

SUSTANABILITY REPORT 2021



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INTRODUCTION

We strive to become the leading green resort in Thailand, focusing on everything from encouraging biodiversity to sustainable practices. We have implemented eco-friendly approaches from the very beginning. We installed a wastewater treatment system using purely organic filtration methods and reuse the treated water to water the garden and fill the resort's streams. We reduce energy consumption and minimize pollution through reducing, reusing and recycling solid waste. We also work with multiple organizations to preserve the wildlife and trees in our property. Our numerous efforts to minimize environmental impact have resulted in the Travelife Gold certification for accommodation, winning of Responsible Thailand Award in 2020 for best hotel, and Green Hotel Award: Gold Certification in 2021.

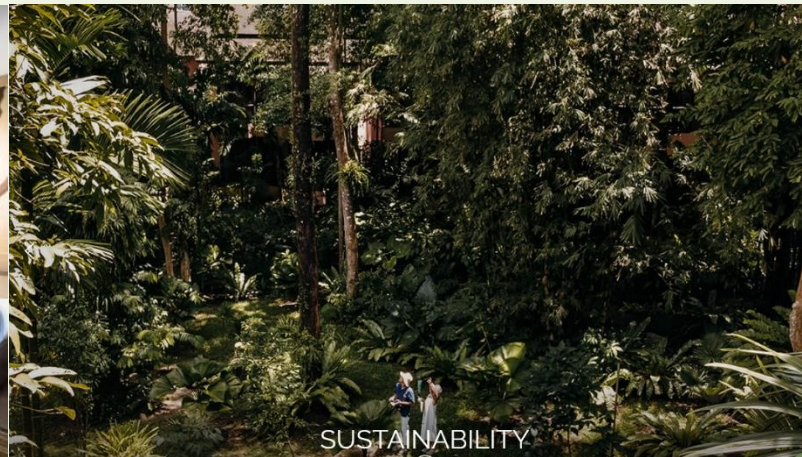
ENERGY CONSERVATION

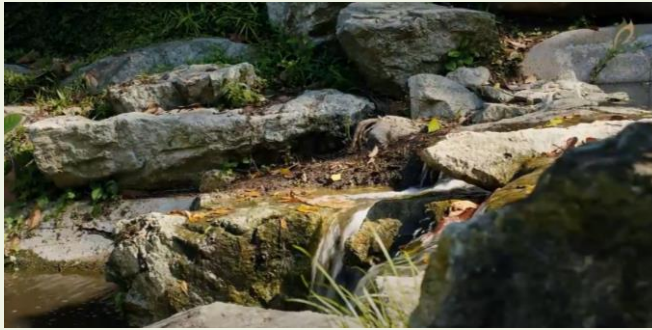


Energy conservation is a big part of sustainability and sustainable development. Energy conservation means reducing the consumption of energy by producing or using less of it. This could be in the form of using fewer energy services or using devices that require less energy. Refraining from using services or products is one way to conserve energy, but this can also be done by using more energy efficient products designed to consume less energy than their standard counterparts

WHAT WE DO

- The light-emitting diode (LED) is today's most energy-efficient and rapidly-developing lighting technology. Quality LED light bulbs last longer, are more durable, and offer comparable or better light quality than other types of lighting so we replaced all the old light bulbs over 90 % to LED light bulbs.
- Sunlight sensor is an energy-saving alternative we use in our garden. They turn off during the day and turn on at night without staff turn on and off.
- Another option we can save energy by light timer, is an electrical circuit with a built-in clock. It acts as a communicator between the power source and the light. The timer can turn the lights on and off based on the time we set which we generally use light timer in our public area or corridor outside the building.
- Change the air conditioning system 40% to VRF system. VRF system is the ideal solution for precise temperature control, space saving, energy efficiency and create a lot of value to building owners. A VRF system is a considerable amount of investment at first but over a less period of time, it pays off completely as compared to traditional HVAC systems.





WATER CONSERVATION



Water is the most important resource in the rainforest. All our wastewater undergoes an extensive treatment process using purely organic filtration and cleansing systems. The treated water is reused to water the plants and fill the streams in the resort. We are sure that our water is clean because many species of freshwater fish flourish in the canals around the resort. Our garden is huge and by reusing the water, we save many gallons of water and reduce our impact on the environment. Moreover, when the water runs off from the soil to the sea, we are sure that it is clean and have no chemicals that could contaminate the sea.

WHAT WE DO

- Installing water flow restrictors in taps and showers and low flush and/or dual flush toilets in guest bathrooms
- Install a sprinkler system in lawn and schedule the activation at night
- **Dredging Project to restore water storage.** Our this project has the advantages following:

Widening And Deepening

Sediment removal is important because it will help maintain the appropriate width and depth for water storage.

Environmental Remediation

Dredging has a number of environmental benefits as well, and sediment removal can help restore a shoreline back to its original condition. This can be achieved because dredging can help reverse the effects of soil erosion.

Clean Up

Trash, debris, decaying vegetation, and sludge can all contaminate water and soil, but dredging can clean up waterways by removing contaminants.

Preserving Aquatic Life

Our planet is in need of a healthier aquatic eco-system, and dredging can help in this regard. It can help create a more suitable habitat for fish and other wildlife and can be used to remove trash and debris to keep waterways clean.



WASTE MANAGEMENT



We minimize pollution through reducing, reusing and recycling solid waste. Our landfill waste is separated into types and kept in the trash sorting area, where local waste management companies can collect them and recycle the waste, lowering the impact to the environment. For organic waste, we either send them off to become pig feed in local farms or use them as organic matter in our own compost pits. The nutrient-rich compost is then used to fertilize our garden. Plastic waste is now a big problem because it takes a long time for them to decompose. We take active steps to reduce our plastic waste by choosing alternative materials, such as biodegradable straws, or reduce single-use containers. We also give out cloth bags to the staff and encourage them to be mindful of the impact of plastic bags.



WHAT WE DO

1. Bye bye single serve

- Replace plastic water bottles with glass
- Replace single serve toiletries and food packaging with refillable dispensers

2. Smart purchase

- Buy ingredients from local markets to reduce plastic packaging
- Choose less packed and organic products.
- Purchase eco-friendly supplies
- Use compostable takeaway containers or at least more recyclable materials

3. Sorting items for recycling collection

- Integrate within public area some recycling collection bins.
- Educate employees for separate waste materials
- Donate clothes-donate clothes to people in need, shelters, or foundation

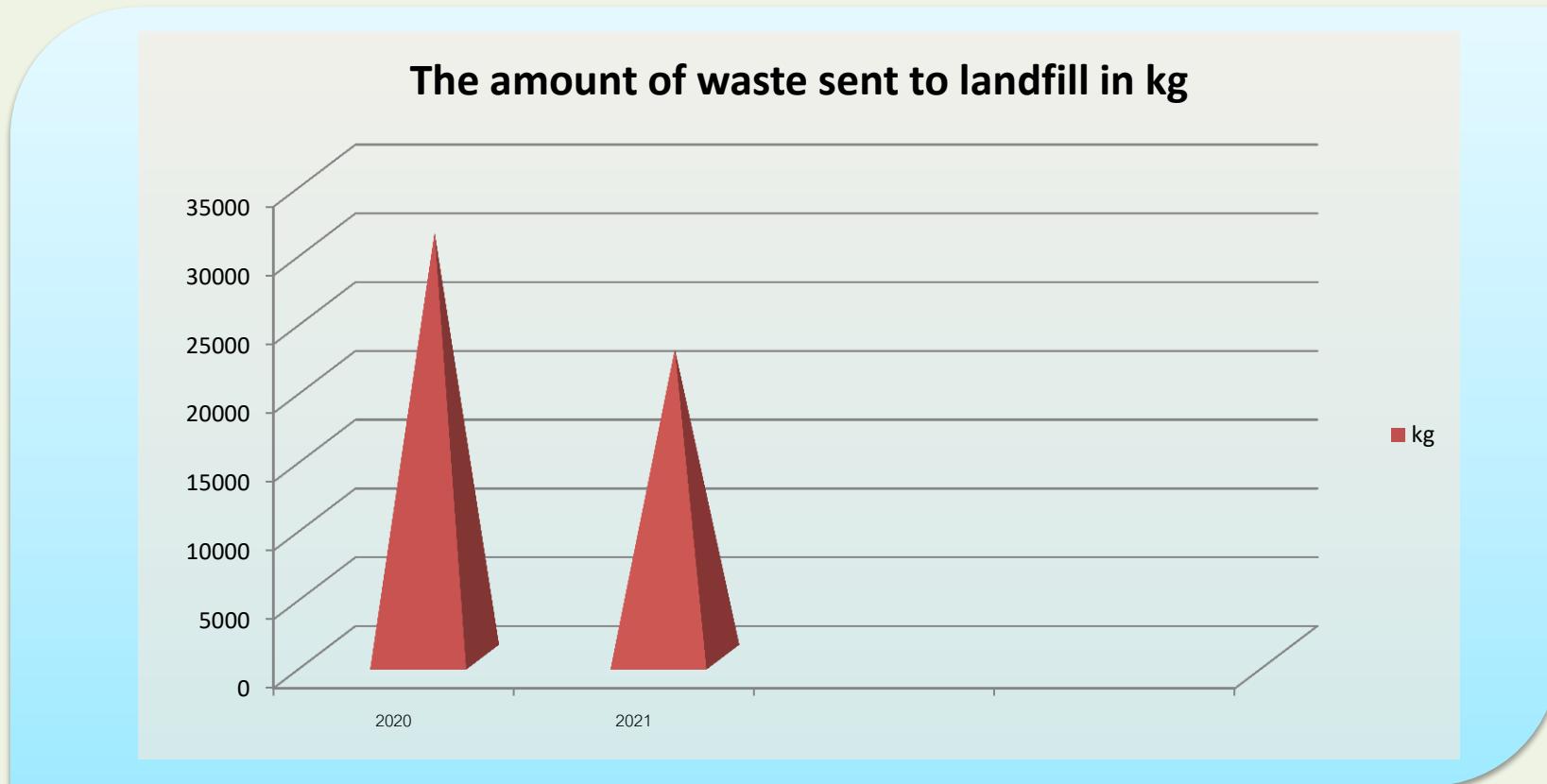
4. Say Hi to compost!

- Composting is one of the essential aspects to reduce and manage waste. A high percentage of our hotel waste comes from kitchens and gardens, but with composting, we can use that waste productively. By composting, we can produce fertilizer for our garden , plus we'll prevent organic materials from going to landfills where their decomposition releases greenhouse gases.

5. A more sustainable kitchen

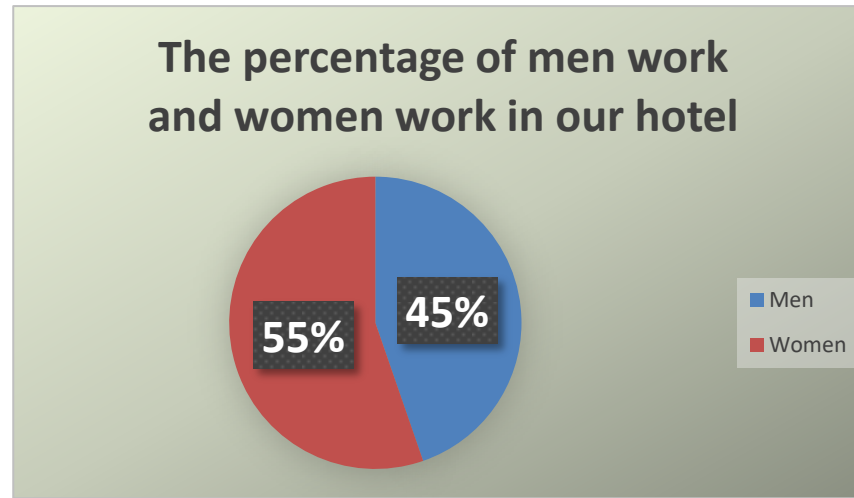
- Avoid all plastic elements that are not recyclable such as: single serve glasses, plastic straws and so on.
- Replace single-serving condiment packs with small reusable pots or bowls.
- Use compostable takeaway containers

All way to reduce waste in our hotel, we can decrease the percentage of waste sent to landfills to 27.45% compared to 2020



5. LABOUR AND HUMANRIGHT

We are all entitled to human rights. These include the right to live free from violence and discrimination; to enjoy the highest attainable standard of physical and mental health; to be educated; to own property; to vote; and to earn an equal wage.

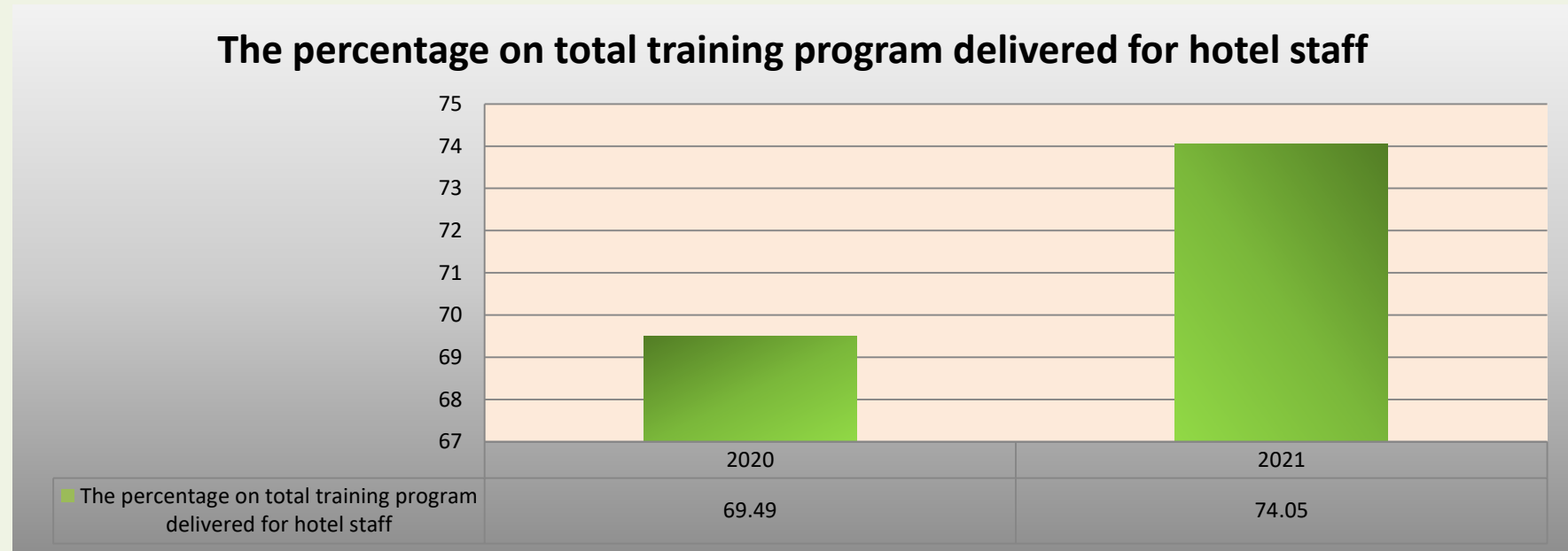


But across the globe many women and girls still face discrimination on the basis of sex and gender. Gender inequality underpins many problems which disproportionately affect women and girls, such as domestic and sexual violence, lower pay, lack of access to education, and inadequate healthcare.

So Khao Lak Merlin Resort is committed to protect human rights and Treat our staff fairly and with respect, ensuring that no one is discriminated against, irrespective of age, sexuality, gender, ethnicity, religions, culture or disability.



The number of women work in our hotel is equivalent to the number of male employees. It's part of the statement about gender equality. We also encourage women and men to be equally involved, guided, driven and able to rise to higher positions and take on the role of 'leaders'.



Training is necessary to solve the internal problems of the body and also provide Benefits to various parts of the organization as follows:

1. Increase work efficiency
2. Improve service quality
3. Employees have better morale
4. Make employees knowledgeable
5. Better Internal information system organization.

That we tend to increase our training every year to give employees more opportunities to develop themselves so in 2021, we increased employee training by 4.6 percent compared to 2020.

5. LOCAL COMMUNITY



Khaolak Merlin Resort is committed to cooperate and support the local community, especially in Thai Mueang district, the hotel's location. We set targets when employing people from local community and provide jobs for the people in the area. We also create volunteering activities to help the local community such as trash pick-up rallies and cleaning local temples, and maintain a close relationship with the community. We also purchase goods and service from local suppliers and make regular donations to local environmental or humanitarian charities and encourage our guests to support them too.

WHAT WE DO

- **Hiring locally** can benefit our organization:

It's Easier to Build a Network

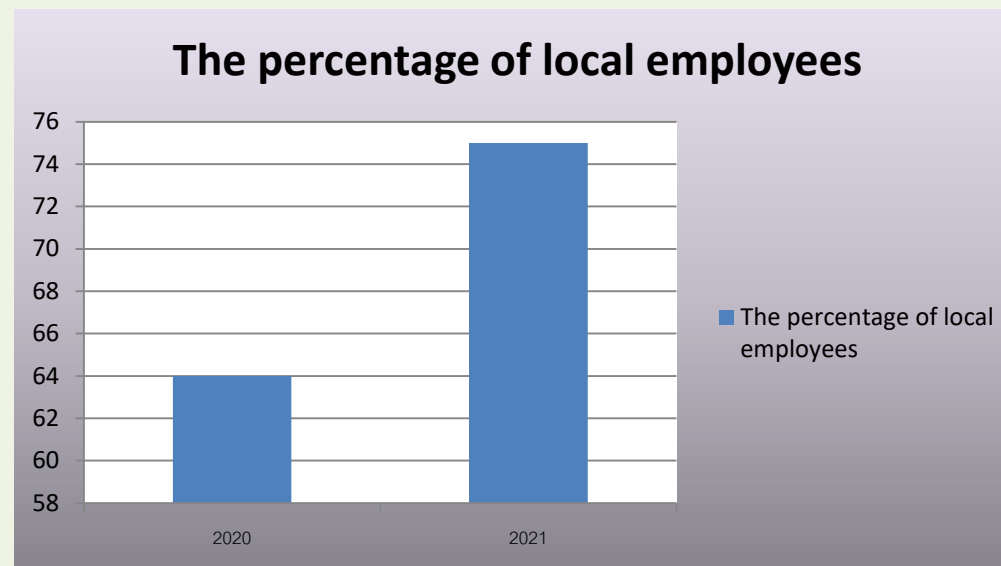
Folks want to work with their friends — with people they know and trust. This type of deliberate network building is much harder if your talent comes to you from several states away. Meanwhile, if you maintain a local focus, one excellent new employee might well lead to another — and another.

Vetting Candidates Is Easier

Consider what happens when you solicit applications from all across the country. You're inviting a whole bunch of unknowns into the equation. When people respond to your job listing from several states away, it can be difficult to know what you're getting — and more difficult to vet your candidates properly.

Growing Pains Are Not As Painful

Making local talent your first choice ensures that if growing pains or culture mismatches occur, your new employees won't be stuck in limbo. They're already local, so there aren't any relocation difficulties.



In 2021, we increased our local employees by 11 percent compared to 2020

- **Purchased locally** can benefit our organization:

Health benefits : Buying local food (fresh and local crops that did not have far to travel) might also help us cook better than before. Local food production will often have fewer harmful preservatives, and we can know where these foods come from, what's in them, and who made them.

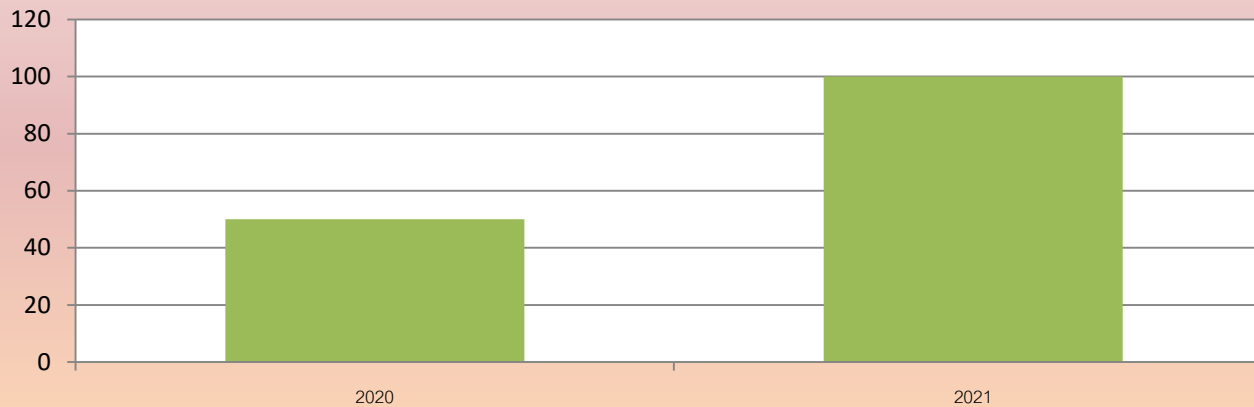
Environmental benefits: Most local farms also practice responsible land development and have lower water and carbon footprints compared to big agriculture. For example, local businesses have to use less packaging, meaning less waste, fewer plastics, and reduced carbon emissions from shipping.

Social benefits: When shopping locally, we support our neighbors and individuals who you may know personally, helping local shop owners get by in times of crisis. Telling your friends about the local shops you support, where you are buying from and what they offer, helps you to network and become a trusted resource among your friends.

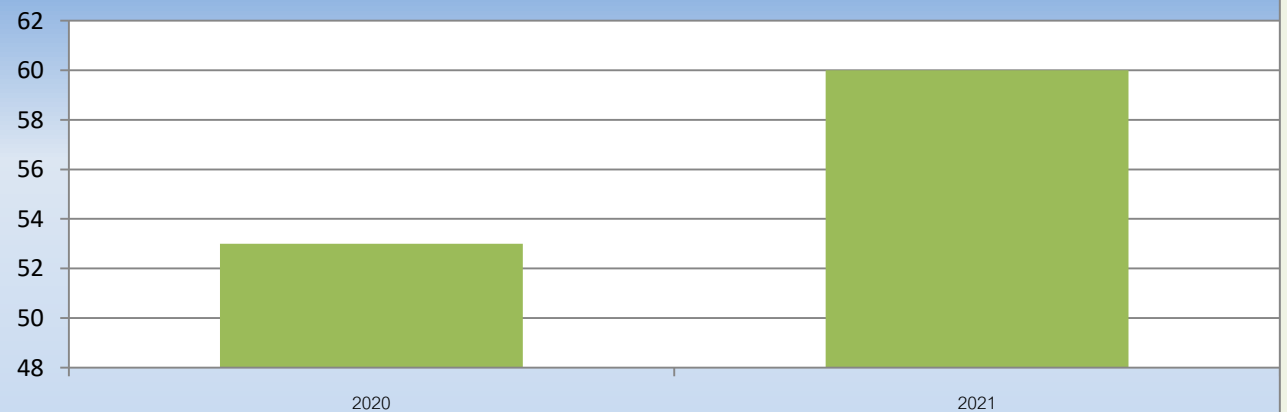
Economic benefits: Economic prosperity among smaller businesses often means a better quality of life for the wider community. Buying local is an investment in businesses that pay local taxes and source from other local businesses, thus promoting the development of better public services and prosperity among the greater population. Most importantly, buying locally helps preserve and create local jobs, boosting the local economy and community.



The Percentage of purchased fresh fruits and vegetables locally



The Percentage of purchased goods and services locally



Local purchasing is useful in many ways. Therefore, we focus on local procurement of goods and services. In 2021 the percentage of purchased fresh fruits and vegetables locally increased 50 percent compared to 2020. And the percentage of purchased goods and services locally increased 7 percent compared to 2020

- Donations Support and Charity to a local

Donate drinking water for vaccinated recipients at Thaimuang Hospital

Donate pillowcases and bed sheets at Takuapa Hospital

Donate seedling and young plant at Paktak Tample

Donate money in the local charity ceremony

Donate money to Soi dog Foundation

Donate rice to Shrine for Vegetarian Festival



- Beach Cleanup and Street Cleaning day



6. WILDLIFE CONSERVATION



We have started a partnership with a non-profit conservation foundation called Love Wildlife to help promote wildlife conservation. Our main project is the conservation of slow lorises. With many local trees native to Southern Thailand, it is a perfect habitat for them with everything to provide their natural diet. We also help Love Wildlife in collecting data about their behaviour, which will be used in the research of these shy animals.

Love Wildlife also performed a regular wildlife survey in the resort and found over 150 species, including hanging parrots, flying lizard and owls. This information is used to create information booklet in the rooms and also the wildlife information signs scattered around the garden.

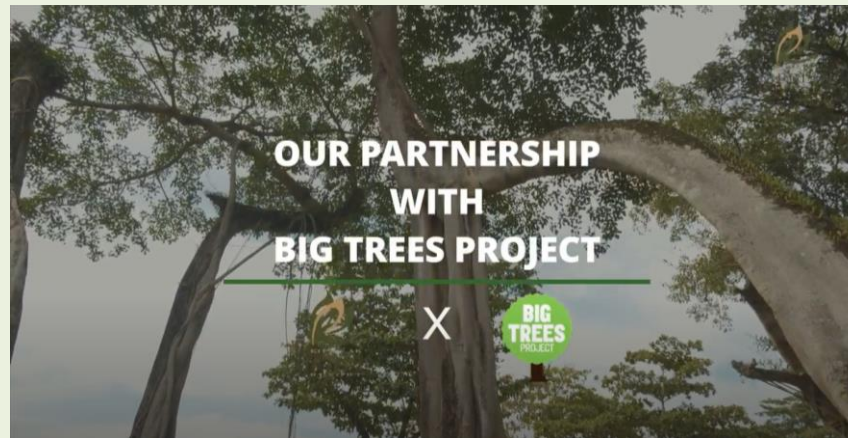
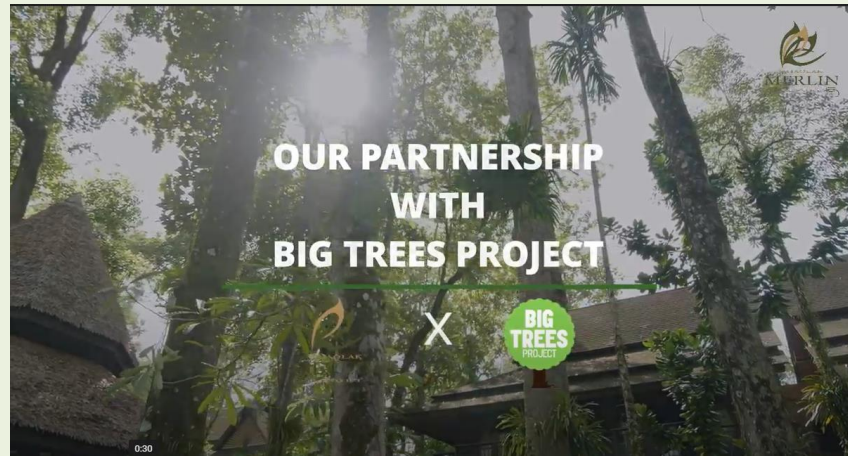


At the beginning of the partnership, Love Wildlife conducted a biodiversity survey in the Khaolak Merlin Resort area. We wanted to know what animals live in the resort, how many species? Which species are local to Thailand and which are migratory ones? From this survey, we found out that there are more than 150 species with in the area. We use this information to create signs to inform guests about the commonly seen animals in the resort. We also created a small booklet, which is provided in the hotel rooms, so the guests can identify animals they see around the hotel such as hanging parrot, sunbirds or kingfishers By carrying this booklet with them when they walk around

Love Wildlife organizes training for the hotel staff to give information about Wildlife species and eco-friendly practices The training include bird species the guests can find during the night walk activity. Including hermit crabs, roosting birds and even the famous slow loris,if you're lucky.

Our main project with Khaolak Merlin Resort is the conservation of lorises. They are small nocturnal mammals from the primate family. They are endangered in Thailand because people like to catch them to become tourist photo props or for illegal wildlife trade because of their cute looks so the resort contacted us because the have slow lorises in their property and would like to conserve them. For example, hotel staff notice that slow lorises sometime walk across the road to visit the resort from a fruit orchard nearby which out them at risk from being hit by a car The hotel asked what they should do, so we recommended that they should install rope corridors to help slow lorises climb around the place. We found that the slow lorises use them quite often which is one of the success stories here. In addition to this, we also trained the staff who leads the night walk to observe the slow loris behavior. They can record behaviours such as when they appear, how many were there, did it rain that night, and were there people around, etc. All the information is put on the tag which is tied around the trees where the slow lorises are found we will use this information for research in the future.

7. TAKE CARE OF ANCIENT TREES



We preserved most of the original trees of Khaolak during the construction of the resort, and half of the large site of 30 rai is covered with nature. We have a total of 276 trees, many of which are decades old, with some towering trees estimated to be over 100 years old.

We have partnered with Big Trees Project to help take care of the trees in our garden. Their team of professional arborists trained our gardeners to maintain tall, ancient trees with ropes and pulleys, ensuring safety for both trees and people. They also helped us compile a database of tree species and calculate their carbon value. They found that our trees stored over 76 tons of carbon over the years!





Khaolak Merlin Resort is an eco-resort with many plants and animal species. Big tree Project has an opportunity to work with the hotel to identify their huge resident trees with the help of the staff. We found that Khaolak Merlin has over 43 species among 276 trees which we compile in a database of trees in the area, sorting them by size, canopy size, height, health and even risk rating. Using software called Treeplotter to record the trees using GPS location to help the hotel be more efficient in take care of the tree. In addition, Treeplotter will calculate the environmental benefits of the trees in the area, such as the amount of carbon stored in the tree trunks. For example we found that the all the trees here store up to 168,000 pounds of carbon, which is a lot! Tree in the hotel need proper care and maintenance. We work with the hotel to bring professional arborists to help maintain and offer advice to the gardening staff while also training them so that they can take care of the trees by themselves with the correct method. The hotel gardeners can also identify trees that are at risk of falling so they can understand and prune the tree to reduce the risk of damage by themselves. This way, the trees will receive good care and continue to flourish for many years in the future. All the information is used to create signs so that guests can learn about all the interesting trees around the resort or tree bean which has the widest canopy size. We hope these signs will inform guests so they can learn something about our work here.

