



X10 KHAOLAK Resort

Sustainability Report 2022

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X10 KHAOLAK Resort

Welcome to X10 Khaolak Resort, a tranquil family escape on Khao Lak's Andaman coast that offers a distinct Andaman feel with its modern decor and Thai hospitality where guests can experience the holiday of a lifetime. As location plays a key role in choosing the ideal hotel, X10 Khaolak Resort is situated in a premium location in the Bang La On area of Khao Lak between Khao Lak Center and Bang Niang Market.

X10 Khaolak Resort has the following facilities:

- 284 rooms
- 24 hour reception
- 2 restaurants
- 3 bars
- Spa and fitness center
- Kids club
- Waterpark
- Minimarket

Energy Management

The key elements in sustainable energy management have improved the energy efficiency. The hotel is actively engaged in achieving energy reductions and costs. By creating the necessary infrastructure and using the latest available technology in energy management, we endeavor to reduce our energy consumption.

Energy Savings from Lighting:

- Use improved fluorescent lamps
- Use super metal halide fluorescent lamps
- Use electronic fluorescent ballasts
- Use improved luminaries
- Motion sensors, timing devices
- Provide information and warning labels for guests and staff
- Use daylight effectively within the building
- Public awareness and communication

Energy Savings from equipment

- Use high-efficiency equipment when replacing old equipment throughout the hotels (including in kitchens, offices, laundries, etc.)
- Electric magnetic keycards for the automatic interruption of lighting and electrical appliances (except refrigerator)

Training – Awareness

- Training to our staff for the best working practices in how to save energy
- Housekeeping Training We train housekeepers in how to reduce both water, and energy consumption. 1| When entering guest bedrooms, amongst other things, housekeepers should: 2| Turn off all appliances such as TVs 3| Allow natural sunlight in 4| Turn off the air conditioning, or adjust to a reasonable temperature.

Promote Customers Participation

Customer contribution to reducing Energy consumption and succeed the Energy goals.

Customers are informed about Hotels actions and they are welcome to participate. Notices with ways to help the Hotel succeed its energy goals are left inside the rooms.

- Please the Lights off when not in use
- Please remember to close all windows and doors when heating or air-conditioning is on
- It is our policy to change linen every 3 days. Should you wish for your linen to be changed more frequently, please let us know by placing this card on the pillow in the morning.

Energy Management Stats

	2020	2021
Energy Consumption KWH / Guest night	495.17	781.39

ENERGY USE: ENERGY USE: OUR AVERAGE ENERGY IS 885.87 KWH/guest night. Our target for 2022 is to remain below our baseline from 2017 39.82

Once the pandemic recedes and international travel returns to normal we hope to be able to return to meeting baseline levels that we have set out!

Water Management

The implementation of a sustainable tourism development plan is directly linked with the availability of water resources in the local area and their management.

The quality of water is monitored in cooperation with Cristal International and Southern Thai Laboratories. At the same time, continuous efforts are made to reduce water needs

All waste water, are disposed of in a controlled way in order to protect areas lying outside the boundaries of a property from becoming contaminated by water, chemicals, pollutants, effluent and other materials.

WATER SAVING MEASURES

A series of water-saving measures have being applied, based on best available practices that focus on consumption monitoring (e.g. leak control, improved efficiency), including educational programs for visitors. Below you can see the most important actions taken in order to reduce the Water consumption per area Bathrooms

- Flow restrictors to showers, taps and flushes
- Maintenance

Laundry

- All laundry is outsourced to a professional company in the area. Site inspection has been done.

Swimming pools

Swimming pool can increase fresh water consumption up to 10%. These steps will help ensure no water is wasted.

- Conduct regular maintenance to prevent leaks. Checking for leaks is best done by reading water levels last thing at night and first thing in the morning
- Backwash the swimming pool only when PSI reaches 22 – 25

Watering

X10 Khaolak Resort is located on an area of approximately 4 rai of which about 40% is occupied by gardens. To cover the hotel's gardening needs in the hotel, stalled pipes and pop ups with mp rotators are used. The hotel is divided into 3 zones and each living is controlled by its own program. Start times vary, with the first starting at 07.00. For Gardening purposes Irrigation water is used.

Kitchens

- Taps in kitchens should have a maximum flow of 5 liters per minute
- Only use dishwashers on full load

Housekeeping

- Procedures in place and training to inform housekeeping on how they can reduce water use.
- Adhere to hotel reuse linen/towel program to reduce laundry.
- Make sure linen/towel changing cards and other water conservation cards are in place for guests to find and easily read.
- Minimize water use during the room cleaning wherever possible.
- Turn off the tap during cleaning if not being used for cleaning purposes.
- Flush the toilet only when necessary during cleaning.
- Report leaking faucets and showerheads to maintenance immediately.
- Report running toilets and toilets that flush poorly or have other issues

Promote Customers Participation / Awareness

- We give the opportunity to our guests to reduce the water consumption.
- Turn off the tap when you brush your teeth – this can save 5 liters of water per minute.
- We have place a cistern displacement device in your toilet cistern to reduce the volume of water used in each flush. Take a shorter shower. Shower can use anything between 6 and 10 liters per minute.
- Follow our washing towels policy. It is our policy to change linen every 3 days. Should you wish for your linen to be changed more frequently, please let us know by placing the towels on the floor.
- Give for washing only the really necessary clothes.

Water Management Stats

	2020	2021
Water Consumption M3 / guest night	2.90	1.30

WATER USE: OUR AVERAGE WATER USAGE IS 2.1 m3 / guest night. Our target for 2022 is to remain below our baseline from 2017 of 1.21 m3 / guest night

Due to the pandemic, the resort being closed and other factors such as inter provincial travel bans and international travel bans water usage is distorted and not reflective of the actual use if the resort was running at high occupancy.

Once the pandemic recedes and international travel returns to normal we hope to be able to return to meeting baseline levels that we have set out!

Waste Management

The hotel is implementing an impressive waste management programme. The hotel is now recycling: paper, glass, tins, aluminum, plastic, cooking oil, batteries, lights, electrical material etc.

	2020	2021
Landfill Waste Kg / guest night	0.55	1.39

LANDFILL WASTE: OUR AVERAGE WASTE USAGE IS 0.31 kg / guest night. Our target for 2022 is to remain below the current baseline set by TUI of 2.1 KG

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Community Engagement

The hotel is very active working with the local community. The hotel management is very active with the local community and the Phang Nga Tourism Association. The following actions can be listed:

- Adaptation of a community policy.
- Supporting local producers and local sourced food - 90% of all food is sourced in the local area.
- 95% local Thai staff.
- Staff turnover is very low.
- Support the local government in activates.
- Participate to the local hotel association.
- Promote Khaolak and site seeing
- Donation to Takupa Hospital throughout the pandemic in the form of ventilators and other medical supplies.
- Donation to local orphanage
- Donation to local temples

Employment

Our employees are our greatest asset

- 95% of our staff is local
- We have almost zero lost working hours due to working accidents
- 75% of our staff are women
- 2 hour training / employee on sustainability and health and safety

Our Achievements

- Straws – Since straw are among the top 10 plastic debris in our oceans, X10 decided to use only plastic straws for select cocktails and on request only.
- The straws and cups we use are bio-degradable plastic. This is a type of plastic that has been modified to change its chemical structure when placed in a specific condition. The chemical structure becomes weakened, hence kick starting the biodegradation process. In other words, the process allows micro-organisms to enter into the structure and start feeding and breaking down the plastic.
- We have begun the process of constructing an offsite composting station. This will be used for all food waste and for the bio-degradable plastics used at the resort.
- We have eliminated the use of plastic in our staff canteen.
- Prior to the pandemic we were making savings of 10% in water usage in low season compared to previous years.
- Participated in beach cleanup days.
- Have been an active member in the push to ensure all people have equal access to COVID vaccines in the province.