

S O F I T E L
PHNOM PENH PHOKEETHRA

SUSTAINABILITY MANAGEMENT PLAN & POLICIES

October 2024

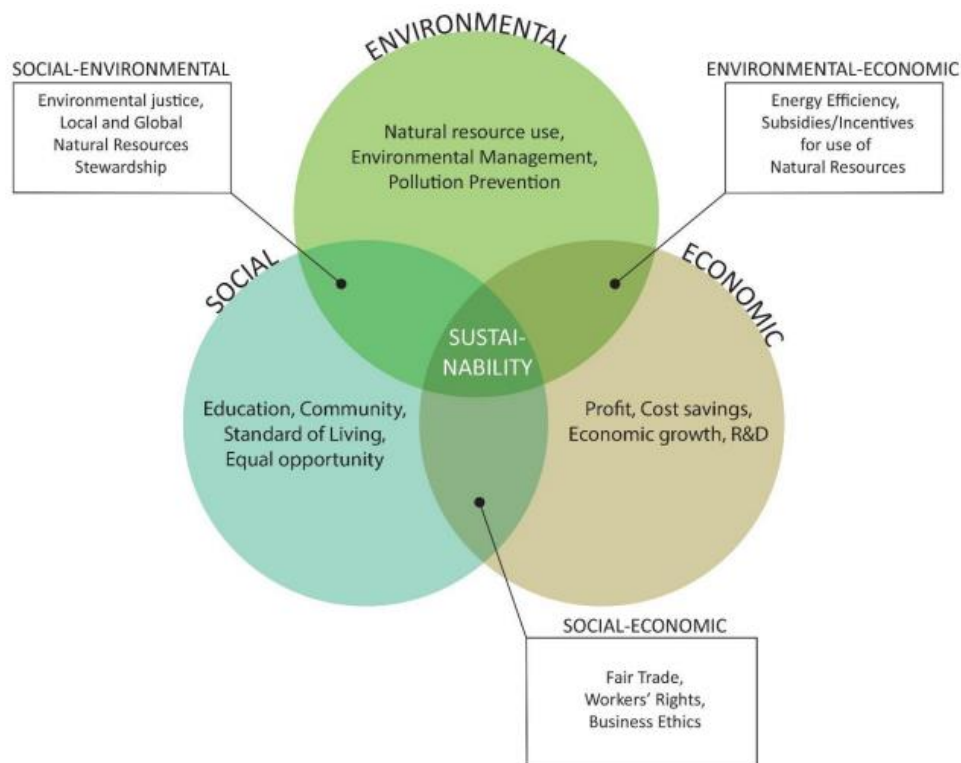


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PURPOSE

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



SCOPE

The Scope of the Sustainability Management Plan covers all activities at Sofitel Phnom Penh Phokeethra 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

SMP	Sustainability Management Plan
Sustainable development	Development that meets 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
SOPs	Standard Operating Procedure
WATCH	We Act Together for Children
ECPAT	Every Child Protected Against Trafficking
APLE Cambodia	Action Pour Les Enfant Cambodia

RESORT FACT SHEET

201 ROOMS / SUITES – SUPERIOR & LUXURY / JUNIOR & PRESTIGE & OPERA

- ∂ 121 Superior Rooms - 40 sq.m / 431 sq.ft.
- ∂ 43 Luxury Rooms - 47 sq.m / 506 sq.ft.
- ∂ 23 Junior Suites - 53 sq.m / 570 sq.ft.
- ∂ 11 Prestige Suites - 94 sq.m / 1012 sq.ft.
- ∂ 1 Opera Suite - 140 sq.m / 1507 sq.ft.

WINE & DINE

- ∂ **La Coupole** Buffet restaurant, famous for its Sunday Brunches which features an international spread from Asian to Western cuisines as well as homemade ice creams and classic French Pastries.
- ∂ **Do Forni** Featuring authentic Italian cuisine with a fascinating venue set up with fancy decoration that will make you feel relaxed and comfortable while you enjoy an unforgettable culinary journey
- ∂ **Hachi** This Japanese À la carte restaurant which features a wide variety of sushi and sashimi platters, a large selection of Sake, and has private tatami rooms available too.
- ∂ **Fu Lu Zu** Indulge in Cantonese delicacies and various set menu selections at Fu Lu Zu for an authentic Chinese culinary experience, which also features private dining rooms.
- ∂ **Le Bar** The stylishly decorated, modern Le Bar of Sofitel, is dazzlingly furnished with a contemporary décor of assertive sophistication and enchanting chic appeal seating for 44, with a relaxing ambience and chilled atmosphere.
- ∂ **Aqua** The Aqua Bar offers a selection of smoothies and light-bites at the poolside. Relax on our sunbed and enjoy healthy offerings during the warm Cambodian days.
- ∂ **Phokeethra Bar** Enjoy a rejuvenating menu at our Phokeethra Sports Bar. Offering healthy meal options and refreshing beverages, this is the perfect space to enjoy after your fitness activities.

ACTIVITIES FACILITIES

- ∂ Sofitel Spa
- ∂ Sofitel Fit
- ∂ Club Millesime
- ∂ La Boutique
- ∂ The Gallery
- ∂ Phokeethra Grand Ballroom
- ∂ Meeting Room x5
- ∂ Phokeethra Sports Club



Sofitel Phnom Penh Phokeethra: Journey Towards Sustainability

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

For more than 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. Each year, prior to Covid-19 we acquired two pieces of art supporting artists whilst building the collection we proudly display.

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

We recognize environmentally friendly hospitality practices help us fulfil our mission to be stewards of the world's most diverse and picturesque locations, the places where we are most connected to the land. In your guest room, you can find eco-friendly amenities—such as soaps, 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 also working to increase their reliance on local, sustainable suppliers to support local agriculture.

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 such as ECPAT International and APLE Cambodia to ensure that child abuse does not occur at our properties. While our staff are specially trained to recognize and respond to indications of abuse involving children, we also ask that our guests report any instances in which they suspect a minor might be in distress.

OTHER INITIATIVES

At the corporate level, we're striving to increase our colleague diversity, particularly among executives, to better reflect the world we live in. 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. These partnerships include Indochina Starfish Foundation Cambodia, PSE School, Care for Cambodia, Passarelles Numeriques, Shanty Town Spirit, Friends International Cambodia, Project Khmer H.O.P.E, the Rabbit School Foundation and Ecole d'Hotellerie et de Tourisme Paul Dubrule.

To learn more about our CSR initiatives: <https://www.sofitel-phnompenh-phokeethra.com/csr/>
We're excited to continue our sustainability journey—and we hope that you'll share that journey with us.



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

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

ORGANIZATION CHART OF THE HOTEL



A. SUSTAINABILITY MANAGEMENT

A1. Implement a Sustainable Management Plan

Sofitel Phnom Penh Phokeethra 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 Phnom Penh Phokeethra shall formulate Policies and Procedures of the SMP that:

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

FMSFF Environmental Policy 2024

S O F I T E L PHNOM PENH PHOKEETHRA			
STANDARD OPERATING PROCEDURE			
ALL SOP MUST BE COPIED TO FINANCE DEPARTMENT AND EXECUTIVE OFFICE			
TOPIC:	« Environmental Policy »		
STANDARD:	«To Provide a Detailed Account of the Hotel's Environmental Policy»		
POLICY CODE:	SUS-001/2023		
ISSUING DEPARTMENT:	Executive Office		
CONCERNED DEPARTMENT:	All Departments cc. GM		
ISSUED ON:	8 th September 2023	EFFECTIVE:	9 th September 2023
REVISED ON:	1 st October 2024	NO. OF PAGE:	4

Policy statement: We, at Sofitel Phnom Penh Phokeethra, are committed to minimize our impact on the environment through efficient energy, water and waste management and follow the best environmental practices across our entire operation.

We support the above commitment by taking the following actions:

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

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

Purpose: This policy is intended to guide the property towards sustainable management. The hotel is required to set its own environmental management procedures in line with this policy and with due consideration to its specific location.

PROCEDURE

1. Environmental awareness

- a. We will maintain awareness among our team members on environmental issues preservation of local cultures and the necessity for everyone to act in a responsible manner
- b. We will communicate to our team members the environmental practices that need to be implemented at the workplace as well as other simple environment friendly measures that they can apply in their everyday lives
- c. We will encourage our team members to participate in and support environmental initiatives



- d. We will communicate our environmental commitment to guests and give them an option to support us in our green initiatives
- e. We will extend awareness on environmental issues, local cultures and best practices to the local community through our Cambodian Youth Development program.

2. Energy

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

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

3. Water

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

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

4. Waste

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

- a. Limit the use of disposable packaging for the hotel supplies
- b. Use bio-degradable products and materials, whenever the option is available
- c. Limit individual packaging of hygiene products in bedrooms
- d. Organize sorting and separating of recycle wastes
- e. Collect and recycle cooking oil for permitted uses



- f. Separate and collect grease from food stuffs
- 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 wastes such as batteries, electrical and electronic devices, fluorescent bulbs/tubes, etc.
- j. Organize and/or support clean-up of the surrounding environment
- k. Work towards being single-use plastic free for our guests

5. Green procurement

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

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

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

6. Destination protection

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

- a. Ensure protection of the natural and cultural values of the area while developing and creating recreational facilities / activities for our guests
- b. Participate in efforts to restore habitat whenever possible
- c. Promote local food, entertainment, culture and cottage industry
- d. Engage with local people when developing cultural attractions
- e. Offer guests and promote souvenirs that are made locally, using eco-friendly materials and that reflect local nature
- f. Provide guests with a list of environment-friendly products and local souvenirs they may buy
- g. Increase the number of green / environmental spaces around the resort for guests to enjoy and immerse themselves in.



7. Conservation of wildlife and Habitats

We shall take every possible step towards the conservation of wildlife and their habitats. As a minimum, we shall:

- a. Ensure waste water is not discharged in the ocean
- b. Use ecological or organic fertilizers
- c. Sensitize our team members and guests about the negative environmental impact of littering on the beach and in the sea
- d. Ensure all trash is properly disposed of and no debris is left on the beach
- e. Encourage and support the clean-up of the marine and coastal environment
- f. Comply with local conservation policies
- g. Plant trees to contribute to reversing the warming of our planet and the rising temperature of our oceans
- h. Not detain any captive wildlife on properties grounds, except for wildlife breeding farms, rescue or reintroduction, according to the law and best practices

8. Biodiversity

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

- a. Reduce our use of insecticides, weed killers, fungicides
- b. Use organic fertilizers as far as possible
- c. Use environmentally friendly products for cleaning
- d. Buy sustainably harvested seafood and agricultural products
- e. Water plants in a rational way
- f. Use indigenous plants for landscaping and minimizing light and noise
- g. Plant at least one tree every year
- h. Submit financial charitable contributions for conservation and Project 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

-End of Policy-



A2. Legal Compliance

Sofitel Phnom Penh Phokeethra is licensed according to the Cambodian 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" law³, the UK Bribery Act and the US FCPA⁴, 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 Phnom Penh Phokeethra are in line with the Accor Group.

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

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

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

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

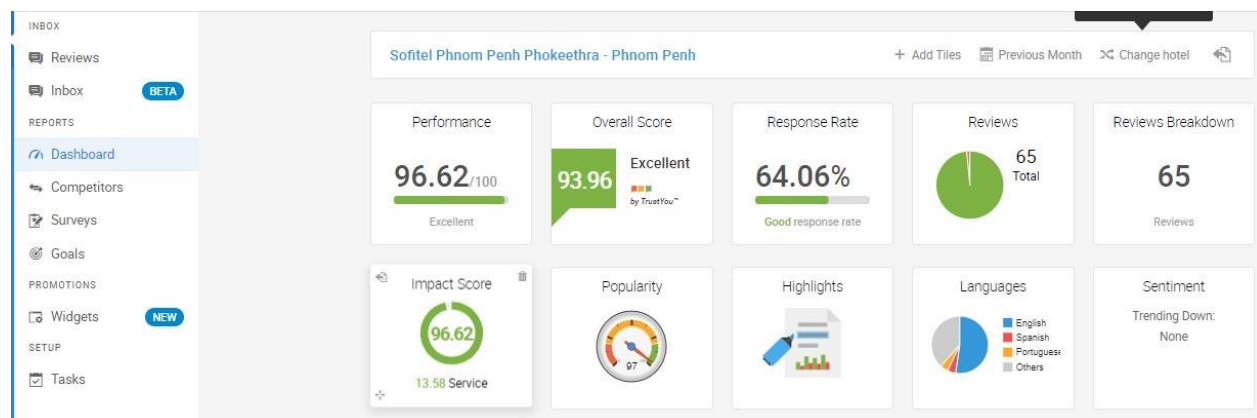
Training on sustainability management, health and safety and environmental impact are done through Induction and periodic sessions are conducted for new colleagues and the existing employees. The Sustainability goals and management plans are communicated to the colleagues in the Induction and allocated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

A.4 Customer Satisfaction

Sofitel Phnom Penh Phokeethra customer satisfaction is supported by the whole team. Front Office as the primary point of contact with guests, along with the management team, leads the hotel to operate in a way that focuses on continuous improvement and long-term sustainability. The Front Office 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 Phnom Penh Phokeethra 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.

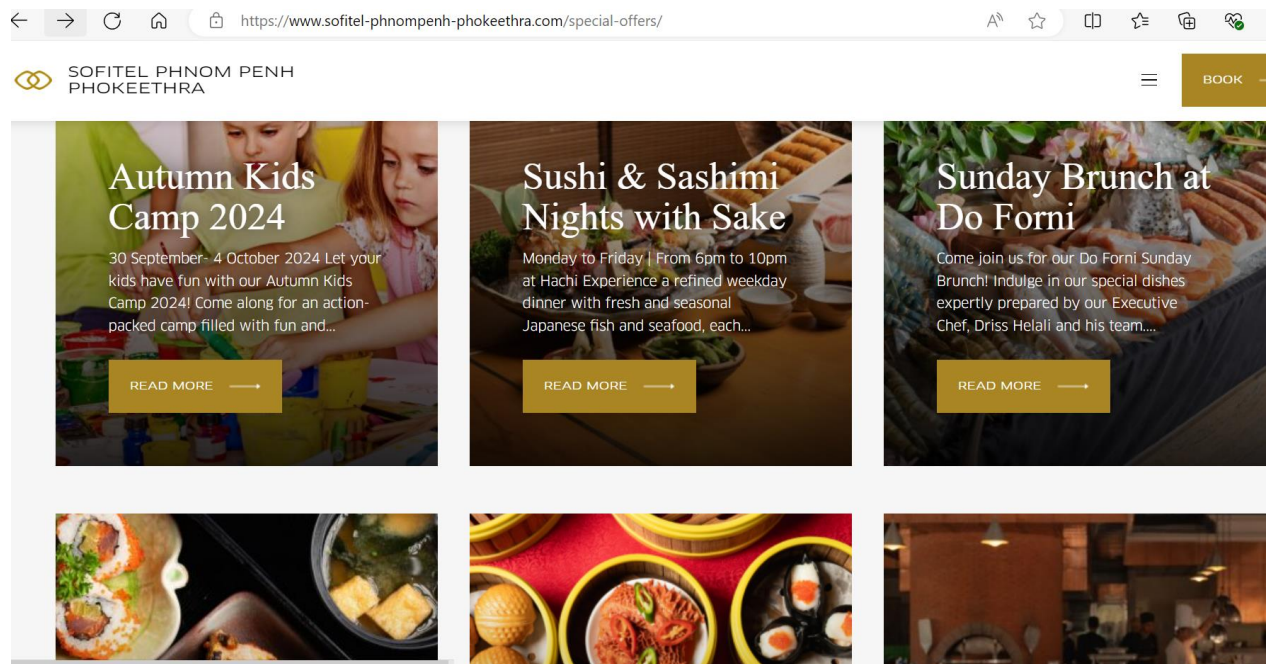


AUDITS SCORES YEARS 2019 - 2024

	LQA	TRUST YOU
2020	N/A	92.5%
2021	N/A	91.3%
2022	84.%	92.6%
2023. a	81.1%	N/A
2023. b	82.6%	93.8%
2024 YTD	89.5%	95.9%

A.5 Accuracy of Promotional Materials

All communication regarding promotional material at Sofitel Phnom Penh Phokeethra 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 hotel is also sharing its different promotions through digital channels and media outlets, as well as a monthly Business to Business newsletter highlighting the current special offers available, the destination dining options, the Sofitel Spa, Phokeethra Sports Club and room experiences.



A.6 Local Zoning, Design and Construction

DESIGN AND STRUCTURE

The Sofitel Phnom Penh Phokeethra is built with an emphasis on visual compatibility with the natural environment. It is a 201 luxury room & Suite hotel that features long private driveway with many species of native plants and trees planted in surrounding gardens and outdoor spaces. The features 4 dining outlets, 2 bars, Sofitel Fitness, Sofitel Spa, two grand ballrooms, 5 additional meeting rooms and a sports club with 4 hard surface outdoor tennis courts. As the hotel strives to remove 100% of single use plastic in 2024, each room noticeably contains 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 hotel and it's grounds draw inspiration on the local environment, linking visitors to the nature indigenous to the country. By the grass Helipad, we have also started the first stages of our brand new chef gardens.

One of the key features of the hotel is The Gallery, where we feature the work of a variety of artists from Cambodia on a two-month rotation. Through this project, we provide a platform where we can connect guests from all over the world with direct access local talent where they can observe the cultural references and influences that can feature prominently within the art displayed. Since the opening of the hotel we have hosted a hotel of 29 art exhibitions.



ROOMS

Sofitel Phnom Penh Phokeethra, a 201-luxury room hotel, offers a variety of rooms, surrounded by naturally greenery set back by a long private drive away from the main roads and street walk. Featuring 4 room categories and 4 categories of suite, we have a large selection to suite your needs, all featuring a blend of French style fused with Cambodian influences, featuring local art, ornaments, sculptures and décor.



Rooms prominently feature local art, sculptures and ornaments.



Hotels, 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 Gallery – Where guests can access and enjoy local cultural influences in art

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 the protected heritage sites of S-21 Prison and the Killing Fields, as well as places features the local environment and natural surroundings such as Wat Phnom. This information is provided to guests both on the hotel website and inside the in-room directory. The directory also refers guests to the concierge service desk to help book activities. 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. We have a list of tour guides in Phnom Penh we use and trust with our guests to help connect them to the history, culture and natural environment of the Kingdom of Cambodia.

Sofitel Phnom Penh Phokeethra, 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.



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easy PHNOMPENH
Places to see 必看

- Royal Palace & Silver Pagoda**
The most visited in PP (Entrance \$10/Adult).
- National Museum**
The Museum houses numerous sculptures, relics and artefacts mainly from the Angkor period (Entrance \$10/Adult).
- Wat Phnom**
one of the oldest historical sites in Phnom Penh and a breath of fresh air. (Entrance \$1/Adult).
- Toul Sleng Museum (Poisonous Hill) or also called S21 (Security Office 21)**
The Khmer rouge set up a prison on this site in May 1976 to detain, torture and interrogate people accused of opposing the Pol Pot regime. (Entrance \$5/Adult).
- River cruises**
River cruise along the mighty Mekong and the Tonle Sap rivers are a popular excursion, especially around sunset. Boats are available for hire on the riverfront, offering varying degrees of quality and services. Kanika boats are one of the best bets, with sunset & dinner tours available. Only boat with insurance included, (From \$8: 1h20 minutes).
- Phsar Thmei (Central Market)**
Set aside time to explore the city's most famous local market in an art deco style building.
- Russian Market**
Great place to shop for souvenirs and discounted name-brand clothing.
- Sosoro Museum**
2000 years of history of Cambodia through its economy and its currencies. (Entrance \$5/Adult).
- Independence monument**
Independence monument was built in 1958 to memorialize Cambodia's independence from France in 1953. It was designed by the famous cambodian architect Vann Molyvann who was personally selected & instructed by King Norodom Sihanouk. It stand 37 meters tall.

Enjoy with your kids!
和你的孩子一起享受吧!

- Dinosaurs Alive Park (Entrance \$8/Adult)
- Safari Park (Entrance between \$10 & \$20/Adult)
- Garden City Water Park (Entrance \$25/Adult)
- Blu-O Rhythm & bowl Bowling

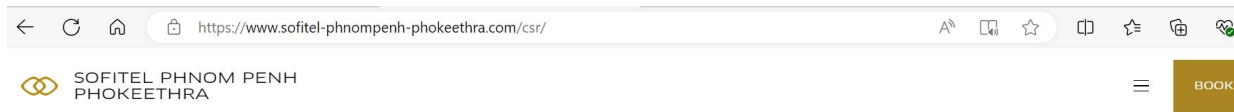
To do absolutely 绝对做

- Phnom Penh Heritage Tour phnompenh-heritage.com
- Phnom Penh Beer Breweries Tour Tel: 017496213
- Phnom Penh by Night Tel: 017496213
- Phnom Penh Shopping Tour Tel: 017496213
- Phnom Penh Wine Bars Tour Tel: 017496213
- Ubiquest www.ubi-quest.com
- Sosoro Museum 8
- Bodia Spa & Massage 1

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A.8 Communications Strategy

At Sofitel Phnom Penh Phokeethra, 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, as well as our involvement with the local community and other charity work on a dedicated CSR Page.



TAKING CARE OF THE ENVIRONMENT

– At Sofitel Phnom Penh Phokeethra, we continue to embrace nature and the importance of limiting our carbon footprint on the planet.

We are happy to share with you are hotels new [Sustainability Management Plan](#) and [Environmental Policy](#) which explores our impact on the local environment and biodiversity around us, as well as the local communities. We hope to raise awareness and inspire change for all stakeholders from our team members and amongst our guests. Together, we're committed to leading the journey towards a greener and more sustainable future in the hospitality industry.



– We continue to utilize [ecoSPIRITS](#) at Le Bar, an innovative system that aims to eliminate all packaging waste such as single use glass in the premium spirits supply chain. This contributes to generating huge savings in waste and carbon footprint for the

Our sustainable operations involve our guests, for example; we have recycled 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.



We invite guests to help celebrate local artists and their work every time we have a new launch event at The Gallery. We also invite guests to help support our CSR efforts by attending our two Charity Concerts in the year, where we try to raise money for various causes in our local community, in particular Educational institutions and NGOs that aim to give children from varying under-privileged backgrounds equal access to education, health and security. This year through our concerts we have raised money for 1) Krousar Thmey; 2) Mercy Village Church; 3) Khmer H.O.P.E. 4) The Rabbit School Organization.



Traditional Khmer dance for the launch of one our local artist's exhibitions – connecting guests to the history, culture and arts of the Kingdom of Cambodia



Charity Concerts are available to guests to be a part of our CSR efforts to raise money for local community projects, whilst giving them access to cultural songs, dances and performances.

A.9 Health and Safety

At Sofitel Phnom Penh Phokeethra, 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 of 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.

C.E.S.K. Trading Co. Ltd. Visit the property to carry out an inspection and maintenance of fire and safety equipment to ensure that the resort risks are reduced. The resort nurse is available in house with a medical license for handling first aid. HACCP audits are conducted each year 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.

Master Record			
Date	Flr. Incident	Smoke Detector Tested	Working
February 27, 2024	12 Flr. Phokeethra Sky	3	3
March 14, 2024	11 Flr.	4	4
April 09, 2024	10 Flr.	7	7
May 10, 2024	9 Flr.	8	8
June 12, 2024	8 Flr.	8	8
August 06, 2024	7 Flr.	8	8
September 05, 2024	-	no Smoke detector for tested	
October	TBC - 6 Flr.		
November	TBC - 5 Flr.		

Highlights:

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

REPORTING EMERGENCIES

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

ACCIDENTS TO TEAM MEMBERS

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. The Hotel doctor/nurse and the Duty Manager and the Talent and Culture representative should also be informed. An accident report form has to be completed by the Hotel doctor/nurse and copied to all relevant Head 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 upon the advice of the Hotel doctor/nurse 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 H&S officer/ Security Manager corrective actions will be taken, in consultation with the General Manager.

FIRST AID

Sofitel Phnom Penh Phokeethra has first aid boxes located at various locations on property. All basic injuries or illness will be referred to and monitored by the Resort doctor/nurse and 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 in-house Hotel doctor/nurse.

First aid injury: The hotel doctor/nurse will be able to give an initial preliminary examination, diagnosis, referral and minor pain relief medication such as Paracetamol. An injury that can be adequately treated using topical wound cleaning, topical medications, ice, heat, non-prescription medications (at non-prescription strength), temporary splinting during transport, simple splinter removal or blister drainage, tetanus immunization, adhesive bandages or wound closures, non-rigid splints, eye irritation for a foreign body, and/or the use of eye patches or finger guards will be facilitated by the nearby Hospitals covered by the hotel's insurance companies.

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 Phnom Penh Phokeethra follows the new and updated Emergency Response & Crisis Manuals that have been issued by ACCOR. 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.



B. SOCIAL/ECONOMIC

B.1 Community Development

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

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



Sofitel Phnom Penh Phokeethra is also encouraging the local production and display of ornaments, handicrafts within the hotel.

Major Focus of CSR Activities

- ∂ Elimination of single use plastic products within the hotel
- ∂ Charity fundraising concerts and other events
- ∂ Display and buy local artwork
- ∂ Display local sculptures, ornaments and handicrafts
- ∂ Serve local cuisine and fresh seasonal produce
- ∂ Development of new Chef Herb, Spice and vegetable garden (2025).
- ∂ Provide Internship opportunities to our partnered schools and educational institutions young Cambodians to gain experience in the hospitality industry, including PSE School and EHT Paul Dubrule.
- ∂ Host/conduct enriching workshops for our partnered schools and educational institutions for young Cambodians to gain vocational experience and training in the industry



We hosted to charity concerts in May and October 2024 with Felice Musica where we raised money for 4 charities operating in our local community: 1) Krousar Thmey; 2) Mercy Village Church; 3) Khmer H.O.P.E. 4) The Rabbit School Organization.



Sofitel Phnom Penh Phokeethra is proud to continue offering internships to Young Cambodians, to help their professional growth and development.



Sofitel Phnom Penh Phokeethra continues to host enriching workshops, giving young Cambodians vocation experience working in different sectors.

B.2 Local Employment

Sofitel Phnom Penh Phokeethra 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 Cambodian national preferred in specific Job advertisements on LinkedIn and on the ACCOR careers Website.

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

Following charts shows distribution of local employment at Sofitel Phnom Penh Phokeethra.

NO. OF LOCAL COLLEAGUES

Ratio	No. of Colleagues
<i>Local</i>	95%
<i>Expats</i>	5%

NO. OF COLLEAGUES PER LEVEL

Level	No. of Colleagues
<i>Management</i>	14%
<i>Rank and File</i>	86%

B.3 Fair Trade

Sofitel Phnom Penh Phokeethra 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 Phnom Penh Phokeethra 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 Phnom Penh Phokeethra does not engage with local entrepreneurs dealing with historical, culturally significant, or any other illegal or banned artefacts that are not permitted by law.



Sofitel Phnom Penh Phokeethra features the work of local artists in the Gallery. Some of the project launches have been accompanied by local traditional dances to give guests a further sample of Cambodian culture.

B.5 Respect Local Population

Both staff and guests at Sofitel Phnom Penh Phokeethra 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 Phnom Penh Phokeethra 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 Phnom Penh Phokeethra 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 Phnom Penh Phokeethra 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 Phnom Penh Phokeethra 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.



The image shows a factsheet for the WATCH program. At the top, it features the ACCOR logo and the word 'WATCH' in large, bold letters, with the tagline 'We act Together For Children' underneath. The text is organized into several sections: an introductory paragraph about Accor's commitment to sustainable development and Planet 21; a paragraph about Responsible Tourism; a definition of WATCH and its start in 2014; a list of reasons why it's important to protect children; a 'Your Role' section with specific instructions and a bulleted list; a 'Verbiage for guest request' section; and a 'Form of Acknowledgement' section.

WATCH
We act Together For Children

Accor is active in local communities wherein we do business and are committed to sustainable development and solidarity through PLANET 21, our comprehensive program that brings together employees, guests and partners to drive sustainable growth. As part of the Group's Planet 21 commitment, we provide a positive hospitality experience, one that creates links and positive outcomes for all guests, while striving relentlessly to reduce the impacts associated with their operations.

As part of our CSR program, called Planet 21, Accor is committed to Responsible Tourism – it is about respecting, understanding and protecting local communities, while at the same time contributing to their economic growth.

WATCH stands for We Act Together for Children.
It is the program we introduced in 2014 to step up our efforts to eradicate the sexual exploitation of children.

It is our moral and legal duty to protect children from abuse.
Because millions of children and youth are in danger.
Because this practice cuts across geographic, social and cultural boundaries.
Because it can occur in our hotels, regardless of the brand or geographical location.

Your Role
Specifically, if you suspect human sex trafficking situation, you will inform your supervisor / leader, who will assess the situation.

- Stay alert at all times – Recognize suspicious signs
- If you hear or see something, say something – Share your doubts with your supervisor / leader

Verbiage for guest request
If a guest asks information about our training program, please share the following:
"WATCH, We Act Together for Children, is an Accor worldwide training program about what to do if we suspect the sexual exploitation of a minor is taking place in any of our hotels, in any country.

Form of Acknowledgement
I acknowledge that I have received and read the WATCH program factsheet above, that I have full understanding of the expectations for my role from this point forward.

B.7 Equitable Hiring

Sofitel Phnom Penh Phokeethra 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 Phnom Penh Phokeethra adheres to all local laws and regulations concerning labor laws of the Kingdom of Cambodia, and offers conditions and wages to all employees superior to the minimum requirements.

Sofitel Phnom Penh Phokeethra employs people of different nationalities – currently we have 13 different nationalities in the resort. Women candidates are encouraged to apply across all levels of the business.

GENDER RATIO

<i>Gender</i>	No. of Employees
<i>Male</i>	63%
<i>Female</i>	37%

COLLEAGUES NATIONALITY STATISTICS AUGUST, 2024

Nationality	Qty	%
Cambodia	350	95.11%
China	1	0.27%
France	5	1.36%
Germany	1	0.27%
Indian	1	0.27%
Malaysia	2	0.54%
Maldives	1	0.27%
Netherlands	1	0.27%
Philippines	2	0.54%
Sri Lanka	1	0.27%
Thailand	1	0.27%
United Kingdom	1	0.27%
Vietnam	1	0.27%
Total	368	100%

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 the Kingdom of Cambodia. 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.



Employees receive training and capacity building – Fire Drill Training session

LOCAL INTERNSHIPS & EMPLOYEE TRAINING

At Sofitel Phnom Penh Phokeethra Training and capacity building is provided for local community non-employee residents to develop qualified local labour force through Sofitel's Cambodian Youth Development Program. 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 Phnom Penh Phokeethra 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 Cambodian 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. Each session will take one or two hours.

As of 2024, Sofitel Phnom Penh Phokeethra is currently partnered with 28 Schools, universities, NGOs and Educational institutions to provide these enriching workshops or internship opportunities. Since we first opened the hotel we have welcomed over 200 Cambodian Youths onto internship programs across each and every department of our hotel's operation, with 28 local interns being offered permanent employment contracts afterwards. We are honoured to continue helping and facilitating the professional growth and development of the future generation of Cambodian hoteliers.

At Sofitel Phnom Penh Phokeethra, 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 modules 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.

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 Phnom Penh Phokeethra 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 Phnom Penh Phokeethra 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 Phnom Penh Phokeethra adheres strictly on anti-bribery and corruption and no forms of bribes or gifts are encouraged. As per Sofitel Phnom Penh Phokeethra policy, charitable contributions and sponsorships are not used as a subterfuge for bribery.

C. CULTURAL HERITAGE

C1.Code of Behaviour

The company policy 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 Phnom Penh Phokeethra 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 the Kingdom of Cambodia, 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.

#1 Learn the complex art of saying 'HELLO'

Instead of shaking hands, hold out your palms together in a prayer-like gesture and bow slightly. This is called a 'sompau'. You raise both hands, palms close together, and bow your head a little to meet your hands at about the level of your nose. The lower your head is bowed and the higher your hands are held; the greater the respect you show. There are multiple ways to execute this gesture, depending on one's social class, gender and age.



When greeting a monk, 'sompau' him. The monk will not return the 'sompau' but simply acknowledges the greetings.



A younger person greets and older person accepts the greeting by means of the 'sompau' to return the honour.



Normally Khmer people greet each other always and anywhere by means of the 'sompau' gesture, but for close friends a 'sompau' is not considered necessary.



In the workplace it is good for junior people to show respect by 'sompau' senior people. Here, hierarchy overrides age; so a person who is older, but less high in the organisation, will 'sompau' a person who may be younger.

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IF IN DOUBT, JUST NOD AND SMILE!

C2. Historical Artefacts

Sofitel Phnom Penh Phokeethra follows the strictest laws and regulations on banned and illegal souvenirs within the Kingdom of Cambodia and ensures historical and archaeological artefacts are not sold, traded, or displayed.

C3. Protection of Sites

Sofitel Phnom Penh Phokeethra complies with all laws, standards and regulations concerning the protection of historical sites and cultural heritage within the Kingdom of Cambodia. 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 Phnom Penh Phokeethra 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 Phnom Penh Phokeethra tries to respectfully represent the cultural heritage of the Kingdom of Cambodia by incorporating local artwork, photographs, ornaments and handicrafts into the design of the hotel. By acquiring pieces of art over the years since we first opened to guests, we have proudly supported local artists and built an impressive collection for guests to admire over the years.



(L) Photographs of Phnom Penh and other places in the Kingdom of Cambodia are placed all around the public areas and guest rooms of the hotel, sharing the history of the country.

(R) Ornaments are displayed in the public areas and guest rooms of the hotel, giving guests a taste of the local culture and traditions within the Kingdom of Cambodia.

D. ENVIRONMENTAL

D1. Conserving Resources

In line with Sofitel Phnom Penh Phokeethra'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 and cases wherever possible.

At Sofitel Phnom Penh Phokeethra we always try to work towards a greener Maldives 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. Motion sensors and photo cell 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. We use an automated system that turns off all desktop computers at 23:59 with the exception of one used at the front desk by the night manager.

At Sofitel Phnom Penh 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 borders around the hotel 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 regularly audited by an external Food Safety Company and also internally. Guests' preferences and allergies are taken into consideration, offering appropriate portions when requested, to offer the best culinary experience. Sofitel Phnom Penh Phokeethra has shown their commitment towards a strong food safety culture by achieving high scores in external Food safety audits for the past few years, with HACCP team meetings and trainings taking place regularly throughout the year.

We offer Green Meeting packages and options for all meeting or event bookings, which includes non-plastic water provided, teleconferencing options and white boards inside of paper flipcharts.

Highlights



Use of PVC-free room key cards



All-you-care-to eat operations shall not provide trays for consumers – no tray provided



Non-single use plastic, eco-friendly straws are offered upon request only



Glass Water Bottles Launched 2024



We are currently transitioning to LED and energy efficient light bulbs.



Green Packages are offered to guests, including replacing plastic water bottles with glass.

D2. Reducing Pollution

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

Reduce & Reuse

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

We have started a food waste generation baseline with the culinary & stewarding department and will look to continue monitoring this and introduce measures in 2025 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

We have stay 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 March 2024 for all dining outlets which we use to help us track progress in reducing our food waste. Currently as of the 31st October 2024 we have reduced our food waste by 15%.

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

Back of house areas are also provided with some different marked bins to further segregate some other recyclable dry items. We currently segregate Plastic, Aluminium, Glass, Paper and Cardboard Waste which we sell to a contractor to upcycle and recycle. We have as of 31st October 2024 raised over \$400 from selling waste material for recycling in 2024. We will work in 2025 on expanding this to other dry material, including electronic waste and increase the quantity of waste diverted from landfill to recycling

At Phnom Penh Phokeethra, 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 are:

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

Highlights



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



Amenity (soap, shampoo, etc.) dispensers in guest bathrooms, employee locker rooms, spa and fitness centre

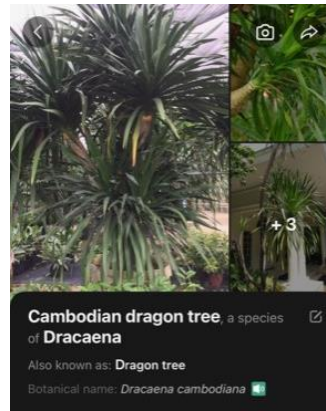


Provide Guest and Employee dry cleaning/laundry in reusable, washable bags

D3. Conserving Biodiversity, Ecosystems and Landscapes Wildlife Species

As part of Sofitel Phnom Penh Phokeethra'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 company's purchasing policy.

- ∂ Sofitel Phnom Penh Phokeethra 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.



Decorate Plants and Green Landscape on the hotel's property grounds.

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 Phnom Penh Phokeethra for upcoming years includes:

FUTURE VISION	CURRENT PRACTICE	TARGET	BY WHEN
Local employees' employment	95%	>94%	Continuously throughout the year
Gender ratio Female vs Male	37%	>35%	Continuously throughout the year
Occupational Health & Safety Accidents	0 accidents	0 accidents	Year 2025
TRUST YOU surveys	96%	93%	End of 2025
Single-use plastic-free	100% Single-use plastic free FoH	100% Single-use plastic free BoH	End of 2025
LED & Energy Efficient Light Bulbs	90%	100%	End of 2025
Fire & emergency full evacuation drill is conducted for all staff, guests and visitors	Staff conducted, but not guests.	Annually	Annually
Green Globe Certification	1st Audit: Dec 2023	Recertification	End of 2024
Food Waste Reduction	15%	10%	End of 2025
Recycling Waste	Plastic & Aluminium, Food Waste & Used Cooking Oil	Glass, Paper & Cardboard	End of 2025