

LETTER FROM THE GENERAL MANAGER

Dear Valued Guests and Partners,

At U Pattaya, sustainability is more than a value—it is an integral part of who we are and how we operate every day. Surrounded by the natural beauty of Bang Saray Beach, we recognize our responsibility to protect and preserve the environment while providing exceptional hospitality experiences to our guests.

We are committed to reducing our environmental footprint through energy efficiency, water conservation, waste management, and responsible purchasing. Our efforts also extend to supporting the local community, collaborating with eco-conscious partners, and providing continuous environmental training to our team members.

As part of the Green Globe journey, U Pattaya strives to innovate and improve our sustainable practices in every aspect of our operations. Together with our guests, employees, and community, we aim to create meaningful change that ensures a cleaner, greener future for generations to come. We are sincerely grateful for your continued support of our commitment to sustainability and responsible tourism.

Warm regards,
Puthapong Purushahansa
General Manager, U Pattaya





WHO WE ARE

Our 5-star U Pattaya resort is located between Jomtien and Bang Saray with absolute beachfront access, offering an ideal retreat for discerning leisure travelers who seek serenity and privacy. The resort's overall design reflects a charming fisherman village concept, seamlessly blending comfort, luxury, and environmental responsibility.

As part of our commitment to responsible tourism, we embed sustainability into our operations—ranging from energy and water conservation to community engagement and eco-friendly amenities. We strive to create memorable experiences that also safeguard our local environment and cultural heritage.

At U Pattaya, we believe that true luxury coexists harmoniously with nature. Every detail, from architectural design to daily operations, is thoughtfully guided by our goal to minimize environmental impact while maximizing guest satisfaction. Through continuous innovation, collaboration, and awareness, we are proud to contribute to a more sustainable future for both our guests and the communities we serve.

BUSINESS PHILOSOPHY

1

Efficiency

Implementing energy-saving technologies and optimizing resource use to reduce environmental impact.

2

Responsibility

Partnering with sustainable suppliers, minimizing waste, and ensuring fair and ethical labor practices.

3

Community

Supporting local artisans, farmers, and environmental initiatives to strengthen the community and preserve local culture.

4

Transparency

Monitoring and sharing environmental performance to promote accountability and continuous improvement.

Our strategy emphasizes that consistent, incremental efforts contribute to substantial and sustainable positive outcomes for our guests, our community, and the planet.



VISION

To be recognized as a leading sustainable hotel in Chonburi with the partnership of Green Globe , delivering outstanding guest experiences while championing environmentally and socially responsible hospitality.

We envisage a future where every stay at U Pattaya 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 Pattaya

Overall Facts in 2025



96.7% Guest Satisfaction Score
from Review Pro (Jan-Oct)



73
Employees



5
Charity Events



11,805
Overnight Guests (Jan-Oct)



11
Certificates



45
Local Employees



1
Awards Received

SUSTAINABILITY DEVELOPMENT AND GREEN INITIATIVES



ENVIRONMENTAL POLICIES AND IMPACT

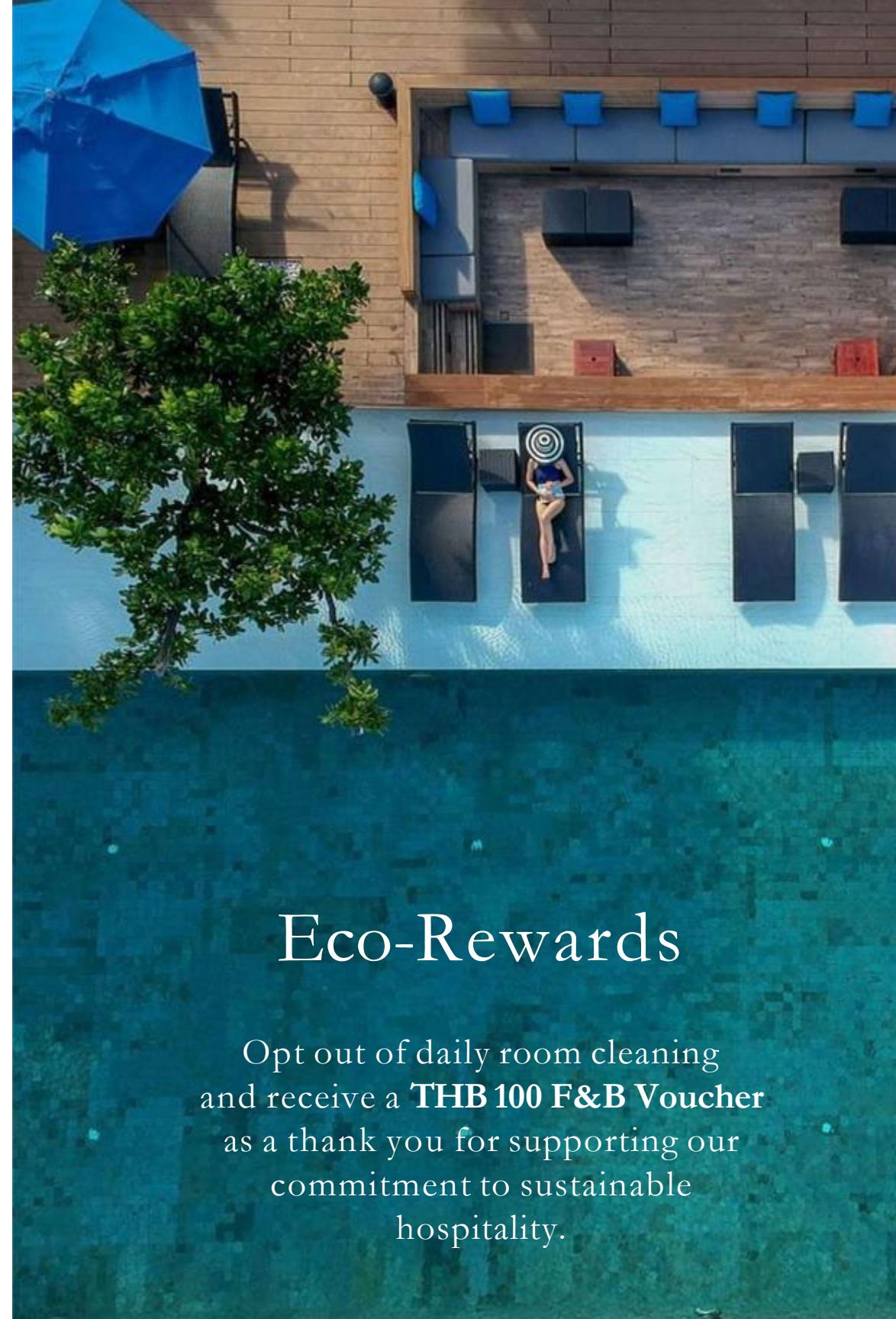
Eco Reward Campaign (June 2025)

This year, we launched the Eco Reward campaign:

✓ ECO REWARD – Dine & Save with Sustainable Stays

This initiative encourages guests to adopt eco-friendly practices by offering them the option to opt out of daily housekeeping in exchange for an F&B credit redeemable at our restaurant. By reducing unnecessary resource consumption and room amenities usage, we promote sustainability across our operations.

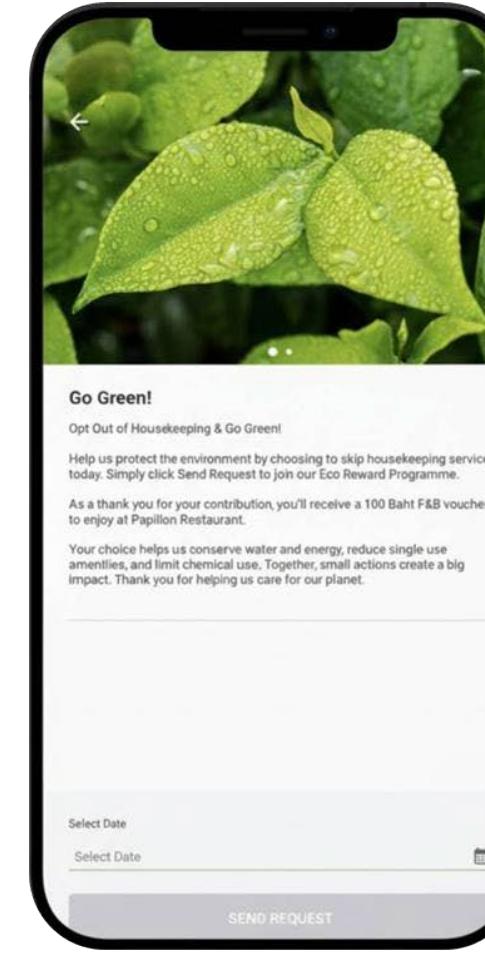
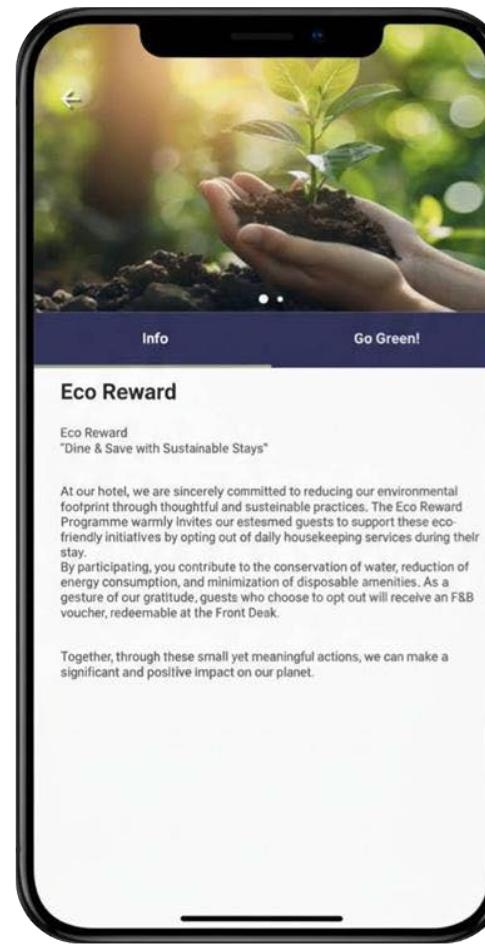
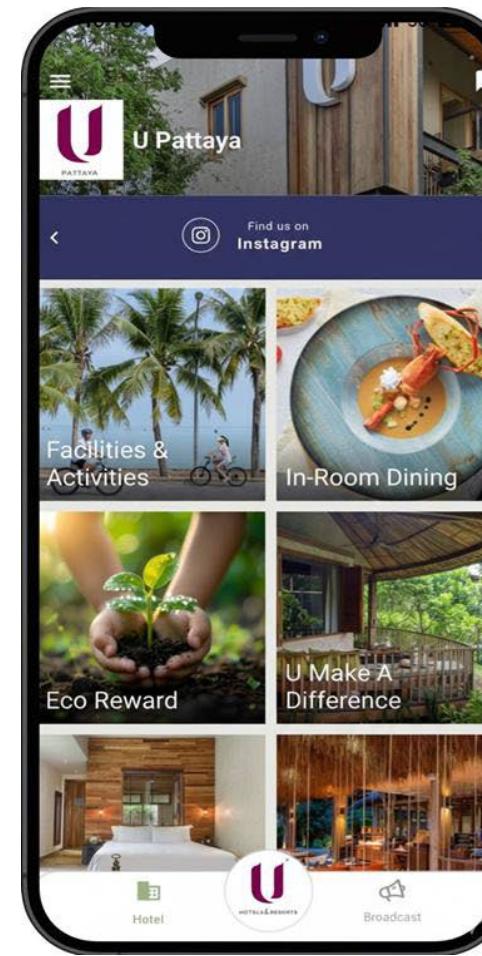
1% of our hotel guests are participating in the Eco Reward program. Moving forward, we will place greater emphasis on this initiative to further increase.



Eco-Rewards

Opt out of daily room cleaning and receive a **THB 100 F&B Voucher** as a thank you for supporting our commitment to sustainable hospitality.

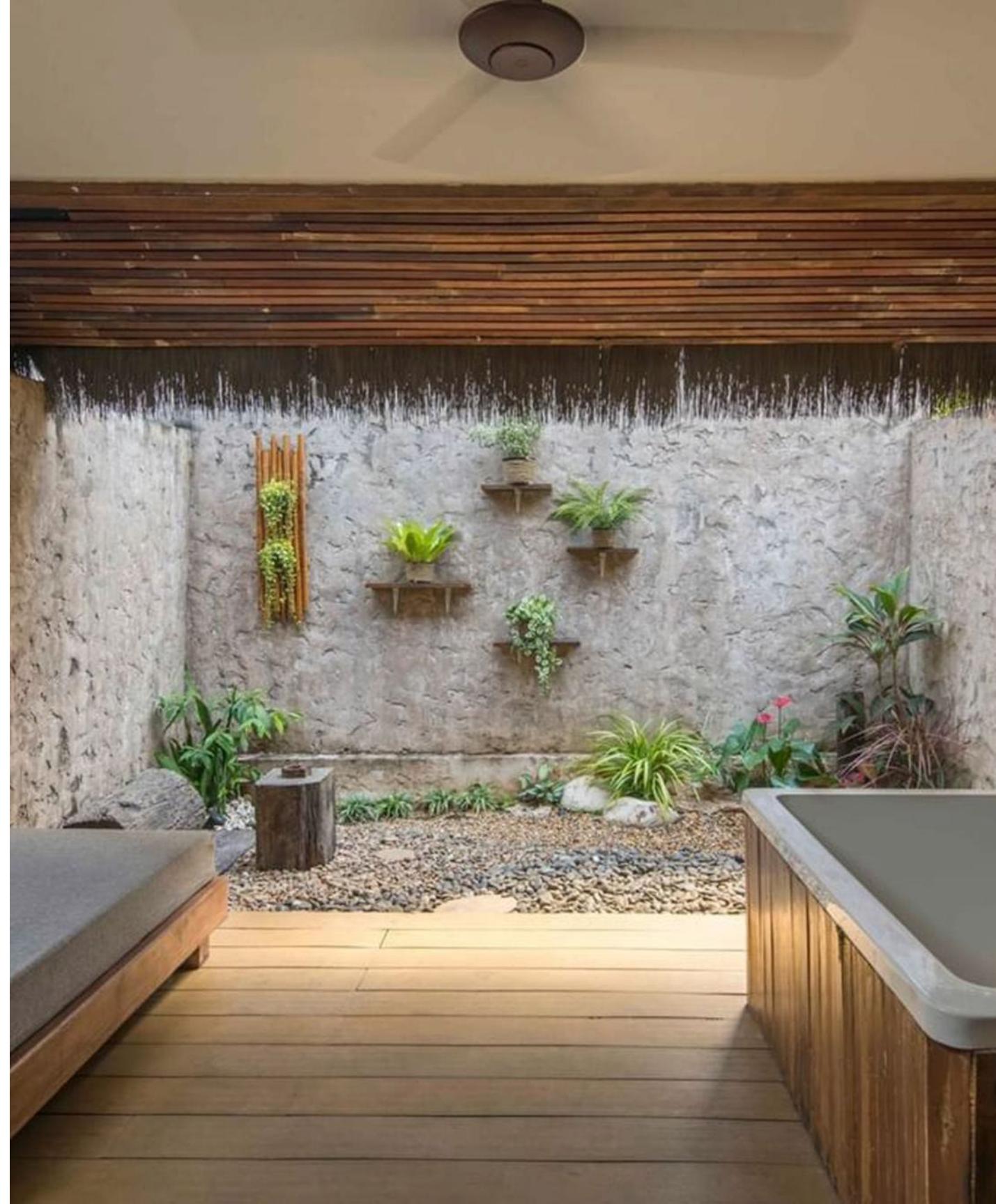
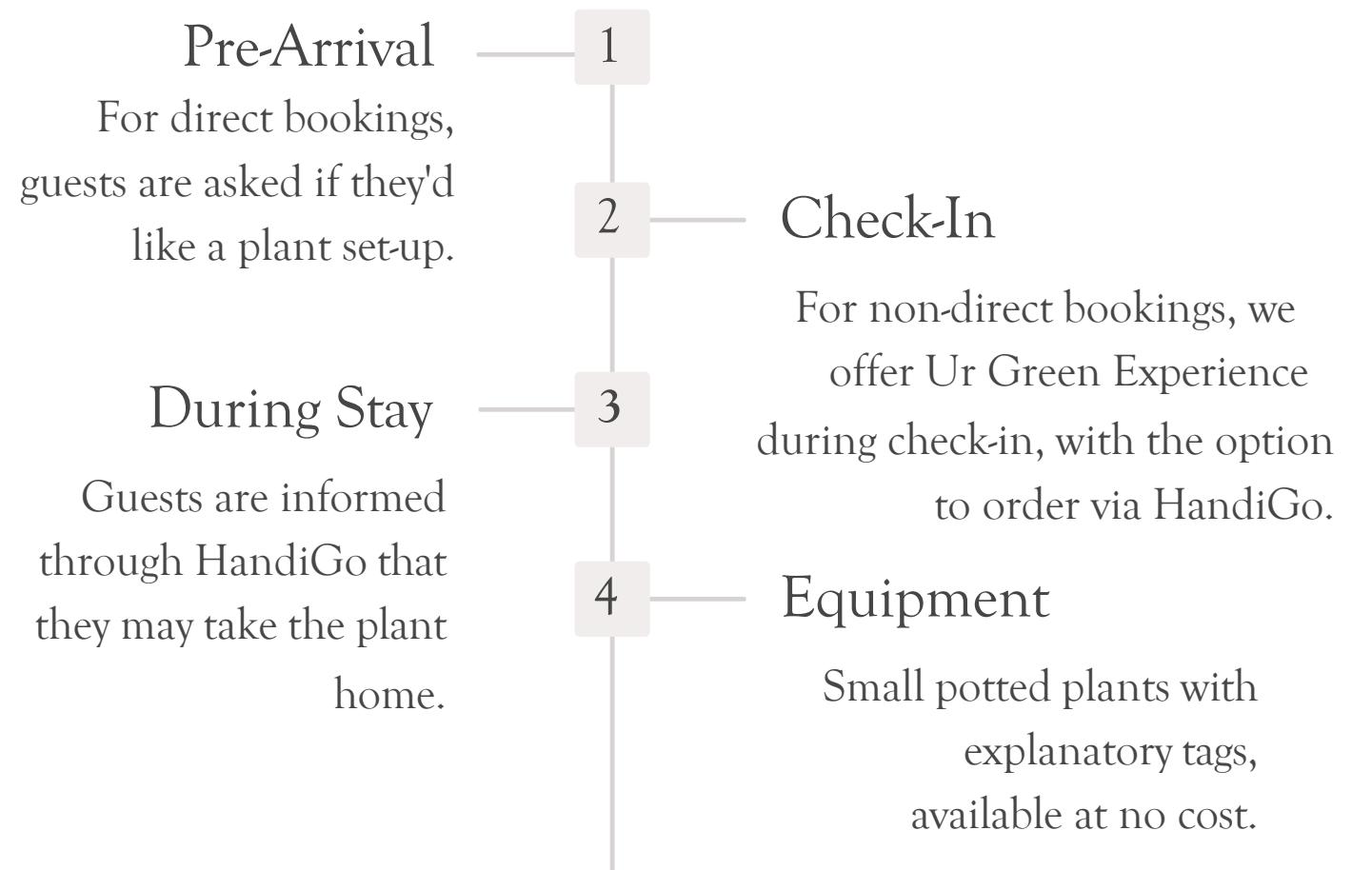
ENVIRONMENTAL POLICIES AND IMPACT

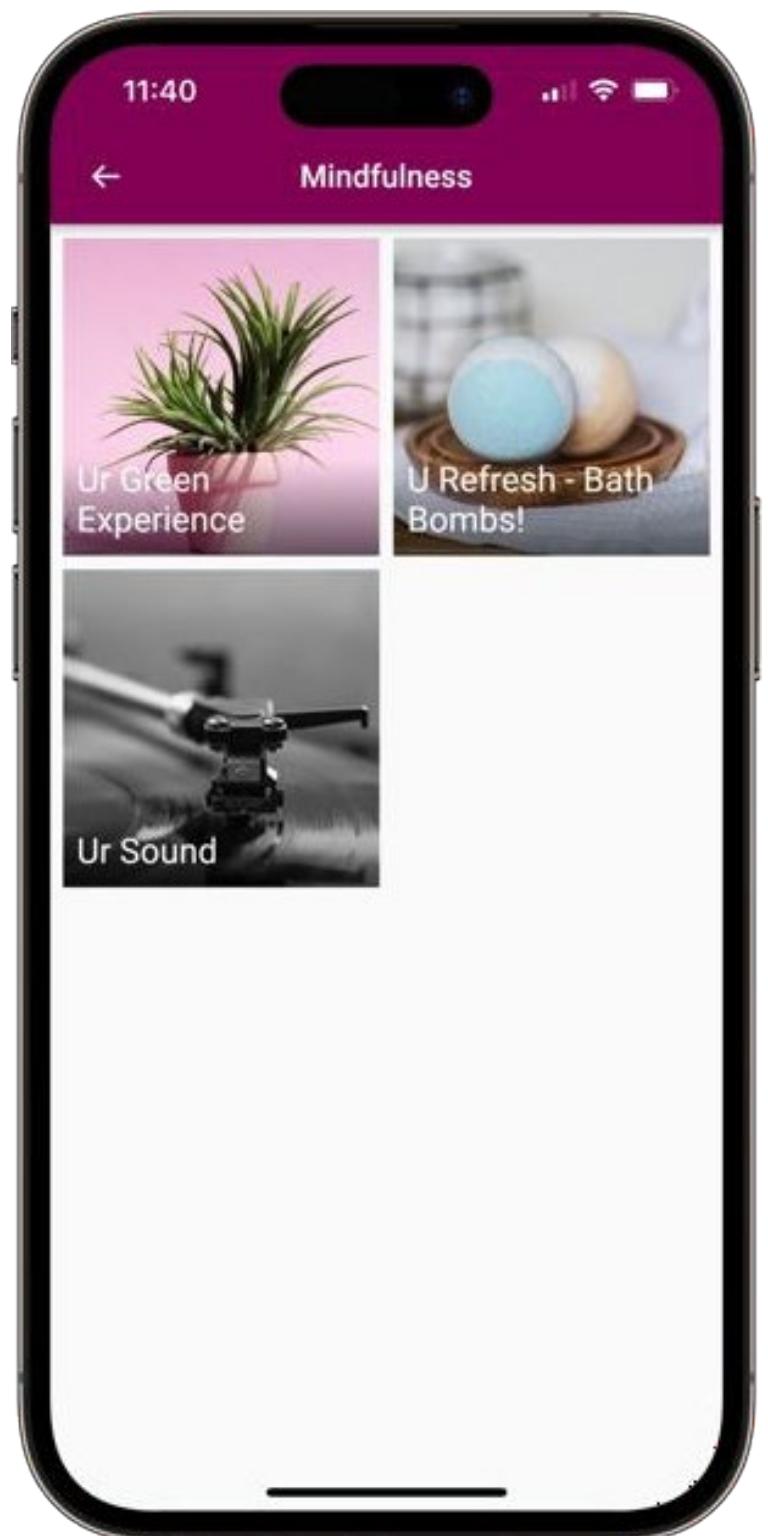


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Ur GREEN EXPERIENCE

What better way to bring a natural, cozy vibe to our guests' stay than with plants—and offering guests the chance to take a piece of nature home! This complimentary initiative allows guests to enhance their rooms with plants and even bring them away at check-out.





POWER UP – GO GREEN

Our commitment to sustainability extends beyond hotel operations and into the way our guests travel. Transportation is one of the largest contributors to global carbon emissions, and by supporting the use of Electric Vehicles, we are contributing to a cleaner and more responsible future.

At U Pattaya, we are pleased to provide convenient EV charging facilities for our guests. This service reflects our dedication to making eco-conscious travel easier and more accessible. By offering this practical support, we encourage guests to choose greener transportation options, helping reduce reliance on fossil fuels and promoting sustainable behavior.

Together with our guests, we believe every journey can be more environmentally friendly, and small actions like using electric vehicles can make a meaningful difference in protecting our planet.



SOAP WASTE & SOAP FOR HOPE

U Pattaya is proud to announce its participation in the **Soap For Hope** program in collaboration with Diversey, a global initiative that transforms discarded soap into a powerful tool for sustainability and social impact.

By joining this program, U Pattaya will help reduce hotel waste while supporting disadvantaged communities through the reprocessing of used soap into new, hygienic bars.

This partnership reflects U Pattaya's ongoing commitment to sustainability and community empowerment. Through Soap For Hope, not only will waste be diverted from landfills, but local entrepreneurs and unemployed individuals will also gain valuable skills and opportunities. Most importantly, communities in need will receive essential hygiene products, helping to improve health, sanitation, and quality of life.

Diversey
A SOLENIS COMPANY

Soap For Hope™

Creating Shared Value for Local Communities

Saving Lives Enhancing Livelihoods Reducing Waste

HEALTHY FOOD MENU

In response to health-conscious guests, our in-room dining now features Power Bowls, Energizing Superfoods, and Low-Carb Wraps, with a focus on plant-based and local ingredients.



Power Bowls

Nutrient-dense combinations featuring local grains, proteins, and fresh vegetables



Energizing Superfoods

Carefully selected ingredients known for their nutritional benefits and energy-boosting properties



Low-Carb Wraps

Delicious alternatives using plant-based wraps filled with fresh, locally-sourced ingredients



UR HEALTHFUL MENU

Eat Well, Feel Great!



ROAD TO THE ABSOLUTE HOTEL SERVICES GREEN STAR AWARD

The Absolute Hotel Services Green Star will be awarded to the hotel that demonstrates the greatest commitment to achieving **Green Globe certification**. This competition involves all participating hotels and will culminate with the award presentation at the **Absolute Hotel Services Leadership Conference** in November 2025.

U Pattaya remains fully committed to achieving Green Globe certification by the end of 2025, aiming to fulfill our sustainability objectives while promoting eco-friendly practices among employees and throughout our facilities, thereby minimizing our environmental impact.



Further Sustainable Development – The Green Road Continues

At U Pattaya, we are committed to using resources responsibly and minimizing waste to support a sustainable environment:



Plastic Elimination

We are eliminating single-use plastics, replacing them with glass bottles, and encouraging the use of reusable water containers.



Eco-Friendly Toiletries

Toiletries are provided in refillable, eco-conscious dispensers throughout the hotel.



Energy Conservation

We promote energy savings with key card systems, energy-efficient lighting including LED bulbs, and are exploring renewable sources such as solar panels.



Organic Sourcing

Fresh, organic produce is sourced from our garden and trusted local suppliers.



Sustainable Transport

Guests can enjoy eco-friendly mobility options, including bicycles for exploring the area, and EV charging stations are available on-site.

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

U Pattaya Green Vendors

In January 2025, U Pattaya 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 11 vendors are now on our approved green vendor list.

Sustainable Amenities and Our Journey with Guava

Our Story: Citron Fresh

Inspired by the exquisite goodness of citron, Citron Fresh delivers a sensory experience infused with uplifting, zesty aromas. Enriched with vitamin C, our elegant, paraben-free formulations are thoughtfully crafted to gently restore your skin and hair's natural radiance and luminous beauty.



Sustainable Amenities Catalogue

The World Leader in Sustainable Guest Amenities

Global Consistency | Local Accessibility | Scalable Sustainability

GUEST ROOM - PUBLIC AREA - CREATIVE PARTNERSHIPS - GIFTING - MARKETING
SUSTAINABILITY STORYTELLING - ARTS - SOCIAL IMPACT - RECYCLING

GUAVA

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 the Carbon Emission Reduction Certificate from Guava, a testament to our leadership and commitment to sustainability.

This milestone reflects our strategic alignment with the United Nations Sustainable Development Goals (SDGs), including:

- SDG 11: Sustainable Cities and Communities
- SDG 12: Responsible Consumption and Production
- SDG 13: Climate Action
- SDG 17: Partnerships for the Goals

Through this achievement, we are thrilled to showcase the launch of our green journey, demonstrating a measurable reduction in our carbon footprint and reinforcing our unwavering dedication to creating a sustainable, responsible, and future-ready organization.



Result:

The certificate highlights our achievements in 2024, with a reduction of **59 kg CO2e** for our lower carbon branded dry amenities and **257 kg CO2e** for our liquid amenities.



Green Meetings

Meet with purpose, care for the planet

At U Pattaya, our Green Meeting option is designed for eco-conscious clients, helping to reduce paper use, choose sustainable materials, and support local communities. After all, great meetings should leave a positive impact not only on people, but also on the planet.

Sustainability Impact Report: Green Meeting Implementation



Result: Since September 2025, we have sold 1 Green Meeting packages, hosting 75 guests.

This initiative not only helped reduce linen washing costs but also promoted sustainability by providing reusable glass bottles, eco-friendly drinking glasses.

Green Meetings

Sustainability Impact Report: Green Meeting 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.

ReviewPro - U Pattaya

In 2025, we have been using **Review Pro**, our online guest satisfaction platform, to collect feedback on the hotel's sustainability initiatives. Guests are invited to provide input on:

- Their evaluation of the hotel's sustainability efforts
- Suggestions for improvement (e.g., use of local products, energy and water conservation, waste management, communication, etc.)
- Their perception of the hotel's support for the environment, community, and people.
- Guest comments are reviewed monthly to identify action items and drive continuous improvement.

Summary ?

Global Review Index™



Goal 96.5%
by 31 Dec. 2025

Reviews



Semantic Analysis



Management Response



Goal 99.0%
by 31 Dec. 2025

✓ **Result:** We distributed a guest questionnaire about sustainability through Review Pro in January 2025.

The guest satisfaction score has remained at 96.7% through October 2025,

indicating strong guest awareness and willingness to support our sustainability initiatives.

Overall Rating

Average Rating

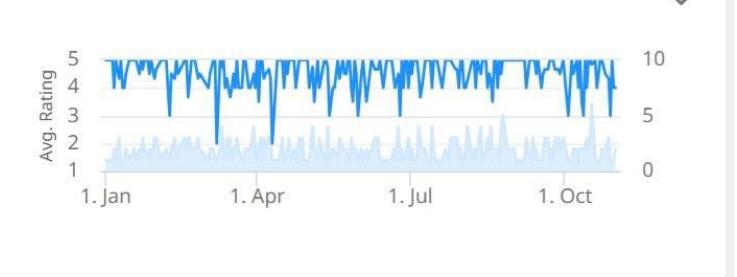
4.54 / 5

-0.11

Responses

428

+142



Sustainability

Average Rating

4.38 / 5

0.0

Responses

398

+398



Sustainability commitment

Largest group

90.62%

+90.62

Responses

338 / 373

+338

Yes

90.62%

No

9.38%



Single-Use Plastic Policy

We are proud to have completely banned plastic straws and made significant progress in eliminating single-use plastics across all areas of our operations.

This policy reflects our strong commitment to reducing environmental impact and promoting sustainable practices throughout our property.



Take-away

- We have implemented 100% recyclable paper straws throughout our operations. Biodegradable paper takeaway containers and cups are now in use and are provided only upon guest request to help minimize unnecessary waste.

Refillable Bottles

- All non-eco-standard single-use plastic water bottles have been completely eliminated. Guests are encouraged to use refillable bottles and our eco-friendly cups, providing both convenience and supporting our commitment to sustainable practices.

Sustainable Containers

- We have transitioned to eco-friendly materials for toiletries and guest amenities wherever possible.
- These initiatives help us reduce plastic waste while maintaining the high standard of quality and comfort our guests expect.

Water, Carbon and Waste Reduction

U Pattaya 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 1.5% 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, and landscaping..



Electricity Savings

Reduce total electricity consumption by at least 1.5% compared to the 2024 baseline through the installation of Solar panel, 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% by increasing recycling, composting, and food donation programs, and reducing single-use plastics



Carbon Emissions

Reduce the total carbon footprint by at least 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.

Sustainable Tourism Policy

U Pattaya is committed to responsible and sustainable tourism. This policy focuses on creating meaningful guest experiences while generating positive impacts for local communities, the environment, and cultural heritage.

Key Principles

- Respect local customs and traditions
- Minimize environmental impact through eco-friendly practices
- Foster community benefits through economic opportunities, partnerships, and local engagement

Authentic Experiences

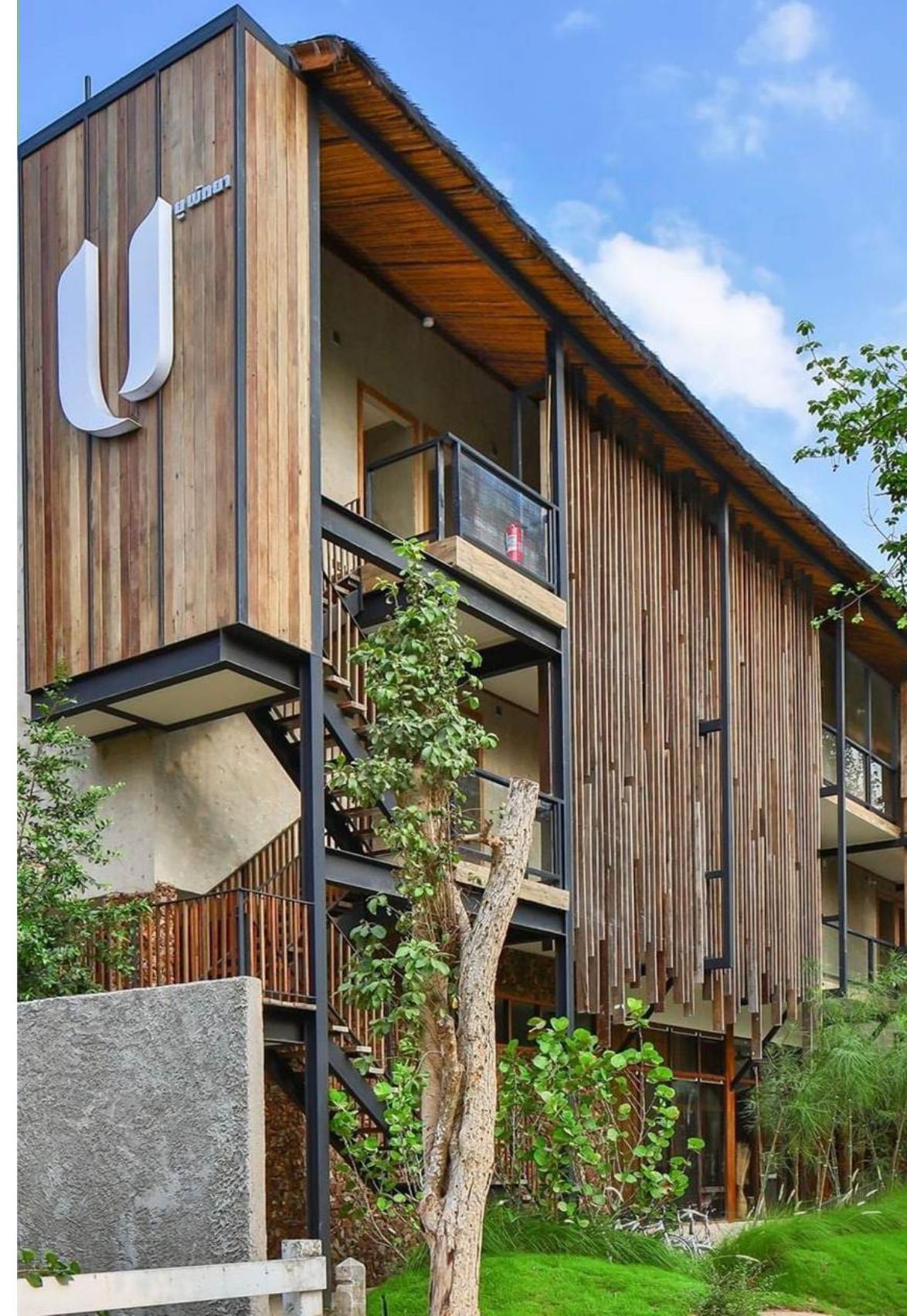
- Cultural workshops led
- Culinary experiences using locally sourced ingredients
- Wellness excursions in natural surroundings
- Educating guests on sustainable travel practices
- Community engagement initiatives for meaningful interaction

Implementation Guidelines

- Collaborate closely with local authorities and community groups
- Support environmental conservation and cultural heritage preservation
- Promote responsible tourism practices through staff and guest participation

Monitoring and Evaluation

- Ongoing monitoring, guest feedback, and employee involvement ensure all initiatives align with environmental and social goals. The policy is reviewed annually to guarantee continuous improvement and to promote sustainable tourism effectively at U Pattaya.





Biodiversity and Wildlife Conservation Policy

Sustainability Interaction with Wildlife and Landscaping Policy

At U Pattaya, we prioritize responsible coexistence with local ecosystems through sustainable landscaping, wildlife protection, and eco-friendly pest management.

Key highlights include:

- Using native plants to support local biodiversity and prevent invasive species
- Reducing water consumption and minimizing chemical use
- Implementing drought-tolerant landscaping and reducing light pollution
- Prohibiting harm to native wildlife, especially within coastal areas
- Educating guests about local biodiversity and responsible interaction with nature

We maintain compliance through continuous employee training, regular monitoring, and ongoing policy updates. Chemical fumigation has been discontinued and replaced with environmentally friendly mosquito traps, reinforcing our commitment to wildlife-friendly, sustainable, and eco-conscious practices.

Conservation of Natural Areas and Community Engagement

At U Pattaya, we are committed to promoting environmental conservation and meaningful community engagement through initiatives that can be implemented directly within our hotel grounds. Our efforts focus on preserving natural areas, restoring habitats, and educating guests about the rich biodiversity surrounding our resort.

Key programs include

Environmental Partnerships

Collaborating with local conservation groups to strengthen sustainability practices within U Pattaya and the surrounding community.

Nature Trails and Protected Areas

Offering complimentary bicycles for guests to explore the nearby Bang Saray community, coastal areas, and local cultural and fishing neighborhoods, allowing them to discover the natural surroundings in a responsible and authentic way.

Conservation Funding

Using hotel resources to maintain green spaces, plant native species, and support small on-site conservation initiatives within U Pattaya's natural surroundings.

Wildlife and Biodiversity Education

Providing educational materials and simple learning opportunities for guests to understand and appreciate the importance of local wildlife and biodiversity around U Pattaya.

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.

Giving Back to Community, Care & Change

At U Pattaya, we believe every action matters. From sponsoring children's education and donating essentials, to helping stray dogs, cleaning beaches, and protecting the environment, we are committed to building a stronger, cleaner, and more caring community.



Aid Without Borders

(Humanitarian Aid Activity)

Providing aid and donations to communities impacted by natural disasters without geographical limits.

Beach Clean-Up

(Environmental Activity)

Collaborating with the community to collect waste and protect the environment, for a cleaner and more sustainable future.

U Make a Difference

(Annual Volunteer Activity)

For every room-night stay, USD 1 is donated to support annual volunteer activity in the local community, allowing guests to contribute to meaningful social impact.

Social Responsibility and Employee Engagement

Cultural Heritage Protection Policy

At U Pattaya, we take pride in preserving and celebrating Thailand's rich cultural traditions. Our team and guests are invited to join meaningful local activities such as merit-making, Songkran water blessing ceremonies, and Loy Krathong celebrations – reflecting our deep respect for Thai heritage and community values.

We are dedicated to preserving the cultural essence of our local community while ensuring that our development and daily operations reflect authenticity and respect for tradition.

Development Assessment

All development projects are carefully evaluated to ensure harmony with the surrounding environment and local culture, integrating traditional architectural elements where appropriate.

Employee Training

Our team members receive comprehensive training on heritage preservation and cultural sensitivity, fostering awareness and respect in every guest interaction.

Authentic Experiences

Our team members receive comprehensive training on heritage preservation and cultural sensitivity, fostering awareness and respect in every guest interaction.

Regular Evaluation

We conduct ongoing assessments to ensure the effectiveness of our cultural preservation efforts, with annual reviews to align with best practices and community values.



“Every Drop Counts” guest awareness campaign

As part of our “Every Drop Counts” initiative, we actively engage our guests in our sustainability efforts, encouraging them to make environmentally responsible choices throughout their stay.

To request a change of bed linens, guests simply place a designated card on their bed. This approach raises awareness that linens are **not automatically replaced daily**, promoting a more eco-friendly and conscious use of resources.

Our **Towel Exchange program** further reinforces sustainable practices. Guests can leave a towel on the rack to indicate they intend to reuse it, or place it on the floor to request an exchange. These simple gestures enable guests to actively participate in **water conservation efforts**.

By adopting these practices, guests contribute to **saving millions of gallons of water** that would otherwise be used for laundering minimally soiled linens. This campaign exemplifies our commitment to fostering **environmental awareness**, inspiring sustainable habits, and creating a more responsible and eco-conscious guest experience.

Towel Exchange



Every Drop Count

Support Local Community & Experience Authentic Vibes Nearby U Pattaya

LOCAL BIKE MAP

The map shows the following points:

- 1. CHILLI CAFÉ BANG SARAY
- 2. BANG SARAY WALKING STREET MARKET
- 3. PREECHA SEAFOOD BANG SARAY RESTAURANT
- 4. BANG SARAY MORNING FISHERMAN'S MARKET
- 5. BAN CHAK NGAEW - CHINESE WALKING STREET
- 6. CARTOON NETWORK AMAZONE
- 7. NONG NOOCH TROPICAL GARDEN
- 8. BANG SARAY MORNING FISHERMAN'S MARKET (repeated)
- 9. KHAO CHI CHAN (BUDDHA MOUNTAIN)

LOCAL RESTAURANTS

3 PREECHA SEAFOOD BANG SARAY RESTAURANT

One of the most recommended seafood restaurants in Pattaya. The food is tasty, and customers can enjoy the sea-views with their meal.

Open Daily, 10.00 – 22.00 Hrs.

4 CHILLI CAFÉ BANG SARAY

This hidden restaurant is located on a quiet Bang Saray Road, just seven-minutes from U Pattaya. The café's most famous menu items are homemade cheesecake, strawberry smoothies and iced chilli coffee. They also have a full menu with light fare, lunch, and dinner options.

Open Daily (except Tuesdays), 09.00 – 19.00 Hrs.

RECOMMENDED ATTRACTIONS

5 BAN CHAK NGAEW - CHINESE WALKING STREET

A community and village located in Tambon Huai Yai, Bang Lamung District, of Thai-Chinese who still maintain a traditional lifestyle similar to Talad Noi in Bangkok. There are various products available for purchase, including some rarer Thai and Chinese foods.

Open Saturdays, 15.00 – 21.00 Hrs.
Location: Mueng Pattaya, Bang Lamung, Chonburi

6 CARTOON NETWORK AMAZON

This Cartoon Network themed water park features 10 cartoon-themed entertainment zones! Get ready to dash down over 25 crazy, exhilarating rides and get your surf on at the only Flow Rider surf machine in Pattaya!

Open Daily, 10.00 – 18.00 Hrs.
Location: 888 Moo 8 Na Jomtien, Chonburi

7 NONG NOOCH TROPICAL BOTANICAL GARDEN

The internationally acclaimed Nong Nooch Gardens are home to 2.4 sq.kms of award-winning landscaping designs and a dazzling range of beautiful plants. There are entire gardens dedicated to cacti, bonsais, topiary, tropical palms and over 670 species of orchid.

Open Daily, 08.00 – 18.00 Hrs.
Location: 34/1 Sukhumvit Road, Na Jomtien, Chonburi

8 PATTAYA OFF-ROAD SAFARI

ATV, buggy and enduro guided tours. The Pattaya Off-Road Safari tour covers a 32 km. range of terrains through off-beat Pattaya, mountains, jungle, mangroves, dirt tracks, sand dunes, and open farmland. Suitable for all levels of rider, including complete beginners.

Open Daily, 09.00 – 18.00 Hrs.
Location: 36/8 Siam Country Club Road, Soi Pomprapanimit 30, Mueang Pattaya Bang Lamung, Chonburi

9 KHAO CHI CHAN (BUDDHA MOUNTAIN)

A well-known and visited mountain with a laser engraved image of Buddha carved into the side of a cliff. The carvings were inlaid with gold making it a truly spectacular site. It is one of the largest outline drawings of Buddha in the world.

Open Daily, 08.00 – 17.00 Hrs.
Location: Khao Chi Chan, Na Tomtien, Sattahip, Chonburi

Stay Local. Feel the Soul of Pattaya.

Experience the authentic local charm just a few steps away from U Pattaya.

Through this initiative, we are committed to supporting vibrant local communities and promoting sustainable tourism – enhancing your experience while building meaningful connections with the people around us.

Join us on this journey and discover the true spirit of rich culture and warm community living.



Awareness – Employee Training

All employees, including new hires, receive a comprehensive orientation on their first day, covering key topics such as sustainability practices, responsible resource use, and proper waste separation. This training ensures that every team member begins their journey with the knowledge and skills needed to actively support our environmental goals from day one.

Additionally, employees have access to sustainability information through the Hotel Green Board, a key knowledge resource that allows everyone to learn and explore at their own pace. This platform is designed to enhance understanding, encourage engagement, and inspire staff to collectively drive eco-friendly practices throughout the organization.

Ur Green Garden

This year, we introduced the Ur Green Garden, an employee-led kitchen garden that supports our commitment to sustainability and waste reduction. Employees are encouraged to join in planting and caring for the garden, while learning how small daily actions can positively impact the environment.

Fresh produce from the Green Garden can be used in the staff canteen or taken home by employees, promoting healthier choices and a culture of sharing. Through this initiative, we aim to inspire sustainable habits, strengthen teamwork, and create meaningful benefits for our people and the community.



OUR SUSTAINABLE AND

Nantakij Supplies Limited Partnership	Jagota Brother Trending Co., Ltd.	Singha Chonburi Co.,Ltd.	Paris Bangkok Bakery Co., Ltd.	Triple V Orange Co., Ltd.
Tissue Paper	Evian Water	SINGHA Water	Bakery products	Juices
Betagro Agro Indistry Co., Ltd.	L T K Intertrading Co., Ltd. Ricoh (Thailand) Ltd.	Thai Ta Suwirun Co.,Ltd.. & Boncafe (Thailand) Ltd.	A.N.S.Generation Co.,Ltd.	Diversey Hygiene (Thailand) Co., Ltd.
Egg, Pork, Chicken	Printing	Tea	GUAVA Amenities	Cleaning Chemical

Result: 20% of products used in our hotel are green and can be recycle.

The Library Experience

Create Your Moment

Our newly refreshed secondhand book library invites guests into a calm and welcoming space to slow down, reflect, and explore new ideas. By giving pre-loved books a second life, we celebrate the joy of reading while supporting sustainability and reducing waste. Alongside our diverse collection of reused titles, guests can also discover local gems such as travel guides, the Ur Bike map, and dining recommendations - encouraging exploration that's both mindful and environmentally friendly.

The library Accessible 24/7, the library is supported by our Ur Host team, ready to assist whenever needed. This SOP highlights our commitment to supporting local businesses by encouraging guests to explore nearby attractions.

U PATTAYA

THE LIBRARY EXPERIENCE

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033-046100



reserve@upattaya.com



www.upattaya.com



Code of Conduct & Responsible Business

Anti-Bribery & Ethical Behavior Policy

U Pattaya upholds a distinguished Code of Conduct that fosters an environment of integrity, respect, and safety for all employees, guests, and partners. This policy reflects our unwavering commitment to preventing exploitation, human trafficking, child abuse, and harassment, ensuring that everyone within our community experiences a secure and dignified environment.

- **Training** - Provide regular training for all employees, management, and relevant business partners on anti-bribery laws, ethical standards, and responsible business practices to ensure awareness and compliance.
- **Management** - Establish clear management responsibility for overseeing anti-bribery compliance, including risk assessments, due diligence for third parties, and approval processes for gifts, hospitality, and charitable contributions.
- **Community** - Engage with the local community transparently, ensuring that all sponsorships, donations, or community projects are conducted without improper influence or expectation of benefit.
- **Reporting** - Maintain accessible and confidential reporting channels for employees and stakeholders to raise concerns or report suspected bribery or unethical behavior, with protection against retaliation.

At U Pattaya, HR overseeing training, management enforces policies, and front desk staff assist with guest concerns. We regularly review procedures to uphold high ethical standards and ensure a safe, respectful, and responsible environment.

U Pattaya 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
Electricity	Guest rooms, public areas, lighting, A/C	35.63	kWh/person	1.5%
Water	Guest rooms, BOH, F&B, gardening	0.53	M ³ /person	1.5%
Food Waste	F&B, Kitchen, BOH	0.09	Kg/person	3%
Recycle Waste	Guest activities, BOH, F&B, operations	0.03	Kg/person	3%

Energy Consumption for Event (CEO e-Emission Per Guest)

Half Days (4 hrs.)	Meeting room	19.59	kWh/person	1.5%
Full Day (8 hrs.)	Meeting room	47.41	kWh/person	1.5%

These targets reflect our ongoing effort to care for the environment by reducing our footprint throughout hotel operations and guest services experiences.