



RAFFLES

GRAND HOTEL D'ANGKOR SIEM REAP

Raffles Standard Operating Procedures Manual

Department: Executive Office-Sustainability

Task: Sustainability Management Plan

SUSTAINABILITY MANAGEMENT PLAN

The Sustainability Management Plan is to ensure that decision-making within our group contributes to achieving its objectives, improving its sustainability, reducing its long-term environmental impact and increasing the welfare of employees, guests and of the environment that surrounds us. The Sustainability Management Plan is to guide the daily operations of the business sustainably in considering the environmental, socio-cultural, quality, and health & safety issues.

Energy Conservation objectives

- Green energy utilization
- Reduction in the amount of CO2 emissions
- Optimize energy efficiency of plants
- Reduce energy expenditure

Waste management objectives:

- Reduce water expenditure
- Reduce the amount of non-recyclable waste
- Increase the amount of waste that we recycle.
- Improve the results obtained in previous years

General objectives:

- To achieve Green Globe certification
- Lead the decision-making process to be more sustainable
- Develop a business strategy based on sustainability, quality, safety & health

Satisfaction goals:

- Increase commitment with our customers
- Increase customer satisfaction measured by surveys
- Provide clients with information on good waste management practices
- Provide clients with information on the company's CSR projects

Training objectives:

- Raise awareness of the company's CRS Colleagues
- All colleagues are aware of environmental policies
- Conduct Recycling training for colleagues

SCOPE

The scope of the Sustainability Management Plan covers all activities at properties coming under Raffles Grand Hotel D'Angkor, and its integration with all colleagues, customers and guests, business partners, owners, other stakeholders, and the environment at large.

We believe, our guests, colleagues and environment are equally important. Our Sustainable Management Plan ensures colleagues, customers, business partners, owners, other stakeholders, the environment and the property are taken care.

Our Sustainability Management Plan encompasses four key areas;

- **Environmental**– To be actively involved in conserving resources, utilizing renewable energy to the extent possible, reducing pollution, and conserving biodiversity, ecosystems, and landscapes.
- **Socio-cultural**– To be involved in corporate social responsibility actions, community development, local employment, fair trade, respect for local communities, and colleague protection. Being involved with activities to support the local community
- **Quality**– Any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, and other stakeholders.
- **Health & Safety**– Raffles Grand D’Angkor, complies with all established health and safety regulations and ensures that both guest and colleagues' protection instruments are in place

1. SUSTAINABLE MANAGEMENT

Implement a Sustainable Management Plan (SMP):

Our Raffles Grand D’Angkor shall establish and maintain the SMP complying with the requirements included in this section. Our property will provide and write Policies and Procedures that:

- are appropriate to the nature and scale of the organization's activities;
- are aligned with the four key SMP areas i.e. Environmental, socio-cultural, quality and health & safety issues;
- include a commitment to continual improvement of the SMP;
- include a commitment to comply as a minimum with the current applicable legislations, regulations and other requirements to which the organization subscribes;
- provide a framework for setting and reviewing SMP objectives and targets;
- are documented, implemented, maintained and communicated to all colleagues;
- are available to all interested and affected parties; and

- are reviewed periodically and annually to remain relevant and appropriate to the organization's SMP.

Renewable Energy Initiatives

We always look for alternative plan to sustainable energy upon availability, any initiated projects of Green Transit we have taken action by brought our Electric TukTuk and offering to the guest option of bicycle as well.

Legal Compliance:

The Resort is licensed according to the law of the Cambodia compliance with all relevant international or local legislations and regulations, including health, safety, labour, and environmental aspects, and insurance policies and other guest and colleague protection instruments are up to date and in order.

Colleague Training:

Colleague hiring, training, annual appraisal and performance review, at our property, are in line with the corporate competencies and competency models, based on the mother brand, ACCOR, beliefs and expectations.

At Raffles Grand D'Angkor, we strongly believe that it is important to follow all the processes, to achieve a healthy and balanced team, by encouraging internal development and growth.

Customer Satisfaction

Monitors customer satisfaction by receiving feedback in different ways and platforms. We strongly believe, accept and work with any kind of positive or constructive feedback provided by our guests.

Besides customer satisfaction, we also review and monitor internal quality performance and satisfaction. Some of the tools used for monitoring and reviewing the same are:

- a) Trust You
- b) Internal email survey sent to our guests towards the end of their stay
- c) 24 – 48 hours' feedback
- d) Guest emails
- e) All 3rd party online platforms such as TripAdvisor, Booking.com and all social media channels.

Accuracy of Promotional Materials

All communication regarding promotional material at our property goes through the Sales and Marketing team and is in line with the company standards (ACCOR & Raffles), local regulations and cultural norms.

We do not overpromise or mislead our guests; promotional materials are truthful and do not promise more than can be reasonably expected by customers.

Local Zoning, Design and Construction

Our property is located with No local significant sites, water courses, wildlife of any sort, vegetation or residents would have been disturbed adversely.

Ongoing maintenance and repairs are performed regularly. The refurbishments, if any, include re-using as much of the original structure as possible, incorporating local design and architecture and renovation/interior design is always performed to be as sustainable, energy- saving and long-lasting as possible, and includes use of environmentally sound materials.

Interpretative Tourism

We inform our guests about the local environment, local culture and cultural heritage through various means; may it be electronic or something as simple as friendly dialogue with guests.

On arrival at the resort, with our colleagues dressed in traditional clothes. During special events, i.e. weddings, our colleagues wear traditional clothes and there is always local entertainment for our guests.

That guests can experience to interact with the local community and support local businesses like handicrafts, and other souvenir shops.

Communications Strategy

We communicate with our guests and visitors to the resort and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work.

Our sustainable operations involve our guests, for example, we have placed a Sustainability “Green Card”, in all the villas & rooms. To give our guests an option whether or not they want the bed linen and/or towels to be replaced for the day, hence, providing them with an opportunity to play a direct role in water and energy conservation.

Health and Safety

We follow strict environment, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury.

Colleagues are appropriately trained to make them aware of the health and safety issues while working and guests are made aware of hazards by using appropriate signage and other forms of communication.

Purchasing and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy. Another requirement we try and meet is to procure goods and equipment which are durable and long-lasting.

We have an experienced team of engineers and technicians who maintain the facilities and equipment so that we have constant checks on them being in good working condition. All necessary and mandatory safety requirements for the same are in order.

We have engaged the services of a Food Safety Company – HACCP. - who visits the premises yearly to ensure the food safety compliance systems are in order. New kitchen colleagues are trained on safety and procedures and must undergo a mandatory basic food hygiene course in food handling.

Disaster Management

Our property takes very seriously its Disaster Management plans, taking into account the three R's – Readiness; Response; Recovery.

Fire Safety: The resort uses the services of a third party to inspect, analyse, advice, and train and certify all colleagues.

Yearly drills are held involving all staff, where a real disaster is simulated and practice responses are undertaken. All drills are observed by independent parties and observations and reports are written.

2. SOCIAL/ ECONOMIC Community Development

CSR policy: the policy states that the resort recognizes its role and responsibilities in contributing to the sustainable development of the communities in which it operates. This policy aims at maximizing the return on community investments and their impact on the local community. We have identified unique areas of involvement where we can actively support our local communities and engage in a mutually rewarding way with our stakeholders.

Education: Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector. This is done by taking on interns from local educational establishments and supporting their growth and development. Further job opportunities are offered within the company.

Healthcare: Supporting initiatives aimed at enhancing the health and well-being of local communities. We look into schemes of donating and sponsoring the health facilities at local community, Angkor Children hospital and Kantha Bopha hospital.

Cultural Preservation: Supporting initiatives aimed at enhancing the ability of small businesses that are strategically linked to business needs to perform more effectively to create economic growth. We regularly buy from local producers and support local food suppliers.

Environmental Protection: Supporting initiatives that help protect the integrity of the environment. we have initiated a program to our guest to join the tour of wildlife conservation and impact environmental in Cambodia.

We also want to support to all party that take initiatives to use innovative products and services to help solve environmental problems.

Local Employment:

Raffles proactively supports the recruitment and development of Cambodian nationals at various managerial level positions across its operational.

The element of local employment is supported by:

- Equal Employment Opportunity policy (part of the Accor & Raffles Ethics and Conduct Policy)
- Corporate Social Responsibility Charter
- Workplace Health and Safety policy

Fair Trade

Fair trade within our properties is to ensures the use of right methods to select suppliers and procure goods and services at the right quality, price, time, source and delivery while protecting the company.

Local Entrepreneurs

We do engage in organizing events and activities that portray the local culture, creating event that Local craftsmen to visit our property to enable them to enhance their art show to our guest, giving guests a chance to interact with them and learn about local cultures & art.

Respect Local Population & Culture

Guests and colleagues are made aware of the local culture. All efforts are made, where applicable, that due respect is given to the local values and beliefs, and we commit to safeguarding the culture and ensuring that the local community shares in the benefits of tourism.

Exploitation

Our property is in strict compliance with the Cambodia Labour Law. Hence, appropriate policies are in place against the employment of children, sexual harassment and exploitation.

The element of avoidance of exploitation is supported by:

- Equal Employment Opportunity policy (part of the Accor & Raffles Ethics and Conducts Policy)
- Code of Conduct policy (part of the Accor & Raffles Ethics and Conduct policy)

Equitable Hiring

We promotes diversity and equality on all levels of the business, and no colleagues or applications are discriminated against in any way.

All positions are filled based on competence. Our resort adheres to all local laws and regulations concerning labour laws and offers conditions and wages superior to the minimum requirements.

Women candidates are encouraged to apply across all levels of the business.

Colleague Protection

Salaries and benefits meet national regulations, and all payments required by law into insurance and pension funds are made on behalf of all colleagues. Overtime is paid for hours worked beyond the established work per labour law. Week hours and working hours do not exceed the legal maximum.

Basic Services

The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business, generate many secure jobs and reflect a positive influence on the community.

Local Livelihood

The activities of the business contribute to the economy of the community by creating jobs and buying from local sourcing, supporting all activities to bring income to the local people such as community art, handicraft and conservation tourist area.

Bribery and Corruption

Raffles prohibits all forms of bribery, directly or through third parties, including employees from soliciting, arranging or accepting bribes.

No direct or indirect contributions to political parties, etc, are made, as a way of obtaining an advantage in business transactions.

We will not deal with contractors and suppliers known or reasonably suspected to be paying bribes. Due diligence is undertaken in evaluating prospective contractors and suppliers to ensure that they have an effective anti-bribery Program.

The element of avoidance of bribery and corruption is supported by:

- Raffles Ethics and corporate social responsibility charter
- Anti-bribery and corruption policy

3. CULTURAL HERITAGE

Our colleagues are trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that the guests are most interested in.

Historical and archaeological artifacts are not sold, traded, or displayed. The business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage.

Goods which are protected and may not be bought or taken are communicated to guests through in-house literature.

The villas/rooms and all public areas are of rustic ethnic charm and blend in naturally with the surroundings and landscape. The scenic beauty of the Raffles Grand D'Angkor is enhanced through our thoughtful architecture and design of structures.

4. ENVIRONMENTAL

Our Resort sources and obtains many locally produced goods including Watermelons, Papayas, Pineapple, Mangosteen, Longan, Rambutan, Bananas, and many others which have been grown safely and organically in the region. Fresh local fish and meat that usually serve in the guest menu and in staff canteen.

As much as possible, we favor suppliers who conduct their business responsibly and ethically. We buy in bulk to reduce packaging waste. We prefer products which are eco-friendly, bio-degradable, made from recycled material and have minimum impact on the environment.

We do not use any invasive alien species in our gardens and landscapes, we also minimize the trimming and try to keep the native plant as undisturbed as possible. Measures are taken to prevent the introduction of pests and exotic species. The Biogents Mosquito Trap has been used for hotel operation to eliminate mosquito with Eco-Friendly purpose.

No captive wildlife, endangered species, products thereof or any form of unethical items are used, sold or allowed on our Resorts.

Our business activities do not impact the habitat of local wildlife or plants, appropriate measures are taken to minimize noise, chemical pollution; artificial lighting from having an impact on wildlife.

Endangered species, products thereof, or items stemming from unsustainable practices are not sold, traded, or displayed on the property grounds.

Guests are provided with information about protected areas within the property, and influence zone and encouraged to visit protected areas.

We are fully aware that sustainability is an ongoing journey; therefore the Sustainability Management Plan will be reviewed annually.

The resort will continuously measure and monitor the following at planned intervals to verify that we are achieving continuous improvement in the field of sustainability though:

- Electricity consumption
- Water consumption
- GHG emission
- Amount of waste generated by the resort
- School for Change training

Our Sustainability Management Plan is supported by the following Policies and procedures along with other supporting documents:

- Environmental Policy
- Health and Safety Policy
- Business Ethics and Conduct Policy
- Waste Management Plan
- Environmentally Preferable Purchasing policy
- Landscaping Policy
- Pollution Management Plan
- Disaster Management Plan

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Page:	10	Updated Date:	June 15, 2024 15 JUN 2024