

EASTIN GRAND HOTEL SATHORN BANGKOK

Sustainability Policy & Management Plan



Our Vision

To evolve an existing brand to the next level, making it a relevant brand which produces value and consistency. A brand that has flexible venues and services with added value to serve the needs for all stakeholders.

We are committed to protect, sustain, or to improve and restore the health of communities and ecosystems by bringing together a variety of programs, tools, approaches and resources.

Our Mission

At Eastin Grand Hotel Sathorn Bangkok, our mission is to integrate sustainability into every aspect of our operations, creating a balance between exceptional hospitality and responsible stewardship of our planet. Our commitment to sustainability is not just about meeting targets; it's about fostering a culture that values and protects the environment, supports local communities, and respects cultural heritage. Our Corporate Social Responsibility (CSR) equates to sustainable tourism operations by integrating social and ecological responsibility into our core business operations.

Our Commitment

We are dedicated to blending sustainability with exceptional hospitality. In partnership with Green Globe, the premier global certification for sustainability, we are committed to ensuring that by the end of 2026, we will apply ethical and environmentally friendly practices at our hotel. We are actively engaged in our adherence to the Green Globe standards in the long term, which requires action from our directors, shareholders, management team, associates, guests, and partners on a continual basis.

We will act each day on both an individual and company level, in order to minimize the impact our business activities have on the environment.

Our sustainability strategy is built on four key pillars

- 1. Sustainable Management:** We prioritize responsible business practices that minimize environmental impact and promote sustainable growth across all our operations.
- 2. Social/Economic Responsibility:** We are dedicated to supporting local communities and economies, ensuring fair labor practices, and contributing to the well-being of our communities.
- 3. Cultural Heritage Preservation:** We honor and protect the cultural heritage of the regions we serve, integrating local traditions and values into our guest experiences.
- 4. Environmental Stewardship:** We implement innovative hospitality solutions, including energy-efficient operations and eco-friendly amenities, to support a greener planet.

Delivery and Review

The Eastin Grand Hotel Sathorn Bangkok Sustainability Management Plan will be actively implemented in all areas of the hotel and neighborhood. For each identified risk, appropriate mitigation measures and management solutions have been outlined. Detailed information on these risks, along with the corresponding mitigation strategies and management solutions, will be provided.

To ensure effective management, site-specific procedures or method statements will be developed and applied during each relevant phase of work. These procedures aim to prevent or minimize the impact on environmental, social, and economic aspects.

The plan is designed to be clear and accessible, allowing all stakeholders to understand and utilize it effectively. As a living document, it will be regularly reviewed and updated to reflect new insights, feedback, and changes in operational practices.

Sustainability Policy/Procedure

Policy Objective:

To reduce the environmental footprint across the portfolio by 15% | 20% | 35% | 40% by 2030, using 2024 as the baseline year. This target reduction applies to key environmental indicators, including water usage, carbon emissions, total waste, and food waste.

Procedure:

Implementation Steps:

1. Sustainability Audits and Benchmarking:

Conduct regular audits of all criteria to evaluate current sustainability practices across social, cultural, environmental and health and safety dimensions.

Benchmark performance against industry standards, considering social and cultural impacts, and set measurable sustainability goals.

2. Energy Efficiency Initiatives:

Implement energy-efficient lighting, heating and cooling systems across all properties, prioritising technologies that also ensure guest health and safety.

Install smart energy management systems to optimise power usage, reduce wastage and maintain high safety standards.

3. Water Conservation Programmes:

Introduce water-saving fixtures in all guest rooms and public areas, ensuring they meet both environmental and health safety standards.

Implement greywater recycling systems where feasible, with consideration for the local environment and cultural sensitivities, to reduce water consumption.

4. Eco-Friendly Amenities:

Provide eco-friendly toiletries, biodegradable packaging and sustainable materials in all guest services, ensuring they adhere to health and safety standards.

Offer guests the option to participate in linen and towel reuse programmes to minimise water and detergent usage, while maintaining high-quality hygiene standards.

5. Waste Management and Recycling:

Establish comprehensive waste segregation and recycling programmes across all properties, considering local cultural practices and environmental impact.

Partner with local recycling facilities to ensure proper disposal and recycling of waste materials, while upholding safety and environmental standards.

6. Sustainable Sourcing:

Prioritise the procurement of local, organic and sustainably sourced food and beverages, respecting cultural traditions and ensuring quality and safety.

Ensure that all suppliers adhere to sustainable practices, ethical standards and health and safety regulations.

7. Staff Training and Engagement:

Conduct regular training sessions for staff on sustainability best practices, including social, cultural, environmental and health and safety aspects.

Encourage staff participation in sustainability initiatives and recognise their contributions, fostering a culture of safety, respect and environmental stewardship.

8. Guest Education and Involvement:

Provide information to guests on the sustainability initiatives in place, highlighting the social, cultural, environmental and health and safety benefits.

Offer incentives for guests who actively engage in eco-friendly practices during their stay, ensuring their experience remains safe and culturally respectful.

9. Continuous Monitoring and Reporting:

Regularly monitor the impact of sustainability initiatives, including social, cultural, environmental and health and safety outcomes, and report on progress towards goals.

Adjust strategies as needed to improve performance and achieve greater sustainability outcomes, while ensuring safety and cultural sensitivity.

10. Collaboration and Innovation:

Collaborate with industry partners, local communities, and environmental organisations to explore new sustainability solutions that consider social, cultural, environmental and safety factors.

Continuously innovate by exploring the latest technologies and practices that can further enhance EGS's sustainability efforts, while maintaining high standards of quality, health and safety.

Regarding Sustainability Guidelines for Hotels issued by AHS.

We are pleased to inform you that the following staff names below are appointed to the hotel's Environment and Sustainability Committee:

Chairman: General Manager

Committee:

Director of Food & Beverage

Executive Chef

Chief Steward

Financial Controller

Assistant Purchasing Manager

Store and Receiving Supervisor

Human Resources Manager

Housekeeping Manager

Director of Rooms

Executive Lounge Manager

Engineering Manager

Director of Sales - Corporate and Leisure

Director of Catering and Events

Marketing and Communication Manager

Revenue & Distribute Manager

Director of Banquet & Operation

Front Office Manager

Director of Administration and Training

Secretary: Safety Officer

Auditing Process and Review

1. The Environment and Sustainability Committee will meet on a monthly basis to review the Hotel Sustainability Management Plan.
2. Green Globe will audit the hotel each year. There will be Internal Sustainability Audits, Management Reviews and Reviews of the Policy and Targets.
3. The Internal Sustainability Audit is designed to add value and improve operations, in order to accomplish the hotel's Sustainability Objectives. If a problem occurs with the implementation of the Sustainability Goals, this will be adjusted immediately.
4. The AHS QA team will conduct their audit and review the sustainability criteria as part of the QA audit based on this policy annually.
5. The Management Review will be done quarterly by the Environment and Sustainability Committee. Unlike the Management Review, it will cover all departments at once. The review shall include decisions related to continuous improvement opportunities and the possible need for changes to the Sustainability Management Plan. As evidence of the results of the Management Review, a legacy report shall be created.
6. The Review of Policy and Targets will be done quarterly.

Responsibilities

General Manager - Chairperson

1. Take full responsibility for overseeing sustainability efforts.
2. Conduct at least 2 management reviews annually.
3. Ensure the Sustainability Management Plan is a key focus during review meetings.
4. Oversee the implementation, control and review of the Sustainability Management Plan at the corporate level.
5. Provide adequate control and reviews of the Sustainability Management Plan.
6. Ensure timely action on all requirements from both internal and external auditors.

Director of Administration & Training - Champion

1. Assist the GM in taking full responsibility for overseeing sustainability efforts.
2. Hold quarterly meetings with the Sustainability Committee to review progress, provide updates on established targets and ensure continuous improvement over time.
3. Oversee annual internal and external audits to ensure compliance, and verify that the action plans are being properly implemented and followed.
4. Ensure the Sustainability Management Plan is current, relevant and continuously evolving to achieve its goals, with all stakeholders actively committed to their roles.
5. Training on Environmental and Sustainability Practices: Conduct employee training on environmental, sustainability and socio-cultural initiatives, including waste, water and energy management.

Safety Officer - Secretary

1. Take meeting minutes and takeaway points and follow up the meeting plan.
2. Attend quarterly meetings with the Sustainability Committee to review progress, provide updates on established targets and ensure continuous improvement over time.
3. Support the annual internal and external audits to ensure compliance and verify that the action plans are being properly implemented and followed.
4. Ensure that the Sustainability Management Plan is current, relevant and continuously evolving to achieve its goals, with all stakeholders actively committed to their roles.
5. Oversee the implementation, control and review of the Sustainability Management Plan at the corporate level.

Operation Department Heads/ Ex. Com (DOR/DFB/HKM/Ex. Chef) - Committee

1. Take responsibility for overseeing sustainability efforts.
2. Attend quarterly meetings with the Sustainability Committee to review progress and provide updates on established targets and ensure continuous improvement over time.
3. Ensure that the hotel annual internal and external audit action plans are being properly implemented and followed.
4. Ensure that the Sustainability Management Plan on the property level is current, relevant and continuously evolving to achieve its goals.

Marketing and Communication Manager - Committee

1. Ensure the Sustainability Management Plan and Environmental Policy are accessible on the organization's intranet and public website.
2. Provide clear, accurate and truthful information in all promotional materials and service descriptions.
3. Inform guests and visitors about sustainable practices, including water and energy conservation, waste management and supporting Corporate Social Responsibility (CSR) efforts.
4. Offer multilingual information to guests on sustainability and responsible behavior.
5. Provide listings of "green" or eco-certified restaurants, businesses, and services.
6. Educate guests on preserving the site's history, culture, and natural environment.
7. Supply guests with lists of illegal products and souvenirs to discourage unethical purchases.

Director of Sales and Revenue Manager - Committee

1. Promote Sustainable Products: Develop and market eco-friendly services and packages to appeal to environmentally conscious customers.
2. Align Sales Strategies with Sustainability: Integrate sustainability goals into sales pitches and create offers that support these initiatives.
3. Set Sustainability-Linked Revenue Goals: Establish revenue targets tied to sustainable offerings and practices.
4. Educate Clients on Sustainability: Train sales teams and provide clients with information on the organization's sustainability efforts.
5. Support Green Globe Certification: Ensure all sales materials reflect sustainability certification and compliance standards.
6. Monitor Sustainable Sales Performance: Track the sales of sustainable products and report on their impact and effectiveness.
7. Collaborate with Sustainability Team: Work with the Sustainability Committee to align strategies, provide feedback and adjust based on market trends.

Human Resources Manager - Committee

1. Take responsibility for overseeing sustainability efforts.
2. Support for Community Engagement: Promote and support local community cultural, sports and recreational activities, as well as local hiring and training initiatives.
3. Promotion of Diversity and Equality: Ensure diversity, equality and non-discrimination in hiring and employment practices, and measure related expenditures were permitted by law.
4. Code of Behavior and Anti-Exploitation Policies: Implement a documented Code of Behavior against all forms of exploitation and promote awareness among all stakeholders.
5. Compliance with Labor Laws: Comply with local and international labor laws, including fair wages, social security contributions and maximum working hours regulations.
6. Employee Benefits and Reviews: Provide employees with rights to paid vacation, health insurance and annual performance reviews covering career planning and necessary training.
7. Anti-Bribery and Ethical Conduct: Enforce a strict anti-bribery policy and ensure transparency in political and charitable contributions, including due diligence for contractors and suppliers.

Engineering Manager - Committee

1. Sustainable Design and Construction: Implement both passive (low-tech) and active (high-tech) design solutions to minimize heating, cooling, lighting and water consumption, aligned with local conditions and sustainability principles.
2. Environmental Risk Management: Ensure all construction plans are documented to identify environmental risk factors and implement effective sediment and erosion control plans to manage runoff and prevent environmental degradation.
3. Accessibility and Inclusivity: Design facilities to be accessible to persons with limited mobility, with at least 5% of total rooms meeting accessibility requirements, and clearly communicate accessibility features to customers.
4. Cultural and Natural Heritage Protection: Preserve and restore locally designated historic and cultural buildings and landscapes, and avoid disturbance of archaeological, cultural heritage and sacred sites, or implement mitigation measures when needed.

- 
5. Use of Sustainable Materials and Practices: Utilize environmentally friendly building materials and techniques, ensuring the use of regional and sustainably sourced materials wherever possible.
 6. Community and Social Responsibility: Ensure that no local residents are involuntarily removed from their land and respect the rights of local communities or Indigenous peoples regarding land use decisions.
 7. Sustainable Site Planning: Follow comprehensive sustainable site design principles and ensure all construction meets Green Globe Criteria, focusing on minimizing environmental impact, reducing waste and emissions, and incorporating local materials and customs.

Financial Controller - Committee

1. Ensure adequate funding is allocated for the execution of the Sustainability Management Plan and for addressing sustainability issues within the corporation.
2. Ensure that all Financial Controllers are trained in tracking sustainable supply deliveries and recording all mandatory targets.
3. Hold full responsibility for legal compliance across all operations.
4. Hold full responsibility for the economic management of all operations.
5. Ensure compliance with all relevant legislation, regulations, and local environmental laws, including zoning, protected areas and heritage site regulations.
6. Maintain proper insurance policies and protective measures for guests and employees and ensure legal requirements are regularly updated and monitored.
7. Ensure all land use and acquisition activities comply with local laws, including those related to protected areas and cultural heritage.

Targets and Monitoring Framework

Commitment:

The Sustainability Plan targets will be **reviewed quarterly** to ensure progress, effectiveness, and alignment with both international standards (e.g. Green Globe, Earth Check, HCMI) and business objectives.

- **Quarterly:** Benchmark progress, review initiatives, adjust actions.
- **Annually:** Portfolio report including stakeholder feedback and external audits.
- **2030 Milestones:** Achieve reductions across energy, water, waste, and food waste, with improved GHG performance via local and sustainable alternatives.

Environmental Topics Monitored

Environmental Issue	Target by 2030	Monitoring Requirement	Frequency / Timeframe
Energy Consumption	-20% per guest night vs. 2024 baseline	Track kWh, fuel usage, and costs (electricity, diesel, LPG)	Monthly
Water Usage	-15% per guest night vs. 2024 baseline	Total water meter readings (m ³) + costs	Monthly
Waste Recycling	≥35% of total waste reused/recycled	Waste and recycling weight logs (kg), recycler invoices	Monthly
Food Waste	-40% per guest night vs. 2024 baseline	Kitchen food waste logs, buffet return tracking (kg)	Monthly
GHG / CO ₂ Emissions	Reduction via sustainable, local sourcing	GHG/CO ₂ inventory (Scopes 1 & 2; key Scope 3 where feasible)	Annually

Social Topics Monitored

Eastin Grand Hotel Sathorn Bangkok emphasizes comprehensive employee training on environmental and sustainability practices, including waste, water and energy management, while actively supporting community engagement through cultural, sports, and recreational activities, local hiring and training initiatives. The company promotes diversity, equality, and non-discrimination in its hiring practices, implements a Code of Ethics against exploitation, and adheres to local and international labor laws, including fair wages and social security. Additionally, it ensures employee benefits such as paid vacation, health insurance and performance reviews, upholds anti-bribery policies with transparency in political and charitable contributions and maintains due diligence for contractors and suppliers.

Social Topic	Target	Monitoring Requirement	Frequency/ Timeframe
Training	Training Road Map 15-Minute Training Sustainability Communication Plan	Training Plan	Monthly
Community	Support local community	Total community projects	Quarterly
Diversity & Equality	Gender balance ratio	Gender ratio	Quarterly
Safety	Reported incidents and near misses	Incidents	Quarterly
Labor Law	Handbook	QA Audits	Every 6 months Annual QA Audit
Employee Benefits	QA Audit	QA Audits	Every 6 months Annual QA Audit
Code of Ethics Code of Conduct	To be distributed	QA Audits	Annual QA Audit

Economic Topics Monitored

Eastin Grand Hotel Sathorn Bangkok is dedicated to supporting economic aspects through these initiatives, including enhancing cost efficiency, increasing revenue from sustainable products, supporting local communities and improving supply chain sustainability. The company also focuses on measuring ROI for sustainability investments, managing financial risks and boosting profit margins through eco-friendly operations.

Economic Topic	Target	Monitoring Requirement	Frequency/ Timeframe
Cost Efficiency	Set target for reducing operational costs	Critique report	Monthly
Revenue from Sustainable Products and Services	Implement and increase revenue from eco-friendly products	Critique report	Monthly
Economic Impact on Local Communities	Measure and enhance contribution to local communities	Survey report	Quarterly
Sustainable Supply Chain	Measure/record sustainable procurement practices	Record 1 Approved supplier list	Quarterly
Return of Investment	Track the ROI of sustainable investments	Critique report	
Innovation and R&D	Invest in research of sustainable technologies	Survey report	Quarterly
Financial Risk Management	Assess and manage financial risks	Risks assessment report	Quarterly
Profit Margins from Sustainable Practices	Monitor and improve profit margins	Critique report	Monthly

Reporting

As part of the Sustainability Plan, each property will conduct a self-audit twice a year using a detailed audit template report, which must be completed and submitted to the Corporate Office. Additionally, an annual Mystery Shopper Report will be provided to each property to evaluate performance.

Our Review Pro guest survey will set monthly goals and targets, accompanied by a quarterly action plan to address feedback and improvements.

Lastly, Eastin Grand Hotel Sathorn Bangkok measures employee satisfaction through an Employee Opinion Survey, with action plans implemented to address key areas and enhance overall employee engagement and satisfaction.

Audit	Area Monitored	Timeframe
QA Audit	In-depth hotel review	Annually
QA Self Audit	In-depth hotel review	Twice a Year
Mystery Shopper	Guest Satisfaction Survey	Annually
Review Pro	Guest Satisfaction Survey	Monthly
Review Pro Action Plan	Guest Satisfaction Survey	Quarterly
EOS	Employee Opinion Survey	Annually

Assurance

As part of the Sustainability Plan, the Quality Assurance Team will conduct an in-depth, annual on-site property audit. Following the audit, each property will receive a detailed action plan and must submit their individual action steps within two weeks.

Throughout the year, the QA team will continuously monitor any identified red flags to ensure that all issues have been effectively rectified and standards are maintained.

Operational Controls

It is the hotel's property leaders' responsibility to ensure that operational controls are in place, integrating sustainability measures into the organization's day-to-day activities and ensuring compliance with all relevant regulations.

Building Buy-In and Effective Communication For Sustainability

For Eastin Grand Hotel Sathorn Bangkok to successfully implement its sustainability plan, it is essential to achieve buy-in from all stakeholders—executives, employees, guests, partners, and the broader community. Effective communication will be pivotal in fostering a culture that embraces sustainability and drives meaningful change.

Achieving Buy-In:

a. Executive and Management Commitment:

Secure commitment from top management by aligning sustainability initiatives with hotel's core business objectives, brand values and financial goals.

Conduct workshops and presentations to educate executives and management on the long-term benefits of sustainability, such as cost savings, enhanced brand reputation and risk mitigation.

Integrate sustainability performance into leadership KPIs and performance reviews to ensure accountability and active participation.

b. Employee Engagement:

Launch a sustainability awareness campaign within hotel to educate employees about the company's sustainability goals, their importance and how each team member can contribute.

Create opportunities for employees to participate in sustainability efforts through training programs, workshops, green teams, and volunteer initiatives.

Recognize and reward employees who demonstrate a strong commitment to sustainability practices to foster a sense of ownership and motivation.

c. Guest and Partner Involvement:

Communicate hotel's sustainability vision and goals to guests through in-room materials, digital platforms, and marketing campaigns, encouraging them to participate in eco-friendly practices during their stay.

Collaborate with suppliers and partners to ensure they adhere to sustainable practices, reinforcing a shared commitment to sustainability throughout the supply chain.

Communicating The Sustainability Plan Effectively

a. Transparent and Consistent Messaging:

Develop clear, consistent and compelling messaging that outlines hotel's sustainability vision, goals and progress. Use various communication channels such as the company website, social media, newsletters and internal bulletins.

Regularly share success stories, updates and achievements related to sustainability to keep stakeholders informed and engaged. Highlight measurable impacts, such as energy savings, waste reduction or community contributions.

b. Tailored Communication Strategies:

Internal Communication: Use platforms such as town halls, internal newsletters, training sessions and intranet updates to keep employees informed about sustainability initiatives and their roles in achieving them.

External Communication: Leverage AHS's marketing and public relations channels to promote sustainability efforts to guests, investors, partners and the wider community. Share case studies, testimonials and data-driven results to build trust and transparency.

c. Two-Way Communication and Feedback:

Establish channels for stakeholders to provide feedback on sustainability initiatives and offer suggestions for improvement. This can include surveys, suggestion boxes and dedicated email addresses.

Use feedback to continuously improve sustainability practices and address any concerns or barriers to buy-in.

d. Leveraging Sustainability Champions:

Identify and empower sustainability champions within each department or hotel property to advocate for sustainable practices, share best practices and support colleagues in their sustainability efforts.

Monitoring And Celebrating Progress

Track and regularly report on the progress of sustainability initiatives against set goals. Use this data to demonstrate the positive impact of AHS's efforts and reinforce the importance of continued commitment.

Celebrate milestones and achievements through internal and external channels to recognise the efforts of all stakeholders and maintain momentum for sustainability initiatives.

Training And Education for Sustainability

Eastin Grand Hotel Sathorn Bangkok is committed to fostering a culture of sustainability through its new "Discover, Educate, Understand, Explore" campaign. This initiative aims to equip employees and stakeholders with the knowledge and skills needed to drive meaningful sustainability efforts across all operations.

Purpose:

The primary goal is to empower hotel employees and stakeholders by enhancing their understanding of sustainability principles and practices. By doing so, we can ensure collective action towards achieving our sustainability goals.

Content:

Training Programs: Eastin Grand Hotel Sathorn Bangkok will implement a series of regular training sessions focused on key sustainability topics, including energy efficiency, waste management, biodiversity conservation and social responsibility. These programs will be designed to educate employees on practical, actionable steps they can take to reduce environmental impact.

Workshops and Seminars: Experts and industry leaders will be invited to conduct workshops and seminars that delve deeper into specific sustainability issues. These sessions will provide valuable insights and hands-on learning opportunities to help participants grasp complex sustainability concepts.

Employee Engagement Programs: Eastin Grand Hotel Sathorn Bangkok will establish recognition and reward systems to encourage employees to actively participate in sustainability initiatives. Those who make significant contributions will be acknowledged to foster a sense of ownership and commitment among the team.

Implementation:

Regular training sessions and refresher courses will be scheduled to keep sustainability knowledge up to date. Additionally, sustainability education will be incorporated into the onboarding process for new hires, ensuring that every team member is aligned with hotel's sustainability vision from the outset.

Campaign Slogans and Messaging

To reinforce the message and encourage engagement, Eastin Grand Hotel Sathorn Bangkok will use a series of dynamic slogans that represent different facets of our sustainability journey:

Discover, Communicate, implement: Emphasizes the process of exploring sustainability opportunities, sharing knowledge, and taking actionable steps.

Educate, Exchange, execute: Focuses on learning, collaboration, and practical application to drive sustainability initiatives.

Understand, Collaborate, engage: Highlights the importance of comprehending sustainability challenges, working together and being proactive in efforts.

Explore, Contribute, apply: Encourages a mindset of continuous exploration, meaningful contribution and applying sustainable practices.

Gain Insight, Distribute, Take Action: Underlines the cycle of gaining knowledge, disseminating information and initiating impactful actions.

Continuous Improvement

To maintain a proactive stance on sustainability, Eastin Grand Hotel Sathorn Bangkok is committed to continuously improving its sustainability initiatives. This approach ensures that hotel remains agile and responsive to emerging challenges and opportunities in sustainability.

Purpose:

The aim is to ensure hotel consistently adapts and evolves its sustainability efforts to address new environmental, social and operational challenges, while also capitalising on emerging opportunities.

Content:

Performance Reviews: Conduct comprehensive annual reviews to evaluate the effectiveness of sustainability initiatives, measure progress and identify areas for improvement or potential gaps in the current strategy.

Feedback Mechanisms: Establish robust channels for gathering feedback from employees, guests, partners and other stakeholders. This input will be invaluable in refining sustainability practices and aligning them with stakeholder expectations.

Innovation and Best Practices: Keep abreast of the latest sustainability trends and developments within the industry. Actively seek out and integrate innovative approaches and best practices to enhance the effectiveness of AHS's sustainability efforts.

Implementation:

A dedicated sustainability committee will be formed to oversee the continuous improvement process. This committee will regularly review the Sustainability Management Plan (SMP), evaluate feedback, monitor progress and recommend necessary updates or changes to ensure ongoing relevance and impact.

Legislation

Purpose: Eastin Grand Hotel Sathorn Bangkok expects all employees and partners to adhere to local environmental laws, standards, and regulations and to adopt best practices. Relevant legislation pertaining to environmental, social and economic risks is highlighted in the corresponding sections.

Ensure compliance with relevant local, national and international environmental and social legislation.

Content: Maintain a database of applicable laws, regulations and standards. Regularly review legal requirements and incorporate them into policies and procedures.

Implementation: Assign a Compliance Officer or team responsible for monitoring changes in legislation and ensuring organizational compliance.

Permits, Licenses and Consents

Purpose:

Ensure that all required permits, licenses and consents for implementing sustainable practices are acquired and maintained.

Content:

Record Keeping: Maintain an accurate and up-to-date record of all relevant permits and licenses.

Review and Renewal: Regularly review and renew permits as necessary to ensure ongoing compliance.

Implementation:

Designate a specific department to be responsible for managing and overseeing the acquisition, maintenance and renewal of permits and licenses.

Consultation On Sustainability Management

Purpose:

Involve stakeholders in the sustainability planning and decision-making process to ensure diverse perspectives and effective practices.

Content:

Consultation: Regularly engage with employees, local communities, guests, suppliers and other stakeholders to gather input and insights.

Feedback Utilization: Use the feedback received to refine and enhance sustainability policies and practices.

Implementation:

Organize regular meetings, conduct surveys and hold feedback sessions to facilitate continuous dialogue and ensure stakeholder involvement in sustainability efforts.

Risk Assessment

Purpose:

The purpose of this risk assessment is to identify and prioritise risks that could potentially impact our sustainability efforts. By understanding these risks, we can develop effective strategies to mitigate them, ensuring the long-term success of our sustainability initiatives.

Content:

The risk assessment will consider a variety of risks that could affect our sustainability goals, including but not limited to:

Environmental Risks: Risks arising from climate change, natural disasters, pollution, resource depletion and biodiversity loss.

Social Risks: Risks related to labor practices, human rights, community relations and employee health and safety.

Economic Risks: Risks associated with market fluctuations, financial stability, supply chain disruptions and economic downturns.

Operational Risks: Risks that may affect the day-to-day operations, such as equipment failure, technological disruptions or workforce challenges.

Compliance Risks: Risks of non-compliance with local, national and international laws, regulations and standards related to sustainability.

A comprehensive risk register will be developed to document these risks, detailing the following for each identified risk:

Description of Risk: A brief overview of the risk and how it may affect the organization.

Likelihood: The probability of the risk occurring.

Impact: The potential consequences of the risk on our sustainability goals.

Mitigation Measures: Strategies and actions to reduce the likelihood or impact of the risk.

Implementation:

To ensure a proactive approach to risk management, regular risk assessments will be conducted. The risk register will be reviewed and updated periodically to reflect any changes in the risk landscape or the effectiveness of the mitigation measures.

Constraints

Eastin Grand Hotel Sathorn Bangkok recognizes the importance of identifying and managing constraints that could hinder the achievement of sustainability goals. These considerations are already incorporated within our risk assessment framework.

Purpose:

The objective is to proactively identify potential limitations and challenges that could impact sustainability efforts and to develop strategies to manage them effectively.

Content:

- **Potential Constraints:** Constraints may arise from various factors, such as limited budgets, operational capacity, or the availability of suitable technology. Understanding these constraints is crucial for realistic planning and implementation.
- **Contingency Planning:** Develop contingency plans to address these constraints, ensuring that alternative approaches or resources are available to mitigate any adverse effects on sustainability goals.
- **Implementation:** The Executive Committee and Managers must identify, monitor and balance key constraints such as time, cost, scope, quality, resources and risks.
These include both physical factors (e.g., infrastructure limitations) and social/environmental factors (e.g., community impact, environmental concerns).
It is crucial to develop a strategy that optimizes these variables while remaining aligned with sustainability objectives.

Resources

To support the sustainability plan, Eastin Grand Hotel Sathorn Bangkok is dedicated to ensuring the responsible and efficient use of resources.

Purpose:

The goal is to promote the sustainable use of resources throughout all operations.

Content:

Resource Efficiency: Implement practices that enhance the efficiency of resource use, reduce waste, and minimize environmental impact.

Sustainable Sourcing: Prioritize sourcing materials and services that adhere to sustainability criteria, ensuring that suppliers follow environmentally and socially responsible practices.

Circular Economy: Embrace circular economy principles by encouraging the reuse, recycling and refurbishment of materials to extend their lifecycle and reduce waste.

Implementation:

Eastin Grand Hotel Sathorn Bangkok will establish a comprehensive sustainable procurement policy to guide the responsible acquisition of resources. This policy will outline criteria for selecting suppliers and materials, ensuring alignment with our sustainability objectives.

Choice Of Materials

To align with our sustainability goals, Eastin Grand Hotel Sathorn Bangkok is committed to selecting materials that minimize environmental impact.

Purpose:

The aim is to choose materials that contribute to lower environmental impact throughout their lifecycle.

Content:

Eco-Friendly Materials: Prioritize the use of materials that are environmentally friendly and reduce harm to ecosystems.

Recycled Materials: opt for materials made from recycled content to support waste reduction and resource conservation.

Locally Sourced Materials: Favor materials sourced locally to reduce transportation emissions and support regional economies.

Health And Safety

At Eastin Grand Hotel Sathorn Bangkok ensuring a safe and healthy environment for both employees and guests is a top priority.

Purpose:

The goal is to create and maintain a safe and hygienic environment through comprehensive health and safety measures.

Content:

Health and Safety Policies: Implement and adhere to rigorous health and safety policies based on HACCP principles as outlined in the AHS Hygiene Manual.

Training: Provide regular training to employees on health and safety practices to ensure they are well-informed and compliant.

Safety Audits: Conduct regular safety audits to monitor and evaluate compliance with health and safety standards.

Implementation:

Eastin Grand Hotel Sathorn Bangkok will enforce a Health and Safety Management System that includes:

60-Point Monthly Checklists: Each hotel will perform a 60-point checklist every month to ensure ongoing compliance with health and safety standards.

Annual 60-Point Audit: The QA team will conduct an annual 60-point audit to assess overall health and safety performance.

Unannounced Annual Checklists: Our partner, Diversey, will perform an unannounced annual 60-point checklist to provide an objective evaluation of health and safety practices.

Noise And Vibration

Eastin Grand Hotel Sathorn Bangkok is committed to minimizing the impact of noise and vibration on both the environment and local communities.

Purpose:

The objective is to reduce the adverse effects of noise and vibration generated by our operations.

Content:

Noise Barriers: Implement noise barriers to reduce sound transmission and mitigate disturbances.

Scheduling: Plan and schedule noisy activities during times that cause the least disruption to nearby residents and businesses.

Noise Assessments: Perform regular assessments to monitor noise levels and ensure compliance with environmental standards.

Implementation:

Eastin Grand Hotel Sathorn Bangkok will create comprehensive noise and vibration management plans to guide these efforts. These plans will outline strategies for noise reduction, scheduling practices and ongoing monitoring to effectively manage and mitigate noise and vibration impacts.

Civil Liberties

At Eastin Grand Hotel Sathorn Bangkok, we are committed to upholding and protecting individual rights and freedoms.

Purpose:

The goal is to respect and safeguard civil liberties within our organization.

Content:

Non-Discrimination: Ensure that all individuals are treated fairly and equitably, without discrimination based on race, gender, religion or other personal characteristics.

Privacy Protection: Safeguard personal information and ensure confidentiality in accordance with privacy laws and best practices.

Freedom of Expression: Support and protect the right to free expression, allowing employees and stakeholders to voice their opinions and concerns.

Implementation:

Human rights policies will be integrated into AHS's corporate governance framework to ensure that these principles are consistently applied and enforced throughout the organization.

Local Community

Eastin Grand Hotel Sathorn Bangkok is dedicated to building and nurturing positive relationships with the local communities in which we operate.

Purpose:

The goal is to enhance our engagement with and support for local communities.

Content:

Community Support Programs: Actively participate in and contribute to initiatives that benefit local communities.

Cultural Preservation: Support and promote the preservation of local cultural heritage and traditions.

Fair Partnerships: Develop and maintain equitable and respectful partnerships with local organizations and businesses.

Implementation:

Eastin Grand Hotel Sathorn Bangkok will develop a comprehensive community engagement plan to guide and structure the property in fostering strong, positive community relationships.

Cultural Issues

At Eastin Grand Hotel Sathorn Bangkok, we are committed to respecting and integrating local cultures into our operations.

Purpose:

The objective is to honor and incorporate the cultural values and practices of the communities we serve.

Content:

Cultural Sensitivity: Foster cultural sensitivity in our operations and ensure that employees are trained to respect and understand local cultural practices and norms.

Implementation:

Eastin Grand Hotel Sathorn Bangkok will develop and implement cultural awareness programs to enhance employees' understanding of and sensitivity to local cultures. These programs will include training sessions and resources designed to promote respectful and culturally informed interactions.

Equity, Heritage, And Religious Sensitivities

Eastin Grand Hotel Sathorn Bangkok is dedicated to respecting and honoring diverse cultural and religious practices.

Purpose:

The goal is to ensure that our operations are sensitive to and respectful of various cultural and religious heritages.

Content:

Respect for Heritage: Ensure that our operations and practices do not conflict with or infringe upon the cultural and religious heritage of the communities we serve.

Implementation:

Eastin Grand Hotel Sathorn Bangkok will actively engage with community leaders and cultural experts to gain insights and guidance on respecting and integrating diverse cultural and religious practices into our operations. This collaborative approach will help ensure that our practices are aligned with community values and sensitivities.

Harmful Substances

Purpose:

The purpose is to establish guidelines and procedures for minimizing the use and impact of harmful substances and pollutants across all hotel operations, ensuring a safe, sustainable and environmentally responsible environment for guests, employees and the surrounding community.

Organic Product Use Review:

Conduct regular checks to verify the use of organic products for garden fertilizers, weed and fungus control, rodent management and insect control. Ensure that products are certified organic and comply with regional environmental standards. Inspect procurement records to confirm the continuous purchase of organic products and compliance with approved supplier lists.

Cleaning and Maintenance Practices Audit:

Perform periodic audits to ensure the use of durable, reusable cloths and mops in housekeeping and maintenance.

Check the use of cleaning concentrates and dilution control systems to minimize chemical use, ensuring that they are properly maintained and in working condition. Verify that linen and uniform cleaning processes do not use perchloroethylene, and that dry cleaning services comply with European Ecolabel or similar regional standards.

Ecolabel Compliance Verification:

Conduct routine assessments to confirm that laundry and dishwashing services use products that meet European Ecolabel or similar standards, ensuring they do not contain harmful chemicals like nitrilotriacetic acid (NTA) or chlorine bleach. Inspect storage and usage of all-purpose cleaners, glass cleaners, bath and tile cleaners, carpet cleaners, deodorizers and drain cleaners to ensure they meet ecolabel criteria.

Swimming Pool and Fountain Management:

Review the active plan in place to reduce chlorine usage in swimming pools and fountains. Verify that alternative filtration systems (e.g., Ozone/Bromine, Salt Generator, Copper/Silver Ionization) are considered, implemented and maintained according to best practices.

Chemical Storage and Handling Inspections:

Conduct regular inspections of chemical storage and mixing areas to ensure proper storage, secure handling and adequate facilities for mixing concentrated chemicals, including proper ventilation, water access and waste disposal.

Ensure that all drums and storage containers are clearly marked, have spill containment measures in place and are regularly checked for leaks or damage.

Safety Measures and MSDS Compliance:

Verify that Material Safety Data Sheets (MSDS) for all chemicals are displayed or readily available at all points of storage, including central distribution areas, laundry, housekeeping, pantries and kitchens.

Ensure that all safety measures, personal protective equipment (PPE), storage guidelines, and handling protocols mentioned in the MSDS are implemented at the points of storage and use.

Regular Chemical Interaction Assessments:

Conduct regular assessments to ensure the proper separation and storage of chemicals that may react with each other, such as pool chlorine and hydrochloric acid.

Soil and Environmental Testing:

Perform soil testing on property grounds to check for contamination with oil derivatives or persistent toxic compounds. If pollution is detected, develop and implement a remediation plan.

Other Pollutants

Pollution Management Plan Review:

Review and update the pollution management plan to ensure it is comprehensive and includes management strategies for emissions, effluents and waste.

Emission and Odor Control Measures:

Verify that measures are in place and actively followed to minimize gas emissions, pollutant sprays, strong odors, and unpleasant noises. This can include installing appropriate filtration systems, adopting noise-reduction technologies, and using environmentally friendly equipment and materials.

Routine Environmental Impact Assessments:

Conduct regular environmental impact assessments to measure the effectiveness of pollution control measures, identify any gaps and recommend necessary improvements.

Employee Training and Awareness Programs:

Develop ongoing training programs for employees on handling harmful substances, understanding the pollution management plan and executing safe and sustainable practices.

Market Capacity

At Eastin Grand Hotel Sathorn Bangkok, we aim to align our sustainability efforts with current market demands.

Purpose:

The objective is to ensure that our sustainability initiatives are effectively matched with market needs and opportunities.

Content:

Market Research: Perform thorough market research and feasibility studies to understand market trends, demands and potential opportunities for sustainable practices.

Implementation:

Eastin Grand Hotel Sathorn Bangkok will continuously adjust and refine our sustainability strategies based on insights gained from market research. This approach will help us remain responsive to market conditions and effectively integrate sustainability into our operations.

Shareholder Value

Eastin Grand Hotel Sathorn Bangkok is committed to enhancing long-term shareholder value through a focus on sustainability.

Purpose:

The goal is to boost shareholder value by integrating sustainability into our core corporate strategy.

Content:

Strategic Integration: Embed sustainability initiatives into our corporate strategy and clearly communicate the benefits and value of these initiatives to shareholders.

Implementation:

Eastin Grand Hotel Sathorn Bangkok will include detailed reports on sustainability performance in our annual reports. This will provide shareholders with insights into how our sustainability efforts contribute to long-term value and overall business success.

Innovation

At Eastin Grand Hotel Sathorn Bangkok, we are dedicated to fostering innovation in sustainable practices.

Purpose:

The goal is to drive advancements in sustainability through innovative technologies and solutions.

Content:

Investment in R&D: Invest in research and development to explore and develop new sustainability technologies and practices.

Implementation:

Eastin Grand Hotel Sathorn Bangkok will establish an innovation fund or department dedicated to supporting and advancing sustainability-focused innovations.

This initiative will facilitate the development and implementation of cutting-edge solutions to enhance our sustainability efforts.

Market Presence

Eastin Grand Hotel Sathorn Bangkok aims to strengthen its brand reputation and market presence by emphasizing sustainability.

Purpose:

The objective is to use sustainability as a key factor in enhancing our brand's reputation and market position.

Content:

Unique Selling Proposition: Highlight sustainability as a distinctive selling point in our marketing efforts to differentiate our brand.

Implementation:

Eastin Grand Hotel Sathorn Bangkok will integrate sustainability into our branding and marketing strategies, ensuring that our commitment to sustainable practices is prominently featured in all promotional materials and communications.