



SUNPRIME

KAMALA BEACH

SUSTAINABILITY REPORT

Prepared by: Mr. Johan Magnusson (Resort Manager)

2019

SUNPRIME KAMALA BEACH RESORT, a place where life is calmer, where every day is a break from everyday life and where time is on your side. If you're seeking tranquility with your partner, fantastic service and a stunning beach with magical sunsets, this adult-only resort is perfect for you.

ADULTS ONLY POLICY: The guest must be 16 years old or above.

The hotel has achieved Travelife Gold certification, supporting sustainability in tourism. This has helped us contribute to the improvement of environmental and social responsibility in the hospitality industry.

Sunprime Kamala Beach Resort has the following facilities:

- 4 Swimming Pools
- 3 Elevators
- 4 Bars (incl 2 Swim-up Bars)
- 3 Meeting Rooms
- 2 Restaurants
- Minimarket
- 24 Hours Reception
- Luggage Room
- Air-conditioned Lobby
- ATM
- Lounge
- Currency Exchange
- Pool Table
- Car Park
- Table Tennis
- Fully Licensed Clinic
- Gym/Fitness Room
- Diving Shop
- Yoga/Aerobics Room

Our Certifications



Suprime Kamala Beach Resort is implementing a sustainability policy and program that help preserving the environment, supporting local people, protecting culture and traditions and work against child labor and child sex tourism. The hotel has been certified with the Travelife Gold award since 2013.

Energy Management

Sunprime Kamala Beach Resort is taking further steps in improving energy efficiency. The hotel is actively engaged in achieving energy reductions and costs. We will strive to keep up the maintenance procedures for the energy-consuming machinery/equipment so as to continue achieving high efficiency and low energy consumption.

Energy Savings from Lighting & Other Equipment:

- ✓ Change all lightings to LED
- ✓ All lightings and temperatures in guest rooms are controlled by means of energy saver switches activated with magnetic key-cards.
- ✓ New technology generators have been installed
- ✓ Use improved and super metal halide fluorescent lamps
- ✓ Use electronic fluorescent ballasts
- ✓ Use improved luminaries
- ✓ Provide information and warning labels for guests and staff
- ✓ Use daylight effectively within the building
- ✓ Public awareness and communication
- ✓ Use high-efficiency equipment when replacing old ones throughout the hotel (In kitchens, offices, laundries, etc.)

Training – Awareness

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

Promote Customers Participation

Customers' contribution to reducing energy consumption is important in order to succeed in achieving the energy goals. Thus, we ensure that they are informed about the hotel's actions and they are welcome to participate. Here are some of our ecological signs that are present in all guest rooms:

- ✓ Please turn the lights off when not in use
- ✓ Please remember to close all windows and doors when air-conditioning is on
- ✓ It is our policy to change linen every 3 days. Should the guests wish for their linen to be changed more frequently, a card must be placed on the pillow

Energy Management Stats

	Oct 2017-Sep 2018	Oct 2018-Sep 2019
Energy Consumption KWH/Bednight	41.22	44.84

ENERGY USE: Our target for the same period 2019/2020, is to remain below our baseline from 2017/2018 which is 41.22 KWH/Bednight.

Energy consumption is monitored to achieve year on year reduction and reduce carbon emissions. In constructing or purchasing decisions, environmental criteria are always considered, thus, minimizing the environmental effect without compromising the comfort of **Sunprime Kamala Beach Resort's** guests.

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 Standard and Southern Thai Laboratories. At the same time, continuous efforts are made to reduce water needs.

Water Saving Measures

A series of water-saving measures are being applied, based on best available practices that focus on consumption monitoring. Below are some of the most important actions taken in order to reduce the water consumption in all areas of the hotel.

- ✓ Bathroom taps and showers have been equipped with aerators
- ✓ Double flushing system is installed
- ✓ Toilet flushers are adjusted to less than 6 lit of water per flush
- ✓ Low-flow shower heads have been installed
- ✓ All laundry is outsourced to a professional company in the area (Site inspection has been done and meets the criteria of the hotel's standard in accordance to its sustainability initiatives)

Swimming Pools

Swimming pool can increase fresh water consumption up to 10%. These procedures/practices 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

Kitchens

- ✓ Taps in kitchens should have a maximum flow of 5 liters per minute
- ✓ Dishwashers must be used on full load

Housekeeping

- ✓ Training and procedures are in place on how housekeepers can reduce water use
- ✓ Observing the hotel's '*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
- ✓ Turning 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 engage in reducing the water consumption.
- ✓ All bathroom toilets have 2 choices of flushes (small one and big one) with a cistern displacement device to reduce the volume of water used in each flush.
- ✓ It is our policy to change linen every 3 days. Should the guests wish for their towels to be changed more frequently, guests should place the old ones on the floor.
- ✓ Stickers highlighting and reminding guests about saving water when taking shower, brushing teeth etc. are present in all guest rooms' bathrooms.
- ✓ All sinks are equipped with faucet aerator in order to save water.

Watering

Sunprime Kamala Beach Resort has some green grass areas, bushes, trees and flowers that are in need of daily watering maintenance. This is controlled and done manually by our contracted gardeners before 10:00 am and after 5:00 pm daily to avoid water evaporation. For gardening purposes, irrigation water is used.

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

Water Management Stats

	Oct 2017-Sep 2018	Oct 2018-Sep 2019
Water Consumption M3/Bednight	0.87	0.63

WATER USAGE: As per the table above, our AVG water usage for 2017/2018 was 0.87 M3/bednight. We were able to achieve our target in reducing our consumption for 2018/2019 and we aim to remain below our baseline for 2019/2020.

Water consumption is monitored to achieve year on year reduction. And in constructing or purchasing decisions, environmental criteria are always considered, thus, minimizing the environmental effect without compromising the comfort of **Sunprime Kamala Beach Resort's** guests.

Waste Management

Sunprime Kamala Beach Resort is also taking further steps in improving its waste management procedures. With the fact that the overproduction of waste has been causing negative impacts on our environment, the hotel continues in finding sustainable solutions for waste disposal and management.

Waste Disposal Measures

To properly manage waste, pre-sorting is necessary. Each type of waste must correspond to a supervised process. Below are some of the most important actions taken in order to reduce wastes in all areas of the hotel.

- ✓ Separation of recyclable from non-recyclable wastes
- ✓ Plastic and glass bottles are collected for recycling; also papers, glass, tins, aluminum, cooking oil, batteries, lights, etc.
- ✓ Use of bulk products (avoid buying small quantities which are over-packaged; eg. shampoos, soaps, marmalade)
- ✓ Refillable soap dispensers are used in all guest rooms and communal bathrooms
- ✓ Using of bio-degradable bags replacing the plastic ones
- ✓ Monthly control of garbage collection

- ✓ Contract with authorized agents
- ✓ Staff training (eg. in reducing food wastes by proper planning, storing, adaptability and making them aware of the *Food Recovery Hierarchy*)

Promote Customers Participation / Awareness

- ✓ Environmental waste bins/containers (giving opportunity to our guests to engage in reduce, reuse & recycle program)
- ✓ Promoting the reduce of plastic use (making them aware of our ***#noplacementforplastic*** initiative)

Waste Management Stats

	Oct 2017-Sep 2018	Oct 2018-Sep 2019
Landfill Wastes (Unsorted) KG/Bednight	3.14	2.61

LANDFILL WASTES: Our AVG waste for 2017/2018 was 3.14 kg/bednight. We were able to achieve our target for 2018/2019 by reducing it to about 16%. For 2019/2020, we will strive to at least maintain the current figure or if possible, to lower this figure to even at least 5%.

Waste management includes the collection, transport, treatment and its proper disposal, together with monitoring and regulation of the waste controlling process. **Sunprime Kamala Beach Resort** recognizes that purchasing decisions can contribute significantly to environmental protection, without compromising the comfort of its guests.

Chemical Management

At **Sunprime Kamala Beach Resort**, it is imperative that proper chemical management is integrated in our sustainability strategies. Thus, we continue to develop our reporting tools and benchmark in avoiding the use of hazardous chemicals so as to protect human health and to reduce its impact in the environment.

Chemical Handling Measures

- ✓ Use of cleaning products with Eco-label certification
- ✓ Proper storage with appropriate labels of each chemical
- ✓ Monitoring/controlling monthly consumption of each item
- ✓ Use of protective clothing and equipment
- ✓ Chemical-free cleaning methods are in place
- ✓ Ensuring better product control by selecting authorized & reliable suppliers
- ✓ Staff training (eg. Proper disposal of hazardous chemicals; understanding hazards, exposures, and potential trade-offs; Safe handling/usage of the chemicals)

Sunprime Kamala Beach Resort recognizes that purchasing decisions can contribute significantly to environmental protection. We also ensure that goods/products are purchased from local suppliers and locally produced to support the local community.

Community Engagement

Sunprime Kamala Beach Resort works closely with the local community, maximizing their resources to generate economic development.

- ✓ Collaborating with most universities in Phuket for our TRAINEE program, providing students with the opportunity to gain work experience and for their *on-the-job* training.
- ✓ Purchasing local products (Supporting local producers and local sourced food)
- ✓ 80% local Thai staff
- ✓ Staff turnover is very low
- ✓ Support the local government in organizing activities within the area
- ✓ Participation in the local hotel association
- ✓ Donation to the local hospitals
- ✓ 4 Blood donation campaigns are arranged in the hotel yearly, in cooperation with local hospital.
- ✓ Adaptation of a community policy

Employment

Our employees are our greatest asset. **Sunprime Kamala Beach Resort** takes great care to make sure our recruitment process, learning/development activities and career progression opportunities do not allow discrimination.

- ✓ High percentage of employees are recruited from local community (80% is Thai)
- ✓ 70% of our staff are women
- ✓ Yearly employee training on sustainability, health and safety and other relevant courses
- ✓ Religion is of no concern when hiring a staff
- ✓ Disability is of no concern when hiring, for suitable positions (Promoting access for disabled people)
- ✓ All genders is treated equally (LGBTQ+ friendly)
- ✓ Yearly medical check for all employees
- ✓ Yearly assessment is made to ensure that working conditions are met

We respect the fundamental human rights of each and every employee.

Protecting Children

Sunprime Kamala Beach Resort, as part of Nordic Leisure Travel Group, is working actively to respect and support the UN Declaration of Human Rights and the UN Convention on the Rights of the Child. We strongly reject all forms of crimes against children.

Our work against sexual exploitation of children includes ethics, education and information to our staff, our customers and our partners. It is our hope that our customers avoid establishments and facilities where it is suspected that children are forced to do something against their will and/or is abnormal for the child.

Pls. click here for more information:

<https://kamalabeach.sunprime.net/sustainability/protecting-children/>

Awareness

Sunprime Kamala Beach Resort tries to raise awareness of environmental issues both internally and externally through a variety of educational and training initiatives. Our employees participate in Sustainability and Environmental training programs each year which include general education on methods of controlling the amount of detergents and disinfectants used, reducing electricity and water consumption, separating waste into the appropriate receptacles with separate collection of the hazardous waste, and general environmental issues.

A key element in the hotel's focus on quality and environment issues is our recognition of the importance of staff involvement. Proper training and information for staff have encouraged their involvement in environmental initiatives.

Our managers/executives have worked together with local authorities so as to improve awareness, and by convincing others to undertake similar plans, we hope to advance sustainable tourism generally.

HEALTH & SAFETY POLICY

Sunprime Kamala Beach Resort's main commitment is to provide our guests and employees a safe & healthy environment. It is our duty, stated also within our operating standards, to communicate this policy to all guests, employees and all persons working for or on behalf of the hotel. Hence we:

- ✓ All employees are informed of health and safety regulations and well trained.
- ✓ The hotel conducts annual drill, so staff is ready to act in case of emergencies (e.g. fire, tsunami and earthquake).
- ✓ At least one employee trained in first aid is on duty throughout the day in case of emergencies.
- ✓ The hotel has a Medical Clinic. After opening hours, we also offering doctor-on-call service in case of emergencies.
- ✓ All restricted areas' entrance has proper signs.
- ✓ We carry out preventive maintenance for our equipment for safety and security of all.
- ✓ Evacuation routes are properly marked.
- ✓ We constantly upgrade and improve methods of operation in order to eliminate accidents and injuries.
- ✓ All employees have to carry out their responsibilities with regard to health & safety as set out in the hotels' policies.
- ✓ We are audited by Cristal International Standards – this helps us to monitor all health and safety concerns within the resort.

By: Hotel Management

QUALITY ASSURANCE PROCEDURE

At **Sunprime Kamala Beach Resort** SECURITY and QUALITY is a MUST. Hence, we make every effort to provide our guests with services that meet and even exceed their expectations. Being audited by the Cristal International Standards, SGS etc., we have established quality assurance procedures and adopted a continuous improvement approach in our performance.

In order to sustain Guest Satisfaction and Food Safety:

- ✓ Questionnaires are being distributed to the guests a day before they check-out. From here, we can identify the areas of improvement based on the guests' feedback.
- ✓ Guests' feedback are gathered and come up with monthly statistics. GM communicates the result to the Department Heads and act accordingly.
- ✓ Monthly audits by Cristal International (Food, rooms, pools etc.).
- ✓ Customer complaint procedure is in place.
- ✓ Continuous monitoring of guests' reviews in TripAdvisor, HolidayCheck and other review sites.

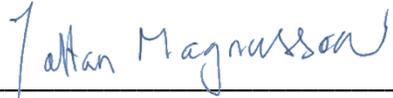
In order to provide the sustainability of Environmental Management:

- ✓ Influence partners, guests, employees and local community to act in as environmentally conscious ways as possible in their activities (Eg. In the areas of reducing energy, water and chemical consumption, and in waste separation)
- ✓ Gives importance to wildlife and protect the ecological balance.
- ✓ Stimulate the use of local products and labor.

In order to maintain the Employee and Local Relations:

- ✓ We provide employees benefits, safe and appropriate standards of working conditions.
- ✓ Constant staff training to develop their roles.
- ✓ Enable our guests to experience local products and services to help the local economies thrive and develop local culture.
- ✓ Guarantees to respect to human and children rights and to protect children against any types of exploitation.
- ✓ We do not support child labor and respect the minimum legal working age.
- ✓ Declares the well-being, health and safety needs of employees, guests, subcontractors in the highest level.

Signed by:



Mr. Johan Magnusson

Resort Manager

Sunprime Kamala Beach

Date: 02 January 2020

LOCAL COMMUNITY ENGAGEMENT

Sunprime Kamala Beach Resort has a strong involvement in the community, in the places in which it operates, with contributions to hospitals, schools, and people in need.

For many years, the hotel has chosen to support projects that protect the children's future, health, school and well-being as well as projects that protect our environment.

1. Actively promoting local weekly market on our website and in our weekly planner
2. Annual sponsorship and participation to National Children's Day
3. Founding member of Kamala Green Club community
4. Annual sponsorship for the Kamala Festival
5. Blood donation campaigns in cooperation with local hospital

DUTIES/RESPONSIBILITIES:

- As a hotel, we respect, support and promote culture, regulations and preservation of the local environment.
- We, as much as possible, maintain a constant dialogue with the local community and social agents to be aware of their needs and contribute to their progress through responsible behavior.
- Prioritizing the purchase of local products to strengthen the economic and social development of the community, provided that they guarantee the standards relating to quality, price and health and safety criteria.
- For employment, we prioritize the recruitment of local staff to encourage the development of societies and the enrichment of the cultural variety of our work teams.
- Community support initiatives such as:
 - Health and Childhood Projects
 - Social Projects with Local Communities
 - Sports and Cultural Sponsorships
 - Help for Emergency Situations

Sunprime Kamala Beach Resort strives to continue to support the local community and will ensure the continuity of solidarity projects that have already been started.

LABOR STANDARDS

Sunprime Kamala Beach Resort takes great care to make sure our recruitment process, learning and development activities and career progression opportunities do not allow discrimination.

DUTIES AND RESPONSIBILITIES:

- To guarantee decent and fair treatment that will not allow any form of discrimination.
- The hotel has in place procedures to guarantee equal opportunities.
- Encourage the professional performance of employees through objective and transparent processes, promoting training for ongoing improvement.
- The hotel has a remuneration policy and social benefits which are fair and in accordance with the social and regulatory framework.

OBJECTIVES/GOALS:

- Ensuring we have a truly engaged and diverse workforce.
- Promote access for disabled people.

To achieve the objectives, our Human Resources team will implement the following measures:

- More managerial skills courses for executives/managers/middle management
- Continuous training on sustainability for all staff in 2020

Active recruitment ensures a variety of men and women of different ages, backgrounds and experiences. Employees are treated fairly and not discriminated against religion, gender, nationality, sexual orientation, age, culture and disability.

Our annual evaluation provides our staff with the opportunity to deliver detailed feedback about how they feel about working at **Sunprime Kamala Beach Resort**. Results from the assessment/surveys are shared with each team so they can build detailed action plans to ensure continuous improvement.

We have a very active process of goal setting and development plans for each employee, to ensure that our business objectives and strategy are carried out at every level of the business and that each employee is engaged, focused and receive career development opportunities.



SUNPRIME
KAMALA BEACH

Human Trafficking & Human Rights

การค้ามนุษย์และสิทธิมนุษยชนของมนุษย์

We Do Not accept any kind of Prostitution

(ONLY REGISTRED HOTEL GUESTS ALLOWED INSIDE ROOMS.

E.g. No Visitors are allowed in Rooms/No Bargirls/

No Girlfriends/No unregistered children (Always report to your Manager/Hotel Manager

if you see anything suspicious (not normal).

เราจะไม่ยอมรับชนิดของการค้าประเวณีใดๆ

(เพียงผู้ลงทะเบียนเข้าพักเท่านั้นที่ได้รับอนุญาตเข้าไปภายในห้องพัก เช่น ไม่อนุญาตให้บุคคลนอก

เข้ามาภายในห้องพักโดยไม่ได้รับอนุญาต/ไม่มีสาวบาร์/ไม่มีแฟน/ไม่มีเด็กที่ไม่ได้จดทะเบียน

(รายงานไปยังผู้จัดการให้ทราบเสมอ/ให้รายงานผู้จัดการโรงแรมถ้าคุณเห็นอะไรที่น่าสงสัย (ไม่ปกติ)

We Do Not Accept Family related Violence (Report to Manager/Hotel Manager if Violence is reported or suspected)

เราไม่ยอมรับความรุนแรงในครอบครัวที่เกี่ยวข้อง (รายงานผู้จัดการ/รายงานผู้จัดการโรงแรม

หากมีความรุนแรงหรือสิ่งน่าสงสัย)

We Treat and Respect All Human beings the same

(Love ALL Serve ALL)

E.g. Black/White/Yellow/Man/Woman/Lady Boy/Tomboy/

Gay/Thai/Farang/Myanmar/Philippine/Buddhist/Muslim/

Christian/Etc. ALL ARE = SAME SAME

เรารักษาสีผิวและนับถือมนุษย์ทุกคนเหมือนกัน (ความรักทั้งหมดให้บริการทั้งหมด)

All Department Manager, Please Remind All Your Department Team members to always think about and remember above mentioned Environmental Policy and Hotel Rules (in your Monthly staff Meetings)

ENVIRONMENTAL POLICY

OUR COMMITMENT & ACTION PLAN:

Sunprime Kamala Beach Resort believes that continuing success in the hotel industry depends on:

- Offering high quality services in a clean, safe and well-protected environment.
- Constant adaptation of its services and products to new environmental standards and to the demands of its guests based on the economy, technology and social changes.
- Consistent training of staff so that they understand and adopt these new technologies and practices which protects the environment.

Each hotel department and its employees participate in this effort: it is necessary to ensure that products and services are always safe and do not damage the environment -- if possible protect it and improve it.

We also motivate and put pressure on our partners, suppliers and local authorities to accept and implement similar practices, always keeping in mind local circumstances and national legislation.

Our hotel is committed to the environmental targets it has set itself, using materials and human resources to achieve the targets. We ensure that we make this policy known to our guests, staff, travel agent partners and local community.

Our activities are examined with respect to our policy and relevant legislation. Our environmental work is reported openly and objectively.

OBJECTIVES:

Continuous improvement is based on measurable environmental objectives such as:

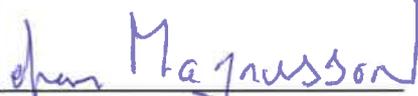
- Reduction of energy consumption
- Reduction of water consumption
- Elimination or limited use of harmful chemicals
- Limited production of wastes

ENVIRONMENTAL TARGETS:

Sunprime Kamala Beach Resort's environmental action plan is designed to guarantee the reduction in consumption of energy, water and chemicals and reduction in wastes and to increase the points acquired by the resort every year from the optional criteria of the EU-Ecolabel and the mandatory criteria of Travelife. Our targets include the following:

- To achieve the Travelife Gold Award according to the new criteria implemented.
- Ensure a continuous reduction in the consumption of natural resources by a percentage that the resort will set based on its detailed action plan.
- Ensure that all new employees are informed of our environmental activities by completing training in basic environmental issues and business-related environmental aspects every year.

Signed by:



Mr. Johan Magnusson

Resort Manager

Sunprime Kamala Beach Resort

Date: 2/1-2020