

Zannier Hotels Phum Baitang Sustainability Management Plan 2024

The Sustainability Management Plan covers 5 key areas:

- A — Sustainable Management
- B — Social / Economic
- C — Cultural Heritage
- D — Environmental
- E — Improvements the previous year

A. Sustainable Management

A.1 Implement a Sustainability Management Plan

This is the full Sustainable Management Plan that gives a comprehensive insight into our hotel's long-term policy towards sustainable management of our property covering four key areas: Environment, Socio-cultural, Quality and Health & Safety.

The Sustainable Management Plan has been developed by Zannier Hotels Phum Baitang following the Green Globe Certification Standard. All departments worked together to invent and identify sustainability initiatives at the hotels thus creating a bottom-up approach which will simplify the integration of the Sustainability Management Plan in all departments. This is a continual process, and the Sustainability Management Plan is to be used both internally and externally. Internally, in every department, as a guide to employees and externally for our stakeholders, may they be guests or suppliers, to understand the way the business is run at Phum Baitang.

The sustainability Management Plan, including the environmental policy, is communicated both externally and internally through different mediums. Internally, it is accessible to all the staff through the Employee Handbook, and shared amongst Heads of Departments, whilst it is available externally to any stakeholders, be it guests, suppliers, or press, through Zannier Hotels SharePoint. Furthermore, the sustainability message is communicated to everyone present in all the hotels through small messages and actions. One example is the signage left on every bed during turndown requesting the limitation in changing towels and bedsheets in order to save water and detergents, which grows awareness and sparking sustainability discussions.

In addition, Zannier Hotels Group understands that there is always room for improvement in our sustainability efforts.

A.2 Legal Compliance

Zannier Hotels Phum Baitang is licensed according to Cambodian law and in compliance with all relevant international or local legislation and regulations, including health, safety, labor, and environmental aspects, and insurance policies and other guest and staff protection instruments are up to date and in order.



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A.3 Employee Training

Due to the relatively small size of the hotels and the different locations which these lie in, the employee training is based on “on the job training”. Depending on which department the employee is employed in, they are given instructions pertaining to their duties (Environmental and purchasing policies, waste and energy management, proper recycling, not throwing out food, use of cleaning products etc.).

All new employees are given a thorough introduction to our concept and our commitment to sustainability. In addition, all employees are instructed in the information that we give out to guests regarding our sustainability efforts, in order to be able to answer questions from guests and visitors.

Key employees with responsibility for safety measures are responsible for introducing all employees to response on emergencies. All employees are informed about our efforts in the neighborhood and local community and encouraged to support them.

All recent new initiatives have been thoroughly communicated throughout the organization and the appropriate staff have been trained to ensure maximum implementation.

A.4 Customer Satisfaction

The satisfaction of guests is naturally a priority, and we do our utmost to ensure that the customer has a satisfactory stay. We interact with guests to a great degree, from the general manager to any employee the conversation with our guests is constant, making sure that any of his questions are not left unanswered, going beyond anyone duties to make sure that guests will be left satisfied with the given explanations or needs. Most of our employees remember not only the names of previous guests, but also their specific needs as a matter of excursions, food, and beverage habits, likes and dislikes and sleeping needs.

This constant interaction with guests makes it very simple to register any dissatisfaction or complaints. In case of complaints, it is our policy to do whatever it takes to turn the situation around, regardless of whether we find the complaint reasonable. We want all our guests to leave the house in as satisfied a frame of mind as possible.

A.5 Accuracy of Promotional Materials

All communication at Zannier Hotels goes through the PR & Communication Manager, while The General manager of each Hotel is the person in charge of the environmental accreditations and certification by Green Globe Certification and others. As between these two figures the dialogue is constant, there is no risk of lack of information regarding the sustainability efforts of the hotel group. We are very strict about not overselling our product, and prefer to underplay, rather than the opposite, thereby always surprising in a positive manner.



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A.6 Local Zoning, Design and Construction

Our buildings have been there since the opening in 2015, they are constantly maintained, and they are reflecting the local environment, Phum Baitang means Green Village in Khmer and as such it wants to represent the local houses, with a touch of modernity on their inside part. The land where Phum Baitang lies was originally an unused field with no vegetation whatsoever, beside a very tall Coconut Palm, which has been retained and can be seen behind the pool being still at today the highest of hundreds of trees now existing in the property. Today our landscaping is well represented by 42 rice paddies, along with indigenous trees, plants, and shrubs, well distributed in eight hectares of land. We have built three deep wells collecting underground water, that after filtering and purification is used throughout the resort and part of it further purified and added with minerals is served to our guests as table water. Furthermore, the access road to the Hotel from the main road passing through few local houses has been slightly enlarged, maintaining its characteristic of local pressed red soil road, and fully maintained by the Resort only twice a Year, this has greatly increased the value of the surrounding local resident's properties, therefore improving their lifestyle. The material used for both construction and maintenance has been locally sourced, from the limestone to the local teak, to the straw rooves, to the internal decorations that were sourced mainly in Cambodia and in SE Asia. The centenary House used as a prototype in construction was purchased in Kampong Cham, dismantled, and rebuilt on site, and with the sole addition of a small terrace is now in the Resort best position for sunsets and used as the most popular Bar.

Only LED lights used inside the resort are low consumption, and A/C inside the soundproof villas are of split type, allowing therefore a great saving as when the villas are not occupied, the A/C is off and turned on only on the day the guest is arriving at 23°. During the evening all lights are maintained to a minimum to allow a sense of intimacy throughout the resort. The only two public spaces with A/C are one of the two restaurants (the second is open air) and the SPA treatment villas. At the SPA the Sauna and Steam bath are switched on only when requested.

We do not have many guests with special needs, as such we do not have dedicated Villas, still we do not have any elevators and the only stairs are the few steps to access the Villas entrance, where in case of need our staff is taking care of the manual lifting. Of course, all buildings are all licensed to be used as a hotel.

A.7 Interpretation

As we are a hotel chain, and have guests of many nationalities, our main language is English. Of course, we attempt to be able to communicate in as many languages as possible — our native Khmer, Italian, French, is spoken in our hotels. Through internal communication all staff is updated about local events and attractions.

A.8 Communications Strategy

We communicate with our hotel guests and visitors through websites and socials in a comprehensive manner. Our plans and strategy for a sustainable operation, as well as our specific implementations are clearly communicated, as is our involvement with the local community and other charity work. Our sustainable operations involve our guests, and we inform and advise them as to food, energy and water saving practices. We will communicate to our guests in house through our Smart TV about our commitment to help the local community, how we manage to recycle part of the wastage, despite



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the difficulties encountered in Cambodia. All visitors are encouraged to make their stay as environmentally low impact as possible with practical information. We started to promote in 2022 after the pandemic and the international guests return small projects to support the local communities, such as stationary for schools, building of water supplies for poor villages, repairing or purchase of school benches and chairs, etc. Also, we will make guests aware of our cleaning of surrounding areas of rubbish abandoned by locals, as we have done since beginning to lead the community by example. We allow as a matter of recycling our staff to take plastic, paper and glass for use or resell.

We are active on various social media platforms, which we use to increase our brand recognition, and to spread the word about social, political, and environmental issues that we find important.

We have been recognized for the period 2018-2020 and 2022-2024 as the winners of the ASEAN Green Hotel Award, and currently running for the Sustainable Hotel of the Year award released by the Ministry of Tourism, along with once again the ASEAN Green Hotel Award for 2022-2024 and ASEAN Sustainable Tourist Award 2022, both awards has been announced at the ASEAN Travel Fair in January 2022 in Sihanoukville, and we have good chances of winning one the two.

A.9 Health and Safety

Purchase and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy. We have an experienced team of handymen and electricians who maintain the facilities etc., so that we have constant check on them being in good working condition. All necessary and mandatory safety requirements for handymen are in order.

Despite National laws and regulations do not strictly requiring any check, we do conduct regular Daily-Weekly-Monthly-Quarterly and Yearly checks on all equipment's and structures following our schedule. Our Water source is regularly tested by a competent authority both at source and in multiple locations, from Pool to Villas, Kitchens and Ice making machines, always reporting perfect results.

Our kitchen staff is trained in safety and procedures and is refreshed on this constantly while on the job. Same goes for Housekeeping/Stewards and Laundry staff on the correct usage of detergents.

B. SOCIAL / ECONOMIC

B.1 Community Development

As said in a previous chapter, Phum Baitang supports the local community by helping to clean the local surroundings free from rubbish and wastage, helping a local village with material for the school, in 2023 we launched an initiative Kok Thnot School Charity Project to assist the community, along with guests to do more for the unfortunate villagers, through a small, targeted project for the children in needs of instruction. Being located in the outskirts of Siem reap we do not experience much noise or petty thieves, still we protect ourselves by patrolling with our local security team and local Police forces during the night to assure that it will remain in that way.



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We encourage our guests to buy local, in Siem Reap there are various Association of craftsmen where to buy from, along with the local Phare Circus who is helping the unfortunates devolving their profit to the community, and our local tuk-tuk drivers are not paying anything to the Hotel, moreover we ensure the safety of our guests by paying for them an Insurance for their motorbike and travelers, allowing them therefore to make a full profit and receiving in exchange a professional service.

B.2 Local Employment

Zannier Hotels Phum Baitang employs mostly local staff, out of more than 100 employees only the General manager, the SPA manager and Outlets Manager are Expatriate, nevertheless we host Interns from famous Hotelier schools in Europe to practice their studies and share their knowledge with the locals, we are proud to say that our staff turnover is less than 3% per year and that most of our employees have been proudly working for Phum Baitang since the opening in 2015.

B.3 Fair Trade

Purchasing policy is that Zannier Hotels Phum Baitang only works with suppliers who are organic and/or fair trade. The food produced in our two restaurants is for almost its integrity Khmer, mainly based on local vegetables bought at a local organic farm, so are the eggs, and the meat used is mainly also locally sourced, beside the beef imported by a local certified supplier, from Australia, while the fish is also locally sourced either from Sihanoukville or from Tonle Sap Lake nearby, while only few of our shellfish are from Vietnam. We promote locally grown coffee and teas, we grow rice in our paddies, sourcing locally the remaining needs, we promote local breweries and distilleries on their own or in cocktails expressly created.

All bathroom amenities are glass-refillable appliances, our uniforms are made in house using Asian fabric, same goes for our restaurant's linen, while rooms linen is bought already made, still within Asia.

Also, in our paddies we do not use pesticide, same goes for our organic vegetable garden, which we fertilize with the compost made by the dung produced by our two in house buffaloes and cuttings from trees and garden. Our two most photographed buffaloes are used to plough the rice paddies (we grow our rice in the traditional way, from start to finish), for 14 days every four months, while the rest of the time they are grazing gracefully within the Resort premises.

B.4 Local entrepreneurs

Phum Baitang supports local entrepreneurs by buying products or services from them when needed. For example, most of the fresh food bought by the hotels is from local farmers and entrepreneurs, we serve a beer from a small local brewery, and few spirits from again a local distillery, moreover the repair of the roof of our villas, needed every year is done by a local expert and his team, same goes for the repairing of the red soil road. We support and suggest local entertainment for our guests such as the Phare Circus.



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B.5 Respect local population

Although Zannier Hotels is an increasing chain of hotels, each property is solidly anchored within its local community. Given that a large amount of the hotels' staff is local, each hotel has a great understanding and respect of local culture and customs.

B.6 Exploitation

We pride ourselves in providing fair salaries to all our staff and devolve fully the Service charge collected from Guests, unlike others. We encourage our staff to participate in all activities being these working or ludic ones. We are always very attentive to any change in the labor laws implementing immediately any improvement suggested by the Government. We discourage and challenge any activity that may result in exploitation by guests, being that a simple offer of accompanying guest for excursions not organized by the Hotel to prostitution. As such in all these years we never had a single case.

B.7 Equitable hiring

Zannier Hotels promotes diversity and equality at all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled based on competence. Zannier Hotels adheres to all local and international laws and regulations concerning labor laws and offer conditions and wages superior to the minimum requirements.

Zannier Hotels employs mainly local people and being present in most Continents of many nationalities. We do not have preferences between women or men which are solely employed using their abilities and availability. In Phum Baitang the ration is almost equal with a 60% man versus a 40% of women.

B.8 Employee protection

Salaries and benefits exceed national minimum regulations, and all payments required by law into insurance and social funds are made on behalf of all employees. Working weekdays and working hours do not exceed the legal maximums established by the national labor organization, and salary is paid regularly by the end of the current month.

All employees have the right to 18 days annual paid vacation, and up to 21 days Festive Holidays and free health insurance is provided to all employees, along with 10% service charge and the provident fund. All employees receive training, and career building when relevant and wished for by the employee.

B.9 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 a number of secure jobs and are a positive influence in the community.



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C. CULTURAL HERITAGE

The city of Siem reap and its surroundings are rich in history being Angkor Wat a recognized UNESCO heritage site, as such concierge staff at Zannier Hotels Phum Baitang is trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that the guests are most interested in. Khmer culture and idiosyncrasies can be explained and discussed with guests, but mainly in a nice-to-know form, while political talks are highly discouraged.

Historical and archeological artifacts are not sold, traded, or displayed, except as permitted by law.

Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage. Phum Baitang places great emphasis on being a part of the local environment in regard to cultural and social activities, as well as incorporating use of local food and competencies from local businesses. We take great pride in our vast network and spend a lot of time and energy explaining our collaboration with local suppliers and businesses to guests.

D. ENVIRONMENTAL

Purchasing policy states that Zannier Hotels Phum Baitang only work with suppliers who are organic and/or fair trade. Suppliers must be officially certified as sustainable in order to qualify. A small remaining percentage is food by suppliers, who are not eco-certified, but local and sustainable, and known to us personally.

All products purchased by or produced for Zannier Hotels Phum Baitang come from organic and/or fair-trade suppliers. All food and drink are organic, including coffee, tea, and all liquor. Also, bathroom products (creams and shampoos), linen, towels and textiles, cleaning products. Our suppliers are many, due to our demands. We cooperate with suppliers in the manner that they help us to serve local and seasonal food, by letting us know what is available before we order. This means that we must be flexible and prepared to change the menu according to availability and season. We know all our suppliers personally.

GENERAL HIGHLIGHTS:

FOOD & FOOD MANAGEMENT

- Our menus are almost integrity based on local Khmer food with a good availability of dishes vegetarian and vegan options.
- Refrigerator and freezer temperatures are measured and monitored on a constant basis.
- Our most recent implementation regarding food waste is sorting all food from other trash and allowing the staff to take it for the feeding of their own animals.
- We use lemongrass straws we grow in house and when not available, eco paper straws. Decoration on the tables is a vase of sprouting rice.
- Little disposable cutlery or other eating utensils are used in Phum Baitang and made of wood.
- All water is home produced and bottled by filtering systems and mineralized by contact.
- "To-go" coffee cups made from recycled wooden material.
- Water and ice for human consumption is provided by our deep well and checked by an appropriate laboratory.



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DAILY OPERATIONS

- Goods are mostly purchased locally and delivered by car or motorbike.
- Trash containers around the resort are made of fully compostable material.
- We almost exclusively use fair-trade and eco-certified suppliers — we will usually choose to not have a service, rather than compromise our integrity.
- No air conditioning in public areas except for one restaurant and the SPA treatment rooms, everywhere is existing is produced by a split appliance, not centralized.
- We communicate extensively through our social media. We do not produce printed matter unnecessarily using instead wherever possible Smart TV.
- All bathroom products are organic and used in refillable glass bottles. Our products are produced by Sans [ceuticals] <https://sansceuticals.com/> and are without animal testing, artificial colors or bleaches, artificial fragrances, aluminum/alumina, mineral oils, sulfates, silicones, steroids, petrochemicals, parabens, phthalates, vinyls, PEGs, PPG, DEAS, TEA.
- For the bathroom amenities and trust bin, we utilize eco-friendly plastic composed of cornstarch.
- Instead of publishing the guest survey on paper, we used TrustYou technology.
- Our suppliers often bring their products in crates and cases, which are reused and taken back.
- In-house guest linen is dried outside on clothes lines; a dryer is only used depending on the fabric of the clothes, when it is raining, and for hotel linen.
- No Styrofoam, paper towels or CFC-based refrigerants.
- Bed linen, duvets and towels that are too used for hotel use but still usable, are reused as cleaning rugs or donated to charity.
- For our garden, we made our own organic liquid fertilizer from kitchen waste.
- No guest newspapers are delivered.
- Staff uniforms are in house produced and washed. Our In-House Laundry is provided to guests, while we use a local small Dry-cleaning service in case of need. Coat hangers and laundry covers are reused.
- Towel reuse program in place.
- Linen reuse program in place.
- Printer cartridges are refilled.
- We have a checklist for the housekeeping team, with rules for how to clean our rooms for maximum reusability and minimum negative environmental impact.
- New and replacement equipment is completely free of CFC-based refrigerants.
- All Plastic, Glass and Paper is recycled by our employees. Paper in the office is reused for double printing or scrap paper.
- Program for evening light reduction the whole Resort is in place, and all back-office computer and electronic equipment is shut down when workday is over.
- Sauna and Steam bath equipment are shut down when not in use.
- The property is 100% non-smoking, with one dedicated area for smokers.
- We offer allergy-friendly bedding for guests with chemical sensitivities or allergies.
- We only use organic products for the spa.



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GUEST RECOMMENDATIONS

- We supply bikes inside the resort for free use by the guests, encouraging them to walk too, buggies are supplied only upon request.
- We encourage guests to use our tuk tuk appointed providers as ensured, trustworthy, and English speakers.
- We have made available for touring the city a few electrical scooters at a small fee charge.
- We recommend guests to buy and use only local products, whenever possible.
- We designed a unique sustainable supporting tour and excursion that allows them to experience the Siem Reap countryside on a Yamaha electric scooter.

ENERGY, WATER, WASTE & MAINTENANCE

- Black and gray wastewater is first managed by us through filtering and bacterial cleaning, then pumped out to the nearby field as a fertilizer.
- Energy is supplied by the Cambodian National energy provider. We have generators in place for frequent cut offs during high season. We have been exploring and still are other means, so far unsuccessfully, to provide energy in a clean and reliable way.
- Waste is managed by the local wastage company, we separate and recycle in house mostly, our soap bars are sent to a local NGO for recycling.
- Energy usage is specified and recorded.
- Only LED lights are used throughout the property, and outdoor lighting is controlled by a timer, and dimmed at night.
- All the lights and Air condition controls are manual allowing us and the guest to control independently from other their own needs. When the room is not in use all lights and appliances are switched off.
- Energy efficient equipment is purchased wherever available, and only used when needed. We have recently purchased for gardening a rechargeable battery powered Lawnmower, a trimmer, and a blower, partially substituting the petrol power grass cutters.
- Villa's insulation of glasses and roof ensures minimal loss of cooling.
- Faucets and dual-flush toilets are low flush.
- Monthly water production, usage and costs are recorded.
- Native plants or low water plants are used in landscaping to minimize water use in outdoor gardens.
- Rainwater is captured for use and used for watering rice paddies. No exotic species are introduced to hotel areas.
- No captive wildlife, endangered species, products thereof or any other form of unethical items are used, sold, or allowed on all Zannier Hotels properties.
- The property vehicle fleet is 50 bicycles, 6 electrical motorbikes, 8 electrical carts for staff use and 4 cars used for airport pickups and excursions. Being better and constantly maintained we ensure a less polluted environment.
- No bodies of water are polluted with toxic and/or hazardous products.
- Properly treated wastewater or effluents are reused, when feasible
- Measures have been implemented for storm water adequate channeling, use and disposal.
- Stormwater managed to avoid contamination, erosion and siltation and maintain catchment integrity.
- Water usage is monitored and specified.
- All appliances are set at the most efficient level, to save energy, money, and appliances.
- Cooking oil is collected by Damnak Atlas Oils Co., Ltd to be transformed into Bio Diesel.



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Zannier Hotels group operates with a flat organizational structure with little distance between colleagues in operations and decision makers. We are able to make decisions and changes and implement them throughout the organization without delay. Furthermore, our very large portfolio of selected organic and sustainable local suppliers, who are a constant source of information and inspiration to us, play a great part in educating us regarding new and improved products and operational processes. We avail ourselves of the possibilities for being voluntarily checked and approved by the authorities that we find sufficiently serious and dedicated: Green Globe certification (greenGlobe.com) and the Khmer Ministry of Tourism regarding our kitchen, which is above 90% organic. And the Ministry of Labor for our compliance with all Employees related matters. These organizations motivate us to constantly raise the bar for our ambitions for running a seriously sustainable chain of hotels.

We do also find it important to take an active part in the society around us, and not only focus on our own situation and viewpoint. We will continue to give our thoughts, time, and effort to improve living conditions for vulnerable groups of people.

E. Improvements in 2021, 2022 and 2023

Over the past year, we have made improvements in several different areas and departments:

- Printing
- Energy
- Purchasing Processes Optimization
- Vegan/Vegetarian/Organic wines Options
- Organic Spa Products
- Electric scooter tour and excursion.
- Kok Thnot School Charity Project.
- Made our own organic liquid fertilizer from kitchen waste.
- TrustYou technology guest survey.
- Utilize eco-friendly plastic composed of cornstarch.
- Refillable glass bottles for guest amenities.

E.1 Energy

We have bought 6 new electrically powered bikes to offer to guests, so that they will not use a petrol power car, for a small excursion to town and countryside.

E.2. Printing

All room directories redirected all news on the SMART TV, all menus also displayed on the SMART TV and business cards users have been greatly reduced, as much as the amount of business cards allowed for user.



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E.4 Purchasing Process Optimization

We are in a transition process in our Purchasing and accounting department, with two new head figures in place who will analyze more into deep supplier's qualities and organize better the receiving of supplies reducing the deliveries timing to morning only and only for fresh products, while for other suppliers two maximum three times a week will be allowed in order to reduce traffic pollution.

E.5 Vegan/Vegetarian Options

We have expanded our vegan options on the menus such as Khmer Vegetarian Family Style and Vegetarian Tasting Menu, and in each menu a 20% at least of vegetarian or vegan options, moreover most of our dishes can be turned into vegetarian. Also, we offer a great variety of organically produced wines.

E.6 Monitoring and Measurement

To ensure environmental protection, and to provide support to the communities in which these initiatives are established whereby the community and facility will be monitoring and measure on a daily basic and monthly by our green team in each department and the verification record will be summarized and reported to the General Manager as part of the month for review during the P&L Meeting.

Zannier Hotels Phum Baitang monitoring, and measurement activities includes:

- Daily Operations
- Food sourcing and food waste management.
- Guest Recommendations on environmental concerns
- Energy, Water, Waste, Maintenance consumption and management.
- Purchasing Process Optimization
- Yearly review of performances compared to previous year and programming for the following year.

We commit ourselves to constantly improve ourselves when it comes to taking more sustainable measures in running our business. This we do by partnering up with specialists in the various fields and areas of sustainability instead of simply settling with suppliers of products and services. This way we can continue our growth and expand our knowledge on how to make a stay at Zannier Hotels the most sustainable stay possible.

Giulio D'Alberto

General Manager

Environmental officer for Zannier Hotels Phum Baitang