



Sustainability report

SUNWING BANGTAO BEACH 2023

SUNWING 
FAMILY RESORTS



Presentation of hotel facilities

Sunwing Bangtao Beach is located in Bangtao Beach on the west side of Phuket Island. The hotel was built in 2006 and extends over an area of 10 acres plot of land.

- Back of the house areas with operational facilities such as store rooms, linen room, staff areas (canteen and hygiene facilities), offices & maintenance facilities.
- Ground floor with reception/lobby, kids club, medical clinic, lounge, luggage room and souvenir shop.
- With 8 buildings and a total of 313 guest rooms.
- Gardens with massage salas, table tennis, beach/sandy volley ball court and designated smoking areas.
- A Fitness Room and 1 Gym
- 2 Restaurants
- 6 Outdoor Swimming Pools (4 family/adult pools + 2 kids pool)

Sunwing Bangtao Beach accommodates approximately 121,340 guests during the summer season and around 194,350 guests during the winter with a team of 136 employees year-round.

- Our hotel offers unparalleled hospitality, catering guests from every corner of the globe, with the majority of them coming from the European countries such as Scandinavia, Germany, Russia, Poland, Kazakhstan, France and also Australia and China.
- The hotel staff comprises primarily of Thai employees, with additional members from the Philippines and Myanmar. Also, a small number of Nordic staff to cover Shows, Fitness and Lollo & Bernie Club (During Oct–Apr).
- We have and communicate a clear and comprehensive statement of policies.
- We are striving to reduce our use of energy and water, and to re-use and recycle as much as possible wherever it's practical and possible.
- We are looking for new ideas to develop and integrate sustainable technologies and equipment in our operation.
- We are monitoring and measuring our environmental performance on a monthly basis.
- We are providing the necessary resources to meet our objectives and targets and on-going training for our staff on environmental, social and health & safety issues.
- We are communicating our policies practices and programmes to all our staff, guests, suppliers and the public..



Energy use

Despite the continuous improvement in the services offered to Sunwing Bangtao Beach guests, our efforts to continue decreasing our energy consumption remains. This has been challenging for the last couple of years due to Covid/pandemic -- with several restrictions in operation, shorter seasons and lower occupancy, negatively affecting the achievement of our targets and goals.



	2020-21	2021-22	2022-23	2023-24 Target
Electricity (kWh)	568,980	1,350,900	2,855,940	
Electricity (kWh/guest night)	92.79	43.71	21.47	20.00

MEASURES TAKEN:

- All/100% of the hotel's old light bulbs have been replaced by LED ones.
- Timers have been installed for the controlled operation of outdoor lights.
- All lightings and air conditioners in guest rooms are controlled by means of energy saver switches activated with magnetic key cards.
- Installation of low-flow tap aerators in all guest rooms to decrease both water & energy consumption.

- We provide information to guests and hotel staff by having environmental information stickers/signs.

Water use

In addition to the protection of energy resources, the reduction of water consumption is a central aspect of our hotel. Despite the continuous improvement in the services offered to Sunwing Bangtao Beach guests, our efforts to continue decreasing our water consumption remains. This has been challenging for the last couple of years due to the Covid /pandemic -- with several restrictions in operation, shorter seasons and lower occupancy, negatively affecting the achievement of our targets and goals.



	2020-21	2021-22	2022-23	2023-24 Target
Fresh water m ³	20,612	46,231	62,138	
Total water consumption/guest night (ltr/GN)	3361.38	1495.91	566.25	450.00

MEASURES TAKEN:

- Flow restrictions have been installed in all rooms and regularly checked.
- Installation of sensor faucet in public toilets' hand washing sink.
- Daily watering of garden areas has been re-scheduled to be done before 10.00.
- Treated gray water are partly being used for watering of gardens.
- Installation of low-flow shower heads in all guest rooms.
- Water conservation information signs/stickers are in place (linen/towel changing cards) in guest

- rooms and around public areas, providing information to the guests on how to conserve water.
- Conducting regular maintenance of swimming pools in order to prevent leaks.

Waste

Unfortunately, the Covid restrictions and Health & Safety strict protocols, including limited numbers of persons in common areas, the increase use of gloves, masks, food portions, in combination with very low occupancy, made it substantially more difficult for us to maintain and reach our targets and goals the last couple of years.

MEASURES TAKEN:

- Encourage our hotel guests to separate their wastes. Recycling/garbage separation stations are placed strategically around the resort areas.
- Recyclables such as cardboard papers, plastic bottles, tin cans, metal scrap of different kinds and used grease/oils are sold and collected.
- Hazardous/dangerous wastes such as batteries, lamp bulbs, printer toners, used paint buckets etc., are collected by a certified recycling company.
- We don't buy or use small quantities of shampoos, soaps, conditioners, or single breakfast portions



- of yoghurt, sugar butter or marmalade etc.
 - Refillable soap/shampoo/conditioner dispensers are used in all guest rooms and public toilets.
- Our restaurants have faced-out single use plastic take away products, such as straws, coffee spoons, take away containers and bags.

	2020-21	2021-22	2022-23	2023-24 Target
Sorted Waste	318	5,122	11,214	
Sorted Waste per bed night/kg	0.05	0.17	0.08	0.08
Unsorted Waste	13,970	71,240	148,820	
Unsorted Waste per bed night/kg	2.28	2.31	1.12	1.00

Labour & human rights



At Sunwing Bangtao Beach, we strive to provide a safe workplace where human rights are respected in accordance with the collective agreements with the unions and the applicable legislation. We are

an equal opportunity employer and we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operated.

EMPLOYEES	2020-21	2021-22	2022-23	2023-24 Target
Male	37	36	65	
Female	46	40	71	
Local	74	63	98	
Other Nationalities	9	14	38	

Whilst we encourage non-discrimination, we employ a large number of local people to support local community where the hotel operates. Our target for 2024 season is to employ at least 80% local staff. The greatest asset of Sunwing Bangtao Beach is our employees, and we invest heavily in their continuous

training and development and the upgrading of their skills. We prioritize safety, skill development and innovation and during the year we have arranged 14 different trainings for our team members.

Code of Conduct and Ethics

Sunwing Bangtao Beach is strictly following/applying the NLTG/Sunwing Resort & Hotels' supplier code of Ethics and Conduct sets out the minimum standards of business behaviour expected of Suppliers, who must have processes in place to monitor and maintain these standards, including within their own supply chains. Suppliers must comply with child protection laws, including United Nations Convention on the Rights of the Child and the international Labour Organization Convention Numbers 138 and 182. Suppliers must also comply with local laws regarding the minimum age of employees and all legal requirements for the work of authorized young workers, particularly those relating to hours, wages and safe working conditions.

NLTG Supplier Code of Conduct

COMMUNITY AND SOCIAL ACTIVITIES (EVENTS AND DONATIONS)

- Organizing Blood Donation on a quarterly basis.
- Weekly Beach Cleaning
- Funeral support and donation for staff and their families.
- Participating in Children's Day by providing school supplies and food for the children within the community.
- Providing contributions and assistance to the local Buddhist Temples.
- Giving contributions and aid towards the construction of a mosque in our community.
- Donations and assistance are being provided to the Thai Red Cross Society in their efforts to combat the emerging disease epidemic, such as Covid.
- Collaborated with universities in Phuket for our TRAINEE program (On-the-Job training).

CONTACT US:

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