

# LETTER FROM MANAGEMENT

Dear Valued Guests and Partners,

At U Hua Hin, our commitment to sustainability is not merely a policy, but a guiding principle that underpins every aspect of our operations. Located along the coastline, surrounded by marine nature and stunning scenery, we are acutely aware of our responsibility to preserve the natural beauty of our surroundings and to contribute meaningfully to the well-being of our local community.

We are dedicated to delivering exceptional guest experiences while actively minimizing our environmental impact. Through the implementation of energy-saving, water conservation initiatives, responsible sourcing, and waste reduction strategies, we continuously strive to operate in a manner that is both responsible and forward-thinking.

Moreover, we are proud to engage with and support our local community by collaborating with environmentally conscious partners and empowering our team through comprehensive sustainability training programs.

We are grateful for your continued support as we pursue our vision of sustainable hospitality. Together, we can ensure a positive legacy for generations to come.

Warm regards,

Management of U Hua Hin





# WHO WE ARE

Nestled along the pristine shores of Cha-Am Beach, U Hua Hin stands as an oasis of tranquility and seclusion, beckoning discerning leisure travelers in search of an exclusive escape.

Our accommodations include a range of Superior and Deluxe rooms as well as Beachfront Pool Villas which feature private pools, allowing you to indulge in the serenity of your surroundings while enjoying the ultimate in comfort.

U Hua Hin has been welcoming guests since 15 December 2023.

As part of our commitment to sustainability, U Hua Hin offers a range of eco-friendly amenities that reflect our green values. Guests can enjoy our Herbs Garden, where fresh local herbs are grown for both culinary and wellness use.

We also invite our guests to join our 'Eco Rewards' program—a simple yet meaningful initiative where you can opt out of daily cleaning and receive a THB 50 Food & Beverage credit as a token of appreciation for helping us reduce unnecessary resource consumption.

We believe in providing meaningful experiences that are both memorable and responsible.

# BUSINESS PHILOSOPHY

At U Hua Hin, 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.

2

## 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.

4

## 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 Phetchanburi, 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 Hua Hin 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.

# U Hua Hin Overall Facts in 2025



21,827 people (Jan-Aug)  
Overnight Guests



93.4% Guest Satisfaction Score  
from Review Pro (Jan - Aug)



2  
Certificates



64  
Employees



44  
Local Employees



3  
Charity Events



1  
Awards Received

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

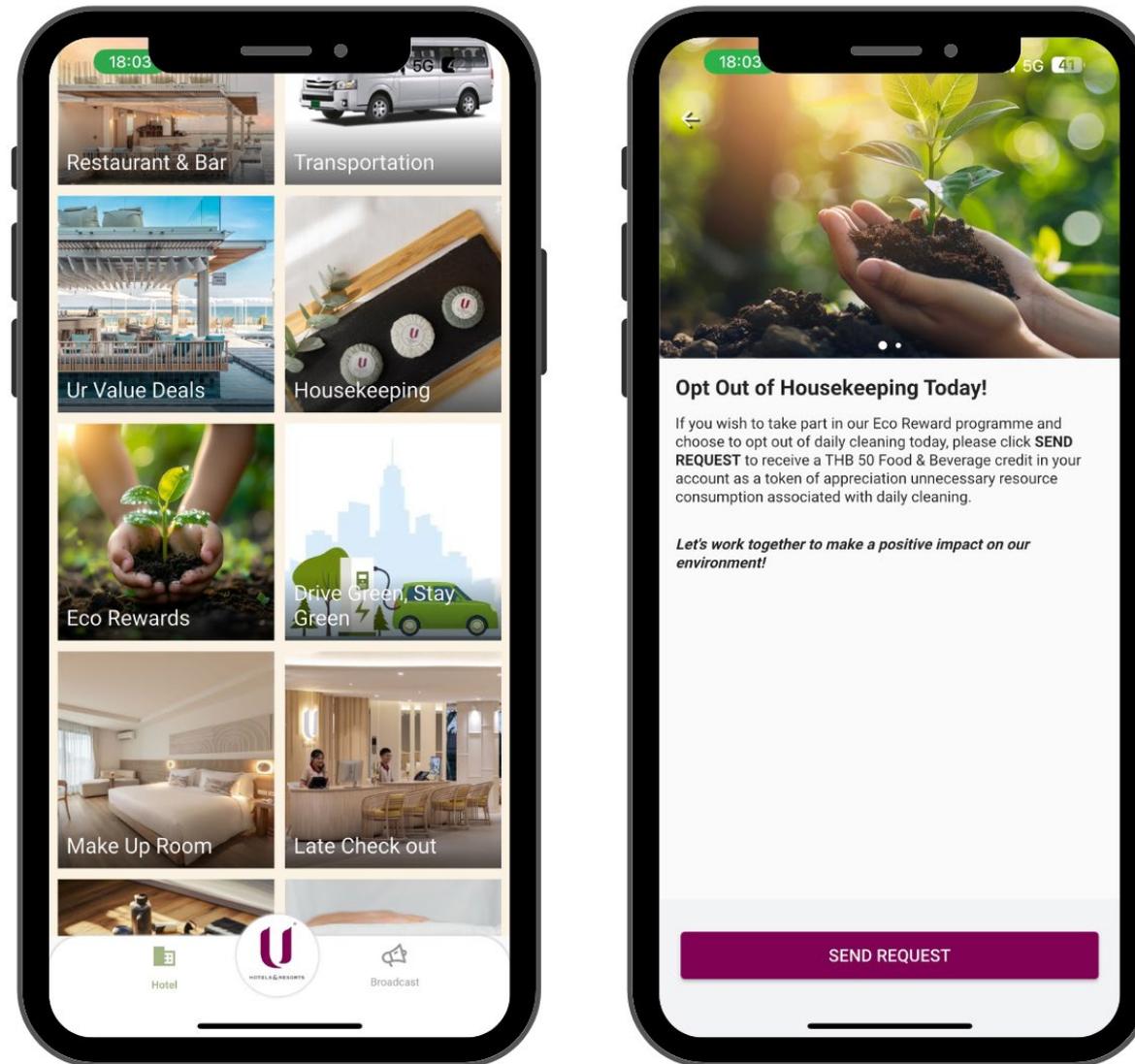
As part of our commitment to environmental stewardship, we encourage guests to join us in reducing resource consumption through our **Eco Reward Program**. By choosing to opt out of daily housekeeping services, guests actively help conserve water, reduce energy use, and minimize the use of cleaning chemicals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

To express our appreciation for their support, participating guests will receive a **50 THB Food and Beverage credit 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. **1% of hotel guest** are using the Eco Reward moving forward we will further emphasize on this initiative to increase the usage



**Eco-Rewards**  
Opt out of daily room cleaning  
receive a THB 50 F&B credit  
as a thank you for supporting our  
commitment to sustainable hospitality.

# 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 Food and Beverage credit 50 THB. By reducing unnecessary resource consumption and collateral room items, we promote sustainability throughout our operations.

# DRIVE GREEN – STAY GREEN

Our commitment to sustainability extends beyond hotel operations and into the way our guests travel.

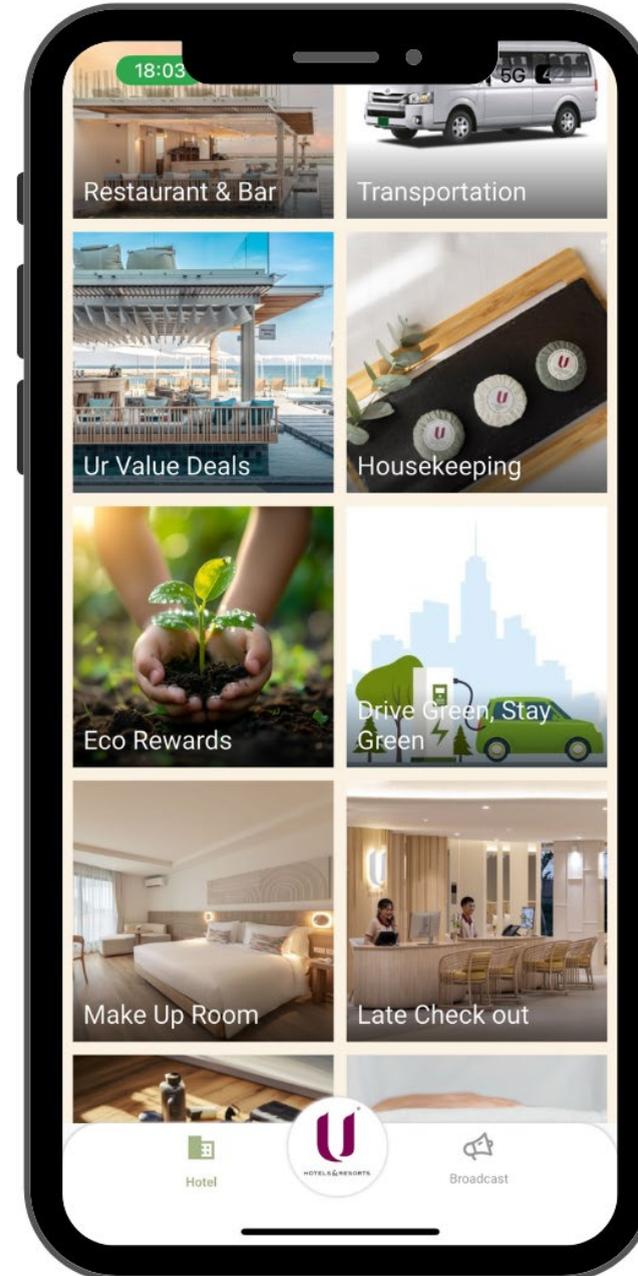
Transportation is one of the largest contributors to global carbon emissions, and by encouraging the use of Electric Vehicles, we are supporting a cleaner and more responsible future.

The “Drive Green, Stay Green” campaign offers guests who arrive with an EV, a THB 50 discount on charging services. While the incentive itself is modest, the broader impact is significant: it helps reduce reliance on fossil fuels, promotes eco-conscious behavior, and aligns with our long-term vision of sustainable hospitality.

By rewarding guests for making greener travel choices, we not only express our gratitude but also actively contribute to the shared goal of minimizing our environmental footprint. Together with our guests, we believe every journey can be made more sustainable.

✔ Result: Since launch, 1.45% of our guests have chosen to take part in the ‘Drive Green, Stay Green’ campaign—an encouraging first step as we continue to build awareness and engagement.





# SOAP WASTE & SOAP FOR HOPE

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

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

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



**Diversey**  
A SOLENIS COMPANY

**Soap For Hope™**

Creating Shared Value for  
Local Communities



Saving  
Lives



Enhancing  
Livelihoods



Reducing  
Waste



# HEALTHY FOOD MENU

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



## Power Bowls

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



## Energizing Superfoods

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



## Low-Carb Wraps

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



# WASTE BANK PROJECT

Our amazing **U Hua Hin team** recently participated in the “**Waste Bank Project**”, an inspiring local sustainability initiative that encourages communities and organizations to properly sort and recycle waste. With great enthusiasm, our team collected and separated recyclable materials before donating them to the **Cha-am Municipality Environmental Department**, ensuring that waste is not only diverted from landfills but also transformed into something truly meaningful.

The proceeds from recycling sales will go directly toward **scholarships for local students**, helping to provide educational opportunities and brighter futures for the younger generation. This project reflects our strong commitment to both **environmental responsibility and community care**.

At U Hua Hin, **WE CARE** about our planet, our people, and our community. Together, let's continue building a more sustainable and supportive future for everyone.



# Social Responsibility and Employee Engagement

## Cultural Heritage Protection Policy

At U Hua Hin, we are deeply committed to respecting, preserving, and celebrating local cultural heritage. Our approach ensures that both tangible assets—such as historic sites, monuments, and artifacts—and intangible traditions—including arts, music, customs, and local practices—are carefully protected. We actively collaborate with local communities to integrate their knowledge and perspectives, promoting responsible tourism that minimizes disruption to cultural practices while enriching guest experiences.

### 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 Hua Hin**, we are passionately committed to securing this distinguished award.

Our mission goes beyond meeting sustainability goals – we strive to inspire and embed eco-conscious 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 Hua Hin, 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 Hua Hin - Green Vendors

In 2025, U Hua Hin 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 14 vendors are now on our approved green vendor list.

# Sustainable Amenities and Our Journey with Guava

## Our Story: Citron Fresh

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



## Sustainable Amenities Catalogue

**The World Leader in Sustainable Guest Amenities**

Global Consistency | Local Accessibility | Scalable Sustainability

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

**GUAVA**

### FSC Certified Paper Packaging



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

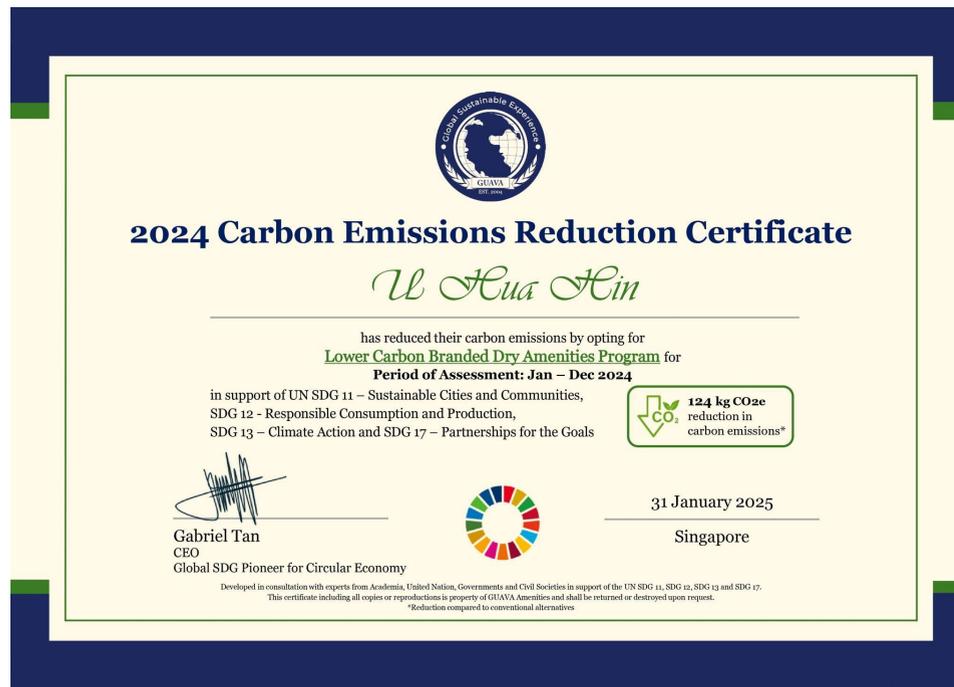
Currently, over 150 million hectares of forest worldwide is certified according to FSC standards, designed to address a broad range of environmental, social, and economic factors.

150+ million certified hectares of forest	1,100+ individuals and organizations from 93 countries who make up our governing body	60K+ certifications verifying sustainable sourcing
1,700+ companies licenced to promote FSC-labeled products	46% of consumers globally recognize the FSC label	

#### A small label making a big impact

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

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



On January 31, 2025, we proudly received the Carbon Emission Reduction Certificate from Guava, a testament to our leadership and commitment to sustainability.

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

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

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

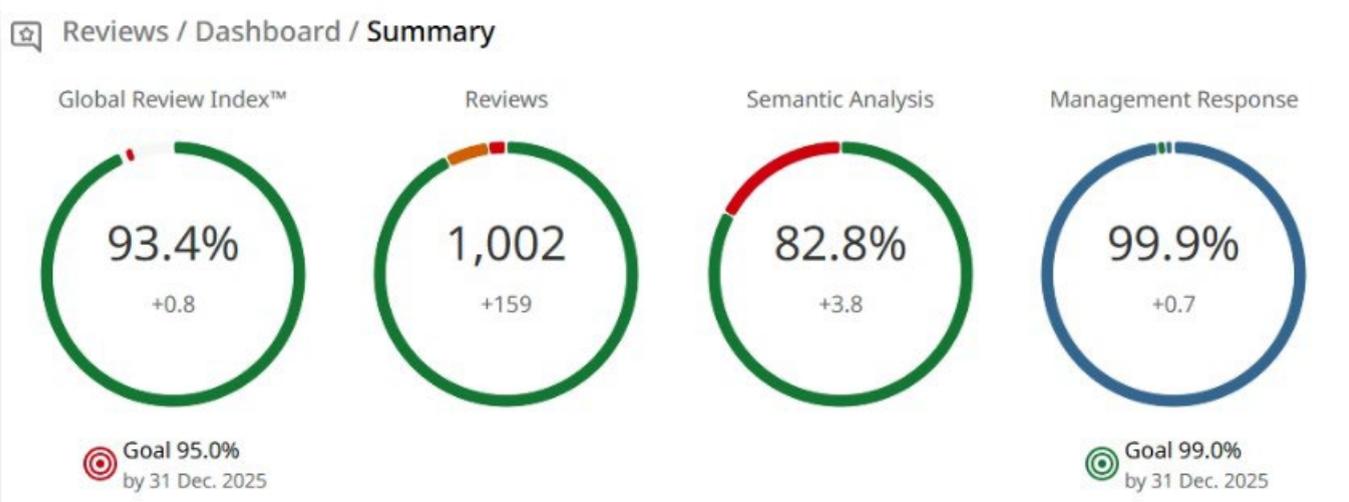
### 📌 Result:

The certificate highlights our achievements in 2024, with a reduction of **124 kg CO<sub>2</sub>e** for our lower carbon branded dry amenities and **586 kg CO<sub>2</sub>e** for our liquid amenities.

# ReviewPro – U Hua Hin

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 93.4% 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.



## Paper Straws and Take away cup

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



## Refillable Bottles

- 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 Hua Hin is committed to reducing resource consumption each year from our baseline. Our key focus areas and achievements include:



## Water Savings

Achieve an annual reduction of at least 1.5% in total water consumption per room night by monitoring usage across all departments, promoting responsible water use, and implementing conservation initiatives in guest rooms, kitchens, and landscaping.



## Electricity Savings

Reduce total electricity consumption by at least 1.5% compared to the 2024 baseline through the installation of Solar panel, LED lighting, scheduling of equipment operation, upgrading of electrical appliances, and raising staff awareness, while maintaining guest comfort and safety.



## Waste Reduction

Minimize total waste sent to landfill by at least 3% by increasing recycling, composting, and food donation programs, and reducing single-use plastics 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 Hua Hin 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 Hua Hin.





# Biodiversity and Wildlife Conservation Policy

## Sustainability Interaction with Wildlife and Landscaping Policy

At U Hua Hin 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.

# Conservation of Natural Areas and Community Engagement

At U Hua Hin, 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.

# Every Action Counts at U Hua Hin

At U Hua Hin, we believe that every action matters. Through community service, environmental initiatives, and active guest engagement, we strive to create a meaningful impact both locally and globally, fostering a culture of responsibility, sustainability, and positive change.



**Huai Sai Wildlife Breeding Center**  
(Support conservation efforts)

The partnership is aimed at helping wildlife conservation, possibly through donations, volunteer work, awareness campaigns and resource support.



**Waste Bank Project**  
(Sorting recyclable waste and donating)

The funds from recycling sales will be used to support scholarships for local students



**U Make a Difference**  
(Annual Volunteer Activity)

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

# “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 Hua Hin

## LOCAL BIKE MAP



### SAI YOI TEMPLE 1

Wat Sai Yoi, an ancient temple situated in the Bang Sai Yoi community holds significant national and sacred importance. The temple boasts a spacious area and is situated alongside the sea, approximately 1 kilometre from U Hua Hin.

Open Daily, 8.00 a.m. - 5.00 p.m.



### PLATOO RESTAURANT 2

Embark on a culinary journey into the realm of Thai cuisine, where expertly prepared dishes such as fried prawns, catfish and chao await. What sets this spot apart is its remarkable service, creating a warm and welcoming environment. The prices here are considered fair, adding to the overall appeal of the dining experience.

Open Daily, 10.00 a.m. - 10.00 p.m.



### RAN RAO @BANGKWAJ 3

Ran Rao @BangKwai is a hidden gem of a restaurant nestled in Bang Sai Yoi serving locally inspired dishes. The establishment boasts vintage décor adorned with antiques and vintage shirts, creating a unique and charming ambiance.

Open Daily, 10.30 a.m. - 10.00 p.m.

## RECOMMENDED ATTRACTIONS

### RAJABHAKTI PARK 4

Rajabhakti Park is a historically themed park honouring past Thai kings from the Sukhothai period to the current royal house of Chakri. The park features seven monuments, led by His Majesty the King of Siam.

Opening Hours: 8.00 a.m. - 8.00 p.m.  
Location: 8 Petchkasem Road Nong Kae Hua Hin, Prachuap Khiri Khan



### KHAO TAKIAB BEACH 5

Khao Takiab Beach is a tranquil destination, offering respite for tourists seeking to escape. The sandy beach has a gentle slope, boasting white and fine sand with shallow waters suitable for swimming. The beach provides various activities for tourists to enjoy, including swimming, sunbathing, horse riding, banana boat rides and jet skiing.

Opening Hours: 24 hrs.  
Location: Khao Takiab Beach, Mhongluec, Hua Hin Prachuap Khiri Khan



### VANA NAVA HUA HIN 6

Vana Nava Hua Hin is Asia's First Water Jungle! This water park seamlessly blends state-of-the-art technology and modern facilities, offering 20 attractions that include signature rides and exciting slides! Vana Nava Hua Hin goes beyond being "More than just a water park"; it stands as an entertainment complex filled with lifestyle activities catering to all ages.

Opening Hours  
Monday to Thursday 11.00 a.m. - 6.00 p.m.  
Friday to Sunday 9.00 a.m. - 6.00 p.m.

Additional Charge  
Adult - THB 1,200 | Child - THB 800  
Location: 129/129 Petchkasem Road, Nong Kae, Hua Hin, Prachuap Khiri Khan



### CAMEL REPUBLIC 8

Embracing the concept of camels and summer, Camel Republic is a unique attraction. The interior is meticulously designed to mirror Moroccan Middle Eastern architecture and features three distinct sections. The first section offers a variety of rides to choose from while the second section is a zoo zone, which houses a collection of rare animals. The final section is the "Shop," where visitors can find souvenirs to take home.

Opening Hours  
Monday to Thursday 10.00 a.m. - 6.00 p.m.  
Friday to Sunday 9.00 a.m. - 7.00 p.m.

Additional Charge  
THB 80 | Free entry for children under 110 cm.  
Location: 456 M.2 Petchkasem Road, Cha-am, Phetchaburi



Step just outside U Hua Hin and discover the essence of Hua Hin's charm.

Immerse yourself in the local way of life, wander through lively neighborhoods, and experience cultural highlights that go beyond the typical tourist trails.

Through this initiative, we are committed to supporting Hua Hin's vibrant local community and promoting sustainable tourism. By encouraging guests to connect with local businesses, artisans, and cultural traditions, we not only enrich their stay but also help nurture authentic and lasting bonds with the community.

We warmly invite everyone to begin their journey with us to explore Hua Hin's coastal heritage, the warmth of its people, and the true spirit of this timeless seaside town.

This initiative reflects our dedication to creating meaningful guest experiences while contributing to the growth and sustainability of the local community.

# 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.

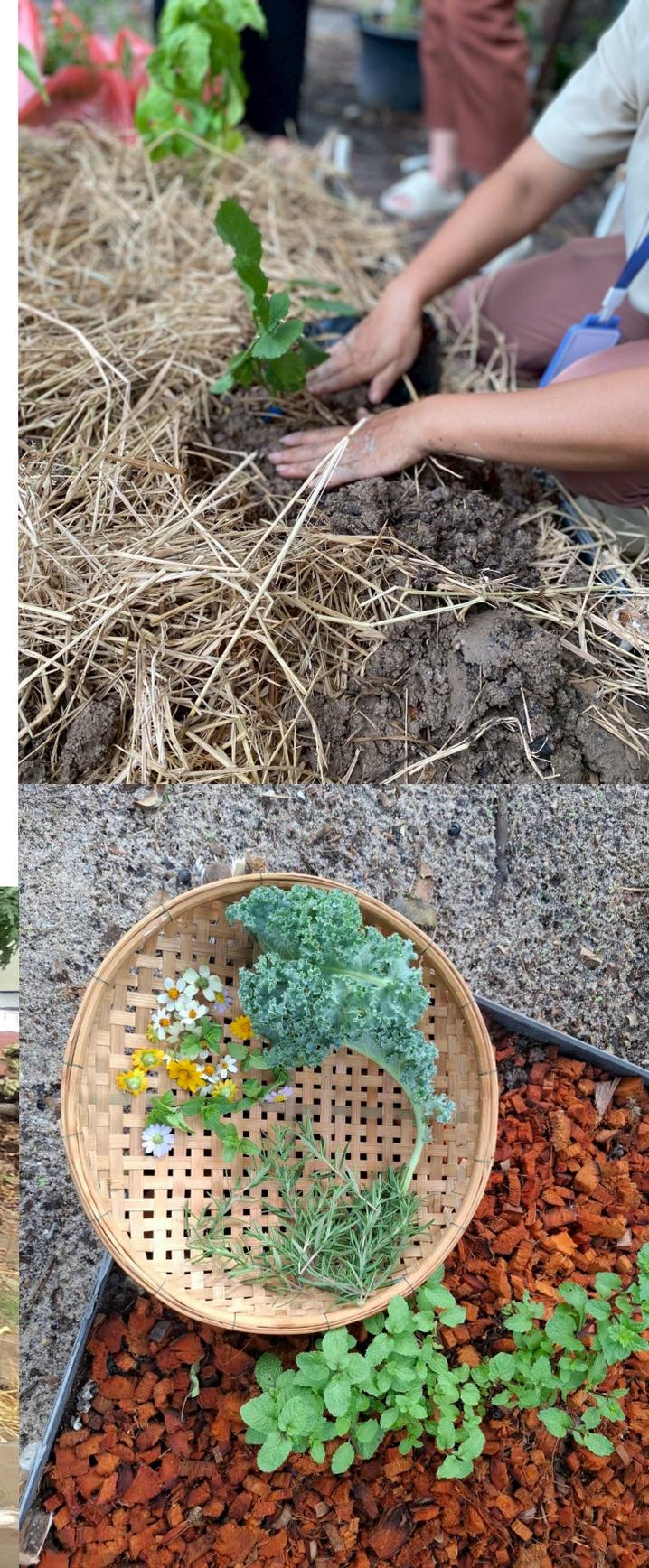


# Nature's Basket

This year, we proudly introduced the **Nature's Basket**, an organic kitchen garden designed to reflect our commitment to **waste reduction, sustainable resource use, and living in harmony with nature.**

We warmly welcome everyone to explore and take part in this green initiative—whether by discovering the many benefits of herbs, joining in planting activities, or learning how small actions in daily life can reduce waste and protect the environment.

Through the **Herbs Garden**, our goal is to **inspire eco-conscious practices, deepen our connection with nature, and minimize environmental impact**, while cultivating fresh, organic produce that brings value, joy, and meaningful experiences to our guests and the wider community



# OUR SUSTAINABLE AND GREEN SUPPLIERS

Advance Know-How Co., Ltd.	Jagota Brother Trending Co., Ltd.	Creative Move Co., Ltd.	Paris Bangkok Bakery Co., Ltd.	Triple V Orange Co., Ltd.
Eco Straw, Garbage Bag, Cup	Evian Water	Greenery Water	Bakery products	Juices
				
Betagro Agro Industry Co., Ltd.	Khun Gradard (Thailand) Co.,Ltd.	Boncafe (Thailand) Ltd.	A.N.S.Generation Co.,Ltd.	Diversey Hygiene (Thailand) Co., Ltd.
Egg, Pork, Chicken	Printing	Coffee	GUAVA Amenities	Cleaning Chemical
				

✔ 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 Hua Hin 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 Hua Hin, 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 Hua Hin Sustainability Goals

Our commitment to environmental responsibility is underpinned by measurable goals. We track key resource consumption and waste generation, aiming for continuous reduction across our operations.

Category	Scope	Baseline	Unit	Reduction Target
Electricity	Guest rooms, public areas, lighting, A/C	700/ Month	kWh	1.5%
Water	Guest rooms, BOH, F&B, gardening	1,800/ Month	liters	1.5%
General Waste	Guest activities, BOH, F&B, operations	1,400/ Year	kg	3%
Food Waste	F&B, Kitchen, BOH	1,000/ Year	kg	3%

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 Hua Hin 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
<b>Transportation</b>	Reduce the use of high-carbon vehicles by increasing the share of electric or clean-fuel vehicles to $\geq 7\%$ by 2025	% of vehicles that are EV or Hybrid	May include guest shuttle services
<b>Pest Control</b>	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
<b>Renewable Energy</b>	Implemented solar panel for full hotel operation and common-area electricity.	kWh renewable energy / year	Reduce dependence on fossil-based electricity
<b>Certification</b>	Obtain Green Hotel Silver level or higher by end of 2025	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
<b>Transportation</b>	Increase EV and Hybrid fleet to $\geq 10\%$ and install EV charging station on-site	% clean vehicles / total fleet	Includes guest EV shuttle service
<b>Water Conservation</b>	Reduce total water consumption by $\geq 8\%$ from 2025 baseline.	m <sup>3</sup> water consumption / room night and % water recycled	Includes rainwater harvesting
<b>Pest Control</b>	Reduce chemical pesticide use by $\geq 10\%$ compared to 2025	Volume of chemicals used (liters/year)	Apply non-chemical detection and trapping technology
<b>Renewable Energy</b>	Maintained and implement new solar panel for the surrounding area of the hotel	% renewable energy share	May expand solar panel or add biomass energy
<b>Certification</b>	Maintain Green Hotel certification and obtain Earth Check Certified level	Certification achieved / not achieved	To reach international recognition