



Avista Grande Phuket Karon, Mgallery

SUSTAINABILITY MANAGEMENT PLAN



At Avista Grande Phuket Karon, we prioritize both preserving our planet and providing unforgettable experiences for our guests.

Our commitment extends beyond our property through sustainability initiatives, cultural heritage preservation, and support for local communities.

We aim to make a positive impact that resonates far beyond our boundaries.

Arun Vishnu

General Manager

Our Statement

Avista Grande Phuket Karon, a proud member of ACCOR Hotels, is dedicated to upholding environmental and social responsibilities by implementing robust ESG (Environmental, Social, and Governance) strategies.

Our commitment extends to caring for our people, society, and preserving our planet.

The management team and all employees at Avista Grande Phuket Karon embrace their responsibilities and acknowledge their roles in minimizing the environmental impact of tourism activities.

We are committed to conducting our operations in accordance with established procedures and business policies.

Avista Grande Phuket Karon adheres to environmental laws and regulations, striving to contribute to a sustainable future.

We actively seek solutions to optimize energy and water consumption, reduce food waste, minimize paper consumption, and manage waste production.

Through effective environmental management systems, we aim to mitigate negative impacts on the air, water, and soil.

We also prioritize training our employees to be stewards of our environment.

The Sustainability Management Plan serves as a guiding framework for decision-making and daily operations at our resort.

It addresses environmental, social, cultural, and health and safety concerns.

Avista Grande Phuket Karon is committed to transparently communicating this plan to our employees, guests, and stakeholders associated with our business.

Scope

The Sustainability Management Plan at Avista Grande Phuket Karon - MGallery covers all initiatives and activities undertaken within our establishment.

This plan emphasizes the integration of sustainability practices with our colleagues, customers, suppliers, business partners, owners, and other stakeholders to ensure a comprehensive and collaborative approach to sustainable development.

Our Goals

1. Improve Energy Efficiency

Reduce total energy consumption while maintaining high quality service.

2. Enhance Water Conservation

Reduce water consumption in the property.

3. Reduce Waste Production

Reduce back of house, operational, waste generated with a recycling policy, as well as key KPI to reduce food wastage in all outlets, including our employee canteen.

4. Contribute to a Better Natural Positive Environment

5. Promote Social Elevator to Put People at the Heart

6. Sustainability awareness of all stakeholder

Sustainability Management Plan should be supported by the following policies and procedures with other supporting documents as much as possible with corporate, provincial, and even federal backing.

- ✓ Health, Safety, Environmental Policies
- ✓ Waste Management Plan
- ✓ Purchasing Policy
- ✓ Recruitment Policy
- ✓ Code of Business Conduct and Ethics

The Sustainability Management Plan should be reviewed every year and updated with the latest information and legislations if required with all stakeholder

The 4 Key Areas of Sustainability Management Plan

1 Environmental Commitment

Avista Grande Phuket Karon is dedicated to actively conserving natural resources, reducing pollution, preserving biodiversity and ecosystems, safeguarding natural landscapes, and fostering environmental initiatives within the local community.

2 Social Commitment

Avista Grande Phuket Karon will be involved in a corporate social responsibility and a community development.

Enhance local employment, fair trade supporting local entrepreneurs, respecting the local communities, implementing a policy against commercial exploitation along with the employee and child act.

3 Quality Improvement

Avista Grande Phuket Karon will contribute to improving local economy and the well-being of surrounding communities through inclusion of local ownership and local sourcing.

4 Health and Safety

Avista Grande Phuket Karon complies with the established Local Health and Safety Regulations while ensuring both hotel guests and our team members are safe in the hotel environment.

1 | Sustainable Management

Implement a Sustainability Management System

[Avista Grande Phuket Karon - MGallery](#) shall establish and maintain the Sustainability Management Plan (SMP) by complying with the requirements included within this section.

There are numerous elements that make up the SMP as shown below:

Legal Compliance

[Avista Grande Phuket Karon - MGallery](#) is licensed according to the National Law and is complying with all relevant international and local legislation and regulations, including Health, Safety, Labor, Environmental, and Insurance policies

Employee Training

As part of our policy, our employees benefit from training opportunities throughout their careers. Our full-time dedicated T&C manager has developed Learning & Development programs toward the goal of our Sustainability Management Plan (SMP) by infusing environmental and sociocultural literacy and health and safety practices into the programs.

Training programs that have supported this key area include:

- Diversity & Inclusion Training
- ACCOR Ethics & CSR Charter Training
- WATCH Awareness Training
- Natural Disaster Awareness Training – Earthquake and Tsunami

Customer Satisfaction

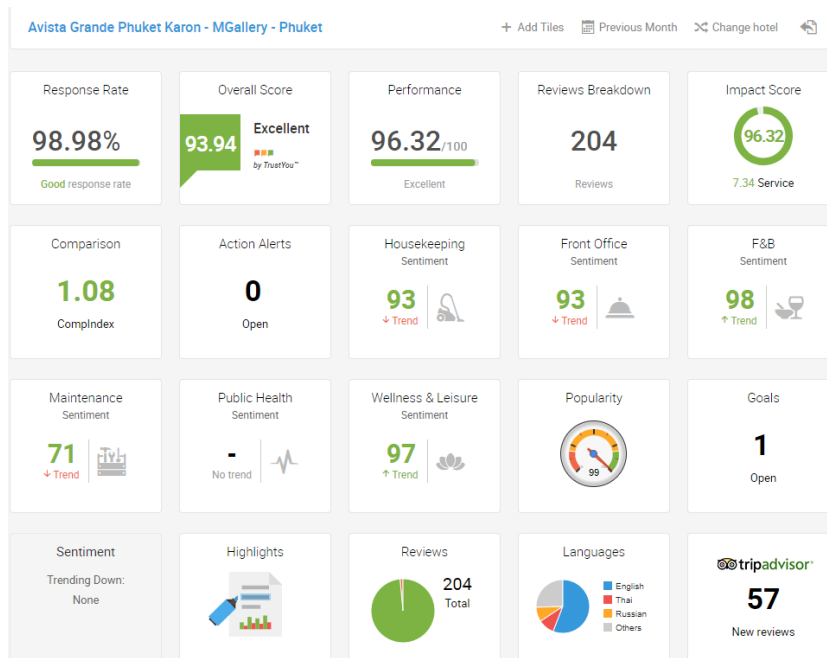
Sustainability is at the forefront of our operations, embedding across the brand and throughout the guest experience. We have an internal communication channel called “Voice of Guest (VOG)”, which we utilize TrustYou platform to collect and analyze guest satisfaction from various channels.

The feedback management tool allows us to understand guests needs and help identify areas to prioritize for improvement.

We also gather feedback data together and analyze to identify key bottlenecks and trends. This gives us insights into areas to focus on first.

Sentiments that contribute to overall Guest Satisfaction include:

- Service Friendliness
- Room Cleanliness
- Value for Money
- Dining Experiences
- Proximity to Beach



Accuracy of Promotional Materials

All communication regarding promotional materials at [Avista Grande Phuket Karon - MGallery](#) is transparent through our marketing team.

The marketing collaterals either on-line or off-line are created by our marketing team, approved through Accor hotels to ensure that our communication is consistent with the brand standard, and is transparent and aligned with our business goals.

Interpretive Tourism

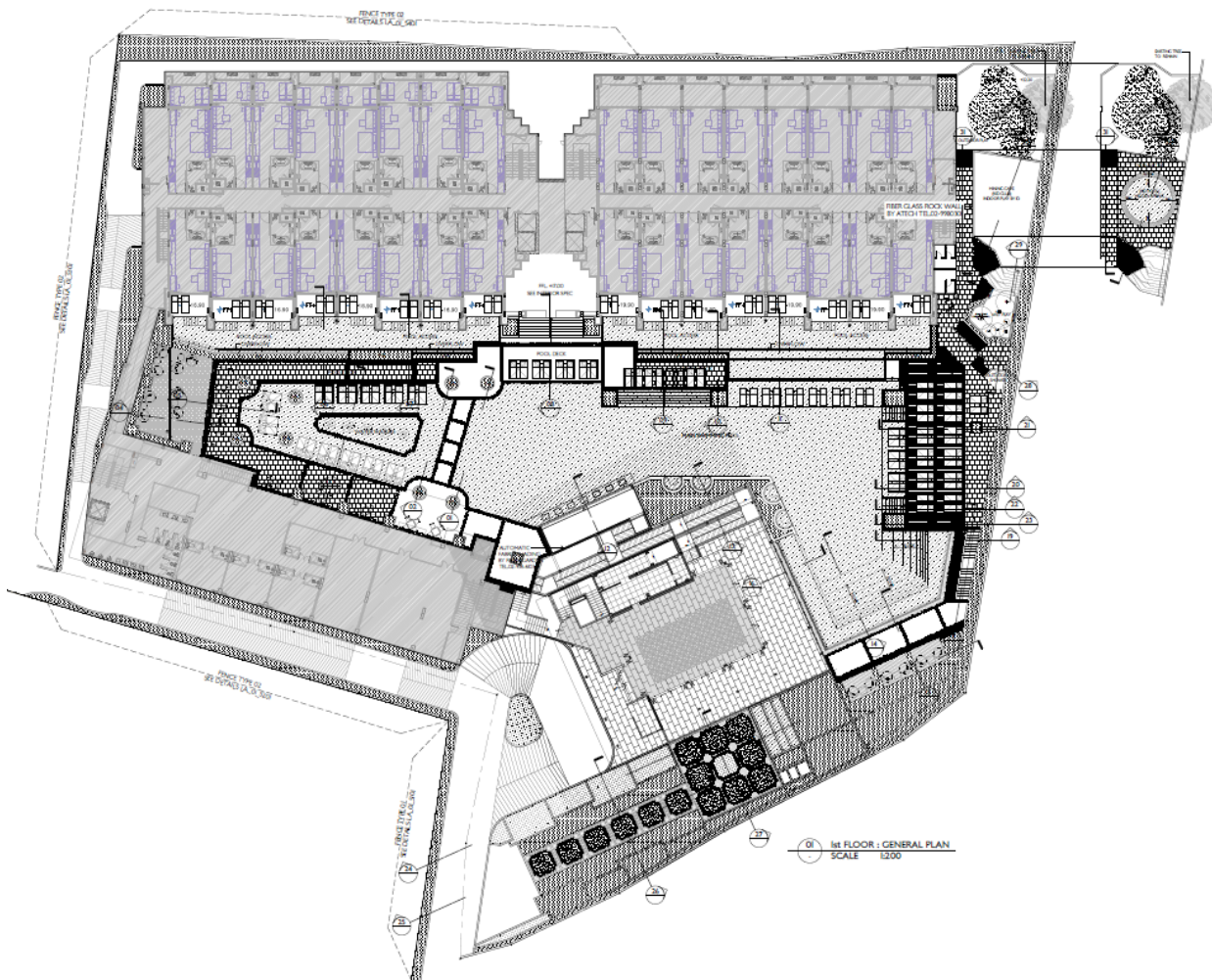
We inform our guests about the local environment, culture, and heritage through various channels, including TV systems, in-house marketing materials, and verbal communication from our colleagues.

Additionally, we conduct community lectures at both national and provincial levels to further educate our employees on sustainable practices and measures to be maintained.

Local zoning, Design and Construction

Avista Grande Phuket Karon - MGallery opened in 2017 and features 159 rooms. The hotel offers four food and beverage outlets, along with a spa and salon, all in full compliance with EIA standards.

Architecturally, it is designed to provide an immersive experience in the Phuket Sino-Portuguese style



Communication Strategy

Avista Grande Phuket Karon - MGallery recognizes the importance of strong collaboration and partnerships in achieving sustainability goals. Clear and impactful communication plays a crucial role in fostering a shared vision for sustainability.

To promote environmental awareness among our guests, we have implemented several initiatives:

- Preference for electronic communication in all external communications, such as e-brochures and e-flyers, to discourage printing.
- Room linen and bathroom cleaning services are provided on request to conserve water and energy.
- Our dry amenities are biodegradable and free of single-use plastics.
- Guests are encouraged to use environmentally friendly transportation options, such as public transport.
- Our commitment extends to the restaurant, where menus feature local seasonal dishes.
- To enhance our employees' environmental and sociocultural responsibility, we have implemented comprehensive CSR programs that reinforce our commitment and support the achievement of our goals:
 - Employees undergo appropriate training programs as required by ACCOR Hotels standards.
 - Internal communications are predominantly electronic to minimize paper usage.
 - Posters promoting the Reduce, Reuse, recycle campaign are prominently displayed in offices and back offices, emphasizing waste reduction and the use of reusable items.
 - Employees are encouraged to contribute improvement ideas and suggestions.
 - Environmentally friendly signage in guest rooms encourages guests to minimize towel and linen washing, highlighting its positive impact on the environment.
- These initiatives demonstrate our dedication to sustainability through proactive measures that engage both our guests and employees, ensuring a collective effort towards environmental stewardship and cultural respect.

Health and Safety

Our Goal: work safely always; think about hazardous prevention in all that we do, minimize accidents so that we have employees that can always feel comfortable and confident in our work environment and be proud of our commitment to safety.

The management of Avista Grande Phuket Karon - MGallery has developed a comprehensive accident and injury preventive program, supporting the goal of this program to minimize the frequency and severity of accidents involving employee members so that it does also comply with local laws and regulations related to our hotel and team.

The program has been designed to eliminate physical hazards from the work environment, and to train employees of best work practices.

A full-time safety Manager (LP) is employed and carries out regular inspections and audits around the property within the departments to spot incorrect defects in support of this policy.

Security officers and HR department will also perform regular trainings, incorporating with executive managers to support this important initiative.

Accident Prevention is the key element of maintaining safety at workplace in any successful organization. We do recognize that workplace accidents not only cause physical and mental pain to our employees but also costly in terms of loss of work time, loss of productivity, and I which may lead to a decrease in profit.

The prevention of any accidents if done effectively, can have a significant impact on employee's health and well-being and on an organization's productivity for our business.

The program cannot succeed without the full cooperation of all employees.

Everyone must be supportive on our safety initiatives, and everything that we do on the job.

We are confident that with a sincere and concentrated effort from all stakeholders are safety goals

Can and will be achieved.

As per national law (EIA), we follow strict security, environmental, health and safety laws, regulations, and procedures to conserve and protect the environment,

and create a work place, where we strive to bring the best out of our colleagues, whilst avoiding the risk of injury.

Colleagues receive appropriate training, and their attendance is recorded to ensure they are aware of health and safety issues while working.

Additionally, employees and guests are informed of hazards through the use of appropriate signage and other forms of communication.

Avista Grande Phuket Karon - MGallery, and its colleagues and all departments have been trained on basic First Aid and life-support, and Fire safety.

Purchase and operating policy for all mechanisms, equipment, and facilities that they be as environmentally friendly as possible lol emissions and consuming minimum energy.

We have an experience engineers and technicians who maintain the facilities, etc.

so that we have constant checks on everything working in good condition with a preventive maintenance program.

All necessary and mandatory safety requirements for the same are in order such as risk assessment and personal protective equipment.

Local Law-enforcement agencies, frequently visit the premises to ensure all emergency systems are in place.

The hotel participates in yearly reviews through LQA Audit, compliancy, safety, hygiene, and service audits.

All new and existing food and beverage / kitchen employees are trained on safety procedures to ensure our compliance to food and safety management systems, supported by Diverse

2 | Social Commitment

Community Development

At Avista Grande Phuket Karon – Mgallery, we actively support the local communities around the hotel to contribute to their sustainable development.

We educate and encourage our employees to actively engage in the local society, support local products and service, and recognize their natural heritage as important part of community heritage.



The hotel currently provides hotel guests the amenity made with recycled materials. This not only benefits the local community but also contribute to supporting Elephant Sanctuary.




SUPPORT OUR 'HAPPY ELEPHANTS'

Our resort team is involved in charitable and sustainable actions, to support and empower our local community.

The Phuket Nature Elephant Reserve is an accredited, ethical, and peaceful elephant sanctuary located on the west coast of Phuket, Thailand.

We support this organization by selling their "Pateh Fabrice" batik elephant doll, handmade by an OTOP (One Tambon, One Product) housewife group in the Chalong area, also supporting the products from local businesses.

All proceeds go to The Phuket Nature Elephant Reserve for their ongoing elephant care and operations.

We thank you for supporting this worthy local cause.

we are committed to making life for its people and our planet better.

We have established and created an ESG committee a group of passionate leaders from all departments who will be driving all environmental and green initiatives, which include our T&C Manager and hotel General Manager.

ESG Committee is responsible for:

- Continue to develop a core sustainability initiative from Accor planet 21 to new Green Globe certification
- Ongoing development "green" initiatives in all areas throughout the resort, both BOH & FOH on conservation and waste reducing Continuing to build and support the local community on environmental policies and initiatives
- Ensure consistent and updated communication is trained between managers, operational staff, and guests

At Avista Grande Phuket Karon – Mgallery, we take pride in our actions to increase the awareness between colleagues, and all stakeholders, making them act in a way that supports our environment, each day, along with a sense of ownership on how we all can be part of the solution

Our ESG committee is taking vital initiatives in all departments to ensure we are using all resources of energy, efficiently and safely. It is our goal to reduce the water consumption as well as reducing our waste

ESG committee initiatives

- Removing all single-use plastic items from the operations such as straws, laundry bags, plastic bottles,
- Choosing sustainable alternatives for hotel amenities including the packaging
- Eliminating plastic single use water bottles to be replaced with glass
- Take away restaurant boxes to be replaced with biodegradable containers
- Sourcing local suppliers, constantly research, and sustainability options with all departments Local CSR – programs and initiatives.

Local employment

Supporting and developing our employees and members with Accor hotels trainings, and initiatives. Avista Grande Phuket Karon – Mgallery, proactively supports the recruitment and development of local Thai nationals at numerous positions, including managerial level, and operational support. Hiring our team within the local community of Phuket offers an opportunity to support the community and mentor young professionals to grow into leadership roles across the region.

Fair trade

Avista Grande Phuket Karon – Mgallery is committed in dealing with authorized local suppliers and official distributors who offer supplies required by the hotel with the highest level of quality in the market.

Our priority is to select key suppliers who provide eco-friendly credentials.

Supporting local entrepreneurs

Our purchasing policy is to support the local community as much as possible in contribution to minimizing the carbon footprints

Respecting local cultures

Phuket, the largest island in Thailand, is a destination that offers more than just breathtaking beaches and vibrant nightlife.

It is a place rich in history, tradition, and cultural diversity.

Exploitation

Avista Grande Phuket Karon – Mgallery is strictly complying to the Thailand Labor Law, and its relations.

Hence, all policies are in place against the employment of children, discrimination, sexual harassment, and exploitation, supported by:

- Equal employment, opportunity, and diversity.
- Ethical behavior policy
- Code of business conduct and ethics supported by Accor global charter

The attached evidence on Business compliance with domestic labor laws and social rights regarding exploitation are pdf files of Social Security Fund, Hotel License, Employee Handbook, Worked Compensation Fund and Code of Conduct.

Equitable Hiring

Avista Grande Phuket Karon – Mgallery promotes the diversity and equality on all levels in our business with no employees or applicants discriminated in anyway.

All positions are filled based on competence and equal opportunity.

Our hotel adheres to local laws and regulations concerning labor, laws and offer conditions and wages, in line or above minimum requirements.

Gender Quality

Avista Grande Phuket Karon – Mgallery is committed to gender equality as a real practice, in the influences of all the procedures and processes implemented to ensure equal opportunity and prevent discrimination.

50% of our Welfare Committee is Women

Employees or prospective employees are not discriminated against due to their gender.

Total Employees of August 2024														
Department	Budget	Staff Number (of the month)		New Staff (August)		Resigned (End of July)		Transfer				GRAND TOTAL		
		Male	Female	Male	Female	Male	Female	in		out		Male	Female	Total
								Male	Female	Male	Female			
Admins	3	2	1	0	0	0	0	0	0	0	0	2	1	3
Sales & Marketing	0	6	3	0	0	0	0	0	0	0	0	6	3	9
Front Office	17	6	10	0	1	0	1	0	0	0	0	6	10	16
Concierge (Bell & Driver)	5	5	0	0	0	0	0	0	0	0	0	5	0	5
Recreation	2	0	2	0	1	0	0	0	0	0	0	0	3	3
Reservation	3	2	1	0	0	0	0	0	0	0	0	2	1	3
Food & Beverage	28	8	19	0	0	0	0	0	0	0	0	8	19	27
Kitchen	34	21	14	3	0	1	0	0	0	0	0	23	14	37
Housekeeping	32	12	20	0	1	0	0	0	0	0	0	12	21	33
Engineering	15	15	0	0	0	0	0	0	0	0	0	15	0	15
Accounting & IT	0	6	5	0	0	0	0	0	0	0	0	6	5	11
Talent & Culture	8	1	7	0	0	0	0	0	0	0	0	1	7	8
Spa (Spa+Salon)	8	0	7	0	0	0	0	0	0	0	0	0	7	7
Total	155	84	89	3	3	1	1	0	0	0	0	86	91	177

Employee protection

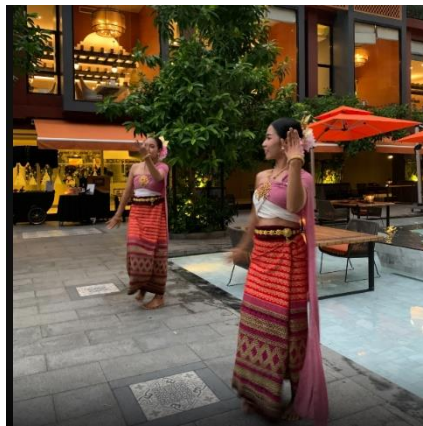
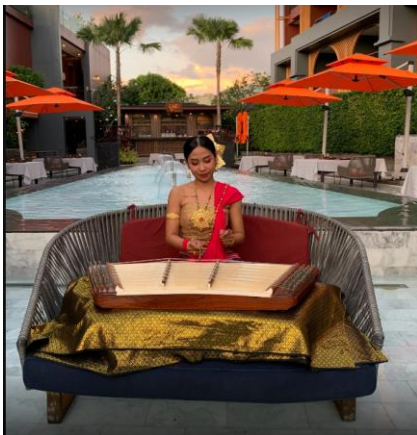
Salaries and benefits, meet national regulations and all payments required by law into Social Security funds and personal income taxes are made on behalf of the employees. Overtime is paid for hours worked according to Thailand labor law. Weekly hours and working hours do not exceed the legal max established by the Thai labor law, however, being a hospitality industry at times overtime is required. Hours are paid accordingly within the policies outline. Unanimous Hotline is also available to support and report any abuse, harassment, or corruption that a team member may wish to report.

Basic services

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

3 | Cultural Heritage

All the employees at Avista Grande Phuket Karon – Mgallery are trained to guide guests towards the cultural sites and events, and / or entertainment and restaurants that embraces the authenticity of Thai culture. We are proud to integrate Thai culture into hotel service standard to promote cultural appreciation and embracing our heritage.



Historical and archaeological artifacts are not sold, traded, or displayed in any which way our business does comply with the laws and standards concerning the protection of historical site and cultural, heritage by the Thai government

- A design and atmosphere that resonates with the locals, with great cultural sensitivity
- A service offering adapted to the local and sustainable experience
- Relevance for both domestic market as well as the international visitors seeking authentic local experiences

4 | Environmental

To minimize negative environmental effects, the hotel gives priority to efficient safe use of all equipment and machine.

Conserving Resources

Energy Saving

- Energy usage and reduction goals are specified, recorded, and monitored (D.1.3.1)
- Monthly energy usage and costs, including energy sources are recorded (D.1.3.2)
- LED lights installed throughout the property

Waste Reduction

- Reuse Surplus Equipment: where possible and practical, we do not purchase new items. Instead, reuse surplus items. Chairs, tables, cabinets are a small sample of what may be found in the hotel
- Reuse water for the garden team throughout the resort
- Recycling bins for the Hotel and team
- Beach and community cleaning on a regular basis
- Sustainable dry amenities in the guest rooms
- We are working on enhancing on-site recycling, composting and waste minimization, through raising awareness across hotel team.

Water consumption

- Water sourcing is sustainable and does not adversely affect environmental flow (according to water analysis report by Best Choice Chemical & Engineering co., Ltd.)
- Water usage and reduction goals are specified and monitored >> Water usage is monitored and reductions goals of 10% were set
- Drinking water and ice used for human consumption is demonstrably safe - analysis monthly done by Best Choice Chemical & engineering Co., Ltd.

Reducing Pollutions

- Both black and grey waste water are managed in a non-polluting way, not affecting public health – based on Water Analysis Report 2021-2022
- Storage of chemicals with signage and clarification
- MSDS Material Safety Data Sheets for all chemicals used on the property
- Waste volume is recorded in different categories: plastic, cardboard, glass, metal, organic wastes
- Residual waste disposal has no adverse effect on the local population and the environment

