Dear Valued Guest,

Welcome to U Khao Yai.

Nestled in the natural beauty of Khao Yai, a UNESCO World Heritage site, we are fortunate to be surrounded by lush forests, rich biodiversity, and a peaceful atmosphere that inspires relaxation and rejuvenation. With this privilege comes a deep responsibility to protect, preserve, and give back to the environment and our local community. At U Khao Yai, sustainability is not just a practice it is a commitment woven into every aspect of our operations. From reducing single-use plastics to energy-saving initiatives and responsible water usage, we are continually improving how we operate in harmony with nature. We also work closely with local suppliers and communities to support fair trade, promote local culture, and reduce our environmental footprint.

#### Our efforts include:

- A towel and linen reuse program to conserve water and energy.
- Organic waste composting and recycling initiatives.
- Energy-efficient lighting and air conditioning systems.
- Support for local farmers and artisans through sourcing and partnerships.
- Nature and cultural experiences that respect and celebrate our surroundings.

We also encourage our guests to join us in these efforts. Small actions, such as minimizing plastic use, conserving water, or choosing eco-friendly tours, can collectively make a meaningful impact. Thank you for choosing to stay with us. By doing so, you are supporting a hotel that believes in making travel more sustainable without compromising comfort, experience, or hospitality. Together, we can preserve the beauty of Khao Yai for future generations to enjoy.

Warm regards,

Danai Sothano, General Manager U Khao Yai





### WHO WE ARE

#### U Khao Yai

is a distinguished 5-star hotel nestled in the serene landscapes of Khao Yai, blending comfort, luxury, and environmental responsibility. Since opening in 2016, we have welcomed travelers from around the world, promising exceptional service paired with mindful practices.

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 natural surroundings and cultural heritage.

### **BUSINESS PHILOSOPHY**

At U Khao Yai, we believe that excellence in hospitality and environmental responsibility can go hand-in-hand.

Our business philosophy is built on four key principles:

1

#### Efficiency

Adoption of energy-efficient technologies and optimization of resource utilization to minimize environmental impact.

#### Responsibility

Engagement with sustainable suppliers, waste reduction initiatives, and adherence to fair labor standards.

3

#### Community

Collaboration with local artisans, farmers, and environmental organizations to support regional development.

#### Transparency

Systematic monitoring and transparent reporting of environmental performance to stakeholders.

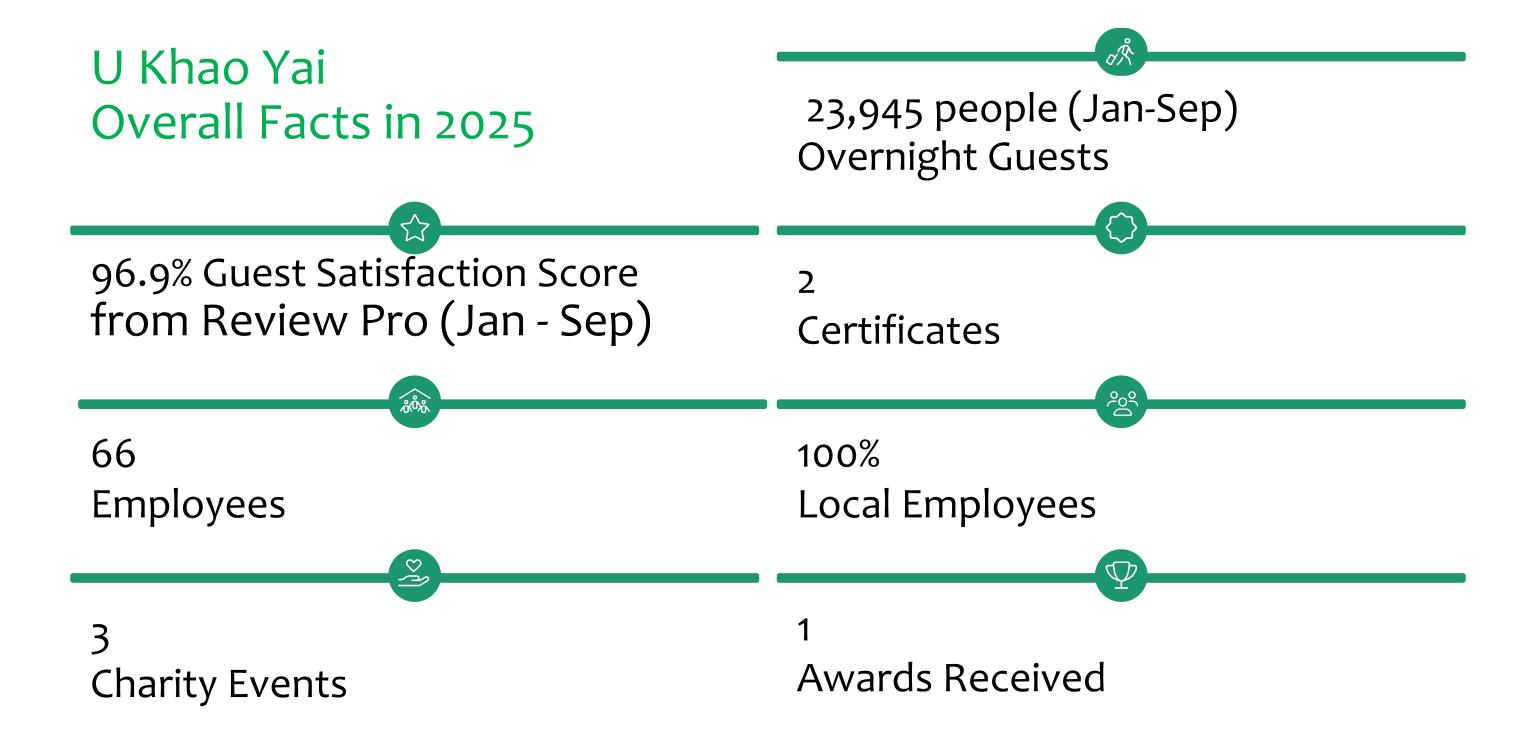
Our strategy emphasizes that consistent, incremental efforts contribute to substantial and sustainable positive outcomes for guests, the community, and the environment.



### **VISION**

To be recognized as a leading sustainable hotel in Nakhon Ratchasima, in partnership with Green Globe, delivering exceptional guest experiences while promoting environmentally and socially responsible hospitality.

We envision a future where every stay at U Khao Yai contributes positively to the planet, innovative green practices are integrated into our daily operations, and our guests, employees, and partners work together in a shared mission to protect the environment for generations to come.



# SUSTAINABILITY DEVELOPMENT AND GREEN INITIATIVES



### ENVIRONMENTAL POLICIES AND IMPACT

### Eco Reward Campaign (September 2024)

Last year, we launched the Eco Reward campaign:

#### ECO REWARD - Relax, Reuse, and Be Rewarded

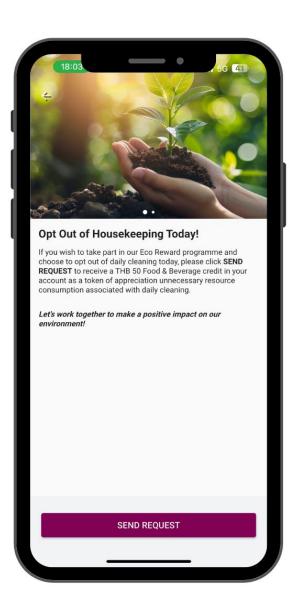
As part of our commitment to environmental stewardship, we encourage guests to join us in reducing resource consumption through our **Eco Reward Program**. By choosing to opt out of daily housekeeping services, guests actively help conserve water, reduce energy use, and minimize the use of cleaning chemicals all of which contribute to lowering our environmental footprint.

To express our appreciation for their support, participating guests will receive a complimentary Butterfly Pea Juice per day as a thank-you gift. This initiative not only rewards our guests but also reinforces our shared responsibility in protecting the planet while enjoying a more mindful stay. Currently, 1% of hotel guests are participating in the Eco Reward program. Moving forward, we will place greater emphasis on this initiative to increase guest engagement and participation.



### ENVIRONMENTAL POLICIES AND IMPACT





This initiative encourages guests to adopt eco-friendly practices by offering the option to opt out of daily housekeeping in exchange for a complimentary Butterfly Pea Juice. By reducing unnecessary resource consumption and collateral room items, we promote sustainability throughout our operations.

# Sustainable Cooling for Pavilion

At U Khao Yai, our commitment to sustainability extends beyond hotel operations to the experiences we offer our guests. One key example is our use of energyefficient heat pump technology to sustainably cool our Pavilion. By utilizing heat pumps, we significantly reduce energy consumption and greenhouse gas emissions compared to traditional air conditioning systems, while ensuring guest comfort even in the warmest weather.

This approach reflects our dedication to responsible resource management and our ongoing investment in eco-friendly infrastructure.

Since the launch of our sustainable cooling initiative using a high-efficiency heat pump system at the Pavilion, we have maintained zero increase in energy costs year-to-date (YTD) a significant achievement that reflects both operational efficiency and environmental responsibility. Guest comfort remains a top priority, and this is clearly reflected in our Guest Satisfaction Score (GSS), which has risen to an impressive 96.9 guest experience can go hand in hand.





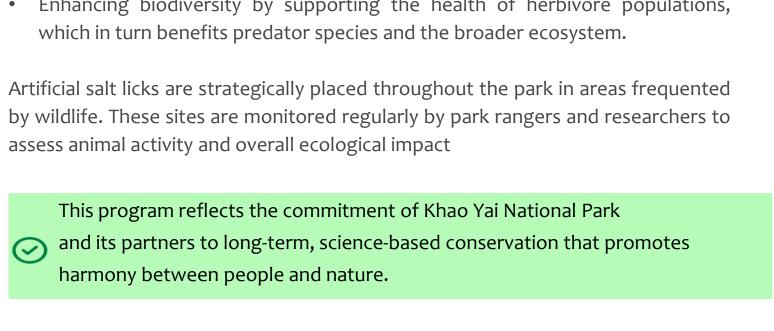
# Artificial Salt Lick Program: Supporting Wildlife in Khao Yai National Park

Khao Yai National Park is home to a diverse range of wildlife, including elephants, deer, gaur, and other herbivores that rely on natural minerals for their health and survival. However, due to environmental changes and habitat pressure, access to natural salt licks has become limited in some areas.

To address this, the Artificial Salt Lick Program was introduced as a conservation

#### initiative aimed at:

- Providing essential minerals (such as calcium, magnesium, and sodium) to support the dietary needs of wild animals.
- Reducing human-wildlife conflict by drawing animals away from farmland and populated areas.
- Enhancing biodiversity by supporting the health of herbivore populations, which in turn benefits predator species and the broader ecosystem.





# Forest Bathing A Natural Path to Wellness

Forest Bathing, or Shinrin-yoku, is a Japanese practice that encourages individuals to immerse themselves in the sights, sounds, and scents of the forest. It's not about hiking or exercise, but rather slowing down, being present, and connecting deeply with nature.

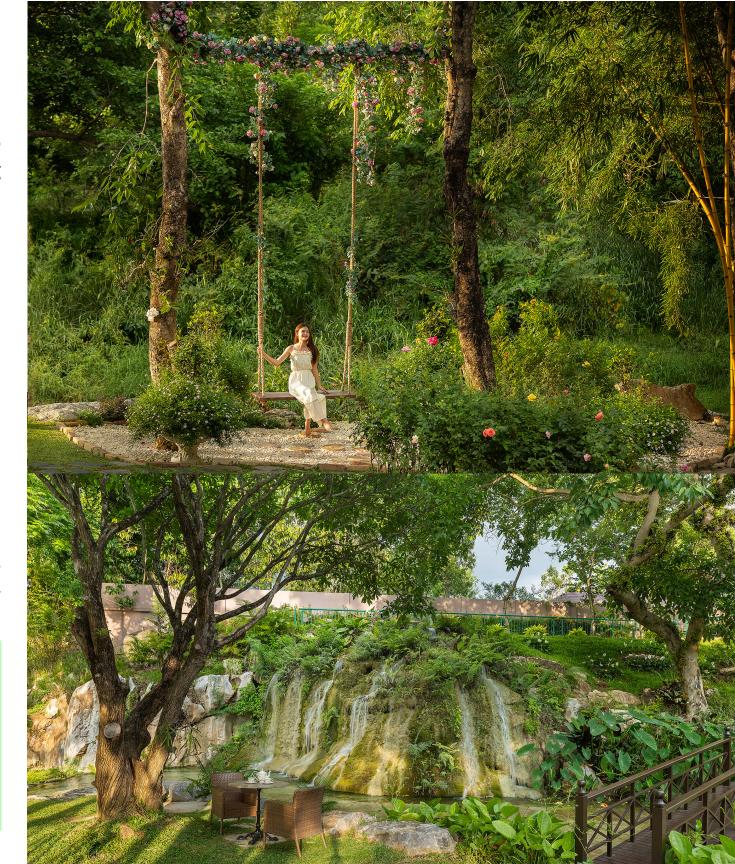
At U Khao Yai, surrounded by lush greenery and the natural beauty of Khao Yai National Park, guests have the perfect opportunity to experience this restorative practice.

- Benefits of Forest Bathing include:
- Reduced stress and anxiety
- Lowered blood pressure and heart rate
- Enhanced mood and emotional balance
- Boosted immune system
- Increased focus and mental clarity

Whether through a guided walk or a quiet solo journey, forest bathing helps guests disconnect from digital distractions and reconnect with the rhythms of nature. Just 20–30 minutes in the forest can have a lasting, positive effect on both body and mind.

Guest feedback has been overwhelmingly positive, with many expressing a deeper sense of relaxation, connection, and clarity after participating.

This is reflected in our rising Guest Satisfaction Score (GSS), which has reached 96.9 on ReviewPro, highlighting the value of integrating mindful, eco-conscious practices into the guest experience.



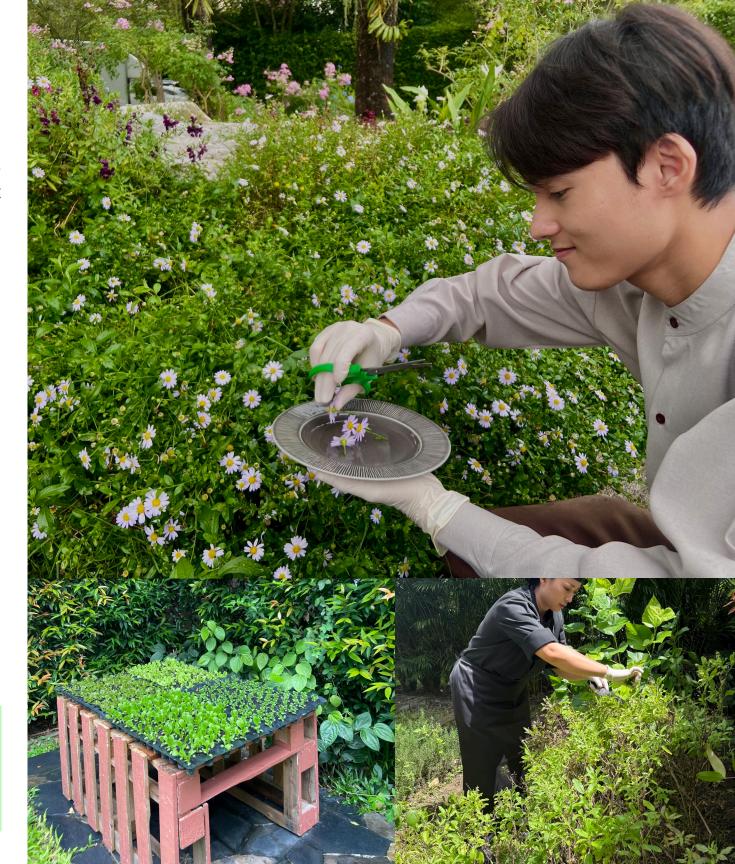
# In-House Organic Farm

At U Khao Yai, we cultivate an organic herb garden featuring basil, mint, holy basil, rosemary, and butterfly pea. Grown just steps from our kitchen, these herbs support our commitment to fresh, sustainable, and health-conscious hospitality.

#### Herb Highlights & Benefits

- Basil Boosts immunity and supports digestion.
- Mint Refreshes, soothes headaches, and aids in digestion.
- Holy Basil (Tulsi) Reduces stress and enhances respiratory health.
- Rosemary Improves circulation and mental clarity.
- Butterfly Pea Rich in antioxidants; supports skin and brain health.

By using herbs from our own garden, we ensure zero food miles, maximum freshness, and a lower environmental footprint all while enhancing the wellness and dining experiences of our guests.



### **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 energyboosting properties



### Low-Carb Wraps

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





### Social Responsibility and Employee Engagement

We celebrate important Thai festivals such as Songkran, where guests enjoy traditional Isan cuisine and cultural performances, as well as Loy Krathong, honoring local customs and fostering deeper cultural appreciation. These experiences connect our guests to the heart of the community and promote lasting respect for Thai heritage.

#### **Development Assessment**

Every development project is carefully evaluated to incorporate traditional architectural elements and culturally appropriate designs, ensuring that new facilities harmonize with the local heritage.

#### **Employee Training**

Staff receive comprehensive training programs on cultural sensitivity, heritage preservation, and ways to engage with local traditions responsibly.

#### **Authentic Experiences**

We actively promote genuine cultural experiences for our guests hosting traditional workshops, and integrating cultural storytelling into our programs.

#### **Regular Evaluation**

Ongoing monitoring and annual policy reviews ensure that our practices remain effective, up-to-date, and aligned with best practices in cultural preservation.





# ROAD TO THE ABSOLUTE HOTEL SERVICES GREEN STAR AWARD

The **Absolute Hotel Services Green Star** will be awarded to the hotel that demonstrates exceptional dedication in achieving the prestigious **Green Globe certification**. This friendly yet competitive initiative engages all participating hotels, with the ultimate winner to be announced at the **Absolute Hotel Services Leadership Conference** in November 2025.

At **U Khao Yai**, we are passionately committed to securing this distinguished award. Our mission goes beyond meeting sustainability goals we strive to inspire and embed ecoconscious practices among our team members, enhance our facilities with environmentally responsible operations, and reduce our overall ecological footprint, ensuring a greener and more sustainable future.



# Further Sustainable Development – The Green Road Continues

At U Khao Yai, we are committed to continuous enhancement of our operations, prioritizing responsible use of resources and minimizing waste.



#### Plastic Elimination

We are committed to eliminating single-use plastics, replacing them with elegant glass bottles, plant-based BIO-PET grade bottles and encouraging the use of reusable water containers.



### **Eco-Friendly Toiletries**

Switching to eco-friendly toiletries in refillable dispensers.



### **Energy Conservation**

Promoting energy conservation through key card systems and energy-efficient lighting, including renewable sources like solar panels.



### Organic Sourcing

Sourcing organic produce from trusted suppliers.



### Sustainable Transport

Exploring sustainable transportation options, like bicycles for guests.

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

### U Khao Yai - Green Vendors

In 2025, U Khao Yai 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 59 vendors are now on our approved green vendor list.



### 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** 

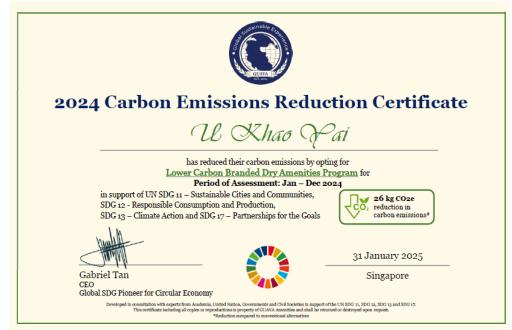
# Sustainable Amenities and Our Journey with Guava

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.







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.



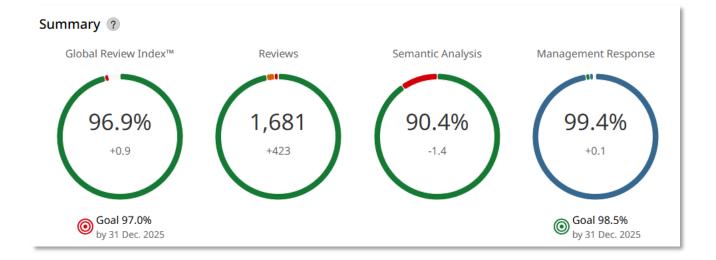
#### Result:

The certificate highlights our achievements in 2024, with a reduction of 26 kg CO2e for our lower carbon branded dry amenities and 291 kg CO2e for our liquid amenities.

### ReviewPro – U Khao Yai

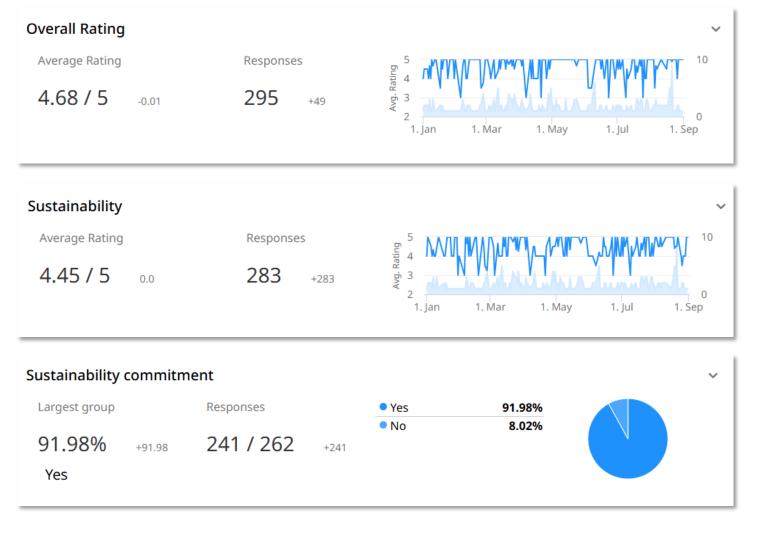
In 2025, we have been using **Review Pro**, our online guest satisfaction platform, to collect feedback on the hotel's sustainability initiatives. Guests are invited to provide input on:

- 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.



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

The guest satisfaction score has remained at 96.9% through August 2025, indicating strong guest awareness and willingness to support our sustainability initiatives.



# 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.







Refillable Bottles

- Implemented the 100% recycle straw in our
   A operations
- Biodegradable takeaway containers and cups are now in use and are provided only upon guest request to minimizing unnecessary waste.

Paper Straws and Take away cup

- All non-eco-standard single-use plastic water bottles have been completely eliminated.
- Guests are encouraged to use refillable bottles, providing both convenience and support for 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 quality and comfort our guests expect.

## Water, Carbon and Waste Reduction

U Khao Yai 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 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 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 5% 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 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 Khao Yai 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

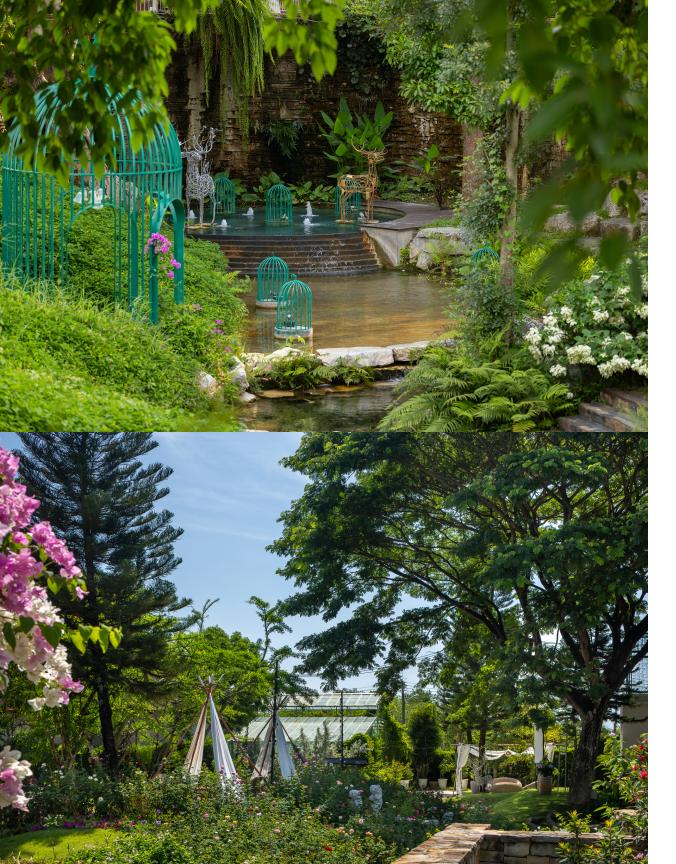
#### Implementation Guidelines

- 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 Khao Yai.





### Biodiversity and Wildlife Conservation Policy

At U Khao Yai 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 biodiversity and avoid invasive species
- Reducing water and chemical use
- Implementing drought-tolerant landscaping, and minimal light pollution
- Prohibiting harm to native animals, coastal area and educating guests about biodiversity

We ensure compliance through employee training, regular monitoring, and policy updates. Chemical fumigation has been discontinued and replaced with environmentally friendly mosquito traps, demonstrating our commitment to wildlife-friendly and sustainable practices.

### โครงการความร่วมมือจัดทำ แนวป้องกันไฟป่าและจัดการไฟป่าอย่างยั่งยื

<u>"สมาคมการท่องเที่ยวเขาใหญ่ขอเชิญชวนสมาชิก ผู้ประกอบการ ประชาชน</u> หน่วยงานที่เกี่ยวข้อง และผู้มีจิตอาสาร่วมสนับสนุนโครงการจัดทำแนวกันไฟป่า และการวางแผนบริหารจัดการไฟป่าอย่างยั่งยืนพื้นที่แนวกันชนของ อุทยานแห่งชาติเขาใหญ่ด้านอำเภอปากช่อง"

#### วัตถุประสงค์โครงการ

- เพื่อระดมทุนที่ใช้ในการดำเนินโครงการจัดทำแนวกันไฟป่า ของผื้นที่แนวกันชน ของอุทยานแห่งชาติเขาใหญ่ด้านอำเภอปากช่อง
- จังหวัดนครราชสีมามีระยะทางประมาณ 25-30 กิโลเมตร
- เพื่อดำเนินการจัดตั้งเครือข่าย "ชุมชนเขาใหญ่ปลอดไฟป่า" รวมถึงแผนการฝึก อบรมเพื่อบริหารจัดการและป้องกันวิกฤตไฟป่า เพื่อความยั้งยืนของการดำเนิน การด้านบริหารจัดการความเสี่ยงและภัยพิบัติด้านไฟป่าในพื้นที่อุทยานแห่งชาติ เขาใหญ่และพื้นที่โดยรอบด้านอำเภอปากช่อง จังหวัดนครราชสีมา

#### สิ่งที่ต้องการ

- ่ เงินทุน
- อาหาร เครื่องดื่ม
- อาสาสมัคร

#### ผู้ประสานงานโครงการ

- ชื่อบัญชี สมาคมการท่องเที่ยวเขาใหญ่ (กองทุนเพื่อไฟป่า)

เลขที่บัญชี 407-551226-4





















### Sustainable Wildfire Management

U Khao Yai, in collaboration with the Khao Yai Tourism Association, supports environmental education programs aimed at building long-term community resilience against wildfires. These programs raise awareness, develop practical skills, and promote sustainable living practices among local residents and youth.





### Thorny Bamboo Barrier Planting Activity

As part of our commitment to environmental conservation and human-wildlife coexistence, U Khao Yai proudly participated in the Thorny Bamboo Barrier Planting Activity to help create a natural fence that prevents wildlife from straying beyond the boundaries of Khao Yai National Park.

This initiative not only supports wildlife protection but also contributes to the long-term sustainability of the park's ecosystem. The thorny bamboo serves as an eco-friendly, low-impact solution to mitigate human-wildlife conflict while restoring native vegetation.

# Conservation of Natural Areas and Community Engagement

At U Khao Yai, we are committed to promoting environmental conservation and community engagement in ways that can be implemented directly within our hotel grounds. Our initiatives focus on preserving natural areas, restoring habitats, and educating guests about biodiversity.

### Key programs include

#### **Environmental Partnerships**

Collaborating with local conservation groups to enhance sustainability practices within the hotel and surrounding areas.

#### **Nature Trails and Protected Areas**

Creating guided nature walks, coastal area, local neighborhood and protected zones on hotel grounds, allowing guests to explore and learn responsibly about local plants and wildlife.

#### **Conservation Funding**

Using hotel resources to maintain green spaces, plant native species, and support small-scale conservation projects on-site.

#### **Habitat Restoration**

Implementing on-site habitat restoration projects, such as the **Nature's Basket**, signage encouraging responsible for coastal area, to support local wildlife.

#### Wildlife and Biodiversity Education

Providing educational materials and interactive learning for guests to understand the importance of local wildlife and biodiversity.

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.

# Turning Plastic Waste into Purpose

U Khao Yai proudly joins the "This Cap, Please" campaign by collecting clean plastic bottle caps for recycling into eco-friendly paddle boats used in community and environmental activities.



# U Make a Difference

At U Khao Yai, we believe in giving back to the communities that surround us. Through our "U Make a Difference" program, we support local initiatives that promote education, environmental conservation, and cultural preservation.



# "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** 

# Explore and Supporting Local Community & Experiencing **Authentic Vibes Near**

U Khao Yai

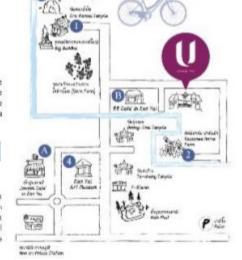
### U KHAO YAI **BIKE MAP**

Discover local attractions and find the best bike routes in Khao Yai. Here you can leave behind the hustle and bustle of everyday life and enjoy the unique, natural environment of Khao Yai. If you like exploring nature you'll love Khao Yai!

TEMPLE VISIT (Wat Sra Nam Sai)



Wat Sea Nam Sai is a Boddhist Ratchasima, Thailand. Wat Sra Sai Temple is a beautiful temple and is the most famous me in Pak Chong district.



HORSE FARM VISIT (Rasamee Farm) THB 250 per person



Get up close to the animals with the Rasanoee Farm Tour, agricultural venture in traditional farming area, ocated just two kilometers away from U Khao Yai. Open daily 7.00 a.m. - 6.00 p.m.

#### KHAO YAI BAT WATCHING THB 450 per person



Take an interesting but cave tour, with the trip starting in the afternoon at about 5.00 p.m. We will take you to see the stalagmites and stalactites in an underground cave, where you will also learn some Buddhist

practices and see a variety of cave dwelling creatures.

#### KHAO YAI ART MUSEUM THB xxx per person

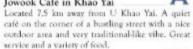


Khao Yai Art Museum is an institution that cares for a ollection of artifacts and other interesting objects. If you are us art lover, this a place that you shouldn't miss, as you will certainly be assased by the art

works created by the different artists.

#### HIDDEN LOCAL RESTAURANTS

#### Jowook Café in Khao Yai



#### 88 Café in Khao Yai



This beautiful cafe has a peaceful and romantic atmosphere and is surrounded by high mountains. You can sit back and relax while enjoying their delictous drinks and desserts.

#### Explore Khao Yai - Bike Map for Meaningful Discovery

Step just outside U Khao Yai and discover the natural beauty and cultural richness of the region at your own pace. With our curated Bike Map, guests are invited to immerse themselves in the local way of life, cycling through scenic landscapes, charming villages, and hidden cultural gems that lie beyond the usual tourist routes.

Through this initiative, we are proud to support Khao Yai's local communities while promoting sustainable, low-impact travel. By encouraging guests to visit local farms, artisans, markets, and heritage sites, we enrich their stay and help build lasting, authentic connections between visitors and the community.

We warmly invite you to begin your journey with us- explore Khao Yai's rich cultural heritage, natural wonders, and the welcoming spirit of its people, all from the saddle of a bicycle.

This initiative reflects our dedication to creating meaningful, eco-friendly guest experiences while contributing to the growth and sustainability of the local area.



# Awareness – Employee Training

All staff members and new hiring are received a comprehensive orientation on their very first day, which includes detailed training on **sustainability practices**, **responsible resource use**, and **waste separation procedures**.

This ensures that every team member is equipped with the knowledge and skills to actively contribute to our environmental goals from the very beginning of their journey with us.

In addition, staffs are provided with access to a wealth of information at Hotel Green Board, allowing them to explore our sustainability initiatives at their own pace.

This digital resource is designed to deepen understanding, encourage engagement, and inspire proactive participation in our ongoing efforts to promote **eco-conscious practices** throughout the organization.



### OUR SUSTAINABLE AND GREEN SUPPLIERS



























☑ Result: 75% 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.







# Code of Conduct & Responsible Business

### Anti-Bribery & Ethical Behavior Policy

U Khao Yai 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 Khao Yai, HR oversees 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 Khao Yai 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	Scope 2	15.08	kg co2e/guest night	5%
LPG	Scope 1	0.14	kg co2e/guest night	5%
Diesel	Scope 1	0.04	kg co2e/guest night	5%
Water	Scope 1	932.95	litre/guest night	5%
Food Waste	Scope 3	0.02	kg/guest night	5%

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

# Sustainability Targets for 2025 and Beyond

In 2025, U Khao Yai will focus on practical actions to reduce environmental impact, improve resource efficiency, and meet eco-certification standards across key sustainability areas.

Category	Target	KPI / Measurement	Notes
Transportation	Reduce the use of high-carbon vehicles by increasing the share of electric or clean-fuel vehicles to ≥ 7% by 2025	% of vehicles that are EV or Hybrid	May include guest shuttle services
Pest Control	Implement 100% Integrated Pest Management (IPM) to minimize chemical use	% of areas using IPM instead of chemical pesticides	Use natural agents like wood vinegar, habitat control
Renewable Energy	Implemented solar panel for full hotel operation and common-area electricity.	kWh renewable energy / year	Reduce dependence on fossil-based electricity
Certification	Obtain Green Hotel Silver level or higher by Q2 of 2026	Certification achieved / not achieved	Based on Thai Green Hotel standards

# Sustainability Targets for 2026 and beyond

From 2026, the hotel will scale up renewable energy use, enhance water recycling, further reduce chemicals, and achieve higher-level international certifications.

Category	Target	KPI / Measurement	Notes
Transportation	Increase EV and Hybrid fleet to ≥ 10% and install EV charging station on-site	% clean vehicles / total fleet	Includes guest EV shuttle service
Water Conservation	Reduce total water consumption by ≥ 8% from 2025 baseline.	m³ water consumption / room night and % water recycled	Includes rainwater harvesting
Pest Control	Reduce chemical pesticide use by ≥ 10% compared to 2025	Volume of chemicals used (liters/year)	Apply non-chemical detection and trapping technology
Renewable Energy	Maintained and implement new solar panel for the surrounding area of the hotel	% renewable energy share	May expand solar panel or add biomass energy
Certification	Maintain Green Hotel certification and obtain Earth Check Certified level	Certification achieved / not achieved	To reach international recognition