



Sustainability Impact Report

Impact Report 2025 - Index

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Our Commitment

Eastin Grand Hotel Phayathai is dedicated to conducting all business operations with honesty, integrity and transparency, while fully complying with all applicable laws and regulations. We are committed to reducing our environmental footprint, conserving natural resources and supporting biodiversity protection.

In partnership with Green Globe, the world's premier sustainability certification, we pledge to blend sustainability with exceptional hospitality. This commitment requires the collective effort of our directors, shareholders, management team, associates, guests and partners on a continual basis. Each day, we act responsibly at both an individual and organisational level to minimise our environmental impact, foster social and cultural engagement and ensure long-term sustainability for future generations.

Eastin Grand Hotel Phayathai



Who We Are

Eastin Grand Hotel Phayathai is located within The Unicorn-a modern mixed-use complex in the heart of Bangkok, with direct access to the Phayathai BTS Skytrain Station and a 5-minute walk to the Airport Rail Link. This central connectivity enables both business and leisure travelers to minimize travel time and reduce reliance on private transportation, contributing to more sustainable mobility.

The hotel comprises 494 rooms and suites ranging from 34 to 370 sqm, supported by facilities such as a 1,200 sqm all-day dining restaurant, a Mediterranean restaurant, fitness centre, spa, executive lounge, and two outdoor swimming pools. With 4,570 sqm of flexible event space and a 720 sqm wedding venue, the property is designed to accommodate large-scale functions while integrating sustainable event solutions in line with Green Globe standards.

As a non-smoking property, Eastin Grand Hotel Phayathai contributes to improved indoor air quality and guest well-being. Through its strategic design and operations, the hotel aligns modern hospitality with sustainability practices, positioning itself as a model for responsible urban development in Bangkok.



The Unicorn

Eastin Grand Hotel Phayathai is proud to operate within The Unicorn, a mixed-use development that has achieved LEED Gold Certification under the LEED 2009 Core & Shell rating system, recognizing excellence in sustainable design and performance.



Business Philosophy

1

Environmental

Minimising environmental impact through energy and water conservation, waste reduction, biodiversity protection and sustainable procurement.

3

Quality

Continuously improving service excellence, guest satisfaction and operational standards in alignment with international best practices.

2

Sociocultural

Supporting local communities, promoting cultural heritage, ensuring fair labour practices and engaging guests in sustainable tourism.

4

Health & Safety

Providing safe and healthy environments for guests, employees and partners, while maintaining compliance with all relevant laws and regulations.

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 belief that consistent, small actions can create a significant and lasting positive impact.



Vision

To be a leader in sustainable hospitality by minimising environmental impact, promoting social responsibility and enhancing economic sustainability.

Mission

Our mission at Eastin Grand Hotel Phayathai is to achieve Green Globe Certification by integrating sustainable practices into every aspect of our operations. We are committed to engaging our employees, guests, and stakeholders in meaningful sustainability initiatives that uphold the highest ethical standards and create long-term positive impact.

Eastin Grand Hotel Phayathai

Overall Facts in 2025

95.8%

Guest Satisfaction Score by Review Pro



246,382

Overnight Guests



401

Employees



400

Local Employees



2

Charity Events

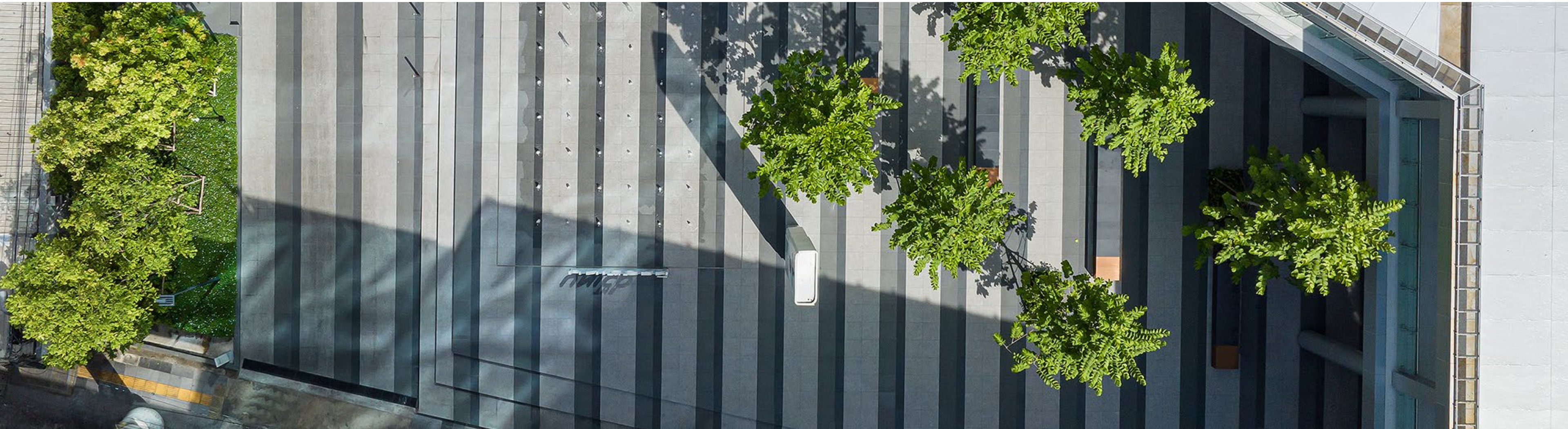


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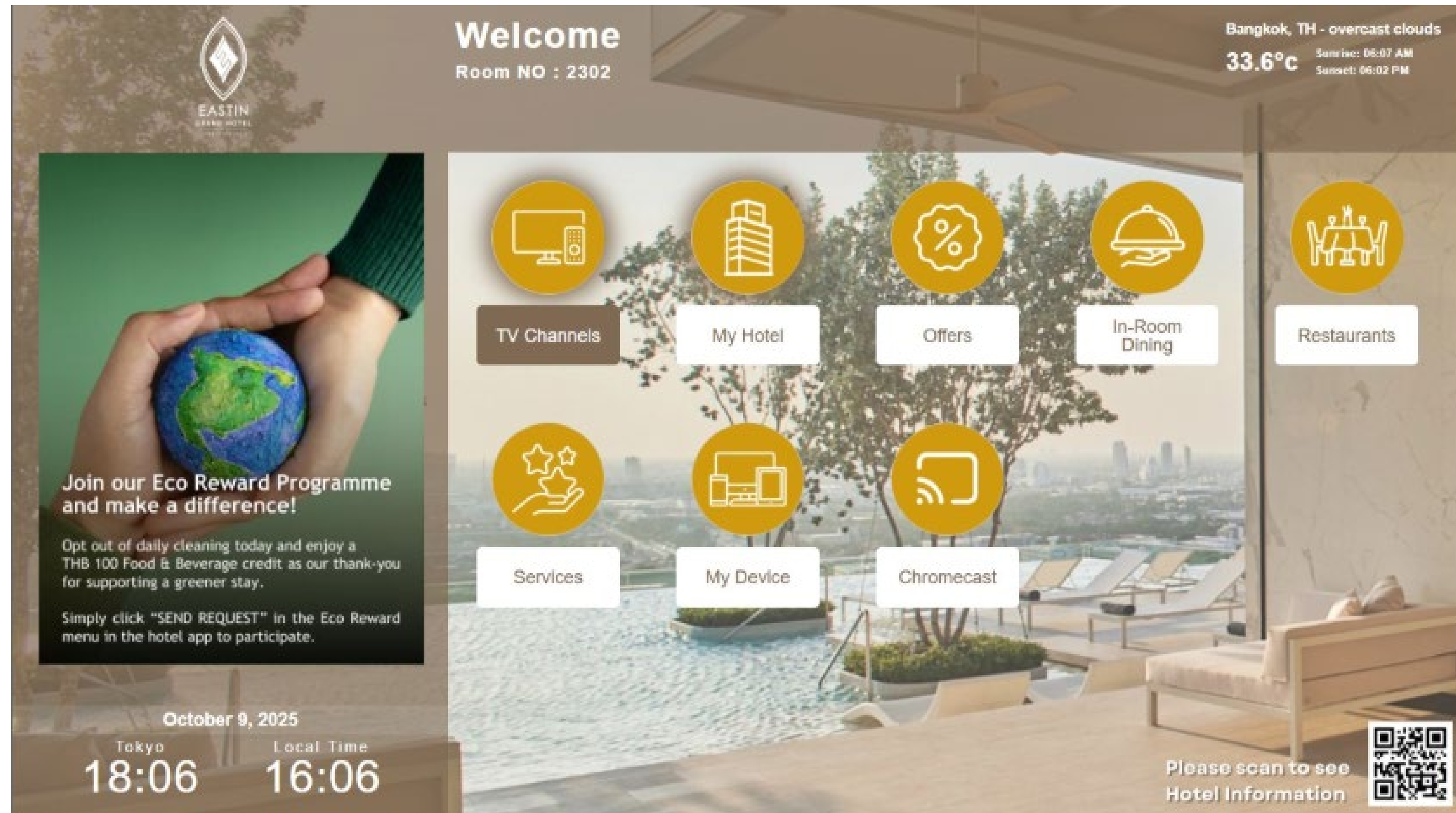
Awards & Certificates Received



Sustainability Development and Green Initiatives



Environmental Policies And Impact



Eastin Grand Hotel Phayathai introduced the Eco Reward program to encourage guests to participate in sustainable practices by opting out of daily housekeeping services in exchange for F&B credit redeemable at our hotel restaurants.

Environmental Policies and Impact

Eco Reward Initiative

(January-September 2025)

This year, we launched the Eco Reward campaign:

✔ ECO REWARD - CHOOSE GREEN, DINE WITH SAVINGS

This initiative helps reduce water, energy, and chemical consumption, while also minimizing the use of single-use amenities and room collateral items.

From January to September 2025, a total of **452 guests about 640 participated** in the program, contributing to measurable reductions in resource consumption within housekeeping operations. Moving forward, the hotel aims to further promote this initiative to increase guest engagement and enhance its positive impact toward achieving our overall sustainability goals.



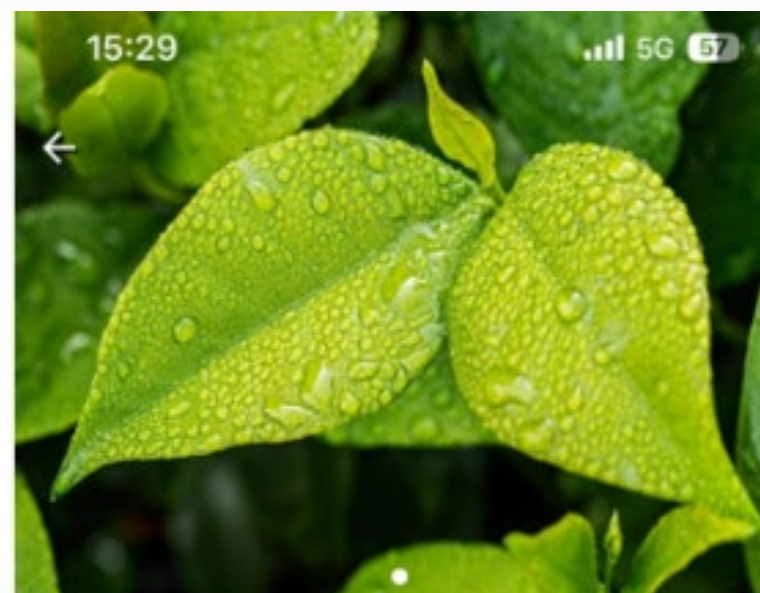
Info

We invite you to join our Eco Reward programme and embrace eco-friendly practices through our "Choose Green, Dine with Savings" initiative. By participating, you not only enjoy flexibility during your stay but also contribute to sustainability efforts by reducing unnecessary resource consumption associated with daily cleaning. Let's work together to make a positive impact on our environment!



Opt Out of Housekeeping Today!

If you wish to take part in our Eco Reward programme and choose to opt out of daily cleaning



Opt Out of Housekeeping Today!

If you wish to take part in our Eco Reward programme and choose to opt out of daily cleaning today, please click **"SEND REQUEST"** to receive a **THB 100 Food & Beverage credit in your account** as a token of appreciation.

Every Drop Count Guest Awareness



Towel Exchange Guest Awareness



At Eastin Grand Hotel Phayathai, we promote sustainable practices through our Every Drop Count and Towel Exchange programs, encouraging guests to conserve water and energy during their stay.

The Every Drop Count initiative invites guests to request linen changes only when needed, while the Towel Exchange program encourages reusing towels by hanging them to indicate reuse or placing them on the floor for replacement.

These initiatives help reduce unnecessary laundry cycles, saving significant amounts of water, energy, and detergent. They also enhance guest awareness of how small daily actions can make a meaningful contribution to environmental sustainability.



The Green Experience

Bringing Nature Indoors - Sustainably

At Eastin Grand Hotel Phayathai, we embrace sustainability in every detail of our design. Our public spaces are thoughtfully adorned with elegant terrarium plants, bringing a refreshing touch of nature indoors while reflecting our long-term commitment to environmental responsibility.

Since June 2025, the hotel has transitioned from traditional fresh flower arrangements to low-maintenance terrarium plants throughout all public areas, including the lobby, lobby lounge, function room foyers, and the executive lounge.



The Result: This eco-friendly initiative not only enhances the natural ambiance of our spaces but also supports local suppliers and improves operational efficiency. By reducing the use of approximately 300 fresh flower stems each month, the hotel achieves an estimated cost saving of 6,000 baht monthly, while promoting a more sustainable and enduring approach to interior décor.



The Green Experience

Bringing Nature to the hotel - Sustainably

Our hotel garden is thoughtfully landscaped with a diverse selection of local plant species, promoting sustainability through reduced water consumption, support for native biodiversity, and minimized environmental impact. This environmentally conscious approach not only creates a lush and welcoming green space for guests to enjoy but also contributes to long-term resource efficiency, using approximately 56.99% less water than the LEED baseline.

In recognition of these efforts, Eastin Grand Hotel Phayathai has been awarded the LEED Gold Certification, reflecting our commitment to sustainable design and environmentally responsible operations.

Sustainable Amenities and Our Journey with Guava

Our Story: Ecogenesis

At Eastin Grand Hotel Phayathai, we proudly partner with Guava and its Ecogenesis® line, a brand founded on the belief that personal care should be pure, gentle, and respectful to both your skin and the planet.

Ecogenesis® creates thoughtfully crafted products that are free from harmful ingredients, supporting a balanced, stress-free lifestyle inspired by nature and simplicity. Each formulation is designed to nourish the skin, calm the senses, and reflect harmony between nature and minimalism.

Driven by a strong commitment to sustainability, Ecogenesis® ensures that all packaging and production processes are eco-conscious and cruelty-free. Every product is fragrance-free, paraben-free, gentle, and never tested on animals, embodying a holistic approach to wellness and environmental responsibility.



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.



Sustainable Amenities & Carbon Reduction

Eastin Grand Hotel Phayathai received the **2024 Carbon Emissions Reduction Certificate** from Guava, recognizing efforts to reduce the environmental footprint of its guest amenities.

Through the **Lower Carbon Branded Dry Amenities Program**, the hotel achieved a verified reduction of **840 kg CO₂e** between January and December 2024. Additional reductions included **96 kg CO₂e** from dry amenities and **1,291 kg CO₂e** from liquid amenities.

By partnering with Guava, a UN Sustainable Tourism Partner, the hotel has transitioned to **eco-friendly, refillable, and recyclable amenities**, further minimizing single-use plastics and supporting responsible sourcing.



✅ **Result:** The certificate highlights our 2024 achievements, including a reduction of **96 kg CO₂e** from our lower-carbon branded dry amenities and **1,291 kg CO₂e** from our liquid amenities.

Earth-Friendly Event Package and Sustainability Meeting Package

Meet responsibly, inspire sustainably

At Eastin Grand Hotel Phayathai, the Sustainability Meeting Package is thoughtfully designed for eco-conscious clients, emphasizing the reduction of single-use plastics, minimizing paper consumption, and promoting sustainable sourcing. The package includes water dispensers with glass containers in place of plastic bottles, digital communications instead of printed agendas, and menus featuring locally sourced seasonal ingredients.

Successful meetings should create a positive impact for both people and the planet.

✅ **Result:** Since January 2025, Eastin Grand Hotel Phayathai has hosted 1,026 Sustainability Meeting Packages, welcoming 95,664 guests. This initiative has contributed to a significant reduction in single-use plastic bottles, paper waste, and linen washing requirements while supporting local suppliers and communities. These outcomes reflect the hotel's ongoing commitment to Green Globe Certification and the United Nations Sustainable Development Goals (SDGs).

Eastin Grand Phayathai Earth-Friendly Events Package

The Eastin Grand Phayathai Earth-Friendly Events Package not only seamlessly aligns with your own Environmental, Social and Governance (ESG) initiatives, but also enhances your MICE event experience by making a positive environmental impact. With our sustainable catering, eco-friendly meeting materials, plus green venues and facilities, we ensure your event contributes to a more eco-conscious world while leaving a lasting impression on every one of your attendees. Join us in making every meeting a step towards a greener future for all.



Pricing:

Full-day: THB 2,000 net / person
Half-day: THB 1,800 net / person
Coffee break: THB 1,000 net/ person

Prices are net and inclusive of 10% service charge & applicable government tax.

Sustainable Meeting Arrangement

- Tables and chairs are set up without linen
- Environmentally friendly stationery and notepads are arranged in the room
- Glass bottles or water stations provided instead of plastic bottles
- Biodegradable straws are available
- Digital signage in front of the meeting room
- LED projector backdrop
- Whiteboard provided instead of a paper flip chart
- Locally sourced organic and seasonal food is prioritised
- Diverse dietary options, including vegetarian and vegan choices, are offered
- Natural light in selected meeting rooms
- Decorations supplied utilising reusable or recycled materials

Inclusions:

- Free-flow coffee and tea selection throughout the event
- Morning and/or afternoon break with a choice of coffee break items including assorted fresh fruit and herbal drinks
- Standard audio-visual equipment
- Wi-Fi internet access in meeting rooms
- International Buffet at The Market@5 restaurant (Monday-Saturday)



For more information, please contact 02-483-2899 or cmgr1@eastingrandphayathai.com

Eastin Grand Hotel Phayathai Green Vendors

In January 2025, Eastin Grand Hotel Phayathai introduced a comprehensive **Purchasing Policy** to strengthen responsible sourcing and promote sustainability across our entire supply chain.

Partnering for a Greener Future

We work only with vendors who share our commitment to sustainability, fair labour, and transparency.

Key principles include:

- Eco-friendly packaging (Green Seal, FSC, Energy Star)
- Ethical sourcing and fair labour standards
- Rigorous supplier evaluations and audits
- Preference for organic, local, and biodegradable products

✔ Result:

Over 23 vendors are currently included on our approved Green Vendor List.

Guest Satisfaction Survey

The hotel continuously gathers guest feedback through the **Guest Satisfaction Survey** on sustainability performance. The survey focuses on guests' evaluation of our green initiatives, suggestions for improvement, and perceptions of how the hotel supports people, the planet, and the community.

Guest feedback is reviewed monthly to identify improvement opportunities and guide action plans across departments.



Result: A dedicated sustainability questionnaire was distributed through Review Pro in January 2025. The guest satisfaction score remained consistently high at 95.8% through September 2025, reflecting strong guest awareness and engagement with our sustainability initiatives.



Sustainable Packaging & Operations

We take pride in eliminating plastic straws and significantly reducing single-use plastics throughout our operations. This initiative reflects our ongoing commitment to environmental sustainability and our effort to create a greener future for our guests and community.



Bio Straws and Eco friendly take away cup

Since our opening in May 2023, we have eliminated plastic straws and transitioned to biodegradable takeaway containers and cups. These items are provided only upon guest request, reflecting our continued commitment to sustainability and environmental responsibility.



Glass Water Bottles

Eastin Grand Hotel Phayathai use glass water bottles in the meeting rooms and restaurants.

This initiative reflects our commitment to reducing plastic waste and promoting sustainable hospitality by minimizing disposable packaging and encouraging long-term, eco-conscious practices.



Sustainable Containers

The refillable Ecogenesis® bottles, designed in partnership with Guava, reflect the hotel's ongoing efforts to provide environmentally friendly amenities that are both elegant and sustainable.

Development Assessment

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

Cultural Appreciation

Team members proudly celebrate Thai and Chinese traditions by wearing traditional attire during cultural festivals, reflecting respect and appreciation for local heritage.



Authentic Experiences

Eastin Grand Hotel Phayathai showcases the beauty of Thai culture through artwork displayed at The Market@5 restaurant.

The paintings feature scenes of Thai temples and cultural heritage, creating an elegant and welcoming atmosphere while honouring and preserving Thailand's rich cultural identity.



Social Responsibility and Employee Engagement

At Eastin Grand Hotel Phayathai, we believe in giving back to the community and fostering meaningful connections with those around us. Through various outreach programs and volunteer activities, our team actively supports local initiatives that enhance social well-being and strengthen community ties.

Children's Day 2024 - Daeng Bu-ngha Community

Eastin Grand Hotel Phayathai Gives with Heart To celebrate National Children's Day 2024, we donated 200 lunch boxes and essential supplies worth THB 15,000 to Daeng Bu-ngha Community. Over 150 children and residents benefited, reflecting our commitment to community care and meaningful employee engagement.

Children's Day 2025 - Phayathai Police Station Caring for Our Community

Eastin Grand Hotel Phayathai joined the Children's Day 2025 celebration at Phayathai Police Station, donating 100 lunch boxes worth THB 10,000.

This initiative reflects our ongoing commitment to social responsibility and building strong community partnerships.

งานวันเด็ก 2567



ร่วมเลี้ยงอาหารเด็กที่ชุมชนบุหงาแดง 2567

- จำนวนอาหารกล่อง 200 กล่อง
- 15,000 บาท
- ผู้ได้รับผลประโยชน์ 150 ท่าน

งานวันเด็ก 2568



ร่วมเลี้ยงอาหารเด็ก ที่ส.น. พญาไท

- จำนวนอาหารกล่อง 100 กล่อง
- 10,000 บาท
- ผู้ได้รับผลประโยชน์ 100 ท่าน

Social Responsibility and Employee Engagement

1st Anniversary Celebration - Rajvithi Home for Girls

To celebrate our first anniversary, Eastin Grand Hotel Phayathai hosted a joyful day for children from Rajvithi Home for Girls, featuring a buffet lunch and movie screening for 70 participants.

The hotel also donated water dispensers valued at THB 9,000, benefiting over 200 children and staff, reinforcing our commitment to child welfare and community care.

งานครบรอบโรงแรม



เรียนเชิญบ้านเด็กหญิงราชวิถี ดูภาพยนตร์ / งานอาหาร

- อาหารบุฟเฟ่ต์และอาหารว่างช่วงดูภาพยนตร์
- 27,500 บาท
- ผู้ได้รับผลประโยชน์ 70 ท่าน

งานครบรอบโรงแรม



มอบเครื่องกรองน้ำ ให้กับบ้านเด็กหญิงราชวิถี

- 9,000 บาท
- ผู้ได้รับผลประโยชน์ 200 ท่าน



Training and Education for Sustainability

Act Green, Live Green Together

To strengthen this commitment, the hotel provides regular training sessions and workshops focused on energy conservation, waste reduction, and social responsibility. A recognition program is also being developed to reward employees who actively contribute to sustainability efforts. Sustainability awareness is included in staff onboarding to ensure all team members share the same environmental values, while in-room materials encourage guests to join in our eco-friendly practices throughout their stay.



Sustainability Targets for 2025 and Beyond

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

This includes:



Transportation

The hotel will encourage guests to use public transportation such as the BTS Skytrain or electric vehicle (EV) car services to support sustainable travel options and help reduce carbon emissions.



Water Conservation

The hotel will encourage all employees to save water through regular awareness campaigns and internal communication. In addition, potted plants will be used throughout the property to help reduce water consumption in both guest and public areas.



Energy Conservation

The hotel will promote energy-saving practices among employees by encouraging the turning off of unnecessary lights and electrical equipment during non-peak hours.

Regular monitoring of electricity usage will be conducted to ensure efficiency, and staff will be reminded to use air-conditioning and lighting responsibly across all departments.



Waste Management

Promoting proper waste separation practices among employees and guests through ongoing training, signage, and communication, ensuring recyclables and general waste are disposed of correctly.



Certification

Achieved **LEED Gold** and **Thailand Sustainable Event Management Standard - Advanced Level**, while maintaining **Green Globe Certification** for continuous sustainability excellence.

Eastin Grand Hotel Phayathai Sustainability Goals

Our commitment to environmental responsibility is guided by measurable goals. We monitor key resource consumption and waste generation, striving for continuous reduction across all operations.

Category	Scope	Baseline	Unit	Reduction Target
Electricity	Guest rooms, public areas, lighting, A/C	24.41	kWh	3%
Water	Guest rooms, public areas, F&B	218.46	Liter	3%
General Waste	Guest activities, F&B, operations	0.86	kg	3%
Food Waste	F&B, Kitchen, Canteen	0.21	kg	3%
Energy Consumption for Events (CO2 - e Emission per guest)				
Half Day (4 hrs.)	Function rooms	30.9	Kg CO2-e	3%
Full Day (8 hrs.)	Function rooms	41.7	Kg CO2-e	3%

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

Sustainability Targets for 2026

Our long-term sustainability vision aims to significantly reduce our environmental footprint and strengthen our community impact by 2026. These goals guide our continuous efforts to improve environmental efficiency, employee engagement, and responsible business practices across all operations.

Waste Management and Reduction

- Reduce food waste by 3% through improved kitchen management and guest engagement programs.
- Implement comprehensive waste segregation in all departments and guest areas.

Carbon Reduction

- Reduce the hotel's carbon footprint by improving energy efficiency and exploring the potential use of renewable energy in suitable areas of operation.

Local Sourcing and Organic Ingredients

- Strengthen partnerships with local organic suppliers.
- Use more seasonal and sustainably grown produce.

Sustainable Packaging and Reduced Plastic Use

- Transition to eco-friendly packaging, including compostable, recyclable, or reusable containers.

Employee Education and Engagement

- Develop a comprehensive sustainability training program for all employees to build long-term awareness and action.
- Encourage employee participation in environmental and community-focused initiatives that promote sustainable values.
- Continue monthly Green Team Meetings to review progress, share ideas, and drive continuous improvement in achieving sustainability goals.

Community Engagement and Environmental Impact

- Partner with local organizations for joint sustainability initiatives.
- Support local communities by offering locally made products for sale within the hotel, helping generate income and promote sustainable livelihoods.
- Continue awareness campaigns, such as the *Eco Reward Programme*, to educate guests and the community on sustainable practices.

Water Conservation

- Reduce overall water consumption by 3% by 2026.
- Engage guests and employees in water-saving initiatives through awareness programs and sustainable water practices.

Energy Consumption

- Reduce total energy usage by 3% by 2026 through efficiency improvements and responsible energy management.