



# Mai Khao Lak Beach Resort & Spa Sustainability Report 2023

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# 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 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, 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



### **Mai Khao Lak Beach Resort & Spa**

Landscape: 15 Acres

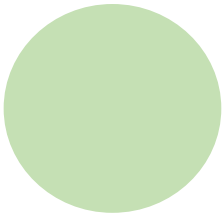
Total Room: 364 Rooms

Outlets: 7 Restaurants & 4 Bars

Swimming Pools: 7

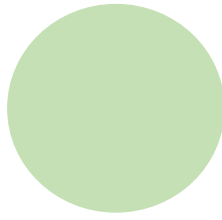
Main Market Segments: Family Guests and Couple

## Our People



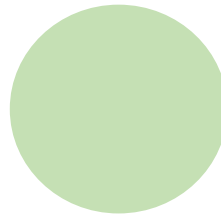
Khun. Them

Administration Manager



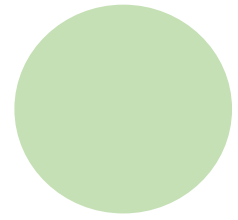
Khun. Rangsimon

Hotel Manager



Khun. David Le Dez

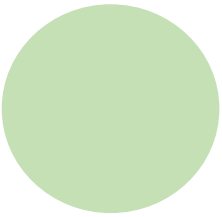
F&B Director



Khun Kook

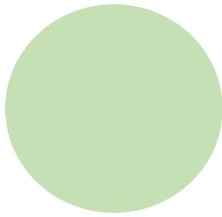
Front office Manager

**Core Team responsible for managing and implementing the sustainability program**



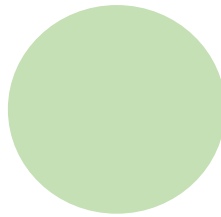
Khun. Wan

Assistance  
Housekeeping



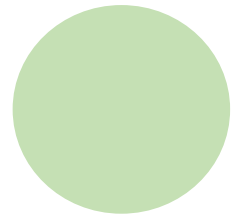
Khun. Man

Laundry Manager



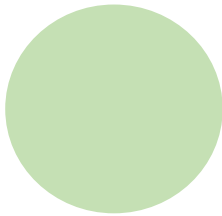
Khun. Sit

Engineering Manager



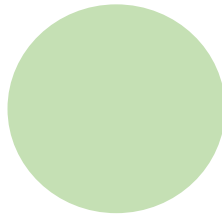
Khun. Aek

Garden & Area Manager



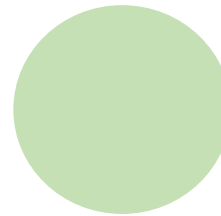
Chef

Sous Chef



Khun. Tung Ting

Human Resource



Khun. Ple

Chief Accountant

**Sustainability Champions responsible for ensuring proper enforcement of the sustainability initiatives in their own department**

## Key environmental and social issues

These are the Key environment factor and social issue that Mai Khao Lak Beach Resort and Spa are committed to do in order to make a change in our surrounding environment.

### **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.

### **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, 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

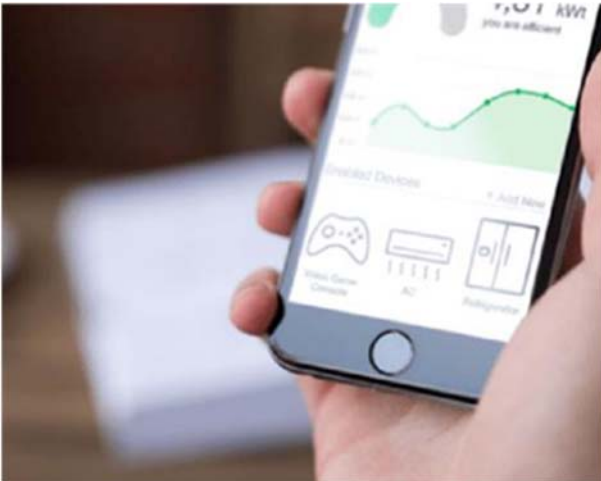
All buildings are design to take advantage of the natural ventilation from the beach wind and natural light to decrease the use of electricity for ventilation.



### 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.

Motion Detect light are implemented in Maid's Pantry room to reduce the amount of energy use from neglecting or forgetting to turn the light off.



### Energy Monitoring

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



### 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.

## Water Management Program



**Water Tank**

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.



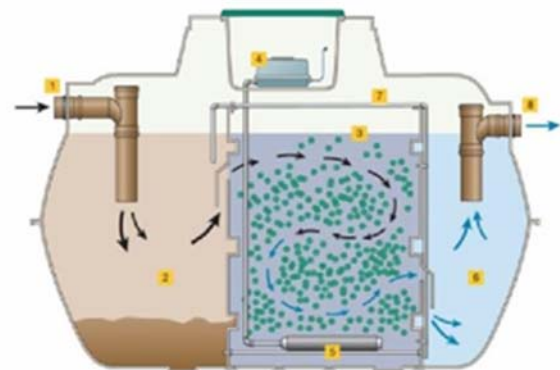
**Water Metering systems**

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 without disturbing the wholes system.



**Water Saving Initiatives**

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.



**Sewage Treatment**

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



**skip  
the straw**

### 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.



### Garbage Separation

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**

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.



### **Guests' 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

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.



### Zero Food to land fill

At TUI BLUE Mai Khao Lak 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.



### Guest Awareness: Environmental and animal

We have started our Organic Garden which is current are at Talay Thai restaurant. we are looking to increase the size as we also use the herb and vegetable for cooking as well.

The Second Project that we have to increase Guest awareness are to educate our guest on our animal surrounding our area.

The Goals for these projects are to increase the knowledge of our guest on our environment and animal in the surrounding. So, they have better understanding as well as helping us protect the environment as well.

## Water and Electricity Management

### Data of Water Used:

	2022	2023	Mai Resort Target	TUI Base line
Water use:	0.7604	0.061	0.65	0.56

Water use: In this year we are able to accomplish our Resort target that we set for water management which set us the right path of being more sustainable and reduce waste. This year we are able to decrease the amount of water use by the help of our lovely Staff and Guest.

Despite the good effort now the focus for us is to keep the water usage between our resort target and Tui base line in order to be even more sustainable. which will be our goals for 2024 and 2025

### Data of Electricity Used:

	2022	2023	Mai Resort Target	TUI Base line
Electricity use:	48.1065	63.66	55.0	25.7

Electricity use: Comparing the Number of usages from the year 2022 to 2023, there are a significant increase in the number of usages. This is due to the high number of guests comparing to 2022.

The increase in electricity level is result from all the outlet reopening after the Covid however as we have increase in the use of Solar lighting, this Keep our electricity level below the baseline.

We are installing Motion detect lighting inside house keeper pantry so that we can reduce the amount of waste electricity due to neglecting to turn of the light.

Our goal for the upcoming 2024 is to reduce the electricity use and keep it below Mai resort target in order to reduce wasted energy and be more sustainable.

## Upcoming Sustainable Project:

### 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 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.