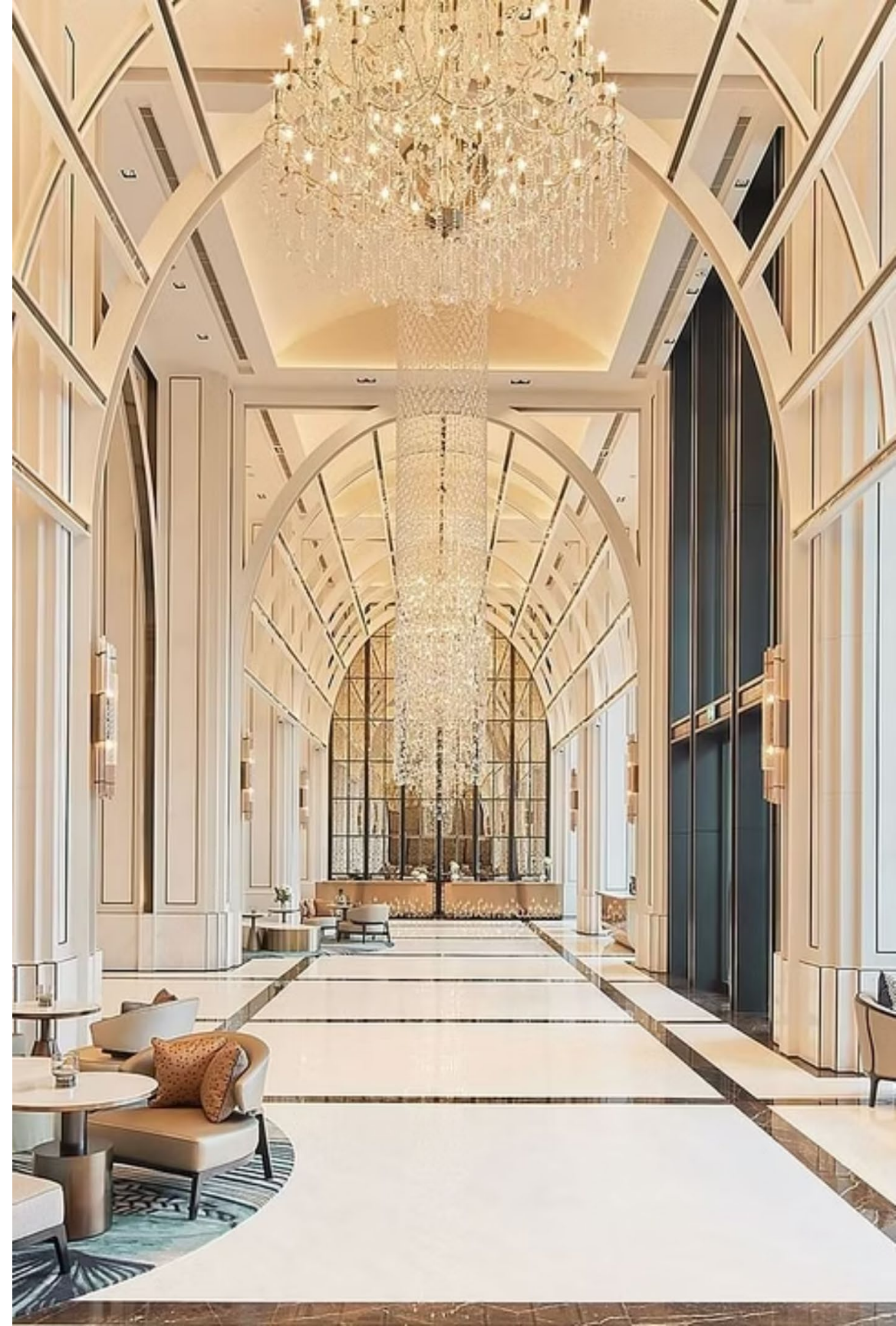


Sustainability Management Plan

Eastin Grand Hotel Phayathai



Our Vision & Mission

Vision

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

Mission

Achieve Green Globe Certification by integrating sustainable practices into every aspect of operations, engaging employees, guests and stakeholders in meaningful initiatives.

Our Commitment

Eastin Grand Hotel Phayathai conducts all business with honesty, integrity and transparency while fully complying with applicable laws. We reduce our environmental footprint, conserve natural resources and support biodiversity protection.



Integrity

Honest and transparent operations



Environmental Care

Reducing our footprint daily



Collective Action

Directors, staff, guests and partners
united

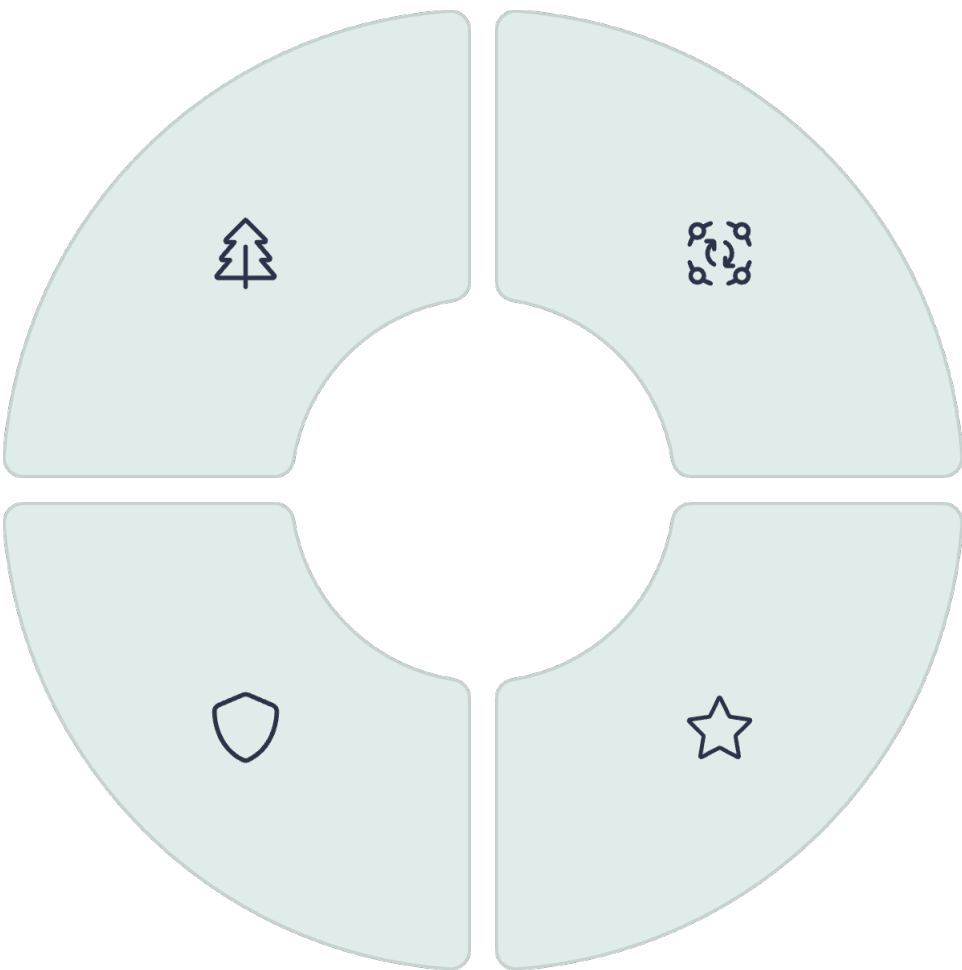
Four Pillars of Sustainability

Environmental

Energy and water conservation, waste reduction, biodiversity protection, sustainable procurement

Health & Safety

Safe environments for guests and employees, full compliance with regulations



Sociocultural

Supporting local communities, promoting cultural heritage, fair labour practices, guest engagement

Quality

Service excellence, guest satisfaction, operational standards aligned with international best practices

Delivery and Review



Implementation

Clear policies, staff training, continuous monitoring across all departments



Review

Annual evaluations and internal audits to measure progress



Communication

Transparent updates to employees, guests and stakeholders



Our Bold Target

15%

Reduction in environmental footprint by 2030

- Water Consumption

Measured per guest night using 2025 as baseline
- Carbon Emissions

Comprehensive tracking and reduction strategies
- Total Waste

Enhanced recycling and waste diversion programs
- Food Waste

Kitchen tracking and buffet return monitoring

Implementation Framework



Green Team

Establish oversight committee for sustainability initiatives



Policy Development

Document environmental, social and economic policies



Training

Regular sessions promoting awareness and alignment



Monitoring

Perform regular reviews and monthly audits to evaluate performance and identify improvement opportunities.



Resource Conservation

Energy

- LED lighting installation
- Energy-efficient appliances
- Monitoring systems with reduction targets

Water

- Water-saving fixtures
- Towel and linen reuse programs
- Irrigation schedule adjusted seasonally for efficient water use.

Waste

- Enhanced segregation and recycling
- Phase out single-use plastics
- Sustainable alternatives

Biodiversity & Community

Biodiversity Protection

As a city hotel, Eastin Grand Hotel Phayathai promotes green spaces and supports urban biodiversity by maintaining indoor and outdoor plants to enhance air quality and overall well-being.

Cultural Engagement

The hotel's design and interior decoration are inspired by the historical Phayathai Palace, reflecting local heritage and cultural identity. Eastin Grand Hotel Phayathai also promotes local art, crafts, and cultural events while educating guests on sustainable tourism.

Fair Labour

Eastin Grand Hotel Phayathai is committed to providing a safe, fair, and respectful workplace for all employees. The hotel ensures equal opportunities, fair treatment, and promotes ethical employment practices and employee well-being.



Guest Engagement Strategy

1

Communication

Share sustainability initiatives through in-room materials and digital platforms

2

Participation

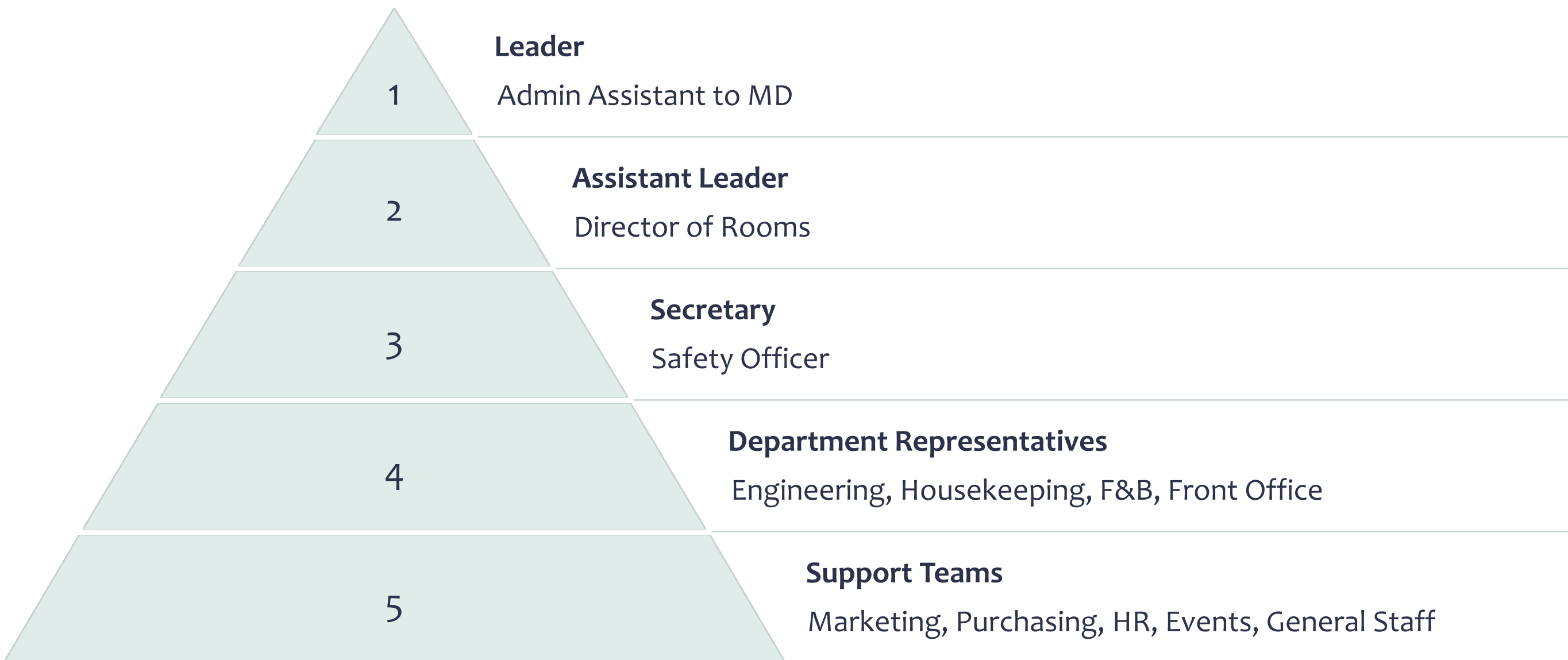
Encourage eco-friendly programs like towel reuse and sustainable dining

3

Feedback

Gather guest input to continuously improve initiatives

Green Team Structure



Each member implements sustainability practices within their area, monitors progress and reports results to the Green Team.

Auditing & Review Process



Internal sustainability audits identify issues for immediate adjustment, ensuring continuous improvement.

LEED Gold Certification

The Unicorn Building

Achieved LEED Gold Certification under LEED 2009 Core rating system, recognising sustainable design, energy efficiency and environmental responsibility.

This achievement reflects alignment with international building standards and supports long-term sustainability objectives.



Social Responsibility



Training

Comprehensive employee training in environmental and sustainability practices including waste management, water conservation and energy efficiency



Diversity & Equality

Promoting diversity, equality and non-discrimination in all recruitment and employment practices



Employee Benefits

Paid leave, health insurance, regular performance reviews and comprehensive support programs



Code of Ethics

Safeguards against exploitation, anti-bribery policies and transparency in all operations

Economic Sustainability

Cost Efficiency

Reduce operational costs through sustainable practices

Sustainable Revenue

Increase income from eco-friendly products and services

Local Impact

Enhance contribution to local communities

Innovation

Invest in research of sustainable technologies



Reporting & Feedback



QA Audit

Annual in-depth hotel review



Mystery Shopper

Annual guest satisfaction survey



Guest Satisfaction Survey

Monthly guest satisfaction monitoring with quarterly action plans



Employee Opinion Survey

Annual assessment with action plans for improvement

Act Green, Live Green

Our Campaign

Encouraging daily sustainable actions by employees and guests:

- Reduce single-use plastics
- Participate in towel and linen reuse
- Switch off unused lights
- Support local and recycled products

Small daily choices create significant positive environmental impact.



Training & Education

01

Regular Training Sessions

Practical guidance on energy conservation, waste reduction, biodiversity protection and social responsibility

03

Recognition Programs

Reward system for employees making significant sustainability contributions

02

Expert Workshops

Industry experts lead seminars on sustainable practices with interactive learning

04

Onboarding Integration

Sustainability education included for all new employees from day one



Health & Safety Excellence

Monthly Hygiene Checklist

60 Points verified by Kitchen
and F&B department

Annual QA Audit

Comprehensive evaluation

Diversey Audit

Unannounced external hygiene
assessment

Regular inspections by Ministry of Public Health and Bangkok Metropolitan Administration ensure food safety compliance.

Community Engagement



Support Programs

Providing food and snacks to support Children's Day celebrations and community assistance initiatives



Cultural Preservation

Promoting locally made and recycled products through a mobile app to be launched in January 2026



Fair Partnerships

Developing respectful partnerships with local organizations, suppliers, and small businesses

Harmful Substances Management

Ecolabel Compliance

All dishwashing products meet European Ecolabel standards and are free from harmful substances.

Saltwater System

The swimming pool operates with a saltwater treatment system to maintain water quality while reducing reliance on artificial substances.

MSDS Available

Material Safety Data Sheets (MSDS) are displayed at all storage and usage areas for staff reference.

Safe Storage

Regular inspections are conducted to ensure proper ventilation, clear labeling, and safe containment of materials.



Innovation & Market Leadership

Fostering Innovation

Empowering employees to contribute creative ideas for waste reduction, energy conservation, and resource efficiency.

Collaborating with suppliers and industry peers to exchange knowledge and identify affordable solutions.

Market Positioning

Positioning sustainability as a key differentiating factor in marketing strategy.

Aiming to be part of driving sustainability forward within the hospitality industry.

Continuous Improvement



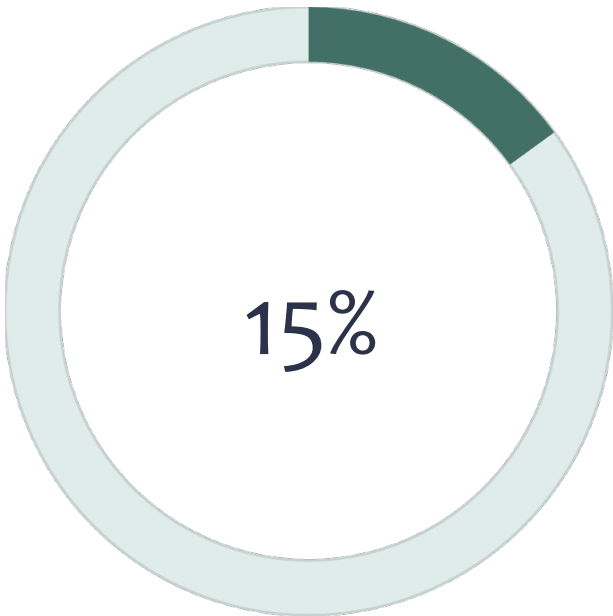
Dedicated Sustainability Committee ensures ongoing relevance and long-term impact.

Our Commitment to the Future

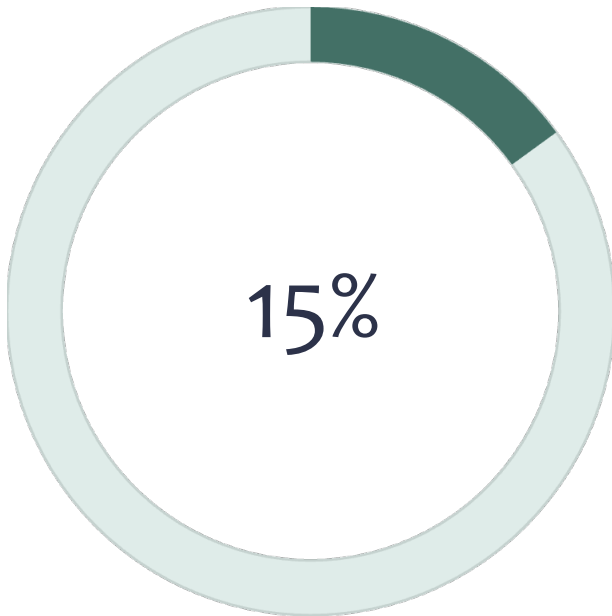
"Each day, we act responsibly at both an individual and organisational level to minimise our environmental impact, foster social and cultural engagement and ensure long-term sustainability for future generations."



Green Globe Commitment
Full certification pursuit



Environmental Reduction
By 2030



Waste Recycling
Target achievement by 2030