MÖVENPICK
RESORT & SPA
KARON BEACH PHUKET

Phuket
Thailand
We are committed today to do the right thing for tomorrow

Our intentions - our goals. Mövenpick Resort & Spa Karon Beach Phuket believes that the economic growth and well-being of our society are inextricably tied to the health of the environment. Accordingly, we embrace our responsibilities and are committed to integrating eco-friendly and socially proactive practices within the travel and tourism sector. We are a “Green Globe” brand which means we are committed to running all of our operations with sustainability in mind and ensuring that we are in compliance with all environmental and sustainable standards.

Through collaboration with our customers, suppliers and business partners, we will actively work to reduce the environmental impact of our business activities, and to continually improve and innovate on practices whilst at the same time meeting current needs. We believe that an appropriate balance can be achieved between environmental goals and economic health.

Together with our employees we will positively contribute to a more economical and social friendly environment to ensure the future of generations to come.

Nick Porter
General Manager
Our intentions - our goals

Mövenpick Hotels & Resorts’ vision is to be the preferred and most enjoyable upscale hotel management company for guests, employees, hotel owners and shareholders. Part of the values and fabric of Mövenpick Hotels & Resorts’ has always been to conduct its business in a responsible and caring way, encouraging a personal touch with all its stakeholders. It is the value of care that has and continues to guide the company towards sustainable business practices.

In 2009, Mövenpick Hotels & Resorts announced its global sustainability programme based on three key focus areas: social, environmental, and employer sustainability. A partnership and company-wide strategy was formed with Green Globe in 2010 to establish a common and global approach to environmental, employer and social sustainability.

Mövenpick Hotels & Resorts is aiming for all properties to be stamped with Green Globe credentials in the near future.
The Mövenpick Resort & Spa Karon Beach Phuket has been Green Globe certified since January 2012. Green Globe™ is identified around the world as representing the highest quality in sustainable practices within travel, tourism and related industries. Being awarded with the Green Globe stamp means that we have fulfilled a list of requirements, contained in mandatory and guideline criteria, followed through and audited on a yearly basis.

We are committed to achieving measurable targets, to increase awareness and educate both our employees and guests with ways to be more respectful to the environment. Our aim is to reduce and optimise our energy consumption, to purchase eco-friendly products, to provide ongoing training, education and development that lead to sustainability and natural enjoyment at work.

For future information on Green Globe, please visit the website www.greenglobe.com
We at Mövenpick Resort & Spa Karon Beach Phuket endeavour to:

- Comply with applicable environmental laws, regulations and other requirements.
- Provide sound stewardship of our environmental resources.
- Promote the use of safe technologies and operation practices that minimise our impact on the environment.
- Respond immediately to emergencies and minimise any adverse impact.
- Continually improve our environmental performance through procedures established in the Environmental Management System.
- Set environmental objectives and target goals, and measure our progress to meeting these goals.
- Implement an effective pollution prevention programme (minimise the generation of waste, reduce and recycle materials, investigate and evaluate new practices and procedures and dispose of waste in an environmentally responsible manner).
- Ensure the responsible use of energy and water throughout the resort by implementing innovative practices and procedures for conservation.
- Positively contribute to the countries and communities in which we operate in a way that is mutually beneficial and sustainable.
- Promote local products and handicrafts.
- Improve employee engagement, wellbeing and security.
Social and culture sustainability

Our commitment goes beyond environmental and employer sustainability to encompass social sustainability. Throughout the year we participate in a range of social activities. We work with the local community and participate in events such as blood donation, beach clean-ups and the raising of funds for schools as well as natural disaster victims.

Among the many projects supported by Mövenpick Resort & Spa Karon Beach Phuket is the “SOS Children’s Village Phuket”, an orphanage set up in the aftermath of the 2004 tsunami, which is located in Phuket Town.

Guests can participate in these charitable activities by donating 1 USD per stay towards our “Community Support Fund.”

Our social and culture sustainability objectives:

- Support local charitable events and organizations.
- Organise and support fundraising initiatives.
- Promote local products and handicrafts.
- Work closely with local hotel schools.
- Protect children from sexual abuse and sexual exploitation in tourism.

Community activities, donations, charity events

- In corporation with the Bangkok Hospital we regularly donate bed linen, towels and uniforms for people in need in local provinces, especially during the cold season.
- We have stopped importing traditional Christmas trees for the festive season and instead decorate a support base with fans made from woven dried palm leaves produced in Ayuthaya, the old royal capital of Siam.
- Our fund is also supported by donations from our employees and is used to help victims of natural disaster where it needs.
- A mini-marathon was held with the participation of our employees and the police of Chalong, aimed at the “fight against drugs.”
- Together with local authorities we participate in a beach clean-up along Karon Beach.
- We provide funds and field trip for the kids of the “Life Home Project Foundation.” 40 children visited Phuket Butterfly Garden to learn more about the natural life circle and participate in educational games, including lunch with special treats.
- We participate in the annual blood donation programme and when the blood is in need for The Phuket Red Cross.
- Our internal ‘Charity Committee’ meets quarterly to review, identify and promote the desired funds and projects to be supported.
Environmental sustainability

By nature, the hospitality industry is a large consumer of energy and other resources. We accept responsibility for the harmful effects our operations have on both the local and global environment and are committed to reducing them. At Mövenpick Resort and Spa Karon Beach Phuket we aim to reduce our consumption through the use of basic measures such as energy-efficient lighting, water consumption reduction and a better management of waste and chemicals. We have introduced a programme to trim energy and water costs and help the environment by reducing carbon dioxide emissions. We clearly care about the impact we have on the environment and want to take action.

Our environmental sustainability objectives:

• Implement an effective pollution prevention programme.
• Minimise waste reduce and recycle materials.
• Reduce CO2 emissions.
• Water consumption reduction.
• Optimise energy consumption, Energy-efficient lighting.
• Encourage customer feedback and measure customer satisfaction.
• Protect eco-systems and endangered species.
• Replace the hotel’s shuttle club cars by using Electrical Tuk Tuk, 3 wheel vehicle symbolized Thailand, to reduce air pollution
• Measuring the company greenhouse gas emission and compensating for projects that reduce the amount of greenhouse gas emitted globally into the atmosphere.
Energy and water management

- We have our own water treatment plant. Treated sewage water is used for our garden irrigation.
- Efficient lighting has been implemented in our garden and a programme is presently underway to replace all light bulbs with energy-efficient LED lamps in all rooms and public areas.
- All rooms operate on an energy saving system with the key-card activating the electricity and air conditioning.
- 50% of our toilets function with dual flush and all sink and shower taps have reduced water pressure to keep water consumption below 8 litres per minute.
- Water, energy and detergent use cut as guests can choose when to change the bed linen and bath-room towels.
- Daily and monthly energy monitoring is in place and supported by analysis and benchmarking reports by Farnek Avireal of Switzerland.
- Exterior lights are on a time switch and a presence detector in our fitness centre.
- Electricity consumption per guest occupancy has decreased over the last 4 years by 12.5% (2009 to 2013).
- The roof of the main building was renovated replacing the membrane with a white heat reflective material.
- Garden irrigation takes place during the cooler morning and evening hours.
- The consumption of heavy oil for our boilers will be stopped and all boilers will be converted to use LPG gas which has a lower environmental impact. This will reduce pollution by over 90%.
- We will install a Reverse Osmosis plant to turn waste water to potable water to be used in our laundry and cooling towers.
- We are replacing our diesel Tuk-Tuk s with similar vehicles running on batteries.

Waste removal and recycling

We separate following waste for recycling programmes:

- Paper/Cardboard, glass, tin, batteries, plastic, oil, used light bulbs.
- Organic waste is separated for animal farms and our own garden compost.
- Our purchasing policy maximises the purchases of local and sustainable products which are recyclable, more durable, long-lasting, organic and less harmful to our environment.
- The resort produces its own 100% eco-friendly fertiliser. It takes around 90 days to turn biological waste well-mixed with microorganisms into a high quality fertiliser for out garden soil. This helps us to minimise chemical fertilisers and reduce the amount of waste disposal.
- Suppliers take back their delivery containers and packaging materials.
- For cleaning and laundry chemicals we purchase environmental friendly products from Johnson Diversey.
**Employer sustainability**

Sustainability for an employer means achieving excellence in human resources and leadership practices while embracing and celebrating diversity. Through the embodiment of quality, trust and care, Mövenpick Hotels & Resorts is committed to fostering a culture that consistently improves team member engagement, development, wellbeing and security.

**Employer sustainability objectives:**
- Non-discriminatory and transparent hiring policies.
- Become a preferred and value-driven employer by providing equal learning & development opportunities to all employees with Personal Development Plan.
- Undertake fairness and transparency in payment, compensation and benefits.
- Improve employee engagement, wellbeing and security.
- Open job opportunity to local hospitality schools.

**Sample activities:**
- Apply the same criteria to all applicants.
- Training and Learning are provided to all employees equally.
- All employees will have their own developing plans for their future career with the company.
- Strongly enforce Employee Recognition as in Employee of the Month which drive to the final round selection of Employee of the Year reward with a trip to Switzerland.
- Labor Law regarding payment, compensation and benefits are firmly complied at all times.
- Yearly Employee Engagement Survey conducts to hear the team members’ opinion.
- Recreation activities such as Sports Week, Employee Birthday Party and Annual Staff Party are conducted for all employees.
- Monthly GM Luncheon with employees and Town Hall Meeting for two way communication between management and the team members.

**Help us reduce our impact on the environment**

Remember to turn off lights and the air conditioner. Save water whenever possible. Use our environment card to let us know when you wish to have the bed and bath linen replaced. This way you will help us to consume less energy, detergents and water.

Contribute to the development of local economies and craftsmanship by buying regional products and avoid any products or foods that could threaten endangered animal species.

Looking forward to a sustainable future is a collective responsibility.

**Your ideas count**

We welcome your suggestions to help us enhance our sustainability objectives and social responsibilities.

Please leave your comments through our guest review system or e-mail us resort.phuket@movenpick.com

**Your future trips - go eco-friendly**

Use less polluting and cleaner means of transport: train, tram, subway, bicycle, or even take a walk.

Discover new ways to help you limit the impact your trip will have on the environment and adopt them for your own holiday.

Pack the strict minimum: lighter bags reduce the impact of your travel on the environment.

Book flights and accommodations that have implemented a sustainable development programmes and plan eco-friendly activities.