

Environmental Policy

Avista Grande Phuket Karon is committed to implementing effective environmental initiatives while maintaining the comfort, quality of service, safety, and overall experience of our guests.

We recognize that hotel and resort operations may affect the natural environment through the consumption of energy, water, materials, and other resources, as well as through the generation of emissions, wastewater, and solid waste. We are therefore committed to operating responsibly and sustainably to protect natural resources, reduce environmental impacts, and support the well-being of present and future generations.

This Environmental Policy provides the framework for managing our environmental responsibilities and promoting continuous improvement throughout all areas of the hotel.

Scope

This policy applies to all hotel operations, departments, employees, contractors, suppliers, and relevant business partners of Avista Grande Phuket Karon.

Avista Grande Phuket Karon is committed to:

- Complying fully with all applicable environmental laws, regulations, permit requirements, and approved codes of practice.
- Ensuring that management and employees consider the environmental impacts of their daily activities and decisions.
- Continuously improving environmental performance across all departments and operational areas.
- Monitoring hotel operations to identify environmental risks, impacts, and opportunities for improvement.
- Using energy, water, raw materials, and other natural resources responsibly and efficiently.
- Preventing pollution and reducing greenhouse gas emissions, wastewater, solid waste, and other negative environmental impacts.
- Promoting responsible purchasing by prioritizing local, ethical, environmentally responsible, and sustainable products and suppliers whenever feasible.
- Raising environmental awareness among employees, guests, suppliers, contractors, and other stakeholders.
- Establishing measurable environmental objectives, targets, and action plans and regularly reviewing progress.

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1. Protect and Respect the Environment: Air, Land, and Water

Protecting the environment is a shared responsibility. Avista Grande Phuket Karon is committed to protecting air quality, water resources, soil, biodiversity, and the surrounding natural environment.

All employees are responsible for reporting, communicating, and helping to prevent or mitigate any activity, incident, or operational issue that may cause pollution, contamination, or environmental damage.

The hotel will continuously seek practical and effective alternatives to reduce negative environmental impacts and improve environmental performance.

Rules into Practice

- Prevent the contamination of air, soil, surface water, groundwater, and marine environments.
- Report environmental incidents, leaks, spills, unusual emissions, or unsafe practices immediately.
- Store and handle chemicals, fuels, oils, and hazardous materials safely.
- Maintain appropriate spill prevention and emergency response procedures.
- Reduce the use of harmful substances wherever safer alternatives are available.
- Protect local ecosystems, native species, and natural habitats.
- Avoid activities that may negatively affect biodiversity or surrounding communities.

2. Minimize Waste Generation

Avista Grande Phuket Karon is committed to reducing waste through prevention, reduction, reuse, recycling, recovery, and responsible disposal.

The hotel will identify, measure, and monitor the main types of waste generated by its operations. Waste shall be separated correctly at the source to support effective recycling, recovery, and safe disposal.

Both hazardous and non-hazardous waste will be minimized, reused, recycled, or recovered whenever feasible. Remaining waste will be transferred to authorized waste service providers and disposed of using the most environmentally responsible methods available.

Rules into Practice

- Avoid unnecessary consumption and over-ordering.
- Reduce single-use items and excessive packaging wherever practical.
- Reuse materials and equipment when safe and appropriate.
- Separate recyclable, organic, general, and hazardous waste.
- Maintain clear waste segregation signs and designated storage areas.
- Record and monitor waste volumes by category.
- Ensure hazardous waste is clearly labelled, safely stored, and collected by authorized service providers.
- Work with suppliers to reduce packaging and encourage reusable or recyclable alternatives.
- Encourage employees and guests to participate in waste reduction and recycling programs.

3. Optimize Energy Efficiency and Reduce Greenhouse Gas Emissions

Avista Grande Phuket Karon will continuously seek opportunities to improve energy efficiency and reduce greenhouse gas emissions throughout its operations.

This includes using energy responsibly, maintaining equipment and vehicles efficiently, exploring renewable energy and lower-carbon alternatives, and encouraging environmentally responsible transportation options.

Rules into Practice

- Identify and implement initiatives to improve the energy efficiency of equipment, systems, buildings, and operational processes.
 - Monitor energy consumption regularly and investigate unusual increases or variances.
 - Establish measurable energy reduction targets and review progress.
 - Participate in internal committees, campaigns, and activities related to energy and water conservation.
- Explore suitable alternative fuels, renewable energy sources, sustainable materials, and energy-efficient technologies.
- Encourage the use of lower-carbon transportation, shared transport, walking, cycling, and electric vehicles where appropriate.
- Carry out preventive maintenance of equipment, machinery, air-conditioning systems, refrigeration systems, and vehicles.
 - Operate equipment and vehicles according to manufacturer guidelines and applicable legislation.
 - Reduce unnecessary lighting, air-conditioning, heating, and equipment operation.
 - Monitor refrigerant use and prevent refrigerant leakage wherever possible.

4. Identify Environmental Impacts and Set Reduction Targets

Avista Grande Phuket Karon is committed to using water responsibly and reducing unnecessary water consumption without affecting guest comfort, health, hygiene, or operational standards.

Water consumption will be monitored regularly, and conservation opportunities will be identified across guest rooms, kitchens, laundry, landscaping, swimming pools, public areas, and back-of-house operations.

Rules into Practice

- Monitor water consumption and investigate significant increases or abnormal usage.
- Establish measurable water reduction targets.
- Maintain plumbing systems, water tanks, pumps, irrigation systems, and water-using equipment properly.
- Repair leaks and water losses promptly.
- Install water-efficient fixtures and equipment where feasible.
- Optimize laundry and kitchen processes to reduce water consumption.
- Encourage guests to participate in linen and towel reuse programs.
- Use appropriate irrigation schedules and water-efficient landscaping practices.
- Use recycled or treated water for appropriate non-potable purposes where permitted.
- Ensure wastewater is managed, treated, and discharged in accordance with legal and environmental requirements.

5. Apply Best Available Environmental Practices and Technologies

Each department and operational area shall identify the environmental impacts associated with its activities, products, and services.

Appropriate controls, preventive actions, and improvement measures shall be implemented to reduce environmental risks and negative impacts.

Environmental performance shall be monitored, and measurable objectives and targets shall be established to support continuous improvement.

Rules into Practice

- Identify the environmental aspects and impacts of departmental activities.
- Use appropriate procedures, tools, and control measures to manage environmental risks.
- Take preventive action to avoid pollution, waste, resource loss, and environmental damage.
- Maintain equipment properly to reduce breakdowns, leaks, emissions, and inefficiencies.
- Ensure employees understand the environmental issues relevant to their responsibilities.
- Encourage cooperation between departments to address shared environmental impacts.
- Develop and implement action plans with clear responsibilities and completion dates.
- Review performance against environmental targets and take corrective action when required.
- Maintain appropriate records and supporting evidence for environmental programs.

6. Respect Cultural, Historical, Geological, Archaeological, and Paleontological Sites

Avista Grande Phuket Karon is committed to achieving strong environmental performance by using effective pollution prevention and control measures.

Where operationally and financially feasible, the hotel will adopt environmentally responsible technologies, equipment, materials, and management practices.

Rules into Practice

- Report equipment, systems, or processes operating outside established standards.
- Assess whether repair, adjustment, improvement, or replacement is required.
- Consider energy efficiency, water efficiency, emissions, durability, safety, and life-cycle impacts when purchasing new equipment.
- Review environmentally responsible technologies before replacing major equipment or systems.
- Stay informed about developments in pollution prevention, resource efficiency, renewable energy, and sustainable technology.
- Propose suitable environmental improvements for management review and implementation.
- Give preference to products and equipment that are durable, repairable, reusable, recyclable, and resource efficient.

7. Respect Neighbors and Stakeholders

Avista Grande Phuket Karon recognizes that purchasing decisions can have significant environmental and social impacts.

The hotel will work with suppliers and contractors who demonstrate responsible business practices and will prioritize local, ethical, environmentally responsible, and certified products whenever practical.

Rules into Practice

- Prioritize locally produced goods and services where quality, availability, and operational requirements can be met.
- Reduce purchases involving excessive packaging or unnecessary single-use materials.
- Give preference to reusable, recyclable, recycled, non-toxic, biodegradable, and sustainably certified products.
- Consider environmental performance when selecting suppliers and contractors.
- Encourage suppliers to comply with applicable environmental and social standards.
- Avoid products associated with illegal harvesting, environmental destruction, wildlife exploitation, or unethical labour practices.
- Review purchasing practices regularly to identify opportunities for improvement.

8. Respect Cultural, Historical, Geological, Archaeological, and Paleontological Heritage

Cultural, historical, geological, archaeological, and paleontological sites and objects are valuable heritage resources and must be respected and protected.

The hotel will ensure that its operations and activities do not intentionally damage, remove, alter, or exploit protected heritage resources.

Rules into Practice

- Immediately report any discovery that may have cultural, historical, geological, archaeological, or paleontological significance.
- Inform the hotel representative responsible for environmental or sustainability matters.
- Avoid touching, removing, relocating, or damaging any potentially significant item or site.
- Follow applicable legal requirements and instructions from relevant authorities.
- Provide employees with appropriate awareness of local cultural and natural heritage.
- Promote respectful behaviour among employees, guests, contractors, and business partners.

9. Respect Neighbours, Local Communities, and Stakeholders

Avista Grande Phuket Karon is committed to maintaining open, respectful, and transparent communication with neighbouring communities, guests, employees, suppliers, contractors, government authorities, and other stakeholders.

The hotel will provide relevant information regarding environmental activities and performance when appropriate and will encourage constructive feedback and open discussion.

Rules into Practice

- Promote open and respectful dialogue with stakeholders.
- Respond appropriately to environmental concerns, complaints, and suggestions.
- Report environmental non-conformities honestly and transparently.
- Organize discussions, meetings, surveys, or other communication activities where appropriate.
 - Provide updates on environmental initiatives, performance, and improvement plans.
 - Establish suitable channels for stakeholders to communicate feedback or concerns.
 - Consider the potential environmental and social impacts of hotel activities on neighbouring communities.
 - Take reasonable action to minimize noise, odour, traffic, light pollution, waste, and other disturbances.

10. Employee Awareness and Participation

Employees play an essential role in the successful implementation of this Environmental Policy.

Avista Grande Phuket Karon will provide appropriate information, communication, training, and guidance to ensure that employees understand their environmental responsibilities.

Rules into Practice

- Include environmental responsibilities in employee orientation and departmental training.
- Provide refresher training and awareness activities where necessary.
- Encourage employees to report environmental risks, incidents, and improvement opportunities.
- Promote employee participation in conservation activities, environmental campaigns, and community programs.
- Communicate environmental objectives, targets, and performance results.
- Recognize and share good environmental practices across departments.
- Ensure department heads monitor compliance within their respective areas.
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11. Monitoring, Documentation, and Continuous Improvement

Avista Grande Phuket Karon will monitor and review its environmental performance regularly to ensure that this policy remains effective and relevant.

Environmental data, legal compliance records, inspection reports, training records, action plans, and supporting evidence shall be maintained as appropriate.

Rules into Practice

- Monitor key environmental indicators, including energy, water, waste, emissions, wastewater, and resource consumption.
- Compare performance against established baselines and targets.
- Conduct regular inspections, internal reviews, and environmental assessments.
- Investigate non-conformities and implement corrective and preventive actions.
- Review environmental objectives and targets at least annually.
- Update policies, procedures, and action plans when operational conditions, legal requirements, or environmental risks change.
- Communicate relevant environmental performance information to management and stakeholders.

Conclusion

Avista Grande Phuket Karon is committed to responsible environmental management, pollution prevention, resource conservation, legal compliance, and continuous improvement.

Through the active cooperation of management, employees, guests, suppliers, contractors, local communities, and other stakeholders, we aim to reduce our environmental footprint, protect natural and cultural resources, and contribute positively to a more sustainable future.

This policy shall be communicated to all employees and made available to guests, suppliers, contractors, and relevant stakeholders.

This Environmental Policy will be reviewed regularly and updated when necessary to ensure its continued suitability and effectiveness.



Rahul Singh
Hotel Manager
1st January 2026