

U Inchantree Kanchanaburi

Sustainability Management Plan

Our hotel is dedicated to blending sustainability with exceptional hospitality by implementing sustainable practices throughout Our operations to align with Green Globe standards while promoting environmental, social, and economic responsibility.

We aim to achieve Green Globe certification by the end of 2025.





Vision, Mission & Policy

Vision

To be a leader in sustainable hospitality by minimizing environmental impact, promoting social responsibility and enhancing economic sustainability.

Mission

To achieve Green Globe Certification by integrating sustainable practices into every aspect of hotel operations, engaging employees, guests and stakeholders.

Policy

Committed to reducing water usage, carbon emissions, waste, and food waste each year, starting from a 2025 baseline.

Our Sustainability Objective

U Inchantree Kanchanaburi combines sustainability with riverside hospitality through four key pillars:

1

Sustainable Management

- Promote responsible practices to reduce environmental impact across all operations.
- Set measurable targets for energy, water, and waste reduction.

2

Social/Economic Responsibility

- Support local communities and economies through sourcing and engagement.
- Ensure fair labor practices and positive community impact.

3

Cultural Heritage Preservation

- Honor and protect local cultural heritage.
- Integrate traditions and crafts into guest experiences

4

Environmental Stewardship

- Implement eco-friendly solutions in operations and amenities.
- Reduce waste, recycle, and prevent pollution to preserve the riverside ecosystem.

The hotel is dedicated to implementing sustainable practices in all aspects of its operations, so that each guest stay leaves a meaningful, positive impact on both the natural environment and the surrounding community.

Sustainability Policy/Procedure

Policy:

The hotel is committed to reducing water consumption, carbon emissions, general waste, and food waste annually, using 2024 as the baseline. All efforts are continuously monitored and improved to achieve meaningful environmental outcomes..

Procedure:

Implementation Steps:



Sustainability Audits

Conduct regular audits and benchmarking to evaluate current practices and set measurable targets.



Energy Efficiency

Implement energy-efficient lighting, appliances, and smart management systems to optimize electricity use.



Water Conservation

Install water-saving fixtures and promote greywater recycling to reduce consumption.



Eco-Friendly Amenities

Provide sustainable toiletries and offer linen and towel reuse programs for guests.



Waste Management

Implement comprehensive segregation, recycling, and composting programs in collaboration with local partners.



Sustainable Sourcing

Prioritize locally grown, organic, and ethically sourced food and beverages.



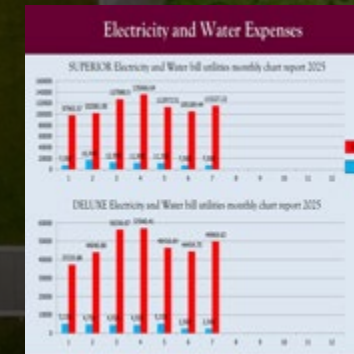
Staff Training

Conduct regular training sessions to educate staff on sustainability best practices and their roles in achieving goals.



Guest Education

Inform guests about initiatives and provide incentives to encourage eco-friendly behavior during their stay.



Monitoring & Reporting

Regularly track progress, report outcomes, and adjust strategies for continuous improvement.



Collaboration & Innovation

Work with local partners, explore new sustainable solutions, and adopt innovative technologies to enhance environmental performance.

Statement of Purpose and Values

The purpose of U Inchantree Kanchanaburi is to integrate sustainability into every aspect of our operations, creating a balance between exceptional guest experiences and responsible environmental stewardship. Sustainability is not only about meeting targets; it is about fostering a culture that values and protects the environment, supports local communities, and respects Kanchanaburi’s cultural heritage.

Our Values

Sustainable Management We are committed to managing resources responsibly, ensuring our hotel operations contribute to a healthier planet. Through careful planning and innovative solutions, we aim to reduce environmental impact and promote sustainable growth.	Social and Economic Responsibility We dedicate ourselves to positively impacting the local communities around our hotel, supporting local economies, ensuring fair labor practices, and enhancing the well-being of our employees and stakeholders.
Cultural Heritage Preservation We honor and respect Kanchanaburi’s rich cultural heritage, thoughtfully integrating local traditions and identities into our guest experiences to preserve and celebrate these unique cultural values for future generations.	Environmental Stewardship We strive to lead by example in the hospitality industry, adopting practices that protect and enhance the environment. From energy efficiency initiatives to waste reduction programs, we are committed to minimizing our ecological footprint.

These values guide our decisions and actions as we work toward a sustainable future.
U Inchantree Kanchanaburi is dedicated to creating a lasting, positive impact on both the environment and society.



Green Globe Implementation Strategy

1 Sustainability Audits

Conduct regular audits of all departments and benchmark performance against industry standards

2 Energy & Water Initiatives

Implement energy-efficient systems and water conservation programs including greywater recycling

3 Waste Management

Establish comprehensive waste segregation and recycling programs across properties

4 Engagement & Innovation

Train staffs, educate guests, and continuously explore new sustainability solutions

Auditing Process and Review

The hotel will review every 3 months the Sustainability Management Plan.

Green Globe will audit the hotels each year. There will be Internal Sustainability Audits, Management Reviews and Reviews of the Policy and Targets.

The Green Committee will organize and attend quarterly meetings, in which the progress will be reviewed.

Management Review

The Management Review will be conducted every three months by the Green Committee. Unlike other reviews, it covers all hotel departments simultaneously. The review includes decisions regarding continuous improvement opportunities and any necessary adjustments to the Sustainability Management Plan. A legacy report will be prepared as evidence of the Management Review outcomes.

1

2

Review of Policy and Targets

The Review of Policies and Targets will be conducted at least every three months by the Sustainability Management Committee during one of their quarterly meetings. This ensures that all policies and targets remain relevant, achievable, and aligned with the hotel's sustainability objectives.

HM Responsibilities



Oversight Responsibility

- Take ultimate responsibility for supervising and monitoring sustainability initiatives in line with Green Globe standards.
- Ensure that all departments comply with the Sustainability Management Plan (SMP).



Strategic Focus on Sustainability

- Make sustainability a key agenda item in all management review meetings.
- Focus on measurable outcomes, such as reducing water usage, energy consumption, waste, and food waste based on the 2025 baseline



Control, Review, and Benchmarking

- Review and approve sustainability measures for each department. (Front Office, Housekeeping, F&B, Engineering, etc.).
- Ensure the completion of monthly departmental audits and quarterly reports.
- Benchmark against industry standards to set new measurable goals.



Sustainability Leadership

- Demonstrate strong leadership in sustainability by communicating the vision and mission to employees, guests, and stakeholders.
- Drive the hotel toward achieving Green Globe Certification.



Audit Oversight

- Oversee both internal and external sustainability audits at least once annually.
- Ensure timely corrective actions are taken on any issues identified by auditors.



Management Reviews

- Conduct at least two management reviews annually to assess SMP progress.
- Use departmental KPIs (e.g., water reduction per occupied room, food waste reduction, energy use per square meter) to evaluate performance.



Implementation Oversight

- Supervise the execution of the Implementation Timeline (Phase 1–3).
- Ensure initiatives such as Green Team formation, eco-friendly amenities, waste management, and staff training are on schedule.



Prompt Action

- Ensure immediate corrective actions are taken in response to audit findings and internal reviews.



Committee Meetings

- Hold monthly sustainability committee meetings to review progress, adjust strategies, and update on targets.
- Report outcomes to senior management and stakeholders.



Plan Evolution

- Ensure that the SMP remains up-to-date, relevant, and continuously evolving to meet Green Globe standards.
- Encourage adoption of innovative practices, such as energy management systems, greywater recycling, and renewable energy solutions.
- Promote engagement from employees, guests, and stakeholders to strengthen long-term sustainability goals.



Front Office & Housekeeping Initiatives

Front Office

- Train staff to inform guests about sustainability initiatives
- Provide digital information with eco-friendly tips
- Recommend sustainable transportation options

Housekeeping

- Implement opt-in program for less frequent linen changes (Eco Reward)
- Use Green Globe-approved, biodegradable cleaning products
- Equip all rooms with recycling bins
- Replace single-use amenities with refillable dispensers



Food & Beverage Sustainability



Sustainable Sourcing

Prioritize local, seasonal, and organic produce from Green Globe certified suppliers



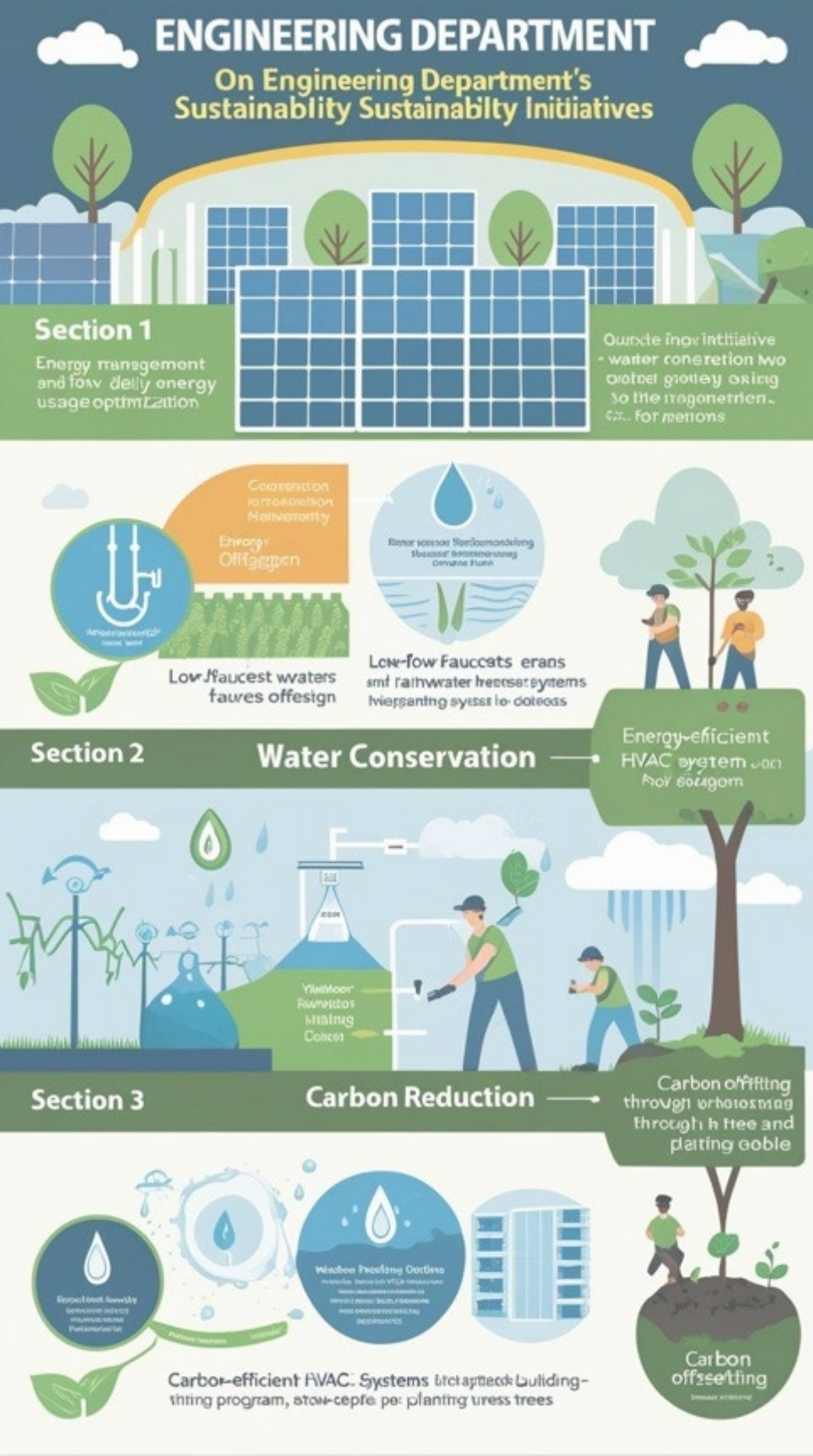
Food Waste Management

Use tracking software to minimize overproduction and donate surplus to local charities



Energy Efficiency

Install energy-efficient appliances and use induction cooking methods



Engineering Department Initiatives

Energy Management
Monitor and optimize energy usage daily
Transition to renewable energy sources.

Water Conservation
Install low-flow fixtures and aerators
Implement rainwater harvesting systems.



Carbon Reduction
Use energy-efficient HVAC systems
Offset emissions through tree-planting



Human Resources & Procurement

Human Resources

- Provide regular sustainability workshops tailored to each department
- Include sustainability metrics in staff performance evaluations
- Reward employees for innovative sustainability ideas
- Encourage volunteerism in local community projects

Purchasing & Procurement

- Establish sustainable purchasing policy prioritizing Green Globe-certified suppliers
- We opt for bulk purchasing to reduce packaging waste.
- Support local farmers and artisans to reduce carbon footprint



Landscaping & Gardening

Native Landscaping

Use native and drought-resistant plants to minimize water consumption and create a natural habitat.

Organic Practices

Avoid chemical pesticides and fertilizers, opting for organic alternatives that protect soil health.

Water Efficiency

Install drip irrigation systems and water gardens during early morning or late evening to reduce evaporation.

Targets and Monitoring

Our sustainability targets are reviewed quarterly to track progress, evaluate effectiveness, and identify improvements. Stakeholder feedback is incorporated to ensure continuous alignment with evolving standards.

Environmental

- **Energy:** Reduce consumption; monitor monthly usage & costs.
- **Water:** Reduce usage; monitor monthly.
- **Waste:** Increase recycling & reuse; track monthly.
- **Food Waste:** Reduce volumes; track monthly.
- **GHG/CO₂-e:** Reduce emissions; report monthly.

Social

- **Training:** Roadmaps & 15-min sessions; review monthly.
- **Community:** Enhance engagement; assess quarterly.
- **Diversity & Inclusion:** Gender balance; monitor quarterly.
- **Code of Conduct:** Minimize incidents; report quarterly.
- **Labor & Benefits:** Compliance & fair benefits; audit bi-annually.
- **Anti-Bribery:** Zero tolerance; regular FC audits.

Economic

- **Cost Efficiency:** Reduce operational costs; monitor monthly.
- **Sustainable Revenue:** Grow eco-friendly income; track monthly.
- **Local Impact:** Support community via sourcing & jobs; assess quarterly.
- **Procurement:** Prioritize sustainable/local suppliers; monitor quarterly.
- **ROI & Innovation:** Review green investments; assess quarterly.
- **Risk Management:** Evaluate financial risks; review annually.
- **Profit Margins:** Improve via sustainable operations; analyze monthly.

Reporting & Assurance Overview

U Inchantree Kanchanaburi is committed to transparency and continuous improvement in its sustainability efforts.

External Reporting

We annually report our carbon footprint and sustainability performance, collaborating with trusted third parties to ensure accuracy across all hotel operations.

Internal Monitoring & QA

Each department is accountable for achieving reduction targets. Regular internal audits ensure data accuracy, and any non-conformance is addressed through time-bound corrective actions.

Key Reporting Mechanisms

Our comprehensive sustainability plan includes regular self-audits and third-party evaluations to ensure accountability and drive continuous improvement.

1

Property Self-Audits

Conducted twice annually, providing detailed reports to the corporate office for review and action.

2

Mystery Shopper Reports

Annual external evaluation of property performance, offering insights into sustainability and guest experience practices.

3

Review Pro Guest Survey

Monthly goals and targets are set based on guest survey results, with quarterly action plans to address improvement opportunities.

4

Employee Opinion Survey (EOS)

Employee satisfaction is measured annually through the EOS, with action plans to boost engagement.

Achieving Stakeholder Buy-In

Management Commitment

- Secure top management buy-in by aligning sustainability with business goals
- Conduct workshops to educate executives on long-term benefits
- Integrate sustainability into leadership KPIs for accountability

Employee Engagement

- Launch sustainability awareness campaigns
- Create participation opportunities through training and green teams
- Recognize and reward sustainability champions

Guest & Partner Involvement

- Communicate vision through in-room materials and digital platforms
- Encourage guest participation in eco-friendly practices
- Collaborate with suppliers to ensure sustainable practices



Effective Communication Strategies

Internal Communication

- Town halls and newsletters
- Training sessions
- Two-way feedback channels
- Sustainability champions in each department

External Communication

- Marketing and PR channels
- Website and social media
- Case studies and testimonials
- Regular progress reports

Transparent, consistent messaging across all channels helps maintain engagement and build trust with stakeholders.

Training & Education:

"Discover, Educate, Understand and Explore"

Training Programs

Regular sessions on energy efficiency, waste management, and social responsibility

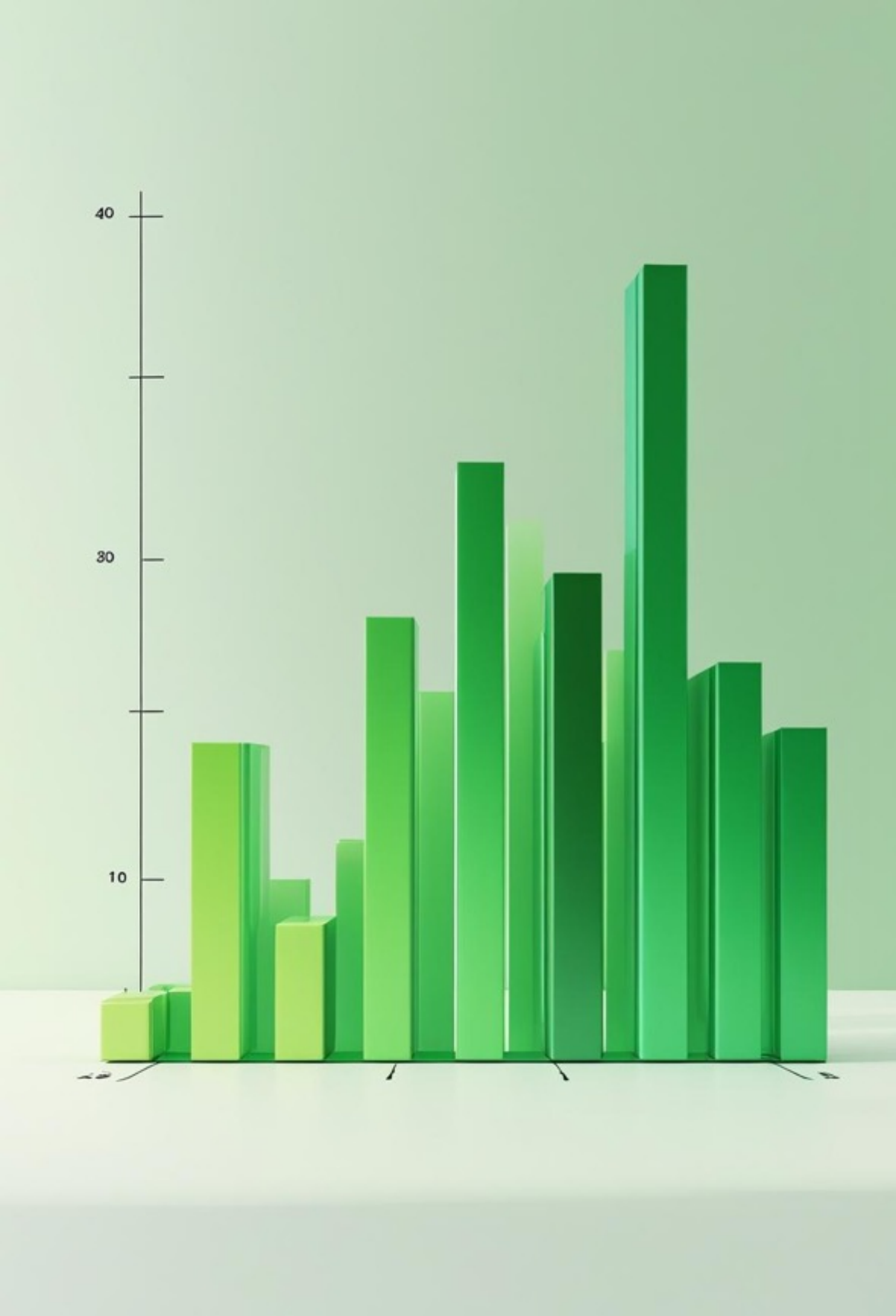
Workshops & Seminars

Expert-led sessions offering valuable insights and hands-on learning experiences

Employee Recognition

Reward systems to encourage active participation and foster ownership

Our campaign reinforces sustainability through dynamic slogans: Discover, Communicate, Implement; Educate, Exchange, Execute; Understand, Collaborate, Engage



Comprehensive Risk Assessment

Environmental Risks
Climate change, natural disasters,
pollution, resource depletion

Operational Risks
Equipment failure, technological
disruptions, workforce challenges



Social Risks
Labor practices, human rights, community
relations, employee safety

Economic Risks
Market fluctuations, financial stability,
supply chain disruptions

Compliance Risks
Non-compliance with laws, regulations,
and sustainability standards

Our risk register documents each risk with description, likelihood, impact, and mitigation measures.
Regular assessments ensure we maintain a proactive approach to risk management.

Sustainable Resource Management

Resource Efficiency Principles

- Implement practices that enhance efficiency of resource use
- Reduce waste and minimize environmental impact
- Prioritize sustainable sourcing from responsible suppliers
- Embrace circular economy principles
- Reuse, recycle, and refurbish materials to extend lifecycle

A comprehensive sustainable procurement policy will guide the responsible acquisition of resources, ensuring alignment with our sustainability goals.



Material Selection Criteria

- Eco-friendly materials
- Recycled content
- Locally sourced options





Health, Safety & Community Impact



Health & Safety

- HACCP-based policies
- Regular employee training
- 60-point monthly checklists
- Annual QA team audit
- Unannounced Diversey audit



Noise & Vibration

- Noise barriers implementation
- Strategic activity scheduling
- Regular noise assessments
- Comprehensive management plans



Community Engagement

- Community support programs
- Cultural preservation efforts
- Fair local partnerships
- Cultural sensitivity training



Innovation & Market Positioning

Innovation Focus

We're dedicated to fostering innovation in sustainable practices through:

- Investment in research and development
- Exploration of new sustainability technologies
- Dedicated innovation fund/department

Market Presence

Strengthening our brand reputation through sustainability:

- Sustainability as a unique selling proposition
- Integration into branding and marketing
- Alignment with market demands
- Enhanced shareholder value

Sustainability Management Framework

A comprehensive approach to implementing sustainable business practices across environmental, social, and economic dimensions.

Management System

Establish sustainability plan with monitoring, evaluation, and annual improvement reporting covering energy, water, and waste management.

Legal Compliance

Ensure adherence to all relevant laws, environmental regulations, and maintain proper insurance protection for guests and employees.

Training & Safety

Provide staff environmental training, maintain health standards, implement disaster management plans with emergency drills.



Social & Economic

Respect local populations, ensure equitable hiring, provide fair wages, prohibit exploitation and corruption while supporting community livelihoods.



Cultural Heritage

Protect cultural heritage sites, comply with preservation laws, prohibit artifact trade, and respect community intellectual property.



Environmental

Conserve resources through sustainable purchasing, reduce pollution via proper waste management, protect biodiversity by avoiding endangered species.

Risk Management at U Inchantree Kanchanaburi

1

Strategic Risk

Continuous review of business strategies, especially during economic shifts. Utilize marketing data and customer surveys for informed decision-making.

2

Operational Risk

Ongoing employee training to enhance skills and teamwork. Improve work processes and adopt modern technologies to support operations.

3

Financial Risk

Strict budgeting plan with continuous monitoring of financial performance to ensure healthy cash flow and profitability.

4

ESG Risk

Focus on environmental management by reducing energy consumption, using eco-friendly materials, and promoting CSR through community initiatives.

U Inchantree Kanchanaburi has initiated a project to develop comprehensive Risk and Crisis Management Plans, focusing on business restructuring to enhance flexibility in response to changes in the tourism sector. Progress will be reviewed every three months.



Our Path to Green Globe Certification by 2025

1

Management

Comprehensive sustainability management systems with stakeholder buy-in

2

Social/Economic

Community engagement, fair partnerships, and economic sustainability

3

Cultural

Preservation of local heritage and cultural sensitivity in operations

4

Environmental

Resource efficiency, waste reduction, and ecological responsibility

Through our comprehensive Sustainability Management Plan, U Inchantree Kanchanaburi is committed to creating a positive impact on our environment, supporting local communities, preserving cultural heritage, and ensuring responsible business practices for future generations.