



## ZANNIER PHUM BAITANG

# SUSTAINABILITY MANAGEMENT PLAN 2026

*Version 1.0 – Updated January 2026*

*Next Review: January 2027*

### 1. INTRODUCTION

Zannier Phum Baitang is committed to operating responsibly, respectfully, and sustainably within its unique cultural and environmental context. Our philosophy is rooted in authenticity, community engagement, and environmental stewardship. We aim to create meaningful guest experiences while contributing positively to the local community and minimizing our ecological footprint.

This Sustainability Management Plan outlines our commitments, policies, achievements, and future actions as part of our continuous improvement journey.

### 2. SCOPE OF THE PLAN

This plan covers all operational areas of Zannier Phum Baitang, including:

- Guest services and accommodation
- Food and beverage operations
- Gardens, landscaping, and biodiversity
- Purchasing and supply chain
- Human resources and community engagement
- Cultural heritage protection
- Waste, water, and energy management
- Guest and employee education

It applies to all employees, contractors, suppliers, and partners.

### 3. GOVERNANCE & RESPONSIBILITIES

Sustainability at Zannier Phum Baitang is overseen through a structured governance model:

- General Manager – Provides strategic oversight and approves sustainability initiatives.
- Sustainability Committee – Cross-departmental team responsible for planning, monitoring, and reporting.
- Departmental Green Teams – Conduct daily and monthly monitoring of sustainability indicators.
- All Employees – Participate in training, follow policies, and contribute to continuous improvement.

Data is reviewed monthly during the P&L meeting to ensure transparency and accountability.



## 4. POLICIES

### 4.1 Environmental Policy

We are committed to reducing our environmental impact through responsible resource management, waste reduction, and sustainable purchasing. We prioritize organic, fair-trade, and locally sourced products wherever possible.

### 4.2 Social Responsibility Policy

We support the well-being of our employees, local communities, and partners through fair employment, community engagement, and ethical business practices.

### 4.3 Cultural Heritage Protection Policy

We respect and protect the cultural heritage of Cambodia. We promote Khmer culture responsibly and comply with all regulations related to heritage sites and artifacts.

### 4.4 Sustainable Purchasing Policy

We work with suppliers who share our values, prioritizing organic, fair-trade, biodegradable, and locally produced goods.

### 4.5 Health & Safety Commitment

We provide a safe and healthy environment for guests and employees through training, emergency preparedness, and compliance with national regulations.

## 5. SOCIAL & ECONOMIC IMPACT

### 5.1 Community Development

We actively support the local community through:

- Regular area clean-ups
- Donations of school materials
- The Kok Thnot School Charity Project (launched 2023)
- Encouraging guests to support local artisans and cultural institutions such as Phare Circus
- Providing insurance to independent tuktuk drivers at our expense, ensuring guest safety while allowing drivers to retain full earnings

### 5.2 Local Employment

We proudly employ a predominantly local workforce. Of more than 151 employees, only three positions are held by expatriates. Staff turnover remains below 3%, and many employees have been with us since opening in 2015. We also welcome interns from leading European hospitality schools.



### **5.3 Fair Trade**

We partner exclusively with organic and/or fair-trade certified suppliers. Our restaurants highlight Khmer cuisine using locally sourced vegetables, eggs, and meats. Beef is imported from a certified Australian supplier, while fish, coffee, and tea are sourced from trusted producers across Southeast Asia.

### **5.4 Support for Local Entrepreneurs**

We source fresh produce and essential services from local entrepreneurs. Villa roof repairs, road maintenance, and other key services are carried out by local specialists.

### **5.5 Respect for the Local Population**

With a majority-local team, we maintain a deep understanding of local customs and cultural practices, ensuring respectful and responsible interactions.

### **5.6 Prevention of Exploitation**

We strictly prohibit any form of exploitation, including inappropriate guest behaviour. Since opening, we have never encountered a single case.

### **5.7 Equitable Hiring**

We promote diversity and equal opportunity. All positions are filled based on competence, and wages exceed legal requirements. Our gender ratio is 55.63% men (84) and 44.37% women (67).

### **5.8 Employee Protection**

Employee benefits exceed national standards and include paid leave, festive holidays, health insurance, service charge distribution, and provident fund contributions. Training and career development opportunities are available to all staff.

### **5.9 Basic Services**

Our operations do not negatively impact local resources or services. Instead, we create stable employment and contribute positively to the local economy.

## **6. CULTURAL HERITAGE PROTECTION**

Siem Reap is home to Angkor Wat, a UNESCO World Heritage Site. Our concierge team guides guests toward cultural sites, events, and restaurants aligned with their interests. We share Khmer culture respectfully and avoid political discussions.

We do not sell, trade, or display historical artifacts except where legally permitted. We comply fully with all regulations protecting cultural heritage.



## 7. ENVIRONMENTAL MANAGEMENT

Zannier Phum Baitang works exclusively with organic and/or fair-trade certified suppliers, complemented by trusted local producers who operate sustainably. All bathroom amenities are organic and provided in refillable glass bottles by Sans [ceuticals]. Our boutique offers only locally made handicrafts.

### 7.1 Waste Management

- Avoid plastic and use biodegradable alternatives
- Implement the Informed Choices linen and towel program
- Minimize waste streams and follow proper sorting procedures
- Reduce paper use through digital communication
- Recycle food waste for animal feed
- Reuse linens and towels internally

### 7.2 Water Management

- Filter and mineralize all water in-house
- Use foot pedals (planned 2026) to reduce water consumption
- Encourage guests to reuse towels and linens
- Use native or low-water plants in landscaping

### 7.3 Energy Management

- Switch off unused electronics
- Promote eco-friendly tours (e-scooters, bicycles)
- Reduce diesel consumption for guest transportation
- Monitor electricity usage daily

### 7.4 Sustainable Purchasing

- Prioritize local food
- Choose recyclable and durable items
- Select locally made or NGO-produced boutique items
- Use non-toxic, biodegradable cleaning products



## 7.5 Biodiversity & Gardens

- Produce organic liquid fertilizer from kitchen waste
- Maintain pesticide-free rice paddies and vegetable gardens
- Fertilize with compost made from buffalo dung and garden cuttings

## 8. GUEST ENGAGEMENT

We encourage guests to participate in our sustainability efforts by:

- Walking or using complimentary bicycles within the resort
- Requesting buggies only when needed
- Choosing e-scooters or bicycles for city exploration
- Supporting local artisans and businesses
- Participating in cultural and community activities

## 9. MONITORING & MEASUREMENT

All sustainability initiatives are monitored daily and monthly by departmental Green Teams. Data is consolidated and reviewed by the General Manager during the monthly P&L meeting to ensure transparency and continuous improvement.

## 10. SUSTAINABILITY ACHIEVEMENTS 2025

- 72 desks and benches provided to 144 students through the Kok Thnot School initiative
- USD 425,000 (2024) and USD 112,000 (2025) contributed to the Zannier Holy Baby Foundation
- USD 4,500 invested in a 1,000-meter community road renovation
- Personalized aluminium bottles gifted to all 149 employees
- USD 1,240 in supplies donated to two underprivileged schools
- 24,000 ml of blood donated to three hospitals
- 796.50 kg of linens and towels reused by staff
- 5,209.50 kg of fruits, vegetables, and rice harvested onsite
- 2,323 vegetarian/vegan dishes served out of 26,413 meals
- 800 L fish fertilizer, 1,000 L vegetable fertilizer, and 2,140 kg compost produced
- 4,355.5 training hours delivered to 147 employees

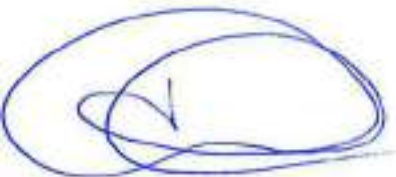
- 8,911 sheets of paper saved through paperless check-in/out
- 415 litres of diesel saved through eco-friendly tours
- 35,378 kg of food waste recycled for animal feed
- 4,764 kg of recyclable materials collected and sold
- 112,924 kW reduction in electricity consumption
- 982 litres reduction in diesel consumption
- 5,127 rooms (54.60%) participated in the Green Program
- Cycling Day organized to promote eco-friendly travel
- Opening of the Serenity Temple to enhance wellness offerings
- Loose-leaf tea promoted in all Villas, curated from Epicurean Sao

#### 11. SUSTAINABILITY ACTION PLAN 2026

- Reduce food waste by 5% compared to 2025
- Install foot pedals on all kitchen hand sinks
- Increase annual training hours by one hour per employee
- Expand the Boutique's offering by prioritizing locally made products through partnerships with NGOs and suppliers using dead-stock fabrics

#### 12. REVIEW & CONTINUOUS IMPROVEMENT

We remain committed to continuous improvement by collaborating with sustainability specialists, strengthening our monitoring systems, and expanding our knowledge. Our goal is to ensure that every stay at Zannier Phum Baitang is as sustainable, respectful, and meaningful as possible.



Giulio D'Alberto  
General Manager

Date: 3<sup>rd</sup> February 2026