

SENTIDO

Sustainability Report 2025

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Sentido Khao Lak Resort

Set on one of the finest beachfront locations in Khao Lak beach, SENTIDO Khao Lak is an extraordinary exclusive retreat hotel, perfect for discerning travelers who like to spend a tropical vacation in a relaxed environment. Its natural elegance, classic tropical beach charm and Malay-inspired Thai style set this hotel apart from the rest.

The hotel is not just a wonderful retreat for couples or people on their honeymoon, but also a great option for parents looking for a romantic getaway and adult singles who seek to make new friends whilst travelling.

SENTIDO Khao Lak has achieved Travelife Gold certification, supporting sustainability in tourism.

SENTIDO KHAO LAK has the following:

- 214 Rooms
- 24 Hours Reception
- 2 Restaurants
- 3 Bars
- The Sun Spa
- Fitness Center
- 5 Swimming Pool with one jacuzzi at the Main swimming pool

Our Certifications



SENTIDO Khao Lak since the beginning of 2013 is implementing a sustainability policy and program by preserving the environment, supporting local people and protecting culture and traditions. The hotel has been certified with the Travelife Gold award since 2013.



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Commitments to Sustainability

1. Reducing Greenhouse Gas Emissions: At SENTIDO Khao Lak, we are dedicated to reducing our carbon footprint by implementing energy-saving measures, water conservation initiatives, and waste reduction strategies. Our efforts include the use of energy-efficient lighting, motion sensors, and high-efficiency equipment to minimize energy consumption. Additionally, we encourage guests to participate in our linen and towel reuse programs and actively work to reduce the use of single-use plastics by providing refillable dispensers and reusable water bottles.

By sourcing 90% of our food locally, we not only reduce emissions associated with transportation but also support the local economy.

2. Protecting and Supporting Biodiversity: We recognize the importance of preserving the natural environment and supporting local biodiversity. SENTIDO Khao Lak has implemented a beach conservation project through the planting of morning glory, a native coastal plant that helps stabilize the shoreline and prevent coastal erosion. We are committed to protecting nature and wildlife by reducing pollution, managing waste responsibly, and participating in local initiatives like beach cleanup days. Furthermore, our gardens, which occupy 50% of the hotel area, are irrigated using water-saving techniques to minimize our environmental impact.

3. Protecting and Respecting Human Rights: At SENTIDO Khao Lak, we are fully committed to protecting and respecting human rights. We maintain a workplace free from discrimination, exploitation, and harassment, ensuring fair treatment for all employees. We are proud to employ 95% local Thai staff and have a strong commitment to gender equality, with 75% of our workforce being women. We provide regular training on human rights and ethical practices to ensure that all staff members understand their responsibilities in upholding these values.

4. Safeguarding Children: SENTIDO Khao Lak takes the safeguarding of children very seriously. We have strict policies in place to prevent the exploitation or abuse of children, and all staff are trained to recognize and report any suspected incidents. We work closely with local authorities to ensure that all actions taken within our property prioritize the safety and well-being of children, and we support local initiatives that promote child protection.



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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)

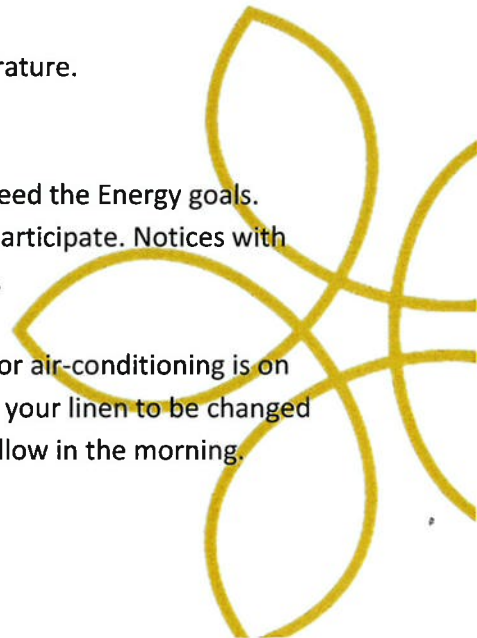
Training – Awareness

- 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.



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Energy Management Stats

	2024	2025
Energy Consumption KWH/Guest night	2,077,527.04	3,121,363.91

ENERGY USE: OUR AVERAGE ENERGY IS 59.34 KWH/guest night.

Our target for 2025 is to reduce the energy consumption lower to 50%. Based on the initial information, the number of guests has significantly increased, resulting in a higher level of energy consumption compared to 2024.

Future Energy Reduction Goal:

For the remaining time until the end of 2025, improvements will be implemented through comprehensive analysis across all departments — from office operations (upstream points) to guest rooms.

A stricter energy-saving policy will be enforced. For guest rooms, particular attention will be given to inspecting outdated or energy-inefficient equipment, removing key cards from power slots if guests leave them inserted unnecessarily.



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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.

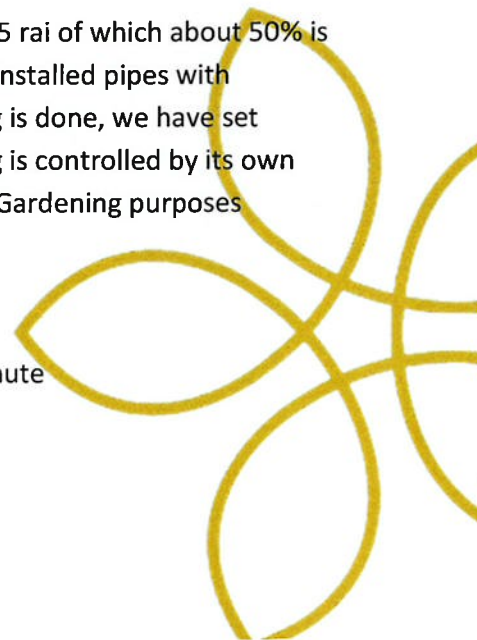
- Conduct regular maintenance to prevent leaks. Checking for leaks is best done by reading water levels last thing at night and first thing in the morning
- Backwash the swimming pool only when PSI reaches 22 – 25

Watering

SENTIDO Khao Lak Resort is located on an area of approximately 5 rai of which about 50% is occupied by gardens. To cover the hotel's gardening needs in the hotel, installed pipes with sprinklers are used in some areas. In other areas where manual watering is done, we have set times for this to happen. 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 and 16.00. 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



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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 placed 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.

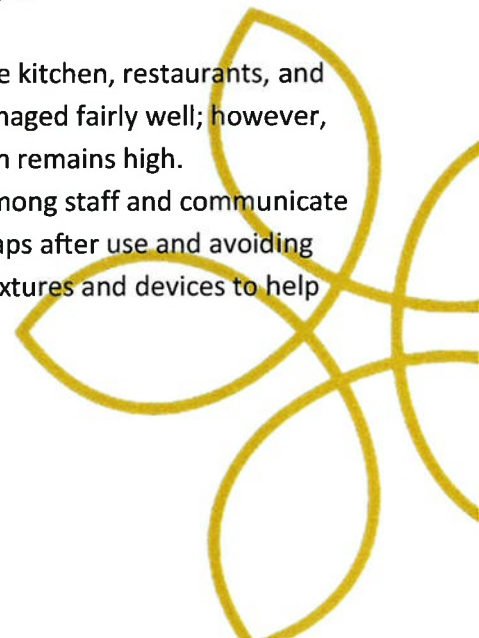
Water Management Stats

	2024	2025
Water Consumption M3/guest night	55,327	46,134

WATER USE: OUR AVERAGE WATER USAGE IS 0.69 m3 / guest night.

Our target for 2025 is reduce water usage by an additional 10%.

Most water usage comes from guest rooms, public restrooms, the kitchen, restaurants, and housekeeping. According to the report above, water usage has been managed fairly well; however, when compared to the increasing number of guests, overall consumption remains high. In the remaining six months, we will enhance water-saving awareness among staff and communicate with guests to encourage water conservation. This includes turning off taps after use and avoiding unnecessary water waste. Additionally, we will seek out more efficient fixtures and devices to help minimize water loss during use.



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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 (DER TOURISTIK target 79%)
- 90% local Thai staff compared to target set by DER TOURISTIK at 88%
- Staff turnover is very low.
- Support the local government in activities.
- 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

- 90% 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



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Achievements 2024

1. Straws – Since straws are among the top 10 plastic debris in our oceans, SENTIDO decided to use only plastic straws for select cocktails and on request only.

The straws and cups we use are biodegradable 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 microorganisms to enter into the structure and start feeding and breaking down the plastic.

2. Composting station has been installed and proceed for all leaves and food disposal

3. We have eliminated the use of plastic in our staff canteen.

4. Participated in beach cleanup days and plant a morning glory to protect the beach erosion.

5. We have eliminated all plastic water bottles in the resort as of November 2023.

Goals for 2026

Energy Efficiency

- Implement energy motion sensors to control lighting in essentials area.
- Conduct an energy audit to determine what appliances need to be replaced
- Increase renewable energy sources in the hotel to 10%

Water Conservation

- Encourage guests to participate in linen and towel reuse programs to reduce water usage in laundry operations.
- Reduce water usage by 10% during low season by installing more water censor in the essentials area.

Waste Reduction and Recycling

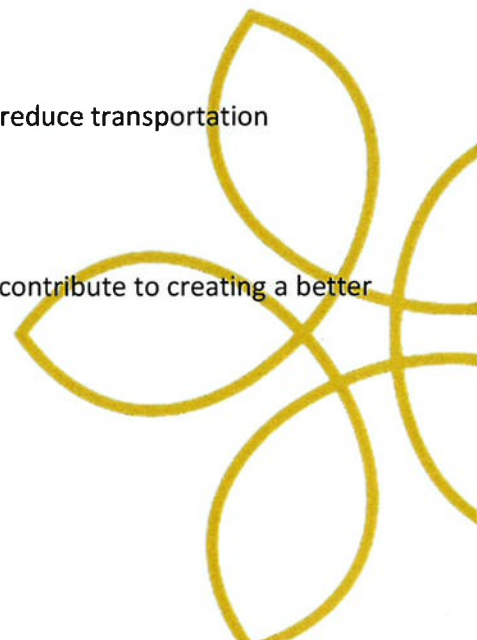
- Minimize single-use plastics by providing refillable toiletry dispensers, reusable water bottles, and offering sustainable alternatives to disposable items.

Sustainable Sourcing and Procurement

- Increase products and materials from local suppliers by 15% to reduce transportation emissions and support the local economy.

Community Support

- Participated in community events to support local traditions and contribute to creating a better environment.



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Partnering for a Sustainable Future

At SENTIDO Khao Lak, we believe that achieving our sustainability goals is a collective effort. We invite all stakeholders—including our guests, employees, local communities, suppliers, and partners—to join us in our commitment to protecting the environment, supporting biodiversity, and fostering a socially responsible operation.

How You Can Support Us:

Guests: You can help us reduce energy and water consumption by participating in our towel and linen reuse program, using refillable water bottles, and following our energy-saving recommendations during your stay.

Employees: Continue to uphold our environmental and social policies by participating in staff training sessions and sharing innovative ideas that support our sustainability mission.

Local Communities and Suppliers: We encourage you to work with us in sourcing locally, adopting environmentally friendly practices, and joining our efforts in beach conservation and biodiversity projects.

Partners: We invite you to collaborate with us in creating more sustainable tourism experiences, reducing waste, and promoting ethical business practices throughout our operations.

Together, we can achieve our sustainability goals and create a positive impact on the environment and society. We welcome your feedback, suggestions, and participation as we continue our journey toward a greener, more responsible future.

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05/16/26

