



U NIMMAN CHIANG MAI

IMPACT REPORT 2025



LETTER FROM THE GENERAL MANAGER

Our Commitment

At U Nimman Chiang Mai Hotel. Our commitment to sustainability is not merely a policy, but a guiding principle that underpins every aspect of our operations.

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.

Moreover, we proudly support our local community by collaborating with environmentally conscious partners, carrying forward local cultural heritage and empowering our team through comprehensive sustainability training programs

Every day, we take action at both individual and corporate levels to reduce the environmental impact of our operations. With gratitude for your ongoing support, we remain committed to our vision of sustainable hospitality, working together to create a positive legacy for generations to come.

Orathai Thong-ngam
Area General Manager

WHO WE ARE

U Nimman Chiang Mai, an exciting 5-star luxury hotel, is a sophisticated yet vibrant retreat on Nimmanhaemin Road, Merging modern design with elements of traditional Lanna architecture, the hotel boasts 147 rooms and suites beautifully appointed with deluxe amenities. Our distinctive design is just one of the many superlatives setting U Nimman Chiang Mai as one of Thailand's most unique. Indulge yourself in a superb range of 5-star features, from an all-day dining restaurant with a terrace bar, a swimming pool and bar, a wine bar with library, a state-of-the-art gym and a tranquil garden area for relaxing. Meeting and event facilities are also available, located at Nimman Convention Hall just only 2 minutes' walk, for signature meetings and special events at 500 square metres of impressive function space.

Enjoy U Hotels & Resorts's one-of-a-kind service concept, including an unrestricted check-in time policy that allows you to check in at your convenience and stay in your room for 24 hours. Additional features include complimentary breakfast whenever/wherever during your stay

In line with our commitment to responsible tourism, we embed sustainability across our operations, from conserving energy and water to engaging with the community and providing eco-friendly amenities. We aspire to create lasting guest experiences while protecting the local environment and cultural heritage

BUSINESS PHILOSOPHY



1. Efficiency

Optimize energy and water use by implementing innovative, energy-saving technologies that align with sustainability standards.

2. Responsibility

Ethical practices by partnering with sustainable suppliers, reducing waste, and ensuring fair labor standards, while minimizing our environmental footprint and safeguarding cultural heritage.

3. Community

Collaborate with local artisans, farmers, and environmental organizations, supporting initiatives that strengthen communities and preserve regional traditions

4. Transparency

Monitoring and sharing our environmental performance with stakeholders.

We believe that excellence in hospitality and environmental responsibility can go hand-in-hand.

By integrating sustainability into our core strategies, we aim to reduce our ecological footprint while enhancing guest satisfaction.

We are driven by the conviction that consistent, small actions can lead to significant, long-term positive impact.



VISION

To be recognized as a leading sustainable hotel in Chiang Mai with the partnership of Green Globe , delivering outstanding guest experiences while championing environmentally and socially responsible hospitality. We envisage a future where every stay contributes positively to the planet, innovative green practices are central to our operations, and guests, employee, and partners unite in the shared mission to protect our environment for generations to come.



U NIMMAN CHIANG MAI HOTEL OVERALL FACTS IN 2025



Guest Satisfaction

93.22%
Guest Satisfaction Score



Overnight Guests

Total
94,750 Overnight Guests



Employees

Total
120 Employees



Local Employees

Total **83** Local Employees
71% (Chiang Mai)
100% Thai Employment



Certificates

3 Certifications



Charity Events

8 Charity Events

SUSTAINABILITY DEVELOPMENT AND GREEN INITIATIVES



ENVIRONMENTAL POLICIES AND IMPACT

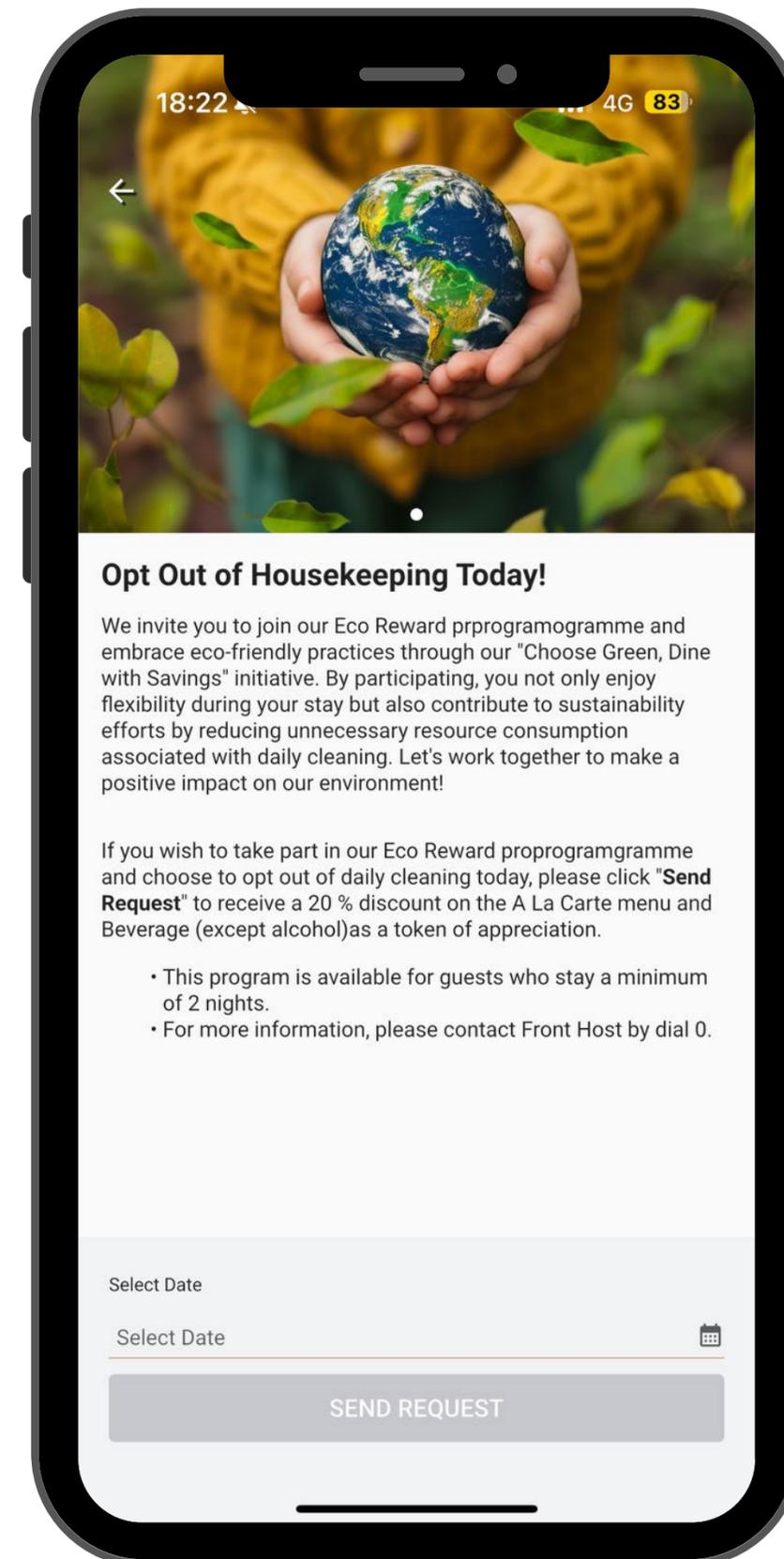
Eco Reward Campaign (since 2024)

In 2024, we launched the Eco Reward campaign:

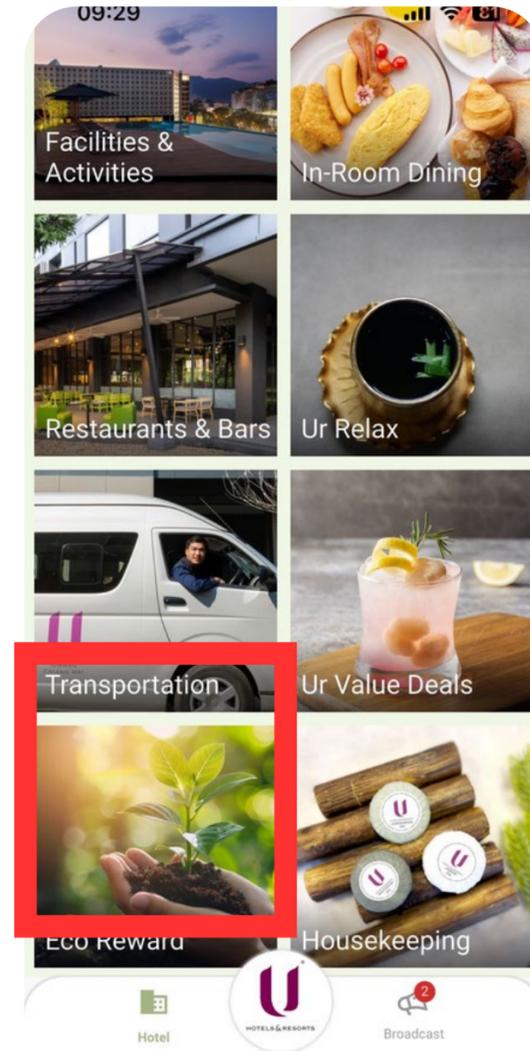
✔ ECO REWARD - CHOOSE GREEN, DINE WITH SAVINGS

Through our "Choose Green, Dine with Saving" program, we encourage guests to adopt eco-friendly practices by opting out of unnecessary daily cleaning to reduce resource consumption. In return, guests receive a 20% discount on the à la carte menu and beverages (excluding alcohol), reinforcing our commitment to sustainability across our operations.

26 guests are using the Eco Reward moving forward we will further emphasis on this initiates to increase the usage



ENVIRONMENTAL POLICIES AND IMPACT



Through our "Choose Green, Dine with Saving" program, we encourage guests to adopt eco-friendly practices by opting out of unnecessary daily cleaning to reduce resource consumption. In return, guests receive a 20% discount on the à la carte menu and beverages (excluding alcohol), reinforcing our commitment to sustainability across our operations.

U GREEN EXPERIENCE

Bringing Nature Indoors – Sustainably

Our space is thoughtfully decorated with beautiful terrarium plants, adding a refreshing touch of nature while reflecting our commitment to sustainability.

Since January 2025, we have transitioned from traditional fresh flower arrangements to low-maintenance terrarium plants in all hotels public areas—including the lobby, restaurants and Restrooms.

The Result: This eco-friendly change not only enhances the overall ambiance, but also supports local suppliers and contributes to cost efficiency
- reducing the use of approximately 20 fresh flower stems and saving around 1,000 baht per month.



HEALTHY FOOD MENU

In response to the needs of health-conscious guests, our in-room dining now features the Ur Healthful Menu, showcasing Energising Super Foods/ Plant-based dishes, Power Bowls, and Low-Carb Wraps & Rolls, with an emphasis on plant-based and local ingredients. In line with our ongoing commitment to sustainability, 95% of the ingredients used in our à la carte menu are proudly sourced from local suppliers.



Energising Super Foods/Plant-Based

A nourishing combination of antioxidant-rich vegetables, whole grains, and plant-based proteins, designed to boost energy and support overall wellness.



Power bowls

A nutrient-dense selection of wholesome bowls crafted to boost energy and support an active lifestyle.



Low-Carb Wraps

A light and health-focused selection of wraps and rolls crafted with low-carbohydrate alternatives.



FURTHER SUSTAINABLE DEVELOPMENT

THE GREEN ROAD CONTINUES

U Nimman Chiang Mai is committed to ongoing improvements, focusing on responsible resource use and waste reduction:



Plastic Elimination

Eliminating single-use plastics, replacing them with glass bottles, and promoting reusable water containers.



Eco-Friendly Toiletries

Switching to eco-friendly toiletries in refillable dispensers. Reusing leftover tissue rolls from guest rooms in staff restrooms to minimize waste and promote resource efficiency.



Energy Conservation

Promoting energy conservation through key card systems and energy-efficient lighting, including potential renewable sources like solar panel, as well as automatic motion sensors for lighting in common areas.



Organic Sourcing

Sourcing organic vegetables from farmers in San Patong District, encouraging community-based agriculture.



Sustainable Transport

Exploring sustainable transportation options, like bicycles for guests.

We will continue to implement innovative solutions that benefit the environment and enhance guest experiences.

U NIMMAN CHIANGMAI HOTEL GREEN VENDORS

In February 2025, U Nimman Chiang Mai introduced a comprehensive Purchasing Policy to reinforce responsible sourcing and sustainability throughout our supply chain.

This policy emphasizes partnerships with vendors who demonstrate genuine commitment to eco-friendly practices, social responsibility, and transparency. Our core principles include reducing waste, utilizing sustainable packaging (Green Seal, FSC, Energy Star), and adhering to environmental laws. We also require vendors to uphold fair labor standards, respect human rights, and support community engagement.

The policy mandates rigorous supplier evaluation, including sustainability credentials, environmental management, and ethical practices. We may conduct audits and request documentation to ensure compliance.

We encourage suppliers to set sustainability goals, report progress regularly, participate in training, and share innovative practices. The policy also highlights categories such as food and beverage (favoring organic, local, and sustainably farmed products) and housekeeping (eco-friendly cleaning supplies, biodegradable packaging).



Result:

Over 17 vendors are now on our approved green vendor list.

SUSTAINABLE AMENITIES AND OUR JOURNEY WITH CITRON FRESH



Our Story: Citron Fresh

Citron has been used in Britain since the 1600s for its medicinal properties. Not only a trusted remedy for sea-sickness and intestinal ailments, Citron is also a crucial component in the British Royal Navy's battle against scurvy, keeping sailors healthy on their long voyages. This legacy of natural goodness inspires Citron Fresh, a brand dedicated to harnessing the abundant benefits of the citron fruit.

Citron Fresh is committed to cruelty-free production and no animal testing is employed in the development as well as the manufacturing process of our products.

E-commerce Packaging

Citron Fresh uses materials such as cardboard and paper that can be reconstituted and create new items. Our e-commerce packaging are biodegradable, recyclable, and reusable.

Carbon Emission Reduction

Citron Fresh is committed to continuously reduce carbon emissions in an environmentally and cost-efficient way.

FSC Certified Paper Packaging



The FSC label is the world's most trusted mark for sustainable forestry. FSC is a non-profit organization, providing trusted solutions to help protect the world's forests and tackle today's deforestation, climate, and biodiversity challenges.

Currently, over 150 million hectares of forest worldwide is certified according to FSC standards, designed to address a broad range of environmental, social, and economic factors.

150+ million
certified
hectares of
forest

1,100+
individuals and organizations
from 93 countries who make up
our governing body

60K+
certifications verifying
sustainable sourcing

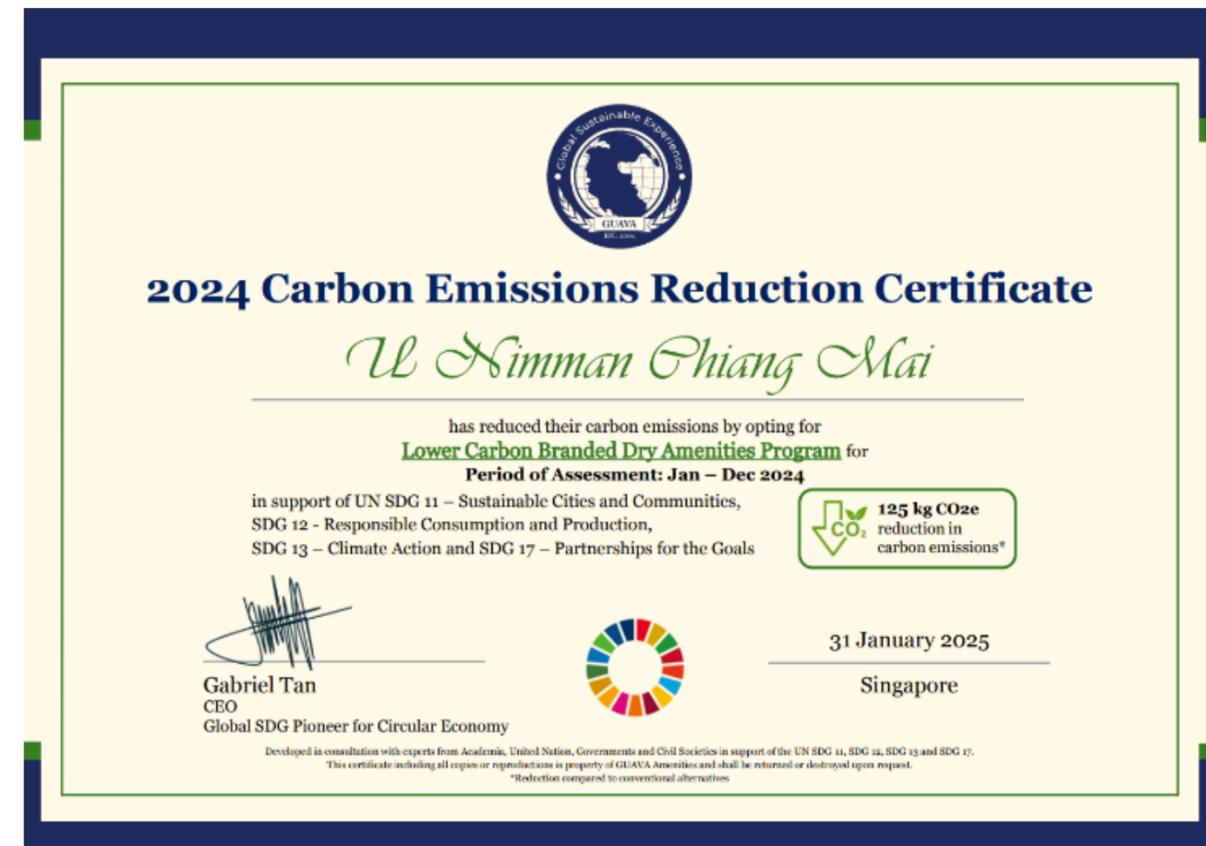
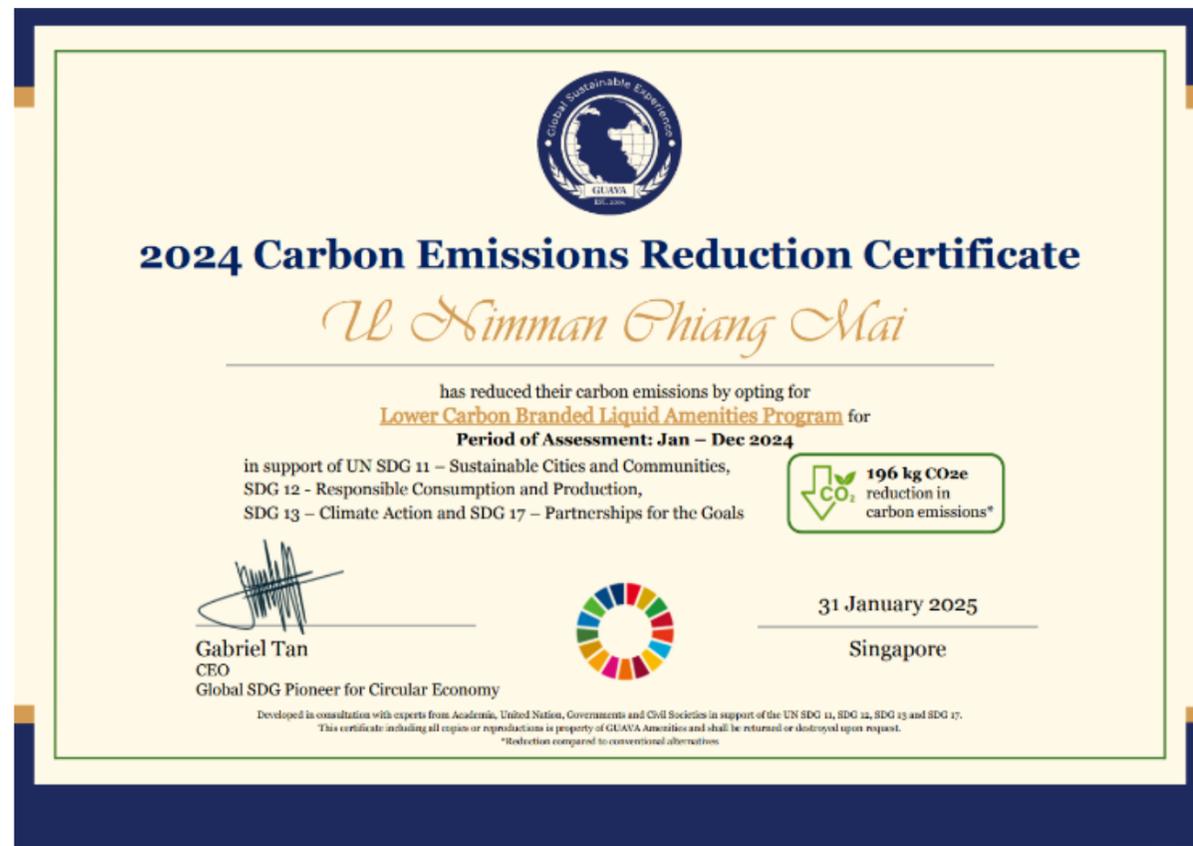
1,700+
companies licenced to
promote FSC-labeled products

46%
of consumers globally recognize
the FSC label

A small label making a big impact

When you purchase FSC-labelled products, you're helping forests, and the people that rely on them, thrive by supporting:

- **Zero deforestation**
Trees are harvested responsibly so there is no net loss of forest over time. Forests with irreplaceable values, such as old-growth forests, are identified and maintained. Reversing deforestation and maintaining irreplaceable forests are crucial to fighting climate change.
- **Fair wage and work environment**
All workers are provided with proper training, adequate safety protocols, and fair wages.
- **Support the change from preservation to conservation**
Plant and animal species are protected.
- **Community rights**
Local communities living in and around forest areas are consulted, and their legal and cultural rights to land and forest resources are respected.



On January 31, 2025, we proudly received our Carbon Emission Reduction certificate from Guava, marking a significant milestone in our commitment to sustainability.

This accomplishment is achieved in collaboration with the United Nations' Sustainable Development Goals (SDGs), specifically SDG 11: Sustainable Cities and Communities, SDG 12: Responsible Consumption and Production, SDG 13: Climate Action, and SDG 17: Partnerships for the Goals.

We are thrilled to showcase the beginning of our green journey, reflecting a substantial decrease in our carbon emissions and reinforcing our dedication to building a more sustainable future.

✔ Result:

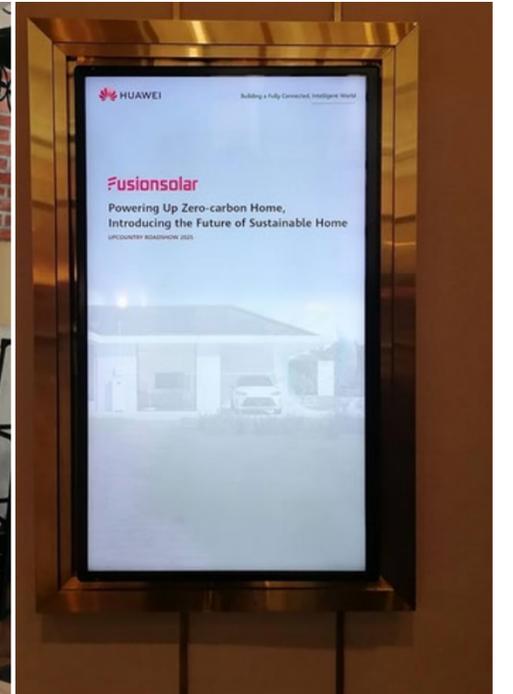
The certificate highlights our achievements in 2024, with a reduction of **125 kg CO₂e** for our lower carbon branded dry amenities and **196 kg CO₂e** for our liquid amenities.



GREEN MEETING AT NIMMAN CONVENTION CENTRE

U Nimman Chiang Mai Hotel

- Use glass bottle of water or water station with infused water
- Provide stationary corner in case the guest would like to use the paper and pencil. (do not set up on the table)
- Decorate an orchid instead of fresh flower
- Table and chair set up without linens (offering)
- Use digital signage instead of paper printing



EARTH-FRIENDLY EVENT PACKAGE

Sustainability Impact Report: Earth-Friendly Event Package Implementation

To minimize the environmental footprint of our meetings and events, we follow a comprehensive approach:

Green Checklist

Guides eco-friendly practices such as recycling, sustainable catering, and waste reduction.

Monitoring & Tracking

Tracks energy use and carbon footprint, optimizing HVAC and room utilization.

Eco-Friendly Catering

Prioritizes organic, local, or seasonal produce, vegetarian options, and reduces single-use plastics with water stations.

Waste & Recycling

Implements separation for paper, glass, cans, promotes composting, and uses eco-friendly decorations.

Transportation & Venue

Encourages mass transit, carpooling, and uses potted plants instead of floral arrangements.

Community Collaboration

Partnering with local organizations for donations, and ensuring wastewater treatment.

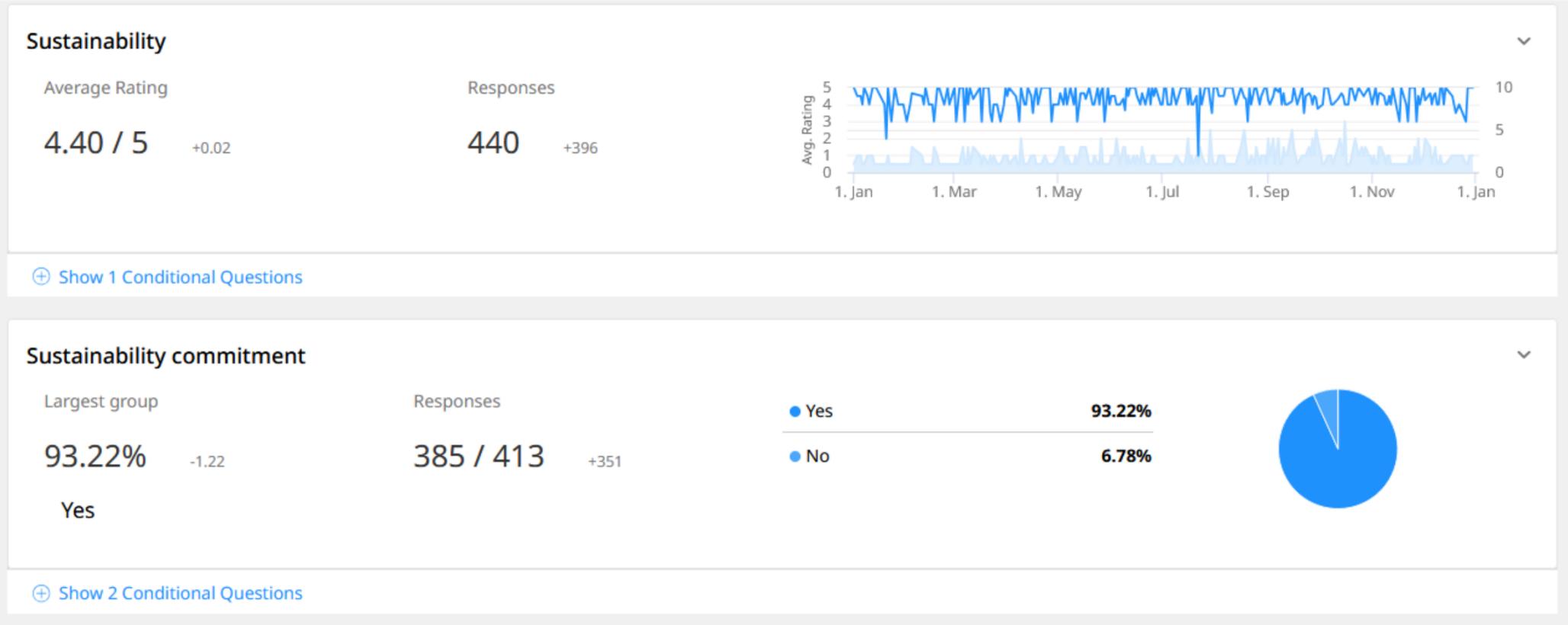
Results: These practices have significantly reduced resource consumption, waste, and carbon emissions, setting standards for responsible events.

REVIEW PRO

Since last year, we have utilized Review Pro, our online guest satisfaction platform to collect valuable feedback regarding our sustainability practices.

- How do you evaluate our sustainability initiatives?
- Suggestions for improvement (local products, energy, water, waste management, communication, etc.)
- Do you believe the hotel supports the planet, people, and community?

Guest comments are reviewed monthly, guiding us toward continuous improvement. Action items include:

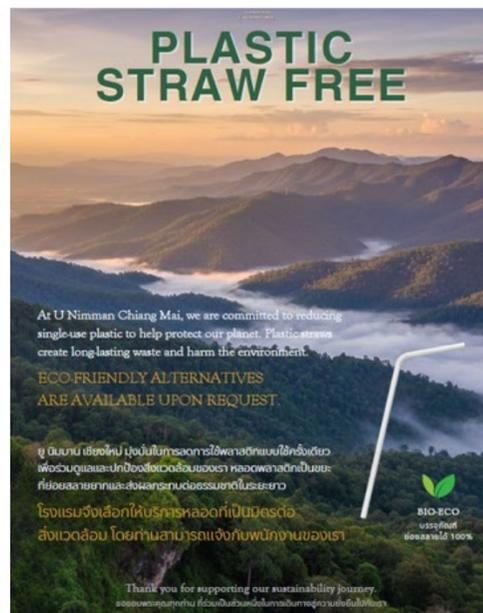


✔ **Result:** We distributed a guest questionnaire about sustainability through Review Pro in January 2025. The guest satisfaction score has remained at 93.22% through December 2025, indicating strong guest awareness and willingness to support our sustainability initiatives.

SINGLE-USE PLASTIC POLICY

✔ Result: Since switching to glass water bottles in guest rooms, the hotel has reduced the use of **38,250** plastic water bottles.

We take pride in having eliminated plastic straws and significantly reduced single-use plastics across our operations, reinforcing our commitment to environmental sustainability.



Bio Straws and Take away cup

Year 2025, we have eliminated plastic straws and transitioned to biodegradable takeaway containers, which are offered only upon guest request – a step forward in our commitment to sustainability.



Refillable Bottles

Since October 2025, we have eliminated single-use plastic water bottles and now provide glass water bottles, reinforcing our commitment to reducing plastic waste and promoting sustainable hospitality.

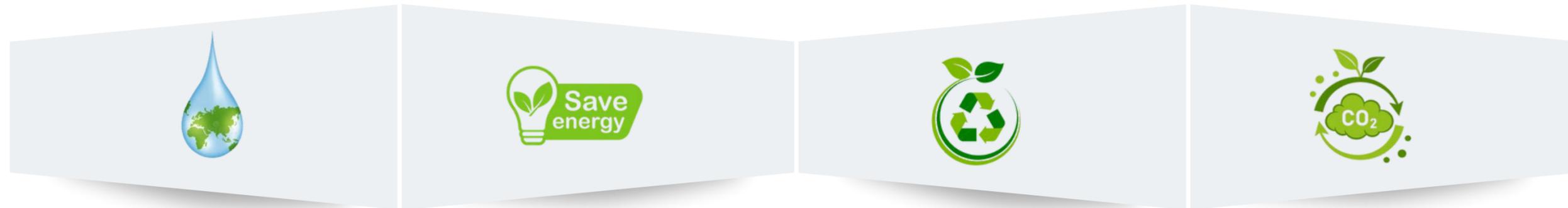


Sustainable Containers

Since 2022, we use eco-friendly materials for all toiletries and amenities, ensuring a more sustainable experience for our guests.

WATER, CARBON AND WASTE REDUCTION

U Nimman Chiang Mai is committed to reducing resource consumption each year from our baseline. Our key focus areas and achievements include:



Water Savings

Achieve an annual reduction of at least 2.0% in total water consumption per room night by monitoring usage across all departments, promoting responsible water use, and implementing conservation initiatives in guest rooms, kitchens, laundry, and landscaping.

Electricity Savings

Reduce total electricity consumption by at least 1.6% compared to the 2024 baseline through the installation of LED lighting, scheduling of equipment operation, upgrading of electrical appliances, and raising staff awareness, while maintaining guest comfort and safety.

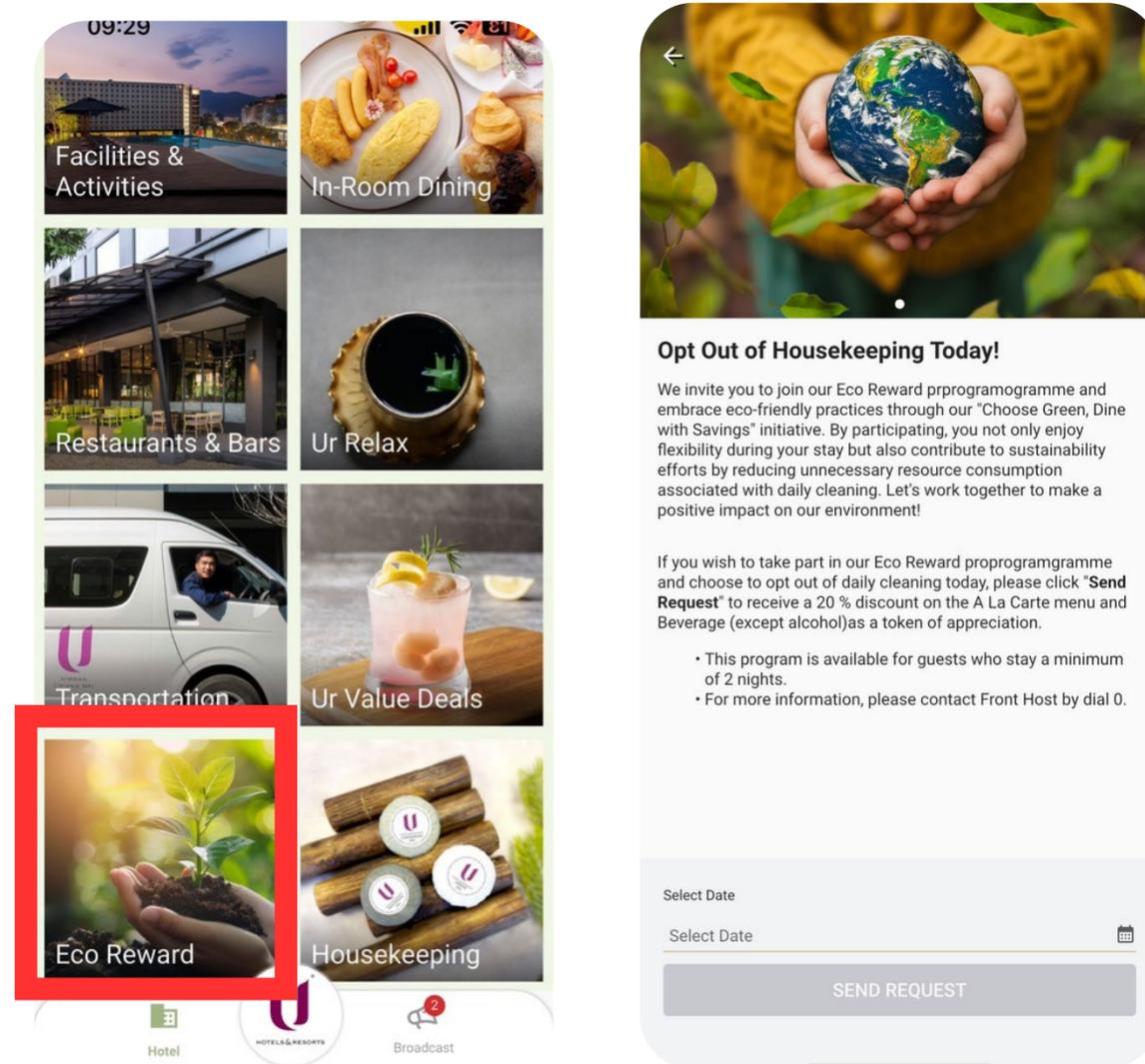
Waste Reduction

Minimize total waste sent to landfill by at least 3.0% by increasing recycling, composting, and food donation programs, and reducing single-use plastics and food waste across all hotel operations.

Carbon Emissions

Reduce the total carbon footprint by at least 1.5% from 2024 levels by optimizing energy use, promoting clean transportation, minimizing water-related emissions, and adopting renewable energy solutions to lower greenhouse gas emissions from hotel operations.

ENVIRONMENTAL POLICIES AND IMPACT



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SOCIAL RESPONSIBILITY AND EMPLOYEE ENGAGEMENT



Cultural Heritage Protection Policy

U Nimman Chiang Mai is committed to respecting and preserving local cultural assets. Our policy emphasizes safeguarding tangible heritage (such as historic sites and artifacts) and intangible elements (like arts, traditions, and customs). We actively engage with local communities to incorporate their perspectives, ensuring responsible tourism that minimizes cultural disruption.

Development Assessment

Careful assessment of development projects, integrating traditional architectural elements where appropriate

Employee Training

Comprehensive training on heritage preservation and cultural sensitivity

Authentic Experiences

Promotion of authentic cultural experiences by supporting local artisans

Regular Evaluation

Ongoing assessment to ensure effectiveness, with annual policy reviews to stay aligned with best practices





BIODIVERSITY AND WILDLIFE CONSERVATION POLICY

Sustainability Interaction with Wildlife and Landscaping Policy

U Nimman Chiang Mai prioritizes responsible coexistence with local ecosystems through sustainable landscaping, wildlife preservation and eco-friendly pest control. This policy emphasizes native plant sourcing, water and chemical reduction, and the avoidance of invasive species.

We promote drought-tolerant landscaping and minimal light pollution to protect local wildlife. Harm to native animals is prohibited, and guest education focuses on supporting biodiversity.

Employee training, regular monitoring, and updates ensure ongoing compliance. In line with our commitment to wildlife preservation, we have chosen insect traps over harmful chemicals or pesticides. This method protects both the environment and local wildlife, ensuring that our operations do not negatively impact the surrounding ecosystem.

CONSERVATION OF NATURAL AREAS AND COMMUNITY ENGAGEMENT

This year, we issued a **Natural Areas Conservation and Biodiversity Policy** to promote conservation, habitat restoration, and guest community engagement:



Through continuous monitoring and guest feedback,
we ensure these initiatives have a meaningful and lasting impact while remaining practical and achievable within the hotel environment

CARING TODAY FOR A BETTER TOMORROW

✔ Result: We currently have 30 student trainees and MOU agreement with 2 institute for internships in 2025.

U Nimman Chiang Mai believes every action counts. Through community service, environmental initiatives, and guest engagement, we aim to make a meaningful difference locally and globally.



Food Rescue Program (SOS Foundation)

Joined the SOS Foundation to donate surplus food to those in need.



Environmental Action

Waste segregation is implemented within the hotel to align with and support the Chiang Mai Municipality's waste management initiatives effectively.



Circular economy

The hotel joined the Ichitan Recycle project to support plastic bottle recycling and promote the circular economy.

U NIMMAN CHIANGMAI COMMUNITY&CHARITY EVENTS

Activity: Support The Healing Foundation

Baan Samanjai Foundation, Chiang Mai, was established in 2005 as a community center for people with intellectual disabilities in Chiang Mai Province. The foundation provides a warm and friendly space where participants come together to practice Saori weaving, a Japanese-style free-form weaving technique. The atmosphere is designed to feel more like a social gathering with friends rather than a workplace, allowing participants to relax, express themselves, and enjoy the process. As a result, Baan Samanjai Foundation serves as a place that creates happiness, enhances personal development, and generates sustainable income for people with disabilities.

✔ Type of Support: Donation of THB 9,250

The hotel continuously supports the sale of Saori bags by placing orders for distribution in guest rooms. A total of 1,150 bags have been ordered, generating THB 216,760 in revenue since August 2024.



U NIMMAN CHIANGMAI - U MAKE A DIFFERENCE



Activity: Chiang Mai Labour: Happy, Drug-Free, and safe work. on 01 May 2025

Donated drinking water on Labor Day to support and recognize workers, as part of the Labor Day activities organized by the Chiang Mai Provincial Office of Labour Protection and Welfare.

✔ Type of Support: Donated 96 bottles of water and 6 bags.



Activity: World Food Day on 28 October 2025

Provided cooking and food distribution for 317 homeless individuals in observance of World Food Day at the Sanmahapron Homeless Shelter, supporting community well-being and social responsibility.

✔ Type of Support: Donated 96 bottles of water and 6 bags.

U NIMMAN CHIANGMAI - U MAKE A DIFFERENCE



Activity: Blood Donation on 03 November 2025

Organized a blood donation activity in collaboration with the Blood Bank of Maharaj Nakorn Chiang Mai Hospital, Faculty of Medicine, Chiang Mai University, collecting a total of 47 blood bags to support patients in need.

✔ Type of Support: 47 blood bags



Activity: Run with Flow: Charity Run on 30 November 2025

The hotel supported the Run with the Flow Charity Run to assist underprivileged patients through the Vejdusit Foundation, organized by Bangkok Hospital Chiang Mai. In addition to supporting the community, the activity also promoted employee health and well-being.

✔ Type of Support: Supported race registration fees.

U NIMMAN CHIANGMAI – U MAKE A DIFFERENCE



Activity: Support Educational Funding for Agape Foundation

Provided gifts and tuition fee support valued at THB 5,000 to the Agape Foundation. Agape Home provides a safe and nurturing home for over 100 children in Chiang Mai, Thailand, who are affected by HIV/AIDS, offering care, support, and hope for their future.



✔ **Type of Support:** Donation of THB 5,000 and gifts for children.

EXCHANGE TOWEL GUEST AWARENESS

In our "Every Drop Counts" guest awareness campaign, we actively encourage our guests to participate in our sustainability efforts.

To request a change of bed sheets, guests are invited to place a designated card on their bed. This initiative helps make guests aware that bed linens are not automatically changed daily, fostering an eco-friendlier approach.

Similarly, our Towel Exchange program aims to promote the reuse of towels.

A towel left on the rack signals the guest's intention to use it again, while a towel placed on the floor indicates the desire for an exchange.

By adopting these practices, our guests contribute to conserving millions of gallons of water otherwise used for washing linens that have been minimally soiled.

Through these initiatives, we strive to create awareness and encourage environmentally conscious choices among our guests.

Every Drop Count Guest Awareness

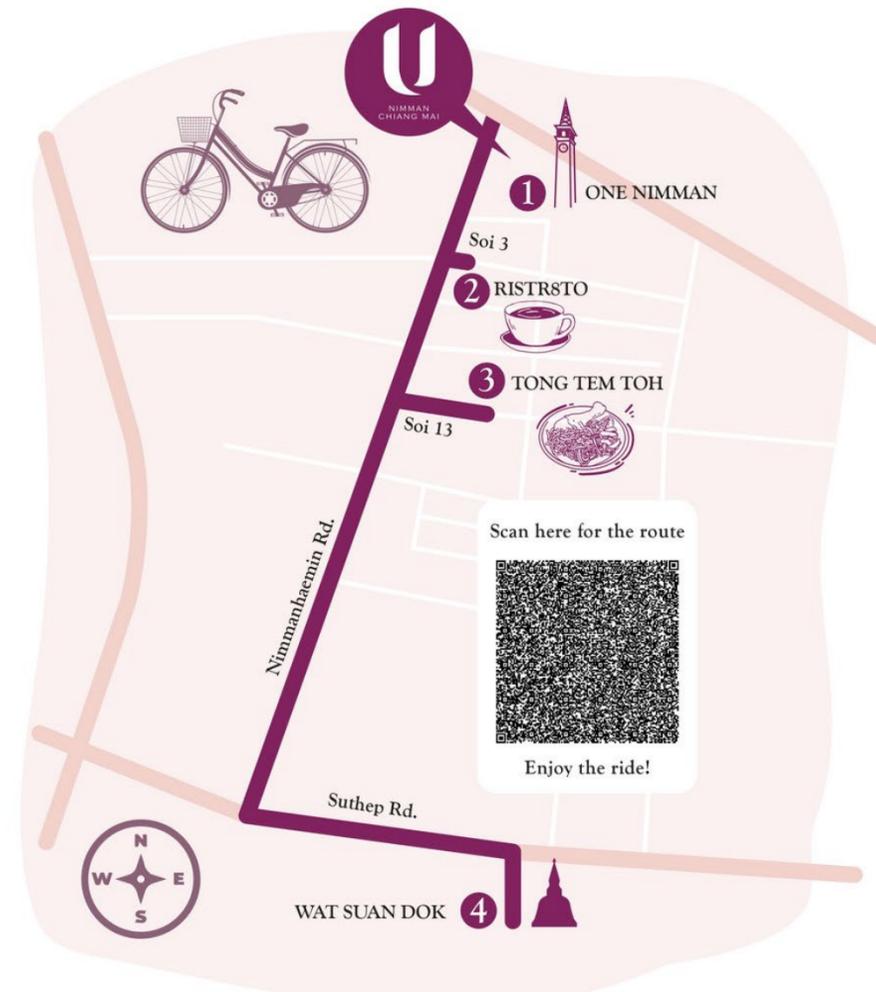


DISCOVER CHIANG MAI HIDDEN GEMS

Support Local Community & Experience Authentic Vibes Nearby U Nimman Chiang Mai

U NIMMAN CHIANG MAI BIKE MAP

To fall in love with this city, all you need is a bike and our map! Enjoy the pleasant and unique atmosphere of Chiang Mai while exploring its beautiful sights.



ONE NIMMAN **1**

A lifestyle mall that is home to numerous shops, art galleries, cafes, restaurants and bars. The architecturally beautiful building encompasses an easily walkable area that is artistically and creatively very Chiang Mai.

RISTRSTO **2**

RISTRSTO Coffee Chiang Mai is a fashionable place to sip gourmet coffee and see world-award-winning latte art.



TONG TEM TOH **3**

Tong Tem Toh is a popular northern Thai restaurant in the Nimmanhaemin area.

WAT SUAN DOK **4**

Wat Suan Dok, located just west of the old walled part of Chiang Mai city, is a very old temple known for its large number of white chedis (also called pagodas).



Explore hidden gems and authentic local vibes just a few steps from U Nimman—your gateway to unforgettable Chiang Mai adventures.

Through this initiative, we aim to support our vibrant local community and promote sustainable tourism, enriching your experience while fostering strong connections with our neighborhood.

Start your journey with us and discover the true spirit of Chiang Mai's rich culture and welcoming communities.

AWARENESS – EMPLOYEE TRAINING

Employees are familiarized with the property's environmental policy, objectives, and its relevance to their roles.

Waste management training is provided during staff sustainability orientation to promote proper waste disposal and recycling.

Representatives from each department participated in an external training session on the topic “Save Energy.” The training aimed to enhance knowledge, understanding, and awareness of efficient energy use within the organization.



AWARENESS – EMPLOYEE TRAINING

Waste management and surplus food management

Employees from the Kitchen Department attended a training session conducted by Chiang Mai Municipality, an external local government authority, on waste management and surplus food management.

This training aimed to enhance awareness of proper food waste and surplus food management practices, while minimizing negative environmental impacts.



AWARENESS – EMPLOYEE TRAINING

Wastewater Management and Environmental Regulations
on 18 December 2025

To enhance understanding of proper wastewater management guided by experts before discharge into the natural environment, in compliance with environmental standards and regulations.



U NIMMAN CHIANGMAI - SUSTAINABLE GREEN SUPPLIERS

Fine Image Co., Ltd.
Yam Product



Triple V Orange Co., Ltd.
Juice Product



Betagro Industry Co., Ltd.
Pork, Chicken, Egg



Bon Cafe TH Co., Ltd. Jakota Brothers Trading Co., Ltd.
Coffee Product Evian Product



Gallothai Co., Ltd.
Chocolate



Diversey Hygiene (Thailand) Co., Ltd.
Chemical Product



Dutch Mill Co., Ltd.
Milk, yogurt Product



Thai Namthip Corporation
Public Co., Ltd.
Soft Drink



Pla Organic Social Enterprise
Co., Ltd.
Fresh Fish



Living Soil Co., Ltd.
Organic Vegetable



U NIMMAN CHIANGMAI - SUSTAINABLE GREEN SUPPLIERS

A.N.S. Generation Co., Ltd.
(Guava) Room Amenity



Ricoh Services (TH) Co., Ltd.
Printer



Cannon Marketing (Thailand) Co.,
Ltd Printer



Ricoh Services (TH) Co., Ltd.
Printer



Scholars of Sustenance
Foundation - Food Donation.



Likhitsilp Limited Partnership
A4 Paper



Chiang Mai Industrial Supply Co., Ltd.
Sanitary Paper





✔ Result: 95% of products used in our restaurant are locally sourced.

SUSTAINABLE SUPPLIERS

We visit the local supplier twice a year can be a strategic move for several reasons. It allows for direct oversight of the supplier's process, fostering stronger relationships and potentially leading to better quality control and faster shipping times. It also offers opportunities to address concerns, negotiate terms, and build trust through face-to-face interactions.

WE WELCOME EVERYBODY TO UR GARDEN

As part of U Nimman Chiang Mai's sustainability approach, selected garden areas have been developed into an edible flower garden, where herbs and edible plants are grown on-site and used directly in culinary operations, including food garnishing and plate presentation.

This initiative supports responsible sourcing by reducing external procurement, minimizing packaging waste, and lowering transportation-related environmental impact. By integrating edible landscaping into daily operations, the hotel strengthens circular practices while enhancing freshness, creativity, and connection between nature and dining experiences.

Impact:

The edible garden contributes to waste reduction, supports sustainable food practices, and expands functional green spaces that enhance biodiversity and environmental awareness within the hotel environment.



THE LIBRARY EXPERIENCE

Create Your Moment

The Library Experience provides guests with a quiet, comfortable space for relaxation and reflection. Upgraded libraries will offer magazines, tourist guides, and local activity information—such as our Bike map and dining options.

The library is accessible 24/7, with assistance from our Front Office team. This SOP emphasizes supporting local businesses by encouraging guests to visit nearby attractions. We also will host community events to deepen guest connections and promote sustainable local tourism.



U NIMMAN CHIANGMAI GREEN CERTIFICATION ACHIEVEMENT





CODE OF CONDUCT & RESPONSIBLE BUSINESS

Anti-Bribery & Ethical Behavior Policy

U Nimman Chiang Mai maintains a robust Code of Ethics and Code of Conduct focused on ethical, respectful, and safe environments for employees, guests, and partners. This policy emphasizes preventing exploitation, human trafficking, child abuse, and harassment.



Responsibilities are clearly defined: HR manages training, management enforces policies, and front desk employees assist with guest reporting. We regularly review and update our procedures to uphold high ethical standards, fostering a safe and responsible environment.

SUSTAINABILITY TARGETS FOR 2025 AND BEYOND

Our long-term strategy comprises specific goals to be achieved by 2025, 2026, and up to 2030.

This includes:



Transportation

- Bicycle Rental Service: Allows guests to explore nearby neighborhoods and experience local culture through eco-friendly travel.
- EV Charging Station: Provides electric vehicle charging facilities for guests using clean energy transportation.



Water Conservation

Reducing water use in guestrooms. To use beautiful terrarium plants in our public area. Conducting regular valve and faucet inspections to prevent leaks.



Pest Control

Adopting eco-friendly pest control methods



Energy Conservation

Retrofit facilities with energy-efficient LED lighting, During room cleaning, staff open windows for natural ventilation instead of inserting key cards to activate electricity.



Certification

Achieving green building certifications such as STAR STG Certificate.



U NIMMAN CHIANGMAI SUSTAINABILITY GOALS

Our commitment to environmental responsibility is underpinned by measurable goals.

We track key resource consumption and waste generation, aiming for continuous reduction across our operations.

Category	Scope	Baseline	Unit	Reduction Target
LPG Gas	Scope 1	0.17	kg	2%
Electricity	Scope 2	33.95	kWh	3%
Water	Scope 3	585.18	liters	3%
General Waste	Scope 3	0.26	kg	3%
Energy Consumption for Events (CEO e-Emission Per Guest)				
Half Day (2 hrs)	kgCO2-e	1.25 (Baseline)	-	3%
Full Day (4 hrs)	kgCO2-e	0.78 (Baseline)	-	3%

These targets reflect our dedication to reducing our environmental footprint across all hotel operations and guest services experience, including event management.

SUSTAINABILITY TARGETS FOR 2026 AND BEHIND

These goals will help us reduce our environmental impact, enhance community engagement, and drive more sustainable business practices across all aspects of our operations.

Zero Waste Initiative:

- *Reduce food waste by 40%
- *Implement comprehensive waste segregation programs.
- *Partnering with SOS Thailand to donate surplus food to those in need.

Carbon Neutrality

- *Implement energy efficiency measures across facilities (LED lighting, energy-efficient appliances).
- *During room cleaning, staff open windows for natural ventilation instead of inserting key cards to activate electricity.
- *Turning off lights in areas such as the pantry when not in use.

Local Sourcing and Organic Ingredients

- *Build stronger partnerships with local organic farmers and suppliers.
- *Purchasing rainbow trout from Doi Inthanon, supporting local fish farms within Chiang Mai.

Sustainable Packaging and Reduced Plastic Use

- *Using biodegradable take-away containers instead of foam or plastic packaging.

Employee Education and Engagement

By 2026, U Nimman Chiang Mai aims to ensure 100% employee participation in sustainability awareness and training programs. Regular Green Team meetings will be conducted on a monthly basis, with a target of at least 12 meetings per year, to drive engagement, monitor progress, and support continuous improvement across departments.

Community Engagement and Environmental Impact

The hotel will strengthen partnerships with local schools, environmental organizations, and community partners, with a target of at least 3–5 joint sustainability or community initiatives per year. Guest and community engagement through ongoing awareness campaigns, including the Eco Reward Program, will continue to promote responsible and sustainable practices.

- *Continue awareness campaigns Eco Reward Program to educate customers and the broader community on sustainable practices.

Water Conservation

Committed to reducing overall water consumption by 20% through responsible usage, conservation initiatives, and awareness campaigns. Water-saving signage will be implemented across 100% of guest and staff areas to reinforce sustainable water use.

Energy Consumption

Reduce total energy consumption by 15% through energy-efficient operations, optimized equipment usage, and staff engagement.