

SUNWING KAMALA BEACH

SUSTAINABILITY REPORT

Prepared by: Mr. Johan Magnusson (Resort Manager)

2024



INTRODUCTION TO OUR BUSINESS

SUNWING KAMALA BEACH includes all the fun, adventure, and luxury that families want most, elevating the family vacation to world-class standards. The resort is located on one of the most stunning and unspoiled beaches in Phuket.

The hotel has achieved Travelife Gold certification for 2024-2025, supporting sustainability in tourism. This has helped us contribute to the improvement of environmental and social responsibility in the hospitality industry.



INTRODUCTION TO OUR BUSINESS

Sunwing Kamala Beach has the following facilities:

- 8 Outdoor Swimming Pools
- Kids Club
- 3 Pool Slides
- 4 Bars (Incl. 1 Swim-up Bar)
- 3 Meeting Rooms
- 2 Restaurants
- Minimarket
- 24 Hours Reception
- Luggage Room
- Air-conditioned Lobby
- ATM
- 2 Elevators
- Pool Table
- Car Park
- Table Tennis
- Fully Licensed Clinic
- Gym/Fitness Room
- Yoga/Aerobics Room



Sustainability is to ensure that our needs are met without jeopardizing the future of the communities we work in.

However, it includes more aspects than just the environment. To us, it means conducting our business in a responsible manner.

We also engage our colleagues, customers, suppliers and other stakeholders in our efforts to ensure sustainability is underlined in all aspects of our business.

To fulfill our social responsibility, we have chosen to focus on different key areas such as:

- **Providing the best possible working conditions**
- **Protecting Children**
- **Social Responsibilities**
- **Good Local Community Relations**
- **Striving to lower the use of resources such as water, electricity etc.**

CERTIFICATIONS

Just like all Sunwing Family Resorts,
Sunwing Kamala Beach has been certified with Travelife Gold Award,
an internationally recognized sustainability program for hotels and
travel industry to improve their business's environmental, financial
and social impact.





THE SOCIAL HIGHLIGHTS[🌱]

Sunwing Kamala Beach has been Travelife Gold awarded 2024-2025. Travels affect not only the environment but also the local inhabitants at the destinations we travel to.

To succeed in this effort, our partner, Nordic Leisure Travel Group, has laid down four guidelines for us to follow:

- Working Conditions
- Child Labour
- The Environment
- Child Sex Tourism



THE SOCIAL HIGHLIGHTS

1. Working conditions

We have working conditions that include:

- A minimum wage
- A good working environment
- Regulated working hours
- The freedom to join a trade union
- Employee benefits: Insurance, annual health checkup, pension

THE SOCIAL HIGHLIGHTS[🌱]

2. Child Labour

- Sunwing Kamala Beach fully supports and follows the prohibition of child labour. We accept no employees younger than what the Thai labour law states.
- All of our employees are 18 years old or older, in accordance with labor laws.


THE SOCIAL HIGHLIGHTS

3. The Environment

We will aim to:

- Influence partners to act in as environmentally conscious ways as possible in their activities (For example in the areas of energy, water and chemical consumption, and in waste separation)
- Reduce the amount of carbon emissions and wastes at our hotel.
- Encourage a healthy development of tourism in Phuket.
- Focus on the use of local products and labour.
- Reducing plastic consumption (For example: Reduce the use of plastic bags in packaging for deliveries by transporting fruits, eggs, and certain vegetables in reusable plastic crates between shops and the hotel. And in the restaurant and bar areas, we choose to use durable and reusable acrylic glassware to help reduce the use of biodegradable plastic glass products.)
- We support local products by offering a variety of traditional Thai desserts made by community members, packaged in 100% natural materials, and served daily at breakfast for our guests.





THE SOCIAL HIGHLIGHTS

4. Child Protection from sexual abuse in tourism

We condemn all forms of sexual exploitation of children and support all laws to prevent and punish such offences.

- We have established a policy regarding commercial sexual exploitation of children
- We inform and train our staff
- We inform our travellers
- We inform local partners about our standpoint

ACTIONS TAKEN FOR QUALITY ASSURANCE



- We receive an online feedback from our customers on a weekly basis and meetings within the management of the hotels on actions to be taken for improvements.
- We train, on a yearly basis, our employees on Food and Room H&S for better service.
- We hold departmental meetings on a weekly basis during which employees and department heads are discussing quality of service provided to the customers.
- We are, on a monthly base, working together with the well-renowned Total Quality Assurance provider, Intertek Cristal.
- All department heads and assistants are required to participate in annual training on the topic of Quality Policy, starting from 2024. The training duration is 12 hours, in accordance with the Ministerial Regulation on the Provision of Safety Officers, Personnel, Agencies, or Committees to Carry Out Safety Operations in the Workplace.
(Conducted by the Safety Center (Thailand) Co.,Ltd.)
- All department heads and assistants are required by law to undergo training on the occupational Safety, Health and Working Environment Committee of Business Establishments) every two years, starting from 2024 (Conducted by the Department of Skill Development.)



EVENTS AND DONATIONS

The hotel participates in activities with both government and private sector organizations to benefit from involvement in various projects and to understand the needs of the local Kamala community. This also helps strengthen valuable relationships among partners within the same community. The projects may vary depending on the current situation.



- 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.



- 80% local Thai staff
- Staff turnover is very low



- Purchasing local products (Supporting local producers and local sourced food)
- Thai dessert served for breakfast.

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- The Ministry of Natural Resources and Environment, in collaboration with nine agencies, organized the Andaman Sustainable Tourism Forum 2025 and signed the Green Hotel Plus Phuket Sandbox project. This initiative aims to elevate the tourism industry and position the region as a Green Destination in ASEAN. It also serves as a key strategy to establish a pilot area for environmental certification and sustainable tourism practices. We have participated in this project as well.



- The hotel participated in the '31-Leg Unity Run' project in collaboration with Honda Thailand and the Office of the Basic Education Commission, aiming to support the development and enhancement of essential skills in youth through sports activities. Primary school athletes from across the country were selected to take part in the event. as the Southern region representative, for Ban Bangtao School.



- Participation in the local hotel association
- Meetings are organized by the Kamala Subdistrict Organization as a central hub for updating news, community activity plans, disaster evacuation drill plans, and projects for cleaning and dredging canals.

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- Support the local government in organizing activities within the area
- Kamala Festival event on November / December (Open tourist season)
- Children Day every January.



- Support the local government organizations by donating and contributing to various projects as follows:
- Donated two grass trimmers for use in clearing roadside areas around Kamala.
- Donated mobile phone for use in emergency rescue operations.
- Donated funds to support the Kamala Junior Soccer Tournament.
- Provide food and beverages in support of government agencies and local residents.



- Community service project beach cleaning for the year 2024 on the occasion of Her Majesty the Queen Mother's Birthday
- * As part of their routine, staff clean the beach area in front of the hotel twice a day, every day.

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- Aquatic Animal Releasing Project for the year 2024, releasing marine and freshwater animals. This activity is carried out in collaboration with the Department of Fisheries, Kamala Subdistrict Administrative Organization, and nearby hotels.



- The hotel organizes blood donation drives every three months, totaling four times a year, in collaboration with the Blood Bank of Vachira Phuket Hospital, which serves as the main medical center for patients throughout Phuket province.



- We support the local police force/station and local village government office.
- Kamala Provincial Police Station setup coffee break
- Hotel staff assist the police by translating foreign languages, such as Chinese, Russian, etc.

KEY ACTIONS

WATER

Aerator in all
faucets and
showers in all
hotel guest rooms

01

WC with a
maximum water
discharge of 6 lt.

02

Gardens irrigation
with recycled
water

03

Monthly control of
water consumption
in all hotel guest
rooms

04

Monthly control of
swimming pools
water counter

05

The pool and slide
pumps are operated on
a timed schedule to
conserve water.
The pool pump is turned
off from 9:00 PM to 8:00
AM, and the slide is from
6:00 PM to 9:00 AM, as
well as from 2:00 PM
to 3:00 PM.

06

KEY ACTIONS

ENERGY

100% LED bulbs in
whole hotel

01

Individual AC
units with
electronic key
card automatic
disconnection

02

Sensor-operated
lighting in store
rooms

03

Throughout all
walkways and in front
of the office building,
the hotel has installed
timers to help conserve
energy, using motion or
light sensors to
automatically turn
lights on or off.

04

Sensor-operated
lighting in parking
has installed
timers 06:00 pm.
to 06:00 am.

05

KEY ACTIONS

CHEMICAL PRODUCT

Use of cleaning product with Eco-label certification

01

Automatic chemical dosing dispensers for housekeeping use.

02

Monthly consumption control

03

Implemented dry cleaning methods by using vacuum cleaners to reduce the use of chemical cleaning.

04

High-pressure water jets are used to clean stains on the sand-wash walkways, reducing the use of green algae removal chemicals. Recycled water is used for this purpose.

05

KEY ACTIONS

WASTE

Monthly control of
garbage
collection

01

Use of bulk
products

02

Contract with
authorized agents

03

Staff training

04

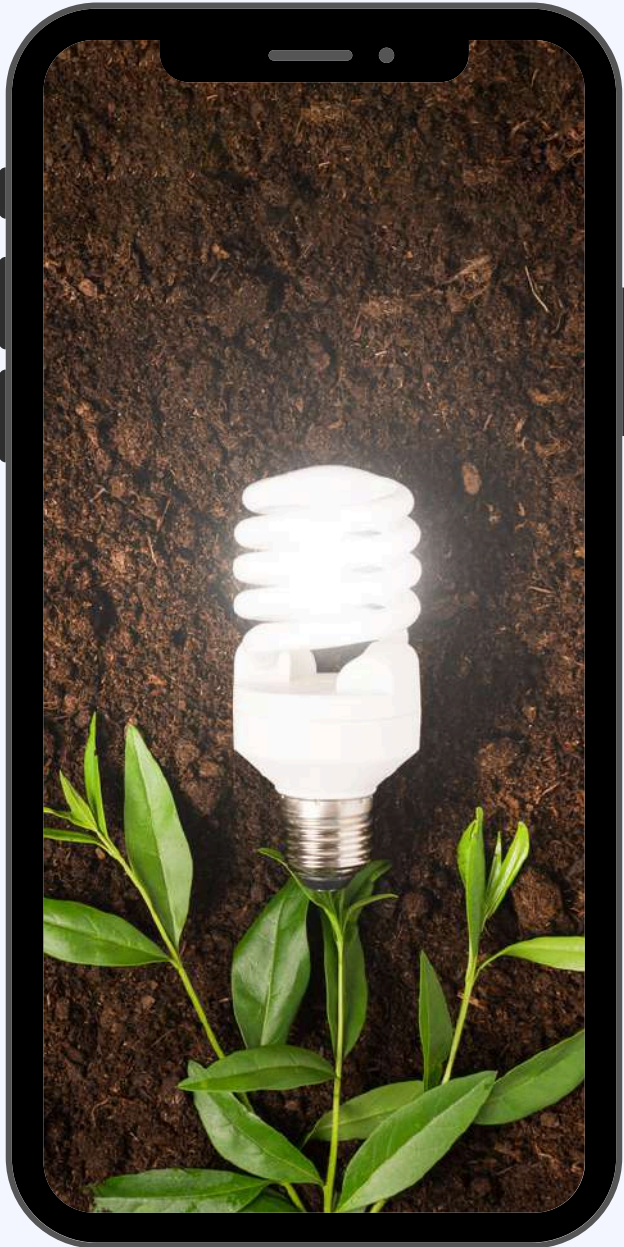
Reducing plastic
bag waste used for
packaging in the
kitchen department
by using plastic
crates for
transporting items
instead.

05

SAVE THE BEACH

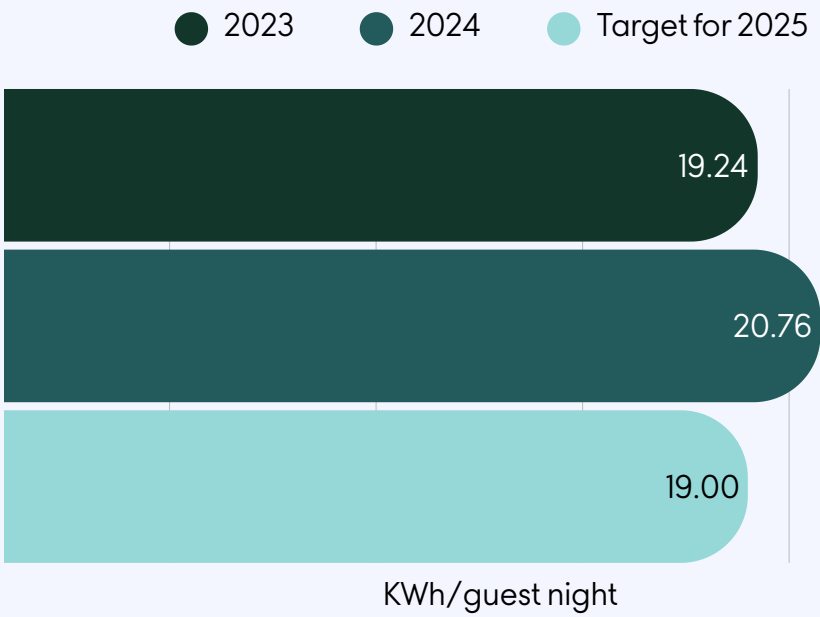
MEASURING AND MONITORING PERFORMANCE

ENERGY MANAGEMENT STATS



Energy Consumption KWh/guest night

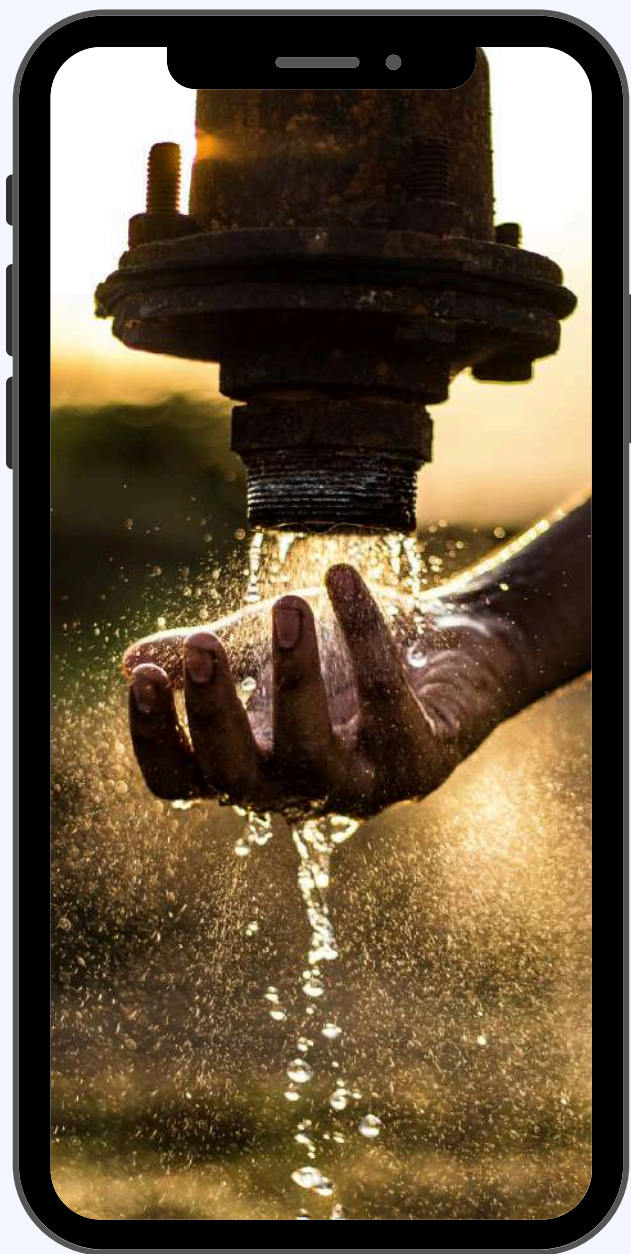
| YEAR | 2023 | 2024 | Target for 2025 |
|------|-------|-------|-----------------|
| | 19.24 | 20.76 | 19.00 |



ENERGY USE: Our target is always to remain below our baseline from 2023 which is 19.24 kWh/guest night.

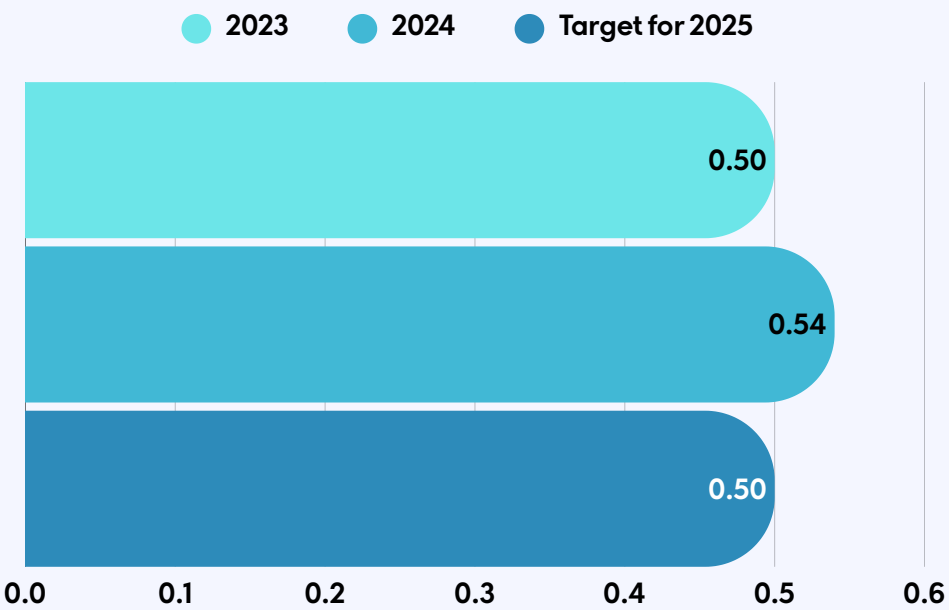
MEASURING AND MONITORING PERFORMANCE

WATER MANAGEMENT STATS



Water Consumption m3/Guest night

| YEAR | 2023 | 2024 | Target for 2025 |
|------|------|------|-----------------|
| | 0.50 | 0.54 | 0.50 |



WATER USAGE: As per the table above, our AVG water usage for 2023 was 0.50 m3/Guest night. Unfortunately, we increased our consumption per guest night during 2024. For 2025, we will try to reach our 2023 baseline of 0.50 m3 per guest night.

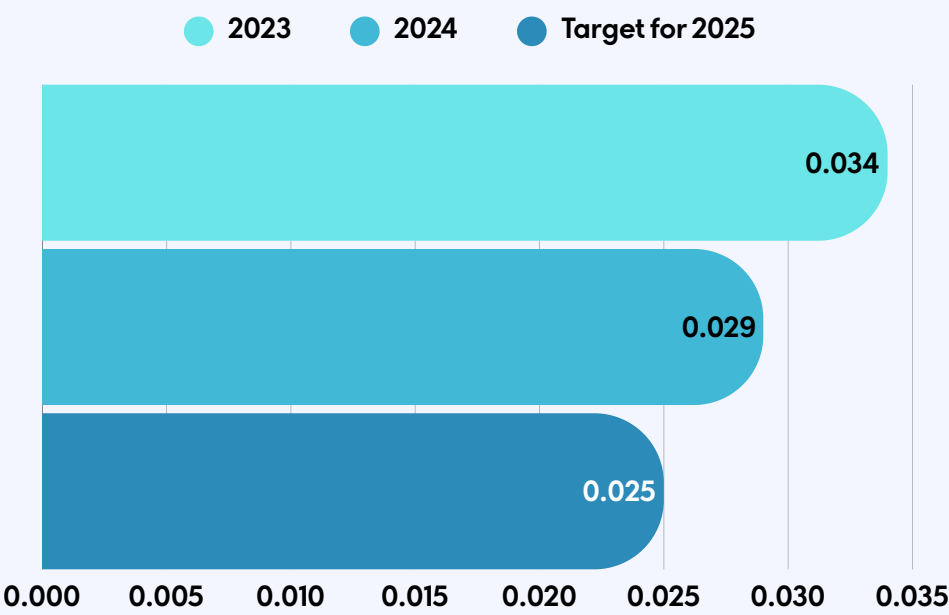
MEASURING AND MONITORING PERFORMANCE

WASTES MANAGEMENT STATS



Wastes kg/Guest night

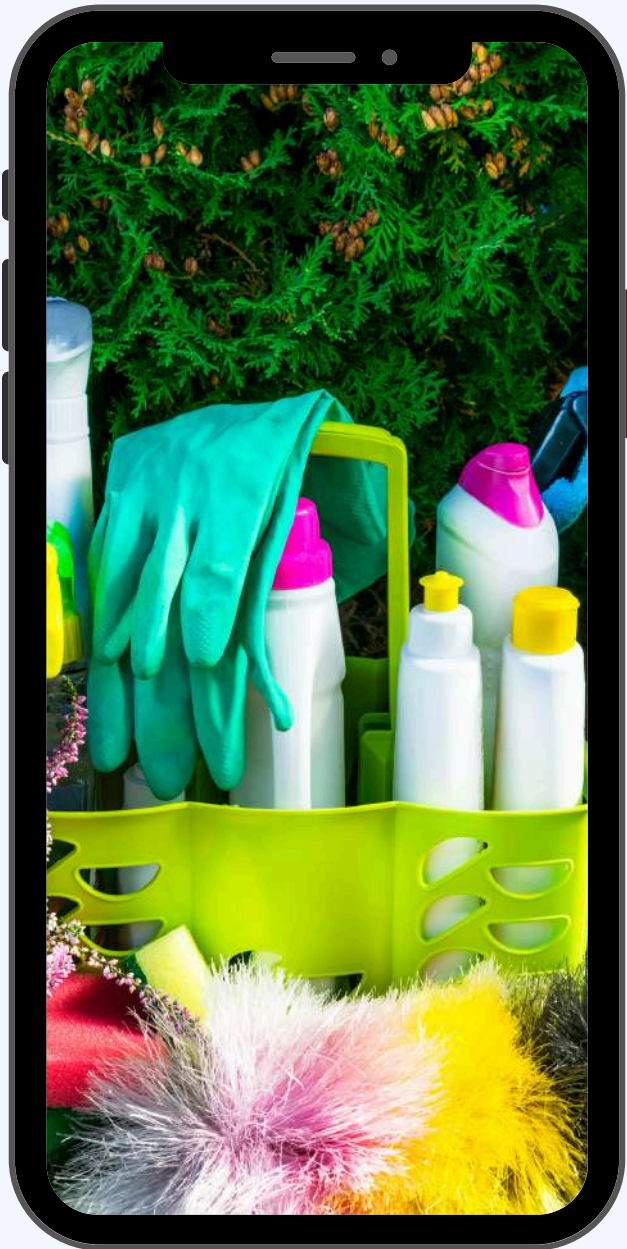
| YEAR | 2023 | 2024 | Target for 2025 |
|------|-------|-------|-----------------|
| | 0.034 | 0.029 | 0.025 |



The reason behind our success with decreasing our wastes consumption per guest night, is mainly due to us finding a recycling partner for all our used glass bottles. During 2025, we will of course continue with this partnership.

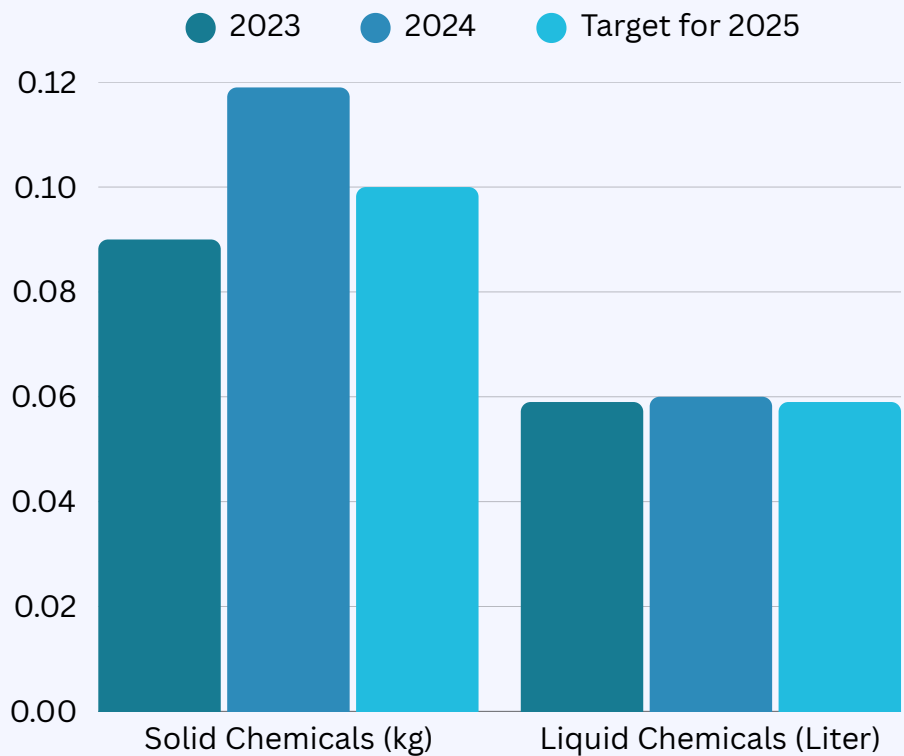
MEASURING AND MONITORING PERFORMANCE

CHEMICAL MANAGEMENT STATS



Chemicals Consumption kg and L/Guest night

| YEAR | 2023 | 2024 | Target for 2025 |
|--------------------------|-------|-------|-----------------|
| Solid Chemicals (kg) | 0.09 | 0.119 | 0.1 |
| Liquid Chemicals (Liter) | 0.059 | 0.06 | 0.059 |



Our 2025 target for solid chemicals is to lower our use to be maximum 100 g per guest night.
Our use of liquid chemicals 2025 target is not to exceed 2023 baseline of 59 ml per guest night.

ACTION PLAN

ENVIRONMENTAL POLICY

Sunwing Kamala Beach believes that continuing success in the hotel depends on:

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



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 but 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 company is committed to the environmental targets it has set itself, using material and human resources to achieve the targets. We make this policy known to our guests and staff. 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

- Sunwing Kamala Beach to continue achieving the Travelife Gold Award.
- Ensure a continuous reduction in the consumption of natural resources.
- Ensure that all new employees are informed of our environmental activities by completing training in basic environmental and Sustainability issues and business-related environmental aspects every year.

01 Install Water saving Aerators in ALL Kitchen areas.

Do follow ups so All Guest room taps in kitchenette and bathroom Aerators are in place, good condition and working well.

02 Single-use products

Carry out an audit in our 2 Restaurants/3 Bars what single-use products we are using and the reason for their use. Look for alternative products if needed.

03 Single-use products

Carry out an audit in our 2 Kitchens what single-use products we are using and the reason for their use.

04 Single-use products

Carry out and audit in our House Keeping department what single-use product we are using and the reason for their use.

05 Greywater Reuse

Increase our use of Grey Water irrigation at our Garden areas.

06 Children day Celebration

Make monetary donations to Local Government arrangement for Children day Celebration arrangement at Kamala Public Park. Actively take part with staff and booth at the Celebration.



Plant Coconut tree 07

Plant Coconut tree seedlings on our part of Kamala Beach shores in order to lower erosion and increase walkway beauty.

Beach Cleaning 08

Take part and Join all arranged Beach Cleaning arrangements and campaigns during all year. Continue to sponsor and set up Garbage bins along part of Kamala Beach walkway. (Handling all collected trash and garbage.)

Support our Local Police station 09

Support our Local Police station operation whenever requested and needed. For example Donation of desk computers or Air condition unit

Yearly Beach Cleaning 10

Arrange at least One Yearly Beach Cleaning day activity in Cooperation with a Major Touroperator /Agent. Continue our Daily Beach Cleaning routine of the Public Beach in front of our Hotel

Clean Up Kamala River 11

Plan and arrange a Clean Up activity of our part of Kamala River that passes near by the Resort and enter into the Sea at Kamala Beach

Food waste collection 12

Establish a contact with a local pig farmer and set up a routine for a daily food waste collection.

Sustainability Action Plan 2025



ACKNOWLEDGEMENT



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ติดต่อสอบถามข้อมูลรายละเอียดต่างๆ เกี่ยวกับ Sustainability Report ภาษาไทย

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ทางเรามีความยินดีที่จะตอบกลับท่านเสมอ




Mr. Johan Magnusson
Resort Manager



THANK YOU

