



Sustainability report

SUNWING KAMALA BEACH 2023

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FAMILY RESORTS



Presentation of hotel facilities

Sunwing Kamala Beach is located on the west side of Phuket Island. The hotel was built in 2009 and extends over an area of 24,000 sqm plot of land.

- Back of the house areas with operational facilities such as store rooms, linen room, staff areas (canteen and hygiene facilities), offices & maintenance facilities.
- Ground floor with reception/lobby, kids club, medical clinic, lounge, minimarket, luggage room, textile souvenir shop & diving shop.
- With 5 buildings and a total of 311 guest rooms.
- Gardens with massage salas, multi-purpose sport court, table tennis and designated smoking areas.
- Fitness Room and Gym
- 2 Restaurants
- 8 outdoor swimming pools

Sunwing Kamala Beach accommodates approximately 15,107 guests during the summer season (Mar–Oct '23) and around 6,852 guests during the winter (Nov '23–Feb '24) with a team of 175 employees year-round.

- Our hotel offers unparalleled hospitality, catering guests from every part of the world, with the majority of them coming from the European countries such as Scandinavia, Germany, Russia, Slovakia and Poland, but also Australia, Korea and China.
- The hotel staff comprises primarily of Thai employees, with additional members from the Philippines and Myanmar. Also, a small number of Nordic staff to cover Shows, Fitness and Lollo & Bernie Club.
- We have and communicate a clear and comprehensive statement of policies.
- We are striving to reduce our use of energy and water, and to re-use and recycle as much as possible wherever it's practical and possible.
- We are looking for new ideas to develop and integrate sustainable technologies and equipment in our operation.
- We are monitoring and measuring our environmental performance on a monthly basis.
- We are providing the necessary resources to meet our objectives and targets and on-going training for our staff on environmental, social and health & safety issues.
- Communicating our policies practices and programmes to all our staff, guests, suppliers and the public.



Energy use

Despite the continuous improvement in the services offered to Sunwing Kamala Beach guests, our efforts to continue decreasing our energy consumption remains. This has been challenging for the last couple of years due to covid/pandemic- with several restrictions in operation, shorter seasons and lower occupancy, negatively affecting the achievement of our targets and goals.



	2020-21	2021-22	2022-23	2023-24 Target
Electricity (kWh)	562,256	1,246,939	3,091,619	
Electricity (kWh/guest night)	151.63	41.62	21.14	20.00

MEASURES TAKEN:

- All/100% of the hotel's old light bulbs have been replaced by LED ones.
- Timers have been installed for the controlled operation of outdoor lights.
- All lightings and air conditioners in guest rooms are controlled by means of energy saver switches activated with magnetic key cards.
- Installation of low-flow tap aerators in all guest rooms to decrease both water & energy consumption.
- Provide information to guests and hotel staff by having environmental information stickers/signs.

Water use

In addition to the protection of energy resources, the reduction of water consumption is a central aspect of our hotel. Despite the continuous improvement in the services offered to Sunwing Kamala Beach guests, our efforts to continue decreasing our water consumption remains. This has been challenging for the last couple of years due to the covid /pandemic -- with several restrictions in operation, shorter seasons and lower occupancy, negatively affecting the achievement of our targets and goals.



	2020-21	2021-22	2022-23	2023-24 Target
Fresh water m ³	10,009	37,289	82,799	
Total water consumption/ guest night (ltr/GN)	2,699.30	1,244.75	566.25	550.00

MEASURES TAKEN:

- Flow restrictions have been installed in all rooms and regularly checked.
- Outdoor showers has been equipped with automatically water flow stop.
- Installation of sensor faucet in public toilets' hand washing sink.
- Daily watering of garden areas has been re-scheduled to be done before 10.00 hrs.
- Treated gray water are partly being used for watering of gardens.
- Installation of double flushing system in both guest room and public toilets.
- Installation of low-flow shower heads in all guest rooms.
- Water conservation information signs/stickers are in place (linen/towel changing cards), providing information to the guests on how to conserve water.
- Conducting regular maintenance of swimming pools in order to prevent leaks.

Waste

Unfortunately, the Covid restrictions and Health & Safety strict protocols, including limited numbers of persons in common areas, the increase use of gloves, masks, food portions, in combination with very low occupancy, made it substantially more difficult for us to maintain and reach our targets and goals.

MEASURES TAKEN:

- Encourage our hotel guests to separate their wastes. Recycling/garbage separation stations are placed strategically around the resort areas.
- Recyclables such as papers, plastics, tins, glass, batteries, lamps, toners, electrical equipment, used oils are collected by certified recycling company.
- We don't buy or use small quantities of shampoos, soaps, conditioners, or single breakfast portions of yoghurt, sugar butter or marmalade etc.



	2020-21	2021-22	2022-23	2023-24 Target
Sorted Waste	13,346	19,835	130,111	
Sorted Waste per bed night/kg	3.6	0.66	0.89	0.80
Unsorted Waste	2,386	43,647	180,250	
Unsorted Waste per bed night/kg	0.64	1.46	1.23	1.10

Labour & human rights



At Sunwing Kamala Beach, we strive to provide a safe workplace where human rights are respected in accordance with the collective agreements with the unions and the applicable legislation. We are an equal

opportunity employer and we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operated.

EMPLOYEES	2020-21	2021-22	2022-23	2023-24 Target
Male	35	42	63	
Female	65	83	101	
Local	84	107	132	140
Other Nationalities	16	18	31	35

Whilst we encourage non-discrimination, we employ a large number of local people to support local community where the hotel operates. Our target for 2024 season is to employ at least 80 % local staff. The greatest asset of Sunwing Kamala Beach is our employees, and we invest heavily in their continu-

ous training and development and the upgrading of their skills. Please find below the number of course programs and the hours of training per year. First Aid Training (8 hrs.), Fire Drill Training (8 hrs.), Team Building Training (6 hrs.), Thai Etiquette Training (6 hrs.), Professional Cocktail Training (6 hrs.)

Code of Conduct and Ethics

Sunwing Kamala Beach is strictly following/applying the NLTG/Sunwing Resort & Hotels' supplier code of Ethics and Conduct sets out the minimum standards of business behaviour expected of Suppliers, who must have processes in place to monitor and maintain these standards, including within their own supply chains. Suppliers must comply with child protection laws, including United Nations Convention on the Rights of the Child and the international Labour Organization Convention Numbers 138 and 182. Suppliers must also comply with local laws regarding the minimum age of employees and all legal requirements for the work of authorized young workers, particularly those relating to hours, wages and safe working conditions.

NLTG Supplier Code of Conduct

COMMUNITY AND SOCIAL ACTIVITIES (EVENTS AND DONATIONS)

- Participating in Children's Day by providing school supplies and food for the children within the community.
- Organizing Blood Donation on quarterly basis.
- Collaborated with universities in Phuket for our TRAINEE program (On-the-Job training).
- Sunwing Kamala Beach is a proud member of Kamala Green Club.
- Sponsoring they yearly local community Kamala Festival arrangement.
- Supporting Kamala police station activities and facilities.

CONTACT US:

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