

S O F I T E L  
KRABI PHOKEETHRA

# SUSTAINABILITY MANAGEMENT PLAN & POLICIES 2025



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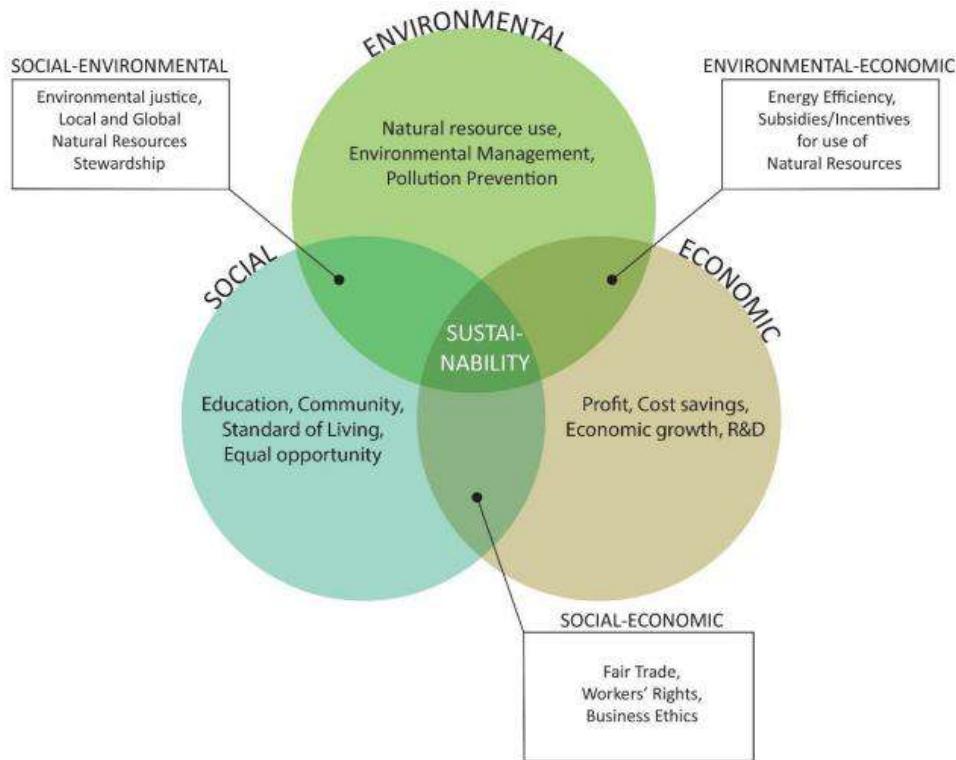
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## PURPOSE

- ⑥ 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;
- ⑥ To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues;
- ⑥ To demonstrate management commitment to comply with the environmental laws and regulations of Thailand;
- ⑥ 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;
- ⑥ To outline mitigation measures in order to minimize the impact of the business activities on the surrounding environment;
- ⑥ 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;
- ⑥ To establish a framework for environmental management to ensure the implementation of the identified mitigation measures;
- ⑥ 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.

**Environmental Impact** Any change to the environment whether adverse or beneficial, wholly or partially resulting from organizations environmental aspects.

**P & P** Policies and Procedures

**SOPs** Standard Operating Procedure

## RESORT FACT SHEET

### 276 ROOMS / SUITES:

SUPERIOR & SIGNATURE & FAMILY & LUXURY / JUNIOR & PRESTIGE & POOL & IMPERIAL

- Superior Rooms - 45 sq.m / 484 sq.ft
- Signature Rooms - 45 sq.m / 484 sq.ft
- Luxury Rooms - 54 sq.m / 581 sq.ft.
- Two-bedroom Family Room - 99 sq.m / 1,066 sq.ft.
- Family Rooms – 54 sq.m / 581 sq.ft
- Junior Suites - 72 sq.m / 775 sq.ft.
- Two-bedroom Suite Room - 145 sq.m / 1,561 sq.ft
- Prestige Suites - 100 sq.m / 1,076 sq.ft.
- Pool Suites – 103 sq.m / 1,009 sq ft
- Imperial Suite - 160 sq.m / 1,722 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.

- ⑥ **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

- ⑥ SO Spa
- ⑥ SO Fit
- ⑥ Club Millesime
- ⑥ La Boutique
- ⑥ Grand Ballroom
- ⑥ Two Meeting Rooms
- ⑥ Central Resort Pool
- ⑥ Le Petit Prince Kids Club
- ⑥ 9-Hole Golf court
- ⑥ Tennis Court
- ⑥ Padel Tennis Couse



### 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 over 60 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.

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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.

## **ENERGY CONSERVATION**



Sofitel Krabi Phokeethra Golf & Spa Resort has invested in the installation of a solar farm as part of its ongoing commitment to environmental responsibility and the transition toward renewable energy. The solar system has been operational since April 2025.

The generated solar power is capable of offsetting approximately 30% of electricity previously sourced from fuel-based power generation, contributing to a reduction in carbon emissions and environmental impact. The resort continues to prioritize energy efficiency initiatives and remains committed to the long-term objective of reducing overall electricity consumption in alignment with Accor's sustainability and ESG goals.

## **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.

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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:

⑥ Environmental Policy	⑥ Purchasing policy
⑥ Recruitment policy	⑥ L&D training policy
⑥ Waste & Pollution Management Plan	⑥ ACCOR Ethics CSR Charter

Prepared By:

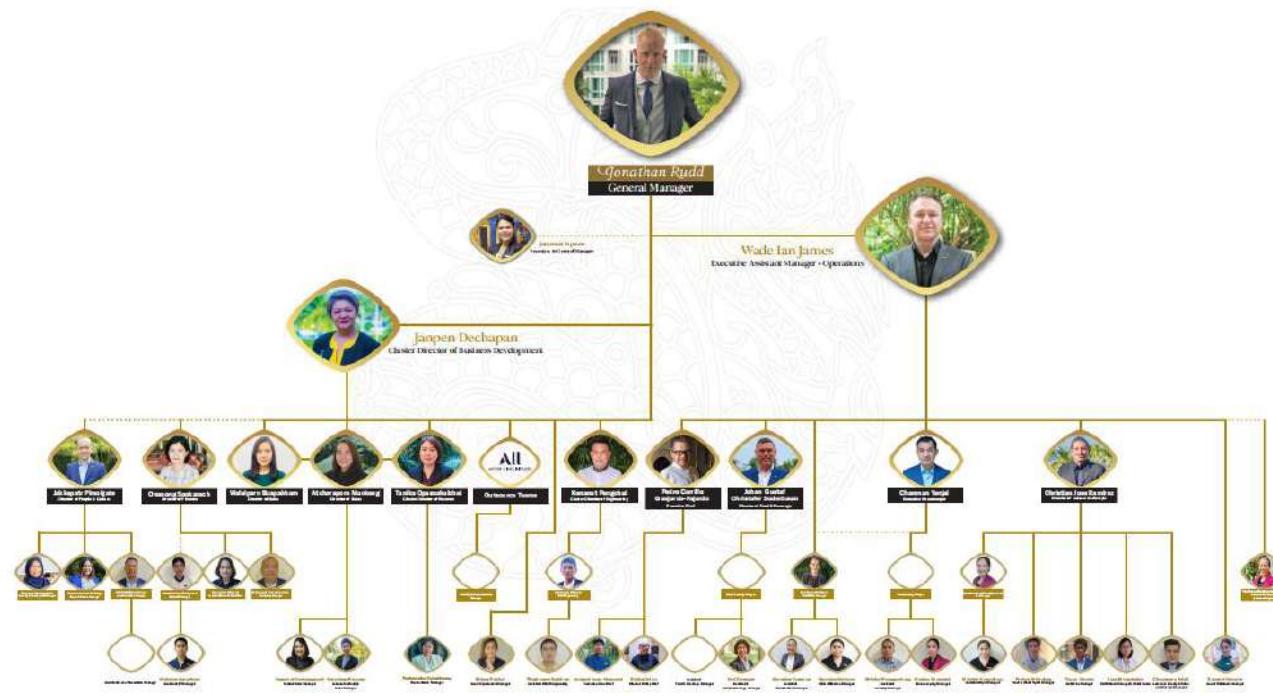
**Tipwimon Rattanawongwan**  
**Sustainability Manager, Marine Biologist**

Approved By:

**Jonathan Rudd**  
**General Manager**

## ORGANIZATION CHART OF THE HOTEL

## Management Organization Chart



## 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:

- ⑥ are appropriate to the nature and scale of the organisation's activities;
- ⑥ are aligned with the four key areas of Green Globe i.e. environmental, socio-cultural, quality and health & safety issues;
- ⑥ include a commitment to continual improvement of the SMP and target for the Green Globe;
- ⑥ include a commitment to comply as a minimum with the current applicable legislations, regulations and other requirement to which the organisation subscribes;
- ⑥ provide a framework for setting and reviewing SMP objectives and targets;
- ⑥ are documented, implemented, maintained and communicated to all colleagues;
- ⑥ are available to all interested and associated parties;
- ⑥ are reviewed periodically to remain relevant and appropriate to the organisation.

### Sofitel Krabi Phokeethra Golf and Spa Resort Environmental Policy 2024

Our Environment Policy 2025 retains the same eight topics as the previous year, as detailed below, but includes additional details on energy conservation and sustainable procurement, which we are currently implementing.

1. Environmental Awareness
2. Energy Conservation
3. Water Conservation
4. Waste Management
5. Green Procurement
6. Destination Protection
7. Conservation of Wildlife and Habitats
8. Biodiversity

Standard Operating Procedure			
Topic	Environmental Policy นโยบายด้านสิ่งแวดล้อม		
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. นโยบายนี้มุ่งนำองค์กรสู่การบริหารจัดการอย่างยั่งยืน ด้วยการกำหนดข้อบังคับด้านสิ่งแวดล้อมขององค์กร ที่สอดคล้องกับนโยบายที่กำหนดไว้ในนี้ แต่คำนึงถึงสถานที่ท่องเที่ยวที่มีเอกลักษณ์เฉพาะตัวของประเทศไทย		
Actions to be taken	Distribute the SOP to all colleagues by electronically. ท่องเที่ยวฯ นำร่องนำร่อง SOP ให้กับพนักงานทุกคน ผ่านทางระบบดิจิทัล		
DEPARTMENT COVERED			
General Management	X Reception	X Purchasing	X
Reservations	X Guest Relations	X Food & Beverage	X
Sport & Recreation	X Butler	X Bar	X
Concierge	X Housekeeping	X Room Service	X
Limosine/ Car valet	X Laundry	X Sales & Marketing	X
Bell & Driver	X Spa & Fitness	X Engineering & Gardener	X
Talent & Culture	X Learning & Development	X Finance & Accounting & IT	X
Document number	SOP-SUS-2025-07 Environmental Policy นโยบายด้านสิ่งแวดล้อม		
Department	Admin & General		
Section	Sustainability		
Version	English/Thai		
Last Modification	17 September 2024		
Effective Date	30 December 2025		
Owner(s)	Sofitel Krabi Phokeethra Golf & Spa Resort – Admin & General Department		
Prepared by	Tipwimon Rattanawongwan, Sustainability Manager, Marine Biologist		

#### PROCEDURE

##### Policy Statement ผู้ดูแล

Sofitel Krabi Phokeethra Golf and Spa Resort is committed to minimizing its environmental impact and contributing to sustainable development through responsible management of energy, water, waste, and resources. We strive to comply with all applicable legal and other requirements, continuously improve

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## STANDARD OPERATING

our environmental performance, and integrate best environmental practices across all operations in alignment with Accor's Sustainability Program and Green Globe standards.

ในส่วนของการดำเนินธุรกิจ ทาง Sofitel Krabi Phokeethra ให้ความสำคัญอย่างยิ่งในการดำเนินการอย่างยั่งยืน ผ่านการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม ที่สำคัญยังคงมีการฝึกอบรมและสื่อสารกับลูกค้าที่เข้าพำนัชและเดินทางมาเยือน ให้ทราบถึงการดำเนินการด้านสิ่งแวดล้อมที่ดีที่สุด รวมถึงการสนับสนุนให้ลูกค้าสามารถนำสิ่งแวดล้อมที่ดีกลับบ้านไปใช้ต่อ

## Objectives วัตถุประสงค์

- a. To fully comply with all applicable legislation
- b. To meet or exceed all environmental legislation related to our operations
- c. To minimize waste by reviewing purchasing practices and segregating waste
- d. To reduce, reuse, and recycle all waste generated by our business wherever possible
- e. To implement training for all team members and communicate with suppliers and guests
- f. To raise a awareness about policies and minimize our carbon footprint
- g. To implement energy, water, and resource conservation programs through innovation and the application of best practices
- h. To establish targets to measure continuous improvement in our environmental performance
- i. To monitor and review our environmental performance on a regular basis to achieve our objectives and targets
- j. To provide environmental awareness training for all our Heartist® colleagues

- a. ดำเนินการอย่างยั่งยืน ตามกฎหมายที่เกี่ยวกับสิ่งแวดล้อมที่ต้องปฏิบัติ
- b. บรรลุมาตรฐานสูงสุดในด้านกฎหมายที่เกี่ยวกับสิ่งแวดล้อม ที่ต้องปฏิบัติ ให้ดีที่สุด
- c. ลด ใช้ซ้ำ และจัดการขยะที่產生โดยธุรกิจ ให้ได้มากที่สุด
- d. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- e. ฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- f. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- g. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- h. ตั้งเป้าหมายเพื่อติดตามและประเมินผล การดูแลรักษาสิ่งแวดล้อม ให้ดีที่สุด
- i. ติดตามและประเมินผล การดูแลรักษาสิ่งแวดล้อม ให้ดีที่สุด ทุกๆ ระยะเวลาระยะหนึ่ง
- j. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม

## PROCEDURE ขั้นตอนดำเนินการ

## 1. Environmental Awareness ภารกิจดูแลรักษาสิ่งแวดล้อม

- a. Promote environmental awareness and responsible actions among team members
- b. Clearly communicate environmental practices and encourage simple green habits
- c. Support team participation in sustainability initiatives
- d. Share environmental commitments with guests and invite their involvement
- e. Extend awareness and best practices to the local community through collaboration

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## STANDARD OPERATING

- a. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- b. ให้ความสำคัญกับการดูแลรักษาสิ่งแวดล้อม ที่ต้องปฏิบัติ ให้ดีที่สุด
- c. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- d. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- e. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- f. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- g. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- h. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- i. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม

## 2. Energy ภารกิจดูแลรักษาสิ่งแวดล้อม

Reducing energy consumption helps lower our environmental impact while also reducing energy costs. To minimize energy use, the hotel will:

- a. Implement measures to make the workplace more energy-efficient
- b. Reduce the use of fossil fuels and switch to renewable energy
- c. Maintain machinery and equipment in good working condition
- d. Choose energy-efficient equipment and low-energy appliances
- e. Ensure optimal use of machinery and equipment
- f. Use timers, sensors, and other devices to regulate energy consumption
- g. Utilize solar energy
- h. Reduce energy loss, such as using insulated pipes for hot and chilled fluids
- i. Set consumption targets, monitor progress regularly, and continuously improve processes

ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม

- a. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
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- d. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
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- f. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- g. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
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## 3. Water ภารกิจดูแลรักษาสิ่งแวดล้อม

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

3

SOFITEL  
KRABI PHOKEETHRA

## STANDARD OPERATING

- a. Ensure efficient use of water-efficient equipment and water-saving appliances for laundry and bathroom
- b. Sensitize both employees and guests on the responsible use of water
- c. Offer guests the option of reusing towels and sheets
- d. Limit the use of freshwater by:
  - i. Capturing and using rainwater wherever possible
  - ii. Using recycled greywater for irrigation.
  - iii. Reusing water, such as using leftover drinking water from guest rooms to water plants.
- e. Set targets for minimizing water consumption, and monitor and analyze periodically

ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม

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## 4. Waste ภารกิจดูแลรักษาสิ่งแวดล้อม

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

- a. Limit the use of disposable packaging for resort supplies
- b. Use biodegradable products and materials whenever available
- c. Limit individual packaging of hygiene products in guest bedrooms
- d. Organize sorting and separation of recyclable waste
- e. Collect and recycle cooking oil for permitted use
- f. Separate and collect grease from food waste
- g. Organize recycling of materials such as paper, cardboard, glass, plastic packaging, metal cans, ink cartridges, restaurant organic waste, garden green waste, etc.
- h. Engage in projects with the local community for the reuse of recycled materials
- i. Safely dispose of hazardous waste such as batteries, electrical and electronic devices, fluorescent bulbs, tubes, etc.
- j. Organize and/or support clean-up activities in the surrounding environment
- k. Work towards being single-use plastic free for our guests

4

## STANDARD OPERATING

ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม

- a. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
- b. ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม
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## 5. Green Procurement ภารกิจดูแลรักษาสิ่งแวดล้อม

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 produced with less harmful materials or which, upon use or consumption, have minimal environmental impact.

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

- a. Encourage and use energy-efficient and environmentally friendly products
- b. Choose recycled or biodegradable products, and select items with eco-labels
- c. Prefer eco-friendly fertilizers and cleaning agents
- d. Buy seasonal and locally produced goods to reduce transportation energy
- e. Support local producers and farmers to strengthen community income
- f. Purchase from sources that reduce pollution or use clean technology
- g. Select suppliers who share our environmental values and have an environmental management system
- h. Buy in bulk to reduce packaging waste, and support vendors using recycled packaging
- i. Minimize single-use plastics
- j. Choose eco-friendly hotel materials, such as FSC-certified wood or recycled materials
- k. Maintain a "Preferred Green Vendors" list to simplify sustainable purchasing
- l. Collaborate with suppliers on sustainability initiatives, such as waste reduction, renewable energy use, and recycling
- m. Select products with recognized sustainability certifications, e.g., Fair Trade, Rainforest Alliance, or Ocean Wise

ดำเนินการฝึกอบรมพนักงานทุกคน ให้รับรู้และทำความเข้าใจในเรื่องการดูแลรักษาสิ่งแวดล้อม

5

## STANDARD OPERATING

- a. ไม่เปิดใช้บริการห้องอาหารและร้านอาหารที่ไม่ได้มาตรฐาน
- b. ไม่จัดกิจกรรมทางการค้าและงานสังคมที่ไม่ได้มาตรฐาน
- c. ห้องน้ำไม่สะอาดและไม่ปลอดภัยสำหรับผู้ใช้ห้องน้ำ
- d. ห้องน้ำสกปรกและไม่สะอาดสำหรับผู้ใช้ห้องน้ำ
- e. ห้องน้ำไม่สะอาดและไม่ปลอดภัยสำหรับผู้ใช้ห้องน้ำ
- f. ห้องน้ำสกปรกและไม่สะอาดสำหรับผู้ใช้ห้องน้ำ
- g. ห้องน้ำสกปรกและไม่ปลอดภัยสำหรับผู้ใช้ห้องน้ำ
- h. ห้องน้ำสกปรกและไม่ปลอดภัยสำหรับผู้ใช้ห้องน้ำ
- i. ห้องน้ำสกปรกและไม่ปลอดภัยสำหรับผู้ใช้ห้องน้ำ
- j. ห้องน้ำสกปรกและไม่ปลอดภัยสำหรับผู้ใช้ห้องน้ำ
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- l. ห้องน้ำสกปรกและไม่ปลอดภัยสำหรับผู้ใช้ห้องน้ำ
- m. ห้องน้ำสกปรกและไม่ปลอดภัยสำหรับผู้ใช้ห้องน้ำ

## 6. Destination Protection การรักษาอุปกรณ์

- a. Protect natural and cultural heritage when developing recreational facilities
- b. Support habitat restoration projects
- c. Promote local food, culture, entertainment, and handicrafts
- d. Work with local communities in creating cultural attractions
- e. Offer eco-friendly, locally made souvenirs that reflect nature
- f. Provide guests with information about sustainable products and souvenirs
- g. Increase green spaces around the resort for guest enjoyment

## a. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ

- b. สนับสนุนการฟื้นฟูสภาพแวดล้อมที่สำคัญ
- c. สนับสนุนอาหารท้องถิ่น วัฒนธรรม บันเทิง และหัตถศิลป์ท้องถิ่น
- d. ทำงานร่วมกับชุมชนท้องถิ่นในการสร้างจุดดึงดูดท่องเที่ยว
- e. ขายของที่ระลึกที่เป็นมิตรต่อสิ่งแวดล้อมและสืบทอดภูมิปัญญาท้องถิ่น
- f. ให้ข้อมูลแก่แขกเกี่ยวกับสินค้าที่เป็นมิตรต่อสิ่งแวดล้อมและภูมิปัญญาท้องถิ่น
- g. ขยายพื้นที่สีเขียวรอบๆ รีสอร์ทสำหรับแขกเพื่อการเพลิดเพลิน

## 7. Conservation of Wildlife and Habitats การรักษาสัตว์ป่าและระบบนิเวศที่สำคัญ

- a. Prevent wastewater from being discharged into the ocean
- b. Use ecological or organic fertilizers
- c. Educate team members and guests on the impact of littering on beaches and marine life
- d. Ensure snorkeling and diving activities do not damage coral reefs
- e. Properly dispose of trash and keep beaches clean
- f. Support marine and coastal clean-up initiatives
- g. Comply with local conservation regulations, such as promoting non-motorized water sports
- h. Maintain boats to reduce noise pollution
- i. Plant trees to help mitigate global warming and reduce ocean temperatures
- j. Avoid keeping captive wildlife, except for legal breeding, rescue, or reintroduction programs

## STANDARD OPERATING

- a. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
- b. สนับสนุนการฟื้นฟูสภาพแวดล้อมที่สำคัญ
- c. ทำงานร่วมกับชุมชนท้องถิ่นในการสร้างจุดดึงดูดท่องเที่ยว
- d. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
- e. ขยายพื้นที่สีเขียวรอบๆ รีสอร์ทสำหรับแขกเพื่อการเพลิดเพลิน
- f. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
- g. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
- h. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
- i. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
- j. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ

## 8. Biodiversity ความหลากหลายทางชีวภาพ

- a. Reduce use of insecticides, weed killers, and fungicides
- b. Use organic fertilizers whenever possible
- c. Choose environmentally friendly cleaning products
- d. Buy sustainably harvested seafood and agricultural products
- e. Water plants rationally
- f. Use indigenous plants for landscaping and minimize light/noise pollution
- g. Plant at least one tree every year
- h. Submit financial charitable contributions for conservation and habitat protection
- i. Ensure that invasive alien species are not introduced in our gardens and landscapes
- j. Not display or sell products made from threatened or protected plant and animal species
- k. Participate in ecological restoration initiatives in the local area
- l. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
- m. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
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- o. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
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- q. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
- r. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
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- x. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
- y. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ
- z. บันทึกภาพธรรมชาติและวัฒนธรรมที่สำคัญ

- End of Policy -

## 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.

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.



*Training on sustainability for new colleagues and topic related to environment in Townhall meeting.*

#### **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.

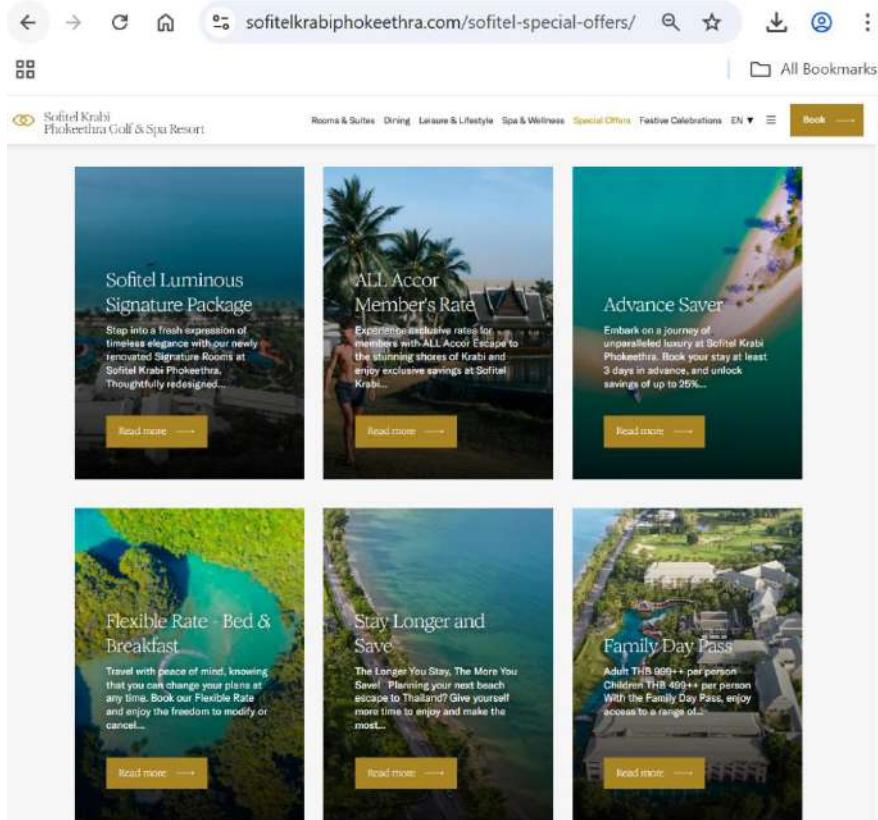
Sofitel Krabi Phokeethra Golf and Spa Resort has a TRUST YOU account which automatically gives a score out of 100 for all our reviews across all platforms and averages it out to give an overall guest satisfaction score.

## AUDITS SCORES YEARS 2021 - 2025

	2021	2022	2023		2024		2025 YTD
			2023 a.	2023 b.	2024 a.	2024 b.	
<b>LQA</b>	N/A	N/A	75.70%	83.60%	66.80%	79.80%	N/A Postpone to 2026
<b>TRUST YOU</b>	87.85%	88.83%	N/A	90.61%	N/A	89.16%	90.48%

**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.



The screenshot shows the website for Sofitel Krabi Phokeethra. The top navigation bar includes links for Rooms & Suites, Dining, Leisure & Lifestyle, Spa & Wellness, Special Offers, Festive Celebrations, and a language selector (EN). The main content area displays six promotional offers in a 2x3 grid:

- Sofitel Luminous Signature Package**: Step into a fresh expression of timeless elegance with our newly renovated Signature Rooms at Sofitel Krabi Phokeethra. Thoughtfully redesigned...
- ALL Accor Member's Rate**: Experience exclusive rates for members with ALL Accor Escape to the stunning shores of Krabi and enjoy exclusive savings at Sofitel Krabi...
- Advance Saver**: Embark on a journey of unparalleled luxury at Sofitel Krabi Phokeethra. Book your stay at least 3 days in advance, and unlock savings of up to 26%...
- Flexible Rate - Bed & Breakfast**: Travel with peace of mind, knowing that you can change your plans at any time. BOOK our Flexible Rate and enjoy the freedom to modify or cancel...
- Stay Longer and Save**: The Longer You Stay, The More You Save! Planning your next beach escape to Thailand? Give yourself more time to enjoy and make the most...
- Family Day Pass**: Adult THB 999++ per person, Children THB 499++ per person. With the Family Day Pass, enjoy access to a range of...

## 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, Le Petit Prince Kids Club, a grand ballrooms, 3 additional meeting rooms, a main pool, outdoor tennis court, padel 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 garden for our chef and also guest engagement.*

#### **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.

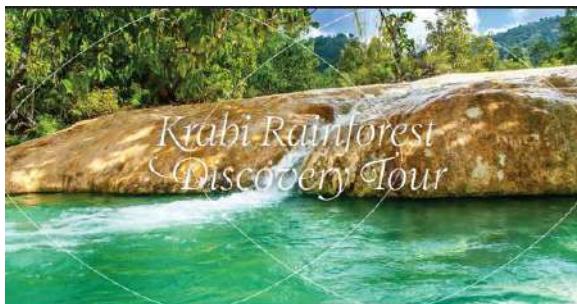
This information is provided to guests both on the hotel website and inside the in-room directory. We have a dedicated activity concierge office where guests can go and book activities and excursions. There they have more information about key sites and a list of qualified tour guides registered with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

SOFITEL

KRABI PHOKEETHRA



08:00 am - 3:00 pm

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

- 1<sup>ST</sup> STOP AT HONG ISLAND LAGOON
- 2<sup>ND</sup> STOP AT HONG ISLAND BAY
- 3<sup>RD</sup> STOP AT LANDING ISLAND
- 4<sup>TH</sup> STOP AT PAKBIA ISLAND
- APPROXIMATE DURATION: 5 HOURS

**Includes:**

- Insurance
- Lunch at Local Restaurant
- Soft Drinks & Drinking Water
- Sofitel's Skillful Excursion Team
- National Park Fee
- Canapés, Snacks & Seasonal Fruits
- Towels
- Round Trip Transfers

**Includes:**

- National Park Fee
- Exclusive Picnic Lunch
- Soft Drinks & Drinking Water
- Towels
- Sofitel's Skillful Excursion Team
- Canapés, Snacks & Seasonal Fruits
- Beach Mats
- Snorkeling Equipment

**Private Trip:**

- Tour for up to 2 guests: THB 12,000++
- Additional Guest: THB 2,000++
- Children: (4 - 12 years)

**Private Trip:**

- Tour for up to 8 guests: THB 28,000++
- Additional Guest: THB 1,500++
- Children: (4 - 12 years)

+ 10% service charge, 10% government tax  
\* Cancellation Policy: Cancellations made after 4 pm the day prior to the tour will be charged 50% of the total price including applicable government tax.

+ 10% service charge, 10% government tax  
\* Cancellation Policy: Cancellations made after 6 pm the day prior to the tour will be charged 50% of the total price including applicable government tax.

SOFITEL  
KRABI PHOKEETHRA

SOFITEL  
KRABI PHOKEETHRA



**HALF DAY KRABI CITY TOUR**

8:00 a.m. - 01:00 p.m.

- KHAO KHANAP NAM
- KOH KUANG
- WAT KAEW KOBWAHAN (WHITE TEMPLE)

**Includes:**

- Insurance
- Long-Tail Boat Transfers
- Soft Drinks & Drinking Water
- Sofitel's Skillful Excursion Team
- National Park Fee
- Canapés, Snacks & Seasonal Fruits
- Cool Towels
- Round Trip Transfers

**Joining Trip:**

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

- Minimum of 6 guests to Maximum of 10 guests

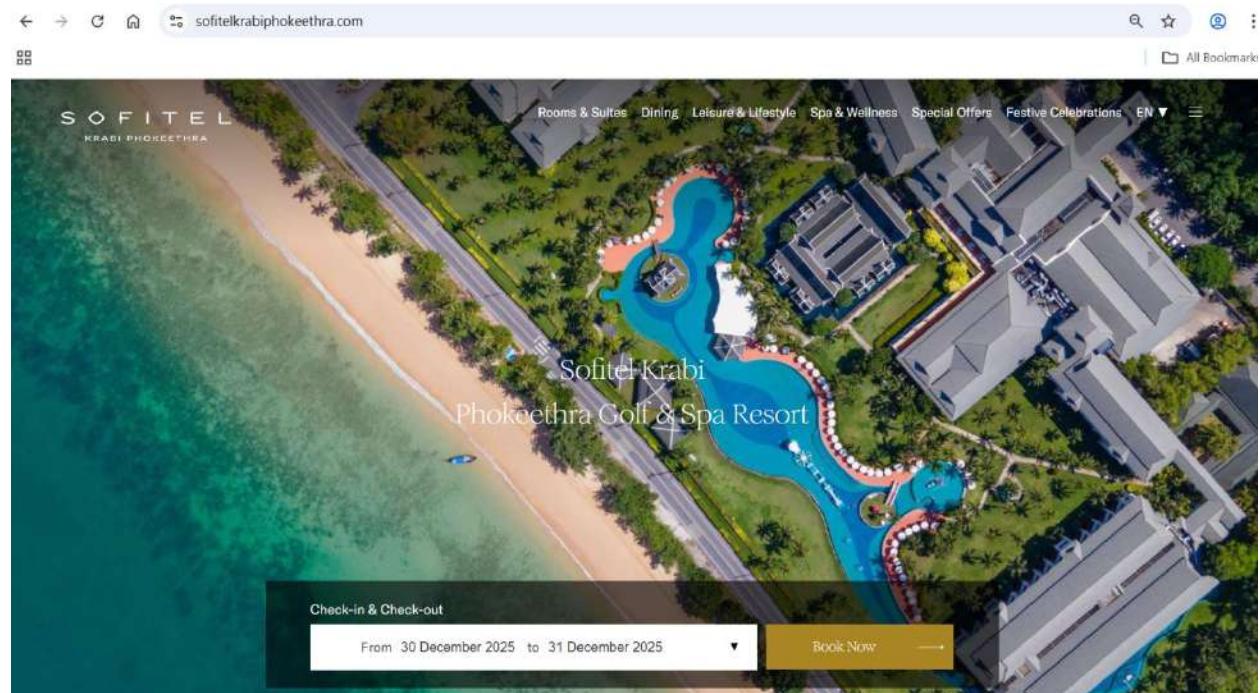
**Private:**

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

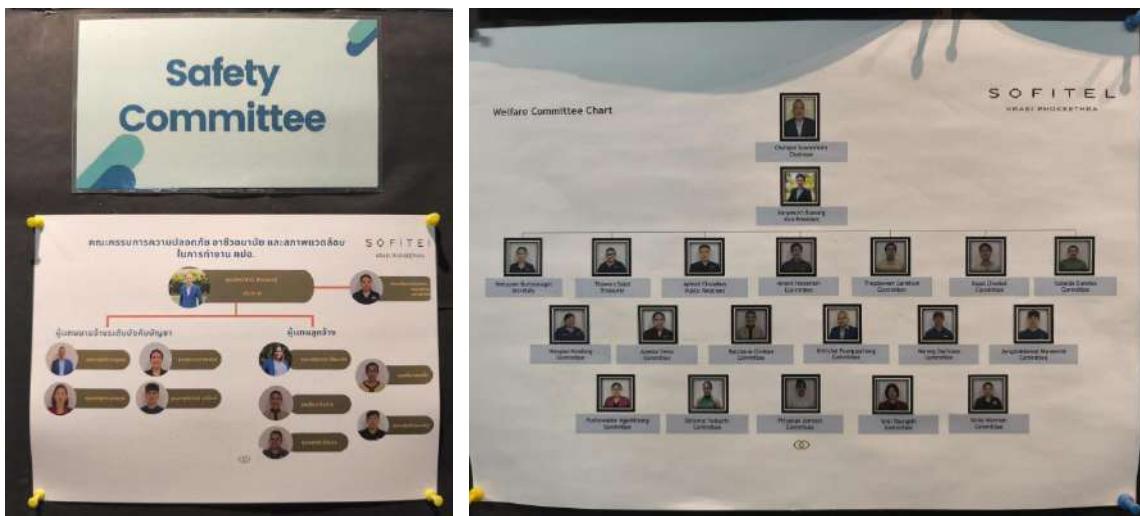
At Sofitel Krabi Phokeethra Golf and Spa Resort, we follow strict environmental, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury and accidents. In our Manager 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:

- ø Guests are instructed verbally and by posted signs to take care of wet floor.
- ø Cautions tapes are put for location with uneven surfaces.
- ø Swimming pool depth is clearly marked, trained security officers are physically present at the pool and beach areas.
- ø 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.
- ø All external contractors need to provide safety permit and equipment for their staff.
- ø Use Auto dosing system of Chemicals in Housekeeping, Engineering and Kitchens.
- ø Disclaimer and caution signage are available in areas.
- ø Fire Safety systems are in place and regular testing is been conducted.
- ø There are Welfare Committee and Safety Committee to reviewing and improving the performance of employee safety and well-being.



*Welfare Committee and Safety Committee are the representatives from each departments.*

### 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 Krabi 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 updated in August 2025. 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.

 <p><b>SOFITEL Krabi Phokeethra Golf and Spa Resort</b></p> <p><b>CRISIS MANAGEMENT MANUAL</b></p> <p><b>AUGUST 2025</b></p>	<p style="text-align: center;"><b>TABLE OF CONTENTS</b></p> <table border="0"> <tr> <td>1. INTRODUCTION</td> <td style="text-align: right;">3</td> </tr> <tr> <td>2. ALERT</td> <td style="text-align: right;">2</td> </tr> <tr> <td>3. FIRE EMERGENCY RESPONSE PROCEDURE</td> <td style="text-align: right;">8</td> </tr> <tr> <td>4. EMERGENCY RESPONSE TEAM NAME LIST</td> <td style="text-align: right;">9</td> </tr> <tr> <td>5. LOCAL CRISIS MANAGEMENT TEAM</td> <td style="text-align: right;">10</td> </tr> <tr> <td>6. ASSEMBLY POINT &amp; EVACUATION ROUTE</td> <td style="text-align: right;">12</td> </tr> <tr> <td>7. JOB FUNCTIONS SPECIFIC TO CRISIS MANAGEMENT</td> <td style="text-align: right;">13</td> </tr> <tr> <td>8. SERIOUS INJURY INVOLVING A GUEST</td> <td style="text-align: right;">31</td> </tr> <tr> <td>9. 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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,

# S O F I T E L

KRABI PHOKEETHRA

stakeholders and communities. Sofitel Krabi Phokeethra Golf and Spa Resort is also a member of the national Tourism of Thailand association.

- ⑥ **Healthcare:** Supporting initiatives aimed at enhancing the health and well-being of local communities.
- ⑥ **Education:** Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector.
- ⑥ **Cultural Preservation:** Supporting initiatives aimed at preserving local culture and heritage and promoting cultural diversity.
- ⑥ **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.
- ⑥ **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.*



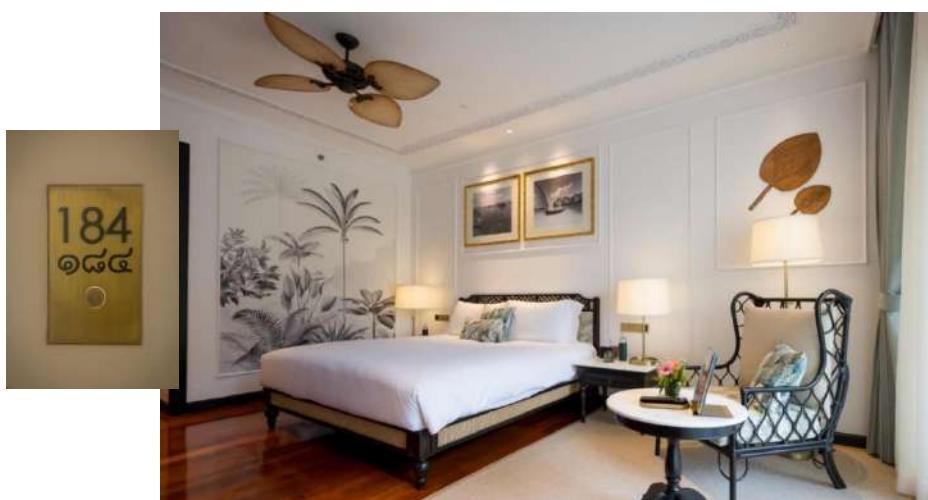
*The new uniform features a NAGA pattern represent local belief.*

**Major Focus of CSR Activities**

- ⑥ Elimination of single use plastic products within the hotel
- ⑥ Charity fundraising concerts and other events
- ⑥ Display and buy local artwork, sculptures, ornaments and handicrafts
- ⑥ Serve local cuisine and fresh seasonal produce
- ⑥ Provide Internship opportunities and enriching workshops to our partnered schools and educational institutions for Thai students to gain vocational experience in hospitality.
- ⑥ Incorporate local elements, the newly renovated rooms are decorated with local products, feature photographs of Krabi's natural attractions, and have Thai numerals displayed on the room doors.
- ⑥ Promote equality, especially for people with disabilities, by holding thank-you events for employees from General Manager and also participating in community events related to World Disability Day.



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



*The rooms are decorated with local products and photographs of local natural attractions.*

## 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.

- o Business conducts and ethics policy
- o ACCOR Ethics CSR Charter
- o 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

<i>Ratio</i>	No. of Colleagues
<i>Local</i>	97%
<i>Expats</i>	3%

### NO. OF COLLEAGUES PER LEVEL

<i>Level</i>	No. of Colleagues
<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 10 different nationalities in the resort. Women candidates are encouraged to apply across all levels of the business.

### GENDER RATIO

	% of Employees	
	Male	Female
Staff	53%	47%
Trainee	29%	71%
Management staff	43%	57%

### NATIONALITY STATISTICS Oct. 2025

From	QTY	%
Australia	1	0.3%
Ecuador	1	0.3%
France	2	0.7%
India	1	0.3%
Philippines	1	0.3%
Portugal	1	0.3%
Sweden	1	0.3%
Thailand	279	97%
UK	1	0.3%
<b>Total</b>	<b>288</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.

S O F I T E L

KRABI PHOKEETHRA

*Illegal Souvenirs to Avoid*



For more information, please contact excursion desk or call ext. 6118

S O F I T E L  
KRABI PHOKEETHRA

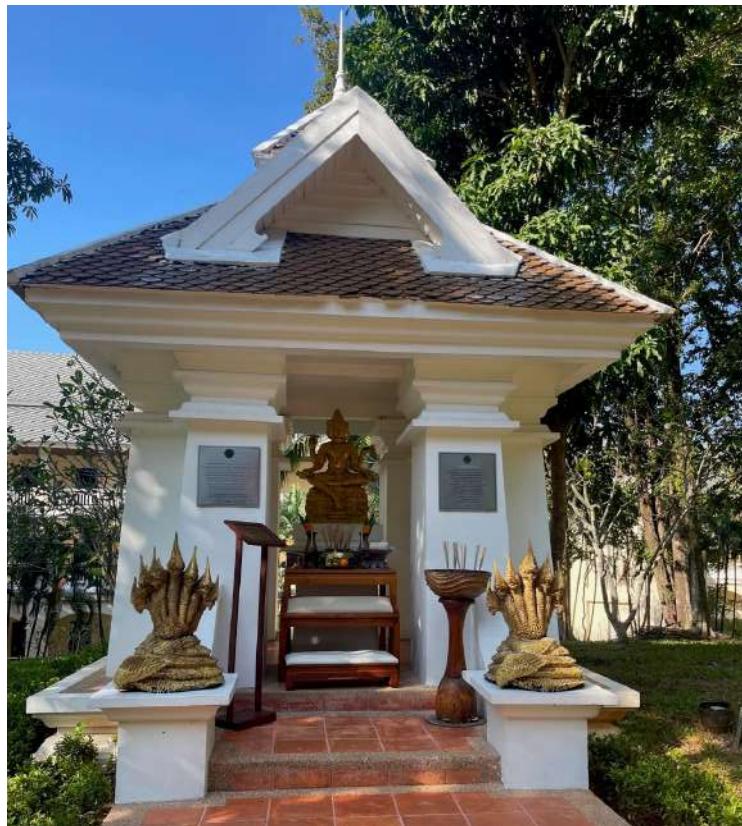


### C3. Protection of Sites

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 as health and safety when it comes to handling chemicals.

## Highlights



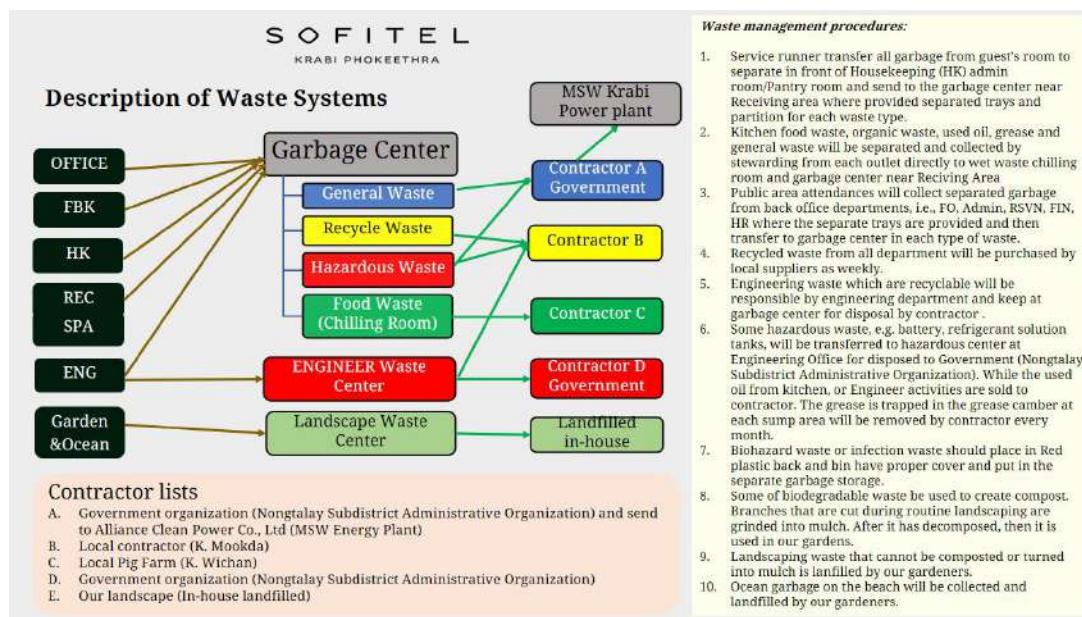
*Single use plastic PET water bottles have been eliminated, with reusable glass water bottles and water tetra packs implemented as an alternative.*



*Our F&B set up is sustainable eliminating single-use plastic and alternative items in favour of reusable plates, cutlery and glasses. They also create new eco-friendly packaging for*

## 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:



*Our waste management system for all garbage types*

## 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 have 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 was established in June 2023 for all dining outlets which we use to help us track progress in reducing our food waste.

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. Since May 2025, we've been reusing food waste as animal feed, with some going to elephant camps and the remainder to local pig farms. We have as of 30<sup>th</sup> December 2025 turned food waste to animal feeding over 20,000 kg.

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 raised over 100,000 Thai Baht from selling waste material (over 40,000 kg) for recycling in 2025. We are still working 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:

- ⑥ To raise awareness of the environment within the guest rooms by way of environmental information on the room television and room information brochures.
- ⑥ 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.
- ⑥ To measure emphasis on sustainability development for continual improvement.
- ⑥ To implement 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.*



*World Environment Day Activity: reusing organic waste and replanting herb garden.*



*World Ocean Day Activity: upcycling ocean waste which we collected from our weekly beach cleanup to be the souvenirs.*

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

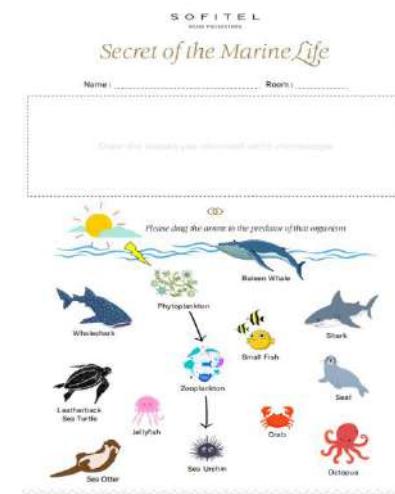
As part of Sofitel Krabi Phokeethra Golf and Spa Resort's environmental commitment, we are not purchasing, using or promoting any products originating from unsustainable practices or serving food from endangered species prescribed by ICUN Red list. Endangered species or items stemming from unsustainable 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. We launched many environmental conservative activities since 2024, especially Rock Pool citizen science, Nature Hike activity, ISPY book, Kids show covering the topics of fighting marine pollution and community beach clean ups every week, As we committed to protecting and conserving our natural habitat, environmental ecosystems and the conservation of wildlife, this year we have Marine Conservation Activity for the new Kid's Club Day Camp. Kids will be



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

## Highlights



Marine Conservation Activity have launched November 2025.



Sustainability training for our Heartist.



*Beach Clean Ups with Local Communities.*



*Mangrove restoration with Local Communities.*

## 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
<b>Local employees' employment</b>	97%	>96%	Continuously throughout the year
<b>Gender ratio Female vs Male</b>	46%	>45%	Continuously throughout the year
<b>Occupational Health &amp; Safety Accidents</b>	0 accidents	0 accidents	Year 2025
<b>TRUST YOU surveys</b>	89%	90%	End of 2025
<b>Single-use plastic-free</b>	100% Single-use plastic eliminated Accor 78 items	100% Single-use plastic-free BoH	End of 2025
<b>LED &amp; Energy Efficient Light Bulbs</b>	98%	100%	End of 2025
<b>Fire &amp; emergency full evacuation drill is conducted including all staff, guests and visitors</b>	Staff conducted, but not guests.	Annually	Annually
<b>Green Globe Certification</b>	3 <sup>rd</sup> Audit: Dec 2025	Re-certification	End of 2025 Postpone to Feb 2026
<b>Organic waste is used in a management program</b>	Mulching & Composting & Donating to pig farms and Elephant Sanctuary	Re-purpose for feeding animals	End of 2025
<b>Solar Farm</b>	28% generated green energy	30% generated green energy	End of 2025
<b>Recycling Waste</b>	Plastic & Aluminium, Glass & Paper Waste	Recycle Electronic & Recycleable Hazardous Waste	End of 2025
<b>Local or Eco-friendly products</b>	10 new products	10 new products	End of 2025