics policy
- ∂ ACCOR Ethics CSR Charter
- ∂ Employment Act, 2008 (Act No. 2/2008)

Following charts shows distribution of local employment at Sofitel Krabi Phokeethra Golf and Spa Resort.

**NO. OF LOCAL COLLEAGUES**

<b>Ratio</b>	<b>No. of Colleagues</b>
<i>Local</i>	96%
<i>Expats</i>	4%

**NO. OF COLLEAGUES PER LEVEL**

<b>Level</b>	<b>No. of Colleagues</b>
<i>Management</i>	20%
<i>Rank and File</i>	80%

**B.3 Fair Trade**

Sofitel Krabi Phokeethra Golf and Spa Resort ensures through its Procurement Policy and Code of Conduct for Business partners and suppliers that sustainability criteria are set as the method to select suppliers and procure goods and service at the right quality, price, time, source and delivery while protecting the company. The main focus on the policies is on the suppliers with eco-friendly products and promote on the green purchasing especially through local suppliers where possible with preferences given on the basis of the needs and requirements of the hotel. Through our more Green procurement policy, more sustainable purchasing practices will continue to develop, as we have already shifted to increase our quantity of local vendors, and eco-products used within the hotel, ranging from FSC certified paper, tissues and toilet paper, as well as bamboo dry amenities for all our guest rooms. The procurement of goods should not include styrofoam items as we work to continue eliminating single use plastic from our entire operation.

**B.4 Local Entrepreneurs**

Sofitel Krabi Phokeethra Golf and Spa Resort as a part of Accor group where in our aims to let the guests experience the local produce and local culture we have to offer to them in the midst of their environment. Sofitel Krabi Phokeethra Golf and Spa Resort does not engage with local entrepreneurs dealing with historical, culturally significant, or any other illegal or banned artefacts that are not permitted by law.



*The resort offers local handicrafts and products in our boutique shop to guests.*

## B.5 Respect Local Population

Both staff and guests at Sofitel Krabi Phokeethra Golf and Spa Resort are made aware of the local culture, customs and beliefs, so as not to unintentionally or intentionally display rude or disrespectful behaviour. Information of the same is provided through multimedia or through books and magazines and also to the guest service directory. Local culture awareness presentation is done during the colleagues Induction and also represented in the Employee Handbook. Local development is also promoted in the ACCOR Ethics CSR Charter. Rules and regulations following local culture are also reminded to the guest during the debrief prior to any local activity.

## B.6 Exploitation

Sofitel Krabi Phokeethra Golf and Spa Resort strictly complies with the Children's Rights Protection Act, 2019 (Act No. 19/2019) on the Elimination of child labour, protection of children and young persons. Sofitel Krabi Phokeethra Golf and Spa Resort follows the ACCOR Ethics CSR Charter regarding child exploitation and the WATCH programme. The resort does not encourage any type of exploitation in regards to the labour, sexual abuse or harassment and child trafficking within the resort premises as a part of the Sustainability Management Plan. Accor's WATCH initiative enables the colleagues to know the escalation process training when they notice any type of child exploitation. Appropriate policies are in place against the employment of children, sexual harassment, and exploitation. Sofitel Krabi Phokeethra Golf and Spa Resort has included the WATCH Programme, child exploitation awareness as part of the internal training conveyed to all colleagues through customized training material and videos. Sofitel Krabi Phokeethra Golf and Spa Resort is willing to liaise with all relevant organizations to support and protect children from sexual abuse and trafficking. Accor's WATCH Training program is about fighting against Child Sexual exploitation and it is compulsory that everyone in this resort completes the training.



### B.7 Equitable Hiring

Sofitel Krabi Phokeethra Golf and Spa Resort promotes diversity and equality on all levels of the business, and no colleagues or applicants are discriminated against in any way. All positions are filled on the basis of competence.

Sofitel Krabi Phokeethra Golf and Spa Resort adheres to all local laws and regulations concerning labor laws of Thailand, and offers conditions and wages to all employees superior to the minimum requirements.

Sofitel Krabi Phokeethra Golf and Spa Resort employs people of different nationalities – currently we have 13 different nationalities in the resort. Women candidates are encouraged to apply across all levels of the business.

#### GENDER RATIO

<b>Gender</b>	<b>No. of Employees</b>
<i>Male</i>	55%
<i>Female</i>	45%

#### NATIONALITY STATISTICS AUG. 2023

<b>Nationality</b>	<b>Qty</b>	<b>%</b>
Australia	1	0.41%
Canada	1	0.41%
France	1	0.41%
India	1	0.41%
Indonesia	1	0.41%
Lithuania	1	0.41%
Sri Lanka	1	0.41%
Thailand	233	96.68%
United Kingdom	1	0.41%
<b>Total</b>	<b>241</b>	<b>100%</b>

### B.8 Employee Protection

Salaries and benefits meet national regulations, and all payments required by law into insurance funds are made on behalf of all colleagues. Overtime is paid for hours worked beyond the established work in accordance with the Labour Laws of Thailand. Week hours and working hours do not exceed the legal maximum established by the labour 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. The colleagues are given career development plans and cross training exposure to preferred areas to motivate the moral of the colleagues.

### LOCAL INTERNSHIPS & EMPLOYEE TRAINING

At Sofitel Krabi Phokeethra Golf and Spa Resort Training and capacity building is provided for local community non-employee residents to develop qualified local labour force. The purpose to improve the soft skills of the participations of the internship program as well as the technical training that they get in their departments.

Sofitel Krabi Phokeethra Golf and Spa Resort aims to serve the society by helping the professional growth and development of very bright and talented local graduates who can later fit perfectly within the Thai hospitality industry. The trainees will be assigned to the respective department based on their passion. The soft skills training sessions will be conducted on a daily - weekly basis with varying periods of time ranging from 1-6 months, as agreed prior by the hotel, educational institution and individual.

At Sofitel Krabi Phokeethra Golf and Spa Resort, training and capacity building are additionally offered for all employees to work and develop with their Head of Departments their own tailored Personal Learning Development Plan. Each department submits a monthly training calendar conducted by management for their teams to the Learning and Development Manager. Some training module and courses are compulsory for all employees at the resort either during their induction orientation and on-boarding, or throughout their first 12 months of employment.



*Resort colleagues receive training and capacity building.*

## **B.9 Basic Services**

The activities of the business have not impacted or jeopardized resources or services in the local area or neighbouring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect positive influence in the community. The resort was built on an uninhabited and independent island and is producing its own water and its own electricity for its own use.

## **B.10 Local Livelihoods**

Sofitel Krabi Phokeethra Golf and Spa Resort building structures are designed according to legal compliance and appropriate mitigation. The building structure follows the regulations in line with the Ministry of Tourism norms. Activities of the business have not impacted or jeopardized individual or community livelihoods by limiting their legal access to land resource use, to rights-of-way, to transport or to housing.

## **B.11 Bribery & Corruption**

Sofitel Krabi Phokeethra Golf and Spa Resort strictly prohibit all forms of bribery taken directly or indirectly. It prohibits its colleagues from soliciting, arranging or accepting bribes intended for the colleagues benefit or that of the colleagues' family, friend associates or acquaintances. The management reviews on fair practices based on the selection of vendors and materials that are eco-friendly and support the vendors with best environmental practices. Not gifts can be accepted from any supplier or third-party partner. Sofitel Krabi Phokeethra Golf and Spa Resort adheres strictly on anti-bribery and corruption and no forms of bribes or gifts are encouraged. As per Sofitel Krabi Phokeethra Golf and Spa Resort policy, charitable contributions and sponsorships are not used as a subterfuge for bribery.



## C. CULTURAL HERITAGE

### C1.Code of Behaviour

The company policy code of conduct includes established guidelines on the code of behaviour concerning the protection of local cultures. Every member of staff must go through this training, which does not only cover the appropriate behaviour and attitudes to show each other, but also how to be respectful to our guests too.

Front of House colleagues at Sofitel Krabi Phokeethra Golf and Spa Resort are trained to guide guests towards the cultural sights, events and/or entertainment/restaurants that the guests are most interested in. Guests are also provided with relevant information of local culture, customs and beliefs of people from Thailand, within the hotel directory. In addition, our front office / concierge team will brief guests on the Do's and Don'ts when helping guests book activities, tours or transport with local tour guides /operators.

### C2.Historical Artefacts

Sofitel Krabi Phokeethra Golf and Spa Resort follows the strictest laws and regulations on banned and illegal souvenirs within the Thailand and ensures historical and archaeological artefacts are not sold, traded, or displayed.



### **C3. Protection of Sites**

Sofitel Krabi Phokeethra Golf and Spa Resort complies with all laws, standards and regulations concerning the protection of historical sites and cultural heritage within Thailand. Guests are provided with information on the preservation and access to the site's history, culture and natural environment within the hotel's in-room directory.

### **C4. Incorporation of Culture**

Sofitel Krabi Phokeethra Golf and Spa Resort places great emphasis on being a part of the local community in regards to cultural and social activities, as well as incorporating use of local food and competencies from local businesses. We take great pride and spend a lot of time and energy explaining our collaboration with local suppliers and businesses to interested parties. Sofitel Krabi Phokeethra Golf and Spa Resort represents the local cultural and heritage by incorporating local art-work, photographs, ornaments and handicrafts into the design of the hotel.



*The resort has a local Thai Pagoda dedicated to the legend of the Naga on the property grounds*

## D. ENVIRONMENTAL

### D1. Conserving Resources

In line with Sofitel Krabi Phokeethra Golf and Spa Resort's Sustainability Development Plan, the use of Environmentally Preferable Purchasing (EPP) through its Procurement Policy and Code of Conduct for Suppliers and Business Partners helps the hotel "buy green," and in doing so, uses the buying power to stimulate market demand for green products and services. However, this statement should not be key deciding factor in making a commercial buying decision. Very strong preference given to fair trade and eco-certified suppliers – we will often choose to not have a service, rather than compromising our integrity. Every attempt is made to increase the awareness of the suppliers to avoid using plastic bags, preferring re-useable crates/cases wherever possible.

At Sofitel Krabi Phokeethra Golf and Spa Resort we always try to work towards a greener Thailand and we strive to implement innovated technologies whatever is the best for our guest and the environment. Chillers and freezers temperatures are measured and monitored on a constant basis by the Kitchen and Engineering departments. Daily energy usage of all areas including meeting rooms and staff accommodation blocks are specified and recorded. Timers technology are used for some of the outdoor and car park lighting. All rooms are equipped with an Energy Management System whereby guests need a room key in order to turn on lights and all electric appliances are turned off when guest is not in room if they remove the card. Automatic and efficient temperature is set in all the rooms to the most energy efficient settings relating to the local climate conditions. The resort is transitioning to use LED and energy efficient bulbs for all lights, with some outdoor lighting controlled by a timer system. Energy efficient equipment is purchased wherever available, and only used when needed.

At Sofitel Krabi Phokeethra Golf and Spa Resort we also take daily meter readings to track our water consumption. We have an active system in place to detect and repair leaking toilets, faucets and showerheads in guest rooms, and is run in co-ordination with the housekeeping department and engineering department. We have an opt-in program for guests to help join our water and energy conservation efforts by choosing to reuse their bed linens and towels for a night. In addition, we also have an active system in place to detect and repair all machinery and equipment on a regular monthly basis, and is run by engineering department.

In our gardens and green spaces around the resort we use a variety of native plants or low water plants which are adapted to live in the local climate for our landscaping in order to minimise the amount of water our gardening team are required to use. Black and grey Waste Water is managed in a non-polluting way, and does not affect public health, as this is processed through our Waste Water Treatment Plant.

HACCP practices are in place in the resort and guests' preferences and allergies are taken into consideration, offering appropriate portions when requested, to offer the best culinary experience. Sofitel Krabi Phokeethra Golf and Spa Resort has shown their commitment towards a strong food safety culture through regular training in food handling staff on hygiene and allergies as well a health and safety when it comes to handling chemicals.

## Highlights



*Single use plastic PET water bottles have been eliminated, with reusable glass water bottles and water tetra packs implemented as an alternative.*



*Our F&B set up is sustainable eliminating single-use plastic and alternative items in favour of reusable plates, cutlery and glasses. .*

## D2. Reducing Pollution

At Sofitel Krabi Phokeethra Golf and Spa Resort we have created a Waste and Pollution Management Plan which aims to first reduce the quantity waste the hotel is generating. We then try to reuse the products and materials as much as we reasonably can without compromising the quality of the service we provide or the safety of our guests and employees. We finally aim to recycle the waste that we do generate. As far as is reasonably practicable, waste management and waste minimization will be practiced through the following waste hierarchy approach:

### Reduce & Reuse

Waste streaming is a highly effective way of reducing waste. We minimize our output of printed paper and collaterals, and prefer to communicate through our website. No disposable cutlery or other eating utensils are used in the resort.

We have started a food waste generation baseline with the culinary & stewarding department and will look to continue monitoring this and introduce measures in 2024 to reduce this. Some food-saving measures has already been established such as left over pastries from the guest breakfast buffet sent to the staff canteen instead of being thrown away, and buffet menus for guests changing to a-la carte when the occupancy is low.

### Recycling

All kitchens and F&B spaces within the hotel segregate food waste by using clearly marked dry and wet garbage bins. Food waste from all outlets are tracked on a daily basis. A food waste baseline will be established by 2024 for all dining outlets which will be used by ACCOR to determine the baseline based on occupancy and forecast and track our food reducing measures.

Food waste is being processed into compost manually within the hotel to be used as an organic fertilizer in our green spaces, in particular in the Phokeethra Nursery and Chef Garden.

Back of house areas are also provided with some different marked bins to further segregate some other recyclable dry items. We currently segregate Plastic, Aluminium, Glass, Paper and Cardboard Waste which we sell to a contractor to upcycle and recycle. We have as of 30<sup>th</sup> November 2023 raised over 50,000 Thai Baht from selling waste material for recycling in 2023. We will work in 2024 on expanding this to other dry material, including electronic waste and increase the quantity of waste diverted from landfill to recycling.

At Krabi Phokeethra Golf and Spa Resort, our concrete aim is to reduce our use of water, electricity and waste in the course of the next year, some of the targets and initiatives to achieve the same are:

- ∂ To raise awareness of the environment within the guest rooms by way of environmental information on the room television and room information brochures.
- ∂ To increase the partnerships with reputable NGOs and waste management companies and ensure the waste segregated and sent is recycled instead of ending up in landfill.
- ∂ To measure emphasis on sustainability development for continual improvement.
- ∂ To implement for energy saving projects.

## Highlights



*Automatic towel dispensers or paper-free hand dryers are used in public restrooms – hand towels are available for the guests*



We have a Phokeethra nursery which contains our very own chef herb and spice garden where we do composting. It also has a bee conservation zone, and a butterfly conservation garden.

### **D3. Conserving Biodiversity, Ecosystems and Landscapes Wildlife Species**

As part of Sofitel Krabi Phokeethra Golf and Spa Resort's environmental commitment, we are not purchasing, using or promoting any products originating from unsustainable practices or serving food from endangered species prescribed by ICUN Red list. Endangered species or items stemming from unsustainable practices are not used or consumed as per the purchasing policy.

Sofitel Krabi Phokeethra Golf and Spa Resort prohibits has adopted a green Landscaping Policy where the use of invasive alien species in the landscaping or the available potted plants. Native plants and low water plants are used to minimize water in the indoor and outdoor garden. Preserving the environment is one of our core values and we will extend our continuous efforts to raise awareness and encouraging not only our colleagues, but also our guests to be more conscious about the environmental sustainability.

Sofitel Krabi Phokeethra Golf and Spa Resort is committed to protecting and conserving our natural habitat, environmental ecosystems and the conservation of wildlife. This year we:

- Partnered with the Marine National Park in creating opportunities of sustainable tourism for guests to experience the parks islands and marine ecosystem responsibly and ethically.
- Partnered with the Krabi Marine Fisheries Prevention and Suppression Centre for the conservation and release program of over 10,000 crabs back into the coastal ecosystem.
- Developed a Rock Pool Citizen science workshop being launched in December 2023
- Will be partnering with marine conservation NGO to enhance coral propagation in the reef ecosystem opposite the resort.
- Will be signing and MOU in December 2023 with a ethically responsible elephant sanctuary which works towards the rehabilitation and reintroduction of rescued elephants back into their natural habitat, whilst banning unsustainable tourism practices such as riding, whipping and chaining.



*Natural Flora and Landscaping of the Phokeethra Country Club Gold Course.*

## OUR COMMON FUTURE

We will pursue with our strategy to reduce consumption by changing our behaviours, reviewing our standards & operations, eliminating wastage, improving the performance of the installation & the equipment.

**Sustainability targets for Sofitel Krabi Phokeethra Golf and Spa Resort for upcoming years includes:**

FUTURE VISION	CURRENT PRACTICE	TARGET	BY WHEN
Local employees' employment	96%	>96%	Continuously throughout the year
Gender ratio Female vs Male	45%	>45%	Continuously throughout the year
Occupational Health & Safety Accidents	0 accidents	0 accidents	Year 2024
TRUST YOU surveys	90%	93%	End of 2024
Single-use plastic-free	100% Single-use plastic eliminated FoH	100% Single-use plastic-free BoH	End of 2024
LED & Energy Efficient Light Bulbs	85%	100%	End of 2024
Fire & emergency full evacuation drill is conducted including all staff, guests and visitors	Staff conducted, but not guests.	Annually	Annually
Green Globe Certification	1st Audit: Dec 2023	Recertification	End of 2024
Organic waste is used in a management program	Mulching & Composting	Composting for local Thai farmers	End of 2024
Chef Garden	Have 1, planning expansion	A 2 <sup>nd</sup> Chef Garden Open on mountain	End of 2024
Recycling Waste	Plastic & Aluminium, Glass & Paper Waste	Recycle Electronic & Hazardous Waste	End of 2024