

Eastin Resort Rayong: Sustainability Management Plan



Our Sustainability Objective

Eastin Resort Rayong integrates sustainability with exceptional hospitality through four key pillars:

1

Sustainable Management

We prioritize responsible business practices that actively reduce our environmental impact on the sea, and promote sustainable practices across all operations, with a strong focus on marine protection and coastal sustainability.

3

Marine Ecosystem Preservation

We honour and protect the vital ocean resources of our region, ensuring the preservation of marine life and coastal beauty for our guests and future generations.

The company is committed to implementing sustainable practices, ensuring that every stay leaves a meaningful impact on the environment. Together, we can build a brighter, more sustainable future for generations to come.

2

Social/Economic Responsibility

We are dedicated to supporting local communities and economies, ensuring fair labour practices, and contributing to the well-being of the areas where we operate.

4

Environmental Stewardship

We implement innovative hospitality solutions, including energy-efficient operations and eco-friendly amenities, to support a greener planet.

Sustainability Policy/Procedure

The company is committed to annually reducing water usage, carbon emissions, waste, and food waste, using a 2025 baseline.

Procedure:

Implementation Steps:



Sustainability Audits

Regular audits and benchmarking evaluate practices to set measurable goals.



Energy Efficiency

Implement energy-efficient systems and smart management to optimize power.



Water Conservation

Introduce water-saving fixtures and greywater recycling to reduce consumption.



Eco-Friendly Amenities

Provide sustainable toiletries and offer linen/towel reuse options.



Waste Management

Establish comprehensive segregation and recycling programs with local partners.



Sustainable Sourcing

Prioritize local, organic, and ethically sourced food and beverages.



Staff Training

Conduct regular sessions on best practices and employee roles in goals.



Guest Education

Inform guests on initiatives and offer incentives for eco-friendly engagement.



Monitoring & Reporting

Regularly monitor, report progress, and adjust strategies for continuous improvement.



Collaboration & Innovation

Collaborate with partners, explore new solutions, and innovate technologies.

Statement of Purpose and Values

Our purpose is to integrate sustainability into every aspect of our operations, creating a balance between exceptional hospitality and responsible environmental and social stewardship. We are committed to going beyond compliance by fostering a culture that protects natural resources, supports the local community in Rayong, and respects the rich cultural heritage of the destination. Our goal is to deliver meaningful experiences to our guests while contributing positively to the environment and society

Our Values

Sustainable Management

We are committed to managing resources efficiently and responsibly. Through careful planning, innovation, and continuous improvement, we aim to reduce energy and water consumption, minimize waste, and promote sustainable growth across all departments.

Social and Economic Responsibility

We strive to create a positive impact on the local community in Rayong by supporting local suppliers, promoting fair employment practices, and contributing to the well-being of our employees and stakeholders.

Ocean & Coastal Conservation

We are committed to protecting Rayong's ocean and coastal environment through responsible operations, waste reduction, and support for marine conservation initiatives to help preserve marine ecosystems and coastal resources for future generations.

Environmental Stewardship

We are dedicated to minimizing our environmental footprint through energy efficiency, waste reduction, and environmentally friendly practices. We aim to lead by example in the hospitality industry by adopting sustainable solutions that protect and enhance our natural surroundings.

These values shape our decisions and actions as we strive for a sustainable future. Eastin Resort Rayong is committed to creating lasting positive impacts for the environment, the community, and future generations.

Auditing Process and Review

At Eastin Resort Rayong, we are committed to maintaining the highest standards of sustainability. Our Sustainability Management Plan undergoes a comprehensive internal review every quarter, complemented by an annual external audit from Green Globe. To ensure continuous improvement, our Green Committee organizes and leads quarterly meetings to monitor progress, evaluate our internal sustainability audits, and refine our policies and targets.

Management Review

The Green Committee conducts a quarterly Management Review that encompasses all resort departments simultaneously. This integrated approach allows us to: Identify opportunities for continual improvement across our entire operation. Make strategic adjustments to the Sustainability Management Plan as needed. Develop a comprehensive Legacy Report to document our progress and serve as a foundation for future sustainability initiatives.

1

2

Review of Policy and Targets

Our Sustainability Management Committee is responsible for reviewing our core policies and performance targets at least once every quarter. These reviews are integrated into our regular monthly meetings to ensure that our sustainability goals remain aligned with the resort’s operational reality and long-term vision.

Team Responsibilities



Oversight Responsibility

Taking full responsibility for sustainability operations and allocating necessary budgets and resources to achieve planned objectives.



Focus on Sustainability

Ensuring the Sustainability Management Plan is a high-priority agenda item in all executive meetings to drive consistency across all departments.



Control and Review

Monitoring the execution of the management plan closely to ensure operational excellence.



Sustainability Leadership

Leading by example in environmental and social initiatives while inspiring staff at all levels to embrace a green corporate culture.



Audit Oversight

Supervising both internal and external audits to ensure the resort consistently maintains its Green Globe status.



Management Reviews

Conducting formal evaluations of sustainability performance at least twice a year to refine strategies.



Implementation Oversight

Ensuring that every department integrates sustainability into their daily routines and providing necessary support to the operational team.



Prompt Action

Taking immediate corrective action based on audit findings and evolving the plan by integrating new green technologies and energy-saving innovations.



Committee Meetings

Organizing and attending monthly Sustainability Committee meetings to monitor progress and address operational challenges.



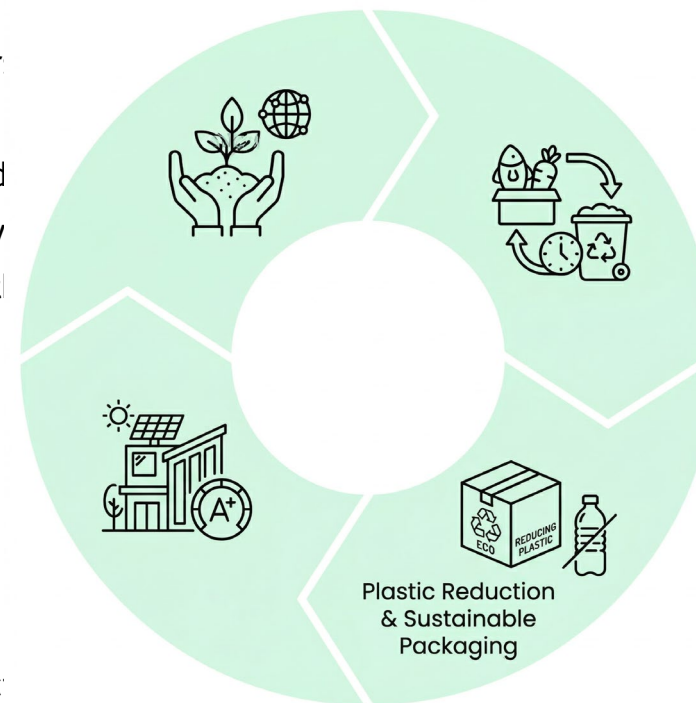
Plan Evolution

Continuously committed to upgrading and evolving the plan to remain modern and consistently achieve our sustainability goals.

Food & Beverage sustainability initiatives

Sustainable Sourcing

The hotel prioritizes sourcing ingredients from local suppliers in Rayong and nearby areas, such as seafood from local fishermen, seasonal fruits and vegetables. This approach helps reduce transportation impact while supporting the local community. In addition, suppliers are carefully selected based on their sustainable practices and ability to provide traceable sources.



Food Waste Management

Food waste is managed systematically through proper production planning aligned with guest demand. Surplus food that remains safe and of good quality is repurposed where appropriate, and food waste is separated for proper disposal. Staff are also encouraged to be mindful of reducing food waste at every stage of operation.

Energy Efficiency

In kitchen and food service areas, energy-efficient equipment is used, including high-performance cooking appliances. Equipment is turned off when not in use, and energy consumption is regularly monitored to minimize unnecessary usage.

Plastic Reduction & Sustainable Packaging Initiatives

The hotel has implemented changes in service materials to reduce single-use plastics, such as using paper cups for hot beverages and replacing disposable coasters with reusable leather alternatives. Environmentally friendly packaging is promoted for takeaway items, and suppliers are encouraged to reduce plastic use in their packaging.

Front office & Housekeeping sustainability initiatives

Energy Efficiency Practices

Energy use in front office areas and guest rooms is carefully managed, including turning off lights and air conditioning in unoccupied rooms. Key card systems are used to control in-room energy usage, and energy-efficient equipment is prioritized. Regular monitoring is also conducted to minimize unnecessary consumption.

Guest Sustainability Awareness

The hotel communicates its sustainability practices through in-room materials and during check-in. Guests are encouraged to take part in simple environmental actions, such as reducing plastic use and conserving resources during their stay.



Linen & Towel Reuse Program

Guests are encouraged to participate in water and energy conservation by reusing linens and towels. Informational signage is placed in guest rooms, allowing guests to choose whether to have items replaced, helping reduce laundry frequency without compromising comfort.

Eco-friendly Cleaning

Housekeeping uses environmentally friendly cleaning products that are safe for both guests and staff. Chemical usage is properly controlled, and staff are trained to follow safety and environmental standards in their daily operations.

Human Resources Responsibilities



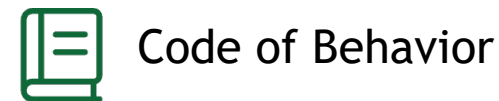
Provide regular staff training on service standards, operational procedures, and sustainability practices, including waste reduction, energy saving, and environmentally responsible operations.



Support community involvement through activities such as beach clean-ups, participation in local events, and promoting local employment



Foster an inclusive workplace that respects diversity and ensures fair and equal treatment for all employees



Establish clear guidelines and a code of conduct to ensure professionalism, integrity, and respect in the workplace



Ensure all employment practices comply with labour laws, including working hours, wages, and employee rights



Provide appropriate benefits such as social security, leave entitlements, staff meals, and other welfare programs to support employee well-being



Promote transparency and ethical practices, with proper channels for employees to raise concerns or provide feedback

Engineering Responsibilities



Sustainable Design

Engineering supports the integration of sustainability into building design and renovation works by selecting energy-efficient systems, optimizing natural lighting and ventilation, and ensuring that all upgrades align with the hotel's environmental goals and operational needs.

Risk Management

Potential environmental and operational risks are regularly assessed, including energy usage, water systems, and equipment performance. Preventive maintenance plans are in place to reduce the risk of system failure, leakage, or unnecessary resource consumption.

Accessibility

The hotel ensures that facilities are accessible and convenient for all guests, including the elderly and guests with disabilities. Engineering works closely with operations to maintain accessibility features such as ramps, elevators, and appropriate room facilities in good working condition.

Heritage Protection

The property maintains and respects the natural coastal environment and surrounding community. Any engineering work is carried out with consideration to minimize impact on the local landscape and to preserve the character of the area.

Sustainable Materials

Whenever possible, materials used in maintenance and renovation are selected based on durability, low environmental impact, and suitability for long-term use. Preference is given to locally sourced or certified materials that support sustainable practices.

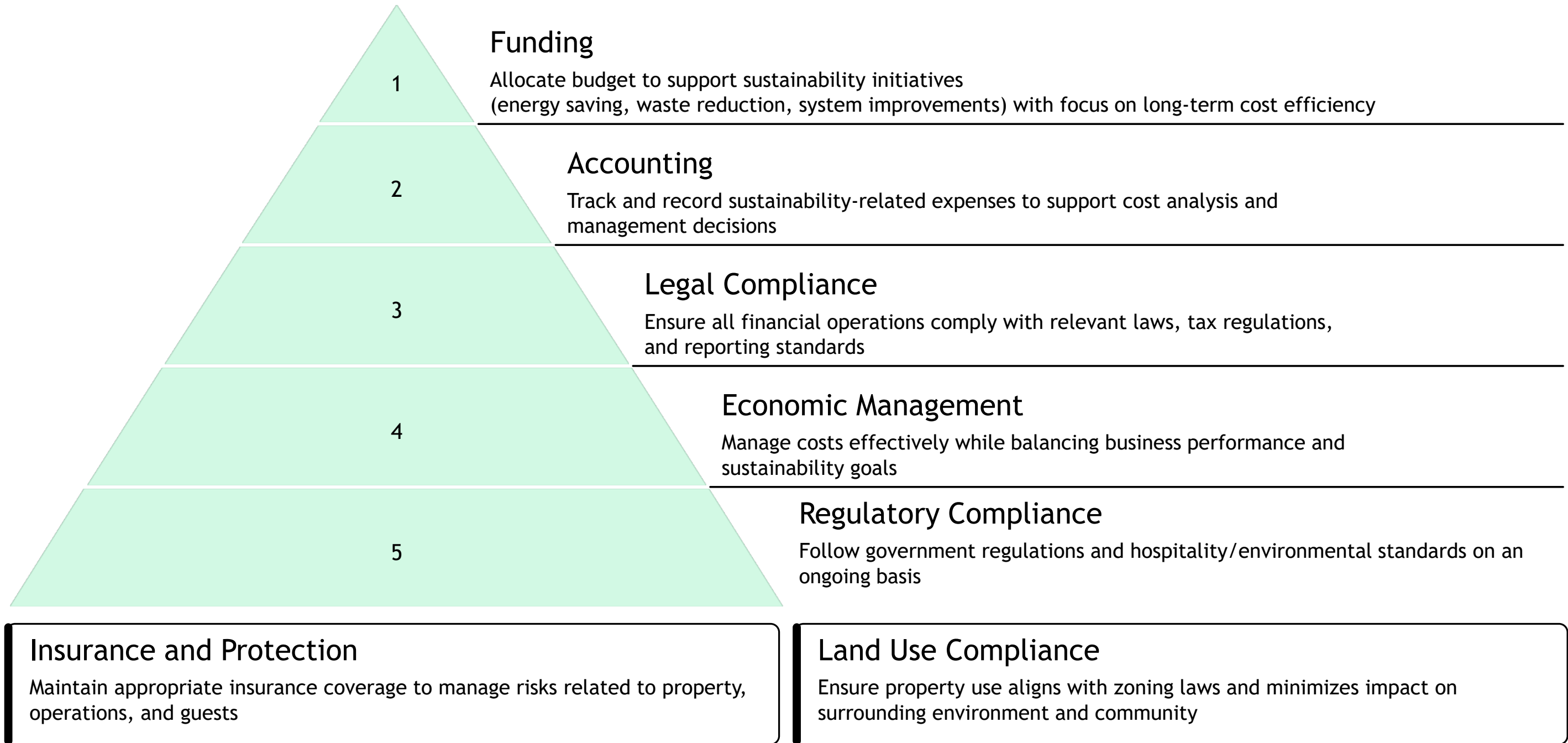
Site Planning

Site layout and infrastructure are managed to support efficient operations while minimizing environmental impact. This includes proper drainage systems, waste management areas, and maintaining green spaces within the property.

Consumption Monitoring

Energy and water consumption are monitored on a regular basis, with records maintained to track performance and identify opportunities for improvement. Engineering works closely with other departments to implement measures that reduce overall resource consumption.

Finance Responsibilities



Targets and Monitoring

Sustainability targets at Eastin Resort Rayong are regularly monitored and reviewed to ensure alignment with operational standards and continuous improvement. Feedback from guests and employees is actively incorporated into daily operations.

Environmental Topics

- **Energy:** Monitor usage and reduce unnecessary consumption.
- **Water:** Promote water-saving practices in rooms and operations.
- **Waste:** Separate waste and increase recycling efforts.
- **Food Waste:** Reduce and manage food waste properly.
- **GHG/CO2-e:** Work toward lowering operational emissions.

Social Topics

- **Training:** Provide regular staff training on sustainability.
- **Community Support:** Support local activities and engagement in Rayong.
- **Diversity & Equality:** Ensure a fair and inclusive workplace.
- **Code of Behavior:** Maintain professional and responsible behavior.
- **Labor Laws/Benefits:** Support staff well-being and fair benefits, audit bi-annually
- **Anti-Bribery:** Operate with transparency and zero tolerance for corruption (FC audits).

Economic Topics

- **Cost Efficiency:** Control costs through efficient resource use (monthly).
- **Sustainable Revenue:** Grow business with eco-friendly practices (monthly).
- **Local Impact:** Prioritize local suppliers and services (quarterly).
- **Supply Chain:** Select quality and environmentally friendly products. (quarterly).
- **ROI & Innovation:** Review green investments and improvements to ensure long-term efficiency and value. (quarterly)
- **Risk Management:** Review risks to ensure stability (annual).
- **Profit Margins:** Focus on sustainable and steady growth (monthly).

Reporting & Assurance Overview

While formal reporting requirements continue to evolve, Eastin Resort Rayong remains committed to transparency and continuous improvement in its sustainability practices.

External Reporting

We reports its environmental performance annually, including carbon footprint tracking, and works with trusted partners where applicable to support accurate and consistent reporting.

Internal Monitoring & QA

Progress is regularly monitored across all departments, with each team responsible for its own targets. Internal checks are conducted to ensure data accuracy, and any gaps are addressed through practical action plans.

Key Reporting Mechanisms

Our follows a structured approach with regular internal reviews and external feedback to maintain accountability and drive ongoing improvement.

1

Property Self-Audits

Internal audits are conducted twice a year, with findings reviewed and shared with management for follow-up actions.

2

Mystery Shopper Reports

Annual mystery shopper assessments provide an external perspective on service quality and overall performance.

3

Review Pro Guest Survey

Guest feedback is reviewed regularly, with monthly focus areas and improvement plans developed as needed.

4

Employee Opinion Survey (EOS)

Employee satisfaction is measured annually, with action plans in place to improve engagement and workplace experience.

Building Buy-In and Effective Communication for Sustainability

Eastin Resort Rayong will successfully implement its sustainability plan, it is essential to achieve buy-in from all stakeholders—executives, employees, guests, partners, and the broader community. Effective communication will be pivotal in fostering a culture that embraces sustainability and drives meaningful change.

Achieving Buy-In:

Head of Department and The Green team Commitment

- Align with Corporate Goals: Link sustainability initiatives directly to Eastin's operational efficiency and GOP (Gross Operating Profit) growth.
- Executive Workshops: Conduct sessions for Rayong-based leadership on the long-term ROI of "Green Hospitality" in a competitive industrial/tourism hub.
- Sustainability KPIs: Embed environmental targets (e.g., energy reduction, food waste management) into department heads' performance reviews to ensure accountability.

Employee Engagement

- Launch the Campaign educate all staff members on the hotel's specific sustainability goals—such as eliminating single-use plastics—and demonstrate how eco-conscious service elevates the Eastin brand standard.
- Create opportunities for employees to take part in sustainability efforts through training programs, workshops, green teams, and volunteer initiatives.
- Honor and reward employees who show exceptional commitment to eco-friendly practices. This fosters a sense of ownership and motivates the entire team to take pride in our environmental mission.

Guest and Partner Involvement

- Share our sustainability journey via the Digital In-Room Directory and lobby displays. Encourage guests to participate in eco-friendly practices, such as our linen and towel reuse program, to make their stay more meaningful.
- Work closely with local Rayong suppliers and partners to ensure they adhere to sustainable standards. By prioritizing local sourcing and eco-friendly packaging, we reinforce a shared commitment to the environment throughout our entire supply chain.

Communicating the Sustainability Plan Effectively:

Transparent and Consistent Messaging

- Create clear, consistent, and compelling messaging that outlines the hotel's sustainability vision. Use various channels such as the Eastin Rayong website, official social media, guest digital directories, and back-of-house bulletins.
- Regularly share success stories and achievements, such as kilowatts saved, plastic bottles eliminated from guest rooms, or successful CSR projects in the Rayong community, to show stakeholders measurable results.

Tailored Communication Strategies

- Use departmental briefings, staff newsletters, and specialized training sessions to keep all team members informed about their specific roles in achieving our green goals.
- Leverage PR and marketing channels to promote Eastin Rayong's eco-efforts to guests, corporate bookers, and travel partners. Use data-driven results and guest testimonials to build trust and transparency.

Two-Way Communication and Feedback

- Establish feedback loops through guest digital surveys, staff suggestion boxes, and a dedicated sustainability email. Encourage stakeholders to offer suggestions for improving our green operations.
- Use this feedback to address operational barriers and refine our practices, ensuring everyone feels their voice is heard and valued.

Leveraging Sustainability Champions

- Identify and empower "Sustainability Champions" within each department to advocate for best practices and mentor their colleagues in their daily eco-friendly efforts.

Monitoring and Celebrating Progress:

- Track and regularly report progress against set sustainability targets. Use this data to prove the positive impact of our efforts, such as reduced utility costs and waste diversion rates, reinforcing our continued commitment.
- Recognize the hard work of the team through internal "Eco-Awards" and external announcements. Celebrating these achievements keeps the Eastin Rayong team motivated and maintains momentum for the long-term journey.

Training and Education for Sustainability

Eastin Resort Rayong is committed to fostering a sustainability culture through its new "Discover, Educate, Understand, Explore" campaign. This initiative aims to equip employees and stakeholders with the knowledge and skills needed to drive meaningful sustainability efforts across all operations.

Purpose:

To empower Eastin Rayong employees and stakeholders with the knowledge and practical skills required to integrate sustainable practices into our daily operations. Our objective is to create a unified "Green Team" while contributing positively to the Rayong community.

Content:



Training Programs

Regular sessions on key sustainability topics like energy efficiency, waste management, and social responsibility, educating employees on practical steps.



Workshops & Seminars

Expert-led sessions offering valuable insights and hands-on learning to grasp complex sustainability concepts.



Employee Engagement

Recognition and reward systems to encourage active participation and foster ownership among the team.

Implementation:

Regular training sessions and refresher courses will be scheduled, with sustainability education incorporated into new hire onboarding.

Campaign Slogans and Messaging:

Dynamic slogans to reinforce the message and encourage engagement:

Discover, Preserve, Elevate
Discover happiness, preserve nature, and elevate the service standard.

Eastin Cares, Green Stay, Blue Sea
A commitment to an eco-friendly stay that keeps Rayong's oceans blue and vibrant

Understand, Collaborate, Care
Understanding the environment, working together as one team, and caring for every detail.

Risk Assessment

Purpose: To identify and prioritize risks affecting our sustainability efforts. Understanding these risks allows us to develop effective mitigation strategies, ensuring the long-term success of Eastin Resort Rayong’s environmental and social goals.

Content: The assessment considers a variety of risks impacting our sustainability targets, including:

| | | |
|---|--|--|
| Environmental Risks Impacts from climate change, coastal erosion at Phayoon Beach, marine pollution, and resource depletion affecting local biodiversity. | Social Risks Risks related to fair labor practices, community relations with Rayong locals, and maintaining guest health and safety. | Economic Risks Market fluctuations, financial stability, supply chain disruptions for local organic ingredients, and economic downturns. |
| Operational Risks Daily challenges such as equipment failure in energy-saving systems, technological disruptions, or workforce staffing. | Compliance Risks Non-compliance with local Rayong regulations, national laws, and international "Green Hotel" standards. | |

A comprehensive Risk Register is used to document these risks with the following details:

- **Description of Risk:** Marine pollution, evolving guest expectations, supply chain instability, and technical or regulatory non-compliance.
- **Likelihood:** Moderate to High for environmental/supply issues; Low for technical/legal risks with regular monitoring.
- **Impact:** Damaged brand reputation, delayed "Green Hotel" certification, and increased operational costs or penalties.
- **Mitigation Measures:** Proactive technical audits, long-term local sourcing, and engaging guest communication on eco-policies.

Implementation:

To ensure proactive management, regular risk assessments are conducted. The Risk Register is reviewed and updated periodically to reflect changes in the Rayong environment or the effectiveness of our mitigation measures, maintaining the strength of our sustainability efforts over time.

Constraints

Eastin Resort Rayong recognizes the importance of managing limitations that could hinder our sustainability goals. These considerations are fully integrated into our risk framework.

Purpose:

To proactively identify potential limitations and challenges and develop strategies to manage them effectively without compromising guest experience.

Content:

- **Potential Constraints:** Factors such as limited budgets for green technology, operational capacity during high-occupancy periods, or the availability of suitable local technology in Rayong.
- **Contingency Planning:** Developing backup plans and alternative resources (e.g., local recycling partnerships) to mitigate any adverse effects on our sustainability targets.
- **Implementation:** Regular assessments to continuously check constraints, enabling the resort to adapt its sustainability strategy and navigate limitations effectively.

Resources

To support the sustainability plan, The Company is dedicated to ensuring the responsible and efficient use of resources.

Purpose:

The goal is to promote the sustainable use of resources throughout all operations.

Content:



Resource Efficiency

Implement practices to reduce electricity and water consumption in guest rooms and public areas. Reduce plastic waste by replacing single-use items with sustainable alternatives.



Sustainable Sourcing

Prioritize local suppliers in Rayong for food and beverage to reduce carbon emissions and ensure fresh, high-quality ingredients for our guests.



Circular Economy

Embrace the "Reduce, Reuse, Recycle" principle. For example, converting organic kitchen waste into compost for our resort gardens and managing wastewater effectively.

Implementation:

The company will set up a comprehensive sustainable procurement policy to guide the responsible acquisition of resources. This policy will outline criteria for selecting suppliers and materials, ensuring alignment with our sustainability aims.

Choice of Materials

To align with our sustainability goals, The Company is committed to selecting materials that minimize environmental impact.

Purpose:

The aim is to choose materials that contribute to lower environmental impact throughout their lifecycle.

Content:

Eco-Friendly Materials

Prioritize the use of materials that are environmentally friendly and reduce harm to ecosystems.

Recycled Materials

Opt for materials made from recycled content to support waste reduction and resource conservation.

Locally Sourced Materials

Favor materials sourced locally to reduce transportation emissions and support regional economies.

Health and Safety

At The Company, ensuring a safe and healthy environment for both employees and guests is a top priority.

1

Purpose:

The goal is to create and keep a safe and hygienic environment through comprehensive health and safety measures.

2

Content:

- Health and Safety Policies: Implement and adhere to rigorous health and safety policies based on HACCP principles as outlined in the company Hygiene Manual.
- Training: Provide regular training to employees on health and safety practices to ensure they are well-informed and compliant.
- Safety Audits: Conduct regular safety audits to check and evaluate compliance with health and safety standards.

3

Implementation:

The company will enforce a Health and Safety Management System that includes:

- 60-Point Monthly Checklists: Each hotel will perform a 60-point checklist every month to ensure ongoing compliance with health and safety standards.
- Annual 60-Point Audit: The QA team will conduct an annual 60-point audit to assess overall health and safety performance.
- Unannounced Annual Checklists: Our partner, Diversey, will perform an unannounced annual 60-point checklist to provide an objective evaluation of health and safety practices.

Local Community and Cultural Issues

Local Community

Purpose:

The goal is to enhance our engagement with and support for the Rayong local communities, fostering long-term sustainable growth together.

Content:

Community Support Programs

Actively take part in and contribute to initiatives that help local communities.

Cultural Preservation

Support and promote the preservation of local cultural heritage and traditions.

Fair Partnerships

Develop and keep fair and respectful partnerships with local organizations and businesses.

Implementation:

The resort will develop a comprehensive community engagement plan to guide and structure our efforts in fostering strong, positive, and lasting relationships with our neighbors.

Cultural Issues

Purpose:

The aim is to honour and incorporate the local cultural values and authentic practices of the communities we serve into our hospitality standards.

Content:

Cultural Sensitivity: Foster a deep sense of cultural sensitivity within our operations. We ensure that all staff members are trained to understand, respect, and uphold local cultural practices and social norms.

Implementation:

The company will develop and implement cultural awareness programs to enhance employees' understanding of and sensitivity to Thai and local Rayong cultures. These programs include specialized training sessions and resources designed to promote respectful, culturally informed, and professional interactions with both guests and the community.

Eastin Resort Rayong 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 | 160,525/Month | kWh | 1.5% |
| Water | Guest rooms, public areas, F&B | 2,663/Month | m ³ | 1.5% |
| General Waste | Guest activities, F&B, operations | 870/Month | kg | 3% |
| Food Waste | F&B, Kitchen, Canteen | 500/Month | kg | 5% |
| Energy Consumption for Events (CO2 - e Emission per meeting room) | | | | |
| Half Day (4 hrs) | Meeting Room | 125.00 kWh | 56.71 Kg CO2-e | 1.5% |
| Full Day (8 hrs) | Meeting Room | 250.00 kWh | 113.43 Kg CO2-e | 1.5% |

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

Eastin Resort Rayong Sustainability Goals

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| Category | Scope | Baseline | Unit | Reduction Target |
|--|-----------|------------|-----------------|------------------|
| Energy Consumption for Events (CO2 - e Emission per meeting room) | | | | |
| Half Day (4 hrs) | Ballroom | 290.00 kWh | 131.57 Kg CO2-e | 1.5% |
| Full Day (8 hrs) | Ballroom | 580.00 kWh | 263.15 Kg CO2-e | 1.5% |
| Half Day (4 hrs) | Boardroom | 50.00 kWh | 22.69 Kg CO2-e | 1.5% |
| Full Day (8 hrs) | Boardroom | 100.00 kWh | 45.37 Kg CO2-e | 1.5% |

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