



SANCTUARY  
PAKBENG LODGE

OCTOBER 1ST, 2023

WRITTEN BY:

**TRAM NGUYEN – SUSTAINABILITY COORDINATOR**

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This is to summarize the sustainability achievement of the Sanctuary Pakbeng Lodge in the **period October, 2022–October, 2023.**

The report is made by group efforts from various departments and will later be approved by Head of departments involved after consolidating. Content is then dispersed to staff and extracts of it will be communicated on communication board in Staff area.



 **ENVIRONMENTAL  
IMPACT**



## Total energy consumption

Energy efficiency is a goal that the Sanctuary Pakbeng Lodge has always embraced and has been bolstering its efforts to maximize usage of LPG, diesel, and electricity, and has carried out a series of measures:

- \* Awareness of employees and guests
- \* LED lighting
- \* Monthly monitoring of energy consumption
- \* Energy efficient purchasing policy
- \* Maintenance plan of energy consuming equipment

Average energy consumption for Sanctuary Pakbeng Lodge in the first 9 months in 2023 is 23.32 KWh per guest per night. The energy consumption pattern experiences significant increase in the dry season and started to decrease from August. CO<sub>2</sub> equivalent per guest per night, as a consequence of energy consumption, shows the similar trend.

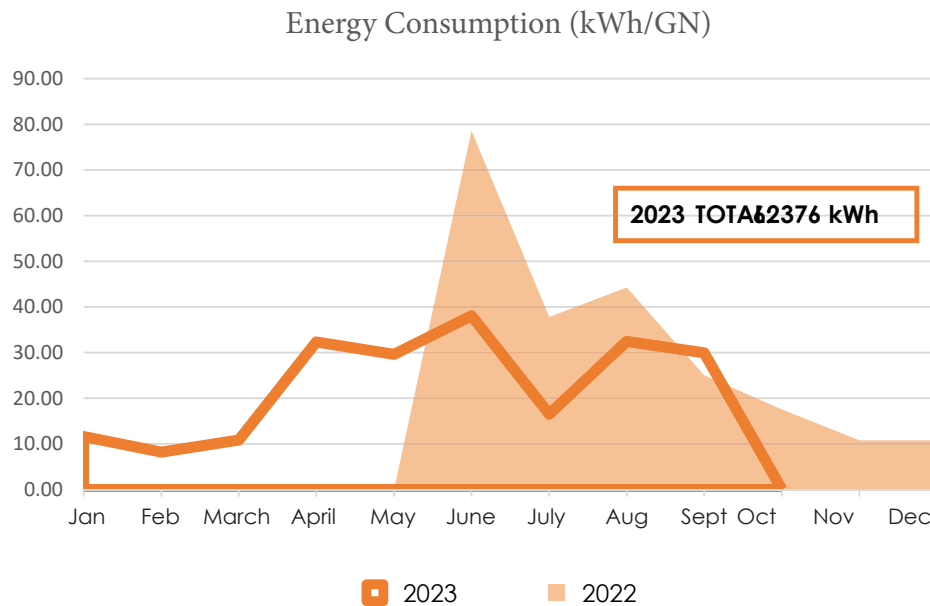


Fig. 1: Energy consumption per Guest.Night in 2022 and 2023

\*There was no Guests in the period Jan to May 2022 due to Covid and thus no data.

In terms of CO<sub>2</sub> emission, a guest emits an average of 6.26kg CO<sub>2</sub>e per night in 2023, among of which major sources of contribution are from electricity (grid) and diesel, accounting 71% and 21%, respectively.

Average CO<sub>2</sub> emission (%) in 2023 by type of energy

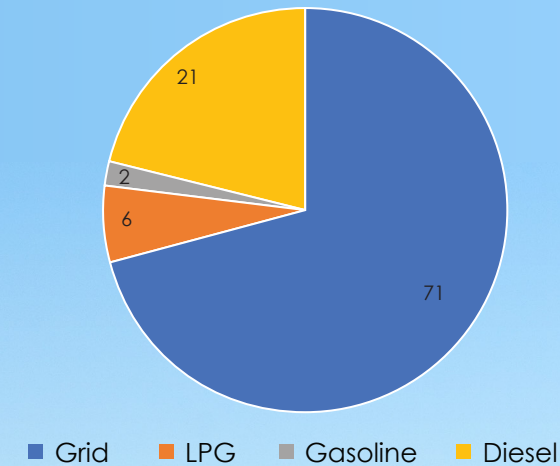


Fig. 2: Average CO<sub>2</sub> emission (%) in 2023 by type of energy



## Total water consumption

In Sanctuary Pakbeng Lodge, we put a strong focus on the rational use of resources, namely the consumption of water resources, and has focused on the implementation of some actions:

- \* Awareness of employees and guests,
- \* Water flow reducers,
- \* Flushing control of toilets, showers and water faucets
- \* Monthly monitoring of water consumption and frequent leakage detection

A two-year line graph of water consumption per guest/night shows that there is a remarkable decrease in 2023, compared to the previous year. We periodically monitor water quality by sending our water samples to the lab for physical and microbiological analysis. A guest consumes an average of 0.77m<sup>3</sup> per night.

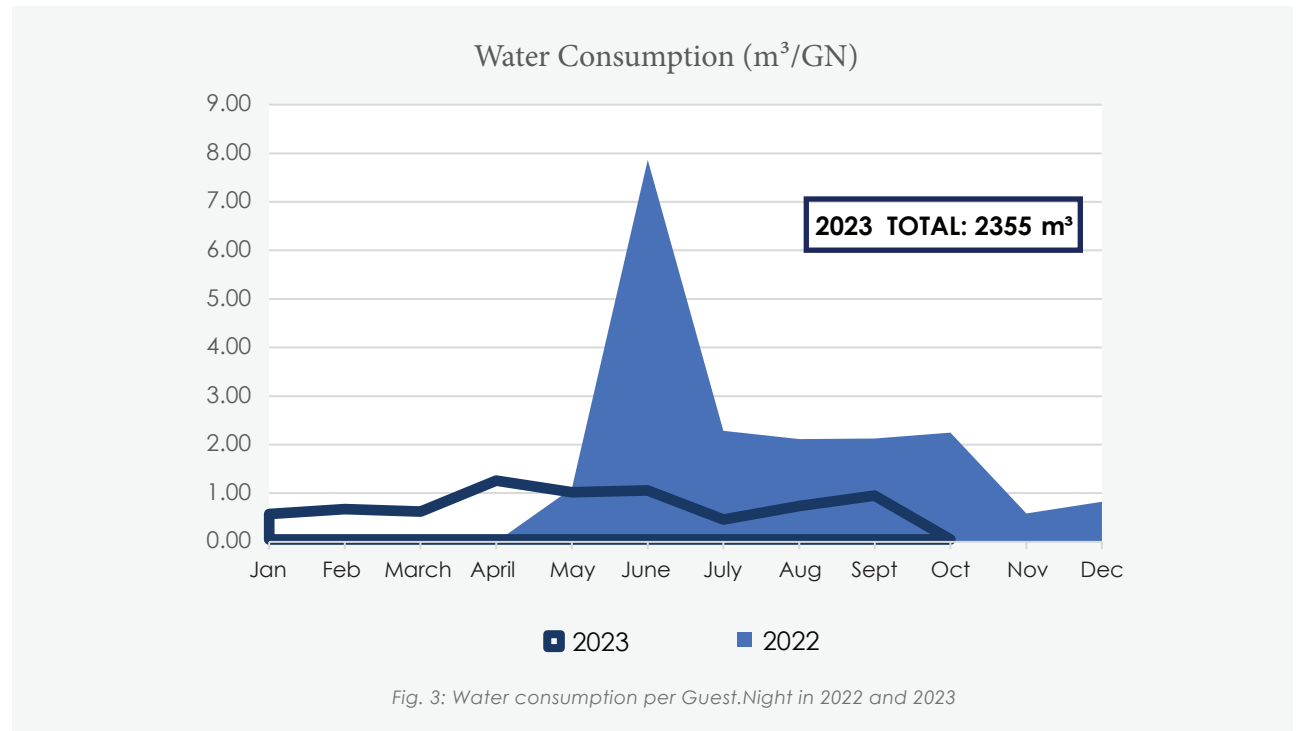


Fig. 3: Water consumption per Guest.Night in 2022 and 2023





## Waste

Given the inadequate waste management facility in Pakbeng, we have carried out a myriad of practices to reduce waste, specifically in terms of: separation of waste streams into recyclables, general waste, collection of used cooking oil and food waste to get these streams recycled as much as possible. Take-back programs to reduce packaging waste from food suppliers has also been put into place.

Hazardous substances: We have policies and comply strictly to handle chemicals and hazardous substances in a safe manner. This includes frequent monitoring of chemical consumption, monthly review of Chlorine dosing diary for swimming pool, safe storage and collection of hazardous waste including batteries.



Fig. 4-5: Waste reduction initiatives



## LABOUR & HUMAN RIGHTS

The Sanctuary Pakbeng Lodge guarantees the development of a positive and exciting work environment, boosting the professional and human appreciation of its employees, in addition to the profitability of the invested capital. Being aware of the diverse population in the locality, we declare to treat all of the staff equally in every stage from the recruiting stage to actually working with them. Before starting work, staff were made well aware of the requested tasks, benefits and their remuneration, as well as the grievance procedure. All employees are provided with a written contract and payment of the salary is in accordance with the current legislation. Employees voluntarily establish the employment relationship and are well aware that they may terminate it if they wish so. This also includes training actions appropriate to their qualification, providing not only professional knowledge but also that in human resource issues. Trainings for staff on environmental awareness and safe handling of chemicals were also organized. Very importantly, staff were well aware of child rights and actions to take in suspicious cases.

Since July 2023 we have 32 employees, ranging from 19-59 years of age, out of which 14 is female. 97% of staff is local.

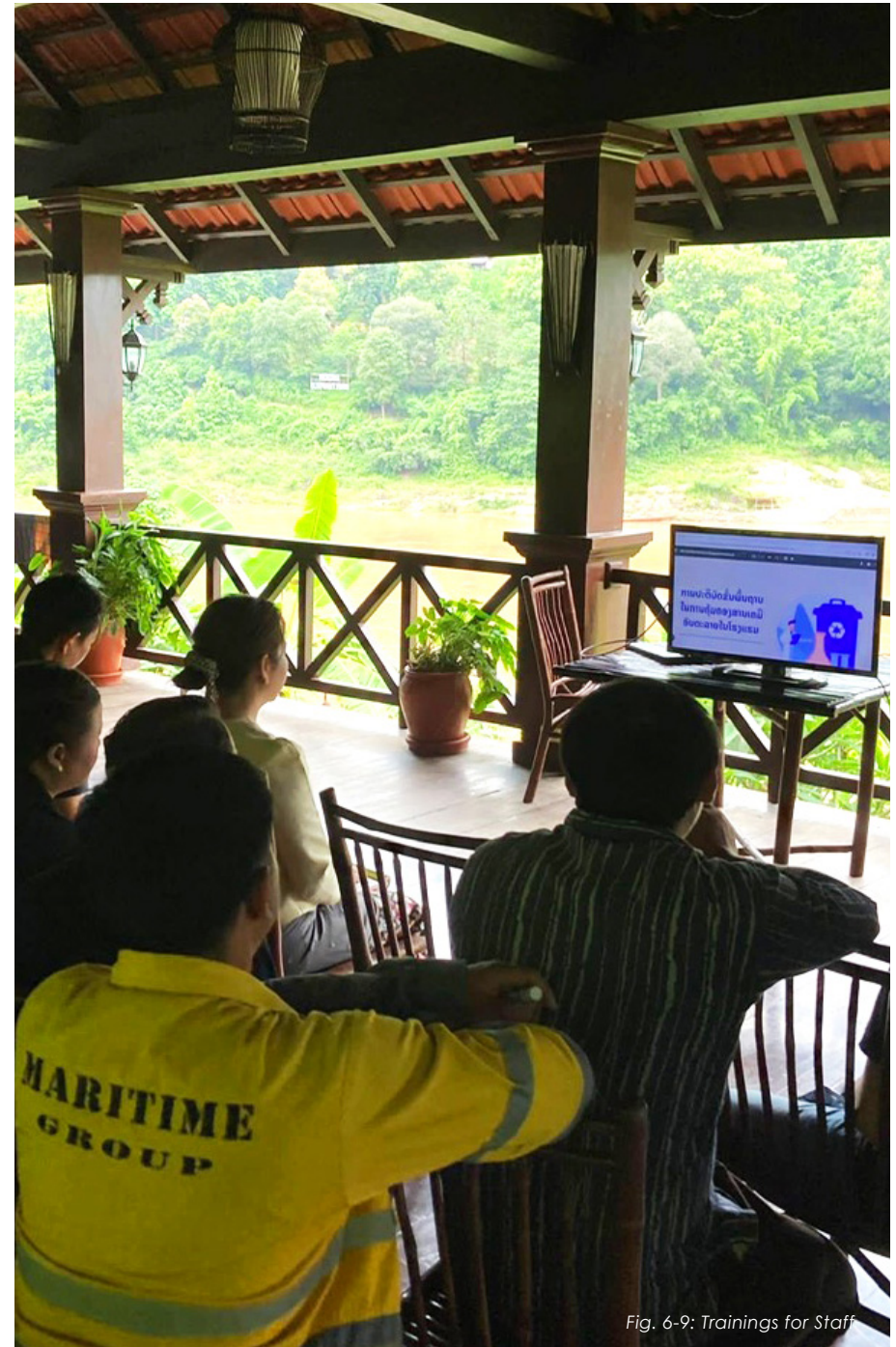


Fig. 6-9: Trainings for Staff



## COMMUNITY ENGAGEMENT

During the past 12 months, the [onsite Health Center](#) has helped and received 5000 local people for health check-up and treatment. 100% of the staff who have been given land slots were able to improve their livelihoods by selling agricultural produce to the market and partly back to the resort.

We support and promote local economy by: prioritizing local product and services, promoting local products and specialties such as Lao tea and coffee to guests, Lao handicraft, promoting natural and cultural attractions.

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# GUEST SATISFACTION 😊

Guests are inevitable important to our business, so are their feedbacks. We therefore take every opportunity to hear from them, not only through formal feedback-giving channels such as Booking.com, Agoda, Tripadvisor and feedback forms, but also through informal chats during their stays. In 2023, guest satisfaction scores have always been fluctuating around 90. Feedbacks once given are collated and brought to discussion for improvement, in some cases, corrective actions are promptly taken and responded back to guests.

Upon request from guests, we also offer an à la carte menu in addition to vegetarian and vegan options.







**ENERGY CONSUMPTION**

A decrease of 10% of electricity consumption per guest/night compared to 2023 (23.32 kWh/GN).

**WATER CONSUMPTION**

Maintenance of water consumption per guest/night compared to 2023 (0,77 m3/Guest Night), through the maintenance of implemented actions.

**WASTE PRODUCTION**

Maintenance of waste separation practice, recording and keep searching for off-takers for these sorted waste streams.

**COMMUNITY AND STAKEHOLDERS**

<b>Guests</b>	Communication of the Sustainability Report on the website. Communication and call for engagement to our initiatives to support community.
<b>Employees</b>	Quarterly communication of environmental performance to Employees, through the dissemination of the results obtained. 100% employee well acknowledged about their rights and responsibility and people-related issues.
<b>Suppliers</b>	Suppliers' awareness for the rational use of resources, through distribution of the Sustainability Policy and Sustainability Report.
<b>Local community</b>	Being aware of the importance of education, our next step is to organize school visits to the Lodge and Mekong Elephant Park to instill local children with the sense of career pathway and environmental protection.

Approved by **Benoit Meunier**  
Date 01.09.2023