

LETTER FROM THE GM

Our Commitment

At Eastin Thana City Golf Resort Bangkok, we are deeply committed to environmental responsibility and sustainable practices. We understand the environmental impact of our operations and continuously strive to reduce it through innovation, collaboration, and ongoing improvement.

Narongsak Inboonsom
General Manager



WHO WE ARE

Eastin Thana City Golf Resort Bangkok is located within the grounds of the Thana City Country Club mixed use development which includes the newly renovated Thana City Golf and Sport Club. The resort is just a mere 30 minutes from the downtown area of Bangkok and only 20 minutes away from Suvarnabhumi International Airport Bangkok.

Our resort near Bangkok City consists of a total of 194 luxurious rooms providing guests with excellent in-room facilities, various dining options, fully equipped function rooms and all the amenities expected of a deluxe resort including complimentary Wi-Fi Internet throughout the property. Guests can enjoy the facilities of the neighboring Thana City Country Club, which includes an international-class 18-hole golf course designed by Greg Norman, the only course in Thailand created by “The Great White Shark”, as well as sports facilities, outdoor swimming pools, restaurants and bar.

At Eastin Thana City Golf Resort Bangkok, we offer a drop off service from the hotel to Suvarnabhumi Airport. This service is available five times daily.



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BUSINESS PHILOSOPHY

1

Efficiency

Implementing energy-saving technologies and optimizing resource use across all resort facilities, including golf course operations.

2

Responsibility

Partnering with sustainable suppliers, reducing waste, and ensuring fair labor practices throughout our services and golf operations.

3

Community

Collaborating with local artisans, farmers, and environmental organizations to support the community and promote sustainable tourism.

4

Transparency

Monitoring and sharing our environmental performance with stakeholders, ensuring accountability and continuous improvement.

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 Samut Prakan Province 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.

Eastin Thana City Golf Resort Bangkok

Overall Facts in 2025



87.8% Guest Satisfaction Score
by Review Pro



202
Employees



8
Charity Events



76,800
Overnight Guests



2
Certificates



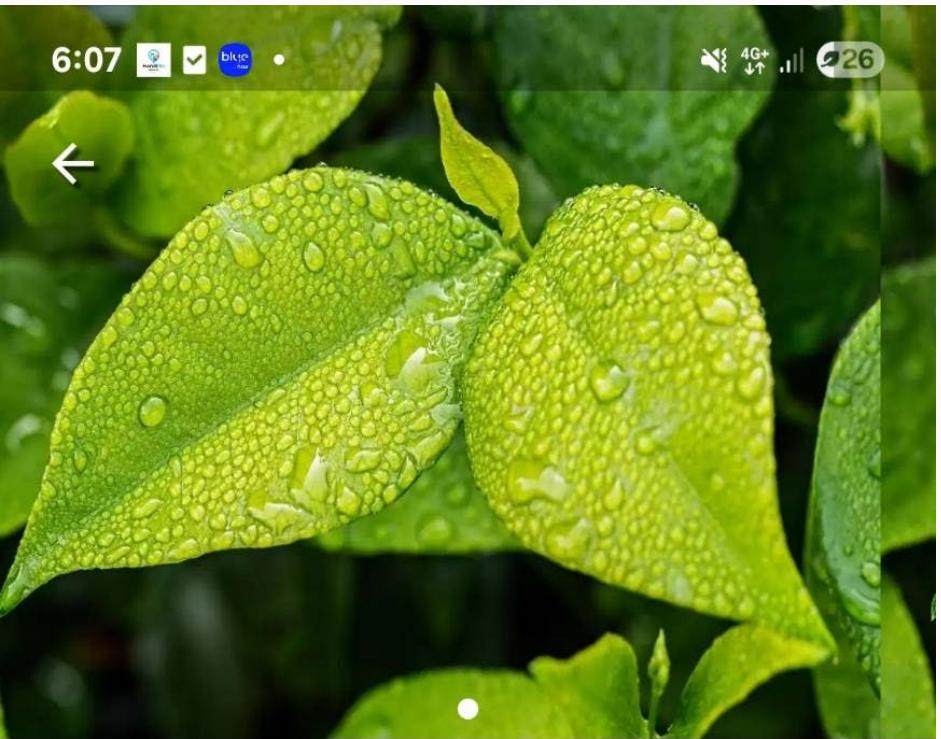
202
Local Employees



1
Awards Received

Sustainability Development and Green Initiatives





ENVIRONMENTAL POLICIES AND IMPACT

Eco Reward Campaign

(January-September 2025)

Opt Out of Housekeeping Today!

If you wish to take part in our Eco Reward programme and choose to opt out of daily cleaning today, please click "**SEND REQUEST**" to receive a **THB 100 Food & Beverage credit in your account** as a token of appreciation.

SEND REQUEST

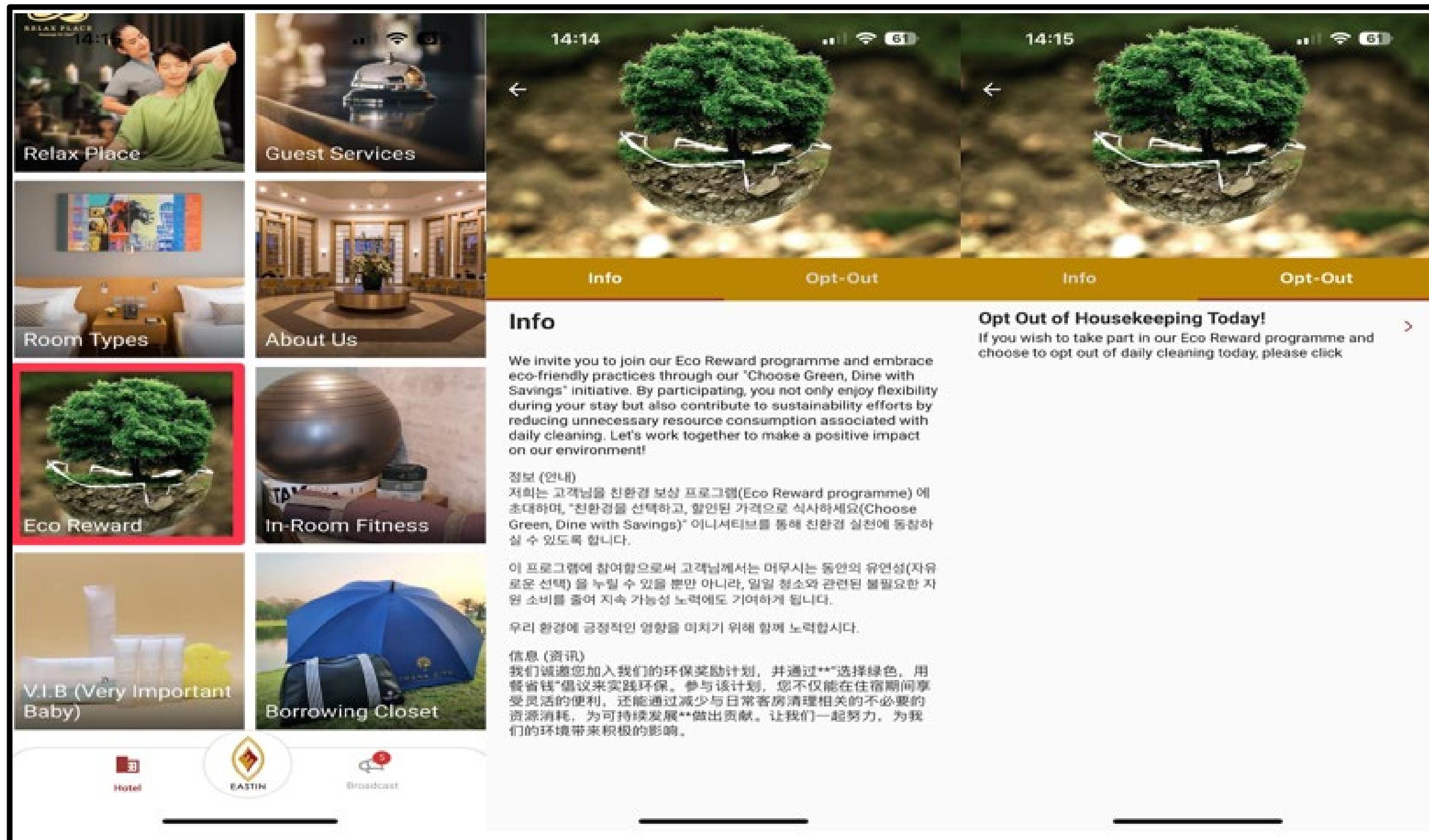
This year, we launched the Eco Reward campaign:

✓ 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.

3,584 room nights are using the Eco Reward moving forward we will further emphasize on this initiative to increase the usage

ENVIRONMENTAL POLICIES AND IMPACT



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THE GREEN EXPERIENCE



Bringing Nature Indoors - Sustainably

Our space is thoughtfully decorated with beautiful terrarium plants, adding a refreshing touch of nature while reflecting our commitment to sustainability.

Since 2024, we have transitioned from traditional fresh flower arrangements to low-maintenance terrarium plants in all hotel public areas—including the lobby, restaurants, library bar, restrooms, foyer, and executive lounge.



The Result: This eco-friendly change not only enhances the overall ambiance but also supports local suppliers and contributes to cost efficiency reducing the use of approximately 200 fresh flower stems and saving around 5,000 baht per month.

HEALTHY FOOD MENU

In response to health-conscious guests, our in-room dining now features Healthy Salad, Vitamin boosters, and Low-Carb Wraps, with a focus on plant-based and local ingredients. As part of our ongoing commitment to sustainability, we proudly source 95% of the ingredients for our à la carte menu from local suppliers.



Healthy Salad

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



Vitamin boosters

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



Further Sustainable Development - The Green Road Continues

Eastin Thana City Golf Resort Bangkok is committed to ongoing improvements, focusing on responsible resource use and waste reduction.



1 Plastic Elimination

Eliminating single-use plastics, replacing them with glass bottles, and promoting reusable water containers.



2 Eco-Friendly Toiletries

Switching to eco-friendly toiletries in refillable dispensers.



3 Energy Conservation

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



4 Organic Sourcing

Sourcing organic produce from our own garden or trusted suppliers.



5 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.

Eastin Thana City Golf Resort Bangkok Green Vendors

In February 2025, Eastin Thana City Golf Resort Bangkok 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 41 vendors are now on our approved green vendor list.



Sustainable Amenities Catalogue

The World Leader in Sustainable Guest Amenities

Global Consistency | Local Accessibility | Scalable Sustainability

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

GUAVA

Sustainable Amenities and Our Journey with Guava

Our Story: Ecogenesis

Ecogenesis® is founded on the belief that personal care should be pure and kind to both your skin and the planet. We create wholesome products free from harmful compounds that can disrupt your skin's natural balance or harm the earth over time, supporting a stress-free, carefree lifestyle rooted in simplicity.

Crafted to celebrate nature in its most authentic form, thoughtfully curated to meet your body's needs by harmonizing nature and minimalism. Every ingredient is carefully selected to nourish your skin and uplift your senses.

With a commitment to sustainability, all our packaging and processes are eco-conscious and cruelty-free. Ecogenesis® products are fragrance-free, paraben-free, gentle, and never tested on animals.

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 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 **96 kg CO2e** for our lower carbon branded dry amenities and **1,291 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 75% through September 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 209,520 plastic tubes.

We take pride in having eliminated plastic straws and significantly reduced single-use plastics across our operations, reinforcing our commitment to environmental sustainability.



Bio Straws and Eco friendly take away cup

Since 2023, we have eliminated plastic straws and transitioned to biodegradable and Eco friendly takeaway containers, which are offered only upon guest request a step forward in our commitment to sustainability.



Sustainable Containers

Since 2022, we use eco-friendly materials for all toiletries and amenities, ensuring a more sustainable experience for our guests.

Sustainable Tourism Policy (February 2025)

In February 2025, Eastin Thana City Golf Resort Bangkok launched the **Sustainability Experiential Tourism Policy**, reaffirming our commitment to responsible tourism.

This policy emphasizes enriching guest experiences while positively impacting local communities, the environment, and cultural heritage.

Key Principles

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

Authentic Experiences

- 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

Cultural Heritage Protection Policy

Eastin Thana City Golf Resort Bangkok is committed to respecting and preserving local cultural assets. Our policy emphasizes safeguarding tangible heritage (such as historic sites and artifacts) and intangible elements (like arts, traditions, and customs). We actively engage with local communities to incorporate their perspectives, ensuring responsible tourism that minimizes cultural disruption.

Development Assessment

Careful assessment of development projects, integrating traditional architectural elements where appropriate

Employee Training

Comprehensive training on heritage preservation and cultural sensitivity

Authentic Experiences

Promotion of authentic cultural experiences by supporting local artisans

Regular Evaluation

Ongoing assessment to ensure effectiveness, with annual policy reviews to stay aligned with best practices



Biodiversity and Wildlife Conservation Policy

Sustainability Interaction with Wildlife and Landscaping Policy



Eastin Thana City Golf Resort Bangkok 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 and minimal light pollution to protect local wildlife. Harm to native animals is prohibited, and guest education focuses on supporting biodiversity.

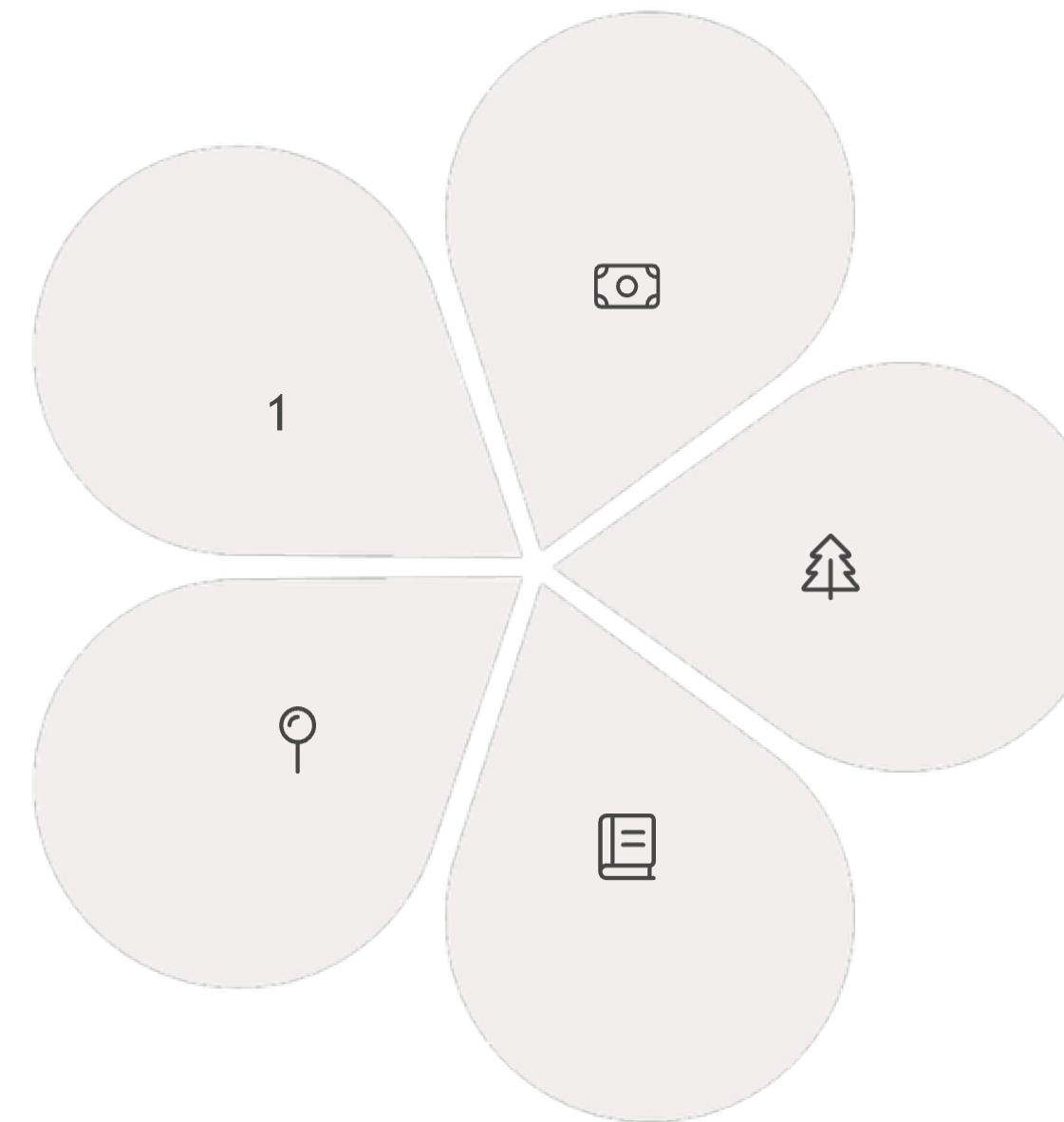
Employee training, regular monitoring, and updates ensure ongoing compliance. In line with our commitment to wildlife preservation, we have chosen insect traps over harmful chemicals or pesticides. This method protects both the environment and local wildlife, ensuring that our operations do not negatively impact the surrounding ecosystem.

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:

Conservation Partnerships
Partnership with conservation organizations

Protected Site Visits
Organizing visits to protected sites



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

Caring Today for a Better Tomorrow



Result: We currently have 25 student trainees and MOU agreement with 3 institute for internships in 2025.

Eastin Thana City Golf Resort Bangkok believes every action counts. Through community service, environmental initiatives, and guest engagement, we aim to make a meaningful difference locally and globally.



Community Education

Sharing sustainable practices with local schools



Environmental Action

Organized a mangrove reforestation activity to promote biodiversity and mitigate the effects of climate change.



Resource Sharing

Donating reusable items to community organizations

Caring Today for a Better Tomorrow

Eastin Thana City Golf Resort Bangkok believes every action counts. We aim to develop and maintain the standards of accommodation and service in Thailand's hospitality industry, and to promote Thailand as a premier tourist destination.

Membership signifies a commitment to responsible and sustainable tourism practices, as well as access to valuable resources and networking opportunities within the industry.

- Networking and Collaboration.
- Access to Information and Resources.
- Industry Representation.
- Promoting Thailand's Tourism.
- Commitment to Quality and Sustainability.
- Standardization and Quality Improvement.
- Sustainable Tourism Development.
- Economic Growth.
- Public Relations and Marketing



Result: Eastin Grand Hotel Sathorn Bangkok is a member of the Thai Hotel Association since January 2019

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.

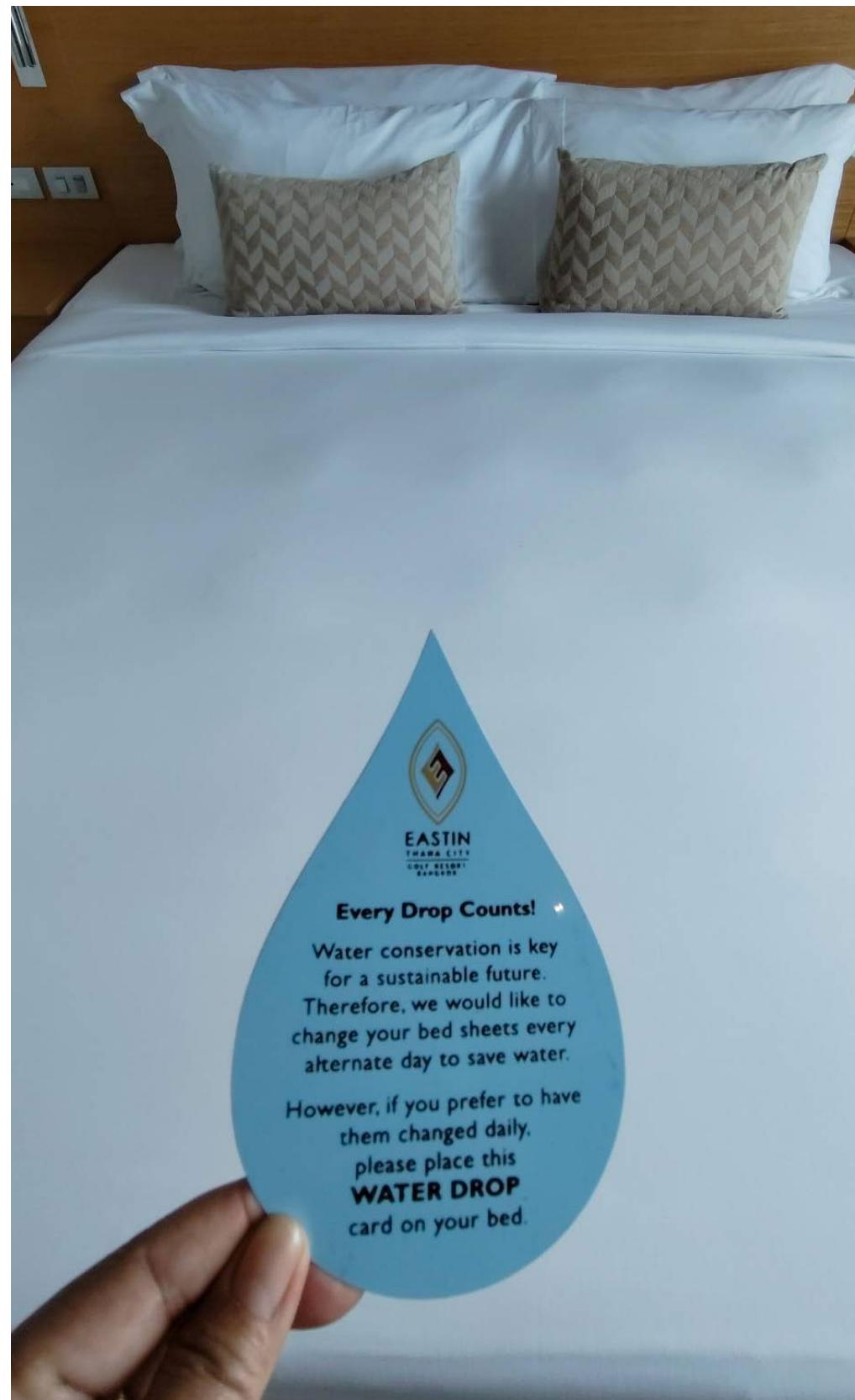
Similarly, our Towel Exchange program aims to promote the reuse of towels.

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



“ONE DAY TRIP” SAMUT PRAKAN CITY

บ้านยุทธนาวี พระเจติยอกลงน้ำ ฟาร์มกระเพราใหญ่ งานวีโอลีเมืองโบราณ ลงกรานต์พวงประดับ ปลาสีดด้วยร่องดี ประเพรีบบัว ครบกุ่บกุ่ว ลุกสาหกรรม



1
ERAWAN MUSEUM



2
THE ANCIENT CITY



3
BANG PU RECREATION CENTER

It serves as a preservation center for artifacts and cultural heritage, and to preserve and conserve Thai art for future generations. Erawan, or the three-headed elephant, is a free-standing sculpture first crafted by hand forging metalwork.

This tourist attraction, encompassing 116 important sites across Thailand, important sites of worship include Phra Thinang Sangphet Prasat, Khao Phra Wihan, Phanom Rung Historical Park, the Wihan of Wat Mahathat in Sukhothai Province, Phra Phutthabat in Sanaburi, Phra Borommathat Muang Nakhon, Phra Borommathat Chaiya, Phra That Phanom, and others.



4

BANG NAM PHUENG FLOATING MARKET

The market's charm lies in its canalside lifestyle, with vendors selling local products and famous local dishes, such as herbal incense sticks, oyster omelets (fried coconut pancakes), ma hor (spicy coconut pancakes), and Nam Dok Mai mangoes.

It was named "The Best Urban Oasis of Asia" by Time magazine in 2008.



5
BANGPLEYAI TEMPLE

A historic temple in Samut Prakan, famous for its revered Luang Phe To Buddha image and one of the largest reclining Buddha statues in Thailand. With its peaceful atmosphere and cultural significance, it is a great place to explore Thai spirituality and traditional architecture.



6
BAN SAKHLA

A community at the mouth of the Chao Phraya River. A source of knowledge on the wisdom of tie-dyeing various patterns such as large shell patterns and Thai patterns. Tie-dyed cloth from palm fruits is considered a natural local material. To utilize local materials,

Discover Samut Prakan Province's Hidden Gems: Support Local Community & Experience Authentic Vibes

Nearby Eastin Thana City Golf Resort Bangkok

Explore hidden gems and authentic local vibes just a few steps from Eastin Thana City Golf Resort Bangkok - your gateway to unforgettable Samut Prakan Province 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 neighborhood.

Start your journey with us and discover the true spirit of Samut Prakan Province's rich culture and welcoming neighborhoods.

The concierge will offer alternative options or suggesting different activities such as green restaurant, and tourist attraction.



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 sustainability program

Since February 2025, we proudly launched EHTCB Healthy & Veggies Farm, 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 EHTCB Healthy & Veggies Farm, 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.

- Result: The total organic harvest of over 200 Kilograms was successfully utilized for employee distribution, the staff canteen, and customer meals, directly supporting the farm's commitment to sustainability and its eco-waste philosophy.

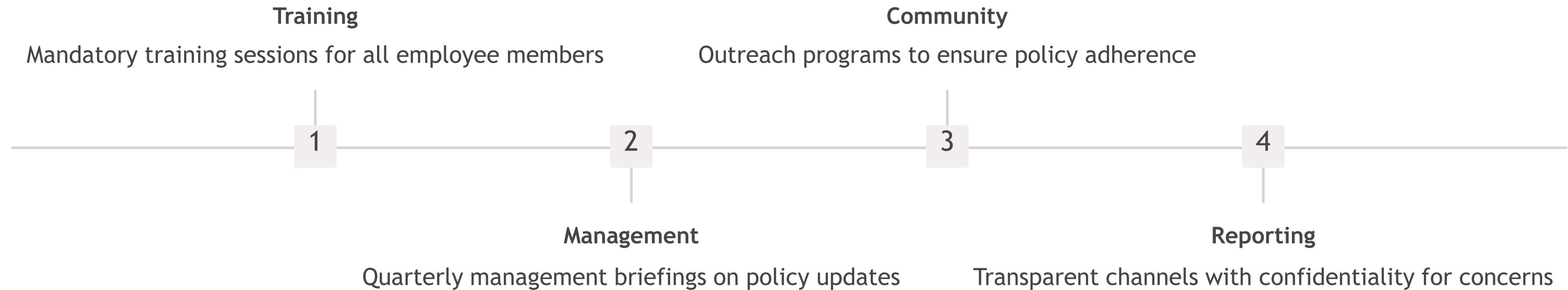


Code of Conduct & Responsible Business

Anti-Bribery & Ethical Behavior Policy

Eastin Thana City Golf Resort Bangkok maintains a robust Code of Ethics and 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.



- ✓ Result: 95% of products used in our restaurant are locally sourced.

SUSTAINABLE SUPPLIERS

We visit the local supplier twice a year can be a strategic move for several reasons. It allows for direct oversight of the supplier's process, fostering stronger relationships and potentially leading to better quality control and faster shipping times. It also offers opportunities to address concerns, negotiate terms, and build trust through face-to-face interactions.

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 water use in guestrooms. To use beautiful terrarium plants in our public area.
Install timer for water sprinkler and reuse water from air-conditioning for plant wateri



Pest Control

Adopting eco-friendly pest control methods



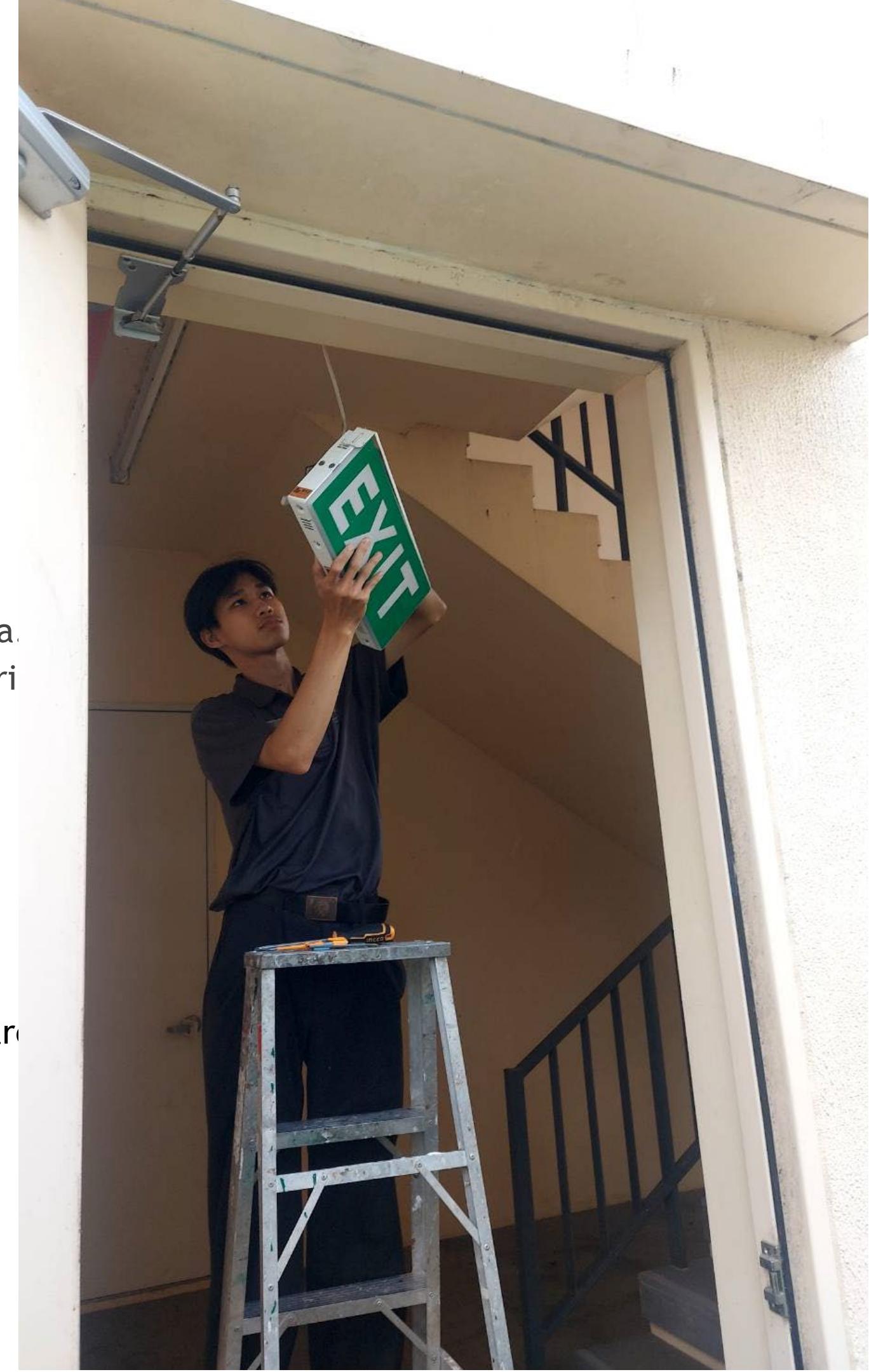
Energy Conservation

Retrofit facilities with energy-efficient LED lighting, low-flow fixtures, change IC board



Certification

Achieving green building certifications such as Green Hotel Certificate



Eastin Thana City Golf Resort Bangkok 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	104,000/Month	kWh	1.5%
Water	Guest rooms, public areas, F&B	17,084/Month	m ³	1.5%
General Waste	Guest activities, F&B, operations	800/Month	kg	3%
Food Waste	F&B, Kitchen, Canteen	3,600/Month	kg	3%
Energy Consumption for Events (CO2 - e Emission per meeting room)				
Half Day (4 hrs)	Meeting 1	36.47 kWh	14.59 Kg CO2-e	1.5%
Full Day (8 hrs)	Meeting 2	72.88 kWh	29.15 Kg CO2-e	1.5%

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

Sustainability Targets for 2026 and beyond

These goals will help us reduce our environmental impact, enhance community engagement, and drive more sustainable business practices across all aspects of our operations.

Recycle Food Waste Initiative:

- *Reduce food waste by 3%
- *Implement comprehensive waste segregation programs.
- *Reduce single-use plastics in packaging and operations.

Carbon Neutrality

- *Implement energy efficiency measures across facilities (LED lighting, energy-efficient appliances).
- *Offset remaining emissions through verified carbon offset programs like reforestation projects.

Local Sourcing and Organic Ingredients

- *Build stronger partnerships with local organic farmers and suppliers.
- *Expand the use of seasonal produce and environmentally friendly farming practices.
- *Provide more plant-based options to reduce environmental impact.

Sustainable Packaging and Reduced Plastic Use

- *Transition to eco-friendly packaging options such as compostable, recyclable, or reusable containers.

Employee Education and Engagement

- *Develop a comprehensive sustainability training program.
- *Encourage employees to participate in environmental and community-focused activities.
- *Continue green teams monthly meeting to drive sustainability goals.

Community Engagement and Environmental Impact

- *Partner with local schools, environmental organizations, and other businesses for joint sustainability efforts.
- *Invest in local community projects that promote sustainability, education, and biodiversity.
- *Continue awareness campaigns Eco Reward Programme to educate customers and the broader community on sustainable practices.

Water Conservation

- *Reduce water consumption by 1.5%
- *Educate customers on the benefits of sustainable programme.

Energy Consumption

- *Reduce energy consumption by 1.5%