



# SUSTAINABILITY REPORT

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A large, 3D geometric graphic at the bottom of the page, consisting of several overlapping, semi-transparent blue and grey rectangular blocks. The blocks are arranged in a way that creates a sense of depth and perspective, with some blocks appearing to be in front of others. The overall shape is somewhat abstract and modern.

2021

## 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, supporting sustainability in tourism. This has helped us contribute to the improvement of environmental and social responsibility in the hospitality industry.

Sunwing Kamala Beach has the following facilities:

- 8 Outdoor Swimming Pools
- 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
- Kids Club
- 2 Elevators
- Currency Exchange
- 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 awarded the Great Children's Holiday Prize 2019 as the best family hotel among all charter hotels and for best family hotels in Phuket Tourism. The 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

## 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

## 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.

## 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.

## 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**.

## EVENTS AND DONATIONS

- ✓ 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.
- ✓ Purchasing local products (Supporting local producers and local sourced food)
- ✓ 80% local Thai staff
- ✓ Staff turnover is very low
- ✓ Support the local government in organizing activities within the area (Kamala Festival, Children's Day etc.)
- ✓ Participation in the local hotel association
- ✓ Donation to the local hospitals
- ✓ 4 Blood donation campaigns are arranged in the hotel yearly, in cooperation with local hospital
- ✓ Member of Kamala Green Club
- ✓ We support all kinds of beach cleaning projects
- ✓ We support the local police force/station and local village government office

# Key Actions

## WATER

- Aerator in all faucets and showers in all hotel guest rooms.
- WC with a maximum water discharge of 6 lt.
- Gardens irrigation with recycled water
- Monthly control of water consumption in all hotel guest rooms
- Monthly control of swimming pools' water counter

## ENERGY

- 100% LED bulbs in whole hotel
- Individual AC units with electronic key card automatic disconnection

## CHEMICAL PRODUCT

- Use of cleaning product with Eco-label certification
- Automatic chloride dispenser in all swimming pools
- Monthly consumption control

## WASTE

- Monthly control of garbage collection
- Use of bulk products
- Contract with authorized agents
- Staff training

# Measuring and monitoring performance

## Energy Management Stats

Energy Consumption KWh/bednight

<b>YEAR</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
	14.34	13.92	15.99	18.97	206.55

ENERGY USE: Our target is always to remain below our baseline from 2019 which is 15.99 KWh/Bednight.

However, due to the pandemic and the resort being closed or having limited occupancy we have been unable to meet targets. Once the pandemic recedes and international travel returns to normal we hope to be able to return to meeting baseline levels that we have set out.

# Water Management Stats

Water Consumption L/bednight

<b>YEAR</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
	370.67	455.03	614.61	689.48	3,475.35

**WATER USAGE:** As per the table above, our AVG water usage for 2021 was 3475.35 L/bednight. We were unable to meet targets due to the pandemic and the resort being closed or having limited occupancy.

Once the pandemic recedes and international travel returns to normal we hope to be able to return to meeting baseline levels that we have set out.

For 2022, we will try to reach our baseline for 2019.

# Waste Management Stats

Waste kg/bednight

YEAR	2017	2018	2019	2020	2021
Unsorted	0.53	0.51	0.80	0.06	0.63
Sorted	0.13	0.14	0.06	0.01	4.63

LANDFILL WASTES: Our AVG waste for 2021 was 4.63 kg/bednight. These results were due to the pandemic and the resort being closed or having limited occupancy.

Once the pandemic recedes and international travel returns to normal we hope to again be able to meet our normal baseline levels from 2018.

# Chemical Management Stats

Chemicals Consumption g/bednight

YEAR	2017	2018	2019	2020	2021
	141.14	151.73	134.08	173.48	1,837.22

Our AVG chemical used for 2021 was 1837.22 g/bednight. These results were due to the pandemic and the resort being closed or having limited occupancy.

Once the pandemic recedes and international travel returns to normal, we hope to again be able to meet our normal baseline levels from 2018.

# 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.

Contact us:

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“ติดต่อสอบถามข้อมูลรายละเอียดต่างๆเกี่ยวกับ Sustainability Report ภาษาไทย, สามารถส่งอีเมลล์มาตามอีเมลล์ดังนี้  
([front@sunwingkamala.com](mailto:front@sunwingkamala.com)) ทางเรามียินดีที่จะตอบกลับท่านเสมอ”