

PULLMAN PHUKET PANWA BEACH RESORT
SUSTAINABILITY PLAN 2024

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Article I. PRESENTATION

Section 1.01 Key Objectives of Green Globe

The primary purpose of the Green Globe 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 other regulations of the Kingdom of Thailand for Hotel Operations and for Sustainability.

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 practicing Reduce, Reuse and Recycle wherever possible.

To establish a framework for environmental management to ensure the implementation of the identified mitigation measures.

We follow and practice the standards of Green Globe and Planet 21 Accor brands standards of Sustainability at Pullman Phuket Panwa Beach Resort.

Section 1.02 Scope

The scope of the sustainability management plan covers all activities at Pullman Phuket Panwa Beach Resort; its integration with all colleagues, customers, business partners, owners, other stakeholders and the environment at large.

The facilities of Hotel and Sustainability plan is based on Pullman Phuket Panwa Beach Resort size and the facilities that are available:

- 148 Deluxe Rooms
- 6 Deluxe Family Rooms
- 15 Junior Suites
- 13 Deluxe Suites
- 29 Pool Villas
- 3 restaurants (Aqua Restaurant, Tamarind Restaurant, Edge Restaurant)
- 2 bars (Junction Bar, Edge Bar)
- 3 guests pools – Seaside-, Landside- and kids-pool (total 32 pools)

- Spa with steam rooms
- Fitness set up with the state-of-the-art gym equipment and sauna
- Retail shops for beauty and fashion
- Meeting & events rooms
- Kids Club

Section 1.03 ACCOR Vision

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

ACCOR Values:

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

Section 1.04 PULLMAN Vision

We believe today's new entrepreneurs are constantly seeking experience that can enable self-improvement

PULLMAN Purpose: Pullman enriches new entrepreneurs by inspiring minds & energizing bodies

PULLMAN Value Proposition: Helping our guests work efficiently and enjoy effortlessly

How to deliver our Value Proposition: Open minded, Forward Thinking, Drive

Section 1.05 Green Globe Sustainability Management Plan

4 STRATEGIC FOCUS AREAS AND 2 PRIORITIES:

ETHICAL & CSR CHARTER

=

Code of Conduct

COMPLIANCE

=

Business ethics, labor law, human rights, data privacy, etc.

COMMITMENTS

=

Values, corporate social and environmental responsibility with Planet 21, Solidarity Accor Hotels

I. Environmental – Planet 21 Sustainable management plan of Accor Group is actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes. The recommendations for moving towards carbon neutral buildings. Pullman Phuket Panwa Beach Resort have made the analysis of environmental impact and the measures to mitigate the environmental impact. The property will enable to protect the environment through the conservation of depleting resources and controlling the environment from pollution, reducing their carbon emissions. It takes initiatives, the steps to protect the bio-diversity through preserving the wildlife species through activities with Ocean for All Foundation ORG.

II. Socio-cultural – As part of Ethical and CSR charter of Accor group. The team are involved in corporate social responsibility actions for supporting the local communities, employees, guest and other stake holders. There are community development activities like Beach Clean-Up, fair trade, and activities to respect local culture. A policy against commercial exploitation, equitable hiring, employee protection and last but not least, our business does not jeopardize the provision of basic services, such as water, energy, or sanitation to neighboring communities. Accor's policy against discrimination in any form is been followed.

III. Quality – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through Planet 21 Practices , buying local products that are eco-friendly like Amenities, Paper and Chemicals (Tresano –

Ozone cleaning) etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders.

The guest satisfaction levels are measured through the online review scores from Booking.com, Trip Advisor, Google Review, has an internal survey from Trust You and through Accor Lux, Pullman Core, LQA standard reviews and bi-annual audits monitoring of overall performance.

The Hotel is not yet HACCP certified – HACCP training by EHC is scheduled in May 2024 and followed by the audit in September 2024. As of now the hotel has been certified with “Clean Food Good Taste” Certification of Thailand.

Pullman Phuket Panwa is planned to be Green Globe certified for the period of five years in Q1 2024.

IV. Health & Safety – Pullman Phuket Panwa Beach Resort complies with all health and safety regulations recommended by the Local government, ensures that guest, staff and all the stake holders are well protected.

Usage of safety instruments and machinery are ensured with the respective PPE required for the tasks. The training on health and safety are given to all staff and contractors. Pullman Phuket Panwa Beach Resort made all initiatives for making the work environment safe and secure to all the members. Regular trainings and internal on Health and Safety; HS audits are scheduled to ensure for a Safe environment.

Section 1.06 Energy Conservation at Pullman Panwa Phuket Beach Resort

We have more concern on the energy conservation through the involvement of new technologies and Planet 21 / Green Globe initiatives to work towards a greener Thailand. We strive to implement innovated technologies which is the best for our guest, the environment and all our employees. This has a greater impact on saving the energy and conserving it for reducing the carbon emissions.

Section 1.07 Pullman Panwa Phuket Beach Resort Energy Saving Initiatives 2023

- Collection of the rain water in the irrigation tank - this water is used to water the lawn in front of the Beach Front and Sea View Villas
- Using motion-sensors at public toilet faucets
- Using LED lights throughout the hotel 95%
- The preparation kitchen are now fitted with low electrical saving equipment
- Photo sensor switch lighting for 75% of the public areas
- Using water heat pumps for the hotel buildings / guests rooms
- Air-Conditioning timer set up in public toilets
- Timer set up for pool pumps in Pool Villas
- Locked Air-conditioning minimum temperature on 21 degrees Celsius in all rooms
- Key Card Switch not activated before guest check-in

Article II. SUSTAINABLE MANAGEMENT

Section 2.01 Implement a Sustainable Management Green Globe:

Pullman Phuket Panwa Beach Resort shall establish and maintain the Planet 21 internal sustainable practices complying with requirements of Green Globe. There are a number of elements that make up the Planet 21 in action guide for the world wide Practice of Sustainability in Accor Group.

Pullman Phuket Panwa Beach Resort shall formulate policies and procedures of Planet 21 that:

- a) Are appropriate to the nature and scale of the organization's activities
- b) Are aligned with the four key areas of Green Globe environmental, socio-cultural, quality and health & safety issues is also in line Planet 21 which comprises of 4 Strategic Program
- c) Includes a commitment to continual improvement of the SMP (Sustainable Management Plan) and target for the Green Globe.
- d) Includes a commitment to comply as a minimum with the current applicable legislations regulations and other requirement to which the organization subscribes
- e) Provide a framework for setting and reviewing SMP (Sustainable Management Plan) objectives and targets.
- f) They are documented, implemented, maintained and communicated to all employees.
- g) They are available to all interested and associates parties
- h) SMP (Sustainable Management Plan) is reviewed periodically to remain relevant and appropriate to the organizations
- i) Accor Planet 21 / Green Globe sustainability plan includes monitoring of yearly basis and we have obtained a Score of 125 points – Platinum status on GAIA platform

Section 2.02 Legal Compliance:

Pullman Phuket Panwa Beach Resort is licensed according to the Thai law and in compliance with all relevant international or local legislations and regulations, including health, safety, labor, environmental aspects, and insurance policies and other guest and colleague protection instruments are up to date and in order.

Section 2.03 Employee Training:

Employee hiring, training, annual appraisal and performance review, at Pullman Phuket Panwa Beach 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, behaviors, 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. ATIOM is a new learning APP which can be used on daily basis taking Heartists into short (5 to 10 minutes) sessions. Further Accor Academy (Training Campus) provides periodic session offers for Manager, Assistant Manager and Supervisors. The Sustainability goals and management plans are communicated to the employees in the Induction and allocated specific training on sustainability management.

Section 2.04 Customer Satisfaction

At Pullman Phuket Panwa Beach Resort, customers' satisfaction is supported by all Departments to operate in a way that focuses on continuous improvement and long-term sustainability. It 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: bi-annual LQA mystery audits, Trust You, Spa guest comment cards, financial audit on cashiering practices, online Social Media platforms such as trip advisor, booking.com and platforms which enable us to know the guest needs. These are potential areas for reviewing the Guest Satisfaction levels and ensuring the scores levels are monitored on regular basis and the necessary actions are taken.

Section 2.05 Accuracy of Promotional Materials

All communication regarding promotional material Pullman Phuket Panwa Beach Resort goes through the Sales and Marketing team and is in line with Accor Group principles, local regulations, cultural norms and sustainability practices based on Planet 21 and Green Globe guidelines. Any dissatisfaction from our guests is tracked through the guest feedback forms (TrustYou) and online reviews.

Section 2.06 Local Zoning, Design and Construction

(a) DESIGN AND STRUCTURE

Pullman Phuket Panwa Beach Resort is built with relevant government agencies approval. It accommodates 211 Deluxe Rooms, Suites and Villas.

- 148 Deluxe Rooms
- 6 Deluxe Family Rooms
- 15 Junior Suites
- 13 Deluxe Suites
- 29 Pool Villas
- 3 restaurants (Aqua Restaurant, Tamarind Restaurant, Edge Restaurant)
- 2 bars (Junction Bar, Edge Bar)

- 3 guests pools – Seaside-, Landside- and kids-pool (total 32 pools)
- Spa with steam rooms
- Fitness set up with the state-of-the-art gym equipment and sauna
- Retails shops for beauty and fashion
- Meeting & events rooms
- Kids Club

Article III. SOCIAL / ECONOMIC

Section 3.01 Community Development

Pullman Phuket Panwa Beach Resort commits to using the revenues generated from Recycle Waste selling to sponsor and assist to support in the local community. Whereby this money will be managed by Director of Talent and Culture. Every quarter the hotel generates funds from Recycle Waste Selling, this money can be given back to the community to help groups / individuals struggling each month.

(a) Major Focus of CSR Activities:

1. Giving special lunch meal for the students in local school nearby the hotel
2. Donate the stationary items for the students in local school nearby the hotel
3. Support the Children's Day activity which arranged by local community organization
4. Participate in local community mini marathon / fun run
5. Participate in the International Day of Person with Disability which arranged by local community
6. Support the Public Area & Outside Hotel Area Cleaning
7. Support the Blood Donation activity in Panwa Area
8. Support the Partnership School Project

(b) CSR Activities:

1. Accor Group's initiative of Planet 21 has Ethical and CSR charter in supporting the CSR activities.
2. Planet 21 has CSR charter is developed the hotels to support the People, Guest, Partners and Communities.
3. CSR calendar for the year is designed and the activities will be executed accordingly.
4. Pullman Phuket Panwa Beach Resort participates in the CSR activities of Phuket Local Community Organization such as local school nearby, municipality, navy
5. Every 6 months the Guest lost & found items that is kept with the hotel will be auctioned off to raise additional revenue for fund raising and local support and CSR activities.
6. There are activities to support People in need through Accor's Mini Marathon in Phuket.
7. Support Blood Donation every 6 months with other hotels in Panwa area
8. Beach and Public Area (nearby hotel) Cleaning

CSR ACTIVITIES

Giving Lunch meal for students at Laem Panwa School on 16th December 2022



Children Day Activity on 14th January 2023



Partnership School Project - Providing foundational English education to kindergarten students in Thalang District, Phuket, is the focus of this initiative. The collaboration involves Accor, the Phuket Provincial Education Office, and eight local schools in Thalang District, namely:

1. Baan Mai Khao School
2. Thachatchai School
3. Hong Yong Bamroong School
4. Baan Mak Prok School
5. Baan Ko En School
6. Baan Naithon School
7. Baan Saku Shool
8. Wat Mongkol Wararam School

Pullman Phuket Panwa Beach Resort has undertaken the responsibility of conducting Basic English Classes for kindergarten students in three of these schools: Baan Mai Khao School, Thachatchai School, and Hong Yong Bamroong School.

This educational initiative commenced in August 2022 and is scheduled to continue until March 2023. Basic English Classes are held every other Friday, lasting for one hour in each school, with the exception of the school break in October 2023.



Blood Donation Activity on 12th June 2023



Participate in Mini Marathon which arranged by local community on 29th October 2023



Public Area & Outside Hotel Area Cleaning – on 14th December 2023



International Day of Person with Disability on 20th December 2023



Pullman Phuket Panwa Beach Resort as part Accor initiatives for Planet 21/ Green Globe and 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 employees, partners, stakeholders and communities.

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. In Year 2023, 4 trainees were hired as part of the permanent team after they have completed their internship at our hotel.

Cultural Preservation: Supporting initiatives aimed at preserving local culture, heritage and promoting cultural diversity.

Economic Development: Supporting initiatives aimed at enhancing the ability of small and medium enterprises 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.

Section 3.02 Local Employment

Pullman Phuket Panwa Beach Resort prefers and supports local employment and gives all possible preferences for sourcing workforce in order to support the local community. As per the hotel's annual road show calendar, Pullman Phuket Panwa Beach Resort has planned to participate in all relevant local career road shows and events. As a part of sustainability plan we have approached several Hotel management colleges to support recruitment of locals as employees and interns.

- Equal employment opportunity policy.
- Business conducts and ethics policy
- Recruit and select colleague's policy

Section 3.03 Fair Trade

Pullman Phuket Panwa Beach Resort ensure the use of right methods to select suppliers and procure goods and service at the right quality, price, time, source and delivery while protecting the company. The main focus is on the suppliers with eco-friendly, sustainable products and promote on the green purchase. Purchasing is done only through local suppliers and preference given on the basis of the needs and requirements of the hotel. The Green procurement policy will design the requirements of Purchase of the hotel through the local vendors, eco-products used amenities and chemicals, FSC certified for paper and wood. Low or Zero VOC for the paints. Fair trade coffee and other products are used.

Section 3.04 Local Entrepreneurs

Pullman Phuket Panwa Beach Resort do not engage with local entrepreneurs dealing with historical artifacts moreover it is not permitted by law.

It is worthwhile to state that, at Pullman Phuket Panwa Beach Resort we do engage in organizing events and activities that portray the local culture, especially during Songkran, Loy Krathong, events as Queen's / the late King's Birthday, but also weekly Thai cultural shows during high-season.

Section 3.05 Respect Local Population

As stated earlier Thailand is predominantly a Buddhist country and in southern Thailand also Muslim religious and as such guests and employees are made aware of the local culture. Information of the same is provided through websites, sales presentation and digital communication. Local culture awareness presentation shared during employee induction. Local cultural information booklet is also available at the tour desk.

Section 3.06 Exploitation

Pullman Phuket Panwa Beach Resort strictly complies with the Thai Federal LAW, Regulation of Child labor – according to Labor Protection Act B.E.2541 (1998) Chapter 4: employment of Young Workers as mentioned in below link:

<https://library.siam-legal.com/thai-law/labor-protection-act-young-workers-sections-44-52/>. Pullman Phuket Panwa Beach Resort has Child exploitation policy and Watch program, the hotel does not encourage any type of exploitation in regards to the labor, sexual abuse or harassment and child trafficking within the hotel premises as a part of the Sustainability Management Plan.

Accor's WATCH initiative enables the employees 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. Pullman Phuket Panwa Beach Resort has included WATCH Program, child exploitation awareness as part of the internal training conveyed to all employees through customized training material and videos. Pullman Phuket Panwa Beach Resort are willing to liaise with all relevant organizations to support and protect children from sexual abuse and trafficking. Child exploitation awareness campaigns have been included in the CSR calendar.

Section 3.07 Equitable Hiring

Pullman Phuket Panwa Beach Resort promote diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled on the basis of competence.

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

Hotel employees people of many nationalities – currently we have 7 different nationalities in the group. Women candidates are encouraged to apply across all levels of the business. Out of 50 management positions (job level 1-4) in Pullman Phuket Panwa Beach Resort, 23 are covered by women; Learning and Development Manager, Housekeeping Manager, Assistant Housekeeping Manager, Purchasing Manager, Director of Finance. 46% of Female management teams are represented at Pullman Phuket Panwa Beach Resort.

Section 3.08 Employee Protection

Salaries and benefits meet national regulations, and all payments required by law into insurance and holiday funds are made on behalf of all employees. Overtime is paid for hours worked beyond the established work in accordance with Thai labor law. Week hours and working hours do not exceed the legal maximum established by the labor law, but being a hospitality industry at times a need might arise to work additional hours, colleagues are accordingly remunerated as per the policies outlined. The employees are given career development plans and cross training exposure to preferred areas to motivate the moral of the employees.

Section 3.09 Basic Services

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

Section 3.10 Local Livelihoods

Pullman Phuket Panwa Beach Resort has designated runoff from buildings and throughout the hotel facilities. As building structures are designed according to legal compliance and appropriate mitigation. The building structure follows the regulations in line with the Thai Municipality norms.

Section 3.11 Bribery & Corruption

Pullman Phuket Panwa Beach Resort strictly prohibit all forms of bribery taken directly or indirectly. It prohibits its employees from soliciting, arranging or accepting bribes intended for the employees benefit or that of the employee's 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. Pullman Phuket Panwa Beach Resort adhere strictly on anti-bribery and corruption and no forms of bribes or gifts are encouraged. As per Pullman Phuket Panwa Beach Resort policy charitable contributions and sponsorships are not used as a subterfuge for bribery.

Article IV. CULTURAL HERITAGE

Section 4.01 Code of Behavior

The company policy code of conduct includes established guideline on the code of behavior concerning the protection of local cultures and the guests are provided with relevant information of local culture, customs and tourisms of Thailand.

Section 4.02 Historical Artifacts

The employees at Pullman Phuket Panwa Beach Resort are trained by using the Buddy Checklist to guide guests towards the cultural sights and events and/or entertainment/restaurants that the guests are most interested in. Local Thai culture and idiosyncrasies can be explained and discussed with guests, but mainly the culture is significantly different from anywhere else in the western/developed part of the world, from where we have a substantial amount of guests coming from. Guests can read through the hotel's website, the tour guide on our Digital Concierge "Pullman Personal Assistant" and will be able to get more local insides through our tour desk at the hotel lobby. The hotel also provides pick and drops for selected locations to promote to tourists.

Section 4.03 Protection of Sites

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

Section 4.04 Incorporation of Culture

Pullman Phuket Panwa Beach Resort places great emphasis on being a part of the local environment in regards to cultural and social activities, as well as incorporating use of local food and competencies from local businesses. We take great pride and spend a lot of time and energy explaining our collaboration with local suppliers and businesses to interested parties.

Pullman Phuket Panwa Beach Resort represents the local cultural and heritage by offering Torch Ginger Flower Drink from the hotel's garden to all arriving guests.

Article V. CONSERVATION OF RESOURCES, REDUCTION OF RESOURCES WASTER

Section 5.01 Conservation of Biodiversity

In line with Pullman Phuket Panwa Beach Resort Sustainability Development plan, the use of Environmentally Preferable Purchasing (EPP) helps Pullman Phuket Panwa Beach Resort "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. Pullman Phuket Panwa Beach Resort working towards offering green meeting packages as well, as a part of our sustainability initiative.

Biodiversity: As part of Accor group policies, Pullman Phuket Panwa Beach Resort environment commitment we are not purchasing, using or promoting any products originating from unsustainable practices or serving food from endangered species prescribed by IUCN Red list.

Endangered species or items stemming from unsustainable practices are not used or consumed as per company's purchasing policy. Pullman Phuket Panwa Beach Resort will support the biodiversity through Oceans for All Foundation ORG in participating in their activities.

Pullman Phuket Panwa Beach Resort prohibits 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 employees, but also our guests to be more conscious about the environmental sustainability. In order to reduce the typical for the Southeast Asia region and the hospitality industry carbon footprint we have partnered with environmental organizations to guide us to our goal.

Section 5.02 Conservation of Resources, Reduction of Resources

Black and gray waste water is managed by the Pullman Phuket Panwa Beach Resort in a non-polluting way, and does not affect public health. This is mandatory by THAI law. Major of the areas are provided with the LED lights and water savers to conserve the majors resources like energy and water and outdoor lighting is controlled by photo sensor switch lighting for 75% of the public areas.

We minimize our output of printed material, and prefer to communicate through our website (which is CO2 neutral) and Handigo App which is a concierge app replacing also restaurant and room service menus. Our suppliers bring their products in crates and cases, which are reused and taken back. Every attempt is made to increase the awareness of the suppliers to avoid using crates and cases where ever possible.

Refrigerator and freezer temperatures are measured and monitored on a constant basis by the culinary staff of food. Energy usage is specified and recorded. Motion sensors are established in some of the areas, feasibility to cover more area is considered. All rooms need room key in order to turn on lights – whereby all electric appliances are turned off when guest is not in the room.

Energy efficient equipment is purchased wherever available, and only used when needed. Bed linen, duvets and towels that are used for hotel use but still usable, the old ones are re-used for i.e. cleaning cloths etc. No disposable cutlery or other eating utensils are used within the hotel.

S.A.R.A app is in place to support fast communication between departments by issuing trackable tickets on important tasks as for example leakage of toilets, pipes, faucets and showerheads in guest rooms. S.A.R.A system in place to speed-up and track all maintenance issues within the hotel.

Native plants or low water plants used in landscaping are used to minimize water in the outdoor garden to use minimum water.

Pullman Phuket Panwa Beach Resort recycles waste and are looking for more improvement. We are working on specific glass, cardboard and paper recycle bins to encourage our guests in the future helping us with our recycling. In the first level we try to reduce the waste generation, secondly preference for reusing the items and lastly we are looking for donation options to the charity organizations. Using reusable crate for vegetables and bakery products to minimize waste generation. We attempt to produce as little waste as possible, and nothing is thrown out, that can be used again.

Section 5.03 Waste Management at Pullman Phuket Panwa Beach Resort

As far as is reasonably practicable, waste management and waste minimization will be practiced through the following waste hierarchy approach:

(a) Waste Segregation

Waste streaming is a highly effective way of reducing waste. The segregation of waste plays a role in reducing, reusing and recycling the waste.

All kitchens, restaurants, bars and banquet areas are provided with bins for proper segregation of waste in the specified areas

Garbage collected from guest rooms, public areas and different departments needs to be segregated at the garbage area.

All hazardous wastes like battery and bulbs are been separated and stored in designated area and monitored by engineering. The waste is disposed to the approved suppliers.

All new joiners are fully briefed about the benefits of segregation, procedures for collection waste and also aware of the Hotel's environmental policies.

All recycled and non-recycled waste have to be sorted, collected and stored at separate segregated areas in the garbage areas of the hotel

Waste segregation Management bins have so far been implemented in our Meeting & Event facilities.

Pullman Phuket Panwa Beach Resort recycles waste and are looking for more improvement. We have specific glass, cardboard and paper recycle bins.

We attempt to produce as little waste as possible, and nothing is thrown out, that can be used again.

A food-saving program is being established and will further be improved wherein we will come up with strategies to reduce food wastage.

Since such a program might interfere with the operation of the culinary department, the establishment of the same will be done in consultation with the F & B department. Other initiatives could be to decompose the food waste by installing food waste composting machine and using the product as manure for the trees within the property.

No bin day is introduced for our employees to reduce the food waste. The menu designing is planned where very little food waste remains are found. The waste bin is not kept on the NO bin day. It is advised the employees to consume only the food they require and to prevent the food wastage.

All employee laundry is washed in our partner-laundry with environmental friendly detergents. All back-office computer and electronic equipment is shut down when work-day is over. Meeting room's lights and equipment's are shut down when not in use. All appliances are set at the most efficient level, to save energy, money and appliances.

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, guest newsletters, in-house printed communication and digital communication.

In partnership with the Local Supplier (Mr. Chao), the collect recycle waste will be sent to the Recycle Company at the end, then zero waste go to Phuket landfill site.

Measure emphasis on sustainability development for continual improvement.

Implement for energy saving projects.

(b) Waste Management- Achievements

(i) Sustainability Campaign / Activities

Pullman Phuket Panwa Beach Resort is actively participating on Seagrass planting together with Ocean for All Foundation ORG and bamboo shark nursery to secure the species. Regular beach cleaning activates with the team and guests is another initiative to keep our environment waste free and create awareness.

Pullman Phuket Panwa Beach Resort with 2011 keys has fully converted from PET bottles to glass bottles and uses tetra packed water for limousine service. All our dry-amenities have been changed to wax-coated and recycled paper. Also the wet amenities are now set up in dispensers instead of small individual disposable packaged bottles. We removed all our beverage cans within the Food and Beverage outlets wherever possible being in Thailand.

We believe that it is our duty to help both the community and the environment. Our campaign is built on the guidelines from THAI Sustainable Tourism, with a collaborative approach and sustainable development as the main focuses. Our intention is simple; we want to help make our planet a better place for all.

“We initiated this sustainable project based on the Planet 21 requirements to eventually reach zero single-use plastic within the hotel. Sustainable living is at the heart of our efforts and THAI Tourism's recognition of these activities motivates and enables the team to spearhead more initiatives.”

Awards in Sustainability -2019

Pullman Phuket Panwa Beach Resort Hotel and other hotels in the Southern Accor Hotels get the Appreciation Award Plaque from Phuket Governor for the Mini Marathon Lovers Club Year 2019 Supporter



Article VI. REFERENCES

Green Globe Certification Standard & Guide to Certification and Planet 21 Practices on Sustainability

Article VII. DEFINITIONS, TERMS & ABBREVIATIONS

SMP: Sustainability Management Plan

Sustainable development: Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

Environment Surroundings in which an organization operates, including air, water, land and natural resources, flora, fauna, humans, and their interrelation.

Environmental Aspect: 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

REV. NO. REV. DATE DESCRIPTION OF AMENDMENT EFFECTIVE

DATE

2024 Goals for SMP included, Pictures of activities and initiatives of 2023 is included.

2023 New initiatives like No more Plastic bottles, dry and wet amenities change

2022 Sustainable Travel Pledge By UNESCO

2016 Management Change to Accor Group on 1st April

2023 New initiatives like No more Plastic bottles, dry and wet amenities change

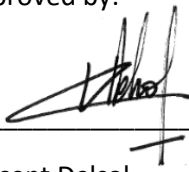
Prepared by:



Daniel Trumpfheller

Executive Assistant Manager

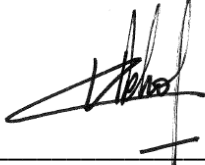
Approved by:



Vincent Delsol

General Manager

ExCom Members Acknowledgment



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