

La Flora Khao Lak Internal Sustainability Performance Report 2021-2022

This report was produced by Jirapa Lertkulthana on February 1, 2023

INTRODUCTION

This report establishes for describe our sustainability precede. To reduce our property's operational impact on the environment and promote environmentally friendly culture with our internal and external associates during the hotel operation.

ENVIRONMENTAL IMPACT

Through our environmental policy we will:

- Ensure we comply with all applicable environmental laws and rule & regulations.
- Measure our environmental performance against our objectives and targets, making sure that we regularly review our progress.
- Train our staff on our environmental commitments, so that they understand the role the play in delivering our objectives and targets, and
- Invite our guests to support our efforts to reduce our environmental impact.

To achieve our environmental goal in 2022, we will:

- Achieve and maintain our Travelife for Hotels & Accommodations award.
- Reduce our energy consumption by 5% compared to 2021 by installing energy-efficient lighting and movement sensor in all the public areas.
- Reduce our water consumption by 5% compared to 2021 by installing water flow restrictions in the taps and showers and low flush and /or dual flush toilets in guest bathrooms.
- Reduce the waste we send to landfill by 10% compared to 2021 by separating all our waste streams including lass, paper, cardboard etc. and identifying opportunities to reuse or recycle these materials.
- We will reduce the use of potentially harmful chemicals in our operations by 5% compared to 2021 and find biodegradable or natural alternatives.
- Put in place a plan to protect and conserve the nesting sites of endangered species located near to the hotel and encourage our guests to take and interest.
- ensure that 30% of non-consumable products are made from recycled content.
- Involve community in exemplary environmental activities to minimize wastes and prevent pollution to the environment.
- Conserve natural resources, wildlife and scarce species
- Educate or train associates and communicate to the Public about the environmental concerned issues.
- Create a positive environmental culture with the hotel to reduce landfill.

Reduce our water consumption

Month	Actual Guest Nights		Totals in Cubic Metres (m3) or Litres (l)				Water Consumption Per Guest Night (m3 or l)				Compare with last year by			
			2021		2022		2021		2022		Amount		Percentage	
	2021	2022	m3	Cost	m3	Cost	m3	Cost	m3	Cost	m3	Cost	m3	Cost
January	772	2,501	3,751	13,129	6,162	75,842	4.86	17.01	2.46	30.32	(2.39)	13.32	-49.29%	78.32%
February	857	2,761	4,112	18,108	6,792	120,487	4.80	21.13	2.46	43.64	(2.34)	22.51	-48.73%	106.53%
March	1,200	4,166	4,406	14,830	6,815	108,492	3.67	12.36	1.64	26.04	(2.04)	13.68	-55.45%	110.73%
April	3,135	6,716	5,737	41,786	7,185	89,201	1.83	13.33	1.07	13.28	(0.76)	(0.05)	-41.54%	-0.35%
May	45	4,011	6,515	65,048	6,725	181,978	144.78	1,445.50	1.68	45.37	(143.10)	(1,400.13)	-98.84%	-96.86%
June	-	1,562	2,936	10,926	6,257	78,595	#DIV/0!	#DIV/0!	4.01	50.32	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
July	159	3,487	2,909	10,597	6,249	57,521	18.30	66.65	1.79	16.50	(16.50)	(50.15)	-90.20%	-75.25%
August	4	3,383	3,566	12,481	5,685	23,433	891.50	3,120.13	1.68	6.93	(889.82)	(3,113.20)	-99.81%	-99.78%
September	243	2,637	3,492	12,222	1,141	24,009	14.37	50.30	0.43	9.10	(13.94)	(41.19)	-96.99%	-81.90%
October	1,784	6,118	4,170	42,200	3,920	14,370	2.34	23.65	0.64	2.35	(1.70)	(21.31)	-72.59%	-90.07%
November	2,023	6,569	3,748	13,118	3,920	29,854	1.85	6.48	0.60	4.54	(1.26)	(1.94)	-67.79%	-29.91%
December	3,783	6,309	5,509	32,278	4,690	36,578	1.46	8.53	0.74	5.80	(0.71)	(2.73)	-48.95%	-32.05%
Totals	14,005	50,220	50,851	286,721	65,541	840,358.50	3.63	20.47	1.31	16.73	(2.33)	(3.74)	-64.06%	-18.26%

Reduce water consumption compare with last year by Cubic Meters which is average by yearly.

- Promoting a campaign to turn off water after use for employees.
- Campaign for our guests to use towels, bed sheets repeat the pillowcase if staying more than 1 night.
- Use water-saving devices for customers such as use of sensors.
- Use an Aerator faucet to save water.
- Treated water is used to water plants using sprinklers.
- The treated water is used to wash the floor.
- Use water-saving devices for customers such as using the toilet water usage control panel.



Reduce our energy consumption.

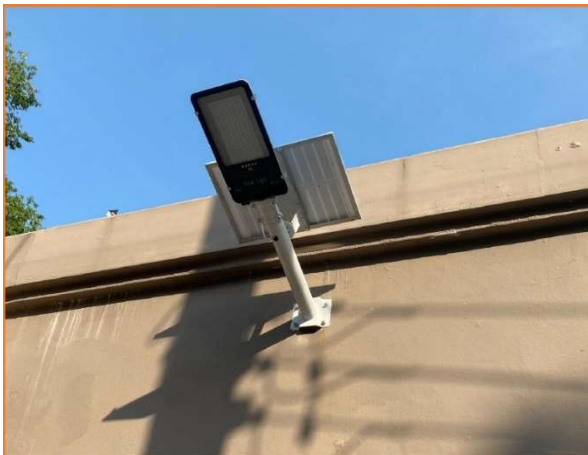
"We have 254 guests' room which are separated into 3 wings.

1. Flora Wing at 128 rooms and Pool bar
2. Poolside Wing at 68 rooms, Pool bar, Spa and Fitness Center
3. Seaside Wing at 58 rooms, Pool bar, Restaurant, Kid club, Lobby

Most energy consumption is Electric which is 95% of total. And the most consumption area is La Flora wing. We try to reduce our energy consumption by changing the air conditioner in the room from Split Type to VRV same as Flora Wing and installing energy-efficient lighting and movement sensors in all the public areas.

We will reduce our energy consumption by 5% as follows.

- Set the air conditioner temperature not lower than 25°C in the office.
- Reduce the air conditioning area, increase ventilation at hotel lobby and dining room.
- Use the shade of plants to reduce heat transfer from outside to the building.
- Use the solar cell system in the corridor and public area.
- Use energy-saving electrical appliances.
- Install and use electrical control devices in the room when there are no occupants in the room."



Green area and landscape

Conserve natural resources, wildlife and scarce species by keep original big tree while we renovate our hotel.

We have been expanded a tree to grow in the hotel itself. We grow a vegetables and Thai Herbs for Spa and staff.



Products and services that are environmentally friendly are used.

The hotel will choose to use products that are There is a symbol or seal showing that it has been certified by the agency and there is a certification label showing on the packaging that it is an environmentally friendly and energy-saving product.

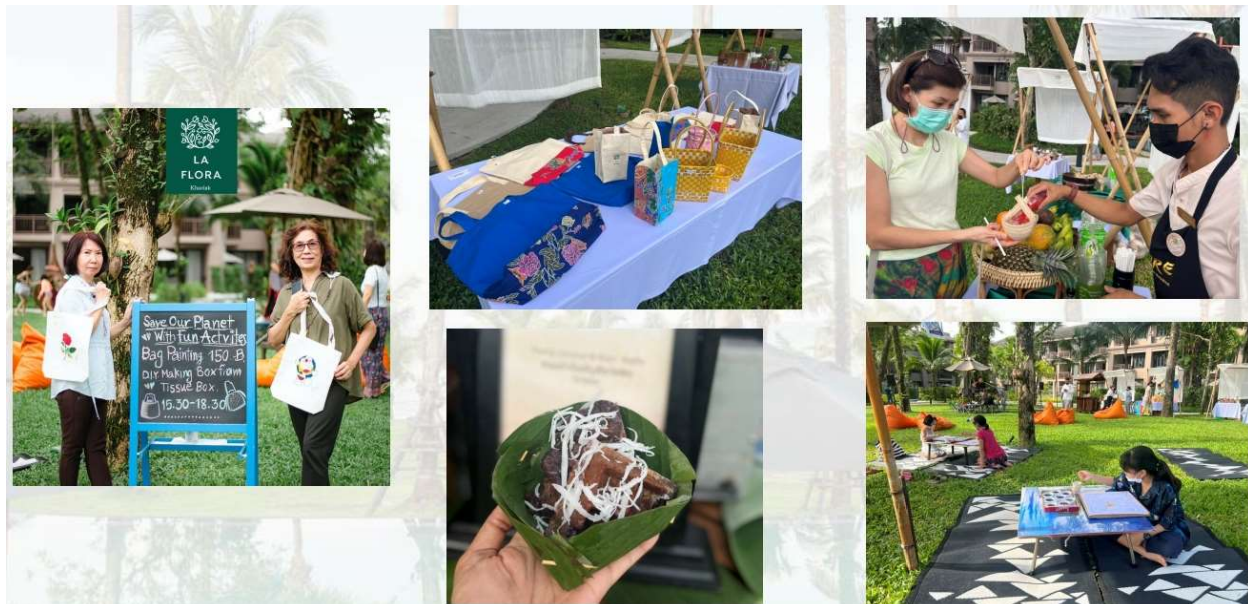
- We use products from Ecolab such as cleaning liquid and alcohol gel.
- We use biodegradable plastic products for staff and customer.
- LED light bulbs for guest room, public area and office.
- Other equipment such as printer, fan, air conditioner and refrigerator.



"We Love Green Campaign"

We have activities to create knowledge, awareness, and conscience regarding the environment and support a local product for our guests and staff. We have a local product making and selling in our campaign with the activity's bellows.

- Tree plantation for repeating guests
- Making Batik and Batik Painting
- DIY: Photo Frame and tissue box from waste
- Drawing and Painting in our garden
- Collecting rubbish around the hotel and the beach
- Use cloth bags instead of plastic bags.
- Waste separation campaign before disposal
- Staff are not allowed to use all plastic product.



Support local products and community

We support the local economy and community whereas promoting and preserving local culture and traditions. We also work to provide a healthy, safe, and fair environment for our personnel and guests. We are increasing awareness amongst them, our partners, locals, and other members of the tourism industry.

Most of the products used by the hotel are procured locally, such as rice, vegetables, fruits, dry food, seafood, etc. The purchase sources are local, and the transportation distance is not very far.



Participating and supporting local and community activities on environmental conservation and restoration of natural resources.

- Collecting rubbish at Similan Island National Park
- Collecting rubbish at Surin Island National Park



- Participant in underwater sculpture activity



- Mangrove planting



- Participant in World Ocean Day 2022 at Pakarang Cape.





- Songkran Festival



Health, Safety & Wellness

- Ensuring a healthy and safe environment for our guests and staff is among the core goals of our Quality and Sustainability policy. In 2022, we conducted a Health & Safety audit to define the areas of improvement and additional implementation all over the hotels' areas and services. A Health & Safety policy was developed stipulating that the hotel must maintain its health and safety system with specific measures, committees, staff training and practical review of the effectiveness and reporting. The system is implemented and monitored by the maintenance and human resources management. We will continue to improve our performance to ensure our hotel is safe for each of our employees and guests.
- Implementation of an accredited food hygiene and safety system in all the hotel's bars & restaurants.
- Hotel SPA: the products used are not animal tested and are ECO friendly.
- Operating License and Fire Safety Certificate for all hotel infrastructure.
- Application of safety measures and regular laboratory tests to minimize the risk of legionella bacterium development.

Awards & Recognitions

- Sha Plus Hotel in 2020
- Sha Extra Plus Hotel in 2021
- Travelife Gold in 2020
- Green Health Hotel in 2022
- Green Hotel in 2022
- Thai Stop Covid 2 Plus in 2022
- HolidayCheck Award 2016
- HolidayCheck Award 2017
- HolidayCheck Award 2018
- HolidayCheck Award 2019
- HolidayCheck Award 2022
- Hotel.com Guests Rated 9.2 in 2023
- Tui Top Quality 2016
- Tui Holly 2017
- Tui Top Quality 2019
- Silver Customers Choice Award by Apollo 2016/2017
- Silver Customers Choice Award by Apollo 2017/2018
- Booking.com Guest Review Awards 2018
- Tripadvisor traveler choice award 2018
- Tripadvisor traveler choice award 2019
- Tripadvisor traveler choice award 2020
- Tripadvisor traveler choice award 2021
- Tripadvisor traveler choice award 2022

Achievement

- Conducted an exhaustive audit to identify areas of improvement and gaps for an integrated sustainability profile.
- Integrated and improved environmental data collection and analysis.
- Integrated sustainable guidelines into the daily operation of each department.
- Launched responsible procurement guidelines.
- Delivered hotel staff training and promote active involvement.
- Improved local product use and promotion.
- Improved in-house marketing and promoted active participation from guests and staff.

Our Goal

- Conduct an energy and water assessment.
- Improve measurement goals regarding water, energy saving and recycling.
- Improve hazardous substances record and monitoring system.
- Explore the opportunity of a sustainable dining menu program.
- Improve information and training packs for sustainability issues such as climate change, sustainable food, human rights, etc.
- Strengthen the hotel's external marketing based on its solid sustainability profile.

