



**ANURAK**  
COMMUNITY LODGE

# SUSTAINABILITY REPORT

## SUSTAINABILITY

An overview of sustainable initiatives and measurable results from comparable periods

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January 1st to June 30th 2019

Distributed by YAANA Ventures

## Introduction

Anurak Community Lodge understands that its business activities impact the earth, our resources and people's lives. To conserve resources, champion and preserve natural habitats and communities and prevent pollution, we are adopting best practices and building a culture that continuously strives to improve and sustain our positive environmental results over time. Our Green Team is led by Anurak's General Manager and consists of volunteering staff. The team assesses conformity, formulates and executes an action plan that brings us closer to achieving our mission and vision statements.

This bi-annual overview of sustainability initiatives and measures details progress and achievements made within the past 6 months related to our sustainability initiatives and to establish future objectives and targets.

## Environmental Impact

As we put more attention to detail in our sustainability efforts, an assessment of best practices and areas for improvement were identified in the last quarter of 2018.

Assessment area	Status / Update
Kitchen waste	Since building a composting area, we now separate and compost an average of 30kg per/month of vegetable and fruit scraps from the kitchen. This compost along with garden debris will be vital to our vegetable garden and re-forestation programs.
Guest Energy saving initiatives	New signage has been created to place in all rooms, encouraging guests to use electricity responsibly.
Laundry chemicals	An assessment of current laundry chemicals in use suggests they are not the most environmentally friendly products. Further research and assistance from companies such as Eco-Lab or Diversey, can help us to find a better controllable solution and bio-products.

Chemical name	How it is used and where it is stored	How much is used in a single dose	Average quantity used per year (baseline amount)	Unit	Target reduction 2nd half 2019-2020
<b>Name of Department</b>	<b>House Keeping</b>				<b>5%</b>
Laundry detergent	Laundry/Laundry store	285 gr	416	kg	395.2
Fabric softner	Laundry/Laundry store	70ml	1040	ltr	988
Fabric starch	Laundry/Laundry store	124ml	182	ltr	172.9
Toilter cleaner	rooms/Laundry store	25ml per room	182	ltr	172.9
floor cleaner	rooms/Laundry store	37 ml per room	270	ltr	256.5
Glass cleaner	rooms/Laundry store	18.5 ml per room	135	ltr	128.25
shampoo refill	rooms/Laundry store	12.5 ml per day	91	ltr	86.45
Shower gell/cream	rooms/Laundry store	12.5 ml per day	91	ltr	86.45
Hand soap	rooms/Laundry store	13.5 ml per day	99	ltr	94.05
Air freshner	rooms/Laundry store	5 ml per room	36.5	ltr	34.675
Furniture polish	rooms/Laundry store	6.2 ml per room	45	ltr	42.75
fabric freshner	Laundry/Laundry store	2ml per day	14	ltr	13.3
Baygon	rooms/Laundry store	4.3 ml per room	31	ltr	29.45

<b>Monitoring Energy consumption</b>	Using billing records from the previous year, we now have a comparison of energy consumption broken down into Kilo watt hours per room night and guest.
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**HOTEL Anurak Lodge**  
Report last updated on: 9/7/19

Totals	Occupancy Room Nights			Total Energy consumption per month											
	2018	2019	2020	2018			2019			2020					
				kW	kW per RN	Kw/h per px	kW	kW per RN	Kw/h per px	kW	kW per RN	Kw/h per px			
January	292	375		5647.85	19.34	9.67	6121.58	16.32	8.16		0.00	0.00			
February	354	463		5155.89	14.56	7.28	5919.72	12.79	6.39		0.00	0.00			
March	322	381		7135.36	22.16	11.08	7983.66	20.95	10.48		0.00	0.00			
April	220	338		6741.00	30.64	15.32	7108.15	21.03	10.52		0.00	0.00			
May	173	115		5755.60	33.27	16.63	7186.91	62.49	31.25		0.00	0.00			
June	69	77		3686.32	53.42	26.71	4023.00	52.25	26.12		0.00	0.00			
July	317			4082.44	12.88	6.44	0.00	0.00	0.00		0.00	0.00			
August	412			7084.48	17.20	8.60	0.00	0.00	0.00		0.00	0.00			
September	75			4422.91	58.97	29.49	0.00	0.00	0.00		0.00	0.00			
October	124			4393.95	35.44	17.72	0.00	0.00	0.00		0.00	0.00			
November	345			5986.04	17.35	8.68	0.00	0.00	0.00		0.00	0.00			
December	261			5427.00	20.79	10.40	0.00	0.00	0.00		0.00	0.00			
<b>Totals</b>	<b>2964</b>	<b>1749</b>	<b>0</b>	<b>65518.85</b>	<b>22.10</b>	<b>18.73</b>	<b>38343.01</b>	<b>21.92</b>	<b>10.96</b>	<b>0</b>	<b>#DIV/0!</b>				
				Per PAX is based on double occupancy of resort lodgings											
							LY variance			-1%			LY variance		#DIV/0!

So far, we have managed a 1% reduction in energy consumption per room night compared to last year. With an anticipated additional room on inventory bringing total keys to 21, and no heavy construction planned for The remainder of 2019 and 2020, we aim to further reduce energy consumption by an additional 3% compared to 2018.

<b>Water consumption</b>	No previous data is available to make a comparison however, water meters will be installed at both well pumps this month. Measurement of installed water fixtures (toilets, showers, taps) confirms flow rate's as lower than recommend maximum rates.
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Fixture	Flow rate	Ltr per/
Toilets	5.5	flush
Shower	2.85	min
Rain Shower	1.5	min
Wash Basin	3.4	min

## Reforestation Program

In April we kicked off the “Rain Forest Rising” initiative with the construction of a plant nursery and the purchase and planting of 180 native rain forest tree species. The second half of 2019 and into 2020 will see the introduction of the program to our guests with the opportunity to sponsor and plant their own tree. In total we aim to plant over 900 tree saplings.

<b>Trees Planted May 2019</b>	<b>Surviving trees</b>	<b>Mortality rate%</b>
180 each	165 each	90%
<b>Targeted to plant in Q4 2019</b>	<b>Targeted to plant in Q1 2020</b>	<b>Target mortality</b>
250	500	92%

## Guest Satisfaction

		Guest Feed Back Form						
		4	3	2	1	Total Acheivable points	Score	%
Category	Excellent	Good	Fair	Poor				
Reception Staff	25	7				128	121	95%
Restaurant Setting	21	11				128	117	91%
Restaurant Food	13	16	3			128	106	83%
Restaurnt Staff	18	12	2			128	112	88%
House Keeping	18	13	1			128	113	88%
Cleanliness of Room	17	14	1			128	112	88%
Activities on Offer	15	12	4	1		128	105	82%
Overall Rating	20	12				128	116	91%
Review Period Start	Friday, July 26, 2019							
Review Period End	Thursday, August 1, 2019							
Number of Review Cards	32							
Total Acheivable points	1024							
Total Score	902		88%					

The recent introduction of guest feedback forms and analysis is enabling us to identify specific areas for improvement. Current scoring system identifies any category below 80% for immediate attention and scores below 90% for investigation.

Every reservation is encouraged to complete the feedback form upon check out. We aim to bring up and maintain the total score at or above 90%.

### **Labor and Human Rights**

Goals for the 2<sup>nd</sup> half of 2019 include more targeted trainings with at least 4 hours of recorded training for each staff member per month. Currently we are compiling a record of previous trainings along with proposed topics. Anurak Policies are included in the training plan. With all policies now translated in to Thai language, the goal is to ensure all staff fully understand and remain committed to fulfilling our sustainability policies.

### **Community engagement and support**

The first half of 2019 saw Anurak Participate and sponsor in multiple community projects such as donating toward temple renovations, providing food for volunteers during local events and festivals and participating in National Park tree planting programs. For the upcoming festive high season Anurak will fully relaunch our “Talad Nat Chom Chuen” initiative after a brief trial run. This project welcomes local villagers to sell their artisan products at our on-site village market also giving our guests a real local experience.

### **Next report scheduled for December 2019**