

## Sustainability Report 2020

### Vision & Mission Statement

Our commitment to sustainable resort operations has been manifested in our Vision & Mission statement:

#### Vision

- To be the first choice in Khao Lak and the greater Phuket Area for travelers as a holiday destination and for employees as a working place.

#### Mission

- We provide our guests with a consistent, high quality personalized service and standards in line with expectations of the modern travelers and our value proposition.
- Through the support to our guests, business partners and personnel, we create a positive impact on our community. We respect the local culture and support preserving the environment.
- We will continue to create value for owners and shareholders, encourage our personnel to develop their skills & abilities and invest in the most suitable technologies and products to ensure an advantage among our competitors.

In 2020, we started the year with a matter of some concerns regarding to virus outbreak in China that it may have an effect worldwide including Thailand and only hoped that it can be controlled fast. Even though there were some worries about them at the beginning of the year that we continued to participate in many activities as usual to emphasis our intention to support our communities and be a small part of the globe to protect our planet.

### Let's Grow Our Community

At the beginning of year 2020, we continued to support our community by offering food and ice-cream to primary schools in our area. Bringing smile to children faces made our ordinary working day more meaningful. We also donated money to support Children activities at Tablamu Phang Nga Naval Base,



Phang Nga Red Cross Fair and Charity Golf Tournament at Krathathong Golf Course. In February 2020, we donated dried food and cloth to Phang Nga Family Shelter. Then the virus outbreak started in Thailand. The hotel was ordered to closed on April 4, 2020. Before the hotel was closed, we have donated food to Andaman Medical Centre also to support medical officers who were working during the difficult time.

After the hotel reopened again in July 2020, we were busy with preparing ourselves for the new normal tourism and learnt welcome our new type of tourists that changed from international market to domestic market causing us to reduce some community activities. In October 2020, we joined Krathin ceremonies at local temples to maintain good relationship with people in community.

In December 2020, we joined the Opening of Phang Nga Tourism Festival 2020 with other hotels and other organizations. The hotel continued supporting blood donation activities joining with Phang Nga Red Cross Chapter for the whole year of 2020. We also sent our support for flood victims in Nakorn Srithamrat by donating bath towels and hand towels.

### **Caring for The Environment**

In March 2020, we joined people around the world for Earth Hour activities. Lights were replaced with beautiful candles at public walkway, restaurants, outlets and lobby. The candles depicting the Earth Hour logo (60+) were set up at the beach in front of Sassi Restaurant. It got high attention from our guests. After that at the end of March 2020, Thailand was disrupted by the spread of Covid-19. The hotel was closed nearly for 4 months. After it reopened again in July 2020, we were unable to organize many environmental Activities due to Covid-19 Pandemic. In July 2020, Bangniang Beach Cleaning was held to prepare for hotel opening and welcome the tourists. In August 2020, we joined with Phang Nga Tourism Association and other hotels for Annual Cleaning up My Hometown Campaign by cleaning Nang Thong beach in the occasion of Her Majesty Queen Sirikit The *Queen Mother's Birthday*.

### **Social and Environment Activities 2020 vs. 2019**

In 2020, we have done a total of 17 activities, over set target for 7 times or 41.6%. It was less than last year 9 time or 34%. Environmental activities were decreased in 2020 because the hotel was ordered to closed on April 4, 2020 due to Covid 19 outbreak. The hotel reopened again on July 23, 2020. During Covid outbreak and after the hotel reopening the hotel is unable to have many activities due to following Social distancing rules to reduce the spread of Covid 19 and the hotel is also shortage of staff.



The target for 2020 will be to have a total of 12 activities.

Even though the social and environmental activities are decreased in 2020 due to virus outbreak situation and to follow health and safety precautions for prevention of Covid-19. We will continue joining and creating Social & Environmental activities to create the positive impact to Environment and Community as per our vision statement.

### **Training is Important for Our Team**

We believe in the words *Doing the best at this moment put you in the best place for the next moment* (Oprah Winfrey quote) As the staff plays the important role to reach the target for Energy Saving the training about Energy Saving was done for 2 classes in January 2020. To ensure for better understanding about Energy Saving and to prepare for high electric consumption for the hottest month of the year, one more training has been held in March 2020 about Energy control on peak



time so staff will learn which time should be avoided for using electric equipment. The hotel held training course about Communication in January 2020 as we believe that effective communication is the best way to solve problems in organization. The Hotel has joined training about project to strengthen social responsibility on labor in establishments to reduce social inequality and to prevent and tackle human trafficking in January 2020. Staff has been sent to join the training about Projects to promote public and private practice to comply with the laws of employment of persons with disabilities in establishments and government agencies to in February 2020 to make



sure that we treat persons with disabilities correctly. The gardener team has been trained about using Effective Microorganism (EM) properly for increase the microbial diversity of soil ecosystem and for wastewater treatment system without having to use chemical. There was also training about professional development program in March 2020 to improve staff performance and productivity and for their own personal career and development. To prepare staff about the new virus and for staff and guest health and safety, many trainings have been done in March 20 regarding to knowledge about Covid-19 and how to prevent it.

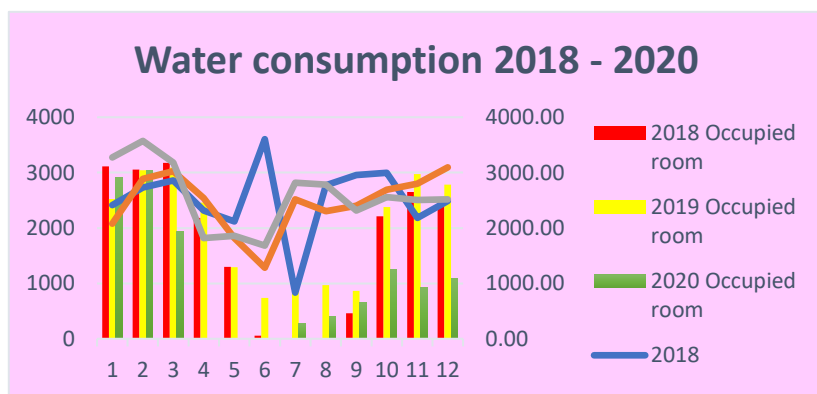
In December 2020, Human Resource Department arranged annual health check up for all staff and training about benefit from Social Insurance Fund conducted by a Social Security Officer. To make sure that staffs will not lose their knowledge about English skills, the English Class is conducted by Phang-Nga Provincial Skill Development Centre

**Water and Electric Consumption**

The water consumption for overall operation in 2020 is higher than 2019 about 1,436 cubic liter or 4.88% It is over than the set target 2,908 cubic liter or 10.40% cubic (set target 27,975.6 cubic meter)

The average water consumption per occupied room is 2.47 unit. It is higher than 2019 at 1.25 unit or 102.46% and higher than 2018 at 1.01 unit or 68.68%

The water consumption was higher than 2019 and the set target because our type of guests was changed after the Covid-19 outbreak in 2020. At the beginning of 2020, our business is disrupted by Covid-19. During the first 3 months our major guests are international tourists. Due to Covid-19 outbreak the hotel was ordered to closed in April 2020 and Thailand was closed for international tourist



also. The hotel was reopened again in July 2020, since then our major guests changed to Thai tourists causing the water usage behavior had been changed also. Thai people generally take shower at least 2 times per day for personal hygiene. During Covid-19 outbreak, hand washing is also an effective way to prevent Covid-19. Both are the reasons causing higher water consumption even though having only around 50% occupancy of 2019.

From 2018 till now we continue to keep data base & statistic about water consumption for water consumption analysis and for monitoring behavior of water usage by our guests.



Plan for water management in 2021

- ▶ Inviting guest and staff for water reduction activities for guest and staff in the hotel via flyers, TV channels and training for staff.
- ▶ Using water-saving devices or efficient and suitable systems for detecting leaks in various areas
- ▶ Reuse treated wastewater in the hotel suitably and safe.
- ▶ Keeping water consumption data and statistics for the benefit of monitoring water use or conserving water.

### **Electric Usage 2019-2020**

The electric unit usage per occupied room in year 2020 is 80.80 KWH which is higher than 2019 about 24.12 KWH or 42.55% and it is higher than the set target 28.80 KWH or 55.38%. The electric unit usage was increased because of lower number of occupied room vs higher total spent than 2019.

At the beginning of 2020, we were disrupted from COVID-19 situation, guests cancelled their booking at our hotel and crisis started at the beginning of March 2020. The hotel was ordered to close from April 4, 2020 and reopened again in July 2020. The type of our customer was changed from International market to Thai market or domestic travel. The behavior of our customer for electric usage was changed. It was not able to compare electric usage with 2019. While foreign customers prefer sunbathing, Thai customer will prefer to stay in the room and turning on air conditioner in the afternoon to get away from the heat. Even though the hotel has low occupancy after the hotel reopened in July 2020 but there was still high demand for electricity in public area for guest's comfort and safety.

YEAR	2018		2019		2020	
Month	Occ.	Unit	Occ.	Unit	Occ.	Unit
January	3,113.00	119,335.28	2,526.00	126,147.41	2,905.00	133,089.06
February	3,054.00	124,611.64	3,044.00	135,079.15	3,030.00	126,647.91
March	3,174.00	142,090.50	3,088.00	152,247.84	1,939.00	120,990.81
April	2,185.00	120,751.28	2,457.00	148,067.37	-	30,940.27
May	1,298.00	92,280.04	1,293.00	111,691.68	-	26,564.60
June	57.00	34,527.88	740.00	98,904.81	-	25,197.60
July	-	33,387.62	978.00	100,044.82	284.00	59,188.27
August	-	41,553.90	971.00	98,901.80	403.00	82,078.66
September	459.00	69,704.88	862.00	86,802.72	659.00	85,956.20
October	2,213.00	118,836.08	2,379.00	120,217.97	1,257.00	104,621.52
November	2,653.00	124,646.79	2,973.00	124,169.33	934.00	97,220.50
December	2,465.00	122,725.54	2,781.00	126,230.60	1,090.00	97,962.24
<b>Total</b>	<b>20,671.00</b>	<b>1,144,451.43</b>	<b>24,092.00</b>	<b>1,428,505.50</b>	<b>12,501.00</b>	<b>990,457.64</b>
<b>Ave Unit/Occ.</b>		<b>57.62</b>		<b>56.68</b>		<b>80.80</b>
<b>TARGET 52 kwh</b>		<b>10.8%</b>		<b>9.0%</b>		<b>55.38%</b>
<b>% 2018</b>				<b>-1.63%</b>		<b>40.23%</b>
<b>% 2019</b>						<b>42.55%</b>

The hotel has held energy saving training for staff every year to raise staff awareness. The target for social and environment training is 75% for all staff. This year we could not accomplish it. We had done only for 48% due to Covid-19 outbreak, shortage of staff and uncertain circumstances. We will try to accomplish it next year as reducing energy use limits the number of carbon emissions in the environment.

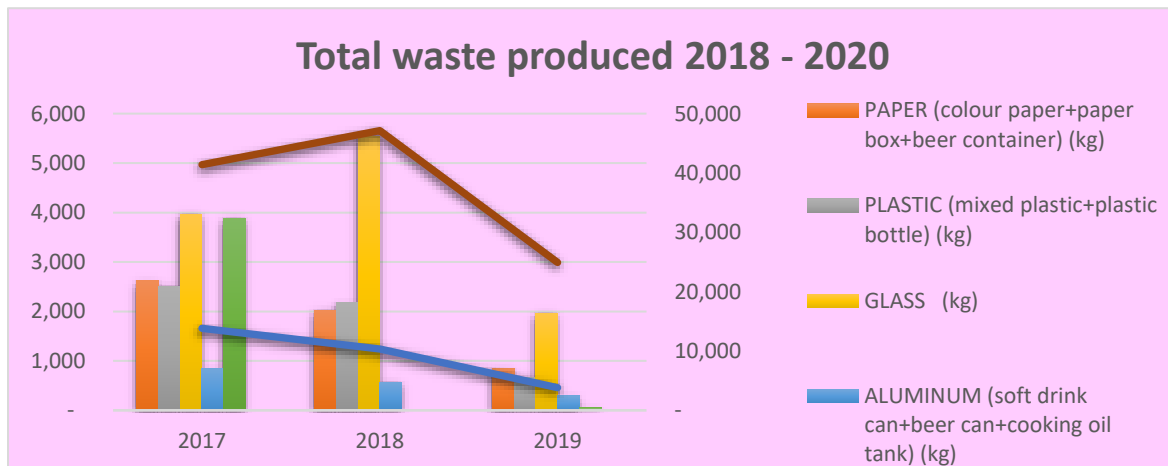
### **Action Plan in 2020-2021**

- 1) Arrange guest room by zoning because there is very low occupancy during weekday and some weeks and higher occupancy during weeks ends on long public holidays, so the hotel has arranged guests to stay in 1 -2 buildings and close some building for energy saving.
- 3) In 2020, we had to stop investment project i.e. building rainwater storage area because of problem about pipeline system and economy situation and started safety and wellness project instead to build confidence for tourists for coming to our property. The investment project will be considered depending on economic situation.

- 4) Since July 23, 2020 the hotel started energy saving project by using solar landscape lights and turn off lighting at non-guest zone for energy saving, the hotel will continue to implement the solar energy more, however, it will be depending on economic situation also.
- 5) To continue reducing machine operation time for saving in in the public area.

**Waste Management**

Year	Occupancy (Pax)	Total Waste Per Guests	Total Waste Produced (kg)
2016	61,754	0.17	10,341
2017	57,139	0.19	10,780
2018	41,391	0.33	13,820
2019	47,136	0.22	10,319
2020	24,919	0.15	3,815



The total waste produced in 2020 is 3,815.20 which is less than 2019 about 6,504 kg or 63.03%. It is over the set target 40%. (The set target for overall yearly waste produce per guests for 2020 is 0.21kg)

The main reason for reduced waste is the hotel was ordered to close on 4 April 2020 and reopened again on 23 July 2020. During hotel reopening the hotel had very few guests and the occupancy was very low during weekdays and rose during weekends only causing decreases in waste amount especially plastic and glass for 282% and 193%. The change of hotel guests' type and cheaper room rates causing hotel need to remove turndown service and reduce amenity set up in room except villas causing reduce waste for plastic and glass.

This year we may not be able to achieve as we expected due to Covid-19 outbreak and unfavorable circumstance, we will try our best next year to accomplish it as we believe " With great intention and great actions comes with great result. To create a healthier planet, it is everyone's responsibility including us.