

LETTER FROM THE GM

Our Commitment

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

Narongsak Inboonsom
General Manager



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WHO WE ARE

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

Our resort features 194 luxurious rooms offering guests excellent in-room amenities, diverse dining options, fully equipped function rooms, and all the comforts expected of a deluxe resort, including complimentary Wi-Fi throughout the property. Guests also have access to the facilities of the adjacent Thana City Country Club, which boasts an international-standard 18-hole golf course designed by Greg Norman — the only one in Thailand created by “The Great White Shark.” The complex also includes extensive sports facilities, outdoor swimming pools, restaurants, and a 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.



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 belief that consistent, small actions can create a significant and lasting positive impact.



VISION

To be recognized as a leading sustainable hotel in Samut Prakan Province, in partnership with Green Globe, delivering outstanding guest experiences while championing environmentally and socially responsible hospitality.

We envision a future where every stay contributes positively to the planet — where innovative green practices are at the heart of our operations, and our guests, employees, and partners come together in a shared mission to protect the environment for generations to come.

Eastin Thana City Golf Resort Bangkok

Overall Facts in 2025



76,800
Overnight Guests



87.8% Guest Satisfaction Score
by Review Pro



2
Certificates



202
Employees



202
Local Employees



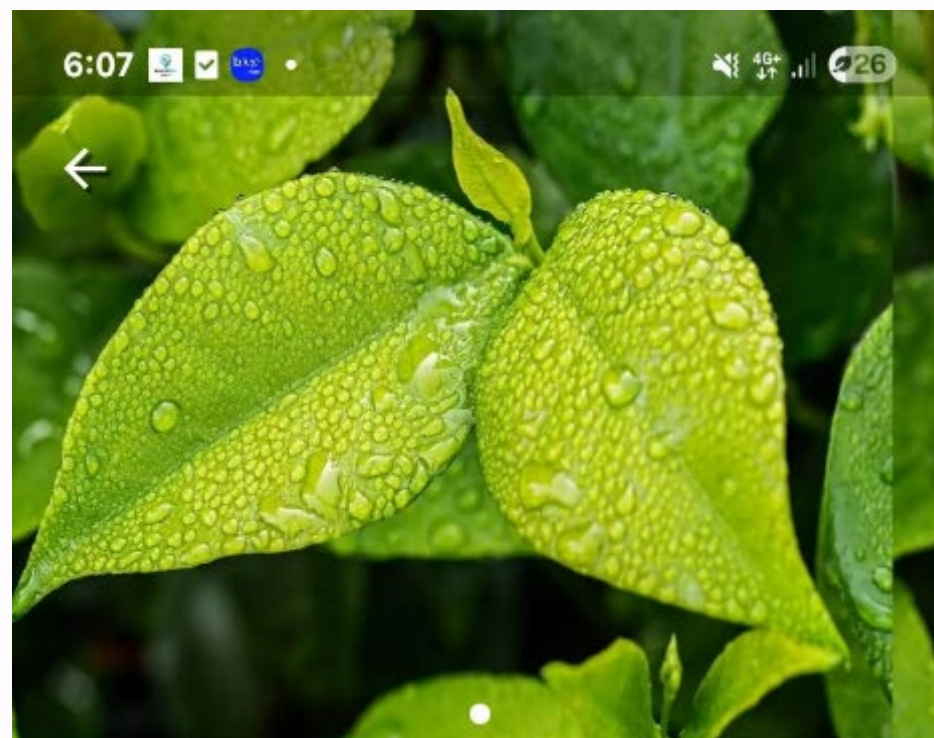
8
Charity Events



1
Awards Received

Sustainability Development and Green Initiatives





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

ENVIRONMENTAL POLICIES AND IMPACT

Eco Reward Campaign

(January-September 2025)

This year, we launched the Eco Reward campaign:

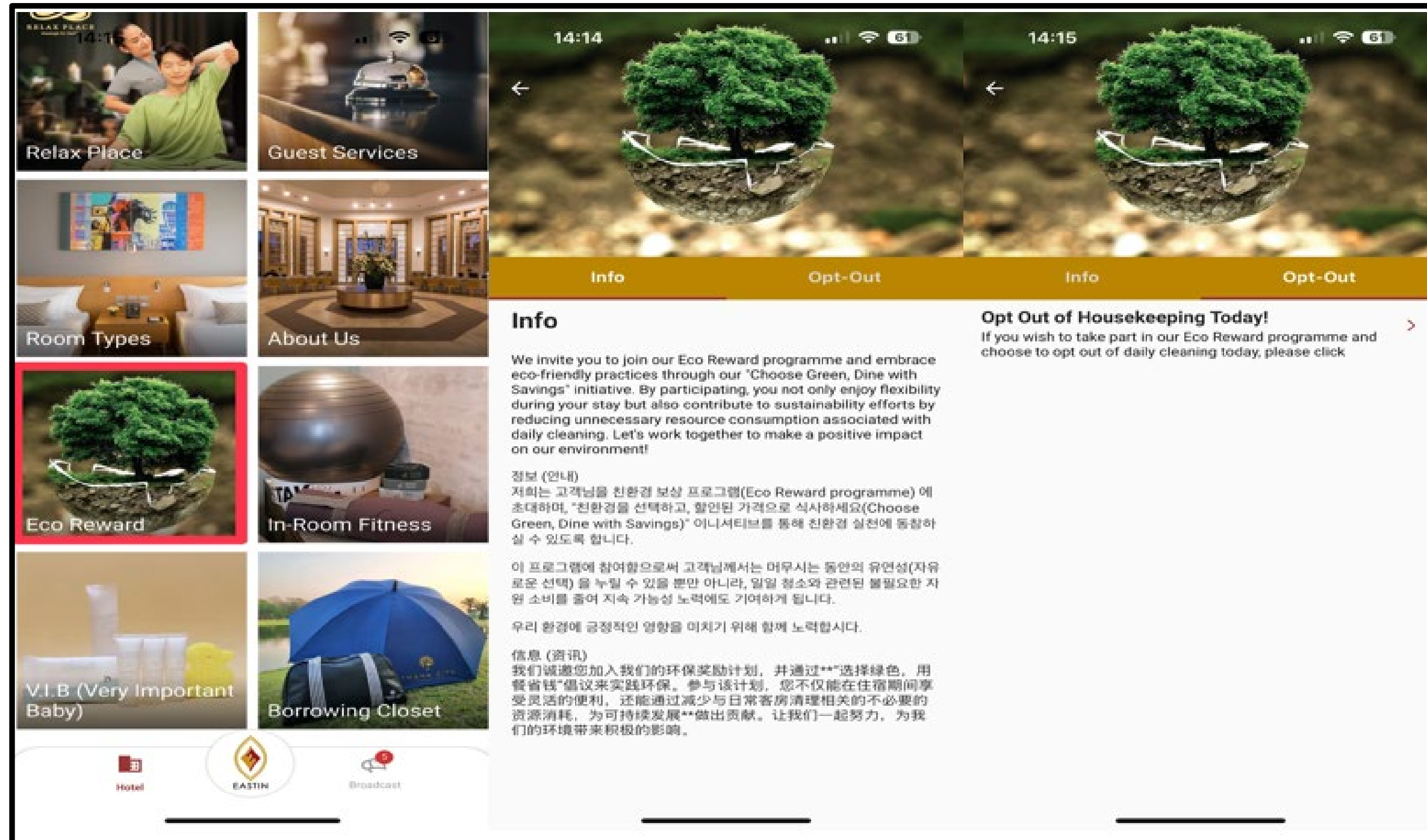


ECO REWARD - CHOOSE GREEN, DINE WITH SAVINGS

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.

A total of **3,584 room nights** have participated in the Eco Reward program. Moving forward, we will place greater emphasis on this initiative to further increase guest participation.

ENVIRONMENTAL POLICIES AND IMPACT



This initiative encourages guests to embrace eco-friendly practices by offering the option to forgo daily housekeeping in exchange for an F&B credit redeemable at our restaurants. By minimizing unnecessary resource consumption and reducing the use of in-room amenities, we actively promote sustainability across our operations.



THE GREEN EXPERIENCE

Bringing Nature Indoors – Sustainably

Our spaces are thoughtfully adorned 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 across all hotel public areas — including the lobby, restaurants, restrooms, and foyer.



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

HEALTHY FOOD MENU

In response to the preferences of health-conscious guests, our in-room dining menu now features Healthy Salads, Vitamin Boosters, and Low-Carb Wraps — with a strong focus on plant-based and locally sourced ingredients.

As part of our ongoing commitment to sustainability, we are proud to source **95%** of the ingredients used in 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:



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.



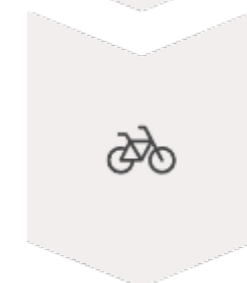
Energy Conservation

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.

Eastin Thana City Golf Resort Bangkok Green Vendors

In February 2025, Eastin Thana City Golf Resort Bangkok introduced a comprehensive **Purchasing Policy** to strengthen responsible sourcing and promote sustainability across our entire supply chain.

This policy emphasizes partnerships with vendors who demonstrate a genuine commitment to eco-friendly practices, social responsibility, and transparency. Our core principles include reducing waste, using sustainable packaging (Green Seal, FSC, Energy Star), and complying with environmental regulations.

We also require our vendors to uphold fair labor standards, respect human rights, and actively support community engagement initiatives.

The policy mandates a rigorous supplier evaluation process, including the assessment of sustainability credentials, environmental management systems, and ethical practices. We may conduct audits and request supporting documentation to ensure full compliance.

We encourage our suppliers to establish sustainability goals, report progress regularly, participate in training programs, and share innovative practices. The policy also highlights key categories, including food and beverage (favoring organic, locally sourced, and sustainably farmed products) and housekeeping (eco-friendly cleaning supplies and biodegradable packaging).

✔ Result:

Over 41 vendors are currently included 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 — both to your skin and to the planet. We create wholesome products free from harmful compounds that could disrupt your skin’s natural balance or impact the environment over time, supporting a stress-free, carefree lifestyle rooted in simplicity.

Crafted to celebrate nature in its most authentic form, our products are thoughtfully curated to meet your body’s needs by harmonizing natural ingredients with minimalism. Every ingredient is carefully selected to nourish your skin and uplift your senses.

Committed to sustainability, all Ecogenesis® packaging and processes are eco-conscious and cruelty-free. Our 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.

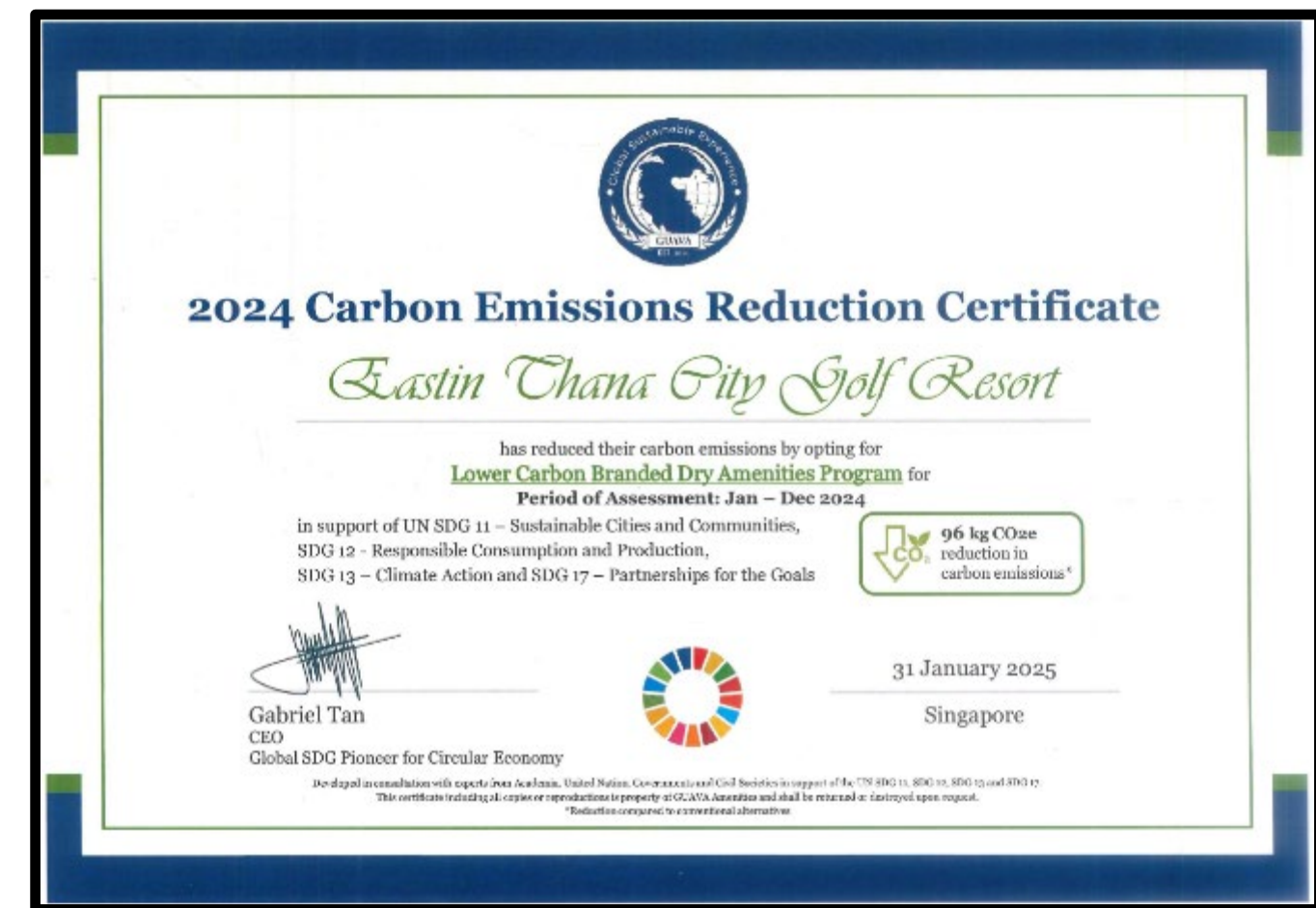
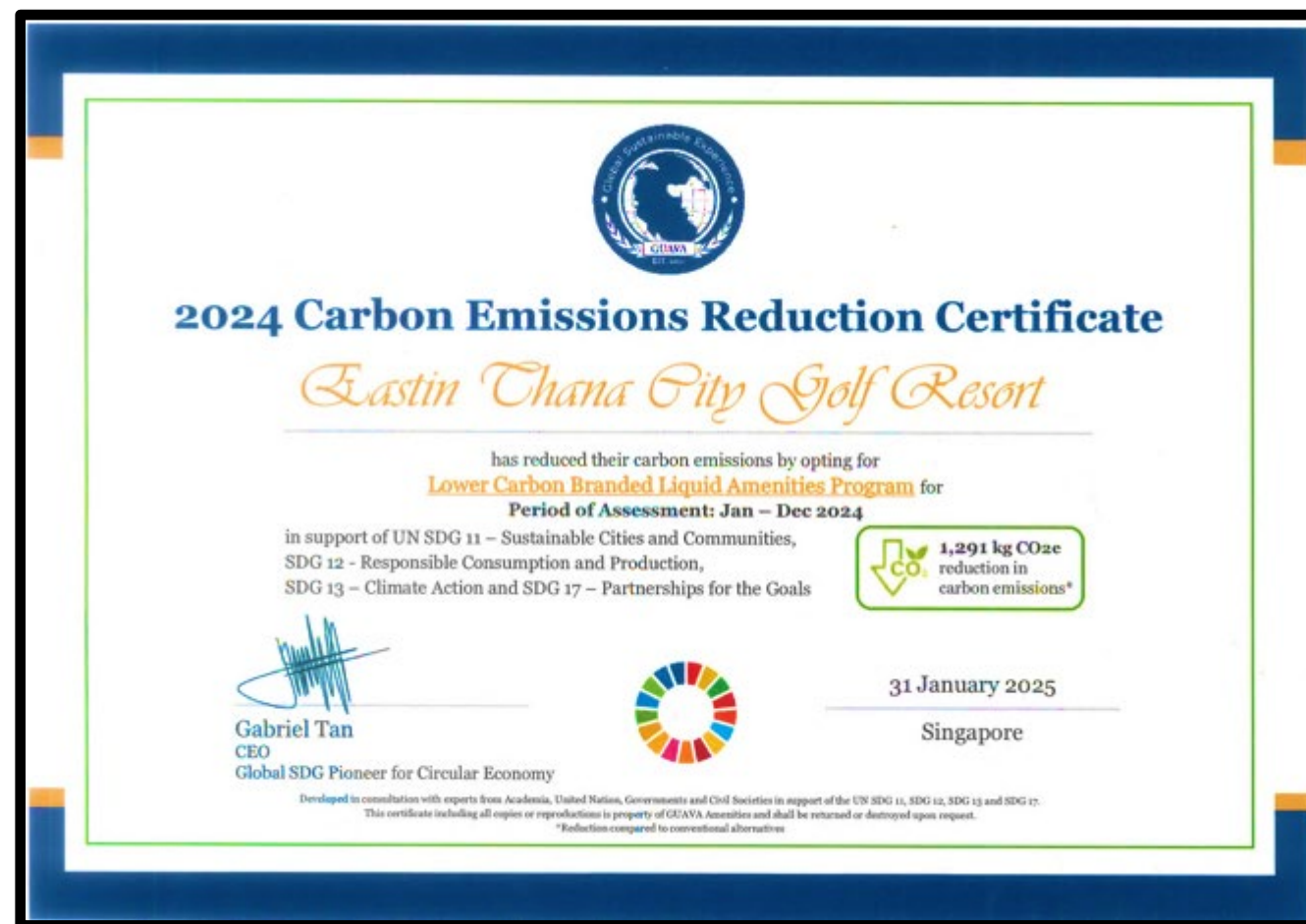
Currently, over 150 million hectares of forest worldwide is certified according to FSC standards, designed to address a broad range of environmental, social, and economic factors.

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 achievement was realized in alignment 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
- SDG 17:** Partnerships for the Goals

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

✅ **Result:** The certificate highlights our 2024 achievements, including a reduction of **96 kg CO₂e** from our lower-carbon branded dry amenities and **1,291 kg CO₂e** from 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**, significantly lowering plastic waste and promoting a more sustainable operation.

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, eco-friendly takeaway containers, which are provided only upon guest request — a step forward in our ongoing commitment to sustainability.



100% Recycle and Glass Water Bottles

Since January 2025, we have eliminated single-use plastic water bottles and now provide **100% Recycled glass water bottles**, reinforcing our commitment to reducing plastic waste and promoting sustainable hospitality.



Sustainable Containers

Since 2022, we have been using 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 creating enriching guest experiences while generating positive impacts on 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 our environmental and social goals. All **employees** are responsible for upholding this policy, which will be reviewed annually to drive 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 both tangible heritage such as historic sites and artifacts, and intangible elements, including arts, traditions, and customs. We actively collaborate 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



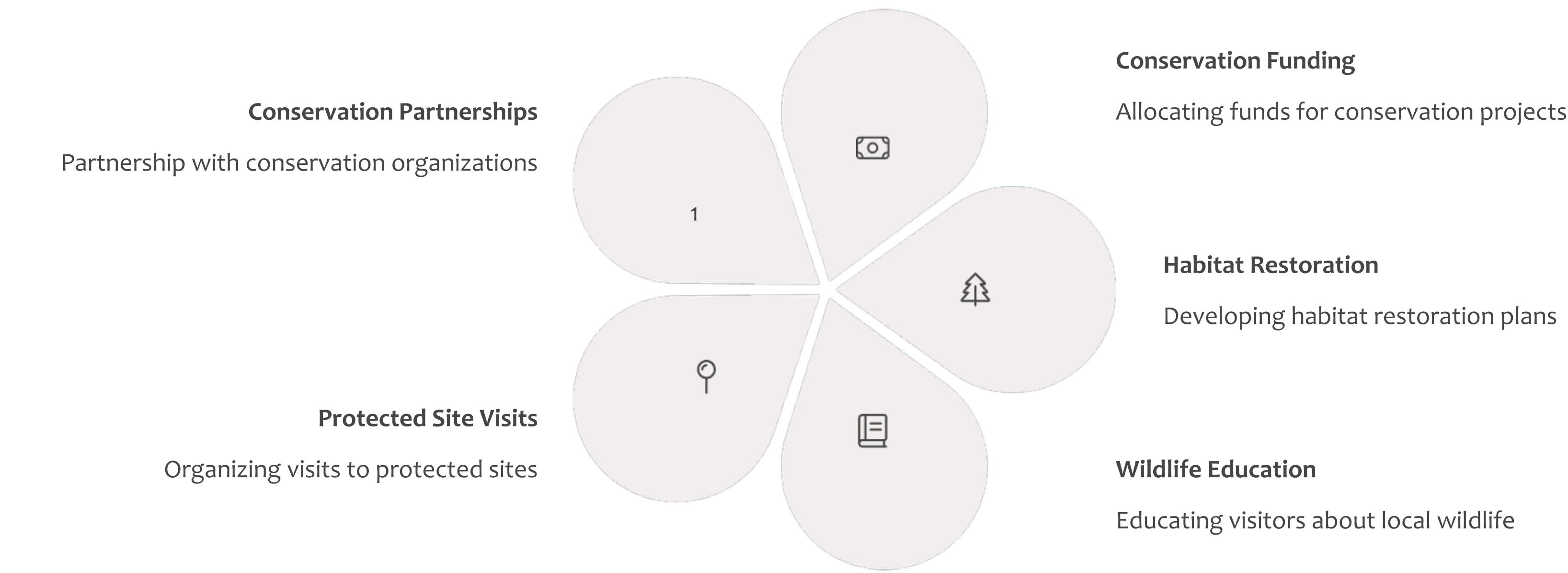
Eastin Thana City Golf Resort Bangkok prioritizes responsible coexistence with local ecosystems through sustainable landscaping, wildlife preservation, and eco-friendly pest management. This policy emphasizes the use of native plants, reduction of water and chemical usage, and avoidance of invasive species.

We promote drought-tolerant landscaping and minimize light pollution to protect local wildlife. Harm to native animals is strictly prohibited, and guest education programs focus on supporting biodiversity.

Employee training, regular monitoring, and policy updates ensure ongoing compliance. In line with our commitment to wildlife preservation, we use insect traps instead of harmful chemicals or pesticides. This approach safeguards both the environment and local wildlife, ensuring that our operations have minimal impact on 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:



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 that every action counts. We are committed to developing and maintaining high standards of accommodation and service within Thailand's hospitality industry, while promoting the country as a premier tourist destination.

Membership reflects our dedication to responsible and sustainable tourism practices, providing access to valuable resources and networking opportunities within the industry, including:

- **Networking and Collaboration** – Engaging with industry peers to share best practices.
- **Access to Information and Resources** – Staying informed on sustainability trends and initiatives.
- **Industry Representation** – Advocating for responsible tourism standards.
- **Promoting Thailand's Tourism** – Supporting national tourism initiatives.
- **Commitment to Quality and Sustainability** – Upholding high operational and environmental standards.
- **Standardization and Quality Improvement** – Ensuring consistent service excellence.
- **Sustainable Tourism Development** – Encouraging environmentally and socially responsible practices.
- **Economic Growth** – Contributing to local and national economies.
- **Public Relations and Marketing** – Enhancing visibility of sustainable practices.



✓ **Result:** Eastin Thana City Golf Resort Bangkok is a member of the Thai Hotel Association since January 2019

Exchange Towel Guest Awareness

In our **“Every Drop Counts”** campaign, we actively encourage guests to participate in our sustainability efforts.

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

Similarly, our **Towel Exchange Program** promotes towel reuse. A towel left on the rack signals the guest’s intention to reuse it, while a towel placed on the floor indicates the desire for an exchange.

By adopting these practices, guests contribute to conserving millions of gallons of water that would otherwise be used for washing minimally soiled linens. Through these initiatives, we aim to raise awareness and encourage environmentally conscious choices among our guests.



Every Drop Count Guest Awareness



"ONE DAY TRIP " SAMUT PRAKAN CITY

ป้อมยุทธนาวี พระเจดีย์กลางน้ำ ฟาร์มจระเข้ใหญ่ จามวโฒเมืองโบราณ
สงกรานต์ประเพณี ประเพณีแห่เทียน ประเพณีรับบัว ครบถ้วนทั่ว
อุตสาหกรรม



1

ERAWAN MUSEUM

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.



2

THE ANCIENT CITY

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



3

BANG PU RECREATION CENTER

This is a relaxation area owned by the Royal Thai Army Quartermaster Department. It offers a restaurant and accommodations for tourists. A pristine natural environment is encompassed by a bridge extending 500 meters out to sea, making it a beautiful spot for birdwatching and sunset watching.



4

BANG NAM PHUENG FLOATING MARKET

The market's charm lies in its canal-side 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 2006.



5

BANGPLEEYAI TEMPLE

A historic temple in Samut Prakan, famous for its revered Luang Pho 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 adventures in Samut Prakan Province.

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

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

Our concierge team can provide alternative options and suggest activities such as visiting green restaurants, eco-friendly attractions, and other sustainable local experiences.



Awareness –Employee Training

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

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

We Welcome Everyone to Our Sustainability Program

Since February 2025, we have proudly launched **EHTCB Healthy & Veggies Farm**, our organic kitchen garden dedicated to supporting our eco-waste philosophy.

We warmly invite everyone to visit and participate in this green initiative, which reflects our ongoing commitment to sustainability and responsible living.

Through **EHTCB Healthy & Veggies Farm**, we aim to promote eco-conscious practices, foster a deeper connection with nature, reduce waste, and cultivate 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 guest meals, directly supporting the farm's commitment to sustainability and its eco-waste philosophy.

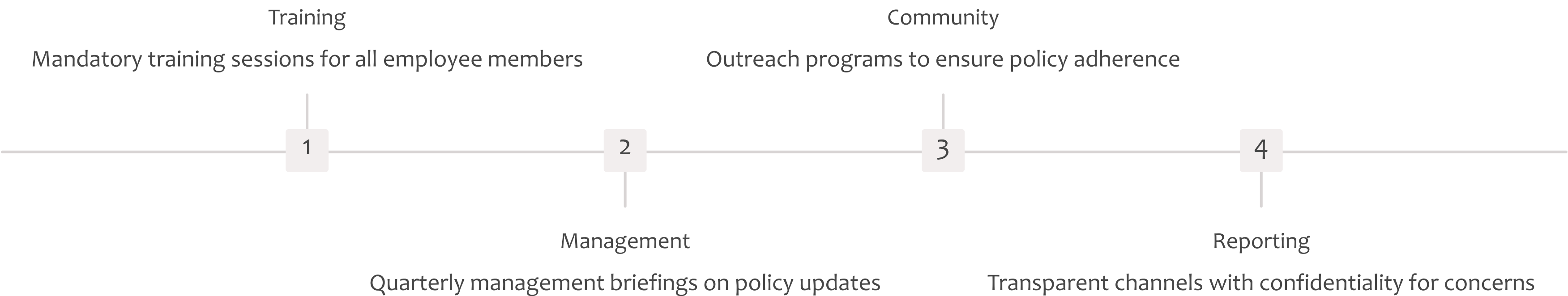




Code of Conduct & Responsible Business

Anti-Bribery & Ethical Behavior Policy

Eastin Thana City Golf Resort Bangkok maintains a robust **Code of Ethics** and **Code of Conduct**, ensuring ethical, respectful, and safe environments for employees, guests, and partners.



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



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

SUSTAINABLE SUPPLIERS

Visiting local suppliers twice a year is a strategic approach for several reasons. It allows for direct oversight of the supplier's processes, fosters stronger relationships, and can lead to better quality control and faster delivery times.

These visits also provide 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 watering.



Pest Control

Adopting eco-friendly pest control methods



Energy Conservation

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



Certification

Achieving green building certifications such as Green Hotel Certificate



Eastin Thana City Golf Resort Bangkok Sustainability Goals

Our commitment to environmental responsibility is guided by measurable goals. We monitor key resource consumption and waste generation, striving for continuous reduction across all 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	m³	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 minimizing our environmental footprint across all hotel operations and services, including event management.

Sustainability Targets for 2026

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

Zero Waste Initiative

- Reduce food waste by **40%**.
- Implement comprehensive waste segregation programs.
- Minimize single-use plastics in packaging and operations.

Carbon Neutrality

- Implement energy efficiency measures across facilities, including LED lighting and energy-efficient appliances.
- Offset remaining emissions through verified carbon offset programs, such as 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.
- Offer more plant-based options to reduce environmental impact.

Sustainable Packaging and Reduced Plastic Use

- Transition to eco-friendly packaging, including 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 monthly Green Team meetings to drive sustainability goals.

Community Engagement and Environmental Impact

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

Water Conservation

- Reduce water consumption by **20%**.
- Educate guests on the benefits of sustainable water programs.

Energy Consumption

- Reduce energy consumption by **15%**.