

NOVOTEL

Sustainability Management Plan

NOVOTEL PHUKET KATA AVISTA RESORT & SPA





Image: Novotel Phuket Kata Avista Resort & Spa

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Message from the Leader

At Novotel Phuket Kata Avista Resort & Spa, we understand the importance of preserving our planet while providing distinct and memorable experiences to our guests. From implementing sustainability initiatives to protecting cultural heritage and supporting local communities, we strive to create a positive impact that goes beyond our property.



MASSIMO BERNARDI
General Manager

Our Statement

Novotel Phuket Kata Avista Resort & Spa, a part of Accor, is committed to the environmental and social responsibilities and implementing ESG strategies to look after our people in the society and to protect our planet.

The management team and all employees at the Novotel Phuket Kata Avista Resort & Spa, accept our tasks and recognize our roles in minimizing the impact of tourism activities on the environment. The management team and all the employees endeavor to perform their tasks in line with the set procedures and the businesses policy. Novotel Phuket Kata Avista Resort & Spa is committed to comply with Environmental Laws and Regulations as we seek to contribute to a more sustainable future. We endeavor to find solutions to optimize energy and water consumption, as well as reducing food waste, paper consumption and waste production, restricting the negative impacts in running our business, considering the air, water, and soil by means of effective environmental management systems as we train our employees to help look after, our environment.



The primary purpose of the Sustainability Management Plan is to guide decision-making management and the daily populations of a resort in a sustainable manner, considering the environmental, social, cultural quality and health and safety issues. Novotel Phuket Kata Avista Resort & Spa is committed to communicate this plan to our employees, guests and stakeholders associated with our business.

Our Goals

- 1 Improve energy efficiency
reduce total energy consumption while maintaining high quality service.
- 2 Enhance water conservation
reduce water consumption in the property.
- 3 Reduce waste production
reduce back of house, operational, waste generated with a recycling policy, as well as key KPI to reduce food wastage in all outlets, including our employee canteen
- 4 Contribute to a better natural positive environment
reduce back of house, operational, waste generated with a recycling policy, as well as key KPI to reduce food wastage in all outlets, including our employee canteen.
- 5 Promote social elevator to put people at the heart. Reduce back of house, operational, waste generated with a recycling policy, as well as key KPI to reduce food wastage in all outlets, including our employee canteen.
- 6 Sustainability awareness of all stakeholder. Sustainability management plan should be supported by the following policies and procedures with other supporting documents as much as possible with corporate, provincial, and even federal backing.

Our Goals

Sustainability Management Plan should be supported by the following policies and procedures with other supporting documents as much as possible with corporate, provincial, and even federal backing.

- ✓ Health, Safety, Environmental Policies
- ✓ Waste Management Plan
- ✓ Purchasing Policy
- ✓ Recruitment Policy
- ✓ Code of Business Conduct and Ethics

The Sustainability Management Plan should be reviewed every year and updated with the latest information and legislations if required with all stakeholders.

Our Scope

The scope of Sustainability Management Plan covers all initiatives and activities at the Novotel Phuket Kata Avista Resort & Spa and its integration with all colleagues, customers, suppliers, business partner, owners, and other stakeholders

Key Areas & Initiatives

1. Environmental

Novotel Phuket Kata Avista Resort & Spa will be actively involved in conserving natural resources, reducing pollution, conserving biodiversity and ecosystems, protecting natural landscapes, and promoting environmental activities in the local community

2. Social Commitment

Novotel Phuket Kata Avista Resort & Spa will be involved in a corporate social responsibility and a community development. Enhance local employment, fair trade supporting local entrepreneurs, respecting the local communities, implementing a policy against commercial exploitation along with the employee and child act

3. Quality Improvement

Novotel Phuket Kata Avista Resort & Spa will contribute to improving local economy and the well-being of surrounding communities through inclusion of local ownership and local sourcing

4. Health & Safety

Novotel Phuket Kata Avista Resort & Spa complies with the established Local Health and Safety Regulations while ensuring both hotel guests and our team members are safe in the hotel environment. Safety Managers and Security Officers are on a full-time basis to ensure that we comply with all relevant legislation.

- Health, Safety, Environmental Policies
- Waste Management Plan
- Purchasing Policy
- Recruitment Policy
- Code of Business Conduct and Ethics

The Sustainability Management Plan should be reviewed every year and updated with the latest information and legislations if required with all stakeholders.

Sustainable Management

IN THIS SECTION A.

- A 1 Implement Sustainability Management System
- A 2 Legal Compliance
- A 3 Employee Training
- 04 Customer Satisfaction
- 05 Accuracy of Promotional Materials
- 06 Interpretive Tourism
- 07 Local Zoning, Design and Construction
- 08 Communication Strategy
- 09 Health and Safety

Implement Sustainability Management System

Novotel Phuket Kata Avista Resort & Spa shall establish and maintain the Sustainability Management Plan (SMP) by complying with the requirements included within this section. There are numerous elements that make up the SMP as shown below:

Legal Compliance

Novotel Phuket Kata Avista Resort & Spa is licensed according to the National Law and is complying with all relevant international and local legislation and regulations, including Health, Safety, Labor, Environmental, and Insurance policies

Employee Training

As part of our policy, our employees benefit from training opportunities throughout their careers. Our full-time dedicated T&C manager has developed Learning & Development programs toward the goal of our Sustainability Management Plan (SMP) by infusing environmental and sociocultural literacy and health and safety practices into the programs.

Training programs that have supported this key area include:

- Diversity & Inclusion Training
- ACCOR Ethics & CSR Charter Training
- WATCH Awareness Training
- Natural Disaster Awareness Training – Earthquake and Tsunami

Customer Satisfaction

Sustainability is at the forefront of our operations, embedding across the brand and throughout the guest experience. We have an internal communication channel called Voice of Guest (VOG), which we utilize TrustYou platform to collect and analyze guest satisfaction from various channels.

This feedback management tool allows us to understand guests needs and help identify areas to prioritize for improvement.



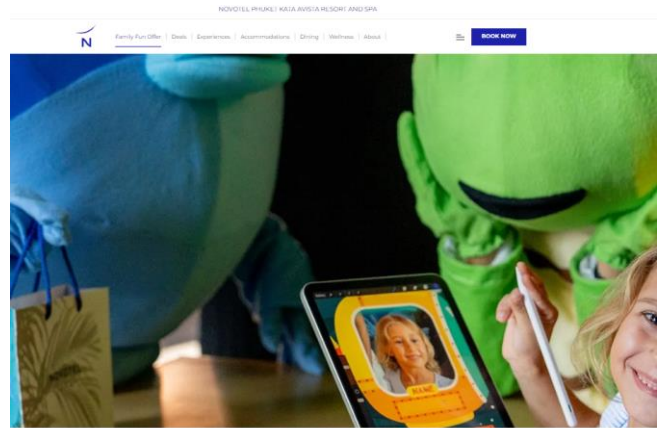
How satisfied are you with the hotel's sustainable development initiatives? 90 / 100

Please, tell us more:

Glass bottles, less use of plastic

Accuracy of Promotional Materials

All communication regarding promotional materials at Novotel Phuket Kata Avista Resort & Spa is transparent through our marketing team. The marketing collaterals either on-line or off-line are created by our marketing team, approved through Accor hotels to ensure that our communication is consistent with the brand standard, and is transparent and aligned with our business goals.



Interpretive Tourism

We inform our guests about the local environment, local culture and heritage, through various means, via TV systems, in-house marketing collateral, and also verbally from our colleagues. Community lectures, both nationally and provincially are carried out to further educate our employees on the measures of sustainability to be practiced and maintained.

Travel light, travel right

Take a sustainable approach to travel by keeping it simple and local. Immerse yourself in the best of Phuket by connecting with the nature and culture that make it special.

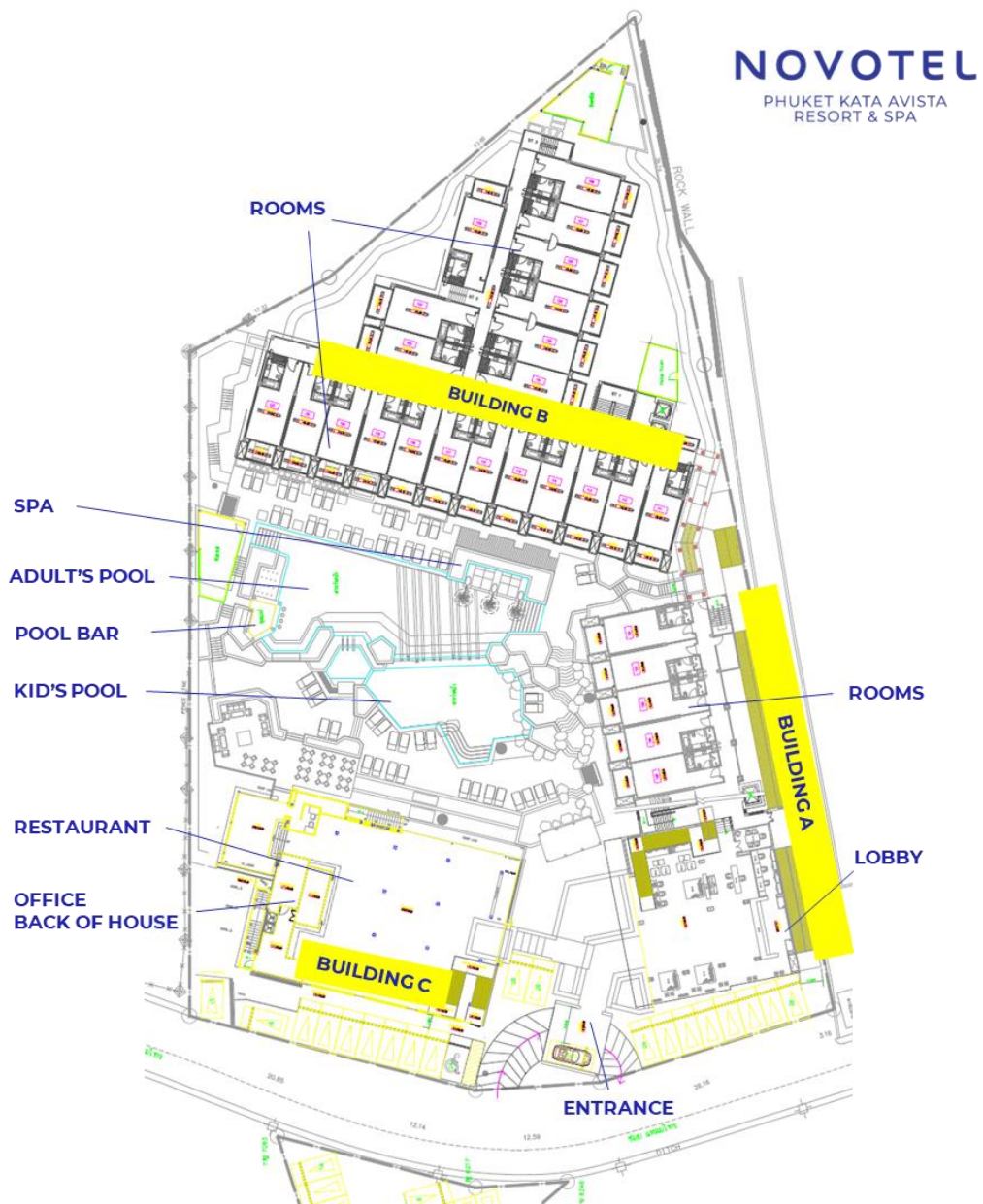
Nature:
 Leave the crowds behind and climbing the trail from Karon to the Big Buddha. Take in the biodiverse plants and animals along the way and learn why they're vital to the ecosystem. You may even be inspired to support conservation efforts.

Culture:
 It's a new place, but you can still feel at home here. Explore with a local focus to get comfortable with the Southern Thailand. Here are some pointers:

- Sights:** Sometimes, the most interesting experiences are in the everyday bits of life. Seek out local-led experiences or visit the communities. Interacting with locals will open your eyes to a new world—their world. *Our ideas: Phuket Old Town, Kata Street Market, and Rawai Seafood Market*
- Food:** People eat so deliciously differently around the world. Find here our selection of restaurants that focus on local flavors.



Local Zoning, Design and Construction



Novotel Phuket Kata Avista Resort & Spa was firstly opened in 2009, consists of 143 rooms, 2 Food & Beverage outlet and Spa and is in full compliance of EIA.

Communication Strategy

Novotel Phuket Kata Avista Resort & Spa knows that strong collaboration and partnerships are essential to achieving the sustainability goals. This requires clear, impactful communication that promotes the development of a shared vision for sustainability.

To promote environmental awareness of our guests:

- Electronic communication is given preference in all our external communication (e-brochures, e-flyers, e-newsletters, e-greeting cards, e-bills). To encourage our guests not to print these communication
- Cleaning of room linen and bathrooms is provided on request
- Our dry amenities are biodegradable and zero single-plastic
- We encourage our guests to use transport that creates little or no pollution: public transport, bicycle, e-scooters, or hotel shuttle van service
- Our commitment extends to our restaurant with some menus being based on local, seasonal dishes

To increase our employees' sense of environmental and sociocultural responsibility, we have implemented CSR programs that affirm our commitment, and which will enable us to achieve the goals we have set.

- Appropriate training: each employee is following training programs required by ACCOR Hotels.
- Our internal communication whenever possible is electronic
- Posters promoting Reduce, Reuse, Recycle and 'No Plastic on Friday' campaign are displayed in offices and back offices. Key points are presented with a view to promoting waste reduction and using reusable items
- All employees are encouraged to provide input over their improvement ideas
- Environmentally, friendly signage in guest rooms, encouraging and minimizing, the washing of towels and linens, and has a positive impact on the environment

Health and Safety

Our Goal: work safely at all times; think about hazardous prevention in all that we do, minimize accidents so that we have employees that can feel comfortable and confident at all times in our work environment and be proud of our commitment to safety.

The management of Novotel Phuket Kata Avista Resort and SPA has developed a comprehensive accident and injury preventive program, supporting the goal of this program to minimize the frequency and severity of accidents involving employee members so that it does also comply with local laws and regulations related to our hotel and team.

The program has been designed to eliminate physical hazards from the work environment, and to train employees of best work practices. A full-time safety Manager (LP) is employed and carries out regular inspections and audits around the property within the departments to spot incorrect defects in support of this policy. Security officers and HR department will also perform regular trainings, incorporating with executive managers to support this important initiative.

Accident Prevention is the key element of maintaining safety at workplace in any successful organization. We do recognize that workplace accidents not only cause physical and mental pain to our employees but also costly in terms of loss of work time, loss of productivity, and I which may lead to a decrease in profit. The prevention of any accidents if done effectively, can have a significant impact on employee's health and well-being and on an organization's productivity for our business.

The program cannot succeed without the full cooperation of all employees. Everyone must be supportive on our safety initiatives, and everything that we do on the job. We are confident that with a sincere and concentrated effort from all stakeholders are safety goals Can and will be achieved.

As per national law (EIA), we follow strict security, environmental, health and safety laws, regulations and procedures to conserve and protect the environment, and create a workplace, where we strive to bring the best out of our colleagues, whilst avoiding the risk of injury.

Colleagues are appropriately, trained and attendance recorded to ensure they are aware of the health and safety issues while working with employees and guests are aware of the hazards by using appropriate Signages, and other forms of communication

Novotel Phuket Kata Avista Resort and SPA, and its colleagues and all departments have been trained on basic First Aid and life-support, and Fire safety.

Purchase and operating policy for all mechanisms, equipment and facilities that they be as environmentally friendly as possible lol emissions and consuming minimum energy. We have an experience engineers and technicians who maintain the facilities, etc. so that we have constant checks on everything working in good condition with a preventive maintenance program.

All necessary and mandatory safety requirements for the same are in order such as risk assessment and personal protective equipment.

Local Law-enforcement agencies, frequently visit the premises to ensure all emergency systems are in place.



The hotel participates in yearly reviews through BARE, Accor hotels and hotel compliancy, Safety and Hygiene audit, and Service audit.

All new and existing food and beverage / kitchen employees are trained on safety procedures to ensure our compliance to food and safety management systems, supported by Diversey

Socio / Economic Contribution

IN THIS SECTION B.

- 01 Community Development
- 02 Local Employment
- 03 Fair Trade
- 04 Support Local Entrepreneurs
- 05 Respect Local Cultures
- 06 Exploitation
- 07 Equitable Hiring
- 08 Gender Quality
- 09 Employee Protection
- 10 Access to Basic Services

Community Development

We are committed to making life for its people and our planet better. We have established and created an ESG committee a group of passionate leaders from all departments who will be driving all environmental and green initiatives, which include our T&C Manager and General Manager.

ESG Committee is responsible for:

- Continue to develop a core sustainability initiatives from Accor planet 21 to new Green Globe certification
- Ongoing development “green” initiatives in all areas throughout the resort, both Front and Back of House on conservation and waste reduction
- Continuing to build and support the local community on environmental policies and initiatives
- Ensure consistent and updated communication is trained between managers, operational staff, and guests

At Novotel Phuket Kata Avista Resort and Spa, we take pride in our actions to increase the awareness between colleagues, and all stakeholders, making them act in a way that supports our environment, each day, along with a sense of ownership on how we all can be part of the solution

Our ESG committee is taking vital initiatives in all departments to ensure we are using all resources of energy, efficiently and safely. It is our goal to reduce the water consumption as well as reducing our waste

ESG committee initiatives

- Removing all single-use plastic items from the operations such as straws, laundry bags, plastic bottles,
- Choosing sustainable alternatives for hotel amenities including the packaging
- Eliminating plastic single use water bottles to be replaced with glass
- Take away restaurant boxes to be replaced with biodegradable containers
- Sourcing local suppliers, constantly research, and sustainability options with all departments Local CSR – programs and initiatives.

Local Employment

Supporting and developing our employees and members with Accor hotels trainings, and initiatives. Novotel Phuket Kata Avista Resort & Spa, proactively supports the recruitment and development of local Thai nationals at numerous positions, including managerial level, and operational support. Hiring our team within the local community of Phuket offers an opportunity to support the community and mentor young professionals to grow into leadership roles across the region.

Fair Trade

Novotel Phuket Kata Avista Resort & Spa is committed in dealing with authorized local suppliers and official distributors who offer supplies required by the hotel with the highest level of quality in the market. Our priority is to select key suppliers who provide eco-friendly products, and ensure they have certified credentials.



Support Local Entrepreneurs

Our purchasing policy is to support the local community as much as possible in contribution to minimizing the carbon footprints

Respect Local Cultures

Novotel Phuket Kata Avista Resort & Spa is tailored to the local market, by the locals.

- A design and atmosphere that resonates with the locals with great cultural sensitivity
- A service offering adapted to the local market
- Relevance for both domestic market as well as the international visitors seeking authentic local experiences

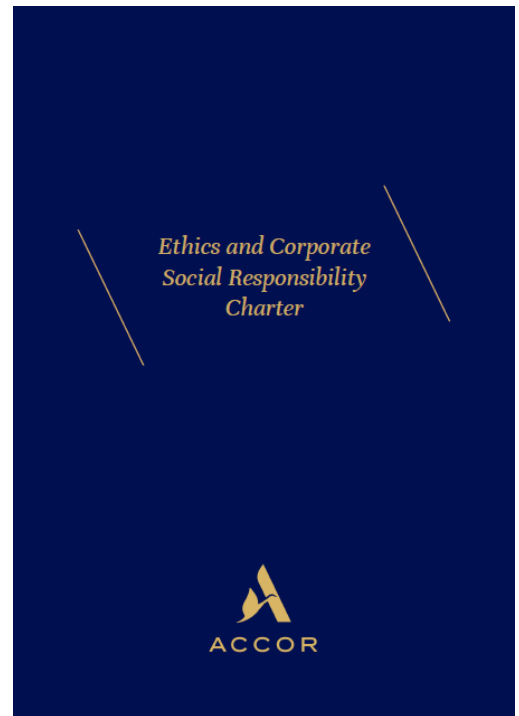


Exploitation

Novotel Phuket Kata Avista Resort & Spa is strictly complying to the Thailand Labor Law, and its relations. Hence, all policies are in place against the employment of children, discrimination, sexual harassment, and exploitation, supported by:

- Equal employment, opportunity, and diversity.
- Ethical behavior policy
- Code of business conduct and ethics supported by Accor global charter

The attached evidence on Business compliance with domestic labor laws and social rights regarding exploitation are pdf files of Social Security Fund, Hotel License, Employee Handbook, Work Compensation Fund and Code of Conduct.



Equitable Hiring

We believe there is strength in unity, and power in diversity. What that means is a culture of inclusion that welcomes everyone. Our approach to diversity is comprised of 4 key areas of emphasis: gender diversity, integration of people with disabilities, a breadth of ethnic, social and cultural origins, and support of the LGBTQIA+ community. Diversity, equity & inclusion is a living mindset which is embedded into the very culture of our company. We actively work to ensure that Accor is a safe, welcoming place where ALL Heartists and guests are offered equal opportunities, experiences and voice.

Gender Equality

Novotel Phuket Kata Avista Resort & Spa is committed to gender equality as a real practice, in the influences of all the procedures and processes implemented to ensure equal opportunity and prevent discrimination. 50% of our Welfare Committee is Women. Employees or prospective employees are not discriminated against due to their gender.

Employee Protection

Salaries and benefits, meet national regulations and all payments required by law into Social Security funds and personal income taxes are made on behalf of the employees. Overtime is paid for hours worked according to Thailand labor law. Weekly hours and working hours do not exceed the legal max established by the Thai labor law, however, being a hospitality industry at times overtime is required. Hours are paid accordingly within the policies outline. Unanimous Hotline is also available to support and report any abuse, harassment, or corruption that a team member may wish to report.

Access to Basic Services

Activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business generate several secure jobs to support and promote a positive influence within the Kata community.

Cultural Heritage

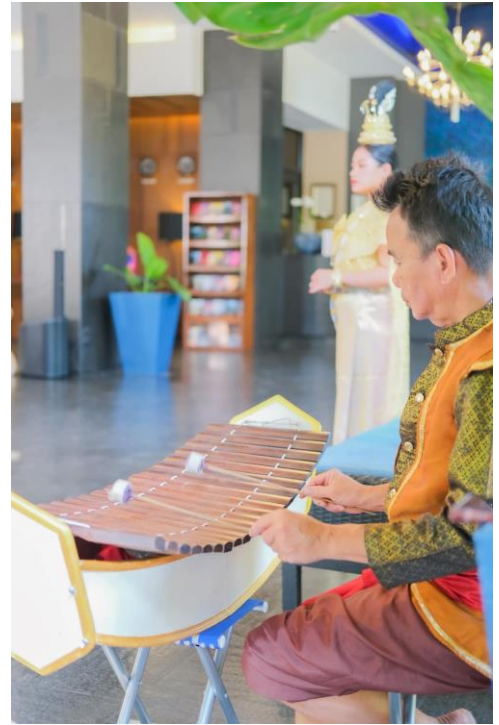
IN THIS SECTION C.

- 01 Code of Behavior
- 02 Incorporation of Culture

Code of Behaviour

All the employees at Novotel Phuket Kata Avista Resort & Spa are trained to guide guests towards the cultural sites and events, and / or entertainment and restaurants that embraces the authenticity of Thai culture. We are proud to integrate Thai culture into hotel service standard to promote cultural appreciation and embracing our heritage

- Historical and archaeological artifacts are not sold, traded or displayed in any which way our business does comply with the laws and standards concerning the protection of historical site and cultural, heritage by the Thai government
- A design and atmosphere that resonates with the locals, with great cultural sensitivity
- A service offering adapted to the local and sustainable experience
- Relevance for both domestic market as well as the international visitors seeking authentic local experiences



Incorporation of Culture

We integrate local art and cultural influences in guest experiences, aiming to create memorable experiences for guests and give a unique and authentic immersion with the local culture.

Offering local experiences by integrating elements from the local culture, tradition, and way of life

- Local art and decor
- Traditional music
- Regional delicacies

Environmental Commitment

IN THIS SECTION D.

- 01 Conserving Resources
- 02 Reducing Pollutions
- 03 Conserving Biodiversity, Ecosystems, and Landscapes

D 1 Conserving Resources – Purchasing Policy

D 1.1 Purchasing Policy

Novotel Phuket Kata Avista Resort & Spa is complying to Accor's Hotel Purchasing Guide with the purpose of **purchasing legally, purchasing responsibly, purchasing in total security, and purchasing better.**

Hotel under Accor brands have two options for the purchases: Ordering from nominated suppliers and non-nominated suppliers.

➤ Purchasing Legally

Novotel Phuket Kata Avista Resort & Spa complies with local regulations and international standards as fundamental and that our purchases associated with supplier must be based on

- Respect for Human and Labor Rights
- Respect for the Environment
- Anti-corruption policy
- Protection of personal data
- Quality, hygiene, and health safety policy

➤ Purchasing Responsibly

Novotel Phuket Kata Avista Resort & Spa complies with Accor's *Ethics and CSR Charter* and *Responsible Procurement Charter*, which are the fundamental to building a sustainable future and preserving our image.

1.21 Sourcing Responsibly – define the need

- Low-carbon purchasing
- Eliminating Plastic
- A responsible food offer such as reduce food waste or favor local and seasonal supplies
- Biodiversity

1.2.2 Sourcing Responsibly: select the right suppliers

1.2.3 Sourcing Responsibly: Contractual prerequisite

1.2.4 Presentation of the Accor Supplier nominating process: throughout contract lifecycle, Astore monitors compliance with the criteria through a "Supplier Control Plan" (audit plan)

➤ Purchasing in Total Security

Controlling health risks is fundamental and is our priorities as it is crucial for guests' health, the hotel's business and Accor's reputation.

➤ Purchasing better

Our aim of good practice in purchasing relate to the specification of the good or service, its overall consumption, its environmental and social added value, and the unit of the good.

D 1 Conserving Resources – Consumable Goods

D 1.2 Consumable Goods

With the awareness of Zero Waste, Novotel Phuket Kata Avista Resort & Spa carefully manages the process of purchasing of consumable and disposable products through measurement of purchasing activities and user performance to reduce waste and improve hotel operating costs.

D 1 Conserving Resources – Energy Consumption

D 1.3 Energy Consumption

Respect for the environment is at the heart of our concerns and our objective is to actively participate in its protection through our commitments. For Novotel Phuket Kata Avista Resort & Spa, to participate in the protection of the environment is to:

Reduce our energy consumption:

- To improve control of our energy consumption, we monitor our consumption of gas and electricity monthly, and that our monthly consumption is recorded on Gaia
- We strive to adapt our equipment and technical installations (low energy consumption light bulbs, motion sensors in offices and customer corridors)
- We carry out preventive maintenance, to ensure the correct functioning of electrical appliances.
- We promote the improvement of technical facilities and equipment with energy efficient standard
- Refrigerator and freezer temperatures are monitored on a constant basis
- Energy usage and reduction goals are monthly specified and monitored
- Guest room check-in protocol and policy has minimal use of lights and appliances
- Automatic and efficient temperature settings for various areas of the hotel



D 1 Conserving Resources – Water Consumption

D 1.4 Reduce our water consumption:

Optimized water consumption reflects the efficient operation and technical health of the hotel. Controlling water consumption in our resort means getting all parties involved, including room divisions, maintenance engineer and purchasing departments to handle the managerial and technical aspects.

At Novotel Phuket Kata Avista Resort & Spa, the first step in improving our water efficiency starts with establishing a water management plan which outlines our water-saving targets and the action plans to achieve them. This involves:

1. Identify all the areas that use water

This will include water use in food preparation, swimming pools, toilets, showers, grounds maintenance, cleaning and laundry. Our maintenance engineering team is responsible for track water meter usage on daily basis. This allows us to see how much water is being used by the property, as well as identify the areas of the greatest use.

2. Establish a water conservation plan

- Carry out a water audit to identify where the major water costs are and where savings can be made
- Set baseline for water saving for the hotel
- Encourage our team to get involved with their own suggestions for water reduction
- Provide training to our team to reduce water usage

- All data of water usage is uploaded on Gaia platform for tracking usage

3. Implement water-saving actions

- Install water flow regulators on basin faucets/taps
- Install water flow regulators on showers
- Install dual flush toilets
- Use efficient laundry equipment including choosing the adapted washing program and using washing machine at full capacity
- Propose to guests to reuse towels and sheets
- Conduct regular maintenance checks for leaks
- Housekeeping: providing training program to staff on ways to reduce water use, for example:
 - how many times to flush the toilet when cleaning
 - not to leave taps running or use excessive water
 - allow guests to opt for a linen and towel reuse programme

D 1 Conserving Resources – Food & Beverage

D 1.5 Food & Beverage

Accor developed a Healthy and Sustainable Food Charter with the aim to nurture an appetite for healthy and sustainable food and a waste free diet.

The charter is ambitious in its response to current food, health and environmental issues. Through this we focus on fighting food waste, protecting our guests' health, sourcing sustainable products. Controlled by business under best practice principles to ensure the safety of customers and minimize environmental impacts

At Novotel Phuket Kata Avista Resort & Spa, we incorporate a culture committed to food waste reduction into everyone's daily activities and routine.

- Communication to employees about food waste reduction through training programs
- Emphasizing of targeted food waste baseline on a monthly basis
- Including food waste targets in performance targets
- Including the business food waste policy in the orientation program

Food Waste

By rolling out an extensive food waste-reduction program and by giving food products a second life.

- Determine baseline in all areas of the hotel including canteen and lounge areas.
- Measure Food Wasted per category + Number of covers + F&B revenue
- Record in GAIA

Local Food

By offering at least 10 regional products and ensuring that 75% of our fruits or vegetables are seasonal.

- Identify local products that will add to the dining experience of guests
- Use seasonal fruits for guest amenities
- Adjust menus to align to seasonal changes
- Promote local products on menus
- Identify areas for hotel gardens
- Record in GAIA

Animal Welfare

By providing free-range or cage-free eggs (shell and liquid) only.

- Work with our suppliers so they adopt animal welfare practices.
- Identify supply that have adopted animal welfare practices.
- Promote free range options on your menus
- Ensure you have the certification of free range or cage free status
- Record in GAIA

D 1 Conserving Resources – Food & Beverage

Endangered fish

By banning six endangered fish species, as well as locally threatened fish from our menus.

- Source wild and farmed fish products from sustainable fisheries (MSC or ASC certified), where available.
- Ensure no use of the following banned fish species: Shark except spotted dogfish, Ray except thornback ray, Bluefin tuna, Grouper, Wild sturgeon caviar, Eel.

Single-use plastic

By removing single use plastic items from our food and beverage operations and providing eco-friendly alternatives.

- Comply with the Accor SUP removal project in all areas.
- Replace with endorsed home compostable solutions.
- Identify local solutions as required to compliment the Global requirements.
- Identify further products that can be removed.

Food Additives

By banning controversial food additives from five key products. By reducing fat and sugar content in our food.

- Remove palm oil or use certified sustainable palm oil.
- Ensure we do not use the following: Artificial sweeteners E951 (aspartame); azo dyes E102, E104, E110, E122, E124, E129; glutamates E620 à E625; antioxidants E320, E321, E385; paraben preservatives E214 et E219.

Responsibly Produced

By offering responsibly-produced coffee or tea at breakfast.

- Comply with the Accor preferred supplier agreements for Tea and Coffee
- Identify local solutions are required to compliment the Accor agreement
- Ensure we provide certified products by Rainforest, Fair Trade, Organic, WFTO or a local recognized body.

Dietary Needs

By offering balanced menus including vegetarian dishes and by catering for other special dietary needs and intolerances.

- Promote on your menus the range of Vegan, Vegetarian or alternative plant-based proteins available.
- Ensure gluten free, dairy free options are available
- Train staff on responding to dietary and allergy requirements.

D 2 Reducing Pollutions

D 2.1 Greenhouse Gas Emissions

To monitor and control our emissions of greenhouse gases, we have introduced carbon footprint assessment. This involves the collection of information, calculation of the total greenhouse gas emissions, the setting of reduction targets and the drafting of an action plan. Through its action plan, each entity commits - and thereby commits its suppliers, partners and employees - to reduce its emissions of greenhouse gases.

- Deliveries are limited with grouping and spreading of orders (e.g., no delivery of fresh products 2 days/week)
- Local suppliers are given preference
- Less polluting forms of transport are encouraged
- Non-toxic or environmentally approved eco-labelled cleaning products, papers and environmentally friendly amenities are preferred
- Ecolabel standard biodegradable cleaning and dishwashing products are preferred
- Cleaning concentrates and dilution control systems to minimize chemical use

D 2 Reducing Pollutions

D 2.2 Wastewater

- Collect and recycle used cooking oil through collecting into a specific container. When full, this container is collected by specialized company. The oil is then recycled for sustainable production of Biodiesel and eco-friendly Sustainable Aviation Fuel (SAF).
- Treat wastewater: we have the treatment plant installed on site which is connected to a public sewer system. Our maintenance engineering team keep records of regular analysis.
- Recycle grey water: the wastewater from sinks, showers, and baths are collected, stored, and recycled for landscape watering.

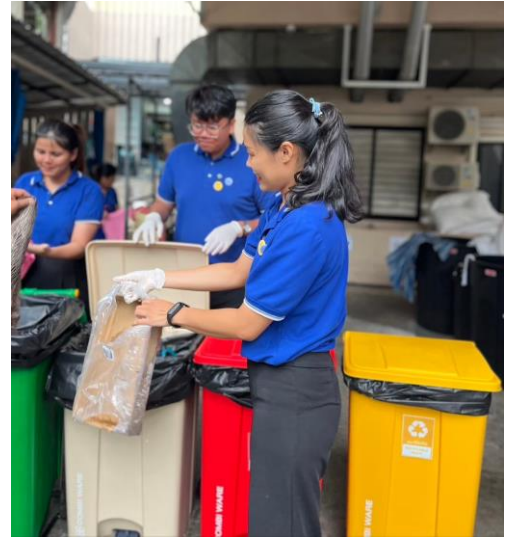


D 2 Reducing Pollutions – Waste Management Plan

D 2.3 Reduce our waste:

- **Limit the use of disposable packaging for the hotel supplies**
 - We reduce packaging and containers for our welcome products (e.g. elimination of cardboard for welcome products that are now placed in long lasting containers, reduction of plastic packaging for welcome amenities)
 - We are also reducing the packaging of our fresh products by promoting reusable or returnable packaging.
 - We sort and recycle our operational waste (e.g. collection of water in our guest rooms (sorting bins are provided in hotel public area) and in back-of-house area

- **Manage Purchasing**
 - Optimize purchasing to limit small orders which result in a high volume of packaging
 - We optimized the management and use of stocks and raw materials
 - Program to minimize procurement of waste-producing inputs in place



D 2 Reducing Pollutions

D 2.4 Harmful Substances

➤ Define hazardous materials

“A hazardous material is any substance that can cause injury, impairment to health or death to living organisms, or which can damage the environment through, for example being toxic, flammable, explosive, corrosive or infectious.”

1.1 Assess the hazards associated with the product's use

- Examine product information sheet and ensure that staff are using the appropriate concentration.
- Material Safety Data Sheets (MSDS) indicates the safe handling procedures and recommended responses to accidents

➤ Storage of hazardous materials

Ensure that any hazardous chemicals are stored separately and managed in a way that avoids over-stocking and in properly-labelled containers

➤ Engage external professional help to sort out storage codes and regulations

- Distribution System: Collect and keep in one place
- Maintenance and operations: Inventory records, Spill and leakage monitoring, Inspection records
- Leak detection / Spill prevention

- **Make sure staff understand the full package of requirements and support from the supplier** – e.g. technical advice, training, equipment and support materials. All relevant hotel staff are trained in the handling, use, storage, and disposal of chemicals.

➤ Minimizing chemical use

- Eliminate non-essential products, using products at the correct frequency, and using refillable containers to reduce waste disposal costs.
- Use less hazardous products which minimize health and safety risks of the operation
- Reduce chemical use and select cleaning products with a lower environmental impact which will help protect the quality of aquatic environment
- Use products with minimal packaging can help to reduce pressure on landfill sites and reduce any chemical run-off that can occur from such sites

D 3 Conserving Biodiversity, Ecosystems, and Landscapes

D 3.1 Wildlife Species

We are committed to preserving marine animals and resources through

- Reduce the quantity of waste generated, increase the proportion of waste collected and recycled, reduce the quantity of plastic used and increase its recycling in order to limit the physical pollution of marine aquatic environments

- Limit the chemical pollution of aquatic and marine environments by treating the wastewater discharged
- Reducing GHG emissions to limit ocean acidification (see 4.4.2);
- Limiting the intensity, frequency and scope of noise pollution in the marine environment and reducing the intensity, frequency and scope
- of light disturbance in aquatic and marine environments to limit disturbance to marine ecosystems
- Increase the share of extraction or purchase of sustainably exploited marine products
- Reduce the impact of operations on coastal and marine natural habitats and increase the share of projects taking into account the interest of local coastal communities to limit disturbance and artificialization of coastal and marine natural habitats
- Raise awareness of staff and clients on these subjects

D 3 Conserving Biodiversity, Ecosystems, and Landscapes

D 3.3 Landscaping

At Novotel Phuket Kata Avista Resort & Spa, our landscape (including hotel's ground and gardens) features mature trees, hedges, and meadows. We put every effort in preserving on-site mature trees.

Involve gardening specialist in planting and selecting type of vegetation

- Integrated plants into a building design that help provide natural protection
- Maintain natural hedgerows as they provide a habitat and source of food for birds and other wildlife, and they need little maintenance to keep them tidy, and they provide protection from intruders.
- Plant native species of trees, shrubs and wildflowers, which are adapted to Phuket climatic and soil conditions, and support much more wildlife.
- Choose plants giving careful thought to their water requirement

2. Use of Wastewater

- Grounds and Gardens: we adopt the use of Greywater from baths and sinks for landscaping watering to reduce the demand on mains water
- Water harvested from roofs is stored and used for gardening purposes.



D 3 Conserving Biodiversity, Ecosystems, and Landscapes

D 3.4 Biodiversity Conservation

Novotel has initiated a collaboration protection with WWF (World Wide Fund for Nature) aimed at protecting the ocean.

Novotel is launching a three-year plan, aligned with key UN priorities for ocean conservation. This initiative will focus on reducing marine pollution and ocean acidification caused by land-based activities, combating overfishing through sustainable fishing practices, and advancing scientific research to improve ocean health.












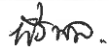
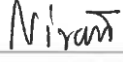
The Novotel Positive Impact Plan will be structured around four main pillars:

1. **Reduce Plastic, Water & Carbon Footprint Impact:** This pillar aims to empower Novotel hotels to implement action plans that reduce their environmental footprint, particularly focusing on plastic, water, and energy usage.
2. **Make Sustainable Food Choices:** Novotel plans to decrease meat and fish consumption, minimize food waste, and enhance sustainable seafood policies within its food and beverage operations.
3. **Enhance Education & Ocean Awareness:** The initiative will involve educating guests, hotel teams, and local communities about the importance of ocean conservation and how individuals can contribute positively.

4. **Contribute to Research & Innovation:** Novotel will collaborate with NGOs and invest in sustainable innovations to support ongoing research efforts aimed at preserving ocean health.

By implementing these initiatives, Novotel aims to make significant strides toward safeguarding the ocean's ecosystems and promoting sustainable practices within its operations and communities.

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