

Sustainability Management Plan

Contents

- Vision 1
- Reference 1
- Social-cultural 2
- Health and safety 2
- Economic and quality issues 2
- Climate change and environment 3
- Conservation 3
 - Energy usage 3
 - Water usage 3
 - Waste production 4
 - Fuel usage 4
 - Biodiversity 4

Vision

Knai bang chatt aims to be world leaders in providing authentic real life cultural experiences through sustainable initiatives. We try to achieve this through investments in local communities, people, culture, our bare foot luxury philosophy and efforts to help the environment.

We also strive to be the first Cambodian hotel/resort to receive the international green certification, Green Growth 2050 and to win awards for exceptional service and travel experiences. This means that we will have to keep monitoring and improving our current practices indefinitely so that we can inspire our suppliers, colleagues, guests and local communities around us.

Reference

As a reference Knai bang chatt uses and is helped by Green Growth 2050.

Social-cultural

At Knai bang chatt we support the local community because we believe that it is our duty and responsibility to give back to the community. In cooperation with the charity Hands in hands, Knai bang chatt assisted a village with new buildings and provided them with materials so that it could become self-sufficient. In addition to this we helped to build a school and sponsor several students in obtaining higher education.

We also promote local cultural awareness to our guests and staff through everyday operations and excursions. For example, at the activity centre we offer a tour of the countryside that gives an insight to the daily life of the local Khmer people. In addition to this we try to buy as much of our products locally to support the communities. Because of this, where possible, all of our local ingredients are sustainable.

We are also proud of the fact that we at Knai bang chatt try to employ as many local people as possible and that we provide them with possibilities to grow in the company, learn skills and improve their knowledge so they can improve their lives and better provide for their families.

In addition to all this we actively try to eliminate bribery and corruption in Knai bang chatt and its suppliers. We exercise a zero tolerance to bribery and corruption.

Health and safety

The monitoring of all potential health and safety risks at Knai bang chatt is split into two categories - food and customer/ employee. For food safety we implemented a modified version of the HACCP protocol based on the five major pointers of personal hygiene, storage, temperature control, equipment maintenance and first aid. We also try to grow crops ourselves and where possible all other produce are sourced fresh from organic farmers.

To ensure the customer's safety as well as that of the employees, we at Knai bang chatt ensure that the resort, rooms and staff living quarters are always perfectly clean.

In addition to this, our employees receive mandatory training sessions on regular basis. Some examples on these trainings include emergency evacuation and non-exploitation.

Economic and quality issues

Quality is of the utmost importance for Knai bang chatt. To uphold the quality, the resort has guidelines on all issues. These guidelines are regularly reviewed to ensure that they are still relevant and are updated as required.

We at Knai bang chatt also send out invites for customer satisfaction review to our guests after every visit. All the feedback received through the customer satisfaction program is reviewed by the company and changes implemented where necessary.

In addition to this, we at Knai bang chatt make sure that all information communicated through our information channels is 100% truthful and accurate.

Climate change and environment

Climate change is a worldwide problem that we at Knai bang chatt cannot handle alone, but we can lead by example and hope to inspire the companies, communities and people around us to combat climate change and save our environment. We fight climate change through energy saving principles, green energy, water conservation, recycling and creating attention to the problem. But alone we cannot make a difference so ensure climate change and precautionary principles are considered in the development of all policies and actions.

We only use native species in the resort to contribute to the conservation of indigenous plants (and animals) and the natural beauty of Kep. In addition to this, plans have been made to start a marine conservation reserve and fish nursery to combat the unsustainable fishing in the area.

Energy and Resource Conservation

	target		
	2016	2017	2018
Energy consumption	-20 % Solar energy	- 5 %	-5 %
Water consumption	-5 % Implement the ideal monitoring system	-5 %	-5 %
Waste diverted to dump	-20 % Implement the ideal monitoring system	-5 %	-5 %
LPG consumption	-5 %	-5 %	-5 %

Energy usage

To minimize our energy usage, we started using solar energy in the hope that that will reduce our energy dependency by 30%. The rest of the energy that we need is bought from a local energy distributor that creates part of his electricity from dams. In our laundry we use a heat exchange system to heat up the water for the laundry from the burned LPG on which the laundry equipment operates. In addition to this, we have changed all our lightbulbs to the eco-friendly LED lights and all unused or unnecessary appliances are shut down.

Water usage

All water used at Knai bang chatt is pumped up from our own well and cleaned through carbon filtration, bleach dosing and UV treatment. To save on the usage of water we implemented a voluntary towel re-use program, we water our crops and plants between 5 pm and 10 am and we installed low flow taps and showerheads in the entire resort. We also treat our waste water from the laundry and use the treated water in the garden. In addition, we are currently changing to dual flush toilets to further decrease our water usage.

Waste production

Knai bang chatt is the first in company in Kep to sort its waste at the source. At the moment we separate glass bottles, plastic bottles (including chemicals), pressurized vessels, greens, browns, cans, used cooking oil and paper & cardboard. All of these materials are sorted on-site and are sold to recycling companies afterwards with the exception of greens and browns which we compost our self. In addition to this we are actively trying to minimize the amount of throw away material and styrofoam.

Fuel usage

At the moment Knai bang chatt uses two kinds of fuel LPG for the kitchen and the laundry and diesel for the generator. We want to reduce our LPG usage through the use of more fuel efficient machines and by only running full machines.

Biodiversity

Knai bang chatt recently started the planning of a marine reserve around an island near the resort to protect the biodiversity of the local coral reefs. This marine reserve will also contain a fish nursery to counter act the unsustainable fishing around Kep.

We also prohibit the sales of endangered species and related products on the resorts premises.