



SUSTAINABILITY PERFORMANCE

PUBLIC REPORT 2024-2025

Presented by

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LA VELA KHAOLAK





LA VELA KHAOLAK

5 STAR HOTEL
LIFESTYLE BEACHFRONT RESORT
181 ROOMS
YEAR OPENED 2017

STG, GREEN HOTEL AND TRAVELIFE GOLD CERTIFIED

INTRODUCTION

At La Vela Khaolak, sustainability is not an option — it's a responsibility. As part of La Flora Group, we share a legacy of hospitality deeply connected to the Andaman coast and our community. Our commitment is to ensure that every guest experience not only creates memories but also contributes to protecting the environment and supporting the people who make Khao Lak unique. Every choice we make — from the energy that lights our rooms to the suppliers who provide our food — is guided by the belief that luxury and responsibility must go hand in hand.

OUR VISION

To create a resort experience where every stay leaves a positive footprint — preserving nature, respecting culture, and uplifting community — while offering genuine Thai hospitality.





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LIFESTYLE BEACHFRONT RESORT
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OUR GOAL

To position La Vela as a nationwide recognized model of responsible hospitality, where sustainable operations not only reduce environmental impact but also enrich guest experiences, empower our staff, and support our community.

OUR PRINCIPLES

Aligned with the SDGs, STGs, Green Hotel, CF Hotel, Green Health Hotel, Green Hotel Plus, Travelife, and best practices in sustainable hospitality (GSTC, WTTC).

OUR FOUNDATION

GROUP ALIGNMENT: Sharing knowledge and consistent action with our sister properties under La Flora Group.

EVIDENCE BASED: Measuring energy, water, waste, and sourcing data to track progress and guide decisions.

PEOPLE FIRST: Ensuring fair employment, training, and empowerment so that our staff are ambassadors of sustainability.





GUEST CENTERED

At La Vela Khaolak, we believe that every stay can be a positive force for our planet and our people. Sustainability is not a future promise but a daily practice — from the way we welcome our guests to the way we care for our community and natural surroundings. By choosing La Vela, every guest becomes part of this shared journey. At La Vela Khaolak, sustainability is woven into every detail — from your morning coffee to your evening stroll under solar-lit walkways. By staying with us, you're not only enjoying the beauty of Khao Lak but also helping us protect it for generations to come.

Living Our Green Commitment Every Day:

Eco-Friendly Guest Services

We provide electric car transfers, shared tuk-tuk rides, and buggy services to make transport more sustainable. These options reduce emissions, ease congestion, and allow guests to move comfortably while minimizing their footprint.

Water and Energy Stewardship

Water and energy are essential to our daily operations, and we manage them with care. From refill stations and linen reuse to solar lighting and energy-efficient systems, every small action adds up. By working together, we conserve precious resources and reduce our footprint without compromising comfort.

Waste & Circularity

We reduce waste by giving materials a second life. Linens are upcycled into useful items, waste is carefully separated for recycling, and paperless systems help us cut down on printing. By rethinking how we use resources, we keep valuable materials in circulation and reduce our impact on landfills.

Sustainable Food & Beverage

Our menus celebrate local flavors with Thai cocoa, turmeric, pak miang, and seasonal fruits. We highlight plant-based options and source ingredients from nearby farmers and artisans, reducing food miles while supporting the local economy.

Green Guest Campaign

Guests are invited to take part in our Green Guest Campaign, which promotes refill stations, towel and linen reuse, reef-safe sunscreen, and responsible waste practices. Every small choice adds up to protect our oceans, beaches, and forests.

Transparency & Engagement

We share our Sustainability Report openly on our website and hotel application, so that guests, staff, and partners can follow our progress and see how our actions translate into impact.

Biodiversity & Nature Care

Together with staff and local partners, we organize beach clean-ups, mangrove planting, and turtle release programs. Our gardens are planted with native species that thrive naturally, reducing water use and supporting local biodiversity.

Sustainability Shopping

Our shop highlights eco-friendly and locally crafted products, from upcycled linen items to reef-safe and reusable alternatives. Every purchase helps reduce waste and supports the local community, allowing guests to take home meaningful souvenirs that reflect La Vela's green values.





LA VELA KHAOLAK ECO-FRIENDLY GUEST SERVICES

Our transport options are designed to move guests comfortably while reducing environmental impact. By offering electric car transfers, shared tuk-tuks, and shared buggies, we minimize emissions and cut unnecessary fuel use. These choices make travel around the resort more sustainable, while also creating a safer, quieter, and cleaner environment for everyone. Every shared ride helps reduce congestion, and every electric journey is a step toward a lower-carbon future for Khao Lak.



BYD Denza EV CAR of
La Flora Group



LA VELA

Going to the Airport?
CHOOSE ELECTRIC

Travel to Phuket Airport the cleaner way
— in comfort, with zero emissions.

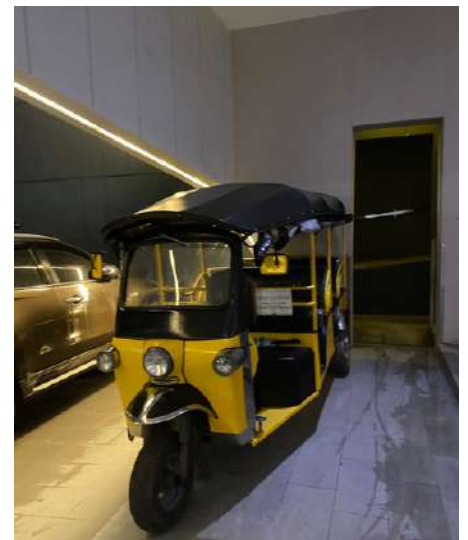
RIDE GREEN.
Your journey makes a difference. By choosing our EV transfer, you cut carbon emissions, support clean energy, and help keep Khao Lak's air and beaches beautiful. Together, small choices create a big impact.

Reserve your transportation
with our reception or via our app!
Advance reservation is required.

BOOK NOW!
Each ride saves up to 3.5 kg of CO₂.
Thank you for helping protect Khao Lak!

**Priced at
2,000THB
for 1-3 pax**

LA VELA KHAOLAK





LA VELA KHAOLAK

WATER AND ENERGY STEWARDSHIP

Water and energy are at the heart of sustainable hospitality. At La Vela Khaolak, we use innovative technology, smart design, and daily practices to manage these resources responsibly. Guests can see this commitment in action — from refill stations and refillable amenities to linen and towel reuse programs that save thousands of liters of water each year. Solar-powered walkway lights, motion sensors in common areas, and energy-efficient air conditioning help us reduce electricity use without sacrificing comfort. By combining mindful guest choices with efficient operations, we ensure that every stay supports a healthier planet while maintaining the quality and care our guests expect.





LA VELA KHAOLAK WASTE & CIRCULARITY

At La Vela Khaolak, we believe that waste is not an end, but a new beginning. Old linens and towels are repurposed into cleaning cloths, guest-use items, and staff materials, extending their life and reducing demand for new textiles. Across the resort, recycling stations make it easy to separate waste properly, while food waste is minimized through portion control and composting practices. Paperless operations reduce unnecessary printing, with digital tools replacing paper where possible. These circular practices not only reduce the amount of waste sent to landfill but also demonstrate how creativity and responsibility can work hand in hand for a cleaner, greener future.





LA VELA KHAOLAK SUSTAINABLE FOOD & BEVERAGE

Food is at the heart of hospitality, and we celebrate it responsibly. Our kitchens source seasonal produce and ingredients from local farmers, reducing food miles and supporting community livelihoods. Plant-based dishes are featured across our menus, while portion control helps limit waste. Every meal showcases Thai flavors in a way that is both sustainable and memorable. By choosing local and mindful sourcing, we highlight the richness of our region while protecting natural resources for generations to come.





LA VELA KHAOLAK GREEN GUEST CAMPAIGN

Sustainability works best when everyone plays a part. Our Green Guest Campaign helps guests make eco-friendly choices during their stay — from refilling bottles and reusing towels to using reef-safe sunscreen and joining conservation activities. By making sustainable living simple and visible, we create a shared effort that benefits both people and planet. Each guest's small decision contributes to a larger impact, proving that sustainability is strongest when practiced together.



*Live Green,
Love the Earth!*
Save  
the  Planet

Your stay matters – be part of something meaningful. Join our **Green Guest Program** and help us create a brighter, greener tomorrow. Scan the QR code for more information.



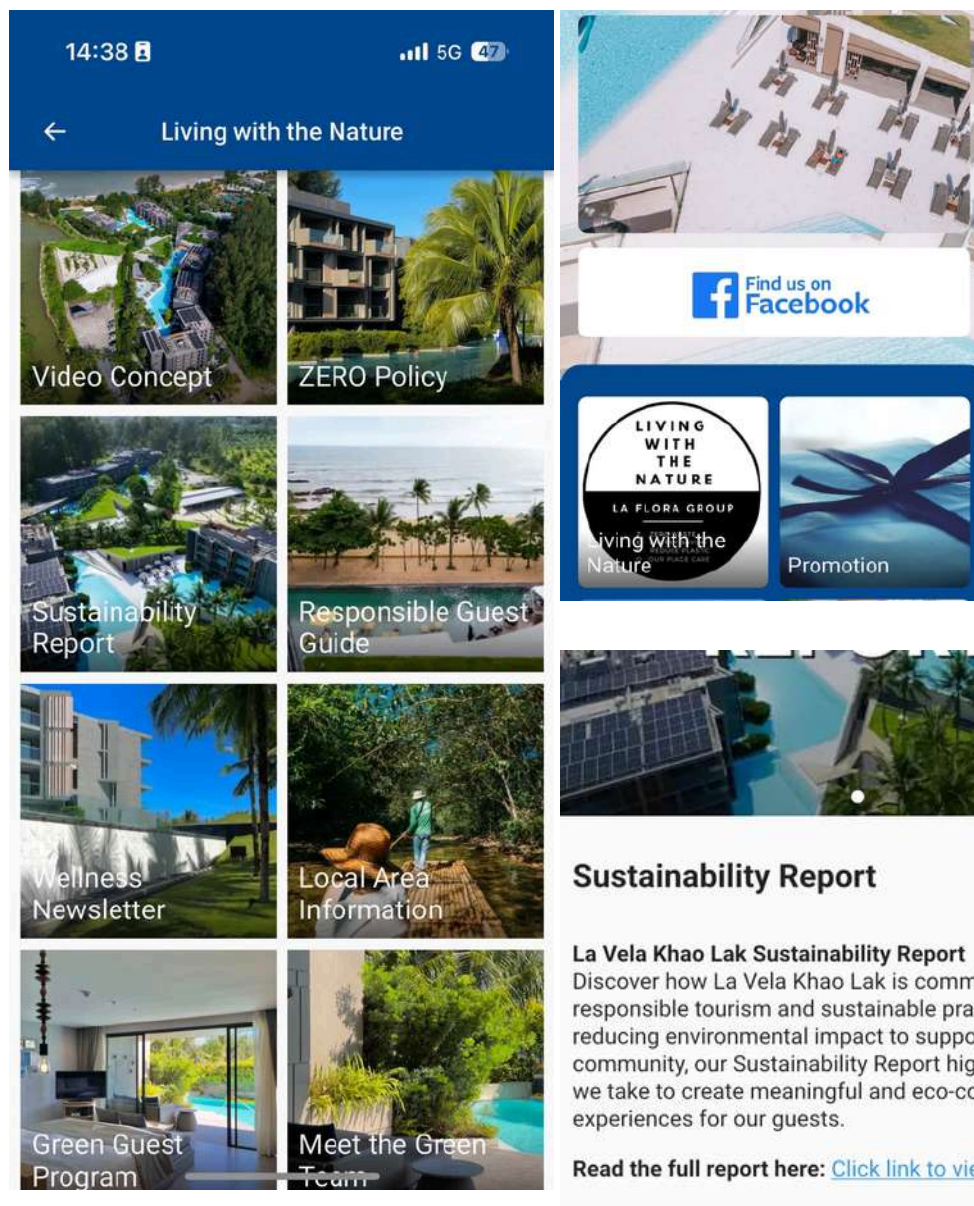
LA VELA KHAOLAK



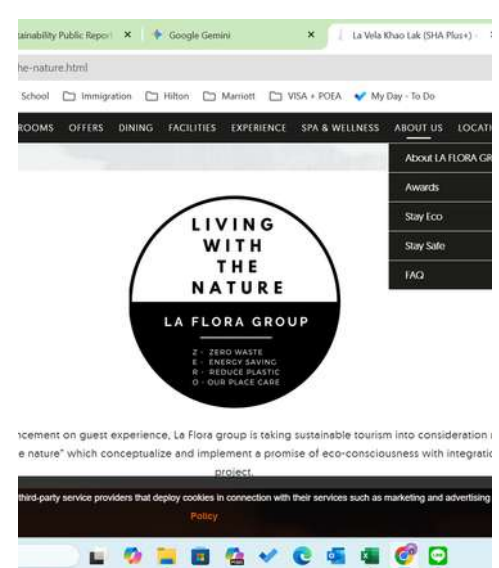


LA VELA KHAOLAK TRANSPARENCY & ENGAGEMENT

We believe in being open about our progress. Each year, we publish a Sustainability Report that is available on our website and hotel application. Guests and partners can see the initiatives we run, the results we achieve, and the goals we continue to work towards. This transparency builds trust and ensures accountability across all our actions. By sharing both successes and challenges, we invite our community to join us in shaping the next chapter of our sustainability journey.



HandiGo application



Hotel Website





LA VELA KHAOLAK

BIODIVERSITY & NATURE CARE

Protecting our natural surroundings is central to our mission. Staff and guests participate in activities such as beach clean-ups, mangrove planting, and turtle releases that directly support local ecosystems. In our gardens, native plants are chosen to conserve water and encourage biodiversity, while harmful chemicals are avoided. These combined actions safeguard the unique environment of Khao Lak. By working hand in hand with nature, we protect the delicate balance of land and sea that makes our location so special.





ENVIRONMENTAL IMPACT & POLICIES - CURRENT

At La Vela Khaolak, we recognize that every aspect of our operations affects the environment, our community, and the guest experience. We are committed to reducing negative impacts while enhancing positive contributions through responsible management, innovative solutions, and strong partnerships. If any direct negative impacts are identified, corrective actions will be triggered.

Key Environmental Impact & Policies with the Current Steps Taken (2024-2025):

Energy

- All guest rooms and public areas have been upgraded to energy-efficient LED lighting.
- Walkways around the property are illuminated with solar lamps to reduce reliance on grid electricity.
- Guest rooms have been equipped with new energy-efficient air-conditioning units, and public spaces are managed with set-point controls to minimize consumption.
- Staff are trained in smart usage practices so they switch off idle equipment, report maintenance issues promptly, and monitor efficiency on a daily basis.

Water

- Refill water stations have been installed in every guest building, as well as in the lobby, gym, and Kids Club, which has reduced the need for plastic bottles greatly.
- Bathrooms are equipped with refillable amenity dispensers that replace single-use miniatures.
- Water-saving taps and showerheads have been fitted in all guest rooms to reduce consumption.
- The towel and linen reuse program is in place.
- Scaled greywater recycling for gardens and landscaping use.

Waste & Circularity

- Old sheets and towels are repurposed into rags and hand towels as part of the linen upcycling program.
- Waste separation bins are available in both guest and staff areas, and staff receive training on proper recycling and composting.
- Paperless operations have been introduced across departments, with digital files and emails.
- >90% of single-use plastics such as plastic straws, bottles, and bags have been eliminated in guest rooms and replaced with sustainable alternatives.
- E-waste & chemical safety managed via certified vendors; MSDS tracked; used oil & lamps collected for proper disposal.

Eco Lifestyle

- Seafood, vegetables, and produce are sourced from local suppliers to support the community
- Food waste is reduced through portion control in buffets.
- Non-toxic cleaning products are used in food and beverage outlets as well as in housekeeping.
- The retail shop promotes artisan-made products
- 60% of food suppliers signed our sustainability checklist and aligned with our practices

Community & Staff

- Guests are encouraged to make sustainable choices through in-room information cards, refill station maps, the hotel's application, and the "Stay Green" awareness program.
- Staff attend quarterly refresher trainings on sustainability practices and human rights awareness.
- The resort organizes community projects such as beach clean-ups, volunteering, and cultural events.
- Partnerships with local artisans, NGOs, and community groups in Phang Nga are maintained to strengthen local connections and amplify environmental and cultural impact.





ENVIRONMENTAL IMPACT & POLICIES 2023-2024

GOALS AND COMMITMENTS

Energy Efficiency & Climate

- Complete 100% LED lighting retrofit across guest rooms and public spaces.
- Install solar-powered walkway lights and begin feasibility study for rooftop solar (commitment for 2025)
- Reduce electricity use per guest night by 10%.

Water

- Expand refill water station coverage to at least 65% of guest and staff areas.
- Achieve 15% reduction in water consumption per guest night.
- Maintain towel and linen reuse programs with ≥60% guest participation.

Waste & Circularity

- Achieve >80% elimination of single-use plastics in guest rooms and F&B.
- Expand linen upcycling into staff-use items (laundry bags, cleaning rags).
- Transition 50% of guest documentation into paperless operations.

Food & Beverage

- Source at least 40% of ingredients from local suppliers (farmers, fisheries, artisans).
- Introduce plant-based menu options across outlets.
- Reduce buffet food waste through portion control and guest education.

Community Engagement

- Organize monthly beach clean-ups and at least 1 major CSR activity per quarter.
- Strengthen partnerships with local schools, NGOs, and artisans.
- Offer at least 2 guest-inclusive CSR events annually.

Staff Engagement & Welfare

- Ensure at least 80% of staff trained in sustainability by end of 2024.
- Launch pilot “Green Team”.
- Celebrate team buildings, launch town hall meetings and organize staff activities as part of wellbeing.

Transparency & Reporting

- Publish La Vela’s first Public Sustainability Report (2024-2025).
- Launch Green Guest Campaign via in-room QR codes and hotel application.

Innovation & Continuous Improvement

- Pilot EV guest transfers as part of La Flora Group’s initiative.
- Launch “Green Guest Campaign”.
- Trial digitalization projects (online menus, e-brochures).



LIVING WITH THE NATURE

LA FLORA GROUP

Z - ZERO WASTE
E - ENERGY SAVING
R - REDUCE PLASTIC
O - OUR PLACE CARE

As a promise of continued enhancement on guest experience, La Flora group is taking sustainable tourism into consideration and listen to our locality. We proudly introduce “Living with the nature” which conceptualize and implement a promise of eco-consciousness with integration of following idea of ZERO project.



ZERO WASTE

- 100% Waste sorting : Placing recycle bin in all hotel public area for sorting and proceed to segregation by element for recycle and eliminating waste.



ENERGY SAVING

- LED light : Last longer and consume less energy by replacing light bulbs and system in guest room, outlet and public area with LED light.
- Radiant Floor cooling : Instead of air-conditioner, cooling system at Lobby is upgraded to increase thermal comfort of our guest along with reducing energy consumption.
- Renewable energy : a step up of clean energy future, Solar cell lamps are implemented to lighten up hotel walkway.



REDUCE PLASTIC

Guest room : Guest's sleep and in-room experience are minimized usage of plastic by replacement of following items

- Glass bottle of drinking water
- Biodegradable plastic bottle for toiletries
- In-room pencil and wooden designed info board
- Reusable laundry bag
- Bio degradable bin bag
- Reusable tote bag for carry off and Eco shopping



REDUCE PLASTIC

Restaurant and Shop : An idea of striving to dine and shop without Plastic footprint are listed as below

- No straw policy (Paper straw is on request)
- Stirrer is made by wood
- Drinking water in glass bottle
- Take away food is contained by paper box
- Replace plastic bag to paper bag in shop

Public area : Water dispensers are arranged to refill drinking water during guest stay. While our stainless-steels water bottle is provided with friendly cost at our shop, furthermore certain donation to Raks Khaolak foundation is given with every purchase. And usage of Bio degradable bag for entire hotel recycle bin.



OUR PLACE CARE

- Monthly Beach cleaning : An idea from alertness of Hotel staff members who are educated in eco-consciousness, join us to volunteer for public beach cleaning on first Friday of each month.
- Under water artificial reef : One of a project of Ruks Khaolak foundation, which was founded by Mr. Sompong Dowpiset (La Flora Group owner). In 2018, 24 demobilized military vehicles are dropped into Andaman ocean, 3 nautical miles from Bang Niang beach as under water museum and artificial reef. Nowadays, the area becomes marine life habitat and famous diving site of Khaolak.
- Organic local spa product : While our guest indulge themselves in treatment by Spa product made by Khaolak's Local, our community economy is also growing.
- Eco-friendly cleaning product : As a part of CSR, hotel is convinced to never leave an unpleasant chemical residue which causes a negatively impact to environment.
- Maritime Emergency Case Systems (Maritime ECS) : The Floating ambulance is part of the Andaman hub medical network, supporting by Ruk Andaman Foundation (Mr. Sompong Dowpiset is a chairman). Stationing at Surin and Similan island, these 3 boats from Royal Thai Navy have achieved in saving tourists from potential drowning incidents.

YOUR EXPERIENCE WITH US
WILL NOT BE ONLY MEMORABLE **BUT SUSTAINABLE.**



ผลรวม
SCOPE 1 และ 2 :

1,506.79
tonCO₂e

ปีเทียบ : พ.ศ.2566

SCOPE 1 :
การปล่อยก๊าซเรือนกระจก
ทางตรง

14%

ของปริมาณการปล่อย
ก๊าซเรือนกระจกทั้งหมด

SCOPE 2 :
การปล่อยก๊าซเรือนกระจก
ทางอ้อมจากการใช้พลังงาน

86%

ของปริมาณการปล่อย
ก๊าซเรือนกระจกทั้งหมด

ปริมาณการปล่อยก๊าซเรือนกระจก

14.59
kgCO₂e/คน

31.64
kgCO₂e/คืนพัก

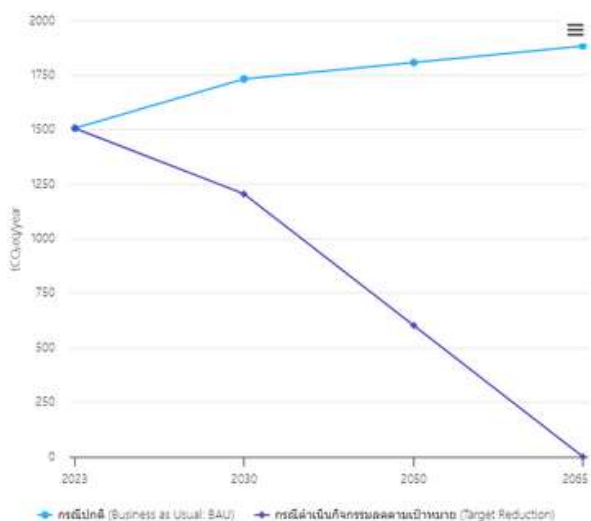
67.27
kgCO₂e/ตร.ม.

ปริมาณการลดก๊าซเรือนกระจก

tonCO₂e

- R1 การเปลี่ยนอุปกรณ์ไฟฟ้าแสงสว่างเพื่อเพิ่มประสิทธิภาพ (หลอด LED)
- R2 การลดการใช้พลังงาน
- R3 การผลิตพลังงานไฟฟ้าจากพลังงานแสงอาทิตย์เพื่อใช้เอง
- R4 การคัดแยกขยะเพื่อการรีไซเคิล
- R5 การกักเก็บก๊าซมีเทนจากการหมักเศษอาหารแบบไร้อากาศเพื่อนำไปใช้ประโยชน์
- R6 การคัดแยกกล่องประเภทยูเอชทีเพื่อนำไปรีไซเคิลเป็นวัสดุใหม่
- R7 การนำขยะอินทรีย์ประเภทเศษอาหารไปใช้เป็นอาหารสัตว์
- R8 การผลิตปุ๋ยหมักหรือสารปรับปรุงดินจากขยะอินทรีย์
- R9 การนำขยะอินทรีย์ประเภทเศษอาหารทำน้ำหมักชีวภาพ
- R10 การกักเก็บคาร์บอนของต้นไม้
- R11 อื่นๆ

เป้าหมายสู่การปล่อยก๊าซเรือนกระจกสุทธิเป็นศูนย์ **Net Zero**



2023 การปล่อยก๊าซเรือนกระจก

1,568 ปีเทียบ

2030 การปล่อยก๊าซเรือนกระจก

1,804 Baseline Forecast

20% เป้าหมายการลด

1,255 ปริมาณก๊าซเรือนกระจกที่สามารถปล่อยได้

4 ปริมาณการลดก๊าซเรือนกระจกจากกิจกรรม

-1,251 เหลือปริมาณก๊าซเรือนกระจกที่ต้องลด

2050 การปล่อยก๊าซเรือนกระจก

1,882 Baseline Forecast

50% เป้าหมายการลด

627 ปริมาณก๊าซเรือนกระจกที่สามารถปล่อยได้

5 ปริมาณการลดก๊าซเรือนกระจกจากกิจกรรม

-622 เหลือปริมาณก๊าซเรือนกระจกที่ต้องลด

2065 การปล่อยก๊าซเรือนกระจก

1,961 Baseline Forecast

100% เป้าหมายการลด

0 ปริมาณก๊าซเรือนกระจกที่สามารถปล่อยได้

11 ปริมาณการลดก๊าซเรือนกระจกจากกิจกรรม

11 เหลือปริมาณก๊าซเรือนกระจกที่ต้องลด

ผลรวม
SCOPE 1 และ 2 :

1,436.06
tonCO₂e

ปีฐาน : พ.ศ.2567

SCOPE 1 :
การปล่อยก๊าซเรือนกระจก
ทางตรง

12%

ของปริมาณการปล่อย
ก๊าซเรือนกระจกทั้งหมด

SCOPE 2 :
การปล่อยก๊าซเรือนกระจก
ทางอ้อมจากการใช้พลังงาน

88%

ของปริมาณการปล่อย
ก๊าซเรือนกระจกทั้งหมด

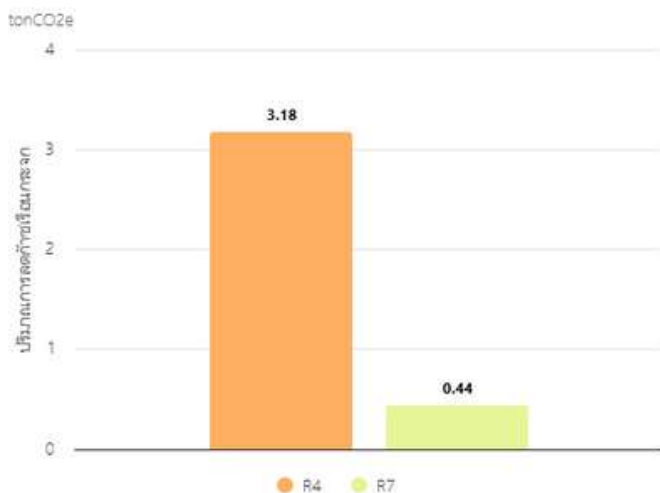
ปริมาณการปล่อยก๊าซเรือนกระจก

12.58
kgCO₂e/คน

28.43
kgCO₂e/คืนพัก

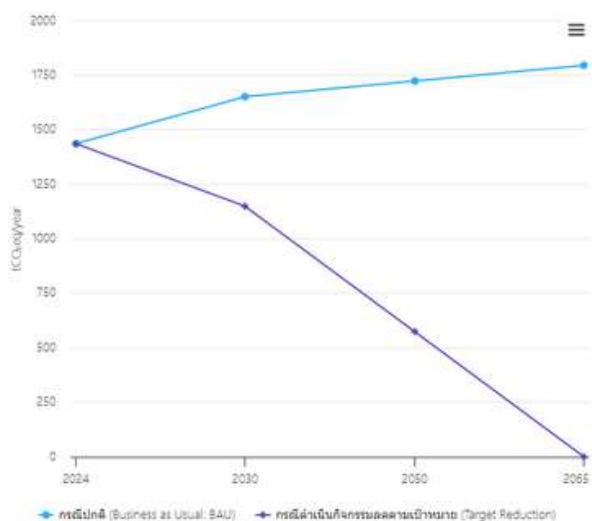
64.11
kgCO₂e/ตร.ม.

ปริมาณการลดก๊าซเรือนกระจก



- R1 การเปลี่ยนอุปกรณ์ไฟฟ้าแสงสว่างเพื่อเพิ่มประสิทธิภาพ (หลอด LED)
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- R5 การกักเก็บก๊าซมีเทนจากการหมักเศษอาหารแบบไร้อากาศเพื่อนำไปใช้ประโยชน์
- R6 การคัดแยกกล่องบรรจุภัณฑ์เพื่อนำไปรีไซเคิลเป็นวัสดุใหม่
- R7 การนำขยะอินทรีย์ประเภทเศษอาหารไปใช้เป็นอาหารสัตว์
- R8 การผลิตปุ๋ยหมักหรือสารปรับปรุงดินจากขยะอินทรีย์
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- R10 การกักเก็บคาร์บอนของต้นไม้
- R11 อื่นๆ

เป้าหมายสู่การปล่อยก๊าซเรือนกระจกสุทธิเป็นศูนย์ Net Zero



2024 การปล่อยก๊าซเรือนกระจก

1,498 ปีฐาน

2030 การปล่อยก๊าซเรือนกระจก

1,723 Baseline Forecast

20% เป้าหมายการลด

1,198 ปริมาณก๊าซเรือนกระจกที่สามารถปล่อยได้

4 ปริมาณการลดก๊าซเรือนกระจกจากกิจกรรม

-1,195 เหลือปริมาณก๊าซเรือนกระจกที่ปล่อย

2050 การปล่อยก๊าซเรือนกระจก

1,798 Baseline Forecast

50% เป้าหมายการลด

599 ปริมาณก๊าซเรือนกระจกที่สามารถปล่อยได้

5 ปริมาณการลดก๊าซเรือนกระจกจากกิจกรรม

-594 เหลือปริมาณก๊าซเรือนกระจกที่ปล่อย

2065 การปล่อยก๊าซเรือนกระจก

1,872 Baseline Forecast

100% เป้าหมายการลด

0 ปริมาณก๊าซเรือนกระจกที่สามารถปล่อยได้

11 ปริมาณการลดก๊าซเรือนกระจกจากกิจกรรม

11 เหลือปริมาณก๊าซเรือนกระจกที่ปล่อย



KEY PERFORMANCE AREAS

At La Vela Khaolak, our sustainability framework is built on 10 Key Pillars, ensuring a holistic approach that integrates environment, community, and guest experience. Each pillar is guided by specific policies, practices, and measurable goals.

Pillar 1: Leadership & Governance

- Current Practices: A dedicated Green Team with representatives from all departments leads our sustainability strategy. Regular meetings ensure progress tracking and accountability.
- Next Steps: Strengthen governance through KPIs, quarterly progress reviews, and annual reporting.

Pillar 2: Energy Efficiency & Renewable Power

- Current Practices: Full LED retrofit, solar walkway lamps, energy-efficient AC units.
- Next Steps: Rooftop solar feasibility, smart usage of motion sensors, switch off campaign

Pillar 3: Water Stewardship

- Current Practices: Refill stations, towel/linen reuse program, water-efficient fixtures, greywater system
- Next Steps: Expand refill stations, launch guest footprint awareness, ultrasonic sensor in water tank

Pillar 4: Waste Reduction & Circularity

- Current Practices: Recycling, linen upcycling into eco-products, paperless for documentation.
- Next Steps: Eco-souvenir program from upcycled linens, composting for kitchen waste

Pillar 5: Sustainable Food & Beverage

- Current Practices: 40% local sourcing, portion control to reduce waste, plant-based menu options.
- Next Steps: Increase to 60% local sourcing, launch seasonal menus, compost organic waste.

Pillar 6: Eco-Friendly Guest Experience

- Current Practices: 80% rooms with refill amenities, Knowledge sharing, low-impact travel
- Next Steps: 100% refill amenities, QR-based information, Stay Green loyalty program.

Pillar 7: Community & Cultural Support

- Current Practices: Monthly beach clean-ups, school partnerships, artisan markets.
- Next Steps: Implement quarterly CSR calendar, expand cultural workshops.

Pillar 8: Staff Engagement & Fair Employment

- Current Practices: Staff orientation includes sustainability, quarterly refreshers, fair recruitment.
- Next Steps: Green Champions program, Green Star Award recognition.

Pillar 9: Transparency & Reporting

- Current Practices: Data collection on energy, water, and waste; staff updates via noticeboards.
- Next Steps: Centralized dashboard, annual sustainability report, mock audits.

Pillar 10: Innovation & Continuous Improvement

- Current Practices: Pilot solar walkways, linen upcycling, group collaboration.
- Next Steps: Guest QR eco-impact awareness, rooftop solar pilot, share best practices at industry forums.





ENVIRONMENTAL IMPACT & POLICIES - ROADMAP

At La Vela Khaolak, we recognize that every aspect of our operations affects the environment, our community, and the guest experience. We are committed to reducing negative impacts while enhancing positive contributions through responsible management, innovative solutions, and strong partnerships. Direct reductions are prioritized over offsets to ensure measurable, long-term sustainability performance.

Key Environmental Policies with goals for 2025-2027:

Energy

- Expand renewable energy through solar walkway lights and rooftop solar (2026).
- Roll out motion sensors in public areas, restrooms and BOH corridors.
- “Switch Off” campaigns for unused areas during low occupancy.
- Achieve 10% reduction in electricity consumption from grid by 2027.
- Train staff in energy-saving practices annually.

Water

- Refill more water stations across guest and staff areas to maximize the reduction of plastic bottles.
- Introduce guest water footprint awareness (in-room display or app)
- To install a real-time water-level monitoring on the water tank to monitor real-time water levels, detect leaks or irregular usage, and improve efficiency in consumption management by 2026
- Train staff in water-saving practices annually.

Waste & Circularity

- Linen upcycling into guest amenities and retail line.
- Food waste reduction through portion control and composting by 2025
- 10% reduction in landfill waste by 2026.
- >95% elimination of single-use plastics in rooms by 2025.
- Train staff in waste-saving practices annually.

Sustainable Food & Beverage

- Increase use of local, seasonal ingredients and highlight plant-based dishes in menus.
- 60% of food and beverage sourced locally by 2026.
- 20% reduction in food waste by 2026.
- 80% of food suppliers to sign our sustainability checklist by 2026.

Biodiversity & Green Areas

- Landscaping with native species, avoiding invasive plants.
- Regular beach clean-ups, mangrove planting, and turtle release programs.
- Commitment to reef-safe amenities and responsible chemical management.
- Conduct at least 4 biodiversity-related CSR activities annually.
- Eliminate harmful chemical use in landscaping and pool maintenance.

Community & Staff

- CSR calendar with 12 community activities per year (schools, artisans, conservation).
- Fair recruitment and Green Champions program in every department.
- Quarterly Green Star Award for staff sustainability contributions.
- 600+ staff volunteer hours annually.
- 100% staff trained in sustainability and human rights every year.





DATA & PROGRESS: SUMMARY

Data compiled from utility bills, purchasing records, and internal audits; reviewed quarterly by the Green Team.

Monitoring our environmental impact is central to La Vela Khaolak's sustainability journey. We track our consumption and emissions against a 2024 baseline and measure progress in 2025 and beyond. Our indicators cover energy, water, waste, and emissions — aligned with hospitality sustainability benchmarks.

Indicator	2023-2024	2024-2025	Target 2027	Progress & Notes
Total Energy (kWh)	2,519,784	2,478,876	-10%	Current reduction = 1.6% Per guest night ~22 kWh vs 2024 baseline, On track with 2027 target
Total Water (m³)	108,109	97,203	-10%	Reduction of -10.1% vs 2024 baseline; ultrasonic sensor project to maximize goal.
Total Waste (kg)	62,210	59,192	-15%	Current reduction = -4.9% Per guest night ~0.53 kg vs 2024 baseline, stronger composting, staff/guest engagement
Net Emissions (kg CO ₂ e)	2,297,566	2,267,429	-15%	-1.3% vs baseline in totals. Per guest night improved slightly (23.1 → 22.1 kg CO ₂ e).
Guest Nights	109,861	112,672	N/A	Occupancy levels affect per-guest calculations





DATA & PROGRESS: SUMMARY

KEY INSIGHTS:

- Energy Efficiency

La Vela consumed 2.48m kWh in the latest 12-month reporting period (Jul 2024–Jul 2025), compared to 2.52m kWh the previous year. This reflects a -1.6% total reduction, despite slightly higher guest nights (112,672 vs 109,861). Planned solar installations and further automation (motion sensors, AC optimization) will, by data, help achieve the 10% reduction target of ~2.23m kWh by 2027.

- Water Stewardship:

Total water consumption decreased from 108,109 m³ to 97,203 m³, a -10.1% reduction year-on-year. This already meets and slightly exceeds the 2027 reduction target of ~97,298 m³. On an intensity level, water consumption is now 0.86 m³ per guest night, down from 0.98 the previous year.

- Waste & Circularity:

Total waste fell from 62,210 kg to 59,192 kg, a -4.9% reduction, with waste per guest night improving from 0.57 to 0.53 kg. This places La Vela significantly below many regional resort averages (which often exceed 1 kg per guest night), reflecting strong practices such as linen upcycling, paperless documentation, and recycling. However, progress toward the 15% reduction target requires stronger composting, staff and guest knowledge and engagement.

- Carbon Emissions

Net emissions improved from 2.30m kg CO₂e in 2023–2024 to 2.27m kg CO₂e in 2024–2025, a -1.3% reduction in total footprint. On an intensity basis, emissions per guest night remained strong, improving slightly from 23.1 to 22.1kg CO₂e. We managed to control emissions despite scale: overall guest nights increased by nearly 3,000.

IMPROVEMENT ROAD MAP(2025-2027):

- Install sub-metering in water tanks, kitchens, and swimming pools for more precise tracking.
- Conduct bi-annual waste audits and keep contractor disposal records for efficiency and readiness.
- Direct reductions prioritized over offsets.
- Publish quarterly dashboard updates to monitor trends and engage staff.
- Integrate guest-facing data (e.g., bottles avoided, towels reused) into in-room communication.





DATA & PROGRESS WATER CONSUMPTION: IN DEPTH

La Vela Khaolak recognizes freshwater as a scarce and critical resource in Southern Thailand. Water is tracked by total annual consumption and normalized against guest nights to ensure fair comparison across different occupancy levels.

Indicator	2023-2024	2024-2025	Change	Target 2027
Total Water Use (m³)	108,109	97,203	-10906 (-10.1%)	-10%
Water per Guest Night (m³)	0.98 m³	0.86 m³	-12%	-10%

MONTHLY TRENDS

High-consumption months

July, August, and December showed the largest usage in both years, aligning with peak occupancy and holiday season.

Improvement months

Strong reductions in March–April 2025 (~18% vs prior year), indicating effective uptake of refill stations and conservation during dry season.

Stable months

September and May showed almost no change year-to-year, suggesting baseline operational water use is consistent regardless of occupancy.

Overall pattern

Year-on-year reductions were spread across most months, showing systematic rather than one-off improvements.





DATA & PROGRESS WATER CONSUMPTION: IN DEPTH

MONTH BY MONTH ANALYSIS:

- July & August: Both years show highest consumption due to peak European summer holiday occupancy. Despite higher guest nights, 2025 saw ~-7% reduction, evidence that towel/linen reuse campaigns are being adopted by guests.
- September: Water use was almost flat year-on-year, suggesting a baseline operational load (pools, landscaping) dominates in low-occupancy months.
- October & November: Moderate reductions (~-9%). Linked to early rollout of refill stations in guest corridors and stronger FO messaging.
- December: Still one of the highest consumption months, but 2025 showed ~-6% less water per guest, thanks to refill station use during high holiday occupancy.
- January: Stable, with only ~-2% change. Likely due to similar occupancy and heavy pool/landscape usage. Opportunity to tighten staff water practices here.
- February: Small reduction (~-5%), consistent with incremental savings from refill adoption.
- March & April: Significant improvements (~-15% to -18%). This corresponds with the driest months, when refill stations offset bottled water demand and staff irrigation practices were better managed.
- May: Flat performance, suggesting irrigation and base operations drive water use. Future focus: irrigation timers and leak detection.
- June: Notable reduction (~-12%). This reflects the cumulative effect of guest education (QR code in-room reminders launched mid-2025).

KEY INSIGHTS

- La Vela has already met its 2027 water reduction target (-10%).
- Efficiency per guest night improved significantly ($0.98 \rightarrow 0.86 \text{ m}^3$).
- Reductions are strongest in dry season months (Mar–Apr), showing campaigns are effective.

CONCLUSION:

La Vela Khaolak reduced total water consumption from $108,109 \text{ m}^3$ in 2023–2024 to $97,203 \text{ m}^3$ in 2024–2025, achieving a -10.1% reduction and reaching its long-term efficiency target ahead of schedule. Per guest night usage improved from 0.98 to 0.86 m^3 , showing that resource conservation can be delivered without compromising guest comfort or service quality. Moving forward, the focus will be on sustaining these savings through smart monitoring, leak detection, and continued guest and staff engagement to strengthen La Vela's role as a leader in responsible hospitality.





LA VELA KHAOLAK WATER CONSUMPTION





DATA & PROGRESS ENERGY CONSUMPTION: IN DEPTH

Energy use is the largest contributor to La Vela Khaolak’s carbon footprint, driven primarily by air conditioning, lighting and kitchen operations. By tracking total kilowatt-hours (kWh) and normalizing against guest nights, we ensure accurate comparisons across occupancy levels and can measure the impact of our efficiency programs.

Indicator	2023-2024	2024-2025	Target 2027	Progress & Notes
Total Energy Use (kWh)	2,519,784	2,478,876	-10% from baseline	Change of -40,908 kWh (-1.6%); needs stronger initiatives and action moving forward
Energy per Guest Night (kWh)	22.9	22	≤10	-4% efficiency gain; better energy management despite slightly higher occupancy.
% LED Retrofit	100%	100%	Maintain	Fully implemented across all guest rooms and public areas.
Renewable Energy Coverage	<5% (solar walkways)	<2%	≥5%	Limited renewable adoption; additional rooftop solar planned for 2026.





DATA & PROGRESS ENERGY CONSUMPTION: IN DEPTH

MONTHLY TRENDS

Peak months

December, January, and August consistently show the highest consumption, driven by occupancy and holiday demand (aircon, lighting, F&B).

Improvement Months

March–April saw the most significant savings (~-7 to -9%), likely reflecting the impact of LED retrofits and awareness campaigns.

Flat Months

September and May show little change, suggesting base operations (pools, HVAC systems) drive energy demand independent of occupancy.

Overall

A downward trend of -1.6% total use, but improvements are not uniform across months.

Month-by-Month Narrative Analysis

- July–August: High demand periods, but 2025 consumption dropped slightly vs 2024, showing improved AC efficiency despite occupancy growth.
- September: Minimal change, indicating baseline consumption from essential systems.
- October–November: Moderate savings (~-3% to -4%) suggest small wins from awareness campaigns and lighting upgrades.
- December–January: Still high-consumption months, but reductions (~-2%) demonstrate LED retrofits absorbing peak loads.
- February: Stable, with no significant year-on-year change. Opportunity for better control of HVAC in back-of-house.
- March–April: Biggest reductions (~-7 to -9%). Likely impact of AC chiller maintenance and smart guest engagement.
- May–June: Relatively flat, showing need for system-level interventions (pool pumps, kitchen equipment).





DATA & PROGRESS ENERGY CONSUMPTION: IN DEPTH

KEY INSIGHTS:

- La Vela achieved a -1.6% reduction in total energy use and -4% efficiency gain per guest night.
- Improvements came mainly from LED retrofits, efficient AC units, and preventive maintenance.
- Seasonal peaks (Dec–Jan, Aug) remain high, showing reliance on AC and lighting during peak demand.
- Meeting the 2027 target requires structural changes: solar installations, sub-metering, and smart dashboards.
- Energy per guest night is stable within sustainable benchmarks (~22 kWh), but auditors will expect evidence of direct reduction projects in the pipeline.

IMPROVEMENT ROAD MAP (2025-2027)

2025

- Standardize air conditioning set-points (24–25°C) and conduct monthly monitoring
- Launch staff training on energy-saving practices in housekeeping, F&B, and FO

2026

- Initiate rooftop solar feasibility study
- Install rooftop solar PV system for back-of-house and service buildings.
- Roll out motion sensors in public areas, restrooms and BOH corridors.
- “Switch Off” campaigns for unused areas during low occupancy.

2027

- Achieve 25–30% reduction in total electricity use vs 2024 baseline.
- ≥15% of electricity demand met via renewable sources.
- Document and report quarterly energy performance, including carbon equivalence.

CONCLUSION:

La Vela reduced total energy consumption from 2,519,784 kWh in 2023–2024 to 2,478,876 kWh in 2024–2025, a -1.6% decrease, while improving efficiency per guest night from 22.9 to 22.0 kWh. This shows steady progress despite occupancy growth, largely driven by LED retrofits and AC efficiency upgrades. However, seasonal peaks remain high, and achieving the 2027 reduction target of -10% will require deeper interventions, including solar energy adoption, sub-metering, and advanced monitoring systems.





LA VELA KHAOLAK ENERGY CONSUMPTION





GREEN AREA & BIODIVERSITY

WHY IT MATTERS

La Vela Khaolak's unique coastal location places us in direct connection with fragile ecosystems — the beach, mangroves, and coral reefs. Protecting biodiversity is not just an environmental responsibility but also a core part of preserving the natural beauty that guests come to enjoy.

- **Native Landscaping:** Nearly half (47%) of La Vela's landscaped areas are now covered with native and drought-resistant plants. These species require less irrigation, support pollinators such as butterflies and bees, and provide resilience against coastal weather conditions. This directly reduces water consumption while supporting local biodiversity.
- **Inclusive CSR Activities:** Our CSR activities bring together our staff and local community to create meaningful impact. Through volunteering, school partnerships, and conservation projects, we strengthen bonds while supporting the people and places that make Khao Lak unique.
- **Chemical Reduction:** The resort has reduced the use of synthetic fertilizers by 20% and is transitioning to fully organic solutions. Efforts are also underway to replace pool chemicals with reef-safe alternatives, which will protect nearby marine ecosystems from harmful runoff.
- **Invasive Species Monitoring:** An annual landscaping audit confirms that no invasive plant species have been introduced on property, ensuring that La Vela's green spaces remain ecologically balanced.

ROADMAP FOR 2025-2027

2025

Increase native landscaping, staff training on chemical-free gardening, annual biodiversity audit.

2026

Fully replace synthetic fertilizers with organic alternatives; adopt reef-safe pool chemicals; expand CSR to include reef monitoring with NGOs.

2027

Achieve native landscaping, eliminate chemical fertilizers and harmful pesticides, and conduct ≥4 biodiversity CSR events annually.

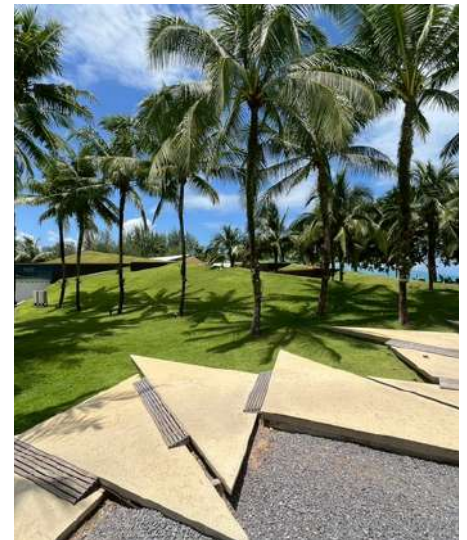
SNAPSHOT OF PROGRESS

- **CSR Activities:** Beach clean-ups, turtle releases, mangrove planting — 1 already completed in 2025, with ≥4 planned annually.
- **Chemicals:** Use of synthetic fertilizers reduced by 20%, transition to organic underway.
- **Invasive Species:** No cases documented; annual monitoring in place.





LA VELA KHAOLAK GREEN AREA & LANDSCAPING

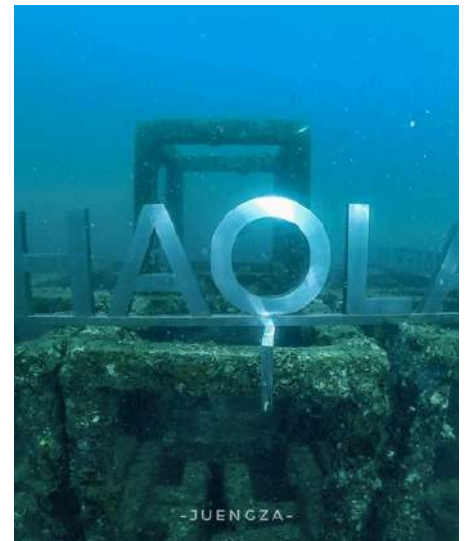




LA VELA KHAOLAK

COMMUNITY PARTICIPATION IN CONSERVATION

La Vela actively participates in and supports local community initiatives that focus on environmental conservation and the restoration of natural resources. From mangrove reforestation projects to beach clean-ups and turtle conservation programs, we work hand in hand with schools, NGOs, and local groups to protect ecosystems while fostering community pride and awareness.





LA VELA KHAOLAK INCLUSIVE CSR ACTIVITIES

At La Vela, our CSR activities are built around people — our staff and our local community. We believe sustainability is strongest when it grows from within, so we design programs that engage our team members, support local schools, and strengthen community partnerships. From volunteering in conservation projects to cultural exchanges and skills-sharing, every activity gives staff the chance to contribute meaningfully while building closer ties with the community. By making our CSR inclusive and collaborative, we ensure that our actions create long-term benefits for both our people and the place we call home.





LA VELA KHAOLAK

SOCIAL WELFARE & ORPHANAGE SUPPORT

At La Vela, we believe that sustainability extends beyond the environment to include care for the people who make up our wider community. As part of our commitment to social responsibility, we support local orphanages including Don Bosco Home and children's welfare programs through regular donations, staff volunteer visits, and collaborative activities.

These initiatives not only provide resources such as food, clothing, and educational supplies but also create meaningful connections between our team and the children. By engaging staff and guests in these efforts, we help foster empathy, inclusion, and shared responsibility.

Our goal is to ensure that vulnerable groups in Khao Lak feel supported, valued, and connected to the broader community. Through consistent partnerships and ongoing engagement, La Vela seeks to contribute to a future where social wellbeing is at the heart of hospitality.






LA VELA KHAOLAK

ENGAGEMENT WITH COMMUNITIES & CULTURAL GROUNDS

At La Vela, we recognize that our location is part of a living cultural landscape shaped by indigenous knowledge, traditions, and heritage. We believe sustainability is not only environmental, but also social and cultural. By engaging with indigenous communities in the Khao Lak and Phang Nga region, we help preserve cultural identity, strengthen community livelihoods, and create authentic experiences for our guests. This approach ensures that tourism growth supports—not displaces—local traditions, creating a model where people, culture, and nature thrive together.

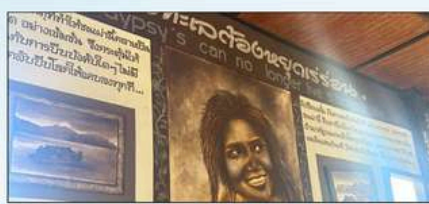






LA VELA KHAOLAK



Eco-Ride Khaolak's Local Area and Moken Village

Join us for free - every Wednesday at 09:00-11:00!



Discover Khao Lak the sustainable way — by bike! Along the journey you'll pass palm farms, a local temple, and village life before meeting the Moken, guardians of the sea whose traditions and resilience inspire. By joining, you support local livelihoods, help preserve cultural heritage, and celebrate how nature and culture thrive together. This eco-trip is part of La Vela's commitment to community, culture, and our planet.

Reserve your spot with our reception or via our app!





LA VELA KHAOLAK STAFF CLEANING & PLACE CARE

Our staff play a vital role in maintaining La Vela's green spaces and coastal surroundings. Daily cleaning and maintenance are carried out with eco-friendly practices — separating waste, avoiding harmful chemicals, and protecting native plants during landscaping. By combining regular upkeep with sustainable methods, our teams ensure that gardens, pathways, and beachfront areas remain clean, healthy, and safe for both guests and the natural ecosystem.





ENVIRONMENTALLY FRIENDLY PRODUCTS & SERVICES

As part of our biodiversity commitment, La Vela prioritizes environmentally friendly products and services that reduce harm to natural ecosystems. This includes transitioning to organic fertilizers, adopting reef-safe pool chemicals, and sourcing eco-certified cleaning chemicals. By choosing eco-certified, sustainable alternatives, we not only safeguard soil, water, and marine life but also create a healthier environment for our guests and the community.





STAFF, TRAINING & WELLNESS

La Vela Khaolak recognizes that sustainability is not only about protecting the environment, but also about investing in our people. Staff training, fair employment, and wellness initiatives are at the heart of our sustainability program, ensuring that our team members are engaged, supported, and empowered to contribute to our goals.

Indicator	2024 Baseline	Jan 1, 2025	Target Q4 2025	Progress & Notes
% of Staff Trained in Sustainability	75%	82%	100%	Significant improvement through monthly training modules.
Green Champions per Department	0 formal	1 pilot in FO & HK	≥2 per department	Pilot phase shows strong engagement; to be expanded across all units.
Green Star Award Recognition	Not implemented	1 awardee	Quarterly recognition	Boosts motivation and peer learning.
Staff Volunteer Hours	400 hrs in 2024	65 hrs YTD 2025	≥600 hrs annually	On track, with 12 CSR activities scheduled for 2025.
Staff Satisfaction (Survey)	78%	82%	≥85%	Surveys highlight pride in sustainability role but requests for more wellness support.





STAFF, TRAINING & WELLNESS

KEY INSIGHTS:

- **Training:** Training participation is rising; FO and HK staff show the highest engagement due to direct guest interaction. Some departments (ENG, F&B) need more structured scheduling to reach full coverage.
- **Engagement:** Early results from Green Champions and Green Star Awards indicate staff are motivated by recognition and ownership.
- **Wellness:** Staff feedback shows appreciation for wellness initiatives (fitness access, health checks), but more emphasis on mental health and stress management could be added.
- **CSR Involvement:** Staff volunteer hours are tracking toward annual goals, showing strong alignment with community and environmental initiatives.

IMPROVEMENT ROAD MAP (2025-2027)

2025

- Formalize Green Champions program across all departments.
- Conduct quarterly training on sustainability, human rights, and safety.
- Launch mental health awareness workshops

2026

- Expand Green Star Award recognition to include cross-departmental teams.
- Integrate wellness into staff benefits (nutrition, fitness classes, stress management).
- Include sustainability KPIs in staff performance reviews.

2027

- Achieve 100% annual staff training in sustainability and wellness.
- ≥85% staff satisfaction in sustainability surveys.
- ≥600 volunteer hours consistently logged annually.

CONCLUSION:

La Vela is steadily strengthening its culture of sustainability through training, recognition, and wellness programs. By empowering every staff member to become a “Green Champion,” and by ensuring their wellbeing, the resort is building not only a stronger sustainability record but also a motivated, resilient workforce.





LA VELA KHAOLAK

STAFF WELLNESS & LIFESTYLE

At La Vela, we believe that caring for our staff's wellbeing is as important as protecting the environment. Our team enjoys regular wellness activities such as yoga, dance, and sports days, which promote health, balance, and team spirit. By providing spaces for relaxation, movement, and healthy meals, we ensure that our people feel energized, connected, and supported in their daily work.





LA VELA KHAOLAK STAFF HEALTH & SAFETY

La Vela prioritizes a safe and healthy workplace for all team members. Regular health check-ups, safety trainings, and emergency drills are provided to ensure wellbeing and preparedness. By promoting awareness of mental health, workplace ergonomics, and accident prevention, we create a secure environment where staff can thrive and confidently deliver excellent service.





LA VELA KHAOLAK

STAFF WELFARE

We believe that caring for our people creates a stronger, more sustainable workplace. At La Vela, we support our team through staff housing, daily meal provisions, and shuttle services that make commuting safe, reliable, and more eco-friendly. These initiatives not only reduce emissions and waste but also ease the financial burden on our staff, helping them feel valued and supported. By integrating sustainability into everyday staff benefits, we strengthen wellbeing while ensuring that our operations remain both responsible and rewarding.





LA VELA KHAOLAK

BYOB INITIATIVE (BRING YOUR OWN BOTTLE)

We believe that sustainability starts with small, everyday choices that add up to a big impact. At La Vela, we encourage our team to Bring Your Own Bottle (BYOB) as part of our commitment to reducing single-use plastics. By refilling at our safe and convenient water stations, staff save money, stay hydrated, and help cut down on unnecessary plastic waste. This initiative is more than just an environmental action — it's also a staff benefit. Every refill reduces costs for individuals, lowers the resort's waste footprint, and contributes to a cleaner, healthier workplace. By integrating BYOB into daily routines, we support our people's wellbeing while ensuring that our operations remain responsible, sustainable, and rewarding for everyone.





LA VELA KHAOLAK STAFF BIRTHDAY

We believe that strong teams create memorable guest experiences. La Vela celebrates staff birthdays as special moments to recognize individuals, strengthen bonds, and foster a culture of inclusivity. These celebrations bring joy, appreciation, and connection, reminding every team member that they are valued. By honoring birthdays together, we build morale and wellbeing, making our workplace not only sustainable but also joyful and rewarding.





LA VELA KHAOLAK

STAFF FEEDBACK & PARTICIPATION

We value our team's voices in shaping the future of La Vela. Through annual townhall meetings and open forums, staff are encouraged to share feedback, ideas, and concerns directly with management. This culture of open dialogue strengthens trust, inclusivity, and collective ownership of our sustainability journey.





LA VELA KHAOLAK

TEAM BUILDING & STAFF CELEBRATIONS

We believe that strong teams create memorable guest experiences. Each year, La Vela organizes team-building activities, sports days, and staff celebrations to strengthen bonds, recognize achievements, and foster a culture of inclusivity. These events build morale and wellbeing, making our workplace not only sustainable but also joyful and rewarding.





LA VELA KHAOLAK TRAINING & DEVELOPMENT

At La Vela, we invest in continuous learning to empower our team and strengthen a culture of sustainability. From sustainability awareness and human rights workshops to cross-departmental skill-sharing and guest service training, every staff member is given opportunities to grow. By providing structured training programs and clear development pathways, we ensure our people are equipped, confident, and engaged in driving both excellence and sustainability.





LA VELA KHAOLAK

FAIR EMPLOYMENT, DIVERSITY & INCLUSION

La Vela is committed to fair and equal opportunities for all. We uphold non-discrimination in recruitment and career growth, ensuring a diverse workplace where gender balance, cultural diversity, and inclusivity are respected. By celebrating differences, we create a stronger, more welcoming team that reflects the values of our global guests.





LA VELA KHAOLAK

CAREER DEVELOPMENT & PROMOTIONS

We believe in growing talent from within. Training pathways, mentorship, and cross-departmental learning provide staff with opportunities to advance their careers. Internal promotions and recognition of leadership potential ensure that our people see La Vela not only as a workplace but as a place to build their professional future.



Sarah

From serving her first table as a Food & Beverage trainee at Casa de la Flora to leading her own team as Restaurant Manager at La Vela Khaolak, Sarah's journey shows how passion and perseverance can flourish when talent is nurtured from within.



Aya

Aya's story began at the reception desk of La Flora Resort & Spa as a Front Office trainee. Today, she welcomes guests as the Front Office Manager at La Vela Khaolak — proof that dedication, mentorship, and opportunity can transform potential into leadership.





KEY RECOGNITIONS

La Vela Khaolak’s commitment to excellence has been recognized through both sustainability certifications and guest review awards. From achieving Travelife Gold and Green Hotel distinctions to consistently earning top ratings on Booking.com and TripAdvisor, these honors reflect our dedication to responsible hospitality and unforgettable guest experiences.

SUSTAINABILITY AWARDS



The Tourism Authority of Thailand
hereby certifies that
La Vela Khaolak

has participated in the 2024 Capability Enhancement Program for Green hotels and Accommodations under the Tourism Authority of Thailand’s CF-Hotels platform, which includes calculating the amount of greenhouse gas emissions in accordance with the CF-Hotels scheme and implementing reduction activities based on the Low Emission Support Scheme through self-assessment.





STATEMENT OF COMMITMENTS

Child Protection & Safeguarding

At La Flora Group, the safety and dignity of every child is our highest priority. We strictly prohibit child labor, exploitation, abuse, or trafficking in any form, and all staff and partners follow strict child protection standards. We ask our guests to join us in creating a safe environment: please treat children with respect, avoid any actions that could put them at risk, and report any suspicious situations to our team 24/7. Together, we can ensure that La Vela remains a safe and welcoming place for every family and every child.

Accessibility Information

We believe hospitality should be inclusive and welcoming for all. To support guests with disabilities and specific needs we have accessible routes and rooms available. Guests are encouraged to contact us prior to arrival with any specific requirements, allowing us to make suitable arrangements and ensure comfort.

Health & Safety

We implement strict health and safety measures to protect our guests and team members at all times. Preventive protocols, regular inspections, and ongoing staff training ensure compliance with local regulations and international best practices. From food safety to hygiene standards, we continuously monitor and improve to create a safe and secure environment.

Quality Assurance

We are committed to service excellence and consistency. By upholding transparent processes and global benchmarks, we ensure that every stay meets or exceeds expectations.

Crisis Management

We maintain a robust framework for emergency preparedness and response. Our staff are trained in crisis procedures, enabling us to act quickly and effectively to minimize risks, protect lives, and maintain operations even under unforeseen circumstances.

Reducing Greenhouse Gas Emissions

We actively monitor and minimize our energy use and carbon footprint, investing in efficiency measures and sustainable alternatives that contribute to global climate action.

Protecting and Supporting Biodiversity

We respect and safeguard the unique ecosystems surrounding Khao Lak by reducing harmful practices, supporting local conservation projects, and promoting guest awareness of natural heritage.

Protecting and Respecting Human Rights

We uphold international human rights standards in all our operations and supply chains, ensuring fairness, dignity, and respect for every person we engage with.

Safeguarding Children

We strengthen our child protection measures with staff training, guest awareness, and zero tolerance for exploitation, ensuring that children are safe, respected, and supported both within our property and in our community.





IMPACT AT A GLANCE

Every stay at La Vela makes a difference. Together with our guests, staff, and community, here's what we achieved in 2024:

Water

- 120,000+ plastic bottles avoided through refill stations and BYOB initiative.
- Thousands of liters of water saved by towel and linen reuse programs.

Energy

- Walkways powered by solar lights, reducing grid electricity use.
- Motion sensors and staff knowledge and action cut down unnecessary energy waste.

Waste & Circularity

- 95% of single-use plastics eliminated from guest rooms.
- Linen upcycled into bags, cloths, and usable rags.
- Food waste reduced through portion control and composting.

Food & Beverage

- 40% of ingredients sourced locally, supporting Thai farmers and reducing food miles.
- Plant-based and seasonal dishes featured on menus to promote sustainable dining.

Biodiversity & Nature Care

- Regular beach clean-ups organized with staff and community partners.
- Mangrove planting and turtle releases supported marine and coastal ecosystems.
- Native plants in landscaping to conserve water and protect local biodiversity.

Staff & Community

- Daily staff meals, housing, and shuttle services provided to reduce costs and emissions.
- 12+ CSR activities held annually, including school partnerships and conservation projects.
- 600+ volunteer hours contributed by staff in 2024.

Sustainability is a shared responsibility. We invite all of our guests, partners, and employees to join us in our efforts. Your participation—whether by reducing energy usage in your room, shopping sustainably, or making use of our green initiatives—plays a vital role in helping us reach our sustainability goals.

Together, we are creating a greener tomorrow — one stay, one refill, one small action at a time. Your experience at La Vela is more than a holiday — it's a step toward protecting our oceans, community, and planet. With every guest and staff, every action, and every season, our impact grows stronger.





SUSTAINABILITY PERFORMANCE

PUBLIC REPORT
2024-2025

