

Sustainability Report

Chapter 1: Introduction

1.1 About Us

Nan Boutique Resort is a charming boutique hotel located at 301 Moo 8 Fai Keaw, Phu Phiang, Nan 55000, Thailand. The resort offers an intimate and personalized experience with 20 Rooms and 4 Villas. We strive to provide exceptional hospitality while embracing the natural beauty and cultural heritage of Nan Province.

1.2 Sustainability Policy

Nan Boutique Resort is committed to sustainability across all aspects of its operations. Our policy emphasizes:

- Minimizing environmental impact through energy and water conservation.
- Supporting the local community by sourcing products locally and promoting cultural experiences.
- Implementing responsible waste management and recycling programs.
- Encouraging staff and guests to participate in sustainable practices.

1.3 Action Plan in the Past Year

In the past year, the resort focused on the following sustainability initiatives:

- Installation of energy-efficient lighting and appliances in guest rooms and common areas.
- Launch of a water-saving program including low-flow faucets and guest awareness campaigns.
- Expansion of our organic garden to supply fresh herbs and vegetables for the resort restaurant.
- Partnerships with local artisans to promote locally made handicrafts in our souvenir corner.

1.4 Hotel Sustainability Team

Our sustainability initiatives are guided by a dedicated team:

- Khun Juntira Chinsukserm, General Manager: Oversees the integration of sustainability into all hotel operations.
- Khun Bordin Chinsukserm, Sustainability Coordinator: Manages daily green operations and tracks sustainability performance.
- Khun Nisa Suphakharit, Housekeeping & Maintenance Team: Implements energy, water, and waste reduction practices.
- Khun Buppa Suphakharit, F&B Team: Ensures sustainable sourcing and food waste management.
- Khun Rattiyaporn Nofu, Front Office Team: Educates guests about sustainable practices during their stay.

Chapter 2: Summary of Performance

2.1 Sustainability Achievements by Policy Area

Energy Efficiency:

- Replaced 100% of lighting with LED lights.

Water Management:

- Reduced water consumption by 10% through low-flow fixtures and staff/guest awareness campaigns.
- Installed rainwater harvesting systems to support garden irrigation.

Waste Management:

- Achieved a 40% recycling rate of total waste.
- Reduced single-use plastics in guest rooms and F&B outlets.

Community Engagement:

- Partnered with local artisans to supply goods at the resort.
- Organized cultural workshops and guided tours for guests to promote local traditions.

2.2 Operational Performance (Past Year)

- Successfully executed all major sustainability initiatives outlined in the previous action plan.
- Increased guest participation in sustainable practices, with 70% of guests opting out of daily towel and linen changes.
- Enhanced staff training on environmental awareness and sustainability standards.

2.3 Challenges Encountered

- Occasional water shortages during the dry season affected irrigation plans.
- Limited availability of sustainable materials and suppliers in the region.
- Balancing energy efficiency upgrades with the boutique aesthetic of the resort.

Chapter 3: Future Plans

3.1 Plans for the Coming Year

To enhance sustainability and address challenges, Nan Boutique Resort plans to:

- Upgrade solar panel capacity to reduce dependence on grid electricity.
- Expand rainwater harvesting and greywater recycling systems to improve water management.
- Collaborate with additional local suppliers to minimize environmental impact and support the community.
- Implement a digital guest engagement program to further reduce paper usage and single-use items.

3.2 Long-Term Sustainability Vision

Nan Boutique Resort aims to become a model of sustainable boutique hospitality by:

- Achieving carbon neutrality within the next 10 years.
- Establishing a zero-waste operation by gradually eliminating non-recyclable materials.
- Deepening community partnerships to foster economic and cultural sustainability in Nan Province.
- Continuously training staff and educating guests to ensure sustainability is embedded in every aspect of the resort experience.