



Mai Khao Lak Beach Resort & Spa Sustainability Report 2025

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Sustainability Report

Executive introduction

As part of our commitment to sustainability, we have undertaken extensive audit and receive certification from the Travelife which is the world leading environmental certification and auditing for sustainability in travel and tourism industry. TUI BLUE Mai Khao Lak Beach Resort and Spa also attend in another sustainability training programs such as STG which is organize by Thailand Travel and Tourism for Sustainability Tourism program.

At TUI BLUE Mai Khao Lak Beach Resort and Spa, we believe one must have purpose beyond shareholders and paying employee's wage. Our ability to create Magical experience for our guests while at the same time minimizing our impact on the surround environment is also highly motivating and engaging for our employees

At the same time, our industry is hugely extractive. We take far more than our fair share of the world's resources. We have a moral and business obligation to reduce our impact and increase our potential for good. As an industry, this involves a deep and often uncomfortable analysis of everything we do. In order to make sure we are helping the environment and improving to help reduce the impact.

“What we are doing to the environment is a mirror reflection of what we are doing to ourselves and to one another.”



Mai Khao Lak Beach Resort & Spa at a glance



Mai Khaolak Beach Resorts & Spa

Landscape: 15 Acres

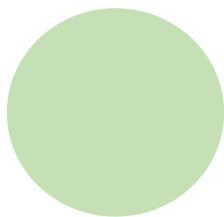
Total Room: 364 Rooms

Outlets: 7 Restaurants & 4 Bars

Swimming Pools: 7

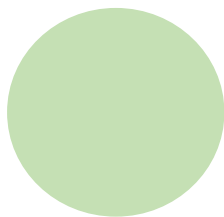
Main Market Segments: Family Guests and Couple

Our People



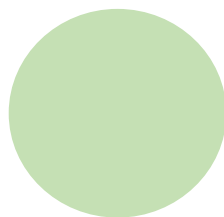
Khun. Them

Administration Manager



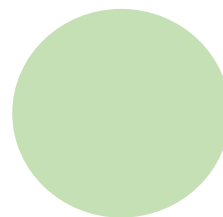
Khun. Rangsimon

Hotel Manager



Khun. David Le Dez

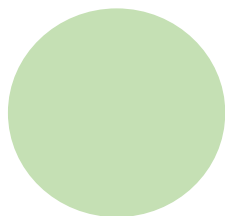
F&B Director



Khun kook

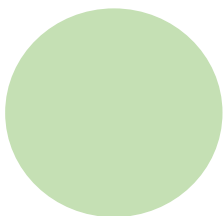
Front office Manager

Core Team responsible for managing and implementing the sustainability program



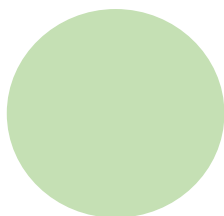
Khun. Wan

Assistance
Housekeeping



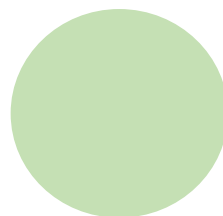
Khun. Man

Laundry Manager



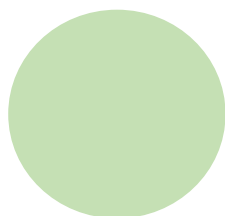
Khun. Sit

Engineering Manager



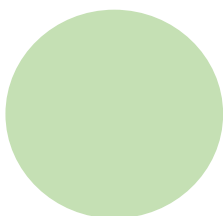
Khun. Aek

Garden & Area Manager



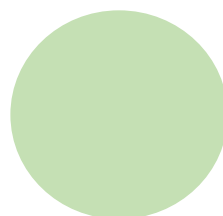
Chef

Sous Chef



Khun. Tung Ting

Human Resource



Khun. Ple

Chief Accountant

Sustainability Champions responsible for ensuring proper enforcement of the sustainability initiatives in their own department

Key Environmental and Social Issues

These are the Key environment factor and social issue that Mai Khao Lak beach Resort and Spa are committed to do in order to make a change in our surrounding environment.

Energy Management

- 🌿 Energy efficiency is an important part of sustainability, especially for large hotels and accommodations. Energy use or “consumption” produces carbon dioxide (CO2) and other harmful greenhouse gas emissions that are released into the atmosphere and contribute to climate change. As such, we take several steps to reduce our energy consumption and thus our carbon footprint.

Water Management

- 🌿 Water is the World’s most valuable resource, but in many destinations, demand is exceeding supply as hotels and resorts are thirsty businesses putting stress on water reserves. This often means that the basic needs of local communities are in danger of being compromised. Hence, we are taking several measures to ensure water self-sufficiency and properly treat our wastewater.

Waste Management

- 🌿 Hotels usually produce high volumes of waste which are not always properly managed. In Asia, waste may easily end up in the nature where it takes many years to decay. Additionally, some types of waste release harmful gases or liquids into the environment harmful to nature and human health. Therefore, we are actively looking for ways to reduce, reuse and recycle the waste we generate.

Wildlife Conservation

- 🌿 Wildlife Conservation is the practice of protecting wild plant and animal species and their habitats. The goal of wildlife conservation is to ensure that nature will be around for future generations to enjoy by recognizing the importance of wildlife for humans and other species alike.
- 🌿 As such, we take actions to preserve the biodiversity of our environment and focus on ensuring the sustainability of ecosystems around us.
- 🌿 At Tui Blue Mai Khao Lak Beach Resort and Spa, we also want to teach and educate our guest on the wild life that make their home in our accommodation area.

Community Engagement

- 🌿 Our local communities are made up of our friends, our neighbors, and our colleagues. Together, we are the custodians of the incredible locations we are lucky enough to live in. The well-being of the land, the sea and the people is our collective responsibility. Hence, it is essential for us to work in partnership and collaboratively with our local communities.

Key Actions / Supporting a more Sustainable Future



Natural Ventilation

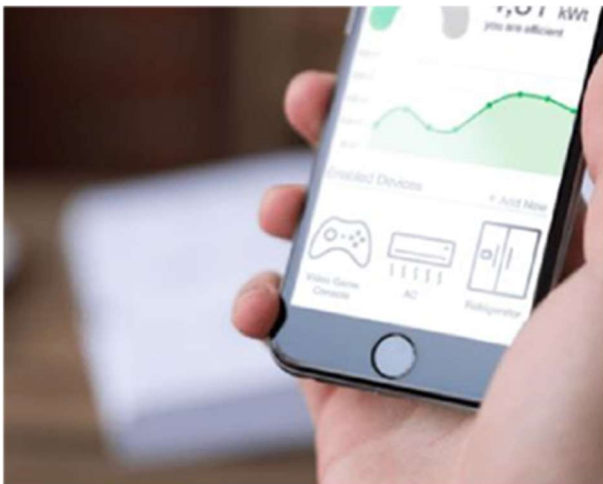
All buildings are design to take advantage of the natural ventilation from the beach wind and natural light to decrease the use of electricity for ventilation.



Energy Efficient lighting

All light bulbs in the resort are LED which consume 90% less energy and last 25 times longer than traditional incandescent bulbs.

Motion Detect light are implemented in Maid's Pantry room to reduce the amount of energy use from neglecting or forgetting to turn the light off.



Energy Monitoring

Our smart energy tracking system monitors the heating ventilation and air conditioning system (HVAC) in real-time to ensure continuous energy saving practices.



Energy Saving Switch

Our rooms are equipped with key card systems that switch off electricity automatically when guest leave the rooms, in order to avoid useless consumption of electricity.

Water Management Program



Water Tank

At Tui Blue Mai Khao Lak Beach Resort and Spa, we do not rely on the towns water supply as the water used with in the resort comes from our own water tank located under hotel main building.

This tank is filled with rainwater as well as several deep wells making us Self-Sufficient.



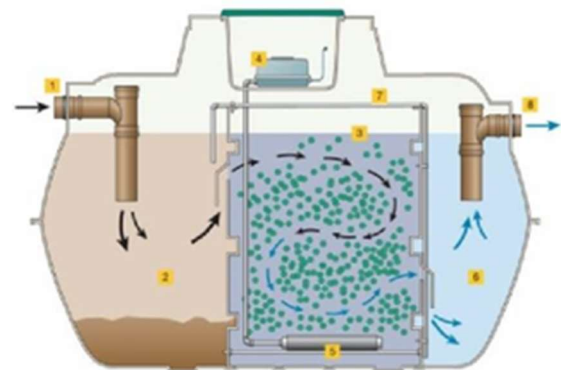
Water Metering systems

Main and sub-feed metering systems are installed to control water usage. Valves for fresh water and fire-water have been installed in zone that allow closing down certain area if leakage are discovered without disturbing the wholes system.



Water Saving Initiatives

Water saving measures such as “push” valves, showerheads flow regulator and low flush toilet systems are installed across the resort to reduce water usage. Moreover, save water label are placed in guest rooms to encourage saving water and linen re-use.



Sewage Treatment

Our treatment plant fosters the necessary conditions for microorganisms to live transform and remove pollutants from the waste water. The clean water is then use for irrigation in our gardens.

Waste Management Program



No Single-use Plastic

At Tui Blue Mai khao Lak we try to reduce the use of plastic as much as possible such as no plastic straw and plastic cutlery. Every year we reduce the use of plastic however some plastic amenities such as plastic bottle are still sort after by the guest.



Food waste management

As most of the dairy /bread are freshly made by our bakery, we are able to control the volume of the product we made in order to avoid over make which can cause more food waste.

Other food waste product that are from the outlet are check for un edible object and separate so that we can bring it to pig farmer instead of land fill.



Resue Recycling paper

We try the best in order to reduce the use of paper however it can be a difficult task as there are very strong culture of using paper. We as a big organization try to move from using paper to going digitally but there are still some aspects that are require to use paper.

However, we try our best to be eco-friendly as much as possible and use paper then reuse it again until it cannot be re-use.



Garbage Separation

Separation of trash help hugely with being sustainability that why we help educate and train the staff the important step of separating of trash.

Wildlife Conservation Program



Mangrove Rehabilitation

Our property is fortunate to encompass a mangrove that has been restored to protect habitat of wild animals and wild plants that made mangrove tree their home. This is a great opportunity for us to teach our guest about wild life and how to protect it as it is very difficult to be restore once gone.



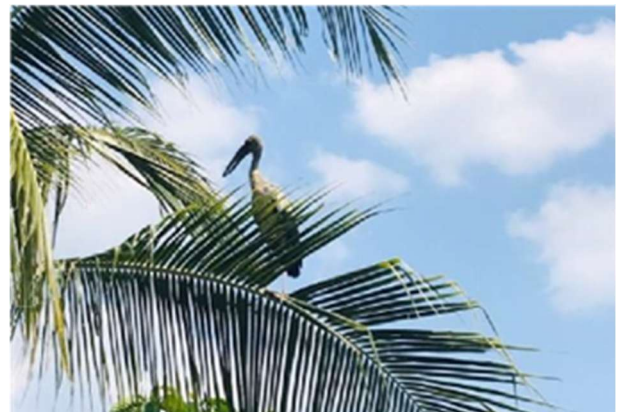
Cleanup Activities

Every morning, we organize cleaning up activity which our guest can also join cleaning the beach front area and the mangrove area starting from 8:00am till 9:00 am.



Sustainable Chemical

As of our surrounding are full of wild life using some chemical may cause harm than good. So, we make sure that the use of harmful chemical will be use at low usage level or not at all if there are safer alternative.



Guests' Awareness

We strongly believe that our guest plays a key role in improving our environmental foot print. By educate our guest about wild life and how to be more eco-friendly will help not just the hotel but the surround area as well.

Community Engagement



Local Employees

Great emphasis is placed on the local employment. We have a strong belief that locals can provide best both mind and service.

By doing this we also give chance to the locals to help us make the an ever-lasting memory of Khao Lak experience as a whole.



Local Suppliers

Most of our product including edible option such as meat and vegetable and un edible such as paint, sign sticker is both made and supplied by local supplier.



Sustainability Awareness

At Tui Blue Mai Khao Lak, we look at sustainability as one of the key aspects to help the environment, there for training and re-training of how to be more sustainable toward the environment.



Internship Program

We welcome and train students coming mostly from the less develop country and province in Thailand, paying them higher wages and increase their employment opportunity.



The Moken Tribe

The Moken, or Sea Gypsies, are an indigenous people of the Andaman Sea with a unique ocean-based culture. By respecting their traditions and their right to choose how they live, we help preserve their identity and support their future in a changing world. TUI BLUE Mai Khao Lak is proud to support awareness and responsible tourism that helps protect and respect the Moken people and their heritage.



Local Vegetarian Festival

TUI BLUE Mai Khao Lak proudly supports the local Vegetarian Festival in Phang Nga by donating funds to help provide food and essential goods for those in need. Through this initiative, we contribute to the preparation of meals and the distribution of supplies for the local community, helping ensure that everyone can take part in this important cultural and spiritual event. This support reflects our commitment to community care, cultural respect, and responsible tourism.

Reporting Period Future Targets and Objectives



Reduce the use of Plastic bottle

Currently we are still on progress on reducing the use of water bottle, however some guests are still demanding plastic bottle. In order to still be sustainable we ask our guest to use the plastic bottle to refill at the water station. We also limit the water bottle that are put during check in as well.



Zero Food to land fill

At Tui Blue Mai Khao Lak Beach Resort and Spa, we look to deduce the food waste to zero. At the moment we are giving edible food waste to pig farm.

The second method that we are looking in to and will use it at the property is change food waste to soil for plant.



Guest Awareness: Environmental and animal

We have started our Organic Garden which is current are at Talay Thai restaurant. we are looking to increase the size as we also use the herb and vegetable for cooking as well.

The Second Project that we have to increase Guest awareness are to educate our guest on our animal surrounding our area.

The Goals for these projects are to increase the knowledge of our guest on our environment and animal in the surrounding. So, they have better understanding as well as helping us protect the environment as well.

Total Energy

Current Period : January-2025 to December-2025

Previous Year Period : January-2024 to December-2024

Benchmark Period : January-2022 to December-2022

Section Name	Classification	This Year Total	Last Year Total	% change from last year
Summary				
	Total energy (kWh)	5,816,678.18	4,864,204.17	19.58
	Total water consumption (m ³)	2,896.90	2,838.20	2.07
	Total solid waste (kg)	29,825.00	32,146.00	-7.22
	Total Emissions (kg CO ₂ e)	18,708.83	22,394.89	-16.46
	Total Net Emissions (kg CO ₂ e)	0.00	0.00	0.00
	Actual Guest Nights	26,681.00	19,445.00	37.21
	Ave. emissions per guest night (kg CO ₂ e)	0.70	1.15	-39.13

In 2025, our resort used 19.58% more total energy than in 2024. This increase is mainly due to welcoming more guests this year. Even so, the rise in energy use remains relatively low compared to the growth in occupancy, showing that our energy-saving efforts are making a real difference. Through staff training, the use of solar-powered lighting, and the installation of sensor lights, we are working hard to reduce unnecessary energy consumption across the resort.

The New Year period is our busiest time and naturally requires more electricity, especially for our Annual Gala Event. In 2025, however, 40% of the event lighting was powered by solar energy, helping to significantly reduce the environmental impact of this celebration.

Looking ahead to 2026, we are committed to doing even more. We plan to increase solar lighting to cover 70% of our villas and garden areas, begin preparations for installing solar panels in 2027, and add more sensor lighting in key areas. These actions will help us continue improving our energy efficiency while offering you a comfortable and sustainable holiday experience.

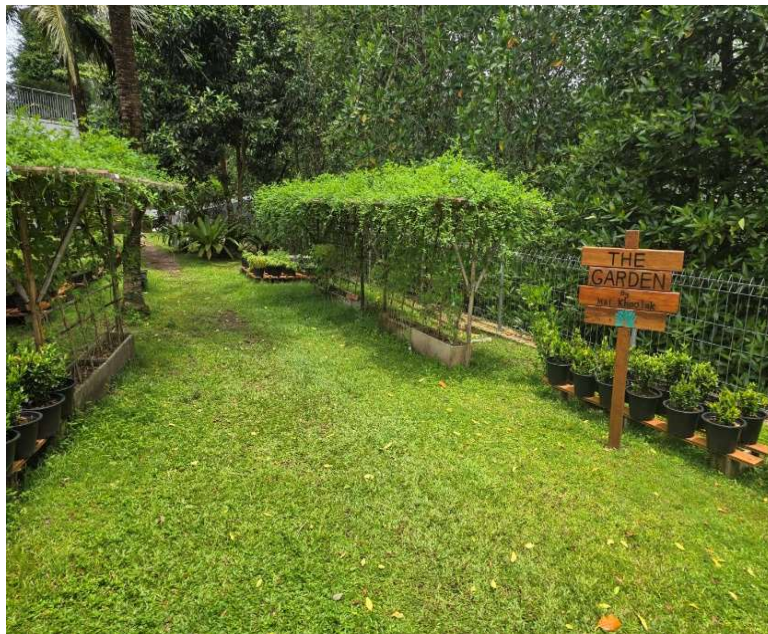
Water Consumption

When comparing our total water consumption between 2025 and 2024, we recorded only a small increase of 2.07%, despite welcoming more guests this year. This shows that our collective efforts to use water more responsibly are making a positive impact.

The result reflects the success of our sustainability messages and awareness campaigns, which encourage both guests and staff to use water efficiently and to turn off taps when not in use. Every small action—such as shorter showers, reusing towels, and reporting leaks—helps us protect this precious resource. With your support, we can continue to enjoy our beautiful natural surroundings while caring for them for future generations.

Sustainable Project:

1. TUI BLUE Mai Khao Lak Organic Garden



As we are enriched in tropical environment and the soil is rich in agricultural resource, Tui Blue Mai Khao Lak Beach Resort and Spa have multiple organic plants grown within our hotel for various purpose. For the choice of the plant, we chose Thai local herbs such as, holy basil, chilli pepper, Kaffir lime leaf, Pandan leaves, and more. Not only Thai local herbs, we also grow watercress as well.

We are using our organic garden to grow our edible flower which we use for decoration on food plate and drinks as well. We mainly grow local edible flower/ herb in order to use in our outlet for decoration.

This organic garden ae use for education purpose as well for some guest who want to know more about flower or herb, they are free to visit and have a look.



- Ecology and animal education board

We have created and install and education board explaining the ecology of mangrove swamp. This include the life cycle of the mangrove trees as well as explain to you as a guest who is your neighbours.

If you which to know more please visit our environmental board near Our late check out area or go to our sustainability section on our website.



Zero waste bakery

At Mai Khao Lak our bakery team strive to make a different in order to be more sustainable and greener. This is why the Zero bakery have been created in order to reduce waste from the left-over doughs and created in to what we call Zero waste Croffle. The second bakery verity is call Zero waste pudding which are made from the left-over doughs and then fill with cream. These bakeries can be found at Mangrove breakfast and The restaurant during breakfast.



THE MAKING PROCESS

Coat the left over croissant dough with sugar.

1

Leftover Croissant Dough

2

Putting them into Waffle Machine!

3

DONE !!
Ready to be served at the breakfast!

As part of our sustainability program, reduce food waste is one of the criteria. We are Hotel with restaurant and therefore, large amount of food waste are to be expected.

One of the food waste is the leftover dough from croissant. However, with the hand of our pastry chefs, the leftover dough turn into delicious croffle and pudding.

Upcoming goals

1. more types of herbs and edible flower are being selected for growing.
2. starting honey bee farm.
3. Start using food recompose machine turning food waste in to soil for gardening.
4. Installing of solar energy panel.
5. Bann the use of Oxybenzone in sun screen (Continue)
6. Put more sign for not taking any marine animal or coral home