

LETTER FROM THE HM

Dear Valued Guests and Partners,

At U Chiang Mai, sustainability is not just an initiative—it is a core commitment integrated into everything we do. As we welcome guests from around the world, we recognize our responsibility within the global hospitality community to act conscientiously. Our aim is to deliver exceptional experiences while actively preserving and protecting our planet for future generations.

Through energy-efficient systems, responsible sourcing, water conservation, and waste reduction, we are continuously working to minimize our environmental impact. We also believe in fostering strong relationships with our local community, supporting eco-friendly vendors, and empowering our employee through green training programs.

We are proud of the progress we have achieved and remain dedicated to exploring innovative solutions that advance a sustainable future. Thank you for supporting our journey towards greener hospitality.

Warm regards, Uthairat Namkaew Hotel Manager U Chiang Mai



Impact Report 2025 - Index

01 Who we are	02 Business philosophy
03 Vision	04 Overall Facts
05 Sustainability development and green initiatives	06 Environmental policy and impact -List Eco Reward results
07 U Green Experience -List Plants	08 Healthy/Local Food menu
09 AHS Green Star	10 Further sustainability development The Green Road continues
11 Green Vendors	12 Sustainable Amenities our Journy with Guava
13 Review Pro	14 Single use plastic
15 Sustainable Tourism policy	16 Biodiversity and Wildlife conservation policy
17 U make a difference	18 Exchange Towel Guest awareness
19 U Bike Map	20 Awareness Employee
21 We welcome everybody to Ur Garden	22 Sustainable suppliers
23 The Library Experience -Create your moment	24 Code of Conduct -Anti Bribery & Ethical Behaviours policy
25 Sustainability targets for 2025 and beyond	26 Sustainability Goals
27 Sustainability targets for 2026 and beyond	



WHO WE ARE

U Chiang Mai is a luxury boutique hotel in Chiang Mai, the largest and most culturally important city in the north of Thailand. This Chiang Mai hotel offers 41 luxurious rooms, decorated to the highest standard providing all the necessities that the sophisticated traveler will require.

Guests are welcomed in the Resident's Lounge located in the restored former residence of Chiang Mai's governor. The rich heritage of the Resident's Lounge is enhanced with modern Thai accented interior design. Our luxury boutique hotel offers guests the use of a gym, spa and swimming pool.

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 local environment and cultural heritage.

BUSINESS PHILOSOPHY



1

Efficiency

Implementing energy-saving technologies and optimizing resource use.



2

Responsibility

Partnering with sustainable suppliers, reducing waste, and ensuring fair labor practices.



3

Community

Collaborating with local artisans, farmers, and environmental organizations.



4

Transparency

Monitoring and sharing our environmental performance with stakeholders.

We believe that excellence in hospitality and environmental responsibility can go hand-in-hand. By integrating sustainability into our core strategies, we aim to reduce our ecological footprint while enhancing guest satisfaction.

We are driven by the conviction that consistent, small actions can lead to significant, long-term positive impact.



VISION

To be recognized as a leading sustainable hotel in Chiang Mai with the partnership of Green Globe , delivering outstanding guest experiences while championing environmentally and socially responsible hospitality. We envisage a future where every stay contributes positively to the planet, innovative green practices are central to our operations, and guests, employee, and partners unite in the shared mission to protect our environment for generations to come.

U Chiang Mai Overall Facts in 2025



20,175
Overnight Guests



95.4% Guest Satisfaction Score
at Review Pro



3
Certificates



AA
Employees



40
Local Employees



3
Charity Events



3
Awards Received

SUSTAINABILITY DEVELOPMENT AND GREEN INITIATIVES



ENVIRONMENTAL POLICIES AND IMPACT

Eco Reward Campaign (April 2024)

Last year, we launched the Eco Reward campaign:

✅ ECO REWARD - CHOOSE GREEN, DINE WITH SAVINGS

This initiative encourages guests to adopt eco-friendly practices by offering the option to opt out of daily housekeeping in exchange for an F&B credit redeemable at our restaurants. By reducing unnecessary resource consumption and collateral room items, we promote sustainability throughout our operations.

5% of hotel guest are using the Eco Reward moving forward we will further emphasis on this initiatives to increase the usage



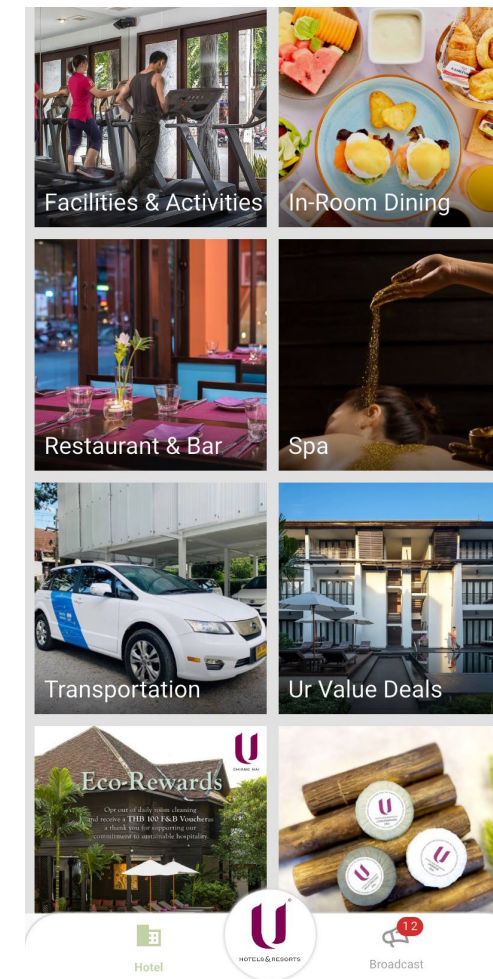
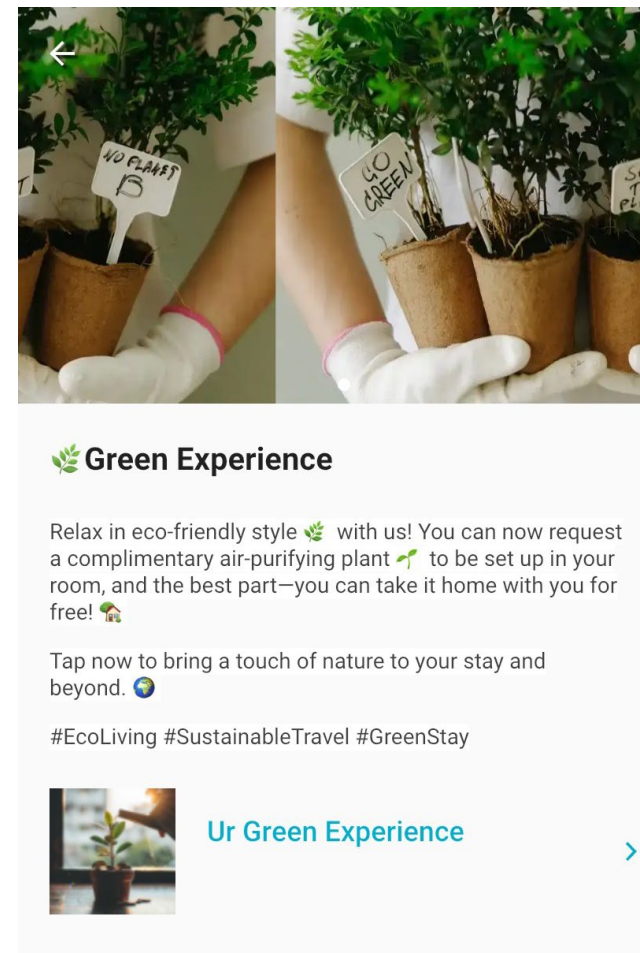
Opt Out of Housekeeping Today!

Eco-Rewards 🌱

Skip daily room cleaning and receive a **THB 100 Food & Beverage Voucher** (non-alcohol) as our way of saying thanks for supporting sustainable hospitality. **Eco-Rewards** 🌱

Tap to request and select date or for more information, send us a message!

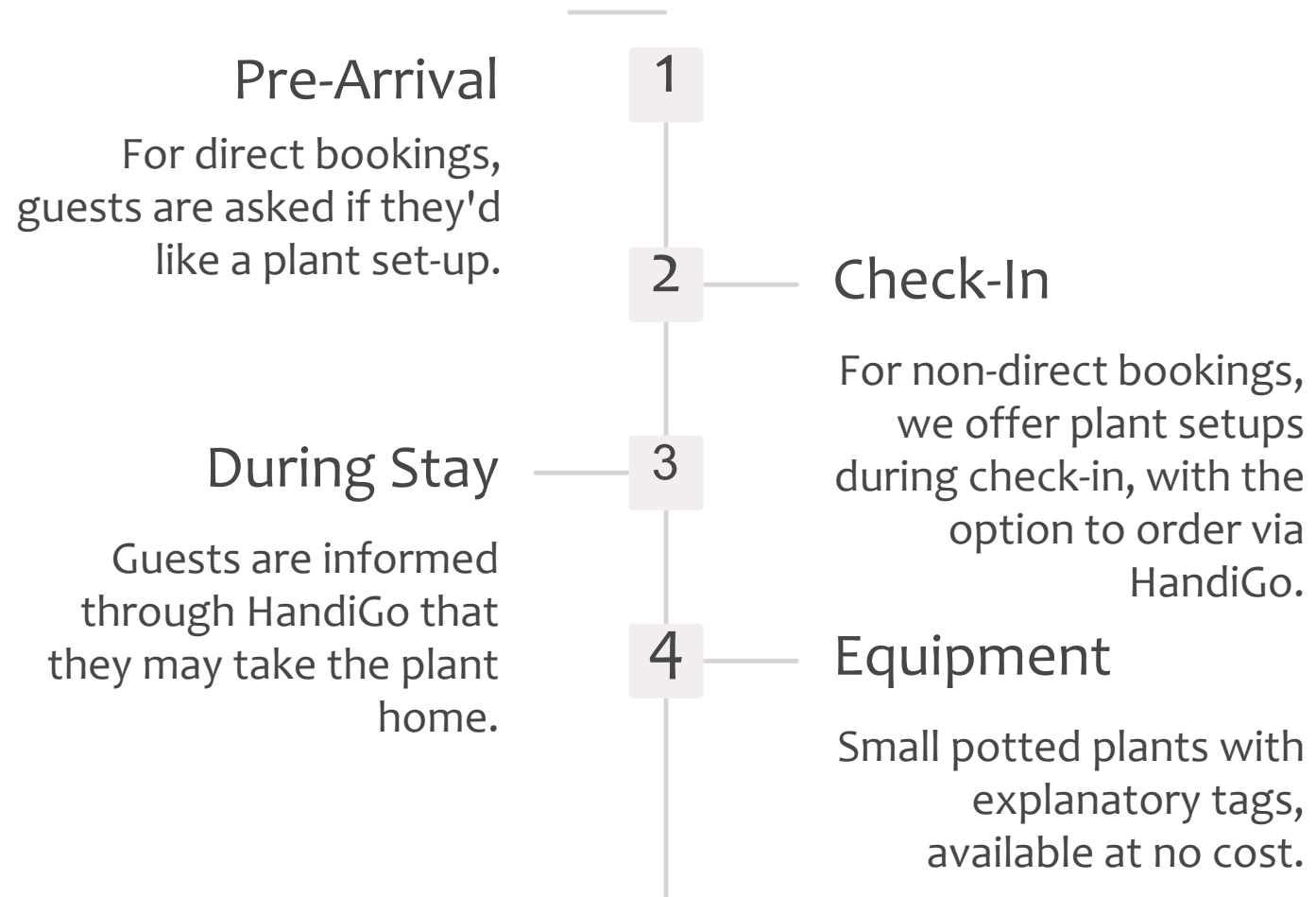
ENVIRONMENTAL POLICIES AND IMPACT



This initiative encourages guests to adopt eco-friendly practices by offering the option to opt out of daily housekeeping in exchange for an F&B credit redeemable at our restaurants. By reducing unnecessary resource consumption and collateral room items, we promote sustainability throughout our operations.



Ur GREEN EXPERIENCE

What better way to bring a natural, cozy vibe to our guests' stay than with plants—and offering guests the chance to take a piece of nature home! This complimentary initiative allows guests to enhance their rooms with plants and even bring them away at check-out.



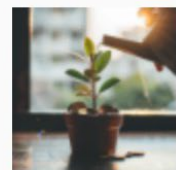


Green Experience

Relax in eco-friendly style  with us! You can now request a complimentary air-purifying plant  to be set up in your room, and the best part—you can take it home with you for free! 🏠

Tap now to bring a touch of nature to your stay and beyond. 🌍

#EcoLiving #SustainableTravel #GreenStay



Ur Green Experience



5% of hotel guest are using our Green Experience and we will further emphasis on this initiatives to increase the usage



HEALTHY FOOD MENU

In response to health-conscious guests, our in-room dining now features Khao Soi - Northern Thai Curry Noodle, Plant Based Chicken Rice Bowl and Chiang Mai Seasonal Organic Salad Roll, with a focus on plant-based and local ingredients.



Khao Soi – Northern Thai Curry Noodle

A signature dish of Northern Thailand, with locally sourced coconut milk, chicken and fresh herbs from local farm.



Plant Based Chicken Rice Bowl

A signature dish made with locally sourced Coconut rice bowl, avocado, ginger, white radish, mango, spring onion, cashews and sesame dressing



Chiang Mai Seasonal Organic Salad Roll

A refreshing roll of Northern Thailand, crafted with seasonal organic vegetables and herbs sourced from local farms. Wrapped in rice paper and served with a light homemade dipping sauce, this dish reduces food miles, and supports Chiang Mai's organic farming community.



ROAD TO THE ABSOLUTE HOTEL SERVICES GREEN STAR AWARD

The Absolute Hotel Services Green Star will be granted to the hotel that demonstrates the greatest commitment to achieving the Green Globe certification. This competition involves all participating hotels and will culminate with the award being presented at the Absolute Hotel Services Leadership Conference in November 2025. Each hotel is enthusiastically striving to excel in this challenge. U Chiang Mai is dedicated to securing the esteemed Absolute Hotel Services Green Star award by the end of 2025, aiming to fulfill our sustainability objectives while promoting eco-friendly practices among our employee and in our facilities, thereby minimizing our environmental impact.



Further Sustainable Development – The Green Road Continues

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



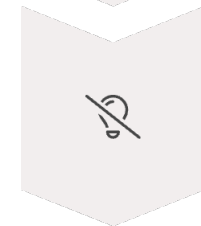
Plastic Elimination

Eliminating single-use plastics, replacing them with glass bottles, and promoting 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 potential renewable sources like solar panels.



Organic Sourcing

Sourcing organic produce from our own garden or 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 Chiang Mai Green Vendors

In January 2025, U Chiang Mai introduced a comprehensive Purchasing Policy to reinforce responsible sourcing and sustainability throughout our supply chain.

This policy emphasizes partnerships with vendors who demonstrate genuine commitment to eco-friendly practices, social responsibility, and transparency. Our core principles include reducing waste, utilizing sustainable packaging (Green Seal, FSC, Energy Star), and adhering to environmental laws. We also require vendors to uphold fair labor standards, respect human rights, and support community engagement.

The policy mandates rigorous supplier evaluation, including sustainability credentials, environmental management, and ethical practices. We may conduct audits and request documentation to ensure compliance.

We encourage suppliers to set sustainability goals, report progress regularly, participate in training, and share innovative practices. The policy also highlights categories such as food and beverage (favoring organic, local, and sustainably farmed products) and housekeeping (eco-friendly cleaning supplies, biodegradable packaging).

✔ Result:

Over 33 vendors are now on our approved green vendor list.



Sustainable Amenities and Our Journey with Guava

Our Story: Citron Fresh

Inspired by the goodness of citron fruit, Citron Fresh offers sensory experiences with zesty aromas meant to uplift your mood. Infused with vitamin C, our formulations are gentle, paraben-free, and designed to restore natural radiance for skin and hair.

FSC Certified Paper Packaging



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

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

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

A small label making a big impact

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

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

Sustainable Amenities 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



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

This accomplishment is achieved in collaboration with the United Nations' Sustainable Development Goals (SDGs), specifically

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

We are thrilled to showcase the beginning of our green journey, reflecting a substantial decrease in our carbon emissions and reinforcing our dedication to building a more sustainable future.

✓ **Result:**
The certificate highlights our achievements in 2024, with a reduction of **8 kg CO2e** for our lower carbon branded dry amenities and **60 kg CO2e** for our liquid amenities.

Review Pro

Since last year, we've utilized Pro, our online guest satisfaction platform, to gather feedback on our sustainability efforts:

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

Guest comments are reviewed monthly, guiding us toward continuous improvement.

Action items include:



Result: We distributed a guest questionnaire about sustainability through Review Pro in January 2025. The guest satisfaction score has remained at 95.4% through October 2025, indicating strong guest awareness and willingness to support our sustainability initiatives.



Single-Use Plastic Policy



Result: Since switching to dispensers for shampoo and shower gel, we have reduced the use of 24,502 plastic tubes.

We are proud to have banned plastic straws and further eliminated most single-use plastics within our operations, aligning with our commitment to reduce environmental impact.



Paper Straws and Take away cup

Eliminated plastic straws and switched to biodegradable takeaway containers, which are provided only upon guest request.



Refillable Bottles

Eliminating single-use plastic water bottles



Using eco-friendly materials for toiletries and amenities

Sustainable Tourism Policy (2025)

U Chiang Mai is committed to promoting sustainable tourism practices that preserve local culture, support the community, and create meaningful experiences for our guests while minimizing environmental and cultural impacts.

Key Principles

- Respecting local customs
- Minimizing environmental impact
- Fostering community benefits through economic opportunities and partnerships

Authentic Experiences

- Cultural workshops
- Food experiences with locally sourced ingredients
- Wellness excursions
- Community engagement initiatives

Implementation Guidelines

- Collaborating with local guides and artisans
- Supporting conservation efforts
- Educating guests on sustainable travel practices

Ongoing monitoring and feedback collection will ensure alignment with environmental and social goals. All employee are responsible for upholding this policy, which will be reviewed annually for continuous improvement.



Social Responsibility and Employee Engagement

You make a difference programme

The "U Make a Difference" programme is carried out at all our U Hotels & Resorts. It is a community relations activity to support organizations that serve a broad segment of the local community.

U Chiang Mai has made a donation to the Healing Family Foundation, which supports children with Down syndrome. The foundation conducts various activities, including handmade weaving of fabric bags and coasters. We proudly use these beautiful handmade items as farewell gifts for our guests upon departure, offering them a meaningful and memorable souvenir.



Biodiversity and Wildlife Conservation Policy

Sustainability Interaction with Wildlife and Landscaping Policy



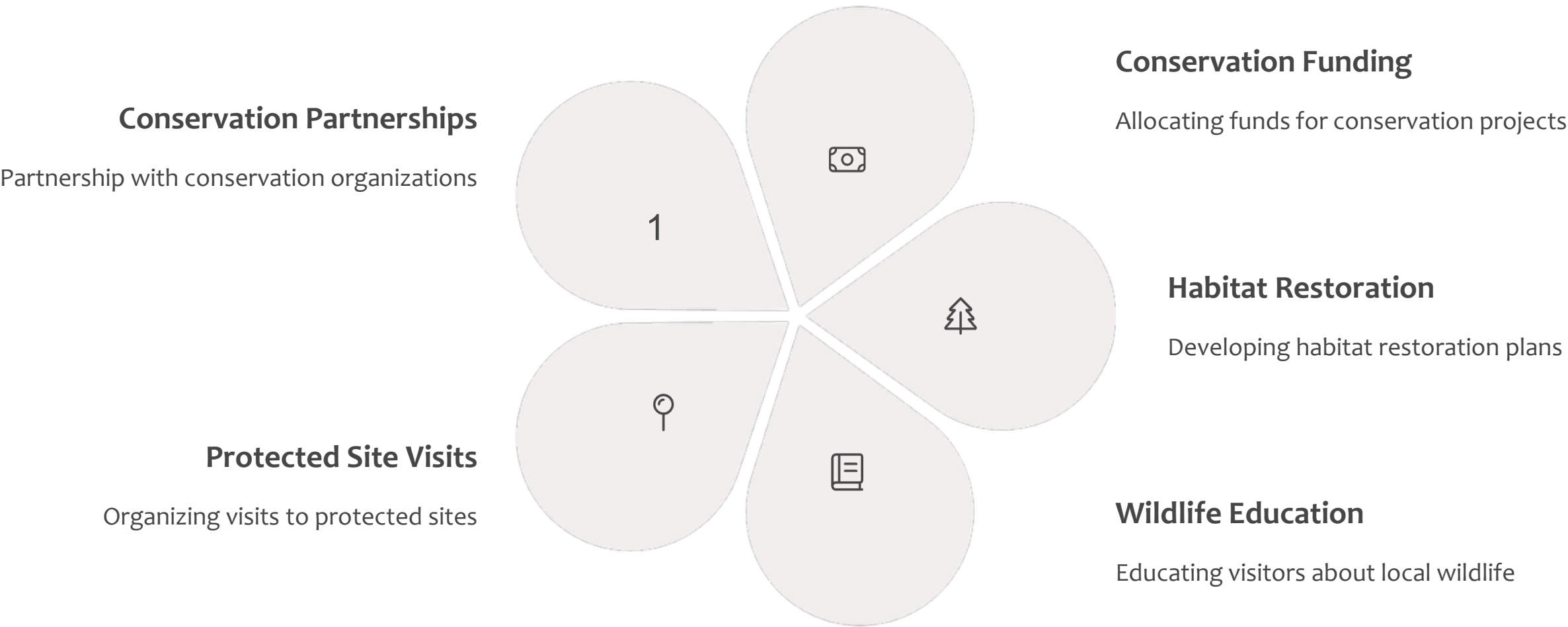
U Chiang Mai prioritizes responsible coexistence with local ecosystems through sustainable landscaping, wildlife preservation, and eco-friendly pest control. This policy emphasizes native plant sourcing, water and chemical reduction, and the avoidance of invasive species.

We promote drought-tolerant landscaping, rainwater harvesting, and minimal light pollution to protect local wildlife. Harm to native animals is prohibited, and guest education focuses on supporting biodiversity.

Employee training, regular monitoring, and updates ensure ongoing compliance. Notably, we have discontinued chemical fumigation, replacing it with environmentally friendly mosquito traps, exemplifying our commitment to wildlife-friendly practices.

Conservation of Natural Areas and Community Engagement

This year, we issued a **Natural Areas Conservation and Biodiversity Policy** to promote conservation, habitat restoration, and guest engagement:



Regular monitoring and guest feedback are used to enhance these initiatives, ensuring ongoing impact and success.

U Make a Difference

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

✔ Result: We currently have 8 student trainees for internships in 2025. We also donate funds to the Healing Family Foundation



Community Education

Sharing sustainable practices with local schools



Environmental Action

Organizing cleanup events in the hotel



Resource Sharing

Donating reusable items to community organizations

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

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

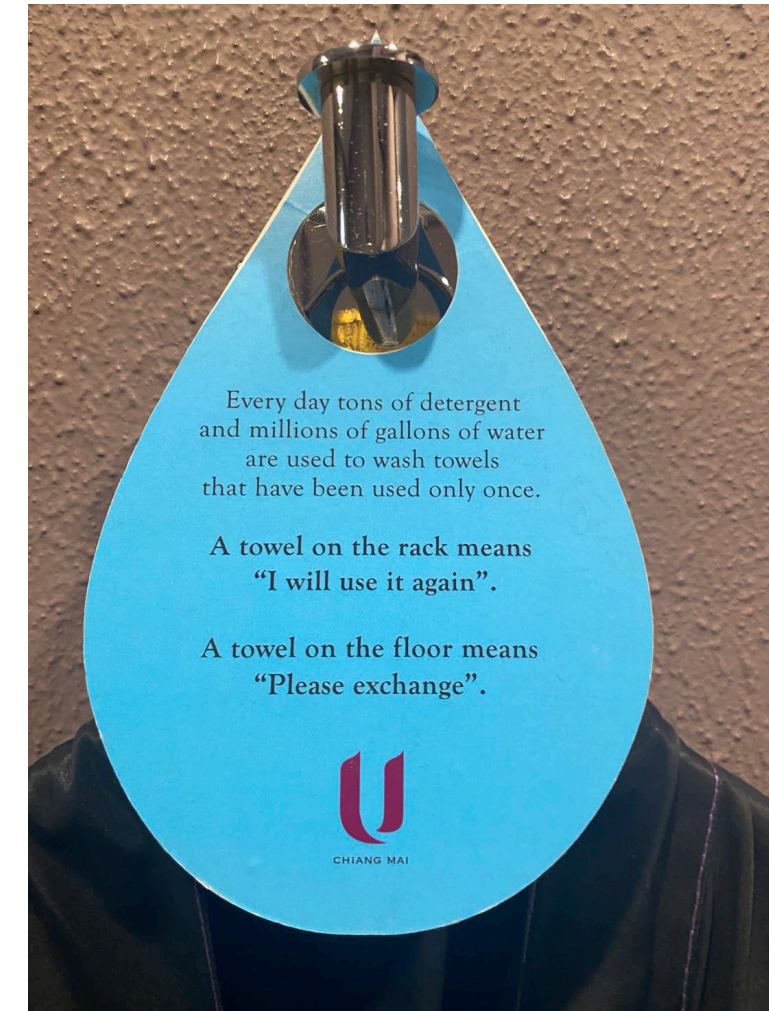
Similarly, our Towel Exchange program aims to promote the reuse of towels.

A towel left on the rack signals the guest's intention to use it again, while a towel placed on the floor indicates the desire for an exchange.

By adopting these practices, our guests contribute to conserving millions of gallons of water otherwise used for washing linens that have been minimally soiled.

Through these initiatives, we strive to create awareness and encourage environmentally conscious choices among our guests.

Exchange Towel Guest Awareness



Every Drop Count Guest Awareness

Discover Chiang Mai's Hidden Gems: Support Local Community & Experience Authentic Vibes Nearby U Chiang Mai

Explore hidden gems and authentic local vibes just a few steps from U Chiang Mai—your gateway to unforgettable Chiang Mai adventures.

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

Start your journey with us and discover the true spirit of Chiang Mai's rich culture and welcoming neighbourhoods'.

U CHIANG MAI BIKE MAP

1 CHEDI LUANG TEMPLE
"Luang" means "large" in northern dialect, and as the name suggests, Wat Chedi Luang is home to Chiang Mai's largest Buddhist chedi at 98 meters tall and 54 meters in diameter.

2 PAN TAO TEMPLE
Wat Pan Tao is an ancient temple known for its exquisite Lanna-style ordination hall (vihan) made entirely of teakwood, which served as a throne hall during the reign of King Mahotara Phraeth.

3 CHIANG MAN TEMPLE
The oldest temple in Chiang Mai town, Wat Chiang Man was built in 1296 by King Mengrai, the founder of Chiang Mai. The temple is famous for its Lanna-style chedi supported by rows of elephant-shaped buttresses and its beautiful ordination hall which enshrines an ancient Buddha image named Phra Kaeo Khao.

4 PHRA SINGHA TEMPLE
Built in 1345, the temple houses the North's most revered Buddha statue, Phra Phuttha Sihing which is enshrined in Viharn Lai Klang, a Chapel that features exquisite woodcarvings and Northern-style murals.

5 LOK MOLI TEMPLE
Wat Lok Moli is believed to have been founded during the late 14th century as a home base for a group of Burmese monks invited to come to Chiang Mai to teach Buddhism. The only part of the original temple which remains intact is the large chedi, which was constructed in 1527.

6 CHIANG MAI GATE
Chiang Mai Gate, sometimes called the South Gate, is on the south end of the old city. If you come as early as 6.00 a.m., you will see some monks making their morning alms and collecting food at the neighbourhood market.

7 CHANG PUAH GATE
Chang Pua Gate, sometimes called the North Gate, is on the north side of the old city wall. In the daytime, the area is an ordinary street full of shops, backpacker hostels, restaurants and also several big ancient temples. It's at night time though that the place really comes alive.

8 THA PAE GATE
Tha Pha Gate, located on the east side of the city wall, is the most famous of all. Historically, it was the main gate through which monks, traders and diplomats went to enter Chiang Mai.

9 SUAN DOK GATE
Suan Dok Gate is located on the west side of the old city wall. The gate is named after the nearby temple, Wat Suan Dok, which means "flower garden" in Thai.

10 THREE KINGS MONUMENT
At roughly the centre of the walled city, in the district where the former rulers of Chiang Mai built their palaces, stands the monument to the Three Kings - King Mengrai, the founder of Chiang Mai; his contemporary and reportedly good friend King Rangkumbong of Sukhothai; and King Ngam Muang of Piyao.

11 CAFÉS & RESTAURANTS
AKHA AMA PHRASIGHI: COFFEE SHOP
Akha Ama Coffee was established in 2010 as a social enterprise to support coffee farmers in Thailand.

12 FERN FORREST: BRUNCH, COFFEE, TEA & CAKES
A doctor and his wife have turned their house into a homey cafe with tables scattered among lush green trees and huge ferns, so it's easy to relax as you sip a cup of tea or their unique Sylvanian coffee.

13 HUEN PHEN RESTAURANT
เอื้องเฟิน
A delicious Northern Thai restaurant.

14 LIM LAO NGOW
ลิมล่าหงษ์
(Michelin Guide)
Fish ball noodle soup featured in the Michelin Guide.

15 KUAY JUB SAM KA SAT
ก๋วยจั๊บสามกษัตริย์
Chinese rolled noodle soup with crispy pork and crispy pork with rice.

U CHIANG MAI ACTIVITIES



THAI ARTS & CRAFTS
Tuesday
2.00 p.m. – 3.30 p.m.



HANDICRAFTS OF CHIANG MAI
Thursday
2.00 p.m. – 3.30 p.m.



A TASTE OF THAILAND
Saturday
2.00 p.m. – 3.30 p.m.



COOKING CLASS*
Monday – Saturday
1.00 p.m. – 3.00 p.m.



MORNING MERIT-MAKING*
Daily
6.00 a.m. – 6.30 a.m.



MORNING BIKE RIDE
Tuesday & Saturday
6.30 a.m. – 7.30 a.m.



MORNING YOGA
Wednesday
6.30 a.m. – 7.30 a.m.



GUIDED WALK
Thursday
6.30 a.m. – 7.30 a.m.

COMPLIMENTARY BICYCLES

Free bikes are provided for all guests' use and enjoyment. Please contact Ur Host for more information.

Remarks:

- 1-day advance reservation is required for all activities
- Please note that an additional charge is required for activities marked with a *
- For further information or for recommendations on where to visit, please contact Ur Host

Awareness –Employee Training

All new staff receive orientation on their first day, which includes training on sustainability practices and waste separation.

In addition, we provide access to information via a QR code to enhance staff awareness and engagement with our sustainability initiatives.



We Welcome everybody to UR Garden

- This year, we proudly launched UR Garden, our organic kitchen garden dedicated to supporting our eco-waste philosophy.
- We extend a warm welcome to everyone to visit and participate in this green initiative, which reflects our commitment to sustainability and responsible living.
- Through UR Garden, we aim to promote eco-conscious practices and foster a deeper connection with nature, all while reducing waste and cultivating fresh, organic produce for our community.



Eat & Drink Restaurant SUSTAINABLE SUPPLIERS

✔ Result: 95% of products are locally sourced.

Objective

Eat & Drink Restaurant, part of U Chiang Mai, is committed to operating responsibly by sourcing products and ingredients that support environmental sustainability, local communities, and ethical practices.

Policy Statement

We believe that sustainable dining begins with mindful sourcing. Our suppliers play a vital role in helping us reduce environmental impact, promote local culture, and ensure the highest quality for our guests.

Key Practices

1. Local Sourcing

1. Prioritize local farmers, producers, and artisans within Chiang Mai and nearby provinces.
2. Support small-scale and family-run businesses to strengthen the local economy and reduce transportation emissions.

2. Sustainable Ingredients

1. Select suppliers who follow environmentally responsible farming, fishing, and production methods.
2. Prefer seasonal and organic produce whenever possible to ensure freshness and minimize chemical use.

3. Ethical Partnerships

1. Collaborate with suppliers who share our values on fair labor, animal welfare, and respect for local traditions.
2. Conduct periodic reviews to ensure compliance with our sustainability standards.

4. Waste and Packaging Reduction

1. Encourage suppliers to minimize single-use plastics and use recyclable or compostable packaging.
2. Purchase in bulk where practical to reduce packaging waste.

5. Continuous Improvement

1. Work with partners to identify innovative and sustainable alternatives.
2. Provide feedback and training to improve environmental performance across the supply chain.

The Library Experience

Create Your Moment

Our new SOP, "The Library Experience," provides guests with a quiet, comfortable space for relaxation and reflection. Upgraded libraries will offer magazines, newspapers, tourist guides, and local activity information—such as our Ur Bike map and dining options.

The library is accessible 24/7, with assistance from our U'R host team. This SOP emphasizes supporting local businesses by encouraging guests to visit nearby attractions. We also will host community events to deepen guest connections and promote sustainable local tourism.





Code of Conduct & Responsible Business

Anti-Bribery & Ethical Behavior Policy

U Chiang Mai maintains a robust Code of Conduct focused on ethical, respectful, and safe environments for employee, guests, and partners. This policy emphasizes preventing exploitation, human trafficking, child abuse, and harassment.



Responsibilities are clearly defined: HR manages training, management enforces policies, and front desk employee assist with guest reporting. We regularly review and update our procedures to uphold high ethical standards, fostering a safe and responsible environment.

Sustainability Targets for 2025 and Beyond

Our long-term strategy comprises specific goals to be achieved by 2025, 2026, and up to 2030. This includes:



Transportation

Transitioning to electric shuttle services and promoting employee carpooling



Water Conservation

Reducing towel sizes and water use in guestrooms



Pest Control

Adopting eco-friendly pest control methods



Renewable Energy

Installing solar panels or investing in renewable energy certificates



Certification

Achieving green building certifications such as LE

U Chiang Mai Sustainability Goals

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

Category	Scope	Baseline	Unit	Reduction Target
LPG Gas	Scope 1	0.14	kg	2%
Electricity	Scope 2	22.71	kWh	7%
Water	Scope 3	331.67	liters	5%
General Waste	Scope 3	0.11	kg	5%

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

Sustainability Targets for 2026 and behind

Renewable Energy & Green Building

- Install solar panels and invest in renewable energy certificates (RECs) to power part of our operations.
- Implement solar water heating systems in guest rooms and laundry facilities.
- Retrofit facilities with energy-efficient LED lighting, low-flow fixtures, and smart energy management systems.
- Strive to achieve green building certifications such as LEED or EDGE for new and renovated properties.

Waste Reduction & Recycling

- Expand comprehensive recycling and composting programs across all departments.
- Eliminate single-use plastics entirely within the hotel operations.
- Promote zero waste initiatives by reducing, reusing, and recycling as standard practice.

Guest Engagement & Education

- Offer sustainable tourism experiences, eco-tours, and activities that promote environmental education.
- Incentivize guests to participate in sustainability practices such as towel and linen reuse programs.
- Publish an annual sustainability report to transparently communicate progress and initiatives.

Carbon Footprint & Energy Use

- Implement advanced carbon footprint tracking tools, such as e-calculators, to monitor and report greenhouse gas emissions in real time.
- Strive for net-zero operations by 2030 through energy efficiency, renewable energy adoption, and offset programs.

Sustainable Procurement & Food

- Prioritize locally sourced, organic, and sustainably farmed ingredients for all F&B operations.
- Implement sustainable purchasing policies for amenities and cleaning supplies.
- Increase procurement of eco-labeled products with certifications like FSC, Green Seal, and Energy Star.

Biodiversity & Landscaping

- Develop onsite gardens or urban farms to grow herbs and vegetables for use in F&B offerings.
- Create habitats to support local biodiversity, including bee hotels, butterfly gardens, and birdhouses.
- Use native, drought-tolerant plants for landscaping to conserve water and support local ecosystems.