



SANCTUARY
LUANG PRABANG HOTEL

CORPORATE SOCIAL RESPONSIBILITY POLICY

Dear guests,

The Sanctuary Hotels & Resorts group, a branding that groups 3 hotels in Laos, understands the importance of responsible tourism. Therefore, our efforts and actions are continuous, renewed, adapted and long lasting, all with the aim of effectively reducing our carbon footprint.

This involves setting up, training and passing on good practices to our team, our partners and our valued guests.

Lush jungle, a maze of rivers, chains of karst mountains, extraordinary waterfalls, exceptional fauna; Laos offers a wild, untouched and beautiful nature and we believe it is our duty to preserve it!

Acknowledging, respecting, and protecting the Laotian nature is the commitment that Sanctuary Hotels and Resorts wishes to share with you as we firmly believe that people are the key to delivering change.

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OUR MISSIONS & PROJECTS WE SUPPORT

✳ ANIMAL WELFARE ✳

The Sanctuary Luang Prabang Hotel believes in having meaningful interactions in a regulated and sustainable manner. This prevents abuse and improves the livelihoods for any involved animal. In this sphere, we directly support the Mekong Elephant Park, a non-riding elephant Sanctuary. Since its opening in 2007, we have been dedicated to:

- The financing of the park to support preservation and conservation projects.
- Help towards the rescue of new elephants.
- The financing of the opening of the site that we continue helping as to ensure its maintenance.



✳ LABOR AND HUMAN RIGHTS ✳

- **Our staff-our asset:** We respect human rights of our staff by our human resource policy.
- 97% of our staff is local people.
- Our policy does not tolerate disrespectful or inappropriate behavior, unfair treatment, or unfair retaliation of any kind. Harassment is unacceptable.
- Employment decisions are based on job-related qualifications without regard to race, sex, national or social origin, religion, age, disability, sexual orientation, political opinion, or any other status.
- We are committed to the health and safety of our employees, per our Health and safety policy.
- We compensate employees competitively relative to the hospitality sector and the local labor market. The Company's principle is to provide a living wage. We follow applicable wage, work hours, overtime and benefits laws of Laos.
- We tend to find a good work-life balance for all our employees with work time flexibility strategy.
- Sanctuary Luang Prabang Hotel prohibits the use of all forms of forced labor, and any form of human trafficking.
- We respect our employees' right to join, form or not to join a labor union, seek representation, bargain or not bargain collectively in accordance with local laws and without fear of reprisal, intimidation, or harassment.



* CHILD WELFARE *

We are committed to respect children's rights and to protect children from all forms of exploitation, including sexual exploitation.

We abide by local minimum age laws and do not use or condone child labor in any circumstance.

We trained our staff and inform our partners to ensure that they know what to do if they suspect such exploitation in the course of their work.

* SOCIAL ENTERPRISE: SUPPORTING LOCAL COMMUNITIES & BUSINESSES *

The Sanctuary Luang Prabang is unconditionally committed to protecting human rights, treating people with dignity and respect within their working environment may it be amongst the teams, guests, and business partners (from temporary workers to consultants to vendors) and with the community living around us. We value diversity and equal opportunity and do not tolerate discrimination or harassment.

We engage, believe and work to achieve the following:

Looking after our employees and human rights

- Ensure compliance with national and international labour laws and that employees are paid at least a living wage if no national legal minimum wage is existent.
- Are not involved in forced labour or employing children or youth for work which is normally conducted by adults.
- Ensure that all our employees know their rights and obligations, know how to express dissatisfaction and give them a working frame where they can expand their skills and wellbeing.

Supporting local economy: Working with local businesses directly supports communities in improving their socio-economic positioning:

- To give priority to local suppliers, services or product providers, whenever possible
- To promote other local products and services to guests, by recommending guides, markets and crafts.
- We always aim to hire locally where possible

Respecting and protecting local culture, traditions and way of life

- We encourage our guests to go on excursions to encounter local people, and discover more about their local traditions.
- We provide information in guide books about what to do/not do to respect the local culture.
- We respect intellectual property rights, culture and traditions when dealing with local and indigenous communities.

Supporting and protecting access to essential resources and services

- Whenever one or some of our facilities in the accommodation are offered to non-residents (including local people), they are treated no differently in using that facility than the accommodation's residents.
- The hotel will never obstruct public access to water sources or other essential resources or services.
- Participation in meetings with the head of the village, local authority and tourism department to ensure that our activity does not induce any negative effect on the Community.

Supporting initiatives that improve the community: We always try to provide services or facilities to the community, that wouldn't normally be available.



➤ HERE ARE OUR INITIATIVES ➤

Being aware that natural wildlife and waste management facility are the prerequisites for Laos's sustainable future, we orient our support to these directions by:



*01

Donations to the Mekong Elephant Park:

The Mekong Elephant Park is a non-riding elephant preservation sanctuary in Pakbeng whose ambitions are to preserve elephants—a cultural symbol of Laos that are in danger and promote livelihoods for the elephant keepers—the mahouts.

*02

Collaboration with NGOs:

We support and join NGOs within the locality like Trash Hero and Trash Idol who aim to raise awareness about environmental issues by community-based activities.



*03

Supporting a social enterprise working with resource recovery Patihoub:

With the fast pace of consumption, plastic packaging and single use-plastic from guests' activities which are often not recyclable and has very low value accounts majority in municipal waste. We chose to work with social enterprise Patihoub for the collection and recycling of this waste to not only close the loops on our waste streams in house and move forward to zero-waste but also help supporting the local community and thus local economy.



* ENVIRONMENTAL RESPONSIBILITY *

The Sanctuary Luang Prabang acknowledges that tourism can bring adverse effects by its very nature. **Protecting the environment is a key part of our commitment to environmental sustainability.** In order to reduce our environmental impact, we have **implemented initiatives and work alongside partners** to proactively play our part in reducing our environmental footprint.

We are engaged in a process to reduce our environmental footprint through different channels and in an all side approach:

More than 90% lighting system in the resort is LED lighting. We monitor Energy consumption and have a plan for energy reduction in the next 2 years by step-by-step purchase of technology-based equipments, responsible equipment maintenance.

Prioritise waste prevention by:

- Refill water policy: No more plastic bottles in the rooms. Refill station are available everywhere in the hotel for free.
- Regularly make food audit in the kitchen to prevent food from being spoiled. We practice FIFO (first in first out) principle to prepare dishes, so long as this fits customer's preference
- A better purchase policy: Reduce plastic packaging by buying in bulk; train our purchaser to choose wisely between needs and plastic free items whenever pricing condition allows.

Implement waste segregation and close the loop on separated waste whenever possible:

- Try as much as possible to find off-takers for all waste streams: we collect and send plastic bottles, containers of cooking oil and cans by informal sector, food waste for animal feeding, used cooking oil to outside vendor.

Properly manage hazardous waste

- Hazardous waste like light bulbs which have not been able to send to an authorised place are stored properly. We collect old batteries and continue to find a place to send to for recycling.
- Chemicals like Chlorine are stored in a designated and restricted area.



We educate our suppliers on sustainability practices, and are working with local organizations whose objective is to reduce the environmental effect tourism can play on local communities. Communication to our valued guests and employees are provided within our rooms and common areas about our actions to reduce energy, water and waste.



* PLASTIC WASTE REDUCTION *

The Sanctuary Luang Prabang aims **to be a leader in the field of plastic consumption reduction** and has become a proud partner of the **Refillable Bottles Initiative**. We wish for our clients to leave a positive footprint within the country and act towards one of the biggest environmental dilemmas in Asia Pacific today.

Within this field of action, guests may now purchase a refillable bottle at the hotel -or bring one of their own- as to limit single-use plastic bottles and **use freely our refill water stations.**

Despite the fragmented supply chain, we tried our best to replace single use plastic amenities in rooms and in the restaurants with alternatives from other materials like bamboo. Use of cling film for food wrapping in unavoidable cases is taken seriously for reduction by monitoring cling film's consumption and changing staff' practices. We have started take-back program to exchange reusable containers with suppliers and aim to reduce plastic packaging by 40% in 2024.

* QUALITY ASSURANCE POLICY *

The Sanctuary Luang Prabang is committed to continually improve its services in order to attain the maximum quality level required by our guests.

The main features of this quality policy are the development of high quality services aimed to respond to our customer requirements, the enhancement of operational performance as well as the development of our people.

OUR TEAM

To be sure that the entire team understands our objectives, our guests' needs and expectations and are given the appropriate tools, trainings and support to reach these expectations is given in a fulfilling context:

- A good communication: meetings, notes display, all policies clearly displayed in Lao language
- Provides employees safe and appropriate working conditions standards
- Agreeing to quality goals, reviewing their relevance and monitoring their performance regularly



OUR GUESTS

To be sure to understand current and future customer needs and pledge to meet customers' requirements and exceed expectations at all times by:

- Providing to our guests the right ways of conveying their complaints at any time they wish and protect their rights
- Suggesting a feedback form to every guest
- Collecting and analysing the data, implement improvements and necessary changes
- Use of software gathering all reviews made by guests on the Internet (OTA, Google, Tripadvisor). This software collects and analyses the reviews, shows our strengths and weaknesses and allows to implement required improvements and changes.

✳ HEALTH AND SAFETY POLICY ✳

The Sanctuary Luang Prabang considers health and safety to be an integral part of a management duty and to be under the responsibility of the General Manager. The policy is improved regularly and a general assessment is made one time per year.

The Sanctuary Luang Prabang is committed to:

- Prevent accidents and cases of work-related illnesses (physical and mental) by managing the health and safety risks within the workplace.
- Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work.
- Engage with employees and consult them on day-to-day basis on health and safety measures.
- Implement emergency procedures – evacuation in case of fire or another significant incident.
- Maintain safe and healthy working conditions, provide and maintain plants, equipment and machinery, and ensure safe storage/use of substances.

We aim to be a leader in the field of corporate social responsibility and believe together, we can make your trip to Asia a sustainable and enjoyable one that leaves lasting memories and a positive footprint on the country as well as the communities we work with.

We are continuously working to improve our responsibility policy as this is an ever-evolving part of the hospitality industry.

Approved by

01/09/2023