



Pullman Phuket Arcadia Naithon Beach
Sustainability Management System and Plan

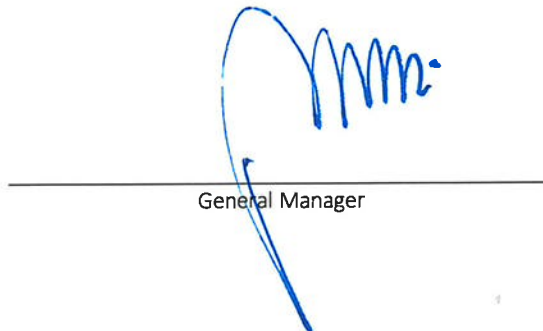
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Prepared by:


Sustainability Management Representative

Approved by:


General Manager

Revision History

Revision Date	Description	Sections Affected	Revised By	Approved By
05.06.24	First Issue	All	Albert Jan van Beusekom	Brett Wilson

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A. SUSTAINABILITY MANANGEMENT

A 1.0 Implement a Sustainability Management System

1.1 Company Profile, Scope of SMS, Hotel services, facilities and departments

The scope of the SMS applies to all activities which affect the ability of the company to meet sustainability management requirements. The SMS applies to the operation activities related to the nature of Pullman Phuket Arcadia Naithon Beach located on 22/2 Moo 4 Tambon Saku, Amphur Talang, 83110 Phuket, Thailand.

Pullman Phuket Arcadia Naithon Beach located on Naithon beach road and within 500 meters to Naithon Beach, 12-minute drive from Phuket International Airport. The resort provides 5 stars luxury services and facilities including 270 guestrooms and 7 pool villas, 3 restaurants and 3 bars, recreational (sport activities, fitness centre, 2 swimming pools and spa) and kids club for all guests. There are 5 meeting rooms with a total area of 1199 square meters. 2 Shops are managed by the resort, also operates a laundry facility onsite. 1 Management house, General Manager is living onsite. Total number of employees in both these areas equals approximately 325.

Front – of – the - house services and facilities

Guestrooms

There are 270 well-appointed guest rooms divided into 40 buildings with separated 7 private pool villas. Each guest room is equipped with bathroom amenities, refrigerated mini bar, air-conditioning system, television, telecommunication system, wifi, telecommunication system and safety deposit box. All rooms are operated with key card and automatic switch of once the card is removed and guest leaving their room.

Restaurants and bars

3 restaurants (Element, Vero, Bowls and More), 3 Bars (Azur, CBar, Mbar)

Recreational Facilities (Lifestyle)

Dhatri Spa, Fit Lounge, Kids Club, 2 Swimming Pools

Other services/ Facilities

The resort also provides following services and facilities within the resort premises

- 5 banquet meeting rooms maximum capacity of 600 guests in the main meeting room
- 2 Souvenir shops managed by hotel
- Tour desk, car rental and airport transfer service (operated by 3rd party)
- Connectivity Lounge
- Car park with 1 EV Charging facility
- ATM machine service
- Facilities for handicapped
- Laundry service

Back – of – the house facilities

- Air-conditioning system with Split type VRV
- 2 Boiler plants
- Fire detection system
- Solid waste storage and handling facilities
- Wastewater discharge system (Septic)
- Water supply with pumping system (from Municipality, well water, Water Truck)
- Swimming pool chlorinating system
- Storage facilities for liquid fuel
- Kitchen Gas (LPG) storage
- Storage facilities for chemical and hazardous material / liquids
- 5 Kitchens
- Bucher Room
- Stewarding areas
- Housekeeping Storage/ Office
- Laundry facilities (linen room, Uniform room)
- Back up / emergency generator facilities

Hotel departments / sections

These facilities are operated and managed by employees from the following

Departments / sections

- Front Office Department
- Housekeeping Department
- Housekeeping
- Laundry
- Lost and Found
- Food & Beverage Department
- Kitchen
- Service
- Stewarding
- Administrative office
- Employee restaurant
- Finance Department
- Stores (excluding chemical and maintenance store – Engineering)
- Accounts offices
- Purchasing office
- IT office
- Executive Office
- Sales and Marketing Department
- Reservation
- MARCOM and arts
- Human Recourse Department
- Training room
- Nursing Centre (Get well Room)
- Employee restaurant
- Prayer Room
- Security Department
- CCTV office
- Engineering Department
- Engineering office
- Technical store
- Electrical section
- Mechanical section
- Plumbing and drainage section
- Fire prevention section and fire control room
- Building and decoration section
- Boiler and pump section
- Gardener storage
- Loss Prevention Department
- CCTV
- AED
- First Aid
- Master Key Storage
- Main Safety Vault

1.2 Sustainability Policy

Following consideration of the importance of environmental sustainability and a commitment to be a benefit to local community, Pullman Phuket Arcadia Naithon Beach is committed to strive to achieve environmental and social sustainability for the Hotel.

Pullman Phuket Arcadia Naithon Beach located on Naithon beach road. The resort provides 5 stars luxury services and facilities including 277 guestrooms and pool villas, 2 restaurants and 3 bars, recreational (sport activities, fitness center, 2 swimming pools and spa) and kids club for all guests. There are 5 meeting rooms with a total area of 1199 square meters. Shops are managed by the resort, also operates a laundry facility onsite. Total number of employees in both these areas equals approximately 325.

Pullman Phuket Arcadia Naithon Beach commits to protection of the environment to ensure the prevention of adverse environmental impacts through pollution, and to protect the natural environment from harm and degradation arising from the organization's activities, products and services.

We also commit to continual improvement in environmental and social sustainability and improvement in annual Benchmarking Assessments.

Pullman Phuket Arcadia Naithon Beach is committed to and comply with all applicable regulatory obligations (including but not limited to environmental, social, cultural, quality, health and safety) for legal operation. This shall include but is not limited to; areas such as heritage and archaeological significance where applicable. When breaches of regulatory requirements occur, urgent and priority corrective action, including full disclosure to regulatory authorities shall be taken.

Pullman Phuket Arcadia Naithon Beach commits to give special consideration to the employment of persons living in nearby locations, including management positions whereby this does not adversely affect our operational viability. We employ individuals based solely on their experience and qualifications without discrimination. Our business practices are ethical and not exploitative, particularly of children, adolescents, women and minorities.

We are also committed to give preference to products and services of local origin and follow fair trade principles together with Eco friendly certification.

Pullman Phuket Arcadia Naithon Beach commits to promote and communicate our sustainability policy and make it publicly available aiming at the resolution of real environmental and social problems and raising awareness to our key stakeholders i.e. owners, employees, suppliers and customers.

Our objectives and targets in 2024;

1. Energy consumption reduction (5% reduction vs 2023)
2. Define water consumption baseline in Gaia reporting system
3. Measure carbon emissions with Gaia 2.0 or tool connected with Gaia 2.0
4. Food waste reduction (10% reduction Vs baseline)
5. Define food waste baseline in Gaia reporting system

We have appointed Mr. Albert Jan van Beusekom as the Sustainability Management Representative who has responsibility of ensuring ongoing environment and sustainability performance, identification of environmental risks, recording and monitoring of impacts and implementing environmental and social sustainability measures.

Updated and reviewed by:



Mr. Albert Jan van Beusekom
Appointed Sustainability Management

Representatives

Date:

5/6/24

Approved by:



Mr. Brett Wilson
General Manager

Date:

5/6/24

CSR KPIs Action Plan 2024

#	Aspect	Objectives	Targets	Action Item(s)	Responsibilities
1	Energy consumption	Reduce annual energy consumption	5% energy reduction vs 2023	Install control system for lighting including sensors and timers. Install LED lights in all areas Promote use of natural lighting in all public areas Reduce Transformer Core loss by using only 1 transformer per month	Engineering Housekeeping
2	Water Consumption	Define water consumption baseline in Gaia reporting system	Liters per occupied room	2023 water consumption baseline is 1.7m3 per occ room	Engineering
3	GHG emission	Measure carbon emissions with Gaia 2.0 or tool connected with Gaia 2.0		-Add more planting activity -Energy reduction	TC Engineer
4	Food Waste	Food waste reduction	10% reduction Vs baseline (Gram per cover)	- Monitor the menu which have often food leftover and review the quality - Take an inventory. Take stock of your pantry, refrigerator and freezer before going to the store to prevent overbuying. - Composting organic waste to avoid landfill pollution - Calculate and planning number of cover in each event	KC
		Define food waste baseline in Gaia reporting system	Calculated on average of Q3/Q4 2024 compared to baseline		KC

1.3 Sustainability Management Plan

Pullman Phuket Arcadia Naithon Beach shall follow a “plan-do-check-act” process to facilitate continual sustainable performance improvements which considers Environmental, Sociocultural, Quality, and Health & Safety Issues.

Plan;

The annually planning process will be identified in annual Sustainability Policy with the Objectives and Targets which could be combined to ACCOR CSR yearly KPIs (Scope of Work, Measurements and Frequency of Reporting). The planning process commences with the identification and updating of sustainable aspects.

Do;

Action Plan on each target will be developed by follow the relevant SOPs. Also, it will be communicated internally and externally for any possible achievement.

Check (Monitoring and measurement);

Monitoring and measurement of the continual improvement will be discussed in the meeting also internal inspection of the concerned areas will be conducted by Green Team committee.

External Audit e.g. Green Globe, T&C Audit, LQA, Local authority audit, HACCP, ALERT and InterReact and etc. are at least annually will be helping us to monitor our sustainable performance improvements. Gaia 2.0 is ACCOR benchmarking tool that has been implemented early 2024, in order to monitor energy consumption and Green House Gas emission, water consumption, and waste generation.

Pullman Phuket Arcadia Naithon Beach shall review periodically to remain relevant and appropriate to the organization's SMP.

Act (Nonconformity, Corrective Action and Preventive Action):

Continual improvement of the EMS can be achieved by identifying nonconformity, correcting nonconformity, and preventing nonconformity from occurring again. Regarding nonconformity and its subsequent corrective / preventive action, Pullman Phuket Arcadia Naithon shall establish, implement and maintain a procedure which defines the responsibilities and authorities to:

- handle and investigate nonconformity
- take action to mitigate the impacts caused;
- initiate and complete corrective and preventive actions;
- ensure that the corrective or preventive actions taken to eliminate the causes of actual and potential nonconformity are appropriate to the magnitude of problems and commensurate with the environmental impacts encountered;
- record the results of corrective and prevention actions taken;
- review the effectiveness of corrective action and preventive action taken;
- implement and record any changes in the documented procedures resulting from corrective and preventive action; and

1.4 Resources, Roles, Responsibility and Authority

Top management of Pullman Phuket Arcadia Naithon Beach shall commit to provide resources (including human resources and specialized skills, organizational infrastructure, technological and financial resources) essential to the implementation and control of the SMS. The roles, responsibilities and authorities of key personnel shall be defined, documented, and communicated in order to facilitate effective environmental management

Sustainability Management Representative (SMR) or Green Team Leader

Resort Manager is the appointed Sustainability Management Representative and has the responsibility and authority for:

- a) ensuring that SMS requirements are established, implemented and maintained in accordance with the Green Globe standard;
- b) ensuring that sufficient resources are allocated for the proper implementation of the Sustainability policy and the SMS;
- c) Regularly reviewing the policy and the effectiveness of the SMS, and ensuring that the necessary changes are made.

SMR is also the Chairman of the SMS/Green Team Committee and has the responsibility and authority for;

- a) SMS Committee to establish and implement the SMS according to Green Globe standard, and monitoring the performance of the SMS;
- b) coordinating internal SMS audits to ensure the SMS has been properly implemented and maintained;
- c) handling and investigating nonconformity and ensuring corrective and preventive action has been taken to mitigate any impacts caused;
- d) Reporting on the performance of the SMS to the top management for review and as a basis for improvement of the SMS.

The SMR, the DSMR, the SMS Committee (The Green Team) and the General Manager shall undertake the SMS management review annually to ensure top management commitment and integration of the SMS with business strategies for its implementation and continual improvement.

Deputy Sustainability Management Representative (DSMR)

GEM&PA to GM is the appointed DSMR and has the responsibility and authority for:

- a) assisting the SMR to ensure the SMS is effectively implemented and maintained in accordance with Green Globe standard;
- b) assuming the responsibility and action of the SMR when the SMR is unavailable.

Sustainability Management System Committee (SMS/ Green Team Committee)

This committee is responsible for:

- a) the establishment and implementation of the SMS;
- b) the establishment and review of objectives, targets, and programs;
- c) ensuring the effective implementation of Sustainability-related operational controls and programs;
- d) the internal communication of Sustainability matters between management and employees; and promoting Sustainability awareness among company staff;
- e) the review of complaint records, nonconformity, corrective action and preventive action reports and the adoption of preventive actions as necessary;
- f) providing leadership in the pursuit of Sustainability issues;
- g) any other SMS activities that are assigned by the SMR;
- h) holding regular meeting (at approximately monthly intervals for first year and from second year bi-monthly)

Department Heads

The Department Heads are responsible for :

- a) establishing controls for the identified significant sustainability aspects for his/her department according to procedures and instructions;
- b) ensuring that the SMS is properly implemented and that sustainability matters are properly **handled at all stages**;

All Employees

All employees are responsible for:

- a) working in accordance with the documented sustainability procedures and instructions, specific responsibilities defined in individual procedures and instructions; and
- b) reporting problems or deviations associated with Sustainability issues and the SMS to the SMS Committee.

1.5 Management Review

The “plan-do-check-act” cycle shall require the top management of Pullman Phuket Arcadia Naithon to act and review the sustainable management system periodically to ensure its suitability, adequacy and effectiveness.

Before the Review, the SMR shall schedule for the management review and inform all the participants and gather all relevant records/requirements (such as change in legal requirements) and prepare a summary report (if necessary) for discussion.

The General Manager, SMR and DSMR together with the SMS Committee shall take part in the annual management review. They shall assess the work done in the past year in sustainability management and evaluate the existing SMS with respect to changes in legislation, concerns of interested parties, (BUSINESS ACTIVITIES), technology and product requirements, and lessons gained from previous experience, etc.

Topics to be discussed in the management review shall include but not be limited to:

- review of the Sustainability policy, objectives, targets, and programs;
- review of legal compliance and compliance with other requirements (including contractor compliance on Pullman Phuket Arcadia Naithon's activities);
- Sustainability aspects of activities and their disclosure to public;
- findings of the internal audits;
- review of nonconformities and the status of corrective/preventive actions;
- communications from external interested parties, including complaints;
- areas for improvement with respect to Sustainability performance;
- adequacy of emergency preparedness and response;
- changing circumstances, including developments in legal and other requirements related to its sustainability aspects,
- identify the need for modification of the existing SMS considering the above items, and follow-up action from previous management reviews.

The review shall initiate a new "plan-do-check-act" cycle with improvements in Pullman Phuket Arcadia Naithon's environmental performance and further enhancement of the SMS.

Findings from the management review shall be recorded in the meeting minutes and the SMR shall retain it as an SMS record.

A.2 Legal Compliance

Pullman Phuket Arcadia Naithon is in compliance with all relevant international or local legislation and regulations (including, among others, health, safety, labor, and environmental aspects).

International and local legislation and regulation address many of the social and environmental negative practices associated with tourism operations. These include major labor conventions of the International Labor Organization (ILO) covering freedom of association, no child labor, no forced or bonded labor, no discrimination, health and safety, work hours and minimum pay. This criterion is not an alternative to government regulation and national labor legislation, rather it is a complementary instrument that fills voids in the application, adherence and enforcement of critical social and environmental protections. The records of the results of the periodic evaluations shall be retained.

A.3 Employee Training

Employee hiring, training, annual appraisal and performance review, at Pullman Phuket Arcadia Naithon are in line with the Accor Group. There is 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 are trained and developed accordingly. This builds an organization of successful colleagues who can deliver business goals and execute strategies.

While competencies may enable people to achieve success, they alone do not ensure success.

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 Orientation. ATIOM is a new learning APP which can be used on a 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 Orientation and allocated specific training on sustainability management.

Training Needs per role has been assigned and Training Records have been updated regularly with the annual target.

A.4 Customer Satisfaction

The online tool to monitor and measure guest satisfaction is "Trust YOU". The service Speed recovery SOP is in place in order to rectify the in-house guest satisfaction. The guest satisfaction survey is automatically sent during guest stay and check out. Online feedback tools gather all the feedback from all possible sources is daily monitored and reply within timely manner. Lower satisfaction scores will be investigated by concerned department and ratification reported to GM and RM.

A.5 Accuracy of Promotional Materials

All communication regarding promotional material from Phuket Arcadia Naithon goes through the Sales and Marketing team and is in line with Accor Group principles (ACCOR Communication Guide, ACCOR Tone of Voices Guideline, ACCOR Hotel Guidelines for the use of social media by ACCOR employees in Asia Pacific), local regulations, cultural norms and sustainability practices based on Green Globe guidelines which will certainly be accurate under the hotel liability. All the social/ culture sensitivities will also be screened before communicating to all key stakeholders by the Top management.

A.6 Local Zoning, Design and Construction

Phuket Arcadia Naithon comply with the local Thai law on land acquisition and legislation which is related to the compliance and legal registration (A.2 Legal Compliance).

In concern of the property location where is on the environmental sensitive area of Naithon Beach, so that the team has implemented Wastewater management SOP and regularly monitor the wastewater treatment result to be in line with the local compliance.

The property has been built over 10 years and the design is in accordance with the natural surroundings. Many main areas are presented in the open-air area e.g. lobby, restaurants, bars. The property is accessible for people with special needs. All of the native plants have been preserved as well as the native's species e.g. birds, monitor lizards etc.

A.7 Experiential or Interpretative Tourism

The Tour counter service offers choices for the guest to experience the natural and cultural environment. Corporation with TAT(Tourism Authority of Thailand) to promote Ban Bang Rong Agricultural Conservation Tourism to the Guests and corporate group activity to experience Phuket conserving areas and culture. Also providing information to the customer to educate and inform about the surroundings is a key factor for tourism businesses. On TV in-house channel display the local attractions and activities in Phuket.

A.8 Communications Strategy

To have effective communication, each department has updated the list of their keys stake holders in order to communicate sustainability policy and seek for their feedback and suggestion. We are also communicating our sustainable best practices to the guests and visitors. Guest feedback on our sustainability program is in the satisfaction survey which will be sent out and monitored by the management.

For internal communication, the SMR DSMR shall ensure information regarding the SMS (such as the Sustainability policy, Sustainability Management Plan) and sustainable performance is readily available to employees on notice board or is published on the intranet or newsletter email.

For external communication, the Sustainability policy is visible available at the property public areas, In house channel, HandiGo (app for Guest In house access), Website. All internal and external enquiries / complaints / communications shall be discussed and reviewed during the SMS Committee meeting and the decision shall be recorded in meeting minutes.

A.9 Health and safety

Preventive maintenance program is all in place including annual building inspection report to the local authority including EIA Monitoring Report. HACCP and hygiene are audited once a year with corrective action plan. AED and first aid training are conducted. ALERT or ACCOR Safety and Emergency List has been implemented and Quarterly audit via InterReact Program.

A.10 Disaster Management and Responses

All SOPs related to emergencies are issued by LP (Loss Prevention) department. Fire drill and evaluation including tsunami are conducted at least 1 time per year. SOP Chemical storage and handling are in place. SOP Storm and flooding will be viewed by the management team. In the ACCOR ALERT and InterReact program is included the Emergency preparedness as well. The list of Crisis Committee with direct contact number is always updated by LP department. Flooding and Land Slide SOPs are also reviewed by LP department.

B. Social and Economic**B.1 Community Development**

Heartist CSR activity program is purposely support the local community, school and other non-profit charity organization updated activities and record by Director of Talent and Culture in CSR monthly plan

B.2 Local employment

The commitment is in the Sustainability Policy that the company will prioritize the local employment by providing jobs at all levels of management ensures that the local population does not feel disenfranchised and can provide a sufficient dialogue between the business' ownership and the community.

B.3 Fair Trade

Local and fair-trade services and goods are purchased by the business, where available which is committed in Sustainability Purchasing Policy.

B.4 Support Local Entrepreneurs

Pullman Phuket Arcadia Naithon support local small entrepreneurs to develop and sell sustainable products that are based on the area's nature, history, and culture (including food and drink, crafts, performance arts, agricultural products, etc.). The 2 souvenir shops sell the products which only made in Thailand and also, we invite the local entrepreneurs to set up the mini market in the property area selling arts and crafts. The Uniform are designed by Thai Designer and locally made in Thailand.

B.5 Respect Local communities

Respecting and preserving the traditions and property of local populations is an important aspect in terms of today's globalization. In order to be aware of different cultures, Pullman Phuket Arcadia Naithon conducts Code of Conduct training together with "Dos and Don'ts" information throughout the property.

B.6 Exploitation

We adopt ACCOR Ethics and Corporate Social Responsibility by conducting the training called "The Watch" program to educate the staff how to address and take action.

B.7 Equitable Hiring

We adopt ACCOR Ethics and Corporate Social Responsibility and apply in Accor Ethics & CSR Charter Principles to be signed by all staffs for acknowledgement

B.8 Employee Protection

The international or national legal protection of employees is respected, and employees are paid a living wage. We adopt ACCOR_Ethics_and_Corporate_Social_Responsibility and apply in Heartist Handbook which will be giving out to all staff from their first working day.

B.9 Access to Basic Services

The activities of the business do not jeopardize the provision of basic services, such as water, energy, or sanitation, to individuals or neighboring communities. We monitor our Energy, water consumption including waste management via SOP. Also, in close relationship with the local community in order to support or listen to their feedback.

B.10 Local Livelihoods

The activities of the business do not adversely affect local access to livelihoods, including land and aquatic resource use, rights of way, transport and housing. (A.2 Legal Compliance)

B.11 Bribery & Corruption

Pullman Phuket Arcadia Naithon has adopted ACCOR_Ethics_and_Corporate_Social_Responsibility which clearly and in reasonable detail, articulates values, policies and procedures to be used to prevent bribery from occurring in all activities under its effective control.

C. Culture Heritage

C.1 Code of Behavior

Respect for local cultures and historic locations must be observed. We try to minimize the impact on built and natural environments caused by increased activity of our customer's. E.g. provide organic and biodegradable products which could be harmful to the marine ecosystem like Sunscreen product without Oxybenzone (coral friendly) Education about local people's cultural customs, mores, and beliefs as well as appropriate verbal and non-verbal behavior via Dos Don'ts in house channel and Tour Counter.

C.2 Historical Artefacts

Historical and archaeological artefacts are not sold, traded, or displayed, except as permitted by law all are referred in 2.2 Compliance and purchasing Policy

C.3 Protection of Sites

The property location is not very nearby the local historical, archaeological, culturally, and spiritually important properties and sites, however, tour desk will always brief and educate the customer before visiting those areas with "Dos and Don'ts" information. As we are beach front property, the display of shells and corals are prohibited.

C.4 Incorporation of Culture

Phuket has a very fascinating choice of food and Pullman Phuket Arcadia Naithon has been promoted them in the all-day dining menu and offer Thai cooking class as a choice of local experience. Local snacks are also one of the coffee break choices in Green Meeting Package. The souvenir shops sell local bamboo and the natural material bags where made in local communities in Thailand. Mini Local market and Muay Thai Show is presented for the Group dinner.

D. Environment

D.1 Conserving Resources

D.1.1 Purchasing Policy

Purchasing policy favors environmentally friendly products for building materials, capital goods, food, and consumables. The policy also included the updated sustainability Policy and company code of conduct.

D.1.2 Consumable Goods

The purchase of disposable and consumable goods is measured, and the business actively seeks ways to reduce over consumption and food waste. The monitoring method from ACCOR has been implemented in the online system named "Gaia" also the target has been set in order to the team achievement.

D.1.3 Energy Consumption

Energy consumption in Pullman is from Electricity, LPG, Diesel and Gasoline. All the energy consumption has been monitored via Gaia system together with the GHG calculation with the yearly target of reduction and energy reduction plan is responsible by Engineering.

D.1.4 Water Consumption

Pullman Phuket Arcadia Naithon has few sources of portable water where from municipality, natural well water and purchased water truck, water consumption has been monitored via Gaia system together with the GHG calculation with the yearly target of reduction and energy reduction plan is responsible by Engineering

Native plants are used in the hotel landscape. The reusing towels and bed sheet program is in place and monitored by the housekeeping department.

D.1.5 Food and Beverage

Hygiene management practices or HACCP have been put in place and audited 2 per year with some recommendations for food safety responsible by Executive chef and Hygiene Manager. Variety of the food choices for Vegan, vegetarian, Gluten free, non-pork, non-beef are in concerns. Local ingredients and perishable products are on the menu. Single use plastic(straw) has been eliminated and replaced by paper straw, paper glass and boxes for takeaway. Recyclable waste is under control by F&B team.

D.1.6 Green Meeting

Pullman Phuket Arcadia Naithon offers options for Green Meetings to meet the sustainability needs of its event customers, enhance its sustainability credentials and improve environmental and social outcomes. The package is available on the hotel website. The customers can calculate the carbon footprint. Carbon offset or carbon credit is also available and managed by ACCOR.

D.2 Reducing Pollution**D.2.1 Greenhouse Gas Emissions**

Pullman Phuket Arcadia Naithon set yearly target to reduce Green House Gas Emission for the hotel activities which are transportation, heating, cooling, electricity use, and methane emissions from sewage and organic wastes. The yearly target is in Sustainability Policy and monitor by Gaia System

D.2.2 Wastewater

Wastewater, including grey water, is treated effectively in Septic tank. The wastewater treatment result has been submitted to the local municipality in every quarter (Refer to A.2 Legal Compliance).

D.2.3 Waste Management Plan

Plan, Reduce, Reuse, Recycle are in Waste management SOP.

D.2.4 Harmful Substances

The use of harmful substances, including pesticides, paints, Diesel, gasoline, spray, swimming pool disinfectants, and cleaning materials, is minimized; substituted, when available, by innocuous products; and all chemical use is properly managed which referred to Harmful Substances Management SOP

D.2.5 Other Pollutants

Implementation of SOPs practices to reduce pollution from noise, erosion, and air and soil contaminants.

D.3 Conserving Biodiversity, Ecosystems, and Landscapes

Refer to the SOP Conserving Biodiversity, Ecosystem and Landscapes