



## Sustainability Report

### Executive introduction

As part of our commitment to sustainability, we have undertaken extensive audit and receive certification from the Travelife which is the world leading environmental certification and auditing for sustainability in travel and tourism industry. Tui Blue Mai Khao Lak Beach Resort and Spa also attend in another sustainability training programs such as STG which is organize by Thailand Travel and Tourism for Sustainability Tourism program.

At Tui Blue Mai Khao Lak Beach Resort and Spa, we believe one must have purpose beyond shareholders and paying employee's wage. Our ability to create Magical experience for our guests while at the same time minimizing our impact on the surround environment is also highly motivating and engaging for our employees

At the same time, our industry is hugely extractive. We take far more than our fair share of the world's resources. We have a moral and business obligation to reduce our impact and increase our potential for good. As an industry, this involves a deep and often uncomfortable analysis of everything we do. In order to make sure we are helping the environment and improving to help reduce the impact.

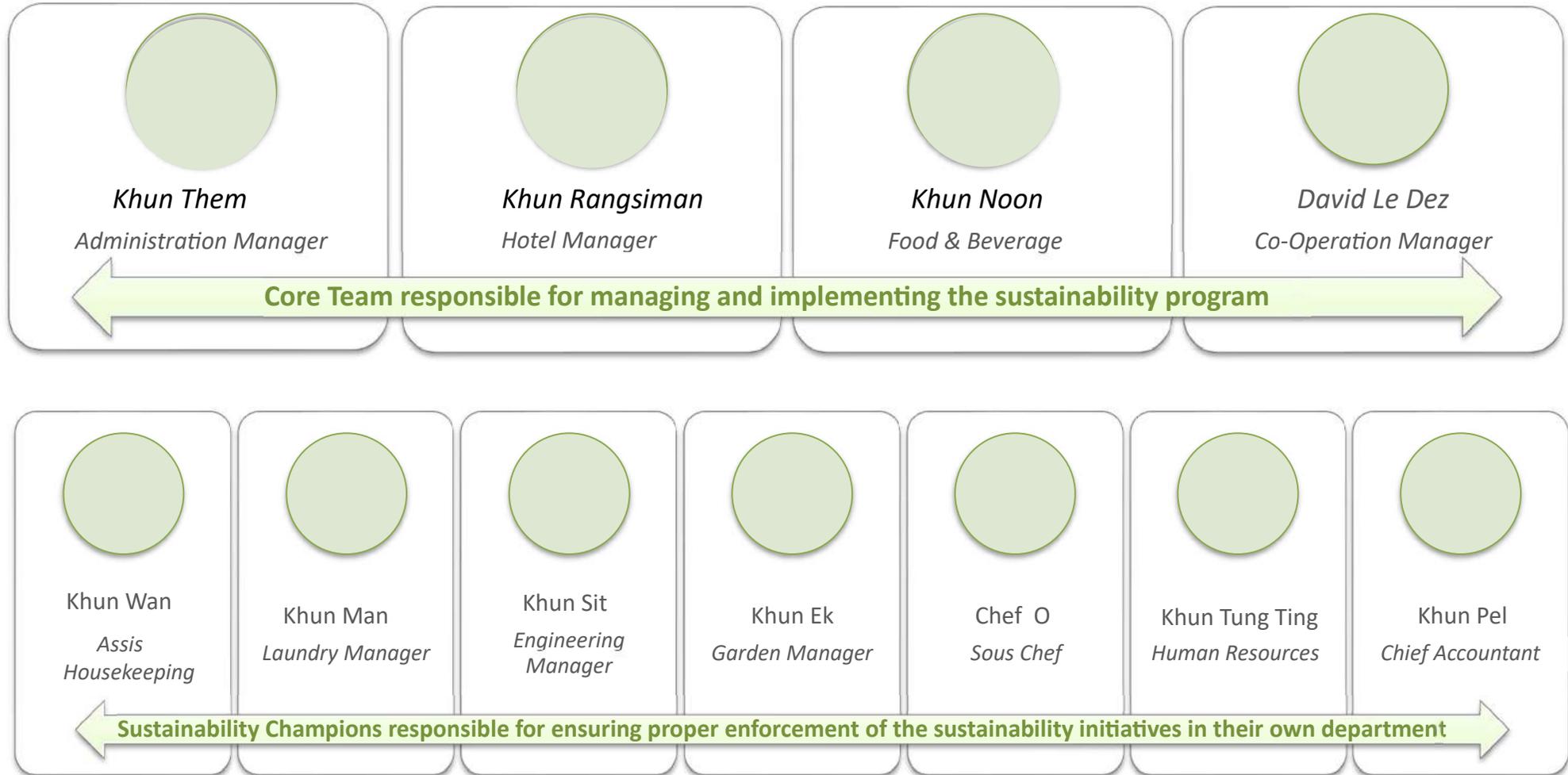
“What we are doing to the environment is a mirror reflection of what we are doing to ourselves and to one another.”



Mai Khao Lak Beach Resort & Spa at a glance



## Our People



## Key environmental and social issues

*Mai Green Stay* underpins our commitment to being a sustainable business through a wide range of sustainability initiatives that are focused on:



### Energy Management

- ✿ Energy efficiency is an important part of sustainability, especially for large hotels and accommodations. Energy use or “consumption” produces carbon dioxide (CO<sub>2</sub>) and other harmful greenhouse gas emissions that are released into the atmosphere and contribute to climate change. As such, we take several steps to reduce our energy consumption and thus our carbon footprint.



### Water Management

- ✿ Water is the World’s most valuable resource, but in many destinations, demand is exceeding supply as hotels and resorts are thirsty businesses putting stress on water reserves. This often means that the basic needs of local communities are in danger of being compromised. Hence, we are taking several measures to ensure water self-sufficiency and properly treat our wastewater.



### Waste Management

- ✿ Hotels usually produce high volumes of waste which are not always properly managed. In Asia, waste may easily end up in the nature where it takes many years to decay. Additionally, some types of waste release harmful gases or liquids into the environment harmful to nature and human health. Therefore, we are actively looking for ways to reduce, reuse and recycle the waste we generate.
- ✿ Food waste are one of main issue in the hospitality industry in general, however at Tui Blue Mai Khao Lak Beach Resort and Spa we make sure that our food waste is check and clear of any inedible debris which is then given to local pig farmer for food.



### Wildlife Conservation

- 🌿 Wildlife Conservation is the practice of protecting wild plant and animal species and their habitats. The goal of wildlife conservation is to ensure that nature will be around for future generations to enjoy by recognizing the importance of wildlife for humans and other species alike.
- 🌿 As such, we take actions to preserve the biodiversity of our environment and focus on ensuring the sustainability of ecosystems around us.
- 🌿 At Tui Blue Mai Khao Lak Beach Resort and Spa, we also want to teach and educate our guest on the wild life that make their home in our accommodation area.

### Community Engagement



- 🌿 Our local communities are made up of our friends, our neighbors, and our colleagues. Together, we are the custodians of the incredible locations we are lucky enough to live in. The well-being of the land, the sea and the people is our collective responsibility.
- 🌿 Hence, it is essential for us to work in partnership and collaboratively with our local communities.



Key actions/ supporting a more sustainable future



Natural Ventilation

 All buildings are design to take advantage of the natural ventilation from the beach wind and natural light to decrease the use of electricity for ventilation.



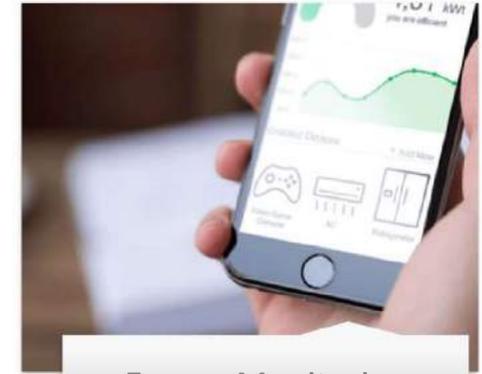
Energy Efficient Lighting

 All light bulbs in the resort are LED which consume 90% less energy and last 25 times longer than traditional incandescent bulbs.



Energy Saving Switch

 Our rooms are equipped with key card systems that switch off electricity automatically when guest leave the rooms, in order to avoid useless consumption of electricity.



Energy Monitoring System

 Our smart energy tracking system monitors the heating ventilation and air conditioning system (HVAC) in real-time to ensure continuous energy saving practices.

## Water Management Program



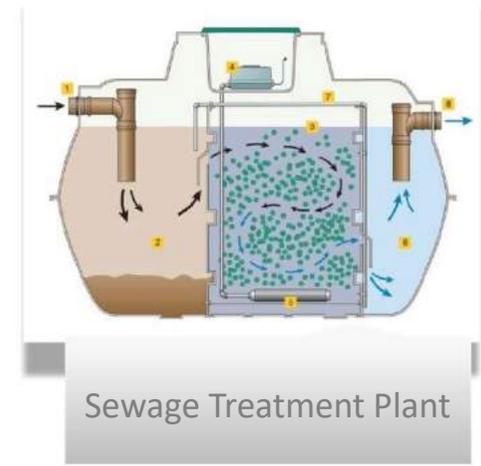
- At Tui Blue Mai Khao Lak Beach Resort and Spa, we do not rely on the towns water supply as the water used with in the resort comes from our own water tank located under hotel main building.
- This tank is filled with rainwater as well as several deep wells making us Self-Sufficient.



- Main and sub-feed metering systems are installed to control water usage. Valves for fresh water and fire-water have been installed in zone that allow closing down certain area if leakage are discovered with out disturbing the wholes system.



- Water saving measures such as “push” valves, showerheads flow regulator and low flush toilet systems are installed across the resort to reduce water usage. Moreover, save water label are placed in guest rooms to encourage saving water and linen re-use.



- Our treatment plant fosters the necessary conditions for microorganisms to live transform and remove pollutants from the waste water. The clean water is then use for irrigation in our gardens.

 Waste Management Program



No Single-use Plastic

 At Tui Blue Mai khao Lak we try to reduce the use of plastic as much as possible such as no plastic straw and plastic cutlery. Every year we reduce the use of plastic however some plastic amenities such as plastic bottle are still sort after by the guest.



Food waste management

 As most of the dairy /bread are freshly made by our bakery, we are able to control the volume of the product we made in order to avoid over make which can cause more food waste.

 Other food waste product that are from the outlet are check for an edible object and separate so that we can bring it to pig farmer instead of land fill.



Resue Recycling paper

 We try the best in order to reduce the use of paper however it can be a difficult task as there are very strong culture of using paper. We as a big organization try to move from using paper to going digitally but there are still some aspects that are require to use paper.

 However, we try our best to be eco friendly as much as possible and use paper then reuse it again until it cannot be re-use.



Separation of trash

 Separation of trash help hugely with being sustainability that why we help educate and train the staff the important step of separating of trash.

🌿 Wildlife Conservation Program



Mangrove Rehabilitation

🌿 Our property is fortunate to encompass a mangrove that has been restored to protect habitat of wild animals and wild plants that made mangrove tree their home. This is a great opportunity for us to teach our guest about wild life and how to protect it as it is very difficult to be restore once gone.



Cleanup Activities

🌿 Every morning we organize cleaning up activity which our guest can also join cleaning the beach front area and the mangrove area starting from 8:00am till 9:00 am.



Sustainable Chemical Management

🌿 As of our surrounding are full of wild life using some chemical may cause harm than good. So, we make sure that the use of harmful chemical will be use at low usage level or not at all if there are safer alternative.



Guest Awareness

🌿 We strongly believe that our guest plays a key role in improving our environmental foot print. By educate our guest about wild life and how to be more eco friendly will help not just the hotel but the surround area as well.

## 🌿 Community Engagement



Local Employees

- 🌿 Great emphasis is placed on the local employment. We have a strong belief that locals can provide best both mind and service.
- 🌿 By doing this we also give chance to the locals to help us make the an ever-lasting memory of Khao Lak experience as a whole.



Local Suppliers

- 🌿 Most of our product including edible option such as meat and vegetable and un edible such as paint, sign sticker is both made and supplied by local supplier.



Sustainability Awareness

- 🌿 At Tui Blue Mai Khao Lak, we look at sustainability as one of the key aspects to help the environment, there for training and re-training of how to be more sustainable toward the environment.



Internship Program

- 🌿 We welcome and train students coming mostly from the less develop country and province in Thailand, paying them higher wages and increase their employment opportunity.

## 🌿 Reporting Period Future Targets and Objectives



Reduce the use of Plastic bottle



Zero Food to land fill

🌿 Currently we are still on progress on reducing the use of water bottle, however some guests are still demanding plastic bottle. In order to still be sustainable we ask our guest to use the plastic bottle to refill at the water station. We also limit the water bottle that are put during check in as well.

🌿 At Tui Blue Mai Khao Lak Beach Resort and Spa, we look to deduce the food waste to zero. At the moment we are giving edible food waste to pig farm.

🌿 The second method that we are looking in to and will use it at the property is change food waste to soil for plant.



### Water and electricity management.

|            | 2021   | 2022   | Mai Resort Target | TUI Base line |
|------------|--------|--------|-------------------|---------------|
| Water use: | 0.8318 | 0.7604 | 0.65              | 0.56          |

- Water use: the water use per guest night have decrease comparing to the 2021 however it still far from both the resort targets and Tui baseline target. After the Covid Pandemic occur our target and goal maybe shift due to the pandemic but now we are starting to reopening all area however we will try and make sure we safe energy as much as possible.
- Our goal is to be able to achieve our resort baseline by 2025



|                  | 2021    | 2022    | Mai Resort Target | TUI Base line |
|------------------|---------|---------|-------------------|---------------|
| Electricity use: | 26.8357 | 48.1065 | 55.0              | 25.7          |

- Electricity use: the electricity use per guest night which comparing to 2021 during the Covid period the number of guests is low so not many outlets are open for Business. However, during the 2022 Number of guests starting to increase which also result in higher usage of electricity.
- Our goal is to be able to keep the number of electricity use below or no higher than 55.0 Resort base line which currently we are at 48.1065 which is an improvement.

 Tui Blue Mai Khao Lak Organic Garden



As we are enriched in tropical environment and the soil is rich in agricultural resource, Tui Blue Mai Khao Lak Beach Resort and Spa have multiple organic plants grown within our hotel for various purpose. For the choice of the plant, we chose Thai local herbs such as, holy basil, chilli pepper, Kaffir lime leaf, Pandan leaves, and more. Not only Thai local herbs, we also grow watercress as well.