

# EASTIN TAN HOTEL CHIANG MAI

IMPACT REPORT

2025







# LETTER FROM THE GENERAL MANAGER

## Our Commitment

At Eastin Tan Hotel Chiang Mai. 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  
General Manager  
Eastin Tan Hotel Chiang Mai



# WHO WE ARE

Eastin Tan Hotel Chiang Mai is centrally located on Nimmanhaemin Road, the city's most vibrant lifestyle and business district, and embodies a unique blend of modern elegance and northern Thai charm. The hotel offers an ideal balance of urban sophistication and warm hospitality, just a short drive from Chiang Mai International Airport and within easy reach of the city's key attractions, from cultural heritage sites to contemporary lifestyle destinations.

As a non-smoking property, all 128 well-appointed rooms and suites are designed in soft, contemporary tones and equipped with modern amenities to ensure the utmost comfort for both leisure and business travelers. Guests can also enjoy panoramic views of the surrounding city and stunning mountain landscape, making every stay a truly memorable experience.

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.

## 3. Community

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

## 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.

## 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 Chiangmai 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.



# Eastin Tan Hotel Chiang Mai

## Overall Facts in 2025



### Guest Satisfaction

92.5% Guest Satisfaction Score



### Overnight Guests

Total 71,517 Overnight Guests



### Employees

Total 54 Employees



### Local Employees

Total 54 Local Employees  
(All staff are local.)



### Certificates

15 Certificates



### Charity Events

7 Charity Events



# SUSTAINABILITY DEVELOPMENT AND GREEN INITIATIVES



# ENVIRONMENTAL POLICIES AND IMPACT

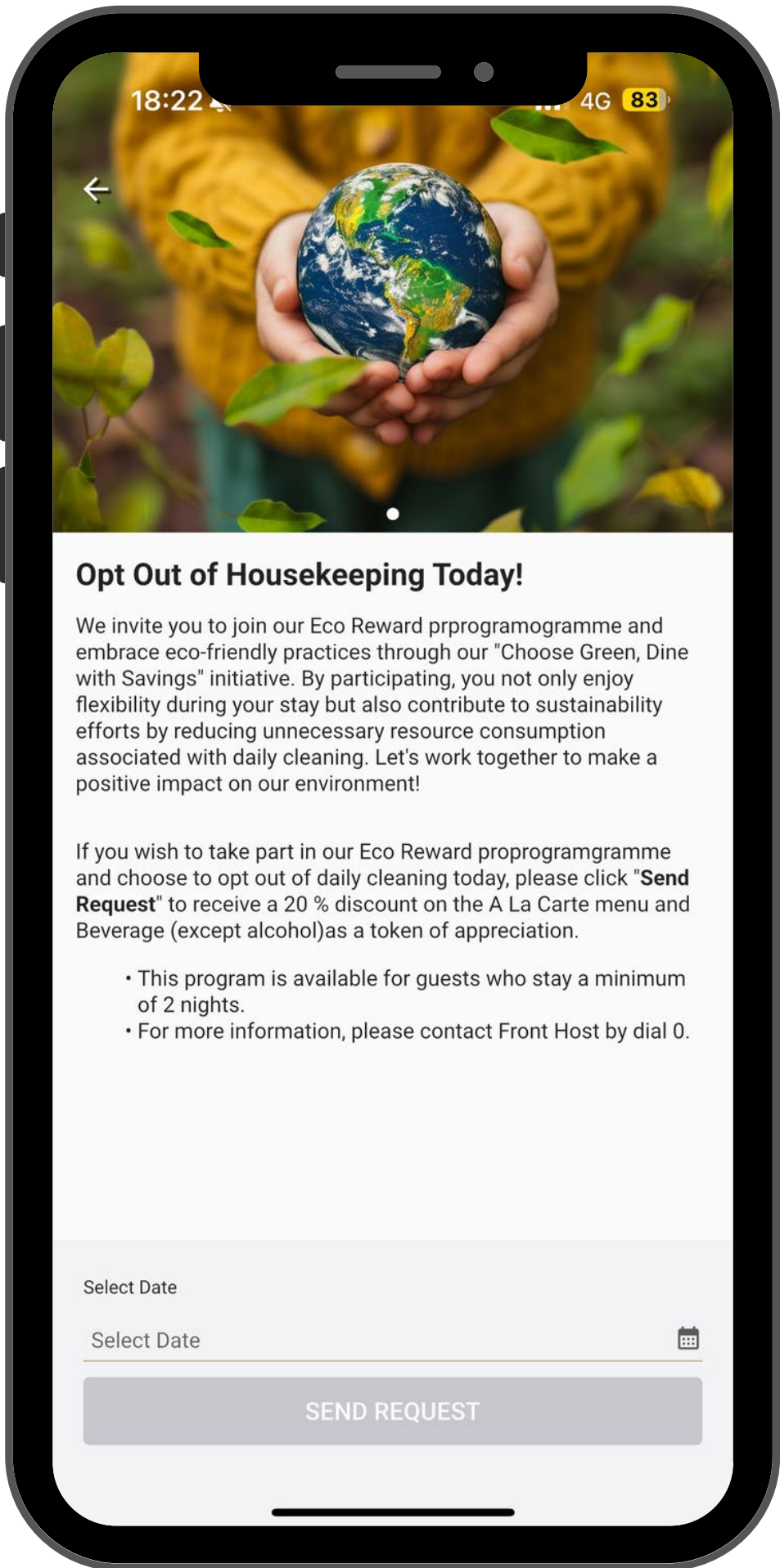
## Eco Reward Campaign (January-December 2025 )

*This year, we launched the Eco Reward campaign:*

### ✔ ECO REWARD - CHOOSE GREEN, DINE WITH SAVINGS

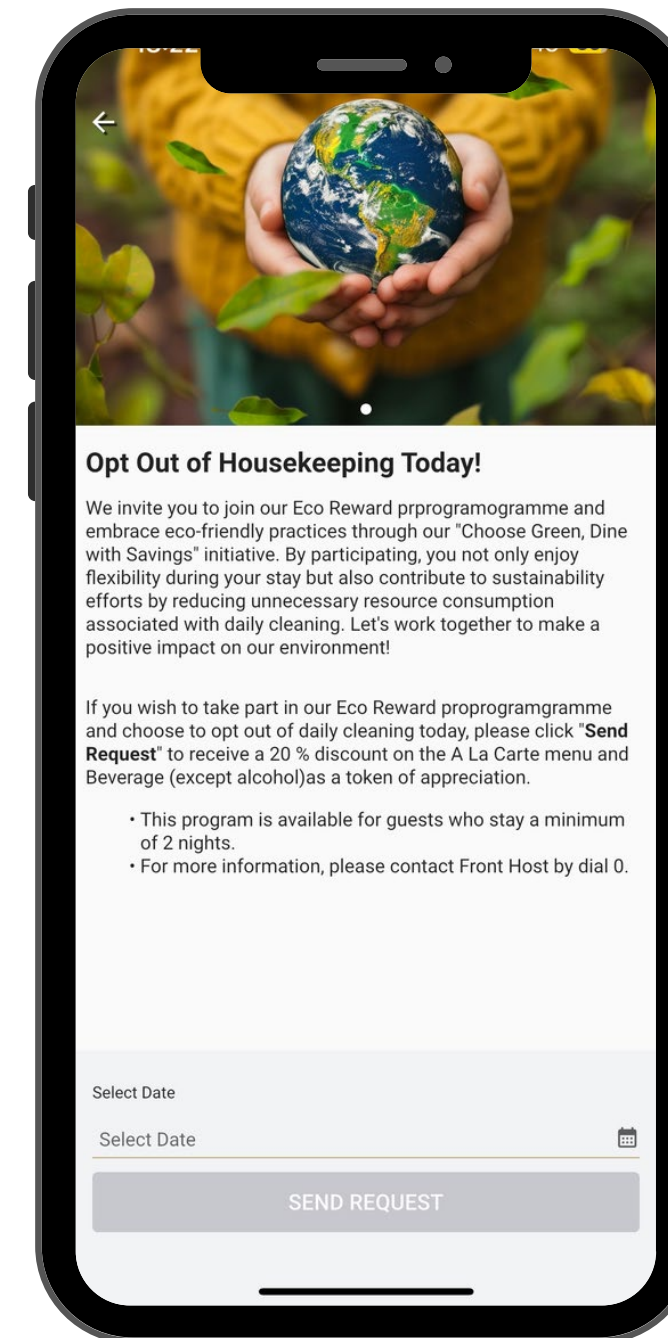
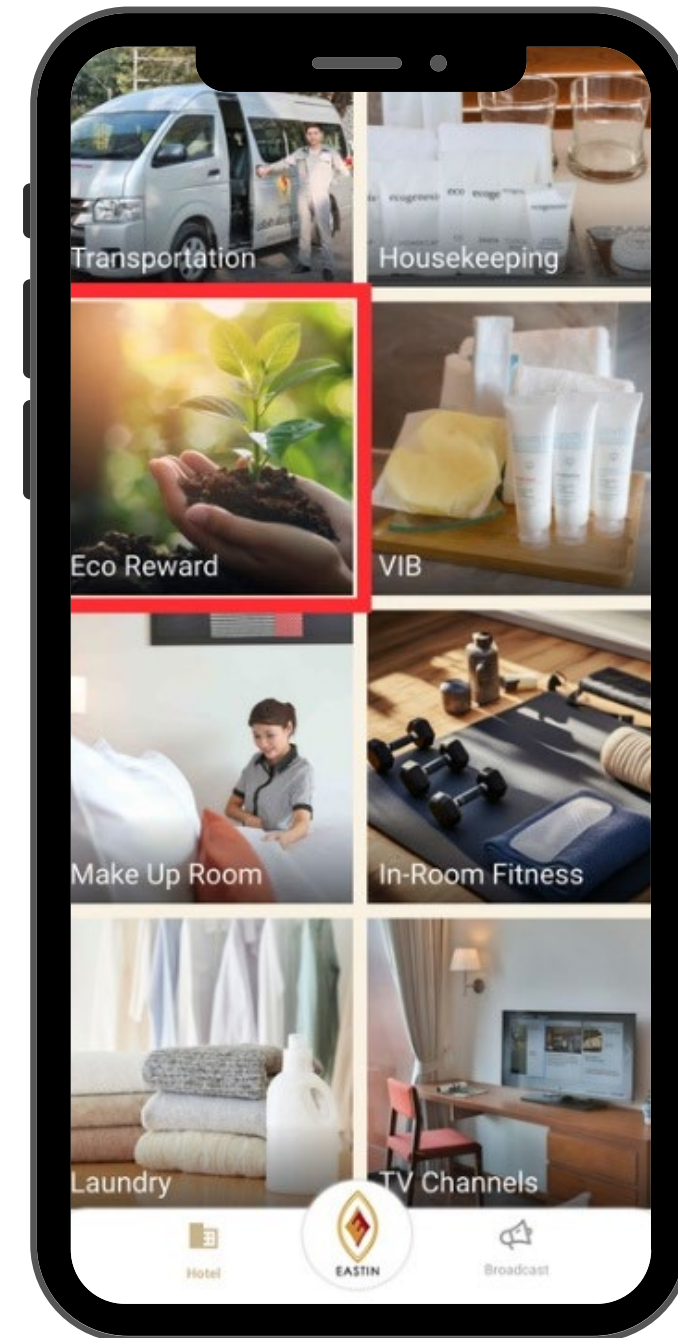
Through our "Choose Green, Dine with Saving" program, we encourage guests to adopt eco-friendly practices by opting out of unnecessary daily cleaning to reduce resource consumption. In return, guests receive a 20% discount on the à la carte menu and beverages (excluding alcohol), reinforcing our commitment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

**44 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.



# THE 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 50 fresh flower stems and saving around 500 baht per month.





# HEALTHY FOOD MENU

In response to health-conscious guests, our in-room dining now features Healthy Salad, Vitamin boosters, and Low-Carb Wraps, with a focus on plant-based and local ingredients. As part of our ongoing commitment to sustainability, we proudly source 95% of the ingredients for our à la carte menu from local suppliers.



## Healthy Salad

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



## Vitamin boosters

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





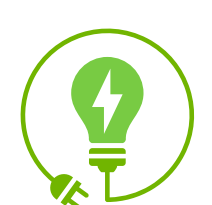


## Low-Carb Wraps

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



# Further Sustainable Development - The Green Road Continues

Eastin Tan Hotel Chiang Mai is committed to ongoing improvements, focusing on responsible resource use and waste reduction:

	<b>Plastic Elimination</b>	Eliminating single-use plastics, replacing them with glass bottles, and promoting reusable water containers.
	<b>Eco-Friendly Toiletries</b>	Switching to eco-friendly toiletries in refillable dispensers.
	<b>Energy Conservation</b>	Promoting energy conservation through key card systems and energy-efficient lighting, including potential renewable sources like solar panels.
	<b>Organic Sourcing</b>	Sourcing organic produce from our own garden or trusted suppliers.
	<b>Sustainable Transport</b>	Exploring sustainable transportation options, like bicycles for guests.

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





# EASTIN TAN HOTEL CHIANG MAI: GREEN VENDORS

In February 2025, Eastin Tan Hotel 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 15 vendors are now on our approved green vendor list.

# SUSTAINABLE AMENITIES AND OUR JOURNEY WITH OUR JOURNEY WITH GUAVA



## Our Story: Ecogenesis

Ecogenesis® is founded on the belief that personal care should be pure and kind to both your skin and the planet. We create wholesome products free from harmful compounds that can disrupt your skin’s natural balance or harm the earth over time, supporting a stress-free, carefree lifestyle rooted in simplicity. Crafted to celebrate nature in its most authentic form, thoughtfully curated to meet your body’s needs by harmonizing nature and minimalism. Every ingredient is carefully selected to nourish your skin and uplift your senses.

With a commitment to sustainability, all our packaging and processes are eco-conscious and cruelty-free. Ecogenesis® products are fragrance-free, paraben-free, gentle, and never tested on animals.

### 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.

### Some of our biodegradable dry amenities

<p><b>Razor</b> Crafted from natural paddy straw, this razor offers a unique and earth-friendly alternative.</p>	<p><b>Toothbrush</b> Made from natural paddy straw, it offers a sustainable and effective way to keep your smile radiant.</p>	<p><b>Sanitary Bag</b> Designed for convenience and privacy, it's the perfect solution for discreetly carrying and disposing of sanitary products.</p>	<p><b>Cotton Buds</b> The versatile and gentle solution for all your personal care needs. Whether for makeup touch-ups or ear cleaning, our cotton buds offer unbeatable softness.</p>	<p><b>Shower Cap</b> Designed for both style and functionality, it keeps your hair dry and your look intact.</p>	<p><b>Sewing Kit</b> Packed with essential sewing supplies, it's your ultimate companion. Never be unprepared again.</p>
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Available in: Dental Kit, Shaving Kit, Vanity Kit, Shower Cap, Sanitary Bag, Sewing Kit, Nail File, Comb, Loofah and more.

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**GUAVA**





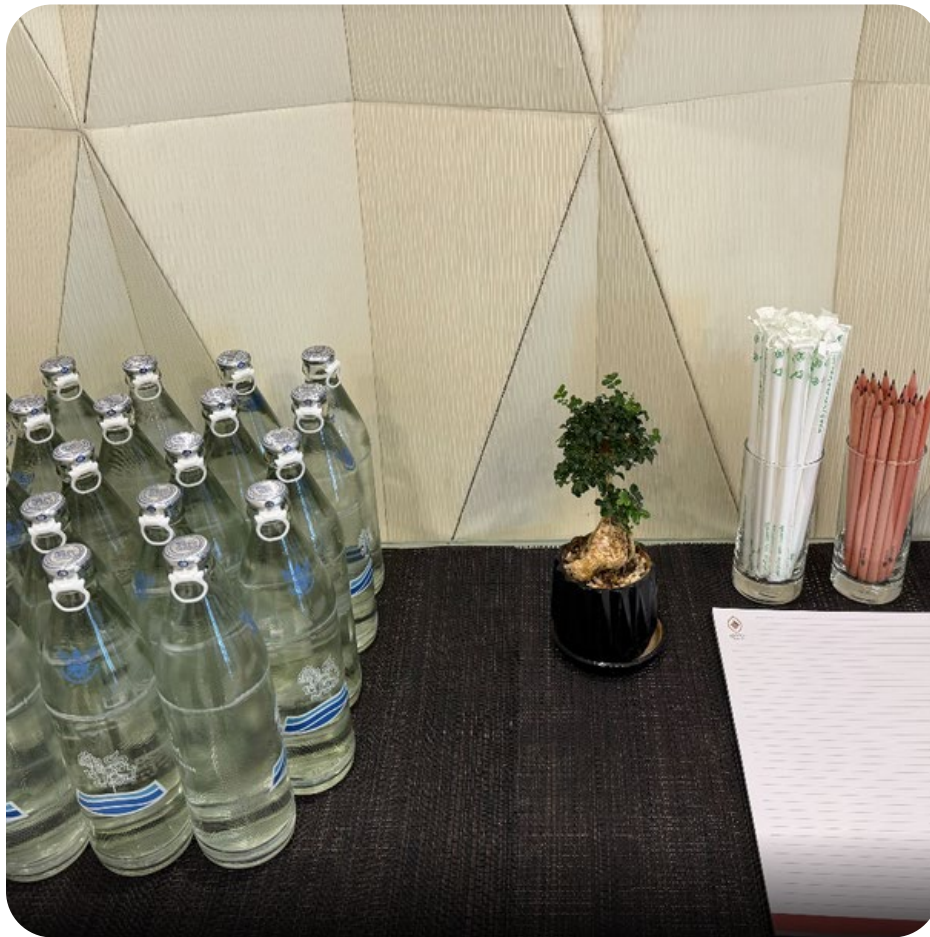
On January 31, 2025, we proudly received our Carbon Emission Reduction certificate from Guava, marking a significant milestone in our commitment to sustainability.

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.

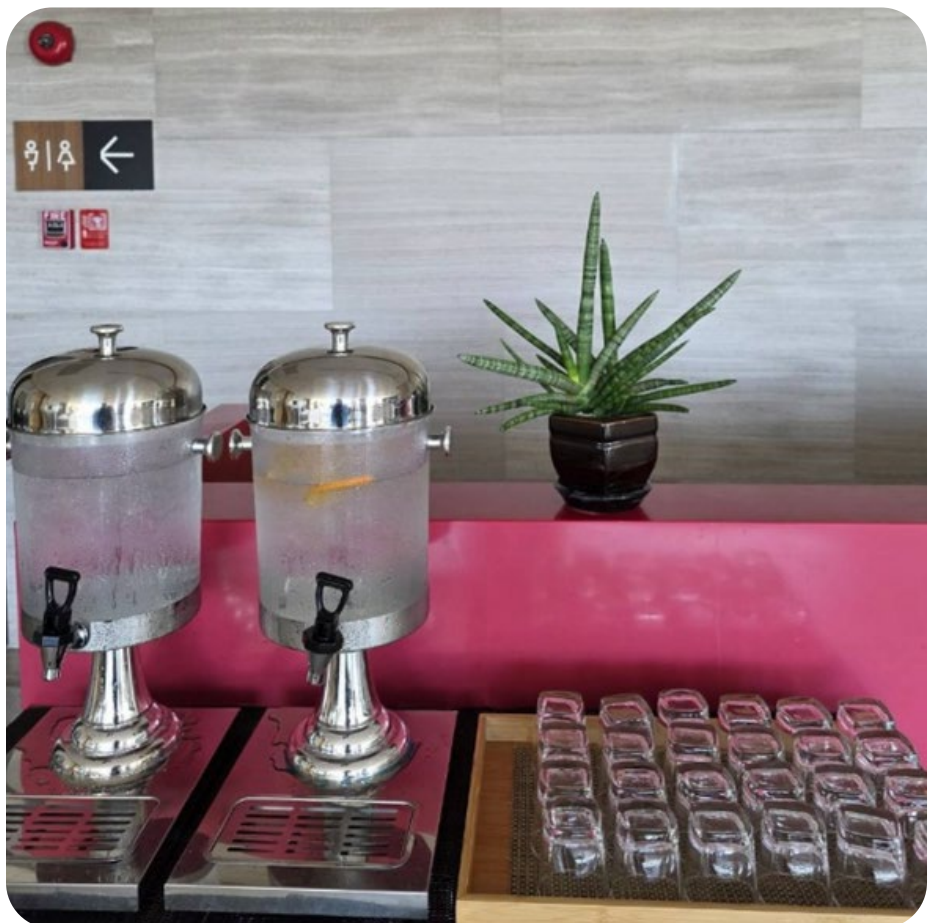
Result:

The certificate highlights our achievements in 2024, with a reduction of 80kg CO2e for our lower carbon branded dry amenities and 181kg CO2e for our liquid amenities.



## Green Meeting at T-Quarter

- Pens and writing pads are only provided on request. Delegates are requested to provide their own.
- Reusable or Recyclable table decorations are used.
- Filtered water dispensers or refillable water pitchers are offered in the function centre (to replace plastic water bottles).
- Meeting room lights and HVAC are shut down when not in use.
- Potted plants are used rather than floral arrangements



## Sustainability Impact Report: Earth-Friendly Event Package Implementation



Start: Year 2025 onwards

We have sold 77 packages, hosting 6,335 guests.

This initiative helped reduce linen washing costs and provided water through dispensers and glass containers instead of single-use bottles.



# 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 ReviewPro, our online guest satisfaction platform to collect valuable feedback regarding our sustainability practices.

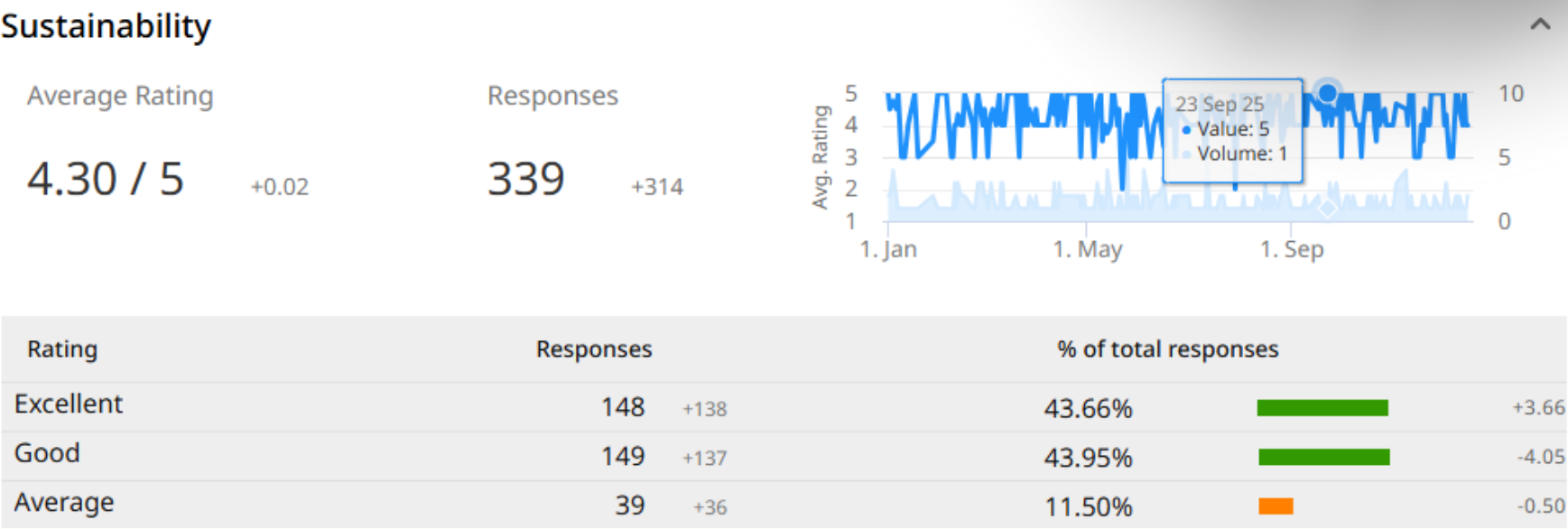
- How do you evaluate our sustainability initiatives?
- Suggestions for improvement (local products, energy, water, waste management, communication, etc.)
- Do you believe the hotel supports the planet, people, and community?

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 92.50% through December 2025, indicating strong guest awareness and willingness to support our sustainability initiatives.

## Sustainability commitment





# Single-Use Plastic Policy

✔ Result: Since switching to dispensers for shampoo and shower gel, we have reduced the use of 106,732 plastic tubes.

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

# Water, Carbon and Waste Reduction

Eastin Tan Hotel 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 0.07% 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 1.8% 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 0.07% 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 0.4% 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.



# Social Responsibility and Employee Engagement



## Cultural Heritage Protection Policy

Eastin Tan Hotel 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

Eastin Tan Hotel 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 16 student trainees and MOU agreement with 2 institute for internships in 2025. We also donate to Daughters of Ruth Orphanage Children's Home

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



## Community Education

Sharing sustainable practices with local schools



## Environmental Action

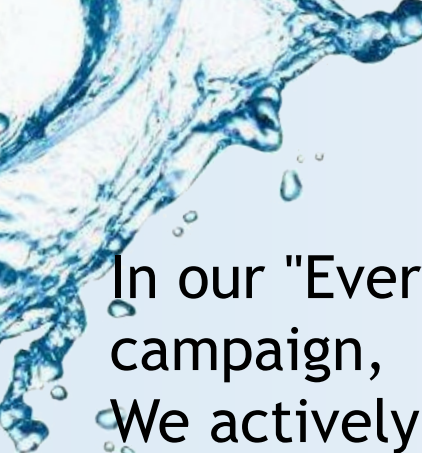
Waste segregation is implemented within the hotel to align with and support the Chiang Mai Municipality's waste management initiatives effectively.



## Resource Sharing

Donating reusable items to community organizations






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

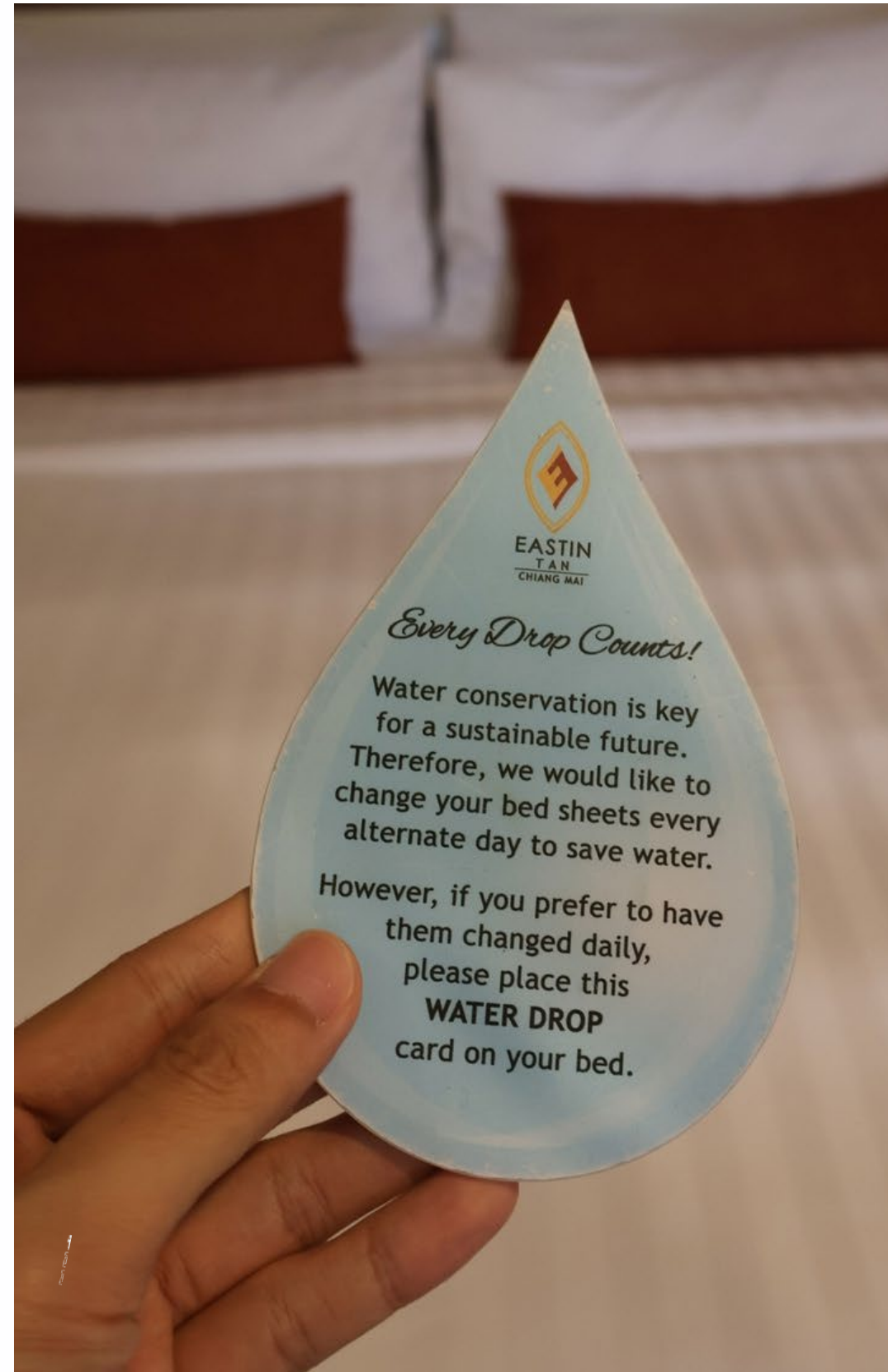
To request a change of bed sheets, guests are invited to place a designated card on their bed. This initiative helps make guests aware that bed linens are not automatically changed daily, fostering an eco-friendlier approach.

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.



## Exchange Towel Guest Awareness



## Every Drop Count Guest Awareness





## Discover Chiangmai: Support Local Community & Experience Authentic Vibes Nearby Eastin Tan Hotel Chiang Mai

Explore your gateway to unforgettable Chiangmai.

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

Start your journey with us and discover the true spirit of Chiangmai culture and welcoming neighborhoods by Religious and Cultural Civilization.

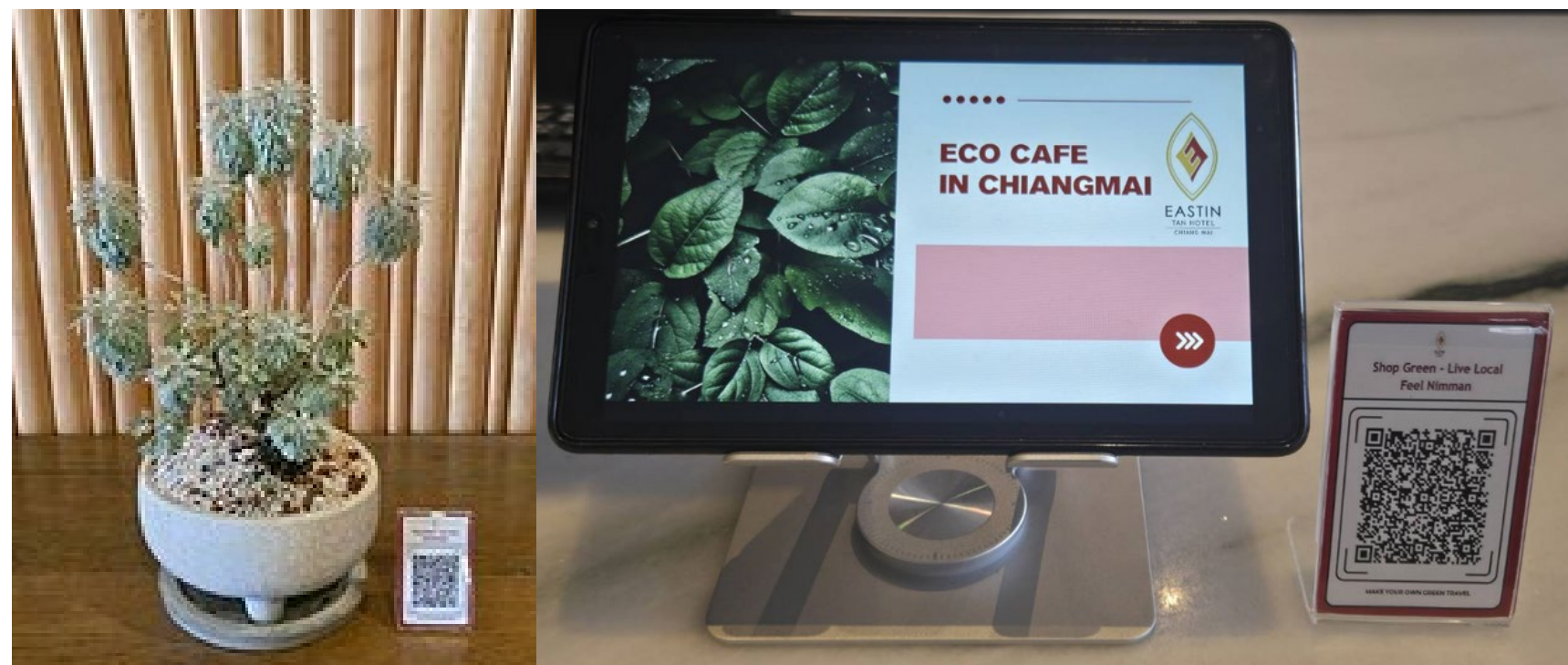
The concierge will offer alternative options or suggesting different activities such as green restaurant, temple and tourist attraction.

Explore your gateway to unforgettable Chiang Mai.

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

Start your journey with us and discover the true spirit of Chiang Mai through its rich religious and cultural heritage, and the warm hospitality of its people.

Our concierge team is delighted to suggest alternative experiences, including eco-friendly restaurants, local temples, and nearby attractions for a truly authentic stay.



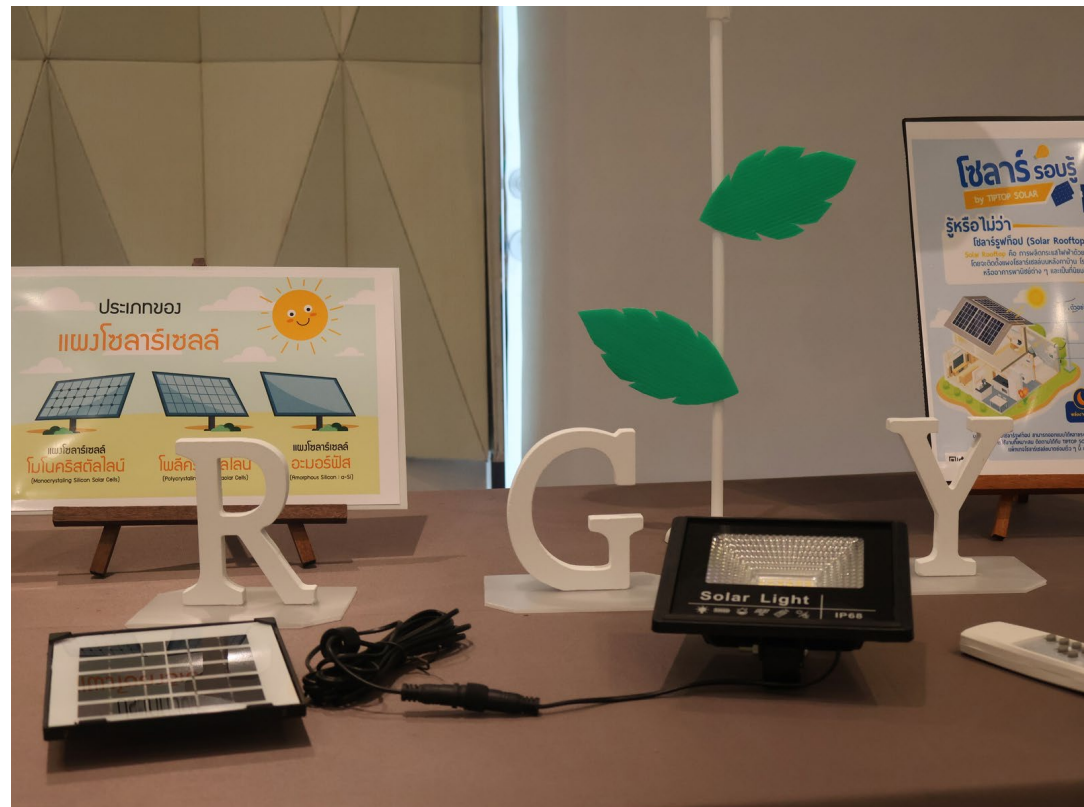
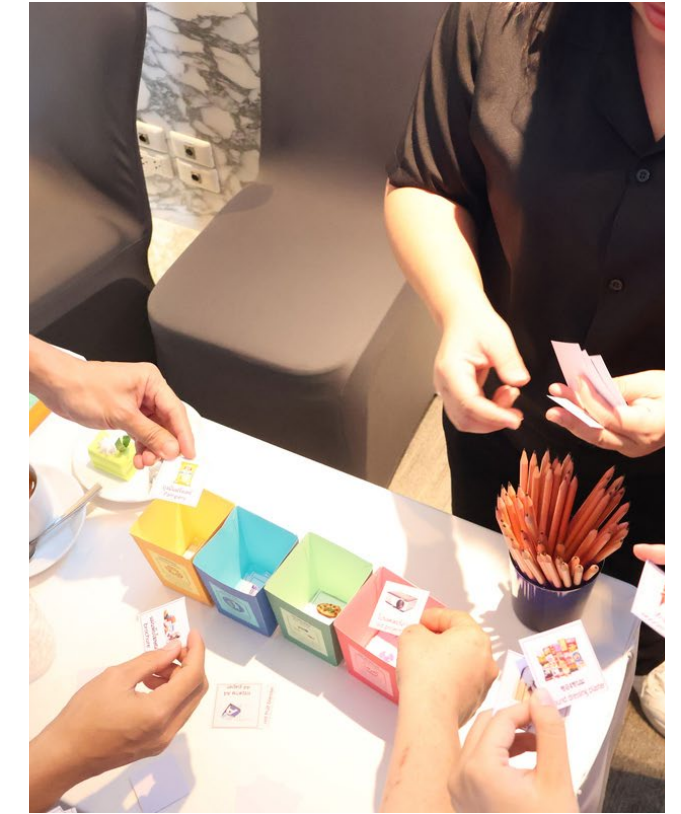


# Awareness -Employee Training

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.





EASTIN TAN CHIANGMAI HOTEL - 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.  
Coffee Product



Jakota Brothers Trading Co., Ltd.  
Evian Product



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



Dutch Mill Co.,Ltd.  
Milk, yogurt Product



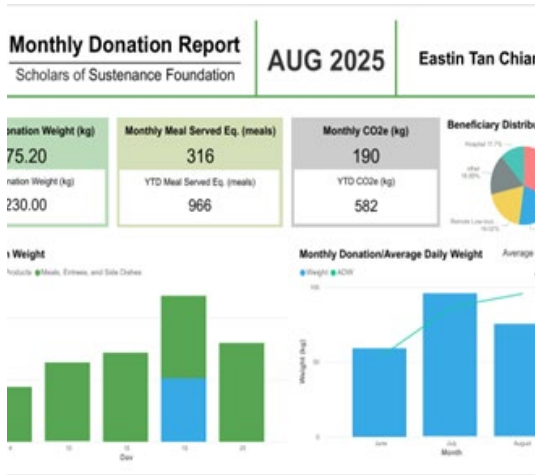
A.N.S. Generation Co., Ltd.  
(Guava ) Room Amenituty



Ricoh Services (TH) Co., Ltd.  
Printer



Scholars of Sustenance Foundation - Food Donation.



Likhitsilp Limited Partnership  
A4 Paper



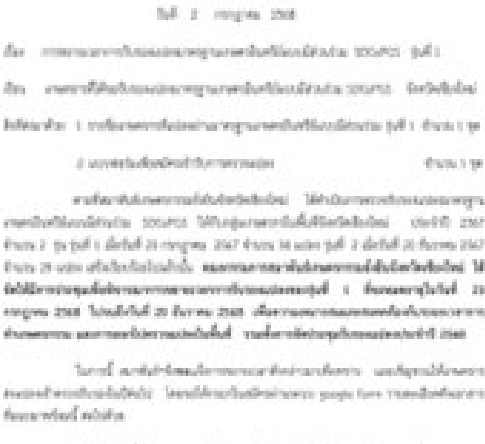
Chiang Mai Industrial Supply Co., Ltd. -  
Sanitary Paper



Thai Namthip Corporation Public Co., Ltd. - Soft Drink



Living Soil Co., Ltd.  
Organic Vegetable



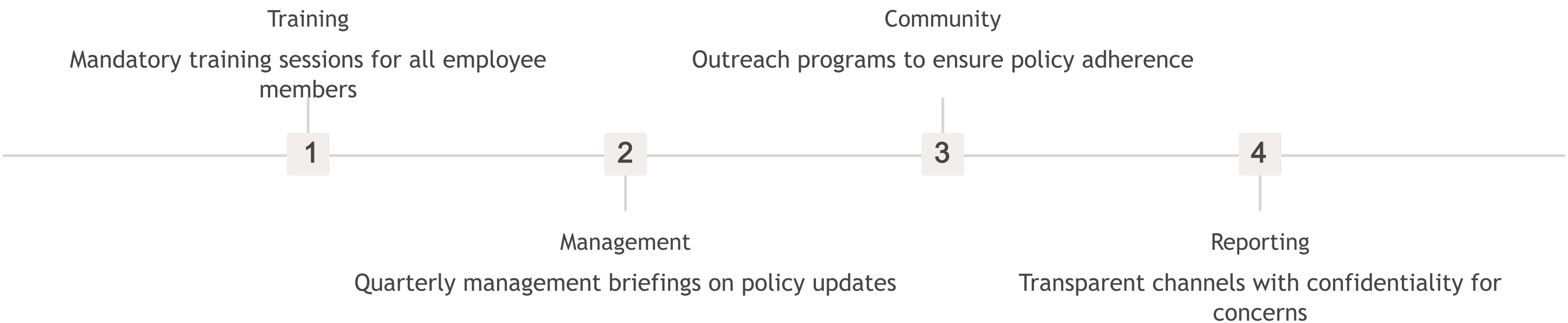




# Code of Conduct & Responsible Business

## Anti-Bribery & Ethical Behavior Policy

Eastin Tan Chiangmai Hotel maintains a robust Code of Ethics and Code of Conduct focused on ethical, respectful, and safe environments for employee, 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 employee 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

Nimman Plus Electric Shuttle: Offers guests convenient, emission-free transport to local attractions, reducing the need for private car use.



## Water Conservation

- Sensor faucets have been installed in various areas to limit water usage per use.
- During the rainy season, the sprinkler system for watering plants is turned off, and rainwater is used for irrigation instead.



## Sustainable Packaging and Reduced Plastic Use

Transition to eco-friendly packaging options such as compostable, recyclable, or reusable containers.



## Energy Conservation

- LED light bulbs have been installed in guest rooms and parking areas to enhance energy efficiency and reduce electricity consumption.
- Turning off lights in areas such as the pantry when not in use.



## Certification

Achieving green building certifications such as CF Hotels Certificate



## Employee Education and Engagement

\*Develop a comprehensive sustainability training program. \*Encourage employees to participate in environmental and community-focused activities.\*Continue green teams monthly meeting to drive sustainability goals





# EASTIN TAN HOTEL CHIANG MAI: 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.

Data from January to September 2025

Category	Scope	Baseline	Unit	Reduction Target
LPG Gas	Scope 1	0.15	kg	5%
Electricity	Scope 2	24.99	kWh	4%
Water	Scope 3	0.12	m <sup>3</sup>	8%
General Waste	Scope 3	0.03	kg	3%
Energy Consumption for Events (CEO e-Emission Per Guest)				
Half Day (2 hrs)	kgCO2-e	18.45 (Baseline)	-	3%
Full Day (4 hrs)	kgCO2-e	3.22 (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 10%
- \*Implement comprehensive waste segregation programs.
- \*Partnering with SOS Thailand to donate surplus food to those in need.

## Carbon Neutrality

- \*The staff elevator is turned off during nighttime hours, and one guest elevator is deactivated when the number of guests is below 100, in order to minimize energy usage during low-occupancy periods.
- \*The chiller system temperature has been adjusted from 7°C to 9°C during nighttime hours to reduce system workload and conserve energy during periods of lower cooling demand.

## Local Sourcing and Organic Ingredients

- \*Build stronger partnerships with local organic farmers and suppliers.
- \*Sourcing organic vegetables from farmers in San Kamphaeng District, encouraging community-based agriculture.

## Sustainable Packaging and Reduced Plastic Use

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

## Employee Education and Engagement

- \*Develop a comprehensive sustainability training program.
- \*Encourage employees to participate in environmental and community-focused activities.
- \*Continue green teams monthly meeting to drive sustainability goals.

## Community Engagement and Environmental Impact

- \*Partner with local schools, environmental organizations, and other businesses for joint sustainability efforts.
- \*Invest in local community projects that promote sustainability, education, and biodiversity.
- \*Continue awareness campaigns Eco Reward Programme to educate customers and the broader community on sustainable practices.

## Water Conservation

- \*Reduce water consumption by 0.12%
- \*Educate customers on the benefits of sustainable programme.
- \*All departments have been regularly reminded and encouraged to be mindful of efficient water usage, in order to promote sustainable resource management within the organization.

## Energy Consumption

- \*Reduce energy consumption by 3%

