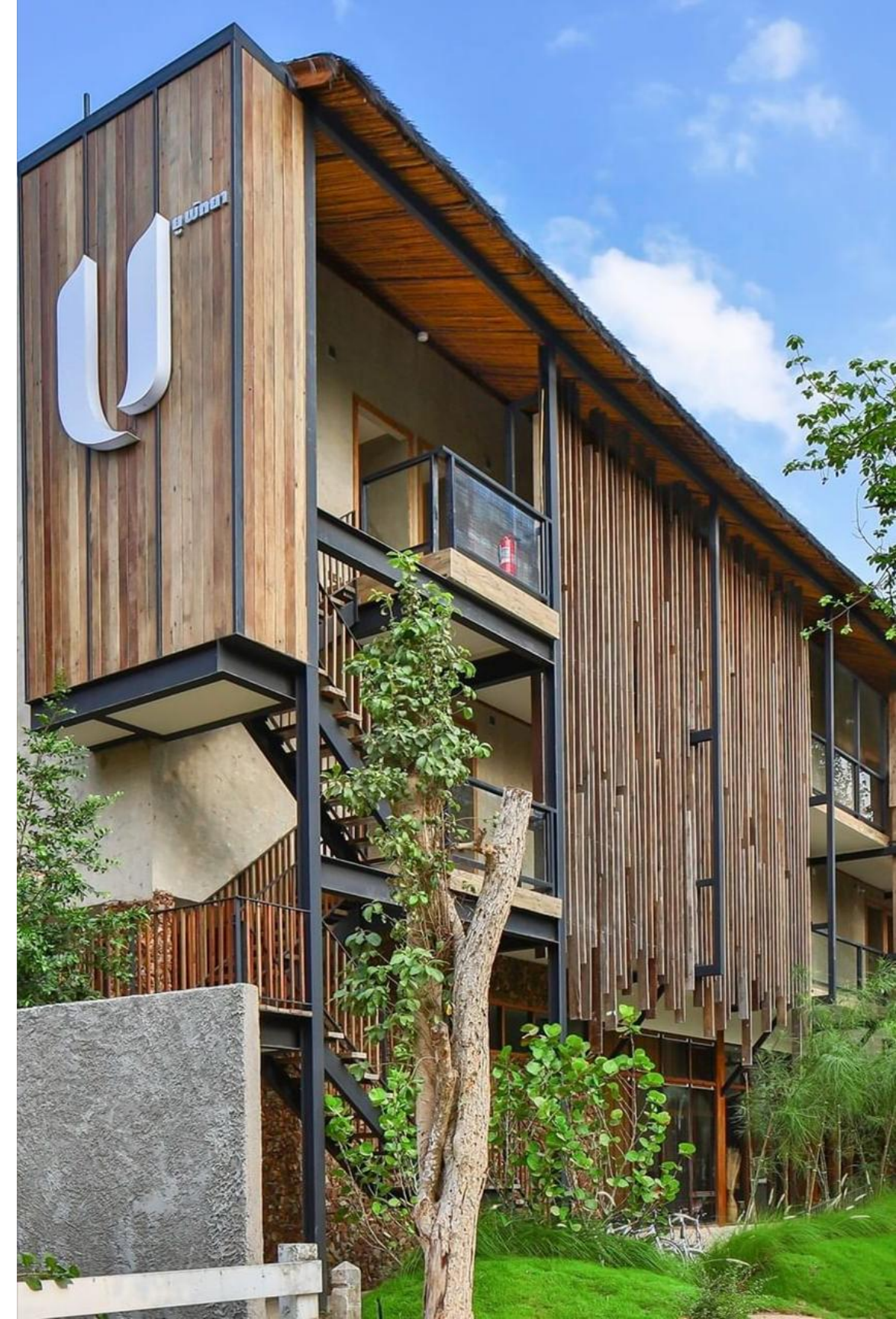


U Pattaya Sustainability Management Plan

At U Pattaya, we are dedicated to blending sustainability with exceptional hospitality.

We implement sustainable practices across all aspects of our operations, aligning 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, 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, while actively engaging employees, guests, and stakeholders.

Policy

U Pattaya is committed to reducing water usage, carbon emissions, waste, and food waste each year, using 2025 as the baseline for continuous improvement.



Our Sustainability Objective

U Pattaya integrates sustainability with exceptional hospitality through four key pillars:

1

Sustainable Management

We prioritize responsible business practices that minimize environmental impact and foster sustainable growth across all aspects of our operations.

2

Social/Economic Responsibility

We are committed to supporting local communities and economies, upholding fair labor practices, and promoting the well-being of the communities where we operate.

3

Cultural Heritage Preservation

We honor and protect the cultural heritage of the regions we serve, thoughtfully incorporating local traditions and values into our guest experiences.

4

Environmental Stewardship

We implement innovative hospitality solutions, including energy-efficient operations and eco-friendly amenities, to promote a greener, more sustainable planet.

The company is committed to implementing sustainable practices, ensuring that every stay leaves a meaningful impact on the environment. Together, we can build a brighter, more sustainable future for generations to come.

Sustainability Policy/Procedure

Policy:

The hotel is committed to annually reducing water consumption, carbon emissions, general waste, and food waste, using 2025 as the baseline. All efforts are continuously monitored and improved to achieve measurable environmental outcomes.

Procedure:

Implementation Steps:



Sustainability Audits

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



Energy Efficiency

Use energy-efficient lighting and optimize systems to reduce consumption.



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.



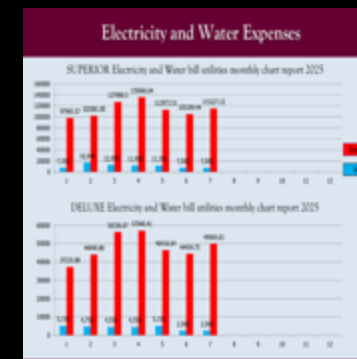
Staff Training

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 Pattaya 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 Pattaya’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 Chonburi’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 Pattaya 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 the Sustainability Management Plan every 3 months. Annual audits will be conducted by Green Globe, alongside internal sustainability audits, management reviews, and periodic evaluations of policies and targets. The Green Committee will organize and attend quarterly meetings to track and review progress.



GM Responsibilities



Oversight Responsibility

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



Strategic Focus on Sustainability

- Include sustainability as a key agenda item in all management review meetings.
Focus on measurable outcomes, including reductions in water use, energy consumption, waste,
- and food waste based on the 2025 baseline.



Control, Review, and Benchmarking

- Review and approve sustainability measures for all departments (Front Office, Housekeeping, F&B, Engineering, etc.).
- Ensure monthly departmental audits and quarterly reports are completed.
Benchmark performance against industry standards to establish new measurable goals.



Sustainability Leadership

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



Audit Oversight

- Oversee internal and external sustainability audits at least annually.
- Ensure timely corrective actions are implemented for any issues identified by auditors.



Management Reviews

- Conduct at least two reviews annually to assess SMP progress.
- Evaluate performance using departmental KPIs, such as water use per occupied room, food waste reduction, and energy consumption per square meter



Implementation Oversight

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



Prompt Action

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



Committee Meetings

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



Plan Evolution

- Ensure the Sustainability Management Plan (SMP) remains up-to-date, relevant, and aligned with Green Globe standards.
- Encourage adoption of innovative practices, including 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 the hotel's sustainability initiatives
- Provide digital materials with eco-friendly tips
- Recommend sustainable transportation options to guests

Housekeeping

- Implement an 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 ingredients sourced from Green Globe-certified suppliers.



Food Waste Management

- Use tracking records to minimize overproduction and donate surplus food to local charities.
- Implement proper storage and labeling (FIFO) to prevent spoilage.
- Train staff on waste-reduction practices and responsible food handling.



Energy Efficiency

- Operate restaurants in an open-air layout to reduce air-conditioning use and lower overall energy consumption.
- Encourage maintaining air-conditioning at 25°C to reduce energy use and support sustainable operations.

Engineering Department Initiatives

Energy Management

- Optimize AC units, pumps, and electrical systems for higher efficiency.
- Replace all lighting with LED or energy-saving options.
- Install automated lighting and temperature control systems.
- Upgrade aging equipment to improve safety and reduce energy consumption.



Water Conservation

- Inspect pipes and fixtures regularly to prevent leaks.
- Install water-saving faucets and showerheads.

Carbon Reduction

Use eco-friendly and recycled materials in repairs and renovations. Improve insulation and adopt resource-efficient technologies to lower emissions. Reduce waste through proper recycling of bulbs, batteries, and electrical equipment. Promote energy-saving behaviors among staff through ongoing training.

Human Resources and Procurement

Human Resources

- Provide regular sustainability training tailored to the specific needs of each department.
- Encourage staff participation in local community volunteer projects.
- Support local communities through donations and social assistance programs.

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

We use native and drought-resistant plants to reduce water consumption and support local biodiversity.

Organic Practices

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

Water Efficiency

Water plants early in the morning or in the 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 Pattaya is committed to transparency and continuous improvement in its sustainability efforts.

| | |
|---|--|
| <h3>External Reporting</h3> <p>We report our carbon footprint and sustainability performance annually, collaborating with trusted third parties to ensure accuracy across all hotel operations.</p> | <h3>Internal Monitoring & QA</h3> <ul style="list-style-type: none">• Each department is responsible for achieving reduction targets.• Regular internal audits ensure data accuracy, and any non-conformance is addressed with time-bound corrective actions. |
|---|--|

Key Reporting Mechanisms

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

| | |
|---|--|
| <div>1</div> <h3>Property Self-Audits</h3> <p>Conducted twice a year, with detailed reports submitted to the corporate office for review and action.</p> | <div>2</div> <h3>Mystery Shopper Reports</h3> <p>Annual external evaluations of property performance, providing insights into sustainability and guest experience practices.</p> |
| <div>3</div> <h3>Review Pro Guest Survey</h3> <p>Monthly goals and targets are set based on guest survey results, with quarterly action plans implemented to address improvement opportunities.</p> | <div>4</div> <h3>Employee Opinion Survey (EOS)</h3> <p>Employee satisfaction is measured annually through the EOS, with action plans to boost engagement.</p> |

Achieving Stakeholder Buy-In

Management Commitment

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

Employee Engagement

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

Guest & Partner Involvement

- Communicate our sustainability 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

- **Clear Internal Communication:**

Regular briefings, employee meetings, and strong interdepartmental coordination.

- **Guest-Centric Messaging:**

Provide accurate and timely information through the hotel application, signage, and social media.

- **Digital Platforms:**

Use online channels to share updates, promotions, and sustainability messages with guests and partners.

- **Crisis & Risk Communication:**

Apply standardized protocols for clear and rapid communication during emergencies.

- **Employee Engagement:**

Maintain open feedback channels and encourage participation programs to strengthen teamwork.

- **Community & Stakeholder Outreach:**

Communicate actively with local partners and community groups to support collaboration.

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

Training & Education:

"Discover, Educate, Understand and Explore"

Training Programs

Conduct regular sessions on energy efficiency, waste management, and social responsibility.

Workshops & Seminars

Expert-led sessions providing valuable insights and hands-on learning experiences.

Employee Recognition

Implement reward systems to encourage active participation and foster a sense of ownership.

Reinforcing sustainability through our slogans: Discover, Communicate, Implement; Educate, Exchange, Execute; Understand, Collaborate, Engage.

Comprehensive Risk Assessment

Environmental Risks

Assess climate impacts, resource use, and waste management.

Operational Risks

Evaluate equipment reliability, safety, and service continuity.



Social Risks

Monitor employee well-being, guest safety, and community relations.

Economic Risks

Review market trends, costs, and financial stability.

Compliance Risks

Ensure adherence to legal, regulatory, and industry standards.

Our risk register documents each risk with description, likelihood, impact, and mitigation measures.

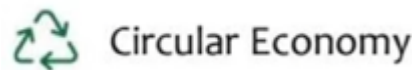
Regular assessments ensure we maintain a proactive approach to risk management.

Sustainable Resource Management

Resource Efficiency Principles

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

A comprehensive sustainable procurement policy guides responsible resource acquisition, 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
- Explore new sustainability technologies
- Maintain a dedicated innovation fund or department

Market Presence

Strengthening our brand reputation through sustainability:

- A unique selling point
- Integrate sustainability into branding and marketing
- Alignment with market demands
- Enhance shareholder value through responsible operations

Sustainability Management Framework

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

Management System

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



Social & Economic

Respect local communities, ensure equitable hiring and fair wages, prohibit exploitation and corruption, and support community livelihoods.

Legal Compliance

Ensure compliance with all relevant laws and environmental regulations, and maintain proper insurance coverage for guests and employees.



Cultural Heritage

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

Training & Safety

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



Environmental

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

Risk Management at U Pattaya

1

Strategic Risk

Continuously review business strategies, especially during economic shifts. Use marketing data and customer surveys to support informed decision-making.

2

Operational Risk

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

3

Financial Risk

Implement strict budgeting with continuous monitoring to maintain healthy cash flow and profitability.

4

ESG Risk

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

U Pattaya has initiated a project to develop comprehensive Risk and Crisis Management Plans, focusing on business restructuring to enhance flexibility in responding to changes in the tourism sector. Progress is reviewed every three months.

Our Path to Green Globe Certification by 2025

1

Management

Implement comprehensive sustainability management systems with full stakeholder engagement.

2

Social/Economic

Foster community engagement, fair partnerships, and economic sustainability.

3

Cultural

Preserve local heritage and ensure cultural sensitivity in all operations.

4

Environmental

Promote resource efficiency, waste reduction, and ecological responsibility.

Through our comprehensive Sustainability Management Plan, U Pattaya is committed to protecting the environment, supporting local communities, preserving cultural heritage, and promoting responsible business practices for future generations.