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# ROBINSON<sup>®</sup>



## Environmental Report 2018

World of  TUI

### CLUB KHAO LAK





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An aerial photograph of a tropical resort. In the foreground, there are several tall palm trees and lush greenery. A swimming pool is visible in the middle ground, surrounded by a paved area and more palm trees. In the background, there are several large, multi-story resort buildings with dark roofs. The sky is blue with some light clouds.

## Foreword

The topics of environment and sustainability are an important and central component of our hotel's strategy. Not only to reduce our CO2 emissions, but also to reduce our use of energy, waste and chemicals. We also attach great importance to social commitment so that the community and local population can benefit. To continuously review and improve our commitment to the environment and sustainability, we are certified by several external standards. With this report, we would like to inform all stakeholders about our sustainability activities and progress over the past year.

Erol Wieldt  
General Manager



## Management & Sustainability

Our hotel has a high demand on its own corporate responsibility. We know that we have a high impact on the environment, economic development, education and promotion of employees as well as their health and well-being. Our goal is to minimize our impact on the environment now and in the future, strengthen local communities, and do the best we can for our guests. To this end, we have set ourselves the following goals: improvement of energy and water efficiency, reduction of waste and recycling of recyclable materials, mediation to guests and cooperation partners, sustainable procurement and voluntary activities. For this reason, our sustainability strategy is based on 6 V's: avoid, reduce, recycle, beautify, communicate and understand. They support the sustainability strategy of the TUI Group "Better Holidays, Better World". Goals are formulated, activities are planned to achieve these goals, activities carried out during the year are documented, the results are compared with the goals at the end of the year and on this basis the goals and activities for the next year are formulated. Our Code of Conduct lays down our commitment to climate protection, and employees are made aware of the issue through training courses. The promotion of our employees and good working conditions as well as the development of the local destination are important goals. The Sustainability Report is based on three core areas: Environment, community and local and social commitment.





# Environment





# Energy

## Gesamter Energieverbrauch (in KWh)



Our hotel was opened in November 2017. The numbers for 2014-2015 therefore are from the previous hotel owner. Nevertheless, many things were taken over, so we let the numbers flow in.

The increase in electricity consumption since Robinson is mainly due to new gas-powered kitchen appliances as well as additional refrigerated rooms such as group fitness, sauna, new restaurant, bamboo kitchen, buffet and kitchen.

The low energy consumption in 2017 is due to the closure phase before ROBINSON was opening in November 2017.

Through training and communication we sensitize our employees and guests to the topic. Thus, bed linen and towels are only changed at the guest's request in addition to the standard.

# Water

In addition to protecting energy resources, reducing water consumption is a central goal of our hotel.

The increase in water consumption is explained by the fact that only 1 small well was previously present or measured in the system, now there are 3 wells!

Before the water was taken unmeasured from the lake.

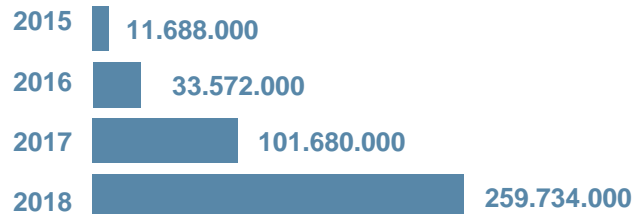
We also sensitize our employees and guests to the topic of water consumption.

## Gesamtverbrauch Wasser Gast/Tag (in l)

■ 2018

1.788

## Gesamter Wasserverbrauch (in l)





# Waste Management & Pollutants

Here in Thailand the waste management system is somewhat different:

Generally the waste will be burned here. In our club, some waste is burned, such as leaves, which are often buried. Plastic and cardboard are sold for reuse. Food is given to the local farmers who can use it as food for their animals. We also work with the government. They send a kind of garbage collection every day, which collects food waste and other garbage.

A garbage separation is unfortunately not yet available. However, this is to be introduced next year.



In 2020, we want to implement a waste management system in which we encourage our guests and employees to separate waste.



# Community & Supply Chain







## Our employees

Our hotel currently employs 400 people. 75 % of the employees are from Thailand. Other nationalities are among others: Germans, Phillipinos, Dutch and Burmese. We apply national and international standards with regard to environmental protection, labor law and safety. A high level of job satisfaction is important to us. We therefore conduct regular employee satisfaction surveys in order to increase loyalty, loyalty and satisfaction. Compliance at all levels, extensive training measures and internal job advertisements are a central and important component of our hotel.





## Our guests

Our hotel is committed to its environment, which it shares with its guests and staff. Upon request, discussions between guests and those responsible for the environment are possible at any time in order to explain or answer questions on the subject of sustainability.

Our guests are always invited to participate in our environmental measures and sustainability efforts. For example, we recently launched our environmental action. Together, guests and employees drive to neighboring beaches and clean them! The last time we collected more than 30 bags rubbish.

Information can be found in the rooms, in the lobby or at the reception desk. We communicate our activities through our sustainability report and social media channels.



# Purchasing and Stakeholder

For our purchasing managers, sustainable and environmentally friendly products are a priority. For example, any renewal of technical equipment must prove that it is environmentally friendly. When purchasing food, we prefer fresh regional and sustainable products in order to avoid long transportation times.

We involve our stakeholders along the entire value chain. When selecting contract partners, we take into account common climate protection objectives and draw on the experience of science, governmental and non-governmental organizations in a dialogue and coordinate with the local community.





## Social & local engagement





## Social engagement



Together with holidaymakers and the TUI Care Foundation, we take the opportunity of tourism to do good for the people and societies in the destinations. The TUI Care Foundation attaches particular importance to bringing about local change. To bring about sustainable and positive change, it relies on strong partnerships with regional and international organizations. 100% of the donations flow into the projects.

In 2017, € 7.3 million in donations were collected and ten new projects were launched, which are now supported by the TUI Care Foundation. The TUI Care Foundation and its partners are thus facilitating a winegrowing project in Lanzarote, as the sun and volcanic rock provide ideal conditions for the local Malaysia grape, thus preserving winegrowing in Lanzarote and creating jobs. More information at: [www.tuicarefoundation.com](http://www.tuicarefoundation.com)

## To support the Baan Than Namchai Foundation for Education & Sustainable Development



"Bright children's eyes are moments of happiness - not to be paid for with money and not to be outweighed with gold."

The Baan Than Namchai Orphanage (BTNC) is about 20 minutes away from our club. The orphanage was established by voluntary organizations and "Hands Across the Water" as an immediate response to the tsunami in December 2004. Today, the BTNC provides a home for 107 needy children aged 6 months to 19 years. Their motto is "I will improve myself to help the other".

For the benefit of the Baan Than Namchai Foundation for Education & Sustainable Development, we regularly collect donations of all kinds. If our guests or the employees have children's clothes, shoes, shower gel, cosmetics (whether new or not) and would like to donate, they simply can hand them to our reception team at check-out. We collect all these donations and hand them over to the Foundation. There is also our donation box for money at the entrance in the lobby.





## Certifications

## Awards



In the TUI Group, the internationally recognized Travelife seal of quality is used in particular to assess sustainability performance. In order to maintain the seal of quality, an appropriate sustainability organisation and measures incorporating ecological and social aspects are required. The audits are carried out by an external auditor. The seal of approval awarded in gold for 163 fulfills test criteria and is valid for two years.

**At the moment we are implementing all criteria of the Travelife certification and hope that we will be able to carry out the audit this year.**



The travelife certificate could also enable us to win awards such as the TUI Environment Champion.