



Avista Hideaway Patong  
Resort & Spa  
MGALLERY PHUKET

AVISTA HIDEAWAY PHUKET  
PATONG MGALLERY  
**SUSTAINABILITY  
MANAGEMENT  
PLAN 2024**



Avista Hideaway Patong  
Resort & Spa  
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At Avista Hideaway Phuket Patong MGallery, 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.

**MANISH PRATAP**  
General Manager



|   |         |
|---|---------|
| Table of Contents   |         |
| Introduction.....   | .....   |
| Our Statement.....  | .....4  |
| Scope.....  | .....4  |
| Our Goal.....   | .....5  |
| The 4 Key Areas of Sustainability Management Plan .....   | .....6  |
| <b>Sustainable Management</b>                             |         |
| Implement a Sustainability Management System .....        | .....7  |
| Legal Compliance .....                                    | .....7  |
| Employee Training .....                                   | .....7  |
| Customer Satisfaction .....                               | .....8  |
| Accuracy of Promotional Materials .....                   | .....9  |
| Local Zoning, Design and Construction .....               | .....10 |
| Experiential or Interpretative Tourism .....              | .....11 |
| Communications Strategy .....                             | .....12 |
| Health and Safety .....                                   | .....12 |
| Disaster Management & Emergency Response .....            | .....12 |
| <b>Social Commitment</b>                                  |         |
| Community Development .....                               | .....14 |
| Local Employment .....                                    | .....15 |
| Fair Trade.....   | .....15 |
| Support Local Entrepreneurs .....                         | .....16 |
| Respect Local Communities .....                           | .....16 |
| Policy Against Exploitation .....                         | .....17 |
| Equitable Hiring .....                                    | .....18 |
| Employee Protection .....                                 | .....20 |
| Access to Basic Services.....                             | .....20 |
| <b>Cultural Heritage</b>                                  |         |
| Respecting Local Cultures .....                           | .....21 |
| Incorporation of Culture .....                            | .....21 |
| <b>Environmental</b>                                      |         |
| Conserving Resources.....                                 | .....22 |
| Reducing Pollution .....                                  | .....23 |
| Conserving Biodiversity, Ecosystems, and Landscapes ..... | .....23 |

## Our Statement

Avista Hideaway Phuket Patong MGallery, a part of ACCOR Hotels, 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 Avista Hideaway Phuket Patong MGallery, 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. Avista Hideaway Phuket Patong MGallery 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. Avista Hideaway Phuket Patong MGallery is committed to communicate this plan to our employees, guests and stakeholders associated with our business.

### Scope

The scope of Sustainability Management Plan covers all initiatives and activities at the Avista Hideaway Phuket Patong MGallery and its integration with all colleagues, customers, suppliers, business partner, owners, and other stakeholders

## 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**
- 5. Promote Social Elevator to Put People at the Heart**
- 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.

- ✓ 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.**

## The 4 Key Areas of Sustainability Management Plan

### 1. Environmental Commitment

Avista Hideaway Phuket Patong MGallery 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

Avista Hideaway Phuket Patong MGallery 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

Avista Hideaway Phuket Patong MGallery will contribute to improving local economy and the well-being of surrounding communities through inclusion of local ownership and local sourcing.

### 4. Health and Safety

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

# 1 | Sustainable Management

## **Implement a Sustainability Management System**

Avista Hideaway Phuket Patong MGallery 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**

Avista Hideaway Phuket Patong MGallery 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

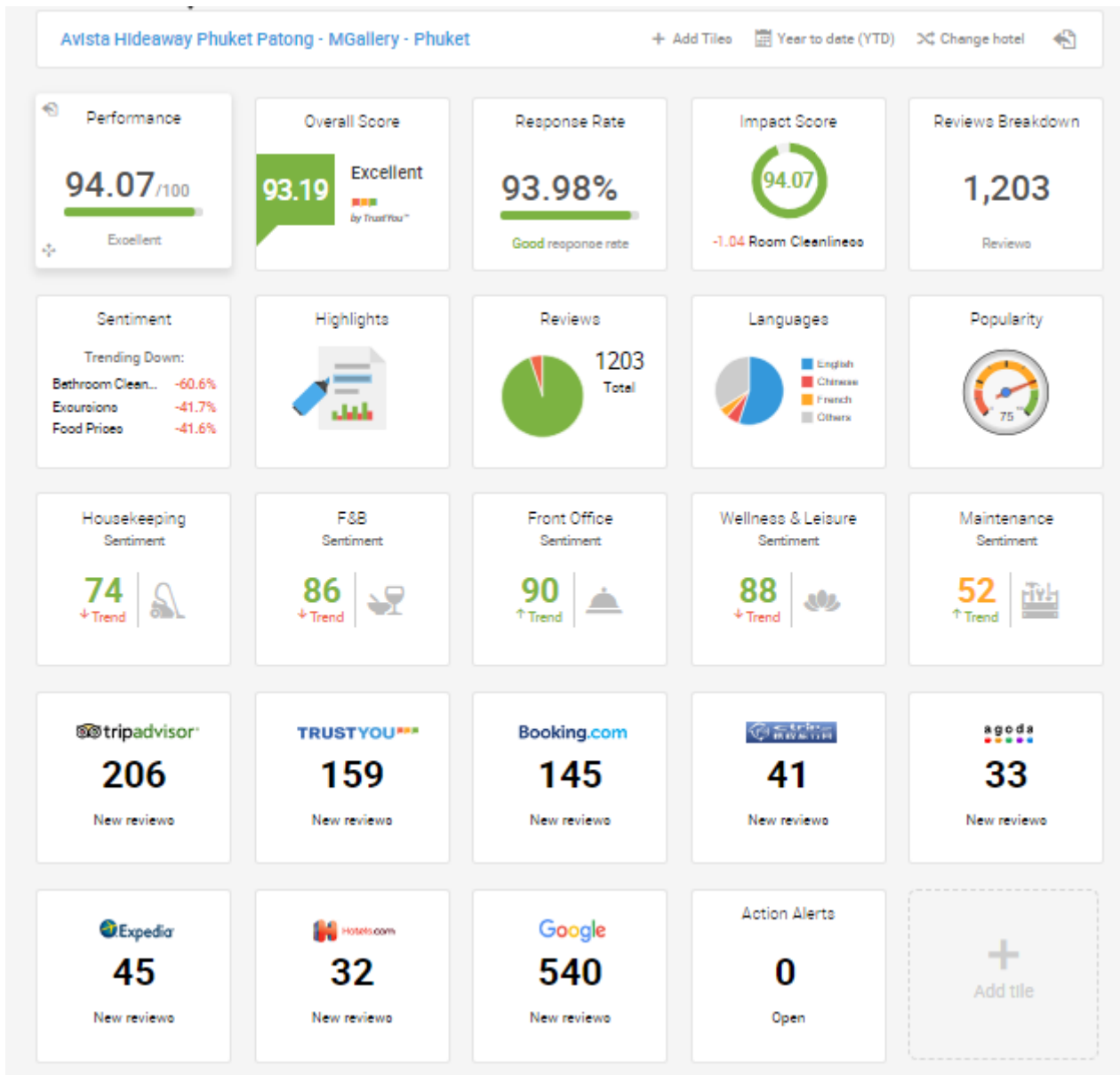


## Customer Satisfaction

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. The feedback management tool allows us to understand guests needs and help identify areas to prioritize for improvement. We also gather feedback data together and analyze to identify key bottlenecks and trends. This gives us insights into areas to focus on first. Sentiments that contribute to overall Guest Satisfaction include:

- Service Friendliness
- Room Cleanliness
- Value for Money
- Dining Experiences
- Proximity to Beach







### **Accuracy of Promotional Materials**

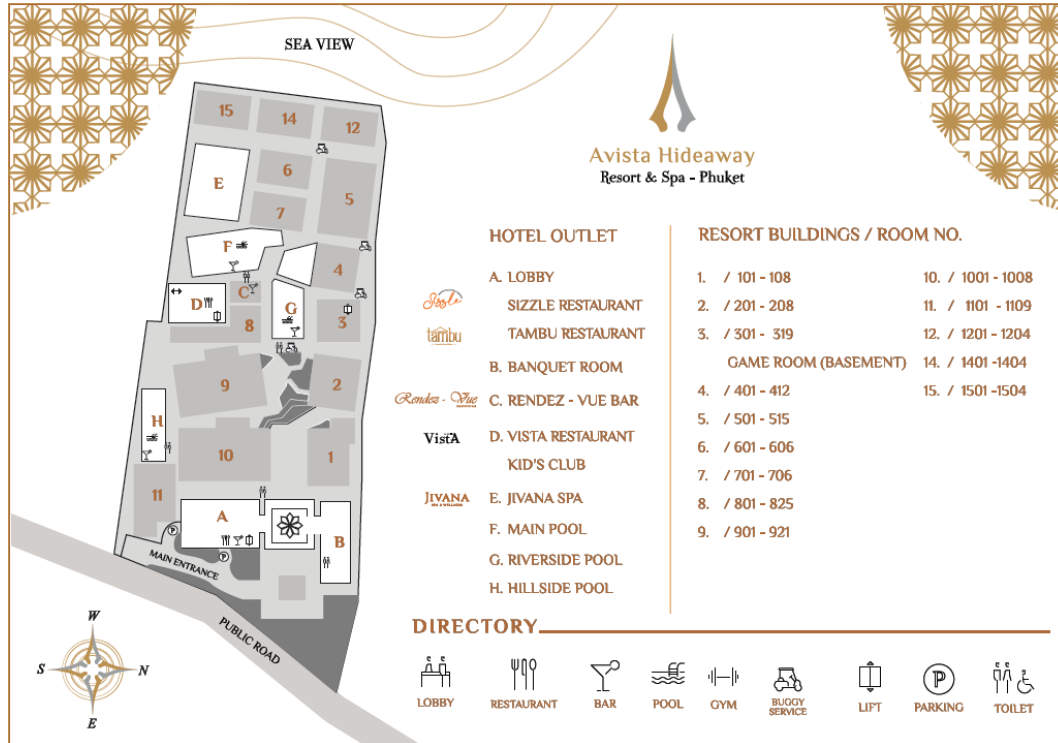
All communication regarding promotional materials at Avista Hideaway Phuket Patong MGallery is transparent through our marketing team. The marketing collaterals either on-line or off-line are created by our marketing team, approved through Accor hotels to ensure that our communication is consistent with 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.

### Local zoning, Design and Construction

Avista Hideaway Phuket Patong MGallery was firstly opened in 2010, consists of 150 rooms, 6 Food & Beverage outlet and Spa and is in full compliance of EIA. Architecturally design to provide an immersive experience in nature situated on the hills of Tritrang beach.



## Communication Strategy

Avista Hideaway Phuket Patong MGallery 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.

In order 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: Electric Buggy Service, Electric Vehicles on request through application, shared shuttle service and beach hikes.
- Our commitment extends to our restaurant with some menus being based on local, seasonal dishes

In order 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. 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 it's 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 Avista Hideaway Phuket Patong MGallery 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 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 work place, 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

Avista Hideaway Phuket Patong MGallery, 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 LQA Audits, Accor hotels and hotel compliancy, safety, hygiene, and service audits.

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.

## 2 | Social Commitment

### Community Development

At Avista Hideaway Phuket Patong MGallery, we actively support the local communities around the hotel to contribute to their sustainable development. We educate and encourage our employees to actively engage in the local society, support local products and service, and recognize their natural heritage as important part of community heritage.



The hotel currently provides hotel guests the amenity made with recycled materials. This not only benefits the local community but also contribute to supporting Elephant Sanctuary.

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 BOH & FOH 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 Avista Hideaway Phuket Patong MGallery, 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. Avista Hideaway Phuket Patong MGallery, 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.

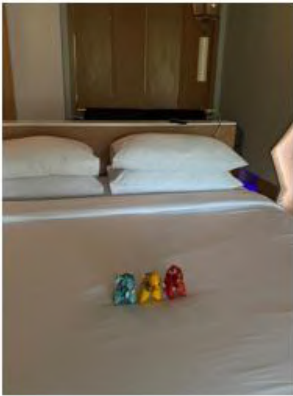
### **Fair trade**

Avista Hideaway Phuket Patong MGallery 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.



### Supporting local entrepreneurs

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



### Respecting local cultures

Avista Hideaway Phuket Patong MGallery 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

Avista Hideaway Phuket Patong MGallery 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 labour laws and social rights regarding exploitation are pdf files of Social Security Fund, Hotel License, Employee Handbook, Workmen Compensation Fund and Code of Conduct.



### **Equitable Hiring**

Avista Hideaway Phuket Patong MGallery promotes the diversity and equality on all levels in our business with no employees or applicants discriminated in anyway. All positions are filled on the basis of competence and equal opportunity. Our hotel adheres to local laws and regulations concerning labor, laws and offer conditions and wages, in line or above minimum requirements.

### **Gender Quality**

Avista Hideaway Phuket Patong MGallery 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.

| Avista Hideaway Phuket Patong MGallery<br>Total Employees of May 2024 |            |                  |           |                       |          |          |          |          |          |          |          |             |           |            |
|---|------------|------------------|-----------|-----------------------|----------|----------|----------|----------|----------|----------|----------|-------------|-----------|------------|
| Department  | Budget     | Staff May        |           | New Staff of May 2024 |          | Resigned |          | Transfer |          |          |          | GRAND TOTAL |           |            |
|   |            | (1 of the month) |           | Male                  | Female   | Male     | Female   | In       |          | Out      |          | Male        | Female    | Total      |
|   |            | Male             | Female    |                       |          |          |          | Male     | Female   | Male     | Female   |             |           |            |
| Admins  | 4          | 1                | 2         | 0                     | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 1           | 2         | 3          |
| Front Office  | 29         | 14               | 10        | 1                     | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 15          | 10        | 25         |
| Housekeeping  | 42         | 17               | 22        | 0                     | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 17          | 23        | 40         |
| Food & Beverage   | 41         | 19               | 16        | 2                     | 1        | 4        | 1        | 0        | 0        | 0        | 0        | 17          | 16        | 33         |
| Kitchen & Steward   | 43         | 26               | 12        | 1                     | 0        | 1        | 0        | 0        | 0        | 0        | 0        | 26          | 12        | 38         |
| Sport & Recreation  | 7          | 3                | 3         | 0                     | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 3           | 3         | 6          |
| Spa   | 8          | 0                | 5         | 0                     | 2        | 0        | 0        | 0        | 0        | 0        | 0        | 0           | 7         | 7          |
| Engineering   | 20         | 16               | 2         | 1                     | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 17          | 2         | 19         |
| Gardener  | 6          | 5                | 1         | 0                     | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 5           | 1         | 6          |
| Talent & Culture  | 10         | 7                | 6         | 1                     | 0        | 2        | 0        | 0        | 0        | 0        | 0        | 6           | 6         | 12         |
| Security  | 4          | 3                | 0         | 0                     | 0        | 1        | 0        | 0        | 0        | 0        | 0        | 2           | 0         | 2          |
| Sales & Marketing   | 0          | 4                | 1         | 0                     | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 4           | 1         | 5          |
| Reservations  | 4          | 2                | 1         | 0                     | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 2           | 1         | 3          |
| Accounting  | 0          | 4                | 6         | 0                     | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 4           | 6         | 10         |
| <b>Total</b>  | <b>218</b> | <b>121</b>       | <b>87</b> | <b>6</b>              | <b>4</b> | <b>8</b> | <b>1</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>119</b>  | <b>90</b> | <b>209</b> |



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### **Employee protection**

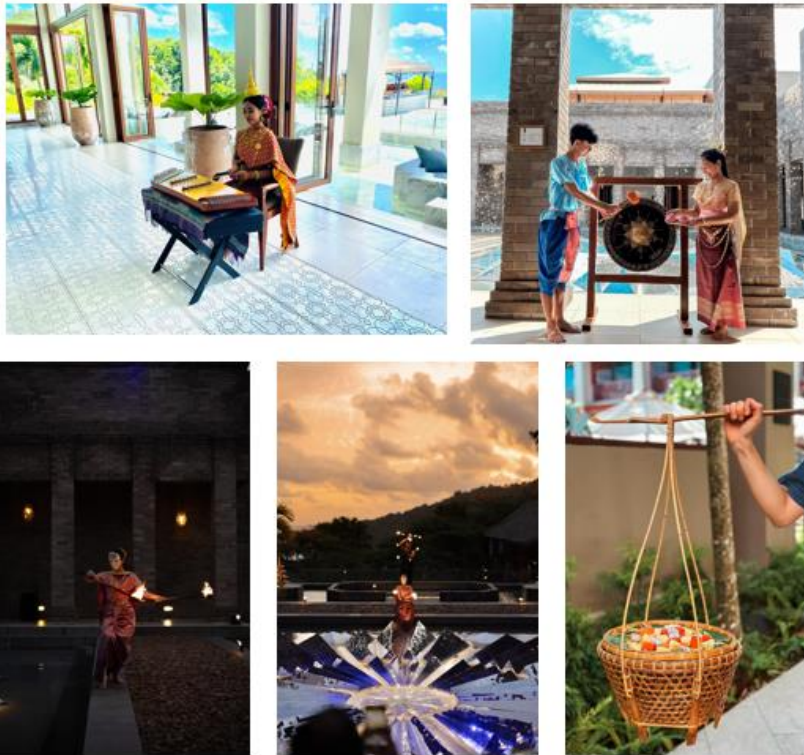
Salaries and benefits, meet national regulations and all payments required by law into Social Security funds and personal income taxes are made on behalf of the employees. Overtime is paid for hours worked according to Thailand labor law. Weekly hours and working hours do not exceed the legal max established 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.

### **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 a number of secure jobs to support and promote a positive influence within the Patong community.

### 3 | Cultural Heritage

All the employees at Avista Hideaway Phuket Patong MGallery 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

## 4 | Environmental

To minimize negative environmental effects, the hotel gives priority to efficient safe use of all equipment and machine.

### Conserving Resources

#### Energy Saving

- Energy usage and reduction goals are specified, recorded, and monitored (D.1.3.1)
- Monthly energy usage and costs, including energy sources are recorded (D.1.3.2)
- Monthly energy usage is reported as GHG/CO<sub>2</sub>-e emissions including breakdown by both Scope 1 and Scope 2 emissions
- LED lights installed throughout the property

#### Waste Reduction

- Reuse Surplus Equipment: where possible and practical, we do not purchase new items. Instead, reuse surplus items. Chairs, tables, cabinets are a small sample of what may be found in the hotel
- Reuse water for the garden team throughout the resort
- Recycling bins for the Hotel and team
- Beach and community cleaning on a regular basis
- Sustainable dry amenities in the guest rooms
- We are working on enhancing on-site recycling, composting and waste minimization, through raising awareness across hotel team.

#### Water consumption

- Water sourcing is sustainable and does not adversely affect environmental flow (according to water analysis report by Best Choice Chemical & Engineering co., Ltd.)
- Water usage and reduction goals are specified and monitored >> Water usage is monitored and reductions goals of 10% were set
- Drinking water and ice used for human consumption is demonstrably safe - analysis monthly done by Best Choice Chemical & engineering

### Reducing Pollutions

- Both black and grey waste water are managed in a non-polluting way, not affecting public health – based on Water Analysis Report 2021-2022
- Storage of chemicals with signage and clarification
- MSDS Material Safety Data Sheets for all chemicals used on the property
- Waste volume is recorded in different categories: plastic, cardboard, glass, metal, organic wastes
- Residual waste disposal has no adverse effect on the local population and the environment
- Noise is kept to a minimum in the property to avoid any impact on the flora and fauna around the resort. Noise levels are always kept below 80 decibels.
- Light pollution is avoided. No flood lights are used on site. All public area lighting is covered by clay pots to avoid the lights shining in any direction but up. The lighting is kept to a minimum and only to provide safety to guests on the walkways. Public area lights are used from 18:30 till 06:00.

### Conserving Biodiversity, Ecosystems, and Landscapes

- Any dangerous wildlife found on site will be moved to a safe, natural area outside of the hotel's premises.
- No animals are kept in captivity in the property.
- Only native plants, trees and flowers are used on site for decorative and functional purposes.
- Guests are taken on a tour in the forest next to the hotel on the way to Freedom Beach during the trail walk. During the walk information about the wildlife, insects, trees and plants are provided.

**Manish Pratap**  
**General Manager**  
**9 July 2024**