

Together for the Better

Driving Business Sustainability  
Development Growth



ERAWAN  
BANGKOK



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## Message from the President

The year 2024 marked another remarkable milestone for the global tourism and hospitality industry, following a strong recovery in 2023. Thailand continued to benefit from its world-renowned tourist attractions, positioning itself as a leading sustainable tourism destination. As the Company's primary market with the largest investment proportion among all countries in which we operate, Thailand remains at the core of our strategic growth.

Japan, a new market that the Company entered in late 2023, recorded a historic high in international tourist arrivals. This milestone underscores the potential of the tourism sector and reinforces our confidence in pursuing sustainable business expansion and long-term success. Meanwhile, the Philippines continues to demonstrate strong domestic tourism growth, alongside a steady rebound in international arrivals further affirming our confidence in the long-term opportunities in the market.

Building on the solid foundation laid in previous years, the Company has seized the momentum from rising demand and further strengthened its market leadership. With a diverse and high performing asset portfolio, we were well positioned to meet the needs of both domestic and international travelers across all markets in which we operate. This robust demand enabled the Company to achieve a record high average daily rate (ADR) and deliver a 72% increase in net profit year-over-year. These accomplishments reflect our agility in adapting strategies to evolving market dynamics and enhancing investment returns efficiently.

In the area of sustainability, the Company remains steadfast in its commitment to three core strategies: expanding our hotel network in high-potential markets, establishing a responsible business foundation, and delivering sustainable returns to our investors. With a strong focus on environmental, social, and governance (ESG) development, we conduct our business ethically while respecting the human rights of employees, partners, and customers in every country where we operate. We have also elevated workplace safety through rigorous risk management systems.

We believe that people are our most valuable asset. Therefore, we continuously invest in the development of our employees' skills and capabilities whether in hospitality specific competencies or digital skills to prepare for the challenges of the future. Additionally, we recognize the vital role of the Company in engaging with local communities and stakeholders throughout the supply chain. Our efforts include supporting local economies, ensuring fair partner selection, and jointly advancing sustainable business practices to create long-term shared value across the entire value chain.

In 2024, the Company remains committed to driving sustainable business growth by investing in new assets within the midscale and economy hotel segments, particularly accelerating the expansion of Hop Inn, our self-managed hotel brand across the Asia Pacific region. We continue to enhance the performance of our existing assets and steadily increase market share to reinforce our position as a leader in sustainable hospitality.

We extend our sincere gratitude to our employees, partners, and value customers for their continued trust and support. This collaboration forms the strong foundation upon which our sustainable growth is built.

Respectfully Yours,

Youssef EL KHOMRI

President

The Erawan Group Public Co., Ltd.



## About This Report

This report has been prepared to present the key business issues and sustainable development directions of The Erawan Group Public Company Limited ("The Erawan Group"). It outlines the Company's sustainability strategies and business practices in alignment with sustainable development principles, communicated to all The Erawan Group's stakeholders.

The Erawan Group's approach to sustainability is guided by three core pillars: Environmental Responsibility, Social Responsibility, and Good Governance (ESG). Under the concept of Driving Business Sustainability Development Growth, the Company strives to advance its business towards the achievement of its long-term vision. The Erawan Group is also committed to supporting the United Nations' 17 Sustainable Development Goals (UN SDGs). This report serves as a key communication tool that reflects our commitment to sustainable practices and highlights how we continue to build strong partnerships and business success through sustainability.

The Erawan Group published its first Sustainability Report in 2021. This year marks the publication of our fourth Sustainability Report, which has been developed in accordance with the Global Reporting Initiative (GRI) Standards 2021, applying internationally recognized sustainability reporting practices. Additionally, the Company also references information disclosed in its Annual Report (Form 56-1 One Report) submitted to the Stock Exchange of Thailand. This integrated report communicates the Company's overall performance and

value creation for shareholders and stakeholders across all dimensions.

### Reporting Scope

The information presented in this report covers the fiscal year 2024 and includes operations of The Erawan Group in Thailand. It includes environmental and social performance data for the 12-month period from January to December 2024. The data was collected from a total of 78 hotels, Head Offices and 1 shopping center – Erawan Bangkok.

The financial performance data has been audited by KPMG Phoomchai Audit Ltd., as reflected in the auditor's report published in The Erawan Group's 2024 Annual Report. Environmental performance, employee training, occupational health, and safety data have been reviewed and assured for accuracy by SGS (Thailand) Limited. The assurance statement is included in the External Assurance section of this report.

This Sustainability Report is available in both Thai and English, and can be accessed on The Erawan Group's website at:

<https://www.theerawan.com/en/document/sustainability-reports> For any comments or inquiries regarding this report, please contact the Sustainability Development Working Team at: [arisna@theerawan.com](mailto:arisna@theerawan.com) or [info@theerawan.com](mailto:info@theerawan.com)

The Erawan Group greatly values your feedback and is committed to using it to continuously improve the quality and relevance of future reports.







## About Us

The Erawan Group Public Company Limited, also referred to as “The Erawan Group” or “the Company” (Stock Symbol: ERW; formerly known as Amarin Plaza Company Limited), is a leading hospitality investment and management company operating in Thailand and Southeast Asia. The Company invests in, develops, and manages a diverse portfolio of hotels ranging from luxury 5-star properties to economy hotels. Its robust investment portfolio includes both full-service and budget hotels under internationally recognized brands, as well as Hop Inn, the Company’s proprietary hotel brand, which is developed and operated in-house. With over 42 years of experience in the industry, The Erawan Group is committed to delivering consistent returns and sustainable growth for all stakeholders. The Company operates with a strong emphasis on good corporate governance, transparency, and responsibility towards society, the environment, and all relevant stakeholders at every level.

### Vision

To be a leading hotel and resort development and investment company in Thailand and the Asia-Pacific region.

### Mission

To expand a quality hotel network in Thailand and the Asia-Pacific region that delivers attractive returns to shareholders and creates long-term benefits for all stakeholders.

Headquartered in Bangkok, Thailand, The Erawan Group was established in 1982 with an initial registered capital of THB 1,000,000, divided into 10,000 ordinary shares at a par value of THB 100 each. The Company was founded by three prominent business families:

1. The Vongkusolkrit family, represented by Mr. Isara Vongkusolkrit
2. The Wattanavekin family, represented by Mr. Supol Wattanavekin
3. The Chenwatanawit family, represented by Mr. Wit Chenwatanawit

Initially, the Company was engaged in real estate development, including office buildings and shopping centers for lease. In 1988, The Erawan Group was listed on the Stock Exchange of Thailand, and in 1994, it was converted into a public limited company. Since then, its core business has focused on hotel investment, development, and operations tailored to strategic locations and target markets. Other business activities include property rental and third-party property management services. In 2005, the Company was renamed The Erawan Group Public Company Limited. As of December 31, 2024, the Company’s registered and paid-up capital stood at THB 4,886,929,429, divided into ordinary shares with a par value of THB 1.00 each.

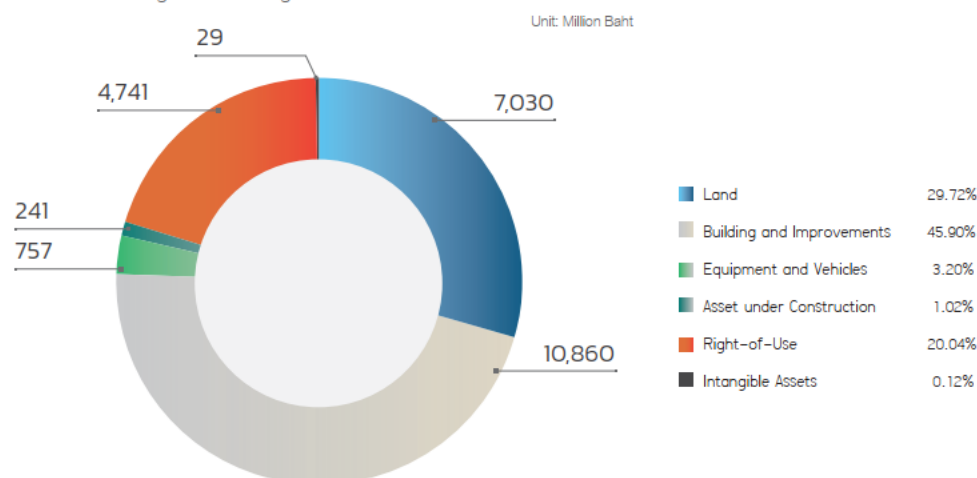




## Business Assets in Operation and Obligations and Trademarks

### Fixed Assets used in the Company's Business and Subsidiaries

The Company's main assets are used in business operations with the book value as of 31 December 2024 in total amount of 23,658 million baht according to the following details:



### Trademarks

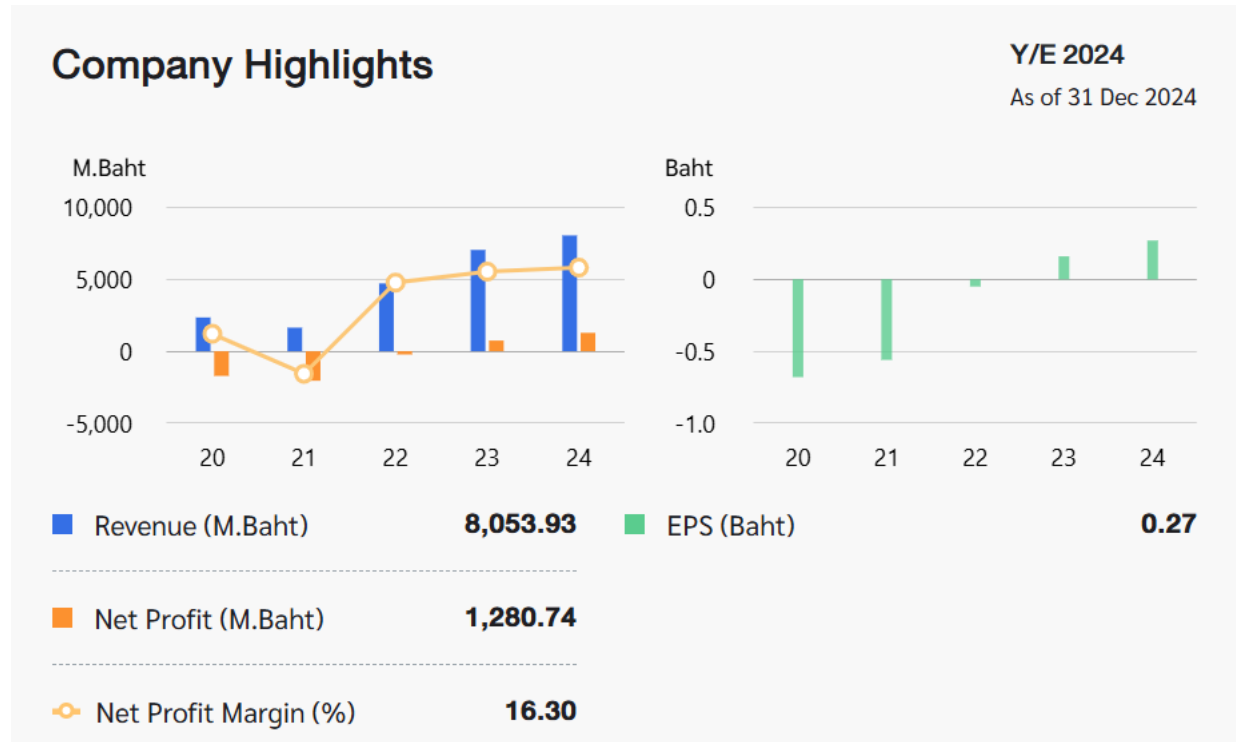
Owner's Name	Number of Trademarks	Country Registered	End of Protection Year
The Erawan Group Plc.	3	Thailand	2025, 2028, 2034
Erawan Hotel Plc.	14	Thailand	2025 (4 Trademarks) 2030 (1 Trademark) 2033 (9 Trademarks)
Erawan Phuket Co., Ltd.	17	Thailand	2031
Erawan Hop Inn Co., Ltd.	23	Thailand	2034 (1 Trademark) 2032 (22 Trademarks)
	1	Philippines	2032
	8	Malaysia	2033
	2	Singapore	2033
	3	Vietnam	2033
	9	Indonesia	2033
	2	Japan	2034

Source: The Erawan Group's One Report (56-1) FY 2024 on page 25

## Economics

This information can be found in more detail in The Erawan Group Public Company Limited's 2024 Annual Report. 2567

Total annual revenue: THB 8,053 million



Source: [www.set.or.th](http://www.set.or.th)



Grand Hyatt Erawan Bangkok, Thailand



## Hotel Portfolio by Geography 93 hotels with 11,543 rooms

(As of December 2024)

### 78 Hotels in Thailand



#### Bangkok 17 hotels

- 2 Luxury
- 4 Midscale
- 6 Economy
- 5 HOP INN

#### Non-Bangkok 61 hotels

- 1 Luxury
- 2 Midscale
- 2 Economy
- 56 HOP INN



### 11 Hotels in Philippines



- 7 in Manila
- 2 in Cebu
- 1 in Iloilo
- 1 in Davao

### 4 Hotels in Japan



- 1 in Kyoto
- 3 in Tokyo

## Executive Summary

### *The Erawan Group Public Company Limited – 2024 Sustainability Report*

In 2024, The Erawan Group Public Company Limited reaffirmed its role as a leading investor in Thailand's hospitality sector, placing a strong emphasis on sustainable growth alongside long-term value creation for all stakeholders. Amid a rapidly evolving business environment, the Company remains committed to operating under the principles of sustainability focusing on environmental, social, and governance (ESG) dimensions to build a resilient, responsible, and future ready organization.

Over the past four years, the Company has fully integrated sustainability into all aspects of its operations. This includes improving energy efficiency, managing resources responsibly, enhancing guest experience, and engaging with local communities. These efforts reflect the growing expectations of investors and customers who prioritize strong corporate governance, environmental stewardship, community involvement, and equitable stakeholder engagement.

Key highlights in 2024 include:

- **Environmental Leadership:** Continued reduction of greenhouse gas emissions and expansion of green hotel initiatives aligned with Thailand's Bio-Circular-Green (BCG) economic model.
- **Business Resilience:** Maintained strong financial stability while adapting strategies to meet shifting market demands and strengthening ESG-driven risk management.
- **People and Communities:** Promoted employee development, organizational diversity, and workplace well-being, while supporting local communities through responsible employment and procurement practices.
- **Robust Governance:** Adhered to principles of transparency, regulatory compliance, and business ethics to foster long-term confidence among shareholders and business partners.

The Company remains firmly committed to sustainable growth, believing that responsible business practices are not only the right thing to do, but also a strategic imperative for delivering long-term value and sustainability for all stakeholders.



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## Governance Structure

### Creating Engagement and Leadership

The process of fostering engagement and leadership starts with the Company's Board of Directors, which is responsible for overseeing, setting the direction, assigning responsibilities, and determining the strategies for sustainable development across three key dimensions: Environment, Social, and Governance (ESG), as well as overall business and risk management. The Board sets the path for stable and sustainable growth for the benefit of all stakeholders under the ESG strategy, which focuses on driving business growth sustainably. The Board of Directors believes that Erawan Group can expand its business, manage risks, and create valuable investment opportunities, along with benefits for all stakeholders.

The company places significant importance on sustainable development, designating responsible parties for environmental, social, and sustainability projects. This is structured through the "Sustainability Development Committee & Working Team" and the "Environmental Working Team," which includes executives and employees from various departments at all levels.

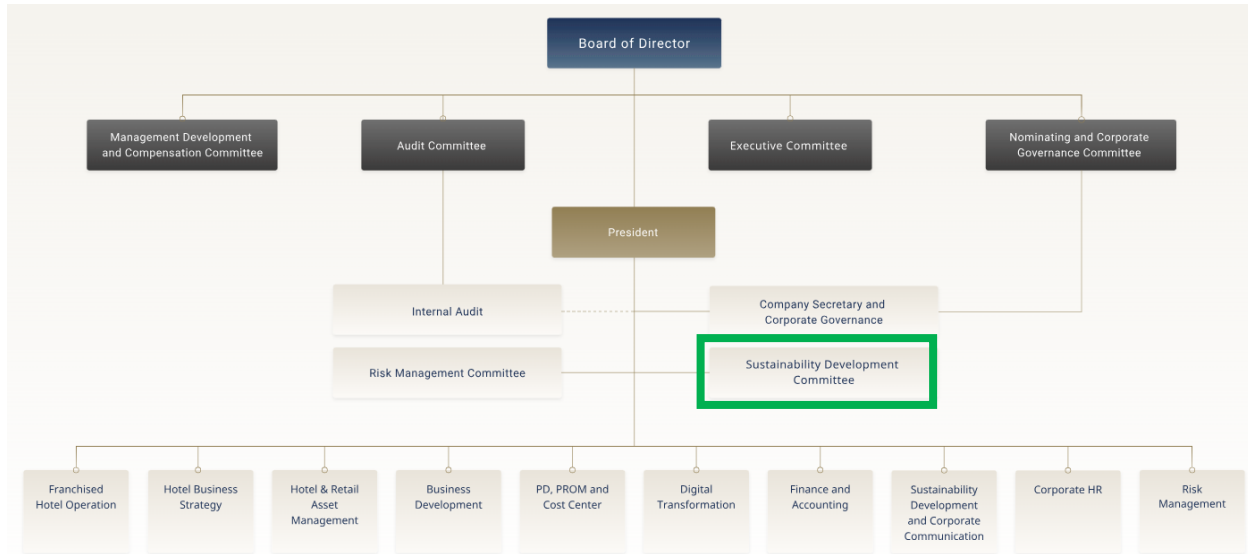
In 2023, the Board of Directors resolved to establish the "Sustainability Development Committee" (SD Committee), with the CEO of Erawan Group Public Company Limited appointed as the Chairman of the Committee. The committee includes senior executives

from multiple departments to ensure the effective governance and implementation of sustainability policies and operations. This committee aims for seamless operations and effective integration of sustainability initiatives across the organization. Regular meetings are scheduled monthly or as deemed necessary by the Chairman, and results are presented to the Executive Board or the Board of Directors at their regular meetings, at least once a year.

The Sustainability Development Committee (SD Committee), appointed by the Board of Directors, is responsible for formulating sustainability strategies (ESG) and focusing on executing the organization's sustainability efforts by reviewing ESG operations to ensure alignment with the policies and strategies set by the Board. Additionally, the Senior Vice President of the Sustainability and Corporate Communications Division serves as the Secretary of the Sustainability Development Committee and drives initiatives through the sustainability working group, which comprises representatives from various management departments. The group develops ESG action plans and projects, as well as prepares organizational sustainability assessments, ensuring the review of key sustainability issues. The group also monitors and reports progress on ESG projects to the Sustainability Development Committee.



### Sustainability Development Structure of The Erawan Group



### Duties and Responsibilities

1. Review and establish policies, strategies, operational frameworks, goals, and key sustainability issues that impact the company's business operations and sustainability development. Ensure that these are set as organizational practices that meet standards, are in the right direction, and align with business operations and the expectations of all stakeholders.
2. Oversee, monitor, and evaluate the progress of sustainability initiatives. Regularly review the company's sustainability performance to ensure compliance with regulatory agencies' evaluation criteria, standards, and national and international sustainability frameworks. Additionally, promote active participation in sustainability projects and involvement in sustainability networks to enhance the company's sustainable operations.
3. Raise awareness and promote employee engagement in sustainability. Foster a company-wide organizational culture where sustainability is integrated into daily operations, aligning with the company's direction. Provide guidance, support, and resources to ensure the effective communication and implementation of the company's governance and sustainability strategies, ensuring they are understood at all levels of management and staff.
4. Summarize the sustainability performance results and present them to the Board of Executive Directors or the Board of Directors in accordance with the meeting schedule or at least annually.

## Sustainability Development Committee

**Chairman**

**Mr. Youssef EL KHOMRI**

- President of The Erawan Group PCL

**Secretary**

**Dr. Arisna Rochanapruk**

- Head of Sustainability Development & Corporate Communication Division

**Member**

**Mr. Navarat Tamsuwan**

- Head of Project Development, Property Renovation & Operating Maintenance and Cost Center Division

**Member**

**Ms. Kanokwan Thongsiwarugs**

- Head of Internal Audit and Company Secretary & Good Corporate Governance Division

**Member**

**Ms. Sangjun Oranrittinun**

- Head of Corporate Human Resources Division

**Member**

**Ms. Suvimon Rojkangsadan**

- Head of Risk Management Division

**Member**

**Ms. Ploi Aranyakanond**

- Head of Hotel & Retail Asset Management Division

**Member**

**Mr. Powpan Werakul**

- Head of Business Development Division

**Member**

**Mr. Sebastian Frederic Salmon**

- Head of Franchised Hotel Operation Division

**Member**

**Ms. Nalinee Krisadavivat**

- President - Hotel Operation Erawan Hop Inn Co., Ltd.

**Member**

**Ms. Pichanun Boonpromgul**

- President - Hotel Investment Erawan Hop Inn Co., Ltd.

## Corporate Culture of Sustainability with E-P-I-C

EMPATHY	PASSION	INNOVATION	COLLABORATION	INTEGRITY	EFFICIENCY
Listen, care, trust, and understand the needs and involvement of stakeholders to achieve the organization's goals sustainably.	Committed and determined to achieve the organization's goals sustainably	Thinking differently creates new challenges, to lead towards sustainable innovation development.	Teamwork and build a network of allies to achieve the organization's goals.	Work with integrity, possess morals and ethics, and adhere to the principles of good corporate governance.	Work to the best of ability, utilize resources wisely, and deliver high-quality results sustainably.



## Sustainability Principles of The Erawan Group

Erawan Group firmly believes that effective sustainable development requires a collaborative approach, strong governance structures, stakeholder engagement, and prioritization of key sustainability issues. We have adopted the ESG (Environment, Social, Governance) framework as a key guide in our operations. Our commitment is to minimize environmental impact, support human rights and diversity within the organization, and foster partnerships with stakeholders and communities for collective sustainable growth.

Erawan Group believes that the company can achieve global standards in ESG (Environment, Social, Governance) and create effective collaborations, treating all local stakeholders equally while addressing global issues. We also support the United Nations Sustainable Development Goals (UN SDGs) to ensure international standards in sustainable development practices. Erawan Group prioritizes responsibility and transparency through financial disclosure and adherence to global sustainability

reporting frameworks, such as the Global Reporting Initiative (GRI).

Additionally, we recognize the importance of setting clear goals and action plans to improve performance in all areas, particularly those that significantly impact society. In 2024, Erawan Group introduced a new set of key sustainability issues based on the Single Materiality principle, which considers Environmental, Social, Governance (ESG). The results will be disclosed in the sustainability report on page 49

Erawan Group has policies and plans focused on fostering ESG collaboration with all relevant networks, including business partners. We continuously evaluate and improve our operations in alignment with Erawan Group's sustainability development strategy to create business opportunities, gain a competitive advantage, and develop sustainability projects with stakeholders. This approach aims to promote the well-being of society, communities, the environment, and the world at large.









## Announcement No. 14/2024

## Sustainable Development Policy

## The Erawan Group Public Company Limited and its Affiliates

The Erawan Group Public Company Limited and its affiliates (“the Company” or “The Erawan Group”), as a hospitality developer and operator in the tourism and service industry, recognize the significant impact of their operations both positive and negative on the economy, environment, community, and society. As such, the Company adopts the principles of sustainable development as a core business strategy, ensuring its operations contribute to economic, environmental, and social sustainability, in line with good corporate governance. The Company is committed to fostering sustainable growth and benefiting all stakeholders.

This Sustainable Development Policy (“the Policy”) has been established to guide the Company’s practices in a consistent direction corporate-wide, aligned with key sustainability issues relevant to the business and stakeholder expectations and concerns. The Policy is developed on the ground of the United Nations’ Sustainable Development Goals (SDG 2030), global standards and other sustainability frameworks, integrated with the Company’s long-held philosophy “Success with Integrity.” The policy outlines specific principles for achieving sustainable development as follows:

1. Establish a governance structure, define roles and responsibilities, and monitor key initiatives related to sustainable development. Encourage hotels and

businesses within the group to align with these sustainability guidelines.

2. Continuously monitor sustainability performances. Review and improve sustainability performances management practices and evaluate progress to ensure alignment with set goals.
3. Instil sustainability awareness and knowledge at all employee levels, encouraging employees to act with responsibility and volunteer spirit towards community, society, and environmental development. This involves understanding the needs and concerns of stakeholders to support sustainable tourism growth.
4. Foster collaborations and build networks with sustainability partners, both locally and internationally, to exchange knowledge and enhance cooperative efforts.
5. Engage stakeholders throughout the business value chain, incorporating their expectations into policies, management strategies, and business practices for sustainable value chain management.
6. Encourage the group’s businesses to adhere to recognized global sustainability guidelines and standards, promoting excellence in both hotel services and sustainable tourism practices.

To achieve tangible sustainable development practices, The Erawan Group emphasizes three core sustainability pillars Economic, Environmental, and Social underpinned by Good Governance:

## 1. Economic Policy

The Company is committed to strengthening its hotel business to support the growth of the country's tourism industry. This includes expanding hotel networks, offering a diverse range of hotel segments, and delivering high-quality services that provide unique experiences in prime location for tourist and economy. All operations are governed by principles of good corporate governance, with sustainable procurement and supply chain management as priorities.

### Relevant Policies:

- 1.1. Procurement Policy
- 1.2. Tax Policy

## 2. Environmental Policy

The Company provides hospitality services that serve travellers' demand in sustainable lifestyle, supporting collaboration for climate actions and addressing climate change risks. The Company is committed to increase efficient of resource consumption to an optimum level and minimizing negative environmental impacts across project developments and hotel operations, with key priorities on environmental policies as follows.

### 2.1. Energy and Carbon Management

The Company's policy is to support Thailand's Net-zero carbon emissions by 2065, by reducing

greenhouse gas emissions through operational improvements, collaborations across the business value chain, and continuously implementing other related measures. Key measures include:

- 2.1.1. Increasing the use of renewable and eco-friendly energy sources across all operations.
- 2.1.2. Constructing, renovating, and refurbishing buildings with consideration on using energy-efficient equipment, low-carbon or environmentally friendly materials.
- 2.1.3. Regular maintenance and optimization of energy-using equipment for maximum efficiency.
- 2.1.4. Continuously monitoring carbon emissions and adopting long-term carbon reduction and offset strategies.
- 2.1.5. Improving operational processes to reduce carbon emissions, such as waste separation, food waste management, purchasing low-carbon products, as well as facilitating and promoting environmentally friendly lifestyles for customers.
- 2.1.6. Supporting related carbon related initiatives, such as the conservation of natural resources both on land and at sea, increasing carbon absorption areas, etc.



## 2.2. Food Waste Management

Food waste is a significant global sustainability issue in the hotel industry as it relates to resource consumption, food security and zero-hunger sustainable development goals. The Company aims to reduce food loss<sup>1</sup> and food waste, placing its importance on appropriate food inventory management while balance between sustainable practices and customer satisfaction.

2.2.1. Manage operations in a balanced way to provide customers with the right quantity and quality of service to ensure customer satisfaction, while also considering food loss during the process and food waste from consumption.

2.2.2. Reduce food waste and separate food scraps for internal management or collaboration with external organizations for appropriate disposal, ensuring maximum benefit to society and the environment from recycle.

## 2.3. Materials and Waste Management

The Company has a policy that requires all operational processes across all business areas, from construction, renovation, to operations, to classify waste types that are significant to the hotel

business and establish 'waste journey' to all significant type of waste to ensure that they are directed to partners who can recycle (Recycle) or properly dispose of them in the most beneficial manner. This is done alongside efforts to reduce waste and emissions from the very beginning (Reduce), reuse (Reuse), and efficiently use resources to minimize landfill waste as much as possible.

Moreover, the company encourages each hotel to use environmentally friendly materials or products that are certified or meet appropriate standards for specific uses, while still maintaining functionality and creating a positive experience for customers. This is aimed at reducing the amount of non-recyclable waste and aligns with the circular economy.

## 2.4. Water Resource Management

The Company places importance on the use of water from all sources, promoting efficient water usage and improving processes to reduce water consumption. This includes engaging customers in awareness efforts to minimize water waste while maintaining service quality and customer satisfaction. Furthermore, the company emphasizes the well-being of surrounding communities by regularly inspecting and enhancing the effectiveness of wastewater treatment systems before discharging

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<sup>1</sup> Food loss refer to the decrease in edible food mass throughout the part of the supply chain that specifically leads to edible food for human consumption. Food losses take place at production, postharvest and processing stages in the food

supply chain (FAO, Parfitt et al., 2010). Food loss includes the loss of food during transportation, storage, preparation and cooking.

treated water back into natural water sources. The Company also supports water recycling and takes into account the community's access to water and shared water usage with the community.

### 3. Social Policy

The Company conducts its business responsibly, considering the impact on all dimensions of the community, society, and all stakeholders within the business chain. It aims to contribute to economic and social development by creating jobs and promoting good employment practices in local and regional areas, while supporting local products as part of business expansion into different regions. The Company is committed to enhancing the capabilities of employees and local communities by providing hotel service skills and knowledge to strengthen careers, elevate the tourism industry, and create sustainable destinations. The Company also engages with the community, respecting local cultural heritage, and ensures the well-being of its employees by fostering a high quality of life and sustainably developing human resources in line with its core values. The Company has established social policies in the following areas:

#### 3.1. Local Economy and Sustainable Tourism

The Company supports community economies through local employment and skill development, providing knowledge and opportunities for communities to engage in sustainable tourism.

#### 3.2. Career Development and Community Engagement

The Company engages with local communities through skill-building programs and encourages

employee participation in social responsibility projects, promote community well-being, support local tourist attraction as well as respect and preserve local heritage and culture.

#### 3.3. Employment, Opportunities, and Diversity

The Company follows human rights principles in its recruitment process, emphasizing equality, dignity, and the right to fair and equal treatment without discrimination based on race, skin color, gender, age, religion, or beliefs. It provides opportunities for people of all ethnicities to join the workforce, focusing on qualifications suited to the job. All new employees receive orientation and job training programs, and the Company also offers internal employee's opportunities for job rotation, transfer, or promotion as appropriate. This helps to develop their skills and increase career advancement opportunities both domestically and internationally.

#### 3.4. Employee Development

The Company continuously invests in employee development, offering various learning platforms to enhance skills in line with business growth.

#### 3.5. Employee Engagement and Well-being

The Company prioritizes holistic care for its employees, focusing on both physical and mental well-being. It encourages improvements in the working environment to ensure employees are happy at work and enjoy a good quality of life, fostering long-term commitment to the organization. This approach aims to drive the company forward while delivering sustainable value to all stakeholders. Additionally, the Company is committed to treating



all employees equally, following universal human rights practices.

### 3.6. Occupational Health and Safety

The Company promotes occupational health and safety as a key concern for all stakeholders, including employees, contractors, and customers. It emphasizes adherence to safety standards, regularly reviews and practices emergency response plans, and raises awareness through training. Employees are encouraged to remain vigilant about these issues, especially regarding risks that significantly impact the hotel, tourism, and travel industries, such as first aid, fire evacuation, and natural disasters. Additionally, the company ensures that employees have a work environment and equipment conducive to overall well-being in all dimensions of their work.

## 4. Corporate Governance Policy

Announcement date: 9 December 2024

The Company is committed to transparent and ethical operations, complying with relevant regulations and international standards. The Company promotes ethical behaviour throughout the business value chain and opposes all forms of corruption.

### Relevant Policies:

- 4.1. Corporate Governance Policy
- 4.2. Code of Conduct
- 4.3. Supplier Code of Conduct
- 4.4. Anti-Corruption Policy
- 4.5. Anti-Money Laundering and Combating the Financing of Terrorism: AML/CFT
- 4.6. Human Rights Policy

This Sustainable Development Policy is the responsibility of the Company's Board of Directors, executives, and all employees.

(SIGNED)

(Mr. Youssef El KHOMRI)

President

The Erawan Group Public Company Limited





## Sustainability Development Approach and Goals of The Erawan Group

The Company recognizes the importance of transparent disclosure across all dimensions environmental, social, governance, and economic in alignment with the SET ESG Ratings framework established by the Stock Exchange of Thailand (SET). Sustainability issues are assessed and prioritized based on their relevance to the Company's operations and stakeholders, to foster trust in the Company's sustainable business practices. Furthermore, the Company is committed to conducting its business and driving organizational growth in a sustainable manner, while creating long-term value for all stakeholder groups equally.

In 2024, the Company advanced its sustainability efforts in line with its Sustainability Strategy, which aligns with the 17 United Nations Sustainable Development Goals (UN SDGs). The Company has set a target to achieve net











zero carbon emissions by 2030, through initiatives that promote energy and water efficiency throughout the business value chain. This includes the use of sustainable raw materials in food preparation, efficient energy management, and the adoption of sensor motion technology in guest rooms to reduce energy consumption when rooms are unoccupied. Additionally, efforts have been made to minimize operational waste and transition to biodegradable in-room amenities, helping to reduce environmental impact and demonstrate social responsibility.

The Company also remains committed to maintaining high standards of cleanliness, reducing food waste, and ensuring food safety, ensuring that all food served to guests meets growing consumer expectations in the tourism sector.


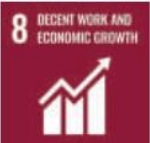





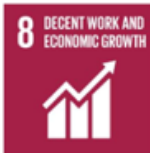




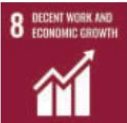



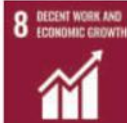








Source: United Nations Sustainable Development Goals (sdgs.un.org)

## The Erawan Group's Sustainability Goals




Corporate's Material Sustainability Issues	Goals	Consistence with the Sustainable Development Goals (UN SDGs)
<b>Environment</b>		
Energy Conservation	<ul style="list-style-type: none"> <li>Reduce electricity consumption by 10% by 2030 compared to the 2023 baseline</li> <li>Increase renewable energy consumption by 10% by 2027 compared to the 2023 baseline (unit: kilowatt-hours)</li> </ul>	
Green House Gas Mitigation	<ul style="list-style-type: none"> <li>Increase GHG emissions reductions from operations under the Low Emission Support Scheme (LESS) by 10% by 2030 compared to the 2023 baseline (unit: tons of carbon dioxide equivalent – tCO<sub>2</sub>e)</li> <li>Achieve carbon neutrality by 2030, where GHG emissions released into the atmosphere equal the amount removed</li> <li>Achieve Net Zero greenhouse gas emissions by 2065</li> </ul>	   
Water Management	<ul style="list-style-type: none"> <li>Reduce net water consumption per revenue by 10% by 2030 compared to the 2023 baseline (unit: cubic meters)</li> </ul>	 
Waste Management	<ul style="list-style-type: none"> <li>Non-hazardous waste sent to landfill per revenue reduced by 10% by 2030 compared to the 2023 baseline (unit: tons per million Baht)</li> </ul>	  



Corporate's Material Sustainability Issues	Goals	Consistence with the Sustainable Development Goals (UN SDGs)
<b>Social</b>		
Occupational Health and Safety	<ul style="list-style-type: none"> <li>Zero work-related fatalities among employees (target = 0)</li> <li>Zero work-related fatalities among contractors and business partners (target = 0)</li> <li>Lost Time Injury Frequency Rate (LTIFR) among employees reduced by 20% by 2027 compared to the 2023 baseline</li> <li>Lost Time Injury Frequency Rate (LTIFR) among contractors and business partners reduced by 10% by 2027 compared to the 2023 baseline</li> <li>Zero complaints related to occupational health and safety from employees, contractors, and business partners (target = 0)</li> </ul>	 
Customer Experience	<ul style="list-style-type: none"> <li>Customer satisfaction score to exceed 85% by 2027 and increase to 90% by 2032</li> </ul>	 
Diversity, Equity, and Inclusion (DEI)	<ul style="list-style-type: none"> <li>Ensure equal employment opportunities with zero discrimination</li> <li>Include and support vulnerable groups in suitable employment, representing at least 1% of total employees</li> </ul>	  
Employment, Career and Community Economic Development)	<ul style="list-style-type: none"> <li>Support internship and vocational training programs for local students</li> <li>Promote local community products as part of hotel services, such as spa</li> </ul>	 

Corporate's Material Sustainability Issues	Goals	Consistence with the Sustainable Development Goals (UN SDGs)
	treatments, souvenirs, and local cuisine	
Employee Development & Capacity Building	<ul style="list-style-type: none"> <li>Provide a minimum of 60 training hours per employee per year</li> </ul>	 
Employee Engagement and Labor Equitable Treatment	<ul style="list-style-type: none"> <li>Achieve an average employee engagement survey score of 92% by 2027</li> </ul>	 
<b>Governance and Economic</b>		
Human Trafficking and Sexual Exploitation	<ul style="list-style-type: none"> <li>Zero incidents of human rights violations (target = 0)</li> </ul>	   
Excellent Business Operational	<ul style="list-style-type: none"> <li>Continuously elevate service quality in alignment with international standards.</li> <li>Enhance operational efficiency through the integration of innovative solutions and digital technologies.</li> <li>Foster an organizational culture rooted in responsibility and active stakeholder engagement.</li> </ul>	  
Compliance with regulations and management of sustainability-related risks.	<ul style="list-style-type: none"> <li>Integrate sustainability-related risks into strategic decision-making processes.</li> <li>Strengthen governance and ensure comprehensive and continuous adherence to ESG regulations.</li> </ul>	  



Corporate's Material Sustainability Issues	Goals	Consistence with the Sustainable Development Goals (UN SDGs)
<b>Governance and Economic (Cont.)</b>		
Sustainable management of the business supply chain and procurement processes.	<ul style="list-style-type: none"> <li>Encourage procurement from local businesses and suppliers with a commitment to sustainability.</li> <li>Develop a system for evaluating and monitoring suppliers based on ESG standards</li> </ul>	 
Anti-Corruption	<ul style="list-style-type: none"> <li>Zero complaints related to corruption and misconduct (Total = 0)</li> </ul>	



Let's experience Thai Traditional dishes at the JW Marriott Bangkok

## Sustainable Tourism Performance

The Sustainability Committee of The Erawan Group plays a crucial role in setting policies, strategies, and sustainability practices that align with the company's business direction and stakeholder expectations. The committee aims to ensure that the operations of the company and its subsidiaries comply with international sustainability development standards, while overseeing and evaluating the performance of key projects such as reducing plastic waste and promoting clean energy use in hotels. Additionally, it reviews policies in line with global assessment frameworks such as DJSI, CSA, and FTSE Russell. The committee also emphasizes building a sustainability-driven organizational culture through various activities and training programs, including the 'Climate Actions 101 and Sustainability Standards for Hospitality' course, which was attended by over 330 employees, and a tree-planting event with more than 200 trees planted by over 90 employees. The company encourages all departments to apply sustainability policies in their daily operations, from top management to staff at all levels, to create tangible and long-lasting changes.

### 2024 SD Committee's Meeting Attendance

SD Committee	Position	Meetings	No.1/2024	No.2/2024	No.3/2024	No.4/2024	No.5/2024
1. Mr. Youssef Elkhomri	Chairman	5/5	•	•	•	•	•
2. Mr. Navarat Tamsuwan	Member	4/5	•	•	•	•	-
3. Ms. Kanokwan Thongsiwarugs	Member	5/5	•	•	•	•	•
4. Ms. Sangjun Oranrittinun	Member	5/5	•	•	•	•	•
5. Ms. Suvimon Rojkangsadan	Member	4/5	•	-	•	•	•
6. Ms. Ploi Aranyakanond	Member	5/5	•	•	•	•	•
7. Mr. Powpan Werakul	Member	3/5	•	•	•	-	-
8. Mr. Sebastian Frederic Salmon	Member	4/5	•	-	•	•	•
9. Ms. Nalinee Krisadavivat	Member	5/5	•	•	•	•	•
10. Ms. Pichanun Boonpromgul	Member	4/5	-	•	•	•	•
Summary of meeting attendance (%)			90.91%	81.82%	100.00%	90.91%	81.82%







## Key Sustainability Highlights of The Erawan Group

**“Balanced growth that creates value for all stakeholders equally, based on social and environmental responsibility.”**

The Erawan Group recognizes the importance of transparent disclosure of environmental, social, governance, and economic information, as well as the need for sustainable business operations that create long-term value for stakeholders. These factors are crucial to drivers in advancing the organization toward sustainability. In 2024, the company defined the scope of its sustainability reporting, covering 13 key issues related to the environment, society, governance, and economics. This is aligned with the Sustainability Reporting Guidelines for listed companies of the Stock Exchange of Thailand, as well as the Global Reporting Initiative (GRI) sustainability reporting framework. The company has also assessed and prioritized these issues based on their significance to the business operations and stakeholders, with the aim of building trust in the organization’s sustainable business practices. The company is committed to operating responsibly under the principles of sustainable development, with a focus on three key ESG dimensions as follow: -



### Environmental Dimensions: 4 Key Issues

- Energy and Greenhouse Gas Management
- Water Resource Management
- Food Waste Management
- Waste and Material Management



### Social Dimensions: 7 Key Issues

- Occupational Health, Safety, and Well-being
- Delivering Customer Experience
- Opportunities and Diversity
- Employment, Career Development, and Community Economic Development
- Community Engagement and Sustainable Tourism
- Employee Capacity Building
- Building Employee Engagement and Providing Equal Care



### Governance and Economic Dimension 5 Key Issues

- Human Rights, Anti-Human Trafficking, and Sexual Exploitation
- Excellence in Business Operations
- Compliance with Regulations and Management of Sustainability Risks
- Sustainable Business Supply Chain and Procurement Management
- Anti - Corruption



The Erawan Group believes that 'sustainability' is not just about reducing impacts, but also an opportunity to foster innovation, drive the organization forward, and deliver sustainable shared value to society, communities, and the world.

### Identification of Key Issues

The company has identified key sustainability issues that align with its business operations, covering environmental, social, governance, and economic dimensions. This is done by considering the trends and directions of various internal and external changes, such as the company's sustainability strategies and goals, risks and opportunities from external environmental factors, and stakeholder expectations. In 2024, the company identified a total of 13 key sustainability issues as follows:

### Sustainability Materiality Assessment Process


The Erawan Group continuously reviews the materiality of sustainability issues through stakeholder engagement, considering global trends, standards, changes, and impacts on sustainability within the tourism industry. The materiality assessment is conducted every three years, with an annual review of the assessment through the following process.


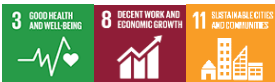

1. **Issue Identification:** The company's sustainability task force conducts workshops to gather the expectations and interests of all relevant stakeholders across the business value chain. The task force

analyzes and selects sustainability issues that align with business operations by studying global sustainability trends and changes. Additionally, the relevant stakeholders and their relationship to the organization's sustainability issues are identified.

2. **Prioritization of Issues:** The company's senior management evaluates and assesses the positive and negative impacts of environmental, social, and economic factors on the business and stakeholders. This evaluation helps prioritize the issues that significantly affect the company's sustainability, considering three key impacts: financial, operational, and reputational.
3. **Review Process:** The sustainability task force reviews and presents the key sustainability issues to the Board of Directors for approval.
4. **Reporting Scope Definition:** To address sustainability issues effectively, the company has defined the reporting scope for all 13 material issues. Information is gathered from various departments and relevant stakeholders.
5. **Continuous Development:** The company is committed to operating under sustainable development principles by regularly reviewing the organization's material sustainability issues on an annual basis. Stakeholders gained from in-depth stakeholder interviews are used as a guide to align the company's sustainability practices with its business operations, ensuring they remain relevant and effective.

The company has developed a sustainability strategy to serve as a framework for business operations in line with sustainable development principles. It has set goals that align with key sustainability issues, the United Nations Sustainable Development Goals (SDGs), and the country's Nationally Determined Contributions (NDCs). This strategy also provides guidelines for business operations and projects related to sustainability across various dimensions, as detailed below.

Sustainability Development Strategy		
<p><b>Serve sustainable lifestyles for all</b></p> <p>Committed to promoting an environmentally friendly lifestyle.</p>	<p><b>Inspire employees with E-P-I-C</b></p> <p>Fostering employee understanding through the E-P-I-C.</p> 	<p><b>Empower partners and communities with our excellence and expertise</b></p> <p>Building partnerships with external experts and stakeholders across the business value chain to foster a sustainable society and environment.</p>
Conduct good practices in compliance with law, regulations, and global standards		

The Erawan Group's Goals in Alignment with the United Nations' Sustainable Development Goals (SDGs)		
<p><b>Environmental Goals</b></p>  <ul style="list-style-type: none"> <li>● Increase the share of renewable energy usage across operations</li> <li>● All hotels under the company's management are committed to supporting energy reduction efforts</li> <li>● Promote carbon neutrality and strive toward net-zero greenhouse gas emissions</li> <li>● Encourage sustainable water stewardship practices</li> <li>● Reduce landfill waste and enhance resource efficiency through the 3Rs (Reduce, Reuse, Recycle)</li> <li>● Minimize food waste</li> </ul>	<p><b>Social Goals</b></p>  <ul style="list-style-type: none"> <li>● Zero workplace accident incidents reported</li> <li>● Each employee shall receive a minimum of 60 hours of training per year.</li> <li>● Promote the well-being of employees, customers, partners, and communities</li> <li>● Enhance workforce skills and improve work processes</li> <li>● Support local communities through knowledge-sharing to create jobs and sustainable livelihoods</li> </ul>	<p><b>Governance Goals</b></p>  <ul style="list-style-type: none"> <li>● Promote business practices among partners that consider social, economic, and environmental impacts</li> <li>● Build partnerships to strengthen the capacity to respond to economic, social, and environmental changes</li> <li>● Assess suppliers on sustainability-related criteria</li> <li>● Zero cases of code of conduct violations or corruption across the company and its subsidiaries</li> </ul>



## Managing Stakeholders Impacts on the Business Value Chain

### Towards Sustainability Growth

To ensure long-term business stability, The Erawan Group Public Company Limited recognizes the importance of understanding both positive and negative impacts of its operations across three key dimensions: Environmental, Social, and Governance (ESG). These form the essential foundation for sustainable growth in the service and tourism industry.

The company has reviewed and analyzed its entire business value chain, from project sourcing and development, selection of business partners and suppliers, hotel management under various international brands, customer experience creation, human resource management, cost management, to promoting sustainability in the communities where the company operates. This process aims to comprehensively identify

all relevant stakeholders, including investors, customers, employees, suppliers, local communities, government agencies, and the media.

The company emphasizes regular communication and mutual understanding with stakeholders through appropriate channels to listen to their needs, expectations, and feedback. This input is used to continuously improve operational processes to effectively address key sustainability issues.

Furthermore, the company aims to create shared value with stakeholders and drive business growth in harmony with society and the environment. This aligns with The Erawan Group's mission to be a "sustainable hotel development and management company" committed to delivering a better quality of life for all stakeholders.



## Stakeholder Engagement of The Erawan Group in 2024

The Erawan Group values all stakeholder groups equally and emphasizes a structured stakeholder identification and review process in accordance with organizational standards, which is conducted annually. This process is designed to foster mutual understanding, trust, and collaboration in driving the company toward sustainable goals.

The company has established a stakeholder engagement approach that promotes constructive participation through a variety of activities and communication channels. The frequency of engagement varies depending on the nature of each stakeholder relationship. Dedicated channels are provided to each stakeholder group, allowing them to share input and feedback that supports the formulation of business strategies, action plans, and long-term sustainability initiatives. To mitigate business risks and potential impacts, The Erawan Group continually listens and responds to stakeholder expectations through ongoing dialogue. In 2024, the company undertook key stakeholder engagement initiatives as outlined below.

### Groups of Stakeholders



Customers



Employees



Business Partners



Suppliers



Regulatory Agencies



Investors



Communities





### Stakeholders Participation

The Erawan Group recognizes the importance of stakeholder engagement and actively promotes communication through various channels to understand the needs, opinions, and suggestions of stakeholders. These insights are integrated into decision-making processes, strategy formulation, direction setting, operational planning, and business development to ensure long-term stability and sustainability. This approach also aims to reduce risks that could harm the company's image or disrupt business operations, while maximizing benefits for all stakeholders.


The Erawan Group's stakeholders are categorized into 7 groups as follows:


1. Customers, covering hotel guests and shopping center visitors.
2. Employees, including directors, executives, and staff of the company.
3. Business Partners, including those who engage in business activities with the company and those involved in activities beyond product supply.
4. Suppliers.
5. Shareholders/Debtors.
6. Regulatory Bodies, covering both government agencies and private organizations that regulate laws, rules, and regulations related to the company's business operations, as well as trade associations.
7. Communities, including the communities surrounding the company's facilities and nearby areas.


## Stakeholders' Engagement

Stakeholders	Engagement Approaches	Stakeholders' expectations	Significant Operations
<b>1. Customers</b> 	<ul style="list-style-type: none"> <li>Website, Email</li> <li>Social Media</li> <li>Customer Satisfaction Surveys</li> <li>Customer Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Health, Safety, and Wellness Measures</li> <li>Products and Services that Provide Value and Meet Customer Needs</li> <li>Complete, Accurate, and Timely Disclosure of Promotional Information</li> <li>Understanding Customer Behavior and Offering Services that Exceed Expectations without the Customer Asking</li> <li>Timely Resolution of Issues and Complaints</li> <li>Maintaining Customer Security and Privacy</li> <li>Modern Technology and Facilities that Effectively Meet Customer Needs</li> </ul>	<ul style="list-style-type: none"> <li>Comply with the Health and Wellness Policies of the Ministry of Public Health and the Hotel Chain, and Implement Measures to Enhance Customer Confidence in Cleanliness According to SHA PLUS Standards</li> <li>Developing Modern Technologies and Innovations to Provide Services that Reach Target Customer Groups</li> <li>Address Customer Complaints or Suggestions to Continuously Improve and Introduce New Services</li> <li>Promote Ongoing Learning to Develop Customer Service Skills for Employees at All Levels</li> <li>Design Hotels and Services to Meet Standards and Accommodate All Customer Groups</li> <li>Continuously Adapt Promotions to Meet Customer Demands</li> <li>Communicate with Customers via Online Channels and Regularly Update Information</li> </ul>
<b>2. Employees</b> 	<ul style="list-style-type: none"> <li>Internal Communication through HRHO Email Channels</li> <li>Group LINE Application: ERAWAN</li> <li>The Erawan Group Intranet</li> <li>Annual Meetings (Town Hall Meetings)</li> </ul>	<ul style="list-style-type: none"> <li>Workplace Safety</li> <li>Flexible Work Management</li> <li>Compensation, Benefits, and Welfare</li> </ul>	<ul style="list-style-type: none"> <li>Provide opportunities for individuals of all ethnicities to join as employees through recruitment and hiring processes.</li> </ul>




Stakeholders	Engagement Approaches	Stakeholders' expectations	Significant Operations
	<ul style="list-style-type: none"> <li>Team Meetings</li> <li>Training and Development Sessions</li> <li>Surveys and Feedback</li> </ul>	<ul style="list-style-type: none"> <li>Opportunities for Employee Development and Career Advancement</li> <li>Achievements and Awards Received from the Company</li> <li>Volunteering Activities and Participation in Various Projects</li> </ul>	<ul style="list-style-type: none"> <li>Consider compensation based on performance and abilities, in accordance with the company's policies, and benchmarked against the same industry.</li> <li>Develop Individual Development Plans (IDP) for employees.</li> <li>Establish the ERW Digital Learning Center as an online learning platform, enabling employees to learn anytime, anywhere.</li> <li>Promote organizational values and culture through training, activities, and knowledge-sharing programs.</li> <li>Encourage career advancement through job rotation, transfers, and promotions.</li> <li>Ensure the health, hygiene, safety, and work environment during health crises such as the COVID-19 pandemic by providing access to vaccines, implementing work-from-home (WFH) policies, and other measures as requested by government authorities.</li> </ul>
<b>3. Investors</b> 	<ul style="list-style-type: none"> <li>Shareholders' Meeting</li> <li>Disclosure of information through the Stock Exchange of Thailand (SET)</li> <li>Website</li> <li>56-1 One Report</li> <li>Analysts' Meeting / Opportunity Day</li> </ul>	<ul style="list-style-type: none"> <li>Providing opportunities for shareholders and investors to participate and express opinions on the company's business performance</li> <li>Sustainable business growth and attractive investment returns (higher dividends, stock market)</li> </ul>	<ul style="list-style-type: none"> <li>Conduct business in accordance with principles of transparent and ethical corporate governance</li> <li>Present the company's performance, goals, plans, and risk management strategies</li> </ul>

Stakeholders	Engagement Approaches	Stakeholders' expectations	Significant Operations
	<ul style="list-style-type: none"> <li>Email: Companysecretary@theerawan.com</li> <li>IR Meeting</li> </ul>	<ul style="list-style-type: none"> <li>value growth, strong performance)</li> <li>Clear, accurate, complete, and timely disclosure of information</li> <li>Good corporate governance, transparency, and adherence to business ethics</li> <li>Clear communication channels</li> <li>Compliance with terms, agreements, obligations, and timely payments</li> </ul>	<ul style="list-style-type: none"> <li>Equally listen to opinions and suggestions from shareholders</li> <li>Foster relationships and engage in regular activities with investors, shareholders, and financial institutions</li> <li>Provide opportunities for shareholders to participate in expressing opinions or have convenient channels to inquire about matters related to business operations</li> </ul>
<b>4. Suppliers</b> 	<ul style="list-style-type: none"> <li>Business Partner Meetings</li> <li>Evaluation of Suppliers according to the company's standards, including:</li> <li>Supplier Code of Conduct</li> <li>Human Rights for Suppliers</li> <li>Mutual Agreement Signing</li> <li>Inspection of Safety and Hygiene Standards in the Hotel's Procurement Operations</li> </ul>	<ul style="list-style-type: none"> <li>Maintaining service quality standards and sustainability in business operations with partners</li> <li>Collaboration between the company and partners in managing risks throughout the supply chain</li> <li>Creating engagement between partners and other stakeholders in management</li> <li>Providing complete information and treating partners fairly</li> <li>Emphasizing the procurement process</li> <li>Establishing transparent and fair procedures</li> <li>Creating mutual business value</li> <li>Providing timely support when partners report being impacted by related transactions</li> </ul>	<ul style="list-style-type: none"> <li>A transparent, fair, and auditable procurement process</li> <li>Ethics and business conduct in operations</li> <li>Collaborating to develop products and services that reduce impacts on society and the environment</li> <li>Working together to combat corruption</li> <li>Classifying and segmenting partner groups to manage supply chain risks</li> </ul>

Stakeholders	Engagement Approaches	Stakeholders' expectations	Significant Operations
<b>5. Business Partners</b> 	<ul style="list-style-type: none"> <li>Quarterly Meetings</li> </ul>	<ul style="list-style-type: none"> <li>Conduct business together as mutually beneficial and sustainable partners</li> <li>Build a strong long-term network of partners</li> </ul>	<ul style="list-style-type: none"> <li>Establish ethics and business conduct guidelines</li> <li>Collaborating in developing raw materials and products</li> <li>Cooperate in opposing all forms of corruption</li> </ul>
<b>6. Communities</b> 	<ul style="list-style-type: none"> <li>Community collaboration activities around the hotel</li> <li>EIA surveys to gather community feedback in the surrounding construction area</li> <li>Hold focus group meetings</li> <li>Create collaboration through various projects</li> </ul>	<ul style="list-style-type: none"> <li>Living together without conflicts</li> <li>Listening to complaints and resolving issues promptly</li> <li>Long-term cooperation</li> <li>Preserving local culture</li> <li>Creating jobs or promoting careers and economic growth in the community</li> <li>Promoting education in the community</li> <li>Promoting the environment and community care</li> <li>Community safety</li> <li>Human rights, including labor rights</li> <li>Developing the local economy</li> </ul>	<ul style="list-style-type: none"> <li>Listening to issues and collaboratively finding solutions to build good relationships for mutual coexistence</li> <li>Supporting community involvement in activities</li> <li>Supporting education for youth in the community</li> <li>Promoting skills and sharing knowledge for the benefit of the overall community</li> <li>Hiring locally and supporting community products</li> <li>Supporting the preservation of local identity</li> <li>Organizing volunteer activities and providing internships for students</li> <li>Using local raw materials</li> <li>Promoting local employment</li> <li>Protecting and restoring biodiversity</li> <li>Promoting human rights</li> <li>Caring for and sharing to create value for society</li> <li>Corporate governance and business ethics</li> </ul>
<b>7. Regulatory Agencies</b>	<ul style="list-style-type: none"> <li>Community collaboration activities around the hotel</li> <li>EIA surveys to gather community feedback in the surrounding construction area</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with regulations</li> <li>Collaboration on environmental policies</li> </ul>	<ul style="list-style-type: none"> <li>Conduct business with transparency, adhering to corporate governance and ethical principles</li> </ul>



Stakeholders	Engagement Approaches	Stakeholders' expectations	Significant Operations
	<ul style="list-style-type: none"> <li>• Hold focus group meetings</li> <li>• Create collaboration through various projects</li> <li>• Continuous participation in activities and projects with government agencies</li> <li>• Building relationships through joint operations</li> <li>• Listening to and providing feedback on the enforcement of laws by government agencies</li> <li>• Complying with laws, regulations, and policies set by regulatory agencies</li> <li>• Reporting operational performance and results to relevant government agencies as required</li> </ul>	<ul style="list-style-type: none"> <li>• Transparency in tax practices</li> <li>• Labor Welfare and Safety</li> <li>• Human rights and labor practices in accordance with the law</li> <li>• Appropriate social and environmental management</li> </ul>	<ul style="list-style-type: none"> <li>• Do not support illegal activities and oppose all forms of corruption</li> <li>• Cooperate with relevant government policies</li> <li>• Ensure corporate governance and promote business ethics</li> <li>• Manage the supply chain responsibly</li> <li>• Comply fully with relevant reporting standards</li> <li>• Participating in government initiatives such as LESS and ESG Disclosure</li> </ul>









## Supplier Management in the Supply Chain

Suppliers are considered one of the key stakeholder groups of The Erawan Group Public Company Limited. The company places great importance on maintaining ongoing engagement and open communication with suppliers, guided by principles of fairness, continuous learning, quality improvement, and capacity building for effective collaboration.

To enhance risk management efficiency within the supply chain, the company has established clear criteria for identifying key supplier groups. This includes the development of screening and selection processes, payment policies, and the implementation of the Supplier Code of Conduct, with the shared goal of fostering a transparent and sustainable business environment.

### Supplier Prioritization Criteria (Critical-Tier Suppliers)

The Erawan Group has established supplier prioritization criteria to effectively assess risks and manage its business supply chain. Suppliers are categorized into two main groups:

1. By Transaction Value

Suppliers or contractors with trading volumes exceeding 3% of the company's total supplier spending are classified as Critical Tier-1 Suppliers due to their strategic significance.

2. By Type of Service

The company's operations are divided into three main segments:

- 2.1 Head Office Operations

- 2.2 Project Development

- 2.3 Hotel Business Operations

These segments involve different types of suppliers with varying contract values and business impacts. Accordingly, the company categorizes suppliers by service type as follows:

- 2.1 Project Development Suppliers

- 2.2 Hospitality Suppliers

- 2.3 Operation & Assessment Suppliers

In 2024, the company had a total of 4,048 suppliers, with 45 identified as Critical Tier-1 Suppliers, representing 1.11% of all suppliers, as follows:

Corporate's Suppliers by Group 2024	Hotel	Project	Office	Total
Total number of Suppliers (Company)	3,367	195	509	4,048
Critical 1-Tier (Company)	27	11	6	45
Number of General Supplier (Company)	3,340	184	503	3,975



## Supplier Recruitment and Selection Criteria

### Supplier's Pre-Qualification and Selection Criteria

To enhance operational efficiency and mitigate potential risks within the supply chain, the company has established

- ✓ คุณภาพของสินค้า/บริการ (Quality of Product/Service)
- ✓ ความสามารถในการผลิต (Ability to Produce)
- ✓ การตรวจสอบผลิตภัณฑ์และที่มาผลิตภัณฑ์ (Product Quality Audit and Traceability)
- ✓ คุณภาพด้านการส่งมอบสินค้า (Quality of Delivery)
- ✓ คุณภาพการให้บริการหลังการขาย (After-sale Service)
- ✓ ความสามารถในการแข่งขันด้านเงื่อนไขทางการค้า (Competitive Ability in Terms of Trade Conditions)
- ✓ มีประวัติทางการเงินที่เชื่อถือได้ (Reliable Financial)
- ✓ ชื่อเสียงของบริษัทฯ (Company's Reputation)
- ✓ การดำเนินงานด้านความยั่งยืนตามกรอบ ESG

### Supplier Risk Assessment

The company conducts analysis and prioritization of suppliers based on the value of goods and services purchased, as well as the type of services utilized. These criteria are used to rank suppliers for effective sustainability management.

preliminary screening criteria for suppliers (ERW's Pre-Qualification Checklist), which include assessment topics covering the following areas:

In assessing potential risks within the supply chain, the company considers various risk factors that could impact organization across multiple dimensions, including but not limited to the following:

1. Supply Risk Factors: Whether the raw materials or products are scarce, supplied by a sole distributor, or non-substitutable products/services.
2. Strategic Risk Factors: Whether goods, materials, or services are critical to business operations.
3. Social Risk Factors: Whether the supplier operates responsibly, prioritizes occupational health and safety for contractors, practices fair employment without human rights violations, and is free from involvement in corruption or unethical behavior.
4. Environmental Risk Factors: Whether the supplier maintains environmentally friendly operational standards or products, such as experience in Green Hotel operations, compliance with green building standards, ISO 14001 environmental management certification, or the supply of eco-friendly products.
5. Reputational Risk Factors: Whether the supplier has a history or practices that could potentially harm the company's reputation in the future

## On-Site Supplier ESG Audit Criteria

### Criteria for Suppliers Subject to Annual On-Site ESG Audits

The company has established criteria for selecting suppliers to undergo on-site environmental, social, and governance (ESG) audits based on their operational roles. These criteria differ between project development suppliers and hotel operation suppliers, as follows:

#### 1. Project Development Suppliers

The company requires the Top 5 Critical Tier 1 Suppliers those with the highest transaction value and strategic importance to undergo annual on-site ESG audits. These suppliers significantly impact on the company's operational costs and may influence business continuity.

#### 2. Hotel Operation Suppliers

Given the service-oriented nature of the hotel business, with high emphasis on food safety and hygiene, suppliers in the food and beverage (F&B) category are considered critical. For luxury hotel properties such as The Naka Island, a Luxury Collection Resort & Spa, Phuket the company ensures that 100% of F&B suppliers are subject to on-site ESG audits annually. This is to ensure compliance with the company's environmental, social, and governance standards.

### Credit Term Policy

The company places strong emphasis on supporting the financial liquidity and cash flow management of all suppliers, both large and small, through fair and non-discriminatory treatment. The company recognizes that a supplier's financial stability directly impacts their operational capacity and, in turn, the company's long-term sustainability.

To promote supplier financial stability, the company has implemented a credit term policy ranging from 7 to 60 days. Over the years, the company has maintained a consistent and reliable track record of timely payments, as is reflected in its historical performance.

Description	2022	2023	2024
Payment Period (Average 1 Year)	31 Days	27 Days	30 Days

## Supplier Code of Conduct

For hotels operated under international brands, supplier management is conducted in accordance with the brand owners' guidelines and Supplier Code of Conduct, which place strong emphasis on comprehensive social and environmental considerations. In contrast, hotels under the HOP INN brand follow the company's own Business Partner Code of Conduct, which is publicly available at: <https://www.theerawan.com/th/corporate-governance/code-of-conduct>

The company places high importance on promoting transparency and anti-corruption practices throughout the supply chain. The Erawan Group Public Company Limited is a certified member of the Thai Private Sector Collective Action Against Corruption (CAC). Furthermore, the company actively promotes, supports, and invites all business partners to become members of the CAC or other affiliated organizations with shared goals of combating corruption. This collective effort aims to foster a transparent and sustainable economic and social system.





## Process for Determining Material Sustainability Topics

The Erawan Group Public Co., Ltd. identifies material sustainability topics by assessing both internal and external factors that are most relevant to its business operations. These topics encompass economic, social, and environmental dimensions and are evaluated based on their significance to the company and its stakeholders. The materiality assessment process comprises the following four key steps:

**Identification** The company gathers sustainability topics that are significant to its operations and stakeholders. This is done through reference to international sustainability standards, benchmarking against peers in the same industry, and alignment with the United Nations Sustainable Development Goals (UN SDGs). In the current reporting year, the company reviewed and refined these topics for clarity and categorized them in accordance with the Global Reporting Initiative (GRI) Standards. Material topics are reviewed on a biennial basis.

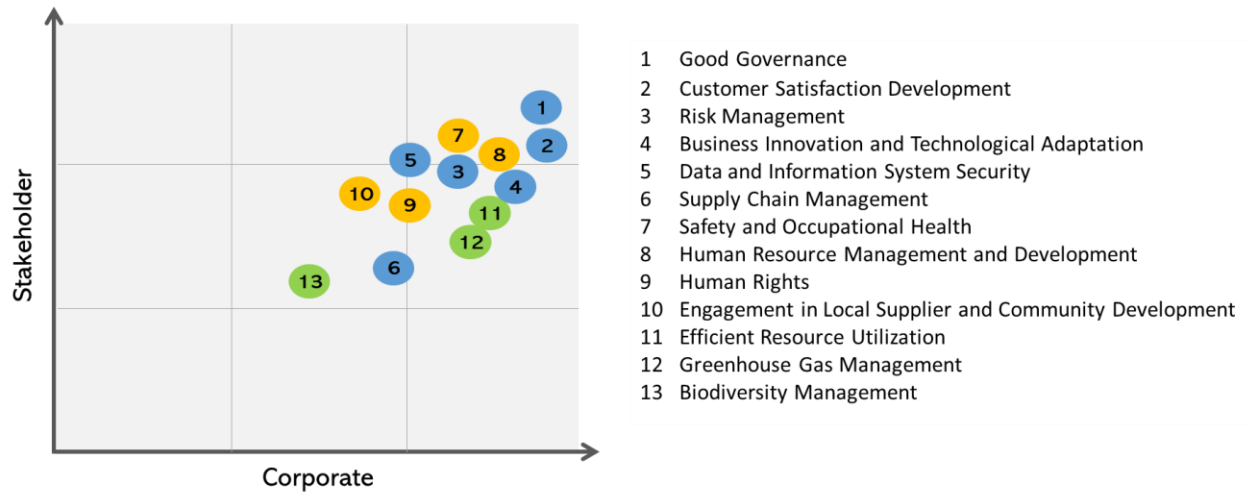
**Prioritization** Identified topics are screened and prioritized based on their significance and potential impact on stakeholders and the company. This ensures that resources are directed toward the most critical sustainability issues.

**Validation** The prioritized material topics are reviewed by the Sustainability Development Committee (SD Committee), which is responsible for overseeing the company's sustainable development strategy. The committee evaluates the relevance and accuracy of each topic before submitting them to the Board of Directors for final review and approval.

**Continuous Improvement** The company is committed to the continuous improvement of its sustainability practices. This includes regular reviews of its sustainability policies and goals to ensure alignment with evolving stakeholder expectations and to achieve long-term sustainability objectives.



## Materiality Assessment



Environment	Social	Governance
Efficient Resource Utilization	Safety and Occupational Health	Good Governance
Greenhouse Gas Management	Human Resources Management and Development	Customer Satisfaction Development
Biodiversity Management	Engagement in Local Supplier and Community Development	Risk Management
		Business Innovation and Technological Adaptation
		Data and Information System Security
		Supply Chain Management





## Sustainability Development Management in Environmental

### Environmental Stewardship

The Erawan Group is committed to conducting its business in harmony with environmental conservation. The Company has established an Environmental Policy that emphasizes the efficient use of natural resources and the reduction of environmental impacts. This policy guides operations across the value chain to ensure sustainable management practices. The Company integrates environmental considerations into all aspects of its operations, ensuring alignment with applicable laws, customer policies, and ongoing environmental audits. Additionally, The Erawan Group has been certified under the international environmental management standard ISO 14001.

The company has set environmental sustainability goals supported by strategies encompassing four key dimensions:

1. Efficient Energy Management
2. Efficient Water and Wastewater Management
3. Efficient Waste and Material Management
4. Greenhouse Gas Management





## Material Sustainability Issues

## Environmental Management

### Energy Efficiency and GHG Emissions Management



The Erawan Group Public Company Limited is committed to supporting Thailand's sustainability goals, particularly the national target of achieving net-zero greenhouse gas (GHG) emissions by 2065. The Company is dedicated to minimizing the impacts of climate change by reducing GHG emissions from its operations and promoting collaboration across the business value chain. This is achieved through proactive energy and emissions management initiatives aimed at generating positive, long-term environmental outcomes.

### Goals

- Efficiently manage energy consumption and reduce overall energy use and energy intensity (energy consumption per room) by 2% annually. This supports both cost reduction and the Company's GHG reduction targets by 2030.
- Increase the share of renewable energy usage to more than 10% of all hotels by 2030.
- Ensure that 100% of all hotels directly managed by the Company implement energy reduction and carbon offset initiatives by 2030.

### Business Opportunities and Challenges

#### Opportunities

- Reduce long-term business costs through decreased energy consumption
- Gain a competitive cost advantage, particularly for budget hotels
- Attract international guests and environmentally conscious travelers by supporting and promoting sustainable tourism and lifestyle choices
- Increase access to green financing and enhance appeal to investors and relevant stakeholders

### Opportunities and Challenges

- The challenge of sourcing alternative energy during peak demand periods, such as the tourism season
- The need to reduce reliance on traditional fuel sources while maintaining service quality and customer satisfaction

### Key Operational Approaches

- **Use of Renewable and Clean Energy:** Increase the proportion of renewable and environmentally friendly energy sources tailored to each business unit, reducing dependence on conventional energy
- **Sustainable Design and Construction:** Integrate energy considerations from the design and development stages, including the use of low-carbon construction materials and energy-efficient, environmentally friendly appliances
- **Energy Efficiency Improvement:** Conduct regular maintenance, inspections, and upgrades of electrical equipment to optimize performance and energy use, while adopting energy-saving technologies and innovations
- **Monitoring and Reducing Greenhouse Gas Emissions:** Continuously track and assess emissions to establish long-term strategies for reduction and offsetting
- **Environmentally Friendly Operations:** Improve waste separation, food waste management, and the use of low-emission products, while encouraging and facilitating sustainable lifestyles for guests.
- **Support for Carbon Reduction and Offset Projects:** Promote the conservation of natural resources on land and in marine environments, as well as expanding green spaces to absorb greenhouse gases



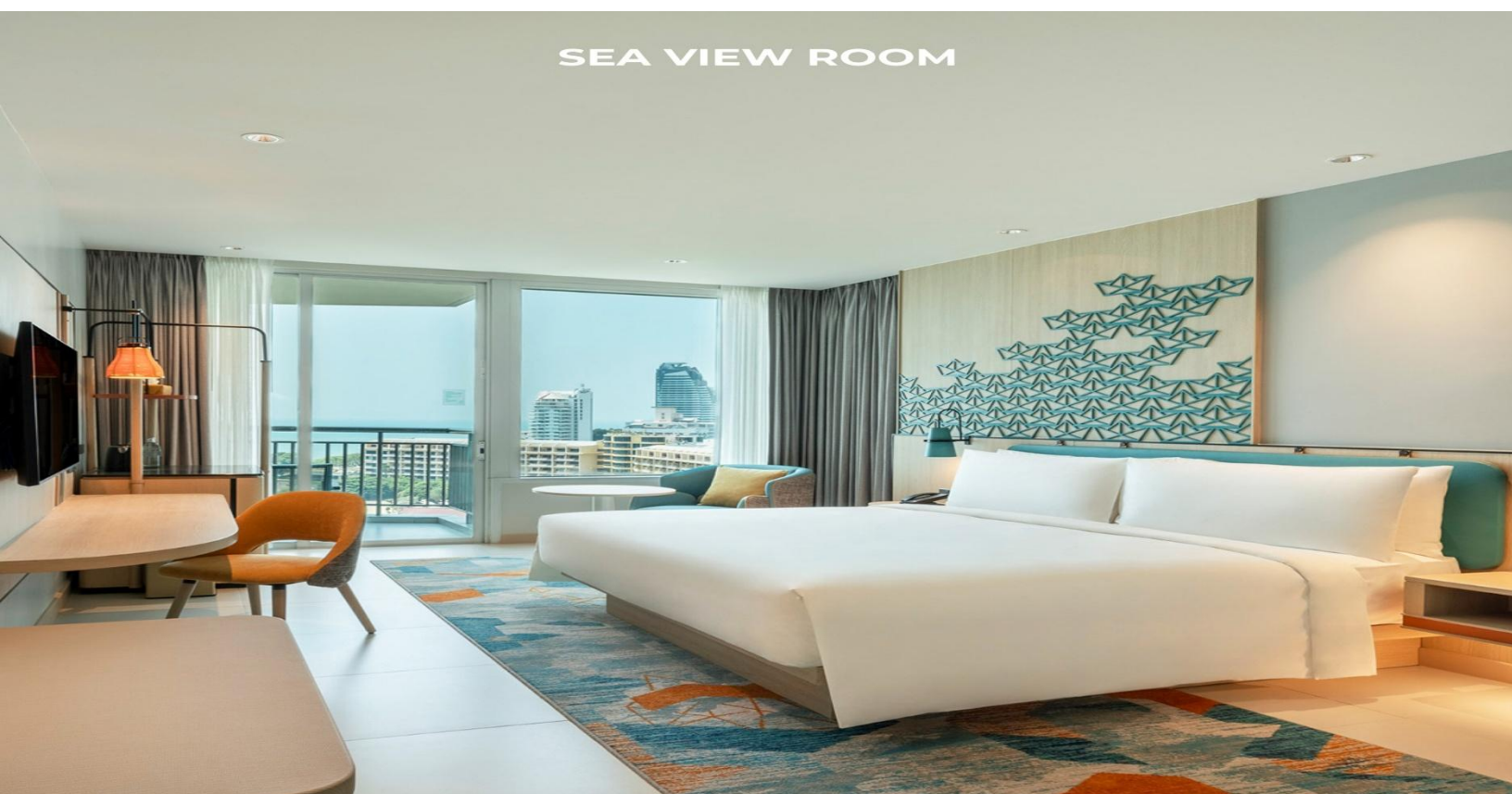
Daily Rotation Juices at The Erawan Bangkok

### Electricity Usage Data in the Organization (Unit: Kilowatt – Hours)

FY 2022	FY 2023	FY 2024
67,114,176.48	76,159,998.32	81,021,456.00

#### Remarks:

1. In 2023-2024, tourism in Thailand recovered, and the hotels under the Erawan Group saw an increase in tourist numbers.
2. The data does not include information from the food court at the Ploenchit Center building, as energy usage is managed by the tenants.
3. The scope of fuel usage data includes only the hotels managed directly by the company.
4. The report includes total energy consumption, which accounts for electricity, oil, and natural gas usage.
5. This report covers only the operations of the company within Thailand.





## Outstanding Performance in Energy Management for 2024

The hotel and shopping center businesses are major consumers of electricity, primarily due to the operational activities and services provided to guests. Reducing energy consumption within this industry is challenging. However, the company has launched projects aimed at improving energy efficiency, reducing overall energy waste, and seeking diverse energy technologies and partnerships. These efforts aim to maintain high-quality services while reducing energy consumption.

Energy usage remains a key factor in the greenhouse gas emissions of The Erawan Group and its affiliated hotels. The company continues its environmental efforts, particularly in energy management, with clear strategic goals for sustainable development. This includes entering memorandums of understanding (MOUs) with partners to explore and source environmentally friendly energy or improve energy efficiency.

### Renewable Energy Projects

- **HOP INN Hotels:** Between May and November 2024, the company expanded its rooftop solar installations at 8 additional locations, bringing the total to 11 hotels. These installations have a combined capacity of 176 kW, producing approximately 111,393 kWh of electricity, which accounts for around 6% of the total electricity usage across these 11 hotels.
- **Marriott Hotels:** Between April and July 2024, the company installed rooftop solar systems at 3 hotels:
  1. JW Marriott Hotel Bangkok
  2. Courtyard by Marriott Bangkok
  3. The Naka Island, a Luxury Collection Resort & Spa, Phuket

The combined capacity of these installations is 655 kW, generating about 472,966 kWh of electricity, which accounts for 5% of the total electricity usage at these 3 hotels.



### Supporting Electric Vehicle (EV) Clean Energy Usage Project

In 2024, the company launched an initiative to install Electric Vehicle (EV) charging stations across 11 of its hotels, aiming to support the use of clean energy and offer more sustainable solutions for guests. This project aligns with the company's commitment to sustainability and the promotion of environmentally friendly transportation options.

The participating hotels are:

1. JW Marriott Hotel Bangkok
2. Courtyard by Marriott Bangkok
3. Novotel Ibis Styles Bangkok Sukhumvit 4
4. Ibis Bangkok Riverside
5. Ibis Bangkok Sathorn
6. Ibis Bangkok Sukhumvit 4
7. Ibis Phuket Patong
8. Hop Inn Hua Hin
9. Hop Inn Kanchanaburi
10. Hop Inn Chonburi
11. Hop Inn Chiang Mai



These installations aim to facilitate the widespread adoption of electric vehicles by offering convenient charging stations at key hotel locations across Thailand. The initiative also aligns with global trends towards reducing carbon footprints and fostering the use of clean energy solutions.

### Energy Efficiency Improvement Projects

1. JW Marriott Hotel Bangkok: The hotel upgraded its Chiller Plant system, resulting in a 26% reduction in electricity consumption. This improvement saved approximately 2,559,506 THB in electricity costs.
2. Ongoing Energy-Saving Initiatives: Since 2019, the company has continuously replaced conventional light bulbs with energy-efficient ones. This initiative applies to both the maintenance of existing project sites and installations in new project areas.
3. Holiday Inn Pattaya: The hotel installed dual motion sensors (Double Motion Sensors) in guest rooms to enhance energy efficiency by controlling energy use more effectively.

These initiatives reflect the company's commitment to energy conservation and improving energy efficiency across its properties, helping to reduce operational costs and contribute to environmental sustainability.

## Highlighted Sustainability Development Projects

### JW Marriott Hotel Bangkok

#### Effective Energy Management:

##### Towards Renewable Energy Use and Carbon Reduction (Energy Efficiency & Carbon Reduction)

JW Marriott Hotel Bangkok is committed to reducing its environmental impact by incorporating renewable energy technologies into its operational processes. This aligns with Marriott's mission to reduce carbon intensity.

As part of Marriott International's goal to reduce carbon intensity by 30% by 2025 (based on 2016 data), JW Marriott Bangkok has integrated energy efficiency measures into all hotel operations. This includes the implementation of advanced technologies and operational improvements aimed at reducing energy consumption, optimizing energy use, and contributing to Marriott's overall carbon reduction objectives. These efforts are part of the hotel's commitment to sustainability and its dedication to supporting global climate action goals through responsible energy use and carbon footprint reduction.

	<p>In 2024, the hotel used LED lighting for 90% of its total operations.</p> <p><b>90% LED</b></p>
	<p>In 2024, 80% of the hotel's outdoor lighting system was powered by solar cells, reflecting our ongoing efforts to source and use renewable energy throughout our operations.</p> <p><b>80% Renewable Energy</b></p>
	<p>JW Marriott Hotel Bangkok has successfully upgraded its Chiller Plant system, resulting in a 26% reduction in electricity consumption. This improvement translates to an estimated annual cost saving of approximately THB 2,559,506. In recognition of this achievement, the hotel was honored with the <b>MEA Energy Award 2024</b> for energy-efficient buildings by the Metropolitan Electricity Authority.</p>



	<p>As part of our commitment to sustainability, JW Marriott Hotel Bangkok has established Electric Vehicle (EV) charging stations in the hotel parking area to support environmentally friendly transportation. This initiative reflects our efforts to reduce carbon emissions and promote responsible and sustainable hotel operations.</p>
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### Information on Energy Management: Electricity

#### Corporate's Electricity Usage <sup>(\*)</sup>

	FY 2022	FY 2023	FY 2024
<b>Total electricity consumption (KwH)</b>	67,114,176.48	76,159,998.32	81,021,456.00
Purchased electricity consumption (KwH)	67,114,176.48	76,126,084.32	80,548,490.00
Purchased or produced electricity from renewable energy sources (KwH) <sup>(1)</sup>	0.00	33,914.00	472,966.00
Ratio of total electricity consumption to total number of employees (KwH / Person / Year)	18,036.60	18,837.50	18,868.53

Addition Explanation: <sup>(\*)</sup> Excluding external electricity usage (1) Solar Rooftop

### Information on Energy Management: Oil and Fuel

#### Corporate's Oil and Fuel Consumption

	FY 2022	FY 2023	FY 2024
Diesel (Liters)	73,077.63	52,267.41	58,170.45
Gasoline (Liters)	16,464.33	10,523.81	15,941.00
LPG (Kilograms)	1,227,093.00	1,399,404.00	1,441,140.00





# JW CAFÉ



## Material Sustainability Issues

## Environmental Management

### Water Management and Waste Management Efficiency



The company places great emphasis on the efficient use of water from all types of water sources, supporting water usage efficiency, improving operational processes, and fostering engagement and awareness with customers to reduce water waste while maintaining service quality and customer satisfaction at a high level. Furthermore, the company is committed to the surrounding communities by regularly monitoring and improving the efficiency of wastewater treatment before releasing it back into water sources. The company supports water recycling and considers community access to water resources in its practices.

#### Goals:

- Reduce water extraction from sources by 1% annually.
- Reduce water usage per room by 5% annually.

#### Opportunities and Business Risks:

##### Opportunities:

- Reduced operational costs from decreased water wastage.
- Improved water management will enable hotels to provide full-service capacity year-round.

##### Risks and Challenges:

- Hotels located in remote areas or island regions may face water scarcity issues, particularly during peak tourist seasons when demand for water is high and in the dry season when natural water sources are insufficient.

#### Management Approach:

- Regularly monitor and assess water usage, inspect wastewater quality, and treat wastewater according to company standards in all seasons.
- Implement water recycling (Zero Discharge) systems.
- Maintain equipment to ensure optimal performance and use water-saving fixtures and energy-efficient appliances.
- Engage hotel guests through campaigns to raise awareness and encourage water conservation.



## Performance:

- The company regularly monitors the quality of wastewater from its treatment systems using Biochemical Oxygen Demand (BOD) measurement equipment to ensure effective wastewater treatment. As a result, 80% of the treated wastewater meets the required legal standards for discharge, reflecting the company's commitment to responsible water management and environmental compliance.
- The Naka Island, A Luxury Collection Resort & Spa, Phuket is in the process of installing a Reverse Osmosis (RO) water filtration system to enhance water quality for use within the hotel. The objective is to reduce dependency on underground water sources as part of the commitment to sustainable water resource management and to minimize long-term environmental impact. It is expected that this system will help reduce the amount of underground water usage, with the project slated for completion by 2030.
- As part of the Water Stewardship plan, the hotel is implementing a project to use water recycled from hotel processes for irrigation purposes (Zero Discharge) at The Naka Island, A Luxury Collection Resort & Spa, Phuket and Holiday Inn Pattaya Bay Tower building, further promoting sustainable water management.

## Information on Water Management

### Corporate's Water Usage by Source

	FY 2022	FY 2023	FY 2024
<b>Total water consumption (Cubic Meters)</b>	1,192,683.00	1,415,893.96	5,626,810.00

### Water Management

	FY 2022	FY 2023	FY 2024
Water consumption from municipal or other organizations (Cubic Meters)	1,047,587.00	1,269,078.96	5,515,743.00
Groundwater consumption (Cubic Meters)	145,096.00	146,815.00	111,067.00
Ratio of total water consumption to total of employees (Cubic Meters / person/ year)	320.53	350.21	1,310.39
Ratio of total consumption to total revenue (Cubic Meters / Thousand Baht) <sup>(*)</sup>	0.25	0.20	0.70

Additional explanation: <sup>(\*)</sup> Total revenue and total expenses from consolidated financial statements.

## Corporate's Wastewater by Source

	FY 2022	FY 2023	FY 2024
Percentage of wastewater treated (%)	80.00	80.00	80.00
<b>Total wastewater (Cubic Meters)</b>	838,069.60	1,015,043.20	726,432.00
Wastewater discharged to other organizations (Cubic Meters)	838,069.60	1,015,043.20	726,432.00

## Corporate's Net Water Usage

	FY 2022	FY 2023	FY 2024
Net Water Consumption (Cubic Meters)	354,613.40	400,850.76	4,900,378.00



The Naka A Luxury Collection Resort and Spa, Phuket, Thailand

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## ***Groundwater Treatment and Potable Water Production System Project The Naka Island, a Luxury Collection Resort & Spa, Phuket***

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### **Project Background:**

The Erawan Group Public Company Limited operates in real estate development, hotel, and shopping center businesses. The company adheres to its sustainability policies in line with the Securities and Exchange Act B.E. 2535 (1992). One of the key sustainability focuses is the recognition of the impacts of greenhouse gas emissions, which contribute to global warming, natural disasters, and harm to humans, living beings, and the environment. The company has therefore adopted a core policy to protect the environment, reduce energy consumption, and maximize the use of natural water resources. As part of this commitment, the company has implemented a groundwater treatment system at The Naka Island, a Luxury Collection Resort & Spa, Phuket.

### **Objective:**

The resort treats groundwater for operational use through a Reverse Osmosis (RO) filtration system, which produces usable water (permeate) at a yield of approximately 50%, while the remaining 50% is waste (reject water). To improve water efficiency, a sedimentation tank system was introduced to process the rejection of water. This system allows sodium chloride-rich water to settle and be separated, enabling the reuse of the remaining water within the hotel's operations.

### **Treated Water System Performance:**

The treated water system was installed starting in November 2020 and became operational in March 2021.

#### **Key outcomes are as follows:**

- Project investment cost: THB 1,350,000
- Groundwater treated into usable water: 9,294 cubic meters per month
- RO system rejects water (waste): 4,647 cubic meters per month
- Recovered water from reject for reuse: 1,108 cubic meters per month
- Cost savings (based on THB 250 per cubic meter): THB 277,000 per month
- Payback period: 4.87 months
- Groundwater usage efficiency: 13,296 cubic meters per year
- Total groundwater reduction (2021–2024): 53,184 cubic meters



## Material Sustainability Issues

## Environmental Management

### Efficient Waste and Wastewater Management



Food waste is a significant sustainability issue in the global hospitality industry, as it directly relates to the sustainable use of natural resources, the promotion of food security, and the mitigation of hunger — key themes of the United Nations Sustainable Development Goals (UN SDGs). In recognition of this, the Company prioritizes efficient food and ingredient management to ensure adequacy in guest service while minimizing food waste and handling it appropriately. The Company has implemented the following food waste management strategies:

- **Balanced Management for Customer Satisfaction:** Striking the right balance between portion size and quality to meet customer expectations, while minimizing food loss during preparation and food waste during consumption.
- **Food Waste Reduction and Segregation:** Actively reducing food waste and separating food scraps for either in-house processing or collaboration with external organizations for appropriate handling, aiming to maximize benefits to communities, society, and the environment.

**Target:** The Company is committed to reducing landfill waste by 2% annually through to 2030, in line with its long-term sustainability objectives.

### 2024 Highlights Sustainability & CSR Initiatives at Courtyard by Marriott Bangkok



Donate used batteries at 7-Eleven for further recycling.



The annual gift for associate is a bag made from recycled waste.



Weekly dry waste sorting activity that involves all departments to participate.



SOS food donation.

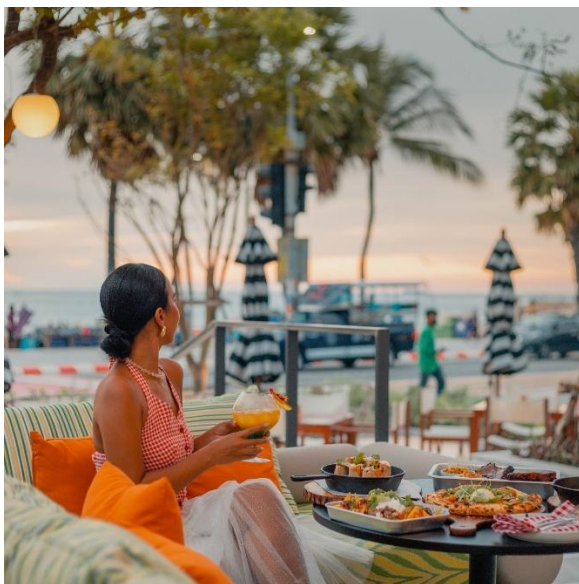
## Business Opportunities and Challenges

### Opportunities

- **Business and Service Innovation:** There are opportunities to explore and adopt new environmentally friendly materials, management approaches, and products that align with sustainability trends. These efforts not only differentiate the hotel's offerings but also enhance the guest experience by delivering unique and memorable products and services.

### Challenges

- **Significance of Food Waste:** Food waste remains a material sustainability concern for the global hospitality sector. It is closely linked to the consumption of natural resources and may contribute to broader issues such as hunger. Hotel operators must carefully manage the balance between providing sufficient quantity and quality of food to ensure guest satisfaction, while minimizing food loss during preparation and food waste after consumption.



Holiday Inn Pattaya

### Management Approach

- **Adopting the 4Rs Principle:** Implementing strategies based on Reduce, Reuse, Recycle, and Resourcing to minimize waste throughout hotel operations.
- **Collaborative Partnerships:** Working with partners to create a circular waste management model that maximizes value and minimizes environmental impact.
- **Waste Categorization:** Identifying and prioritizing key waste types, particularly food waste, and increasing the rate of waste separation to improve processing efficiency.
- **Sustainable Materials:** Encouraging the use of recyclable, reusable, and eco-friendly materials throughout the supply chain and hotel operations.
- **Internal Campaigns:** At Grand Hyatt Erawan Bangkok, the “Eat All” campaign promotes staff awareness and behavior change by encouraging employees to avoid food waste during meals.



## Food Waste Reduction Partnership

The Scholars of Sustenance (SOS) Foundation is Thailand's first food rescue foundation, established in 2016 with a mission to enhance the national food system by reducing unnecessary food waste and promoting food equity. SOS achieves this by redistributing high quality surplus food from food-related businesses such as hotels, supermarkets, restaurants, and other suppliers to underprivileged communities across Bangkok, Phuket, Hua Hin, Chiang Mai, and other provinces daily.

As a charitable organization, SOS plays a vital role in reducing food waste in the hospitality sector by collecting surplus food such as buffet leftovers and delivering it to foundations and individuals in need.

### Participating in Hotels in the Network are:

- Grand Hyatt Erawan Bangkok
- JW Marriott Hotel Bangkok
- Courtyard by Marriott Bangkok

This collaboration reflects the company's ongoing commitment to responsible food management and its support for social impact through sustainable hospitality practices.







### What is a Yindii bag?

#### Think of it as a surprise basket!

The store prepares a food box full of unsold delicious items from the day, and offers a great discount. You will discover the contents when you arrive at the store, or when your food gets delivered. It can be fresh vegetables, tasty pastries, appetizing baked bread, or flavorful meals!

It feels like a surprise gift when you receive the bag!



### *“Yindii” – A Mobile Food-Saving Platform*

**Yindii** is a mobile food-saving platform designed to reduce food waste by offering unsold bakery items and surplus food—such as those from hotel buffets—at special discounted prices. This initiative helps divert quality food from ending up in landfills while providing consumers with affordable access to premium baked goods and meals.

Participating in Hotels in the Network:

- Grand Hyatt Erawan Bangkok
- JW Marriott Hotel Bangkok

Through this collaboration, the hotels reinforce their commitment to sustainable operations by integrating circular economic principles and supporting innovative solutions to reduce food waste.



### *The PLEDGE on Food Waste – Organizational Food Waste Reduction Initiative*

**The PLEDGE on Food Waste** is a global certification and benchmarking system designed to help hospitality businesses reduce food waste through operational improvements, staff training, and performance monitoring. This initiative supports sustainable food practices and aligns with international goals for environmental responsibility and resource efficiency.



### Participating in Hotel in the Network:

- **Courtyard by Marriott Bangkok**
  - **Awarded All-Star Status** for its outstanding efforts and commitment to minimizing food waste through measurable and impactful strategies.

This recognition underscores the hotel's leadership in sustainability and its dedication to adopting best practices in food waste management.

### Plastic Waste Management

The Erawan Group and its subsidiaries are committed to eliminating the use of single-use plastics to reduce the amount of non-recyclable plastic waste generated across operations. The company has adopted a policy to phase out single-use plastics and proactively seeks sustainable alternatives that maintain both customer satisfaction and safety, aiming to reduce plastic waste at the source.

In addition, The Erawan Group has partnered with key organizations such as SCG Chemicals (SCGC) and Corsair International (Thailand) to properly segregate and recycle plastic waste. Through these collaborations, 2,236 kilograms of recyclable plastic were collected and redirected into responsible recycling streams. Notably, the partnership with Corsair International focuses on the segregation of plastic packaging waste from chemical products, which is then converted into Bio-Oil, a sustainable fuel alternative. This initiative reflects the company's dedication to environmental stewardship and its contribution to a circular economy through plastic waste reduction and innovative recycling solutions.





NOVOTEL MERCURE



## Donation Plastic to CORSAIR



Objective: to clean up the hotel from plastic waste

- Date: 3 October 2024
- Hotel: ibis Bangkok Sathorn



## Paper Waste Management

The headquarters and hotels under The Erawan Group located in Bangkok have partnered with SCG Packaging Public Company Limited (SCGP) to collect and recycle used paper to maximize the value of paper waste. To ensure energy-efficient logistics, the company has also planned optimized collection routes and schedules, aiming to reduce transportation-related energy consumption.

## Landfill Waste Reduction Initiatives

In alignment with its sustainability goals, The Erawan Group collaborates with partners to enhance waste segregation efficiency, with a strong focus on reducing the volume of waste sent to landfills. As an initial step, the company has begun tracking landfill waste statistics from its Bangkok-based hotels and headquarters, forming a baseline for future waste reduction strategies.



## Performance of the Paper Recycling Program

The Erawan Group has successfully implemented its paper recycling initiative in collaboration with SCG Packaging Public Company Limited (SCGP), focusing on maximizing the value of used paper across its Bangkok-based hotels and corporate offices. Through efficient collection planning and logistics optimization, the program has significantly contributed to waste reduction and resource conservation. The ongoing initiative reflects the Group's commitment to circular economic principles and sustainable waste management practices. In 2024, we recycled paper 36,340 kg.

<b>You have recycled paper 36,340 kg.</b> <b>Date: From 01/01/2024 to 31/12/2024</b>		
Reduced tree cutting	618	Tree
Reduced CO2	24,711	Kg.
Reduced water usage	944,840	Litre
Reduced fuel usage	50,876	Liter
Reduced Energy usage	145,360	KW

## Environmental Saving Report



วันที่ 01/01/2024 ถึง 31/12/2024

คุณรีไซเคิลกระดาษไปแล้ว 36,340 กิโลกรัม

ลดการตัดต้นไม้



618 ต้น

ลดการปล่อยก๊าซ CO2



24,711 กิโลกรัม

ลดการใช้น้ำ



944,840 ลิตร

ลดการใช้เชื้อเพลิง



50,876 ลิตร

ลดการใช้พลังงาน



145,360 กิโลวัตต์



Holiday Inn Pattaya



## Performance Results from the Fry to Fly initiative.

The company has signed a Memorandum of Understanding (MOU) with BSGF Co., Ltd. for the "Fry to Fly" project. Under this initiative, used cooking oil from all hotels within the Group is converted into Sustainable Aviation Fuel (SAF), thereby reducing waste generated during the cooking process and contributing to a more sustainable approach in resource management. The total amount of Co2 reduction from this used oil cooking project (Fry to Fly) in 2024 is 1,965.15kg.co2e

สรุปปริมาณน้ำมันปรุงอาหารใช้แล้วของเครือเอราวัณ ปี 2567						
ลำดับ	เดือน	จำนวน (ปี๊บ)	จำนวนบีบเป่า	จำนวน(กิโล)	จำนวนเงิน	Co2 Reduce (kg.co2e*)
1	มิถุนายน	14.00	14.00	238.00	6,020.00	78.16
2	กรกฎาคม	10.00	10.00	170.00	4,300.00	55.83
3	สิงหาคม	18.00	18.00	306.00	7,740.00	100.49
4	กันยายน	40.00	-	680.00	16,560.00	223.31
5	ตุลาคม	69.00	19.00	1,173.00	28,730.00	385.21
6	พฤศจิกายน	100.00	52.00	1,700.00	42,120.00	558.28
7	ธันวาคม	101.00	-	1,717.00	42,200.00	563.86
Total		352.00	113.00	5,984.00	147,670.00	1,965.15



## Waste and Material Management

The company has a sustainability policy in place for managing materials, waste, and by-products generated from its business operations, including construction, renovations, waste segregation, and the establishment of a clear waste journey to ensure proper disposal and recycling processes. For materials and waste that cannot be recycled, the company ensures their proper disposal.



The company's approach focuses on reducing waste from the outset by incorporating waste management principles into the design and selection of appropriate materials, continuing through post-use management. This approach emphasizes waste reduction (Reduce), reuse (Reuse), and efficient resource management to minimize landfill waste.

Furthermore, the company encourages each hotel to use environmentally friendly materials and products that meet appropriate standards or certifications for their specific use. This ensures that, while maintaining functionality and creating a positive customer experience, the use of non-recyclable waste is minimized, aligning with the principles of a circular economy (Bio-Circular Economy).



Earth Day 2024 activity at The Naka a Luxury Collection Resort & Spa, Phuket Thailand

### Promoting Eco-Friendly Sustainable Resources in Hotels

The company places significant emphasis on enhancing sustainability standards across all operational processes, including transforming in-room amenities to be more environmentally friendly. Hotels within the group have adopted products designed to minimize environmental impact. For example, in collaboration with Unilever, the company has sourced MILUX Accessories products. All in-room, spa, and bathroom items such as soap, lotion, laundry bags, shower caps, razors, and related packaging

are required to be recyclable and made from at least 35% recycled materials or compostable.

Additionally, cleaning supplies packaging sourced from Ecolab for use within the hotels is required to be recyclable and made from at least 35% recycled materials or be biodegradable. This commitment ensures that the hotel's operations align with sustainability principles, contributing to reduced environmental impact.

## Summary of Waste Management in 2024 Courtyard by Marriott Bangkok

At Courtyard by Marriott Bangkok, we are committed to reducing our environmental footprint through responsible waste management practices. Guided by Marriott International's Serve 360 sustainability platform and The Erawan Group's environmental strategy, the hotel has implemented a range of initiatives aimed at minimizing waste generation, improving waste segregation, and promoting recycling and reuse as shown in below table: -

Data Stream(s)	Type	UOM	Jan24	Feb24	Mar24	Apr24	May24	Jun24	Jul24	Aug24	Sep24	Oct24	Nov24	Dec24	Total
Compost - Food Waste	Usage	kg	506.64	650.21	1122.52	504.94	531.89	1186.38	1813.64	3034.53	3126.03	2509.11	2776.66	2958.55	20721.1
Food Donation	Usage	kg	29.073	19.85	34.39	23.387	7.573	32.17	48.98	52.53	66.9	31.74	52.22	24.27	423.083
Occupied Rooms	Custom	Occ Rm	8605	8767	9159	8511	8530	8653	8416	9216	7955	8120	8854	8440	103226
Recycling - Cardboard	Usage	kg	270	510	390	480	420	340	480	510	380	540	339	548	5207
Recycling - Cooking Oils	Usage	liters	270	234		198	252	252	180	234		216	270	270	2376
Recycling - Glass	Usage	kg	420.6	451	665	527	745	388	336	396	442	382	428	422	5602.6
Recycling - Metal	Usage	kg	15.8	26.5	16	24	30	23.5	19	21	21	16	23	18	253.8
Recycling - Paper	Usage	kg	190	220	140	140	200	160	220	100	150	220	260	180	2180
Recycling - Plastic	Usage	kg	303.8	260	323	237	353	296.2	275.8	351	239	354.5	262	288	3543.3
Solid Waste	Usage	kg	5504.77	7714.28	6093.87	6652.3	6254.12	7859.26	7140.02	8571.74	6687.69	8045.27	7852.5	7895.99	86271.81
Solid Waste - Construction and Demolition (C	Usage	kg	491.09	500.72	171.88	122.16	512.45	182.12	296.99	258.18	366.52	478.57	127.5	275.8	3783.98









## Highlighted Sustainability Development Projects

### The Naka, a Luxury Collection Resort & Spa, Phuket

**Sustainable Food Procurement Practices** The company follows a responsible sourcing policy in its food procurement processes. Over the past year, hotels within the group have made significant progress in the following areas:

- 18.9% of the pork used is sourced responsibly (Responsible Sourced Pork).
- All single-use plastic water bottles have been phased out, replaced entirely with non-plastic alternatives.
- 53% of the eggs used in the hotels are cage-free (Cage-Free Eggs).
- 12% of the seafood is sourced from responsible suppliers (Responsible Seafood).

These actions reflect the company's commitment to minimizing environmental impact while promoting sustainable practices within the hospitality industry.

#### Summary of Environmental Performance

Category	Initiatives	Results
Amenities in the guest's rooms	In collaboration with Unilever, we use eco-friendly MILUX Accessories products.	Packaging made from $\geq 35\%$ recycled materials/biodegradable
Cleaning products	Use of recyclable packaging from Ecolab made from recycled materials	Recycle materials $\geq 35\%$ or biodegradable
Responsible sourcing	Pork sourced from responsible suppliers	18.9% Of total usage
	Cage-free eggs sourced from certified farms (Cage-Free Eggs)	53% Of total usage
	Seafood sourced from responsible sources	12% Of total usage
Drinking water in the hotel	Discontinuation of single-use plastic water bottles	Use of alternative, non-plastic materials 100%



## Highlighted Sustainability Development Projects

### Grand Hyatt Erawan Bangkok

Hyatt is committed to sustainable care for the world and local communities, focusing on environmental protection and well-being. The hotel has established a "World of Care" committee with cross-departmental representatives to lead ESG efforts. Regular meetings are held to plan initiatives that create a meaningful, positive impact for employees, guests, owners, and communities



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We are committed to sustainable seafood sourcing. The hotel prioritizes purchasing seafood from sources that have reliable sustainability certifications, such as the Marine Stewardship Council (MSC) and Aquaculture Stewardship Council (ASC).

- Currently, the hotel uses over 300 tons of seafood annually, with 34% of the total volume certified as sustainable by MSC and ASC.
- The hotel has completely discontinued the use of shark fins.
- The hotel uses 100% cage-free eggs in all its restaurants, banquets, and staff canteens.
- Organic coffee and green tea, blended with Thai ingredients and produced sustainably, are offered in various hotel restaurants.
- We support the "Farm to Table" concept by sourcing seasonal ingredients from local farms and Royal Projects to promote guest health through high-quality, nutritious, and sustainable meals across all hotel dining venues.
- In 2018, Grand Hyatt Erawan Bangkok introduced plant-based menu options for the first time at You&Mee restaurant. Today, plant-based dishes are available in all hotel restaurants, with plans to continually expand plant-based protein options on the menu.





Grand Hyatt Erawan Bangkok has discontinued the use of single-use plastics as follows:

- **Takeout utensils and straws**
  - Straws made from sugarcane are available upon guest request.
  - Takeout utensils are made from biodegradable corn-based materials.
  - Stainless steel drink stirrers are used in all restaurants.
  - Plastic cocktail stirrers have been replaced with bamboo stirrers.

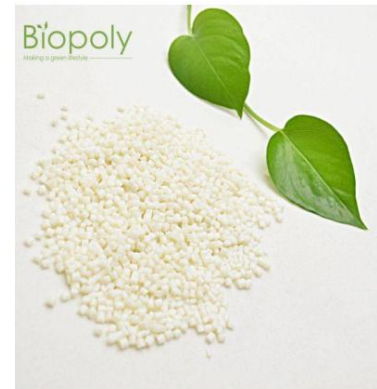


- All takeout and delivery containers and packaging have been replaced with biodegradable corn-based materials and FSC-certified paper.
- The plastic film used to cover food has also been replaced with biodegradable materials.





- The use of plastic key cards for guest rooms, averaging 13,500 cards per year, has been replaced with wooden key cards.
- The pens used in both front-of-house and back-of-house areas are made from wheat straw paper.



**Large-size amenities:** More than 135,000 pieces of smaller plastic waste from single-use shower products have been reduced by over 70% through the installation of large-size amenities in bathrooms.

**Dry products in the bathroom:** Guest amenities in the bathroom are made from cornstarch, paper, and plant-based biodegradable materials. All packaging is made from paper and printed with eco-friendly ink. Additionally, cornstarch products serve as a sustainable alternative to single-use or reusable plastic items.



Plastic used for wrapping clothes in the laundry service for guest rooms has been eliminated. Clothes hung in the room will no longer be wrapped in plastic unless necessary, in which case paper will be used instead. The hotel has also switched the packaging of slippers in guest rooms from plastic bags to biodegradable spunbonded bags, reducing the use of single-use plastic bags by more than 53,000 pieces annually.





The hotel has replaced plastic glasses in guest rooms with single-use biodegradable cups with lids and switched from plastic stirrers to wooden ones.



The hotel previously used over 365,000 plastic bottles per year in guest rooms. Since 2020, it has switched to reusable glass bottles and provides drinking water in paper cartons for guests who wish to take it on the go (e.g., limousine service).



All single-use plastic cups have been eliminated and replaced with FSC-certified paper cups or reusable polycarbonate cups. Plastic drink stirrers are no longer in use.



In various events and activities, the hotel previously used over 60,000 plastic bottles per year. Since 2020, it has replaced plastic bottles with water dispensers and reusable glass bottles to reduce plastic consumption and promote the use of environmentally friendly materials.



Grand Hyatt Erawan Bangkok has implemented several initiatives to educate and engage employees in its sustainability commitment, including:

- ESG training for new hires as part of the “Welcome to Hyatt” orientation program
- Annual environmental awareness training covering topics such as Earth care, waste management, and ISO 14001 fundamentals
- Regular sharing of information on food waste
- “Eat All” Day initiative in the staff cafeteria to encourage mindful consumption and reduce food waste
- Daily food waste tracking shared in the staff restaurant in collaboration with the Loss Control (LC) team
- A dedicated section on the staff bulletin board for environmental policies and objectives

The “EAT All” campaign encourages employees to finish their meals without leaving leftovers in the staff canteen.

To reduce food waste, food waste bins have been removed from the canteen area, and employees are encouraged to consume all food served on their plates.

Results of the initiative are as follows:



## Supporting the Circular Economy Approach

The hotel has partnered with CIRCULAR, a company specializing in textile waste recycling, to recycle used t-shirt uniforms into new, eco-friendly fabrics. Our employees wear uniforms made from these recycled materials, contributing to environmental impact reduction and promoting sustainable operations in line with the circular economic approach.



Activity Highlight: Using coffee grounds from the restaurant to grow mushrooms, which are then donated to schools in rural areas.











## Highlighted Sustainability Development Projects



### JW Marriott Hotel Bangkok

#### Sustainable Food Waste Management

JW Marriott Hotel Bangkok places great importance on sustainable food waste management. The hotel carries out on-site composting of food scraps and focuses on efficient resource utilization to minimize landfill waste.



	<p>The hotel has implemented tangible improvements in operational processes at JW Café and BBCO, with a focus on proper food preparation and management, including careful monitoring of ingredient shelf life.</p>
	<p>In 2024, 620 kilograms of watermelon rind were processed into watermelon candy, while 1,285 kilograms of pineapple, mango, and papaya scraps were used for composting to produce cleaning solutions.</p>
	<p>Additionally, leftover bread is transformed into croutons, and fresh tomatoes from the breakfast buffet line are dried to be used for salads on future occasions.</p>
	<p>In 2024, the hotel composed 584 kilograms of eggshells and 3,200 kilograms of fruit and vegetable scraps to produce organic fertilizer on-site.</p>

	Additionally, 370 kilograms of pineapple rind were used to brew tea, enhance the nutritional value of menu items, and incorporated into various dishes to help reduce waste.
	A total of 1,400 kilograms of used coffee grounds were processed into exfoliating products (scrubs) to be gifted to guests and were also used in mushroom cultivation.

In 2024, the hotel successfully reduced the amount of waste sent to landfills by 74.76%, compared to the baseline target of 1.113 kilograms per person. This achievement marks another milestone in the hotel's sustainable waste management efforts.

Results of Landfill Waste Reduction	Period	Donation (Kg.)	Co. Reduction (Kg.)	Number of meals served (number of days reduced)
	FY 2023	365,771	694,964	62,050
	FY 2024	376,960	716,224	63,943
	Variance	+11,189	+21,260	+1,893









## Waste Management in Operations

JW Marriott Hotel Bangkok is committed to providing excellent service, maintaining high standards, and upholding the Marriott brand's reputation. However, one of the key aspects of such service is the operational processes that can result in significant waste. To support Marriott's global waste reduction initiative, which focuses on recycling within guest rooms, the hotel has transitioned to using refillable bulk-size shower products instead of

single-use small bottles. These products are refilled daily by the housekeeping team. At the same time, the hotel has revived the "Towel and Linen Reuse" program to encourage guests to participate in reducing water and energy consumption during their stay. Clear communication is provided within the guest rooms, and housekeeping staff receive training to ensure the program is implemented efficiently.



## Eco-friendly Sustainable Resources

JW Marriott Bangkok and The Naka, A Luxury Collection Resort and Spa promote the use of eco-friendly products by selecting MILUX amenities from Unilever, such as toothbrushes and combs made from bamboo, a natural, biodegradable material. This initiative aims to

reduce plastic usage and support sustainable business practices.

These products feature accessories made from 100% organic bamboo and plastic-free, recyclable packaging, with FSC certification. This is done to encourage environmentally responsible consumption while maintaining premium quality and craftsmanship, ensuring a balance between people and the planet.



## Eco-friendly Sustainable Resources

Toothbrush (FSC Bamboo)			
Front of Pack:	Toothbrush		
Back of Pack:			
Specification:	100% FSC bamboo toothbrush with soft, black / white bristles		
Dimensions:	<ul style="list-style-type: none"><li>• Toothbrush: 17.5cm x 1.35cm</li><li>• Box: 18.5cm x 2.8cm x 2cm</li></ul>		
Colour:	<ul style="list-style-type: none"><li>• Handle – Natural Bamboo Colour</li><li>• Bristles – Black / White</li></ul>		
Material:			
Toothbrush handle:	<ul style="list-style-type: none"><li>• 100% FSC Certified Bamboo</li><li>• MOSO bamboo</li><li>• Oil Coated to prevent moisture</li></ul>	Bio-degradable	
Toothbrush bristles:	<ul style="list-style-type: none"><li>• PBT</li><li>• BPA Free</li></ul>	-	
Outer Packaging:	300g FSC cardboard box with matte oil coating and water-soluble glue	Recyclable	
Outer Packaging ink:	Soy-based ink	Bio-base	
Icons and messaging:			
Packaging:		Product:	
 Soy ink print  Recyclable Packaging  MIX Packaging FSC® C110963		 Bamboo Accessory	






Left: JW Marriott Hotel Bangkok



Right: The Naka a Luxury Collection Resort and Spa



	<p>JW Marriott Hotel Bangkok adheres to the principles of "Reuse, Recycle, and Reduce," which are fundamental practices in the hotel's sustainability operations.</p> <p>To support these principles, the hotel has implemented a concrete paper waste management program. In 2024, the hotel partnered with SCG Packaging Public Company Limited (SCGP) to donate a total of 4,700 kilograms of used paper from daily operations for proper recycling.</p>
	<p>One of the by-products of the hotel's food and beverage operations is used cooking oil, which, if improperly disposed of, can have detrimental effects on public health and the environment. To support responsible waste management practices, JW Marriott Hotel Bangkok has established a transparent tracking and monitoring system for the disposal of used cooking oil (UCO).</p> <p>In 2024, a total of 7,000 kilograms of used cooking oil was responsibly handed over to its partner, Moltech, to be converted into biofuel. This initiative is part of the hotel's commitment to the circular economy.</p>
	<p>JW Marriott Hotel Bangkok has transformed its daily financial reporting process from a paper-based system to a fully digital system through a centralized platform called "Project Tree."</p> <p>This initiative aims to enhance the efficiency of all financial related processes, reduce operational costs, and improve compliance with regulations. Additionally, it promotes better data quality and overall operational performance.</p>

## Sustainable Plastic Waste Management

Plastic production and consumption continue to be major contributors to the global environmental crisis, particularly in terms of greenhouse gas emissions and the health of living organisms. JW Marriott Hotel Bangkok recognizes the impact of this issue and has formed a strategic partnership with Corsair Group to create an efficient and sustainable plastic waste management system.

Under this collaboration, plastic waste collected from the hotel is sent to Corsair for processing into advanced bio-oil, which can be used as an alternative energy source.

As a result of this initiative, the hotel has earned CSR Plastic Credit certification, officially achieving "Plastic Neutral" status. This reflects the hotel's commitment to reducing the environmental impact of plastic use and actively supporting the circular economy.



In 2024, JW Marriott Hotel Bangkok donated a total of 2,300 kilograms of plastic waste to Corsair Group for recycling and conversion into advanced bio-oil. This initiative is part of the hotel's sustainable resource management approach and supports its ongoing goal to maintain "Plastic Neutral" status.



JW Marriott Hotel Bangkok has formed a strategic partnership with M-wrap to manage plastic waste sustainably, focusing on recycling food packaging plastic films to be transformed into shoes. This initiative promotes the efficient use of circular resources.

In 2024, the hotel donated a total of 896 kilograms of used food packaging plastic film for recycling under this program.



### Green Key Project



Objective: To encourage awareness Protecting the environment for both guests and Heartist within the hotel Including the hotel's supplier

- Activity: Waste separate, Promote Bike rental for guest, Birth House, Save Energy, reduce food waste
- Date: 20 November 2024
- Venue: ibis Bangkok Sukhumvit 4



### Go Clean Project



Objective: Making merit, donation cleaning equipment and clean a temple near by our hotel

- Venue: Suthi Phawan Temple
- Date: 18 October 2024



### Big Cleaning Day



Objective: Cleaning our second home

- Venue: Public Area Hotel at ibis Pattaya
- Date: 25 October 2024

Hotel : Mercure Pattaya Ocean Resort & ibis Pattaya



## Highlighted Sustainability Development Projects

### HOP INN HOTELS

#### HOP INN's Social and Environmental Responsibility Initiatives

HOP INN places great importance on social and environmental responsibility alongside providing quality services to guests. The brand believes that excellent service should extend to the surrounding community and environment.

In 2024, HOP INN implemented a corporate social responsibility (CSR) initiative in collaboration with local foundations by donating retired hotel linens to be repurposed for the care of stray dogs. This project promotes the efficient use of resources while creating social value.

On the environmental front, HOP INN transitioned from providing single-use plastic bottled water to offering sterilized glassware in guest rooms and installing refillable drinking water stations on each floor. This initiative supports the reduction of single-use plastics and encourages environmentally friendly behavior.

Additionally, HOP INN encourages resource conservation by inviting guests to participate in the “Towel Reuse Program,” which helps reduce water and energy consumption from laundry services. This initiative further minimizes environmental impact while promoting more sustainable guest experience.





ERAWAN  
TEA ROOM

# KHAO CHAE FESTIVAL





## Material Sustainability Issues

## Environmental Management

### Green House Gass Emission Management



#### Commitment to Addressing Climate Change

The tourism and hospitality industry are closely linked to climate change, with both positive and negative impacts resulting from factors such as tourist travel, energy use for hotel services, and the design and construction of facilities that must consider local conditions, landscapes, and the effects of climate change.

Erawan Group recognizes that operating hotels involve considering a wide range of environmental impacts and is committed to reducing organizational greenhouse gas emissions. This commitment extends across all hotels in

its portfolio, with the goal of supporting the country's NDC (Nationally Determined Contributions) targets to achieve net-zero greenhouse gas emissions by 2065. The group has also outlined a long-term greenhouse gas management plan.

Objectives:

- Support Thailand's goal of carbon neutrality by 2030.
- Ensure that 100% of hotels managed by the company implement services related to energy reduction and greenhouse gas compensation by 2030.



### Business Opportunities and Risks



## Opportunities

Erawan Group's hotel business caters to both domestic and international customers who have varying interests in greenhouse gas management. The company currently serves corporate clients, both local and international, who are interested in eco-friendly accommodation and meetings, such as "Green Meetings" or stays that offer carbon offset options. By intensifying efforts in this area, the company has the potential to expand its customer base in the future. Additionally, this focus opens greater opportunities to access green financing.

## Risks and Challenges

The hotel and shopping center industries are energy-intensive services, with most of the energy consumption coming from the guests themselves, which may be difficult for hotels to control or manage. This presents a challenge for the company in achieving its greenhouse gas reduction goals. However, the company is making efforts to improve energy efficiency, construction practices, and incorporate environmentally friendly energy innovations into its business processes.

Additionally, the growing demand for environmentally friendly hotel services from both individual and business customers presents a risk. If hotels fail to adapt to this demand, they may miss out on long-term business opportunities.

## Management Approach

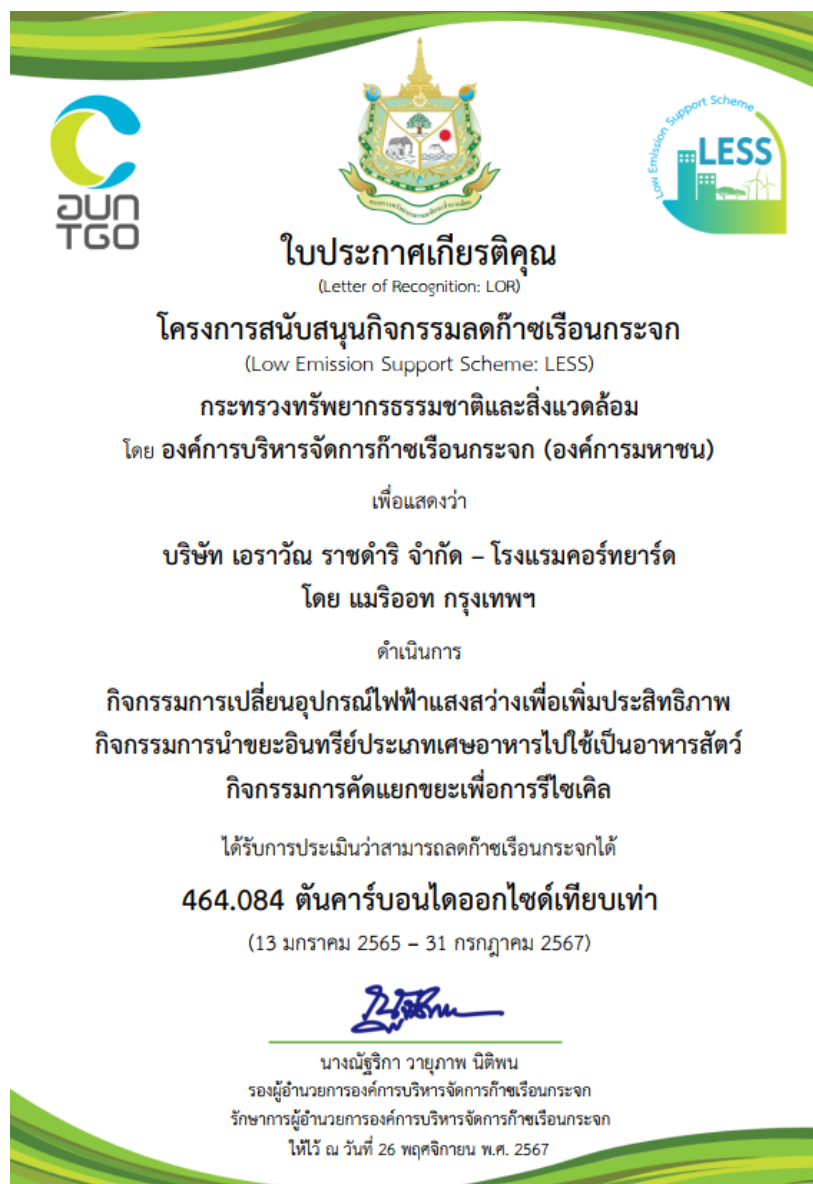
- Manage energy usage according to set goals and plans.
- Increase the use of environmentally friendly energy sources within hotel operations, such as installing solar panels and providing customer services, such as adding electric vehicle (EV) charging stations.
- Set clear targets, plans, and management approaches, and assess progress against baseline years to monitor short- and long-term greenhouse gas reduction projects.
- Build partnerships with stakeholders on greenhouse gas management.
- Educate and raise awareness among employees and management about the role of hotel service providers in climate change.
- Elevate the hotel to meet Green Hotel standards and other environmental certifications.

SCOPE 1 AND 2 GREEN HOUSE GAS (GHG) EMISSIONS TON CO <sub>2</sub> e		
FY 2022	FY 2023	FY 2024
16,343.79	20,541.00	±21,568.05

Reference to the results of the assessment conducted by an accredited external auditor.

### Projects related to greenhouse gas management operations:

- Greenhouse Gas Footprint Tracking and Reporting (CFO): The company tracks and reports its greenhouse gas emissions, disclosing the information on its website. In 2023, the company received certification from an external agency for calculating its greenhouse gas footprint and evaluating it against the baseline year to plan towards achieving the Net Zero target.
- Greenhouse Gas Reduction Certification: The Courtyard Marriott Bangkok received certification from the Greenhouse Gas Management Organization (TGO) for its greenhouse gas reduction activities under the LESS (Low Emission Support Scheme). The hotel successfully reduced 464,084 tons of CO<sub>2</sub>-equivalent greenhouse gas emissions.



• Collaboration with Used Cooking Oil for Sustainable Aviation Fuel (SAF) Program: The company signed a memorandum of understanding with BSGF Co., Ltd. (a subsidiary of Bangchak Corporation Public Company Limited) in the "Fry Not Waste" project to manage used cooking oil from all hotels in the group. The used cooking oil is then converted into Sustainable Aviation Fuel (SAF), which can reduce greenhouse gas emissions by more than 80% compared to traditional aviation fuel. In the past year, the company contributed to reducing CO<sub>2</sub>-equivalent emissions by up to 2,032 tons of carbon dioxide equivalent.



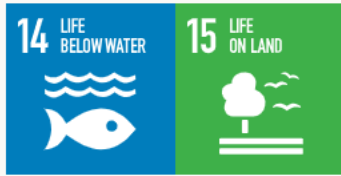
Grand Hyatt Erawan Bangkok focuses on efficient building operations to reduce greenhouse gas emissions and water usage as follows:

- Utilizes natural light in meeting rooms and public areas, helping to reduce electricity demand.
- Uses variable speed drivers in chillers and fans in the cooling tower.
- The hotel is transitioning entirely to LED lighting.
- Employs ASHRAE energy audits to identify opportunities for improvements.
- Installs exterior window film to reduce heat load.
- Conducts energy/water audits every 5 years as required by the regional office.
- Conducts building installation inspections by external auditors as required by the regional office.





## Biodiversity Management



The company aims to undertake biodiversity-related activities as follows:

Sustainable biodiversity management must consider the conservation of resources and their balanced use. Creating an understanding of how to appropriately utilize resources and collectively care for them will be a fundamental principle in preserving biodiversity.



Earth Day 2024 at the Naka a Luxury Collection Resort and Spa, Phuket Thailand.

## Increasing Greenhouse Gas Absorption Area

In 2024, the company organized a tree-planting event, planting 200 trees at 50 Suk Park, Klongtoey District, Bangkok, on World Environment Day, June 7, 2024. This activity was in collaboration with the Klongtoey District Office, local volunteers, and employees from hotels within The Erawan Group. A total of 92 employees participated in the project, planting trees, enhancing the area, and improving the landscape to increase green spaces and create a recreational area in the public park for local communities. The "Erawan Group Tree Planting Project" is an annual event held in celebration of World Environment Day. Over the years, the company has supported the planting of over 1,000 trees and has consistently partnered with both the public and private sectors to support environmental initiatives. We aim to be a part of Thai society's efforts to sustainably increase green spaces.



The Erawan Group, Save the Planet on the World Environment Day. June 7, 2024





### Mangrove Trees Plating



Objective: Save World & Save Planet

- Venue: Ta Lha Beach, Pa Klok
- Date: 19 April 2024
- Hotel: ibis Phuket Patong



### Refreshment Vegetable Garden



### EARTH 60+



Objective: Save World & Save Environment

- Date: 1 March 2024
- Hotel: ibis Bangkok Riverside

- Date: 22 March 2024
- Hotel: ibis Phuket Patong



### Mangrove Planting



### Tree Planting



Objective: To save the last plot of mangrove

- Venue: Klong Nok Yang, Pattaya
- Date: 25 September 2024
- Hotel : Mercure Pattaya Ocean Resort & ibis Pattaya

Objective: To raise environmental awareness for our Heartist and community

- Venue: Sufficiency Economy Learning Center Bandin
- Date: 27 September 2024
- Hotel : Mercure Pattaya Ocean Resort & ibis Pa





## Social Sustainability

The company operates responsibly, considering the impact on communities, society, and all stakeholders across the business value chain. We contribute to the development of the economy and society through local and regional employment and the promotion of good jobs. We support community products while expanding our business into different areas, enhancing the capabilities of both employees and communities.

We focus on building skills and knowledge in hotel services for the local communities to foster careers and

social engagement. This also supports the advancement of the tourism industry (Eco-Tourism) and the creation of sustainable destinations. In addition, we work to engage with local communities, respecting their cultural heritage, and ensuring the well-being of employees and communities by improving their quality of life. Our approach emphasizes sustainable employee development in alignment with the company's core values.

### Material Sustainability Topics

### Social Management

## Human Resources Management



### Goals

- **Workplace Accident Rate:** Zero accidents reported
- **Labor Disputes and Human Rights Violations:** Zero disputes
- **Employee Skill Development:** Focus on enhancing employee skills and potential to improve work processes, ensuring efficiency and alignment with the organization's goals
- **Quality of Life:** Promoting the well-being of employees, customers, business partners, and surrounding communities
- **Community Employment Opportunities:** Supporting educational initiatives to create career opportunities for local communities
- **Employee Training:** Employees receive an average of more than 60 hours of training per person per year

## Business Opportunities and Challenges

### Opportunities

With the hotel branches spread across Thailand and the Southeast Asia Pacific region, the company has greater opportunities to attract high-performing (Talent) and diverse (Diversity) employees. Furthermore, having a diverse workforce—supporting vulnerable groups, and embracing gender, race, religion, age, and attitude diversity—enhances the potential for community, societal, and service business development. It also fosters stakeholder engagement and positions the company to adapt to future changes.

### Opportunities and Challenges

The hotel industry experiences high employee turnover and operates with seasonal flexibility, allowing the company to manage its workforce efficiently. This requires effective human resource planning to align with varying demands throughout the year. Promoting attractive benefits, providing comprehensive employee care, and continuously developing employee potential will help ensure workforce stability, which is crucial for driving the business towards long-term sustainability.

### Employee Information

As of the end of 2024, the company and its subsidiaries in Thailand employ a total of 4,294 individuals. The total compensation, including salaries and bonuses, amounts to 2,067,740,775 Baht. Additionally, 2,017 employees are members of the provident fund, representing 46.97% of the total workforce.

### Employee Welfare

The company emphasizes holistic employee care, supporting both physical and mental health. It also promotes improvements in the work environment to ensure employee satisfaction and well-being, fostering long-term retention within the organization. By doing so, employees can contribute to the company's progress, delivering sustainable value to stakeholders. Furthermore, the company ensures equal treatment of all employees, in line with universal human rights practices.

### Employee Benefits

The company provides benefits required by law and offers additional perks such as health insurance, accident insurance, provident funds, workmen's compensation, financial assistance, and various employee activities. These include training, educational opportunities, and career advancement prospects.

### Employee Recruitment

The company conducts recruitment in adherence to human rights principles, ensuring equality, dignity, and equal treatment regardless of race, color, gender, age, religion, or beliefs. All candidates are considered based on the qualifications required for the position. New employees receive orientation and on-the-job training, with opportunities for internal mobility, job transfers, or promotions to further develop skills and enhance career advancement prospects, both domestically and internationally.



Employee Satisfaction and Engagement Survey	Satisfaction and Engagement of Thai and Foreign Employees		
	Year 2023	Year 2024	Comparison Results
Employee with disabilities	89%	90%	Increased by 1%
Trainees (persons)	2,167	3,736	Increased by 1,569

Promotion of employment opportunities	2022		2023		2024	
	Male	Female	Male	Female	Male	Female
Employee with disabilities (persons)	14	8	15	10	14	14
Trainees (persons)	138	251	192	521	156	367

Source: <https://www.theerawan.com/en/sustainability/sustainability-management/society> as of May 14, 2025

## Training and Employee Development

The company is committed to fostering awareness, understanding, and instilling a sense of unity among employees through its core values and organizational culture (EPIC). Continuous communication is carried out to drive behaviors that align with the company culture. This is achieved through various programs and activities such as Corporate Townhall, Meet the President, DNA Culture-Based Activities, and Employee Engagement Programs, among others. These initiatives help reinforce the organizational culture and ensure employees embody the company's values in their daily work.



ภาษาอังกฤษเพื่อธุรกิจ: มาสเตอร์คลาส 2567

## Employee Skill and Potential Development

The company actively promotes continuous learning and development of employee potential. Learning opportunities are provided through the Corporate Learning Center, offering both onsite and online formats to maximize effectiveness.

Knowledge is shared by both internal and external trainers, along with access to leading platforms and institutions in Thailand and abroad. Employees engage in programs designed to develop new knowledge and skills in various areas, such as:

- Corporate Signature Program
- Leadership Development Program
- Digital Upskills Program
- English Upskills Program
- Individual Development Plan (IDP)
- Mindset & Lifestyles Program
- Online Learning via Cariber Platform



โครงการฝึกอบรมองค์กรและการมีส่วนร่วมของพนักงาน ประจำปี 2567

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## Team Outing of ibis Bangkok Sathorn



Objective: To make unity and teamwork among the team

- Venue: The Pine Resort at Pathum Thani
- Date: 13 and 15 August 2024
- Hotel: ibis Bangkok Sathorn



## E R W Fit & Fun Day



Objective: To great opportunity to unwind, have healthy fun and connect M&I Heartists together

- Venue: Rajamangala University of Technology Krungthep
- Date: 14 September 2024
- Hotel: Novotel, Mercure & ibis Erawan Thailand







## Material Sustainability Topic

## Social Management

### Career Development and Community Engagement

The company prioritizes and supports children's rights, students, and youth in accordance with the Children's Rights and Business Principles, particularly the Right of Development and Right of Participation. As part of our commitment, we have developed the HOP NextGen program, which serves as an educational guidance initiative for students in vocational (VTC) and higher vocational certificate (HSC) programs specializing in hotel and tourism studies. In 2024, the company expanded this initiative to benefit both communities and society through the following programs:

- **HOP Inn Program for Hotel Workforce Development**

Launched in 2022, this program supports students from vocational and higher education institutions by providing real-world training and helping develop a skilled workforce for the tourism industry. The program addresses the labor market demand for quality hotel professionals. In 2024, 39 students (11 male and 28 female) from 14 educational institutions participated, gaining hands-on experience across the company's headquarters and 11 hotel branches. A total of 5,563 internship days were completed as per the agreements.

- **HOP NextGen Program**

Building on the educational guidance provided to VTC and HSC students studying in hotel and tourism disciplines, the program allows students to hear directly from industry professionals and experts from the Tourism Authority of Thailand (TAT). These sessions share essential tourism insights about various regions, providing youth with opportunities to develop their professional potential. Additionally, students are given the chance to visit actual establishments to learn about operations on-site.



HOP NextGen Project: Hop Inn Sriracha, in collaboration with Pattaya City Tourism, provided knowledge on hotel and tourism business to vocational students from Chonburi on November 12, 2024.



The HOP NextGen project, in collaboration with Hop Inn Ratchaburi and the Ratchaburi Tourism Authority, will provide hotel and tourism business knowledge to students from Ratchaburi Technical College on November 25, 2024.

This program provides students with the opportunity to hear firsthand experiences from industry operators, experts in tourism and hospitality, as well as distinguished professionals from the Tourism Authority of Thailand (TAT). They share valuable information about tourism in various provinces and throughout Thailand. Additionally, students enhance their skills in their chosen fields by visiting actual establishments to learn about on-site operations. This experience helps them gain practical knowledge and prepares them for future careers. The activities have a positive impact on the organization, the community, and society, benefiting youth and students in the following ways:



### **Positive Impact on the Organization**

- Supports the development of a skilled workforce aligned with industry needs, enhancing the long-term competitiveness of the business.
- Fosters collaboration with educational institutions and government agencies to drive sustainable development within the tourism industry.

### **Positive Impact on the Community and Society**

- Increases educational and employment opportunities for local youth, reduces unemployment rates, and stimulates the local economy.
- Contributes to the development of a high-quality workforce that aligns with the growing labor market demands and the expanding tourism industry.
- Promotes sustainable tourism through the correct knowledge and understanding of the new generation of employees, who will play a key role in advancing the industry.

### **Positive Impact on Youth and Students**

- Enhance skills and knowledge that can be practically applied in the tourism and hospitality sectors.
- Provides internship opportunities and networking with industry operators, increasing the chances of employment post-graduation.
- Inspires and prepares students for their careers by learning directly from real-world businesses and receiving guidance from industry experts.

The HOP NextGen program is more than just an educational guidance initiative; it lays the foundation for a new generation of employees who are equipped with the knowledge, skills, and awareness to sustainably develop the tourism and hospitality industry. This will lead to growth in business, communities, and society in the future.

Furthermore, the program represents a Shared Value initiative, as it not only develops the potential and creates employment for the local workforce but also provides the company with the opportunity to recruit talent that aligns with its business needs, driving further business growth.

The Naka Island, a Luxury Collection Resort & Spa, Phuket, supports local youth education through the Naka School Community Outreach Program, involving volunteer activities and collaboration with public-spirited individuals from various countries.

In 2024, the resort partnered with Emilia Rzycka, who was inspired by this initiative, and dedicated one month to teaching English to The students at Ban Koh Naka School. This activity not only enhances language skills among local youth but also fosters cultural exchange and strengthens the relationship between the hotel and the community.

This program reflects the company's commitment to being a part of sustainable social development, focusing on improving the quality of life in the community through education and continuous engagement.



**Positive impacts from the Naka School Community Outreach Program are as follows:**

- For the organization: It enhances the company's image as a socially responsible entity and contributes to sustainable development at both local and global levels. The program also fosters a sense of connection among employees, volunteers, and the community through participation in meaningful activities.
- For the community: It provides children and youth in the area with opportunities to access education and develop essential skills, particularly in English, which benefits their future educational and career opportunities.
- For society: The program encourages business sector involvement in improving the quality of life, especially in remote areas, serving as a model for private companies to contribute to social development alongside business operations.
- For the youth: Students experience holistic development, including improved skills, confidence, and inspiration for learning. The opportunity to interact with international volunteers broadens their perspectives and fosters dreams of learning and growth with purpose.

Hyatt hotels worldwide are committed to providing career opportunities for disadvantaged youth, with a goal to hire 10,000 young people aged 16-24 who are not in education or employment by 2025. The hospitality industry offers individuals the chance to start from entry-level positions and grow into stable, long-term careers. The RiseHY program not only reflects Hyatt's commitment to making a positive impact on communities but also serves as a key

strategy for attracting talented individuals to drive the company's sustainable future.

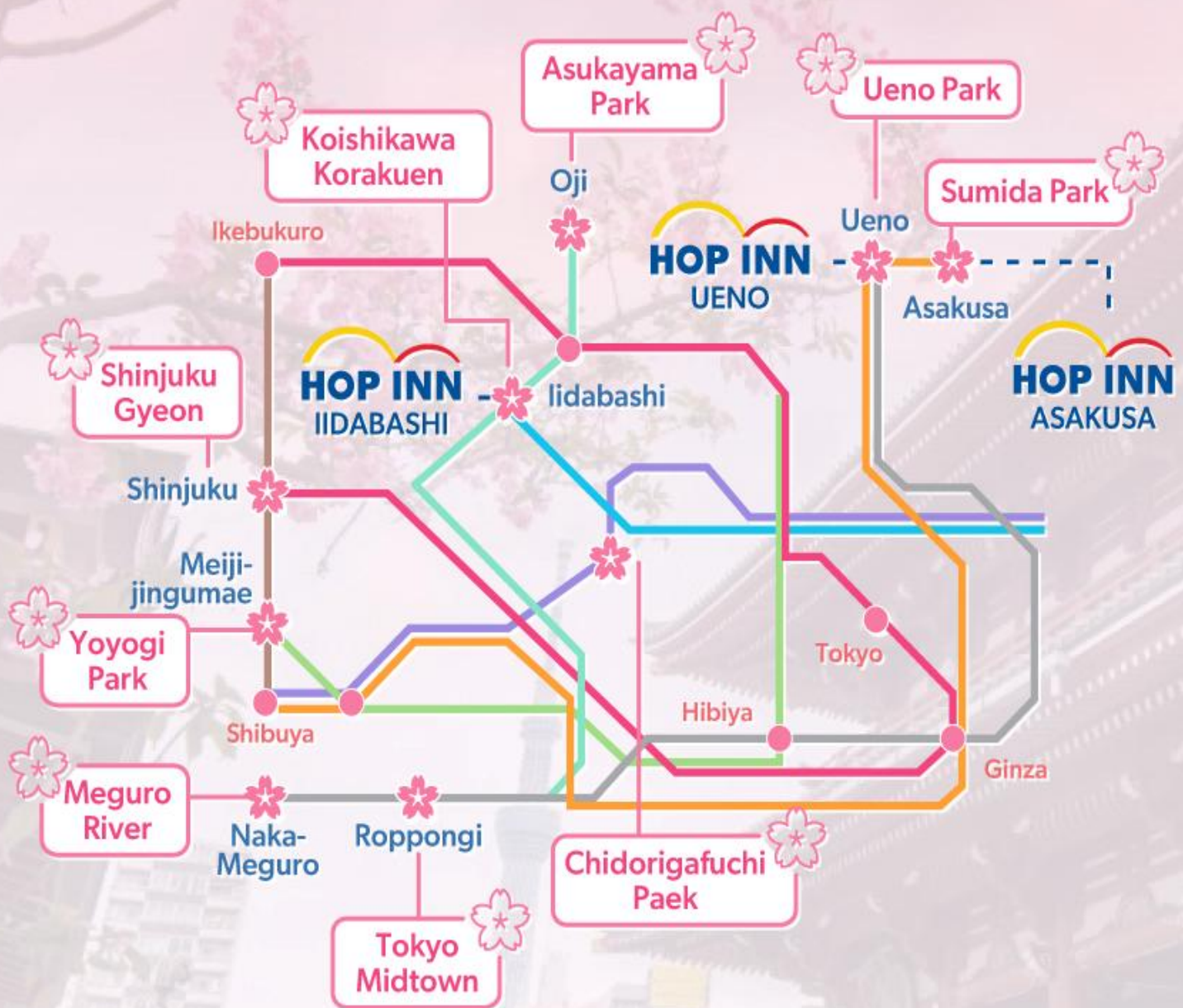
At Grand Hyatt Erawan Bangkok, the RiseHY program has successfully hired 15 disadvantaged youth, most of whom graduated from the Hotel and Restaurant Training Center (HCTC) in Mae Sot, Tak Province.





# Cherry Blossom Spots in Tokyo

📍 Stay at **HOP INN** easy to access



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**HOP INN**

## Community Economy and Sustainable Tourism

### Supporting the Local Economy:

- Grand Hyatt Erawan Bangkok supports products from the Fatima Self-Reliance Center, a women's group producing various handcrafted goods such as children's toys, dolls, clothing, and quilts. Additionally, the hotel provides consulting on handicrafts to promote work and educational opportunities. These products can be purchased at i.sawan Residential Spa and Club.
- "Hop Local Product" by the Hop Inn Hotels in Thailand aims to support local products from communities across the country, promoting income distribution back to local areas, creating jobs, and preserving local craftsmanship. The initiative showcases "Indigo-Dyed Handwoven Fabrics," handmade by elderly homemakers from Sakon Nakhon Province. Customers can easily exchange their Hop Rewards points for these indigo-dyed handwoven fabrics.
- Hop Around Town by Hop Inn Hotels in Thailand introduces recommended local restaurants near each hotel across the country. Guests can scan a QR code to explore dining and shopping options in the area, helping to meet customer needs while distributing income to local communities. This project, launched in July 2023, has recommended 203 businesses through Hop Inn Hotels and continues to operate to this day.



## Social Activities Promoted and Supported by The Erawan Group, align with ESG

### Sustainability Efforts of the ACCOR Hotel Group

Hotels under the management of The Erawan Group Public Company Limited, including those within the ACCOR group, have adopted a “5G” strategy to support sustainability initiatives. The strategy focuses on the following key areas:

#### ACCOR ‘5G’ Sustainability Strategy

1. Go Green: Green Hotel & Energy Saving
2. Go Clean: Waste Management & Recycle
3. Go Help: Donation
4. Go Learn: Learning & Development
5. Go Community: Support Community + Employee Ethics

#### **E = Environment: A sustainable business must not harm the planet.**

- Go Green: Initiatives such as growing kitchen herbs in hotels, reducing electricity consumption and increasing renewable energy sources (e.g., expanding rooftop solar installations), using water resources efficiently, mangrove planting activities, promoting the use of cloth bags over plastic bags among employees, using biodegradable materials in hotel amenities (e.g., Amenity Sets), replacing plastic water bottles with glass bottles, and installing electric vehicle (EV) charging stations.
- Go Clean: Reducing waste and promoting recycling efforts.

#### **S = Social: A sustainable business must not neglect people and must be socially responsible.**

- Go Help: Ongoing social initiatives, including donations to children, homeless individuals, and the elderly, organizing massage services for hotel staff and head office employees by visually impaired individuals (creating job opportunities for vulnerable groups), and blood donation campaigns.
- Go Learn: Promoting knowledge and skill development in the hotel industry, such as supporting internship programs for students.
- Go Community: Supporting community activities such as organizing lunch events for the elderly and donating essential items for their well-being, assisting local municipalities with cleaning, painting and cleaning local schools, and promoting employee engagement through activities like Afternoon Tea, festive events, and team-building activities



## .G = Governance: A sustainable business must be transparent.

- Promoting and providing ethics training for employees, implementing internal and external audit systems, and a Watch Program. The company also adheres to a policy of not hiring individuals under the age of 18 and maintains a strict No Gift Policy, ensuring no gifts are accepted on any occasion.



### Donation - Old linen and Guest's loss and found



- Objective: Give children well-being and happiness
- Venue: Ban Kru Ja at Pattaya
- Date: 7 March 2024
- Hotel: Mercure Pattaya Ocean Resort & ibis Pattaya



### Blood Donation



- Objective: To encourage our staffs to participate and donate on biannually basis
- Venue: Veranda Resort Pattaya – Mgallery
- Date: 28 March 2024
- Hotel: Mercure Pattaya Ocean Resort & ibis Pattaya



### Host Lunch & Donate Necessary Items for Elderly People



Objective: Deliver a Special Lunch & Sharing Necessary Items for Elderly People

- Venue: The Yong Kang Foundation
- Date: 14 November 2024
- Hotel: Mercure & ibis Bangkok Siam



## Open House for Mini Master Chef in Thailand

NOVOTEL

MERCURE  
HOTELSibis  
STYLES

ibis



### Objective:

To create the future career / dream occupation for the children by invite them to experience the real cooking operation in hotel and to create learning opportunity, exploring

- Venue: Novotel & ibis Styles Bangkok Sukhumvit 4
- Date: 12 January 2024
- Hotel: Novotel, Mercure & ibis Erawan Thailand in BKK



## Painting for Happy & Healthy Kid's Life

NOVOTEL

MERCURE  
HOTELSibis  
STYLES

ibis



Objective: To promote better physical health, encourage better mental health and enhance emotional connection for disable children and support the school & parent in our community area to show the sustainable care by painting the damaged and not good condition the Sport Equipment such as Football Goal, Basketball hoop, Volley Ball Pole and etc. In their main playground

- Venue: Thungmahamek School for the Deaf kids (โรงเรียนโสตศึกษาทุ่งมหาเมฆ)
- Date: 8 March 2024
- Hotel: Novotel, Mercure & ibis Erawan Thailand in BKK





### Big Cleaning at Makkasan Temple



Objective: To support the community by temple cleaning

- Venue: Makkasan Temple
- Date: 17 September 2024
- Hotel: Novotel & ibis styles Bangkok Sukhumvit 4 and ibis Bangkok Sukhumvit 4



### Road Clean up for Green Community



Objectives: To Collaborate in Environmental Aspect with Local Community & Hotels

- Venue: Banthat thong road (From Soi Chula 12 – Soi Chula 16)
- Date: 20 September 2024
- Hotel: Mercure & ibis Bangkok Siam



## Sustainability Efforts of the HOP INN Hotel Group

The HOP INN Hotel Group operates under the ESG (Environment, Social, Governance) principles, with a focus on transparent and strict corporate governance to enhance operational efficiency across all locations and promote sustainable development in environmental, social, and legal compliance areas.

The organization is committed to elevating operational standards across all branches by adhering to environmental policies and sustainable tourism practices. One key initiative is the STAR program, organized by the Tourism Authority of Thailand (TAT), aiming for hotels in the group to be evaluated and certified based on national standards to enhance service quality and sustainability.

Additionally, the HOP INN Hotel Group has developed a systematic environmental data collection process to support its plans for listing on the stock exchange, in line with the organization's strategic goals. This initiative ensures transparency and accountability toward society and the environment. All hotels in the group implement waste separation practices to reduce environmental impact and create positive outcomes for society and communities. In the social sphere, the HOP INN Hotel Group emphasizes youth development by collaborating with educational institutions nationwide, both in areas with and

without HOP INN hotels, to offer internship opportunities for students. The group also engages in activities with the institutions, such as guidance and graduation mentoring programs.

The **HOP NextGen** project is another key initiative focused on providing knowledge in tourism and hospitality through collaboration with local tourism agencies in each province. Expert speakers are invited to educate students, while also offering internship opportunities at the company's headquarters in various departments such as Human Resources, Marketing, Finance, IT, etc. This helps build skills and practical experience that students can apply in the future.

The company also provides opportunities for high-potential interns to join as full-time employees after graduation, promoting local employment and supporting the development of the local economy. These initiatives reflect the HOP INN Hotel Group's commitment to creating value for society and communities in areas such as education, youth development, and improving quality of life in the long term, all within a framework of true sustainable development.



ภาพกิจกรรม: ฮอป อินน์ บริจาคสิ่งของเครื่องใช้เพื่อช่วยเหลือพี่น้องผู้ประสบอุทกภัย สำนักงานกรุงเทพมหานคร ณ ห้องรัตนโกสินทร์ ศาลาว่าการกรุงเทพมหานคร (เสาชิงช้า) เมื่อวันที่ 19 กันยายน 2567

DAY  
TIME



NIGHT  
TIME



  
**HOP INN**  
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## Occupational Health and Safety of Business Partners

The Company ensures strict compliance with all applicable laws, acts, and regulations within its operational areas. With a target of achieving Zero Accidents, we prioritize safety and occupational health from the outset, beginning with the selection of business partners who comply with relevant laws and adhere to our Business Partner Code of Conduct. This approach aims to minimize impacts on both the community and the environment during operations. We also closely monitor the safety performance of our business partners on a regular basis.

### Occupational Health and Safety of Customers

- The Company places customer safety and well-being as its top priority. We fully support related authorities in handling incidents occurring in closed areas, which are unrelated to other events. Our hotels are committed to delivering attentive service and warm hospitality while maintaining consistent customer care.
- We implement strict measures to screen products and services before delivery to ensure safety and hygiene. This includes offering healthy menu options using locally sourced ingredients and conducting regular inspections of food safety and hygiene at the source of raw materials.

### Customer Satisfaction Enhancement

The Company recognizes customers as key stakeholders who play an essential role in the success of our business. We are committed to fostering long-term, positive relationships by ensuring excellent service throughout every stage of the customer journey from before arrival, during their stay, and even after departure. This includes services provided at accommodations, restaurants, and other company-operated outlets.

The Company regularly conducts customer satisfaction surveys and emphasizes the continuous development and enhancement of service quality. Feedback and suggestions from customers are essential inputs used for research, analysis, and improvement, ensuring alignment with actual customer needs and behaviors.

To stay responsive to evolving consumer behaviors and emerging situations, the Company continually enhances its services. We have enhanced cleanliness standards across all hotel properties and improved our online booking system to be more convenient and faster.



## Customer Satisfaction Development Plan

### Customer Clustering

Given the Company's diverse hotel portfolio across different segments, we cater to a wide range of customer groups with varying travel purposes, demographics, and nationalities such as leisure travelers, corporate clients, solo travelers, couples, families, and international guests from various countries.

The Company places great importance on clear customer segmentation analysis to better understand the specific needs of each target group. Insights from this analysis are used to develop and tailor products and services that align with customer expectations across all segments. This approach is intended to enhance the overall guest experience and maximize satisfaction in every aspect of service delivery.

### Customer Complaint Management

The Company has established multiple channels both online and offline to receive complaints and suggestions from customers in cases where service deficiencies occur. These channels are designed to be accessible and inclusive, allowing customers to conveniently share their feedback. Examples include Facebook, LINE Official, YouTube, X (formerly Twitter), email, and the Customer Service Center (Call Center).

Each complaint and its impact are assessed based on the specific circumstances of the case. The Company adheres to

its service standards while considering the potential impacts on all stakeholders and the Company's interests. This allows for the implementation of appropriate and sustainable solutions and preventive measures.

### Customer Engagement

The Company encourages meaningful customer engagement and memorable experiences at all hotels under its management. This is achieved through specially designed activities that foster strong connections between customers and the brand. Key activities include:

- **Customer engagement initiatives**, such as games to win prizes or free stays, and designated spaces for guests to share or post photos of special memories, with the hotel serving as a part of that experience.
  - **Seamless digital experiences**, utilizing platforms like Facebook, LINE Official, and Instagram to enable real-time, two-way communication with customers 24/7.
  - **Monthly tracking and evaluation** of customer satisfaction using a variety of key indicators, including number of followers, subscription rates, online reputation scores, and growth in loyalty program membership.
- The Company is committed to continuously improving communication and engagement strategies with customers to enhance their stay experience and foster long-term brand loyalty across all hotel segments.

## Customer Satisfaction Evaluation

All hotels under the Company's management regularly conduct customer satisfaction evaluations to gather valuable feedback and suggestions for service quality improvement. Summary reports of the evaluations are compiled and submitted to senior management at the end of each month. These reports serve as a basis for analyzing issues and identifying opportunities to further enhance customer satisfaction.

Each hotel sets its annual customer satisfaction target based on the previous year's performance. These targets serve as benchmarks for operational assessments and guide service improvement strategies.

The Company measures customer satisfaction through two primary channels:

### 1. Customer Satisfaction Survey

This survey is sent to customers via email after their stay and covers key aspects such as service quality, cleanliness, facilities, and overall satisfaction with the stay experience.

### 2. Social Review Index

This index measures customer satisfaction based on reviews and feedback posted on social media and various review platforms such as Google Reviews, TripAdvisor, and Online Travel Agencies (OTAs). Results are benchmarked against competitors within the same market segment to evaluate the Company's competitive position in terms of service quality. Customer satisfaction results for 2024 and previous years are summarized in the following table:

The average customer satisfaction of hotels in the group				
2563	2564	2565	2566	2567
79%	80%	79%	81%	82%



## Safety, Occupational Health, and Quality of Life at Work

The company is committed to raising awareness, providing care, and educating employees at all levels about safety, occupational health, and work-life quality. The goal is to reduce risks that may lead to loss of life, injury, and work-related illnesses. In 2024, the company implemented training programs to build awareness and positive attitudes among employees, including First Aid and CPR Training, Self-Defense and Emergency/Terrorism Response, Basic

Firefighting Training and Fire Evacuation Drills, and Work-Life Harmony & Work-Life Happy Training.

The company has updated workplace policies and environments, including installing safety equipment, enhancing facilities, conducting a Big Cleaning Day, offering flexible hours, and allowing remote work one day a week (Work From Anywhere: WFA) according to company guidelines.



The Erawan Group's Town Hall Meeting 2024







## Human Rights Management

The company conducts its business responsibly, taking into consideration all potential impacts on communities, society, and all stakeholders throughout the business value chain. It contributes to economic and social development through local and regional employment and the promotion of decent work, supports community products, and expands business operations into various areas. The company is committed to enhancing the capabilities of both employees and communities by developing skills and knowledge related to hospitality services, supporting community careers, and working collaboratively to elevate the tourism industry and create sustainable destinations. The company also encourages community engagement, respects local cultural heritage, ensures a good quality of life for employees, and fosters sustainable human capital development in alignment with the company's core values.

In addition, the company has established a Human Rights Policy that supports and respects human rights in accordance with the Universal Declaration of Human Rights (UDHR), the United Nations Global Compact

(UNGC), the United Nations Guiding Principles on Business and Human Rights (UNGP), and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work. This policy was revised in 2024 and published on the company's website.

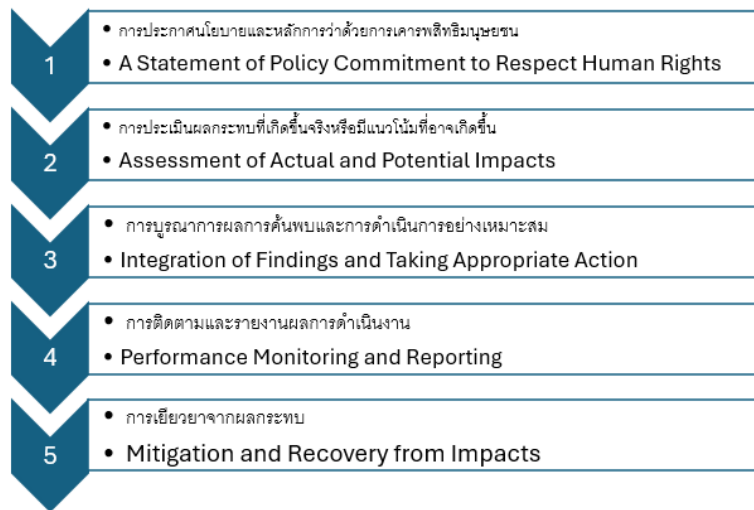
The company has implemented a comprehensive human rights due diligence and risk assessment process across the organization to identify potential human rights risks arising from its operations. This process helps in developing preventive measures to mitigate those risks, establishing appropriate remedies in case of violations, and providing complaint channels for those whose rights may have been infringed. The Risk Management and Sustainable Development Committee is responsible for overseeing all human rights-related matters to ensure effective implementation and the achievement of defined goals. This approach ensures that the company's operations do not cause human rights violations across the entire value chain.



## Human Rights Due Diligence (HRDD)

In 2024, the company initiated the process of Human Rights Due Diligence (HRDD) under the United Nations Guiding Principles on Business and Human Rights (UNGP) to serve as a framework for practicing and managing human rights issues. The process consists of the following five main steps:

### กระบวนการตรวจสอบสิทธิมนุษยชนอย่างรอบด้าน (Human Rights Due Diligence: HRDD)



### Human Rights Risk and Impact Assessment

Erawan Group Public Company Limited has established key indicators to assess human rights risks within the organization, considering issues relevant to the hotel and services industry according to international standards. The company has defined Key Performance Indicators (KPIs) to assess and monitor human rights risk issues as follows:

#### Human rights risk indicators of Erawan Group Public Company Limited are as follows:

##### 1. Child Labor and Forced Labor

The company monitors and prevents the use of child labor and forced labor within the organization and its supply chain.

##### 2. Inappropriate Working Conditions

The company evaluates and improves the working environment to ensure it is safe and suitable for employees.

##### 3. Unfair Wages

The company has established a fair wage policy that complies with labor laws.



#### 4. **Discrimination**

The company promotes equality and prevents discrimination in all forms.

#### 5. **Right to Freedom of Association and Collective Bargaining**

The company respects employees' rights to freely associate and engage in collective bargaining in accordance with the law.

#### 6. **Harassment in Various Forms**

Measures are in place to prevent and address all forms of harassment in the workplace.

Additionally, the company has established a Human Rights Policy to guide operations and manage human rights risks. This policy covers identifying potential risks in key operational areas and setting guidelines for managing those risks.

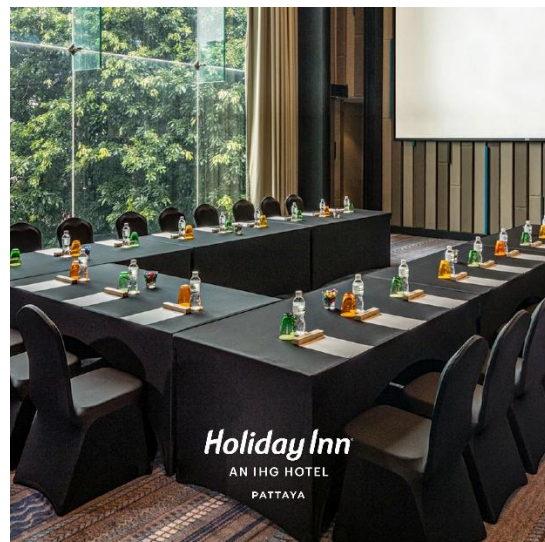
### **Monitoring and Reporting**

The working group responsible for human rights will review and monitor the implementation of the guidelines and measures for preventing and addressing human rights impacts to ensure that the established guidelines and measures effectively prevent or control human rights risks. If necessary, improvements or adjustments will be made, and the results will be reported to management and relevant stakeholders.

#### **Complaint Management and Remedying Impacts**

The company places great importance on the process of protecting and remedying those who may be affected by human rights impacts from its operations. In cases where the company's operations lead to human rights violations, the company will investigate the facts, analyze the causes, take corrective actions, and implement measures for punishment or remediation of those affected by the violation, as appropriate for each case. The company provides an opportunity for potentially affected individuals to file complaints regarding human rights issues through the “Complaint Handling” channel, as detailed below.

<https://www.theerawan.com/th/corporate-governance/whistleblowing-form>



## Human Rights Operations

### Overview

The Erawan Group Public Company Limited places great importance on respecting and promoting human rights across all dimensions of its business operations. The company integrates international human rights principles and The United Nations Guiding Principles on Business and Human Rights into its business practices. This commitment extends from ensuring equal treatment of employees and eliminating discrimination, to promoting a safe and growth-conducive work environment, and closely monitoring business partners and vendors to strictly comply with human rights standards. We are dedicated to fostering a corporate culture that respects human dignity and supports sustainable shared growth throughout the value chain.

Human Rights Risk Assessment Results	
Community Rights and Environmental Rights	
Key Risk Issues	Preventive and Mitigating Measures
Environmental and safety concerns arising from company operations	<ul style="list-style-type: none"> <li>● Establish criteria for partner selection and procurement processes with internal audits to ensure adherence</li> <li>● Develop and disseminate a Business Partner Code of Conduct covering human rights, fair labor, non-discrimination, and opposition to forced labor</li> <li>● Require business partners to comply with the Business Partner Code of Conduct</li> <li>● Require partners to sign confidentiality agreements</li> </ul>

## Human Rights Risk Assessment Results

### Rights of Contractors and Business Partners

Key Risk Issues	Preventive and Mitigating Measures
<ul style="list-style-type: none"> <li>Discrimination against business partners Code of Conduct for Business Partners</li> <li>Confidentiality breaches</li> </ul>	<ul style="list-style-type: none"> <li>Establish criteria for partner selection and procurement processes with internal audits to ensure adherence</li> <li>Develop and disseminate a Business Partner Code of Conduct covering human rights, fair labor, non-discrimination, and opposition to forced labor</li> <li>Require business partners to comply with the Business Partner Code of Conduct</li> <li>Require partners to sign confidentiality agreements</li> </ul>

### Employee Rights

<ul style="list-style-type: none"> <li>Discrimination</li> <li>Wages and benefits</li> <li>Labor law compliance</li> </ul>	<ul style="list-style-type: none"> <li>Establish a Human Rights and Ethics Policy</li> <li>Promote a non-gender-specific recruitment process and an inclusive culture</li> <li>Provide secure and anonymous whistleblowing channels</li> <li>Conduct wage benchmarking at least once annually against industry standards</li> <li>Develop a transparent salary and compensation structure with fair and competitive ranges</li> <li>Regularly review employment contracts to ensure compliance with Thai labor laws</li> <li>Require written employment contracts signed by all employees</li> </ul>
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## Human Rights Risk Assessment Results

### Customer Rights

Key Risk Issues	Preventive and Mitigating Measures
<ul style="list-style-type: none"> <li>Discrimination in service delivery</li> <li>Accessibility of facilities and services</li> <li>Violation of personal data privacy</li> <li>Customer safety</li> </ul>	<ul style="list-style-type: none"> <li>Foster a corporate culture that respects customer diversity</li> <li>Improve accessibility features such as ramps and elevators for wheelchair users</li> <li>Design multilingual and user-friendly online forms</li> <li>Develop a Data Protection Policy aligned with the Personal Data Protection Act (PDPA) and relevant regulations</li> <li>Provide employee training on data security and personal data protection</li> <li>Comply with safety regulations, including the provision of emergency exit plans and adequate fire extinguishers in line with safety protocols</li> <li>Conduct annual emergency evacuation drills</li> </ul>



## Human Rights Due Diligence (HRDD) Disclosure 2024

The Erawan Group PCL has conducted Human Rights Due Diligence (HRDD) activities for both internal and external stakeholders in 2024, following SEC guidelines and national laws. The HRDD disclosure includes assessment scope, key topics, process, results, and commitments. The 2024 assessment showed no significant human rights risks or violations, meeting labor laws and human rights standards. Actions include annual reassessment, capacity building, grievance monitoring, and improved policy disclosures.

**1. Scope of Assessment:** In 2024, the HRDD was carried out using tailored questionnaires to assess potential human rights risks and practices across two key groups:

- **Internal Stakeholders:** Employees
- **External Stakeholders:** Business partners, including suppliers and service providers

Each group received a questionnaire adapted to their operational context, in line with the Human Rights Due Diligence Guidelines of SEC.

### 2. Key Assessment Topics

- The HRDD focused on the following human rights dimensions:
- Non-discrimination and equal opportunity
- Freedom of association and collective bargaining
- Prohibition of child labor and forced labor
- Fair labor practices, including wages and working hours
- Occupational health and safety
- Data privacy and protection in compliance with the Personal Data Protection Act (PDPA)

### 3. The HRDD Assessment process included:

- Distribution of customized self-assessment questionnaires
- Collection and review of responses
- Evaluation of policy implementation and risk exposure

### 4. Results of the 2024 HRDD

We are pleased to report that no significant risks of human rights or violations were identified during the 2024 assessment.

All respondents from both categories demonstrated compliance with applicable labor laws and human rights standards.

### Specific observations include:

- Clear policies and communication on non-discrimination and fair treatment
- No evidence of child or forced labor practices
- Active grievance mechanisms in place for human rights concerns
- Compliance with PDPA requirements across both internal and external operations

### 5. Ongoing Commitments

Although no critical issues were identified, we remain vigilant and proactive.

The following actions will be continued and enhanced:

- Annual HRDD reassessment
- Capacity building on human rights for employees and business partners
- Monitoring of grievance channels and remediation measures







## Material Sustainability Issues

## Corporate Governance Management

## Governance Awards Highlight



1 of 19 Listed Companies that had been declared as  
The Member of Thai Private Sector Collective Action Against Corruption in 2014,  
was certified in 2020 and re-certified for the 1<sup>st</sup> time in 2023  
Certified period of 3 years



Corporate Governance Rating "Excellent" 2009–2013, 2023 and 2024,  
"Very Good" 2006–2008 and 2014–2022



AGM Checklist 2010, 2023 and 2024 "Excellence – Recommended as a Role Model"  
"Excellent" 2008–2009 and 2011–2022  
"Very Good" 2007, "Good" 2006



## Corporate Governance Policy

The company's Board of Directors has established policies for good corporate governance and is committed to conducting business in accordance with legal principles, ethics, and transparency. These efforts aim to build confidence among shareholders, financial institutions, business partners, and all stakeholders. The company adheres to the Corporate Governance Code (CG Code), which is widely accepted in Thailand, and includes the following principles:

1. Acknowledging the board's role and responsibility as leaders in creating long-term value for the organization.
2. Defining the organization's objectives and goals to ensure sustainability.
3. Enhancing the effectiveness of the board.
4. Recruiting and developing senior executives and managing human resources.
5. Promoting innovation and responsible business practices.
6. Ensuring the establishment of a suitable risk management and internal control system.

7. Maintaining financial credibility and transparency in information disclosure.

8. Supporting shareholder engagement and communication.

The company is committed to operating a hotel business that prioritizes environmental sustainability, social responsibility, and governance, while striving to grow in a strong and sustainable manner and gaining regional recognition.

In 2024, the company reviewed and introduced policies to protect its network and programs, helping to mitigate the risks of cyberattacks. This includes setting principles and rules for managing information security and preventing data breaches, effective from October 22, 2024. Additionally, the company revisited its human rights policy, sustainability policy, and procurement policy, which will be effective starting December 9, 2024. Other policies, such as those on anti-corruption, anti-money laundering, and anti-terrorist financing, as well as business partner codes of conduct, remain unchanged.



You can find more information on corporate governance in the 2024 Annual Report (Form 56-1 One Report) as follows:

- Code of Conduct – Pages 82–85
- Procurement Policy – Page 256
- Business Partner Code of Conduct – Pages 257–258
- Anti-Corruption Policy Implementation Procedures – Pages 260–261

The company ensures that all directors, executives, and employees understand and acknowledge the policies related to corporate governance, business ethics, the code of conduct for business partners, and anti-corruption measures. The internal audit team is responsible for monitoring and ensuring compliance. Additionally, the company promotes awareness by making these policies available on the company website and including them as part of the onboarding process for new employees. Regular training courses are conducted annually to reinforce these practices.

- Anti-Corruption Training Program, “We React Anti-Corruption & Connected Transactions”
- PDPA Training Program, “Personal Data Protection Act (PDPA) for New Employees & Refresh”
- Sustainability Development Training Program, “Climate Actions 101 & Sustainability Standards for Hospitality”
- Procurement Training Program, “Power of Authority Procurement for New Employee & Refresh”
- Cyber Security Awareness Training Program





The Erawan Group adopts a proactive and structured approach to risk management in alignment with ISO 31000 Risk Management Guidelines, ensuring that potential threats and opportunities are systematically identified, assessed, and addressed. Our risk assessment process is embedded within our corporate governance framework and is integral to supporting our strategic direction, operational resilience, and commitment to sustainable development.

As part of our sustainability efforts, we place strong emphasis on Environmental, Social, and Governance (ESG) risks, recognizing their potential to significantly

impact on our stakeholders, reputation, and long-term business performance. Key ESG risk areas include climate change and resource scarcity, employee well-being and labor practices, ethical business conduct, and regulatory compliance.

Through regular risk identification and evaluation workshops, stakeholder engagement, and collaboration across business units, we ensure that emerging and material sustainability risks are effectively managed. Our objective is not only to mitigate potential impacts but also to turn risk awareness into a driver of innovation, stakeholder trust, and sustainable value creation.

### Risk Assessment

The risk assessment criteria include health and safety, legal compliance, corporate reputation, business continuity, stakeholders, and recovery time. Risks are categorized from very low to very high based on impact and recovery time, ranging from no incident to death or permanent disability, and recovery times from no remediation needed to over 4 years.

Level	Impact's criteria					
	Health & Safety	Legal Compliance	Corporate Reputation	Business Continuity	Stakeholders	Recovery Time
5 Very high	Death or permanent disability from work	Severe PDPA violation (e.g., major data breach, no notification), serious labor law violation leading to license revocation	National-level media scandal; loss of trust from customers and partners	Business operations halted > 3 days	Large-scale impact on labor groups/community, or class-action lawsuit	Takes > 4 years to restore reputation/trust
4 High	Hospital admission > 3 days	Under investigation or publicly accused of PDPA/labor violations by authorities	Negative local/social media news; takes 3–4 days to restore reputation	Partial operational shutdown (1–3 days)	Impact on employees or more than 3 stakeholder groups	Takes 2–4 years to recover systems or trust
3 Moderate	Medical attention or < 3 days sick leave	Delayed wages, inadequate PDPA notice, internal control gaps	Complaints or bad reviews; issues resolved within 48 hours	No service shutdown, but operational disruption in 1 department	Affects 2–3 employee/stakeholder groups	Can recover within 1–2 years
2 Low	Requires basic first aid	Internal procedural errors but no legal breach	Internal-only image impact (e.g., staff dissatisfaction)	No effect on service delivery	Impacts only small employee group	Recoverable within 6 months to 1 year
1 Very low	No incident	Full legal and procedural compliance	No reputation impact	Business continues as usual	No affected individuals or fully mitigated risks	No remediation needed

### Risk Likelihood Levels

Risk likelihood levels vary from very unlikely to probable, with frequencies ranging from once in several years to monthly or more frequently. The likelihood is determined by the effectiveness and consistency of control measures.

ระดับ (Level)	คำอธิบาย (Explanation)	ความถี่ (Frequency)
5 Probable	Expected to occur frequently under current conditions.	Occurs monthly or more often
4 Highly possible	Likely to happen regularly, especially if controls are weak or inconsistently applied.	Occurs several times a year
3 Possible	Could happen under certain circumstances or due to control lapses.	Occurs a few times a year
2 Unlikely	Not expected but could occur in rare scenarios or unusual conditions.	Occurs once or twice per year
1 Very unlikely	Highly unlikely, even without any control measures in place.	May occur once in several years



### Risk Evaluation Matrix

**Risk Evaluation Matrix:** The risk evaluation matrix is determined by multiplying impact by Likelihood. Risk levels are categorized as follows: very high (15-25), high (8-12), medium (4-8), and low (1-4).

#### Risk Matrix Evaluation

- Score = Impact multiplied by Likelihood

#### Risk Classifications:

- Very high (15-25)
- High (8-12)
- Medium (4-8)
- Low (1-4)

Risk Matrix		Impact				
		Very Low(1)	Low(2)	Moderate(3)	High(4)	Very High(5)
Likelihood	Very high(5)	Medium(5)	High(10)	Very High(15)	Very High(20)	Very High(25)
	High(4)	Medium(4)	High(8)	High(12)	Very High(16)	Very High(20)
	Moderate(3)	Low (3)	Medium(6)	High(9)	High(12)	Very High(15)
	Low(2)	Low(2)	Low(4)	Medium(6)	Medium(8)	High(10)
	Very Low(1)	Low (1)	Low(2)	Low(3)	Low(4)	Medium(5)

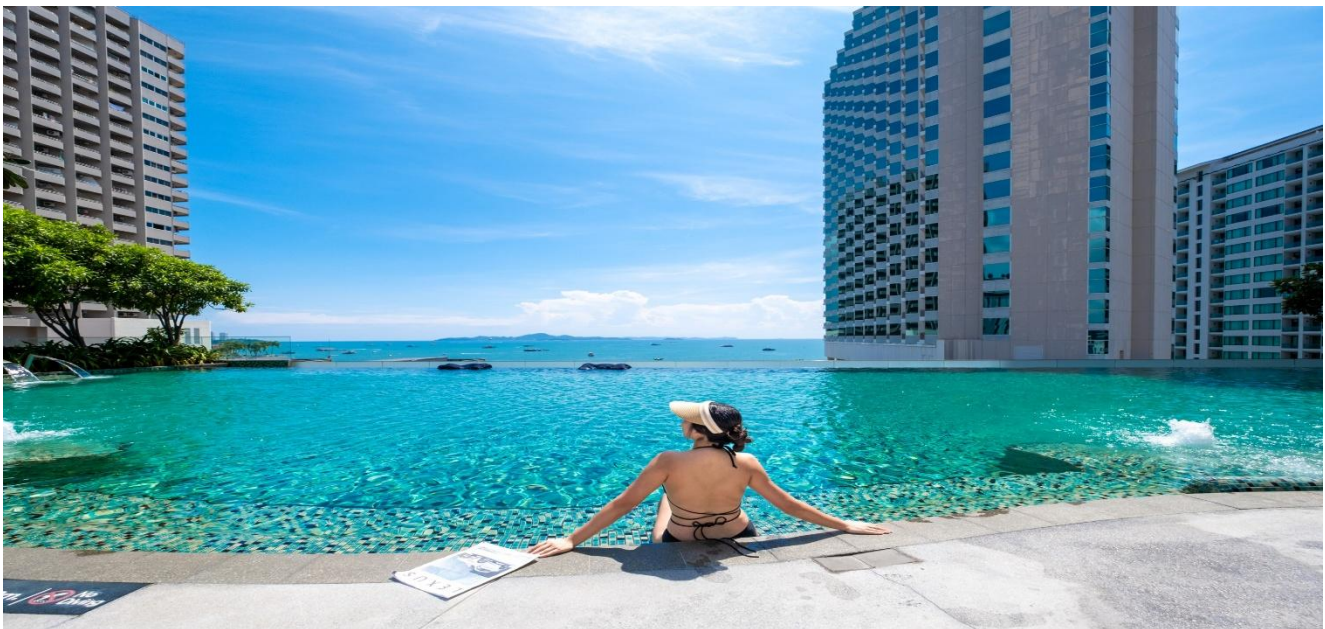


## Risk Level Assessment

### Based on “Guidelines for Comprehensive Human Rights Due Diligence (SEC)”

**Risk Level Assessment:** Risk levels are assessed based on scores from 1 to 25, with very high risk indicating potential violations of laws or standards, and low risk indicating minimal human rights impacts. The assessment includes examples of industries and actions related to each risk level.

Level	Score	Risk level	Description
4	15-25	Very high	The company is at very high risk of violating Thai law or international standards. The company is already involved in such issues, such as forced labor, illegal discharge of pollutants, or activities exceeding legal limits.
3	8-12	High	The company is at high risk due to non-compliance with industry standards. For example, it may be operating in a high-risk industry like hotels involved in tourism services that are linked to labor rights concerns, such as child labor, trafficking, or unregistered migrant workers. It may also relate to land disputes or violations of community rights. The company has not taken action to mitigate the risk.
2	4-8	Medium	The company is likely to cause human rights impacts, though the effects are not severe. These risks often occur in medium-risk industries such as hotels located near vulnerable communities. The company may have taken partial or insufficient action to mitigate such risks.
1	1-4	Low	The company is unlikely to cause significant human rights impacts. It operates in a low-risk industry, has appropriate management practices in place, and demonstrates a strong commitment to community responsibility.



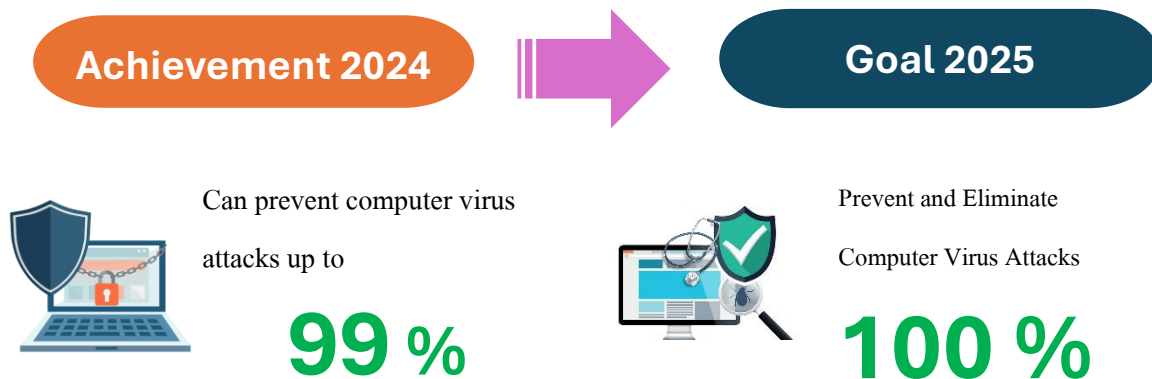
Holiday Inn Pattaya

## Cybersecurity and Personal Data Protection

In an era where smartphones, computers, and tablets have become integral to daily life and work, cybersecurity has become increasingly critical. The growing reliance on digital technology, including social media and various online tools in business operations, has heightened the risk of exposure to cyber threats which continue to evolve in complexity and sophistication. The Company recognizes the importance of cybersecurity and personal data protection. It is committed to strengthening its risk prevention systems to protect stakeholder trust and safeguard the Company's business reputation. In response to growing challenges, the Company has established an information security framework and developed practices aligned with international standards to effectively address cyber threats. This is done in parallel with the sustainable development of information technology capabilities.

*Note: For more information on the Company's policies regarding digital and emerging technology risk management, as well as its responses to technology-related risks, please refer to the 2024 Annual Report (One Report Form 56-1), page 52, Section 2.2 – Digital and Emerging Technology Risks.*

### Future Direction of Cybersecurity Operations



## Cybersecurity and Personal Data Protection Framework

1



### Cyber Risk Prevention

- Regular software updates as well as patches, and antivirus software updates
- Implementation of multi-factor authentication (2FA)
- Preparation of a data backup plan and IT system recovery procedures to prepare for emergencies, ensuring immediate operation through backup data and the backup site.

2



### Personal Data Protection

- Strict compliance with the Company's personal data protection policy
- Upgrading of the Company's systems and websites storing personal data in accordance with the Personal Data Protection Act
- Notifying the owners of the personal data of any change, alteration, or addition to the personal data protection and privacy policies.

3



### Employee Training and Development

- Training employees to raise awareness regarding IT safety and personal data protection, including testing their proficiency

4



### Auditing

- Cyber risk auditing performed by both internal and external auditors



## Sustainability Development Achievements 2024

Grand Hyatt Erawan Bangkok	<ul style="list-style-type: none"> <li>• ASEAN Green Hotel – Sustainability Certified</li> <li>• STGs STAR – 5 Stars</li> <li>• HACCP &amp; GHPs - Food Safety Management System Accredited</li> <li>• ISO22000 - Food Safety Management System Accredited</li> <li>• ISO14001 - Environment Management System Accredited</li> <li>• ISO 20121- Certified Sustainable Event Management</li> <li>• TCEB: Hygiene &amp; Hybrid (2HY) Certified</li> </ul>
JW Marriott Bangkok	<ul style="list-style-type: none"> <li>• MEA Energy Awards 7<sup>th</sup> Metropolitan Electricity Authority</li> <li>• STGs STAR – 5 Stars</li> <li>• Green Leaf Sustainability Standard - 4 Leaf Level</li> <li>• Green Health Hotel Standard/ Dept of Health: Health &amp; Environment Friendliness 2024-2026</li> </ul>
Courtyard by Marriott Bangkok	<ul style="list-style-type: none"> <li>• STGs STAR – 5 Stars</li> <li>• Green Hotel: Gold certified</li> <li>• The Pledge: Certified - All Star Level</li> <li>• Green Hotel – Gold level</li> <li>• Low Emission Support Scheme (LESS)</li> </ul>
The Naka a Luxury Collection Resort and Spa	<ul style="list-style-type: none"> <li>• Green Leaf Sustainability Standard – 3 Leaf Level</li> <li>• STGs STAR – 5 Stars</li> </ul>
ACCOR Group	<p>Green Key:</p> <ul style="list-style-type: none"> <li>• IBIS Bangkok Sathorn</li> <li>• Mercure and IBIS Bangkok Siam</li> <li>• Mercure and IBIS Bangkok Sukhumvit 24</li> <li>• IBIS Patong Phuket</li> </ul>
HOP INN Thailand	<ul style="list-style-type: none"> <li>• STGs STAR</li> <li>• Green Hotel: Silver level (HOP INN Chaeng Wattana)</li> </ul>

## Overview of Projects and Activities Encouraging Employee Participation in Environmental Management within the Organization



### Big Cleaning Day

NOVOTEL

MERCURE  
HOTELS

Objective: To ensure clean and sanitize staff area and equipment to ensure a safety & hygienic workplace

- Date: February 2024
- Hotel: ibis Bangkok Sathorn



### Refreshment Vegetable Garden



### EARTH 60+

NOVOTEL

MERCURE  
HOTELS

Objective: Save World & Save Environment

- Date: 1 March 2024
- Hotel: ibis Bangkok Riverside

- Date: 22 March 2024
- Hotel: ibis Phuket Patong



## Heartist Townhall & Heart of Quarter



Objective: To update news and possibilities of the organization including communicate key issues to heartist

- Date: 25 January 2024
- Hotel: ibis Bangkok Riverside



## 15<sup>th</sup> Annual Hotel Anniversary of IB4



Objective: To build heartist moral and respect the dignity that protects and preserves the hotel to be successful

- Date: 22 March 2024
- Hotel: ibis Bangkok Sukhumvit 4



## Celebrate International Women's Day on 8 March 2024



Objectives: For Celebrating women's achievements and increasing visibility, while calling out inequality to together of team

- Venue: Novotel & ibis Styles Bangkok Sukhumvit 4
- Venue: Hotel Operations Center





### Vegetables Garden in the Hotel



- Objective: Save World & Save Environment
- Date: 9 May 2024
- Hotel: ibis Bangkok Sukhumvit 4



### World Environment Day



- Objective: Distributing high-quality tree saplings to employees to help increase green spaces
- Date: 5 June 2024
- Hotel: Novotel & ibis Styles Bangkok Sukhumvit 4



### Big Cleaning Day



- Venue: Car Park
- Date: 20 June 2024
- Hotel: Mercure & ibis Bangkok Siam

Objective: Keep Hotel Cleanliness



- Venue: Canteen
- Date: 20 June 2024
- Hotel: ibis Pattaya



### Knowledge Social Security Benefit by Social Security Office 12

NOVOTEL

MERCURE  
HOTELS

Objective: Providing knowledge and understanding to employees about social security benefits from the staff of Area 12

- Trainer by: Officer of Social Security Office 12
- Venue: Novotel& ibis Styles Bangkok Sukhumvit 4 & ibis Bangkok Sukhumvit 4
- Date: 9 April 2024



### Accor “Global Heartist : The Art of Human Connection”

NOVOTEL

MERCURE  
HOTELS

Objective: To live Accor Culture, our uniqueness and distinguish our Heartists with other competitors, to understand purpose and what we value as Accor and to create truly Human Connection with everyone we interact through our new way of being and new Heartist Model

- Trainer by: K. Kotchaporn Thonglek-Group Learning & Development Manager
- Venue: Novotel& ibis Styles Bangkok Sukhumvit 4 & Mercure & ibis Bangkok Siam
- Date: 23 April 2024 & 27 May 2024





### Songkran Day on 12 April 2024



NOVOTEL MERCURE ibis ibis



Objective: To encourage employees to join the special Thai festive festival in their workplace.

- Venue: ibis Bangkok Sathorn
- Venue: Mercure & ibis Bangkok Siam



### Songkran Day on 12 April 2024

NOVOTEL MERCURE ibis ibis



Objective: To encourage employees to join the special Thai festive festival in their workplace

- Venue: Mercure Pattaya Ocean Resort & ibis Pattaya





## 16th Annual Hotel Anniversary at ibis Phuket Patong



Objective: Making Merit ceremony of the hotel

Date: 1 May 2024

Venue: ibis Phuket Patong



## Mi2 Movie Day



Objective: To build employees engagement  
and To release the stress

- Date: 8 May 2024
- Venue: Mercure & ibis Bangkok Siam



## Influenza Vaccine for Our Heartist



Objective: Take care of employees health to keep healthy

- Date: 27 May 2024
- Venue: Mercure & ibis Bangkok Siam



## Pride Month Celebration



Objective: to celebrate and foster a diverse and inclusive Accor culture "DEI : Diversity, Equity & Inclusion" as we all are unique and different and to enhance Heartist engagement and lively office environment

- Date: 6 June 2024
- Venue: Hotel Operations Center

- Date: 7 June 2024
- Venue: Novotel & ibis Styles Bangkok Sukhumvit4



## Heartist Townhall & Heart of Quarter & Birthday



Objective: To update news and possibilities of the organization Including talking and consulting about various issues that arise in the company

- Date: 21 June 2024
- Venue: ibis Bangkok Riverside





## International Plastic Bag Free Day



Objective: Encourages employee to Save the World, Save Environment

- Date: 5 July 2024
- Hotel: Mercure & ibis Bangkok Siam



## Refreshment Vegetables Garden



Objective: Save World, Save Environment

- Venue: ibis Phuket Patong at Vegetable Garden, Ton Sai Area
- Date: 12 August 2024



## Green Key Audit



Objective: The Green Key certification is a leading standard for excellence in the field of environmental

- Date: 20 August 2024
- Hotel: Novotel & ibis styles Bangkok Sukhumvit 4





## Big Cleaning Day



Objective: For the cleanliness and hygiene of the canteen

- Venue: Novotel & ibis styles Bangkok Sukhumvit
- Date: 1 July 2024



## Big Cleaning Day



Objective: Save World, Hotel cleaned

- Venue: Around Hotel at ibis Phuket Patong
- Date: 12 August 2024



## Big Cleaning Day



Objective: Keep Hotel Area Clean at Canteen

- Venue: Staff Canteen
- Date: 19 September 2024
- Hotel: Mercure & ibis Bangkok Siam



### Happy Office 1<sup>st</sup> Year Anniversary



Objective: to encourage employees to build engagement, lively envelopment in office, create good memories

- Date: 14 August 2024
- Venue: Hotel Operations Center



NOVOTEL MERCURE ibis ibis

### 16<sup>th</sup> Annual Hotel Anniversary at ibis Bangkok Sathorn



Objective: To build employee morel and respect the dignity that protects and preserves the hotel to be successful

- Date: 18 September 2024
- Venue: ibis Bangkok Sathorn



### Accor "Global Heartist : The Art of Human Connection"



Objective: To live Accor Culture, our uniqueness and distinguish our Heartists with other competitors, to understand purpose and what we value as Accor and to create truly Human Connection with everyone we interact through our new way of being and new Heartist Model

- Trainer by: K. Kotchaporn Thonglek-Group Learning & Development Manager
- Venue: Novotel Ibis Styles Bangkok Sukhumvit 4 & Mercure ibis Bangkok Siam
- Date: 14 August 2024 and 5 September 2024





## Team Outing 2024 of Mercure & ibis Bangkok Siam



Objective: To make unity and teamwork among the team

- Venue: Nakhon Nayok
- Date: 13 –15 August 2024
- Hotel: Mercure & ibis Bangkok Siam



## Heartist Town hall & Birthday



Objective: To update news and possibilities of the organization Including talking and consulting about various issues that arise in the company

Date: 26 September 2024

- Venue: ibis Bangkok Riverside

- Venue: Novotel & ibis Styles Bangkok Sukhumvit 4





### Heartist Outing 2024 of ibis Phuket Patong

NOVOTEL MERCURE  



Objective: To make unity and teamwork among the team

- Venue: Pullman Khao Lak Resort
- Date: 14 –15, 20–21 August 2024
- Hotel: ibis Phuket Patong



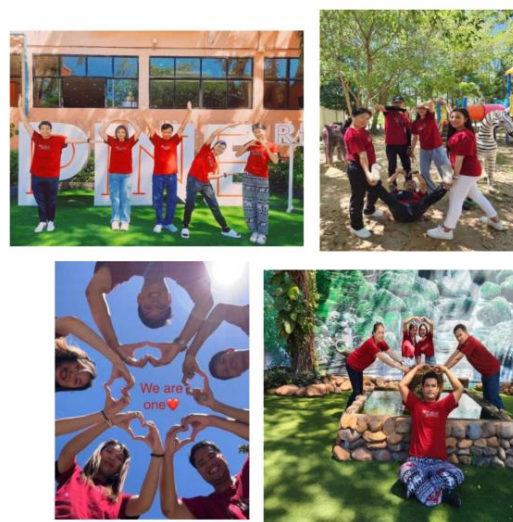
### Team Outing of ibis Bangkok Sathorn

NOVOTEL MERCURE  



Objective: To make unity and teamwork among the team

- Venue: The Pine Resort at Pathum Thani
- Date: 13 and 15 August 2024
- Hotel: ibis Bangkok Sathorn





## Accor Southern Sports Day 2024



Objective: To great opportunity to unwind, have fun, and connect ACCOR Heartists together

- Date: 14 September 2024
- Hotel: ibis Phuket Patong



## E R W Fit & Fun Day



Objective: To great opportunity to unwind, have healthy fun and connect M&I Heartists together

- Venue: Rajamangala University of Technology Krungthep
- Date: 14 September 2024
- Hotel: Novotel, Mercure & ibis Erawan Thailand





### Celebrate World Vegetarian Day with compassion and delicious "Salad Roll"



Objective: Encourage for employees to eat organic vegetables grown by the hotel

- Date: 1 October 2024
- Hotel: Novotel & ibis styles Bangkok Sukhumvit 4



### Donation Plastic to CORSAIR

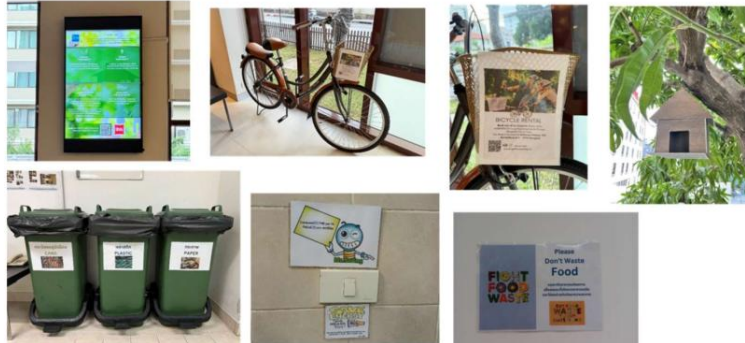


Objective: to clean up the hotel from plastic waste

- Date: 3 October 2024
- Hotel: ibis Bangkok Sathorn



### Green Key Project



Objective: To encourage awareness Protecting the environment for both guests and Heartist within the hotel Including the hotel's supplier

- Activity: Waste separate, Promote Bike rental for guest, Birth House, Save Energy, reduce food waste
- Date: 20 November 2024
- Venue: ibis Bangkok Sukhumvit 4





### 6th Hotel Anniversary at Novotel & ibis Styles Bangkok Sukhumvit4



Objective: Making Merit ceremony for the hotel and enjoy oyster omelette and Cake shape with number 6

- Venue: Novotel & ibis Styles Bangkok Sukhumvit4
- Date: 7 October 2024

NOVOTEL MERCURE ibis styles ibis



### Annual Fire Drill & Evacuation



Objective: The purpose is to equip the staff with the knowledge and practical skills in fire safety and prevention measures. The training involves identifying the conditions capable of causing fire, knowing how to use a fire extinguisher and responding appropriately to fire emergencies and fire evacuation plan

- Trainer by: Khlong Toei Fire and Rescue Station
- Venue: ibis Bangkok Sukhumvit 4 and Novotel & ibis Styles Bangkok Sukhumvit4
- Date: 10 October 2024

NOVOTEL MERCURE ibis styles ibis



## Accor Sport Day 2024 at BKK



- Venue: CU sport complex
- Date: 12 October 2024
- Hotel: Novotel, Mercure & ibis Erawan Thailand in BKK



## Halloween activities ( trick or treat) on 31 Oct 2024



- Objective: Celebration of Halloween day to Costume Competition 2024

- Venue: Novotel & ibis Styles Bangkok Sukhumvit4
- Venue: Mercure & ibis Bangkok Siam



## Heartists Engagement



NOVOTEL

MERCURE  
HOTELS

Objectives: To make unity and teamwork among the team

- Activity: Heartist Team Outing of ibis Bangkok Reverside
- Venue: Sattahip Naval Base
- Date: 22 October 2024 and 5 November 2024



NOVOTEL

MERCURE  
HOTELS

## 14<sup>th</sup> Hotel Anniversary & Annual Monk Ceremony at ibis Bangkok Riverside



Objective: To build employee morale and respect the dignity that protects and preserves the hotel to be successful

- Date: 31 October 2024
- Hotel: ibis Bangkok Riverside





### Heartist Team Outing of ibis Pattaya



Objective: To make unity and teamwork among the team

- Venue: Rayong
- Date: 28-29 October 2024
- Hotel: ibis Pattaya



### Relaxing with Perception Blind Massage

Objective: To enhance our Heartist mindful and happy workplace experience for our Heartist a sustainable and successful business environment

- Venue: Hotel Operations Center
- Date: 29 October 2024





## Singing Contest 2024



Objective: An activity that allows employees to showcase their singing talent, promoting relaxation and fun

- Venue: Novotel & ibis Styles Bangkok Sukhumvit4
- Date: 1-8 November 2024
- Hotel: ibis Bangkok Sukhumvit 4 and Novotel & ibis styles Bangkok Sukhumvit 4



## Happy Loy Kratong... Happy Save the World



Objective: To create smiles and engaging relationships during this special time festival together and encourage team to appreciate the importance of Loy Krathong

- Activity: Kratong Decoration Competition by Dept
- Date: 8 November 2024
- Venue: Hotel Operations Center





### Annual Heartist Party 2024 of MI3 & IB4

NOVOTEL MERCURE



Objective: To thank you employee for their hard and build happy work place

- Venue: Moxy Ratchaprasong Bangkok
- Date: 27 November 2024
- Hotel: Novotel & ibis Style Sukhumvit 4 & ibis Bkk Sukhumvit 4

NOVOTEL MERCURE



### Annual Heartist Party 2024 of IPP



Objective: To thank you employee for their hard and build happy work place

- Activity: Annual Heartist Party 2024
- Date: 14 November 2024
- Hotel: ibis Phuket Patong





### Annual Heartist Party 2024 of MI2



Objective: To thank you employee for their hard and build happy work place.

- Venue: Asia Hotel Bangkok
- Date: 27 November 2024
- Hotel: Mercure & ibis Bangkok Siam



### Annual Heartist Party 2024 of IPY & MPY



Objective: To thank you employee for their hard and build happy work place

- Activity: Annual Heartist Party 2024
- Venue: At Grand Ocean Meeting Room Mercure Pattaya Ocean Resort
- Date: 19 December 2024
- Hotel: ibis Pattaya & Mercure Pattaya Ocean Resort



### Annual Heartist Party 2024 of ibis Bangkok Sathorn



Objective: To thank you employee for their hard and build happy work place

- Date: 9 December 2024
- Hotel: ibis Bangkok Sathorn



### 12<sup>th</sup> Annual Hotel Anniversary & Annual Monk Ceremony at Mercure & ibis Bangkok Siam



Objective: To build employee morel and respect the dignity that protects and preserves the hotel to be successful

- Venue: Mercure & ibis Bangkok Siam
- Date: 13 December 2024



[illegible]

# Songkran

SPLASH DEALS

JW CAFÉ



# GRI STANDARDS 2021

(The Erawan Group has reported in accordance with the GRI Standards for the period 1 Jan B.E. 2567 – 31 Dec B.E. 2567)

## GRI 2: General Disclosures 2021

### The organization and its reporting practices

GRI Disclosure	Sustainability Report	56-1 One Report
2-1 Organizational details	About this report Corporate's Structure	Corporate's Structure
2-2 Entities included in the organization's sustainability reporting	About this report	
2-3 Reporting period, frequency and contact point	About this report	Corporate's Structure

### Activities and workers

GRI Disclosure	Sustainability Report	56-1 One Report
2-6 Activities, value chain and other business relationships		Business Value Chain Corporate's Structure
2-7 Employees		About Employees
2-8 Workers who are not employees		About Employees

### Governance

GRI Disclosure	Sustainability Report	56-1 One Report
2-9 Governance structure and composition		About the Committees
2-10 Nomination and selection of the highest governance body		Board's Skills Diversity Nomination and Remuneration Committee Board Recruitment, Development, and Performance Evaluation
2-11 Chair of the highest governance body		Name list of the Company's Committee
2-12 Role of the highest governance body in overseeing the management of impacts		Scope, Duties, and Responsibilities of the Board of Directors
2-13 Delegation of responsibility for managing impacts		Scope, Duties, and Responsibilities of the Board of Directors
2-14 Role of the highest governance body in sustainability reporting	Sustainability Materiality Assessment Process	
2-15 Conflicts of interest		Corporate's Governance
2-16 Communication of critical concerns		Report on Key Governance Performance
2-17 Collective knowledge of the highest governance body		Board Development
GRI Disclosure	Sustainability Report	56-1 One Report
2-18 Evaluation of the performance of the highest governance body		Evaluation of the Board's Performance

2-19	Remuneration policies		Remuneration Policy for the Board of Directors and Executives
2-20	Process to determine remuneration		Remuneration Policy for the Board of Directors and Executives
Strategy, policies and practices			
GRI Disclosure		Sustainability Report	56-1 One Report
2-22	Statement on sustainable development strategy	Message from the President	Message from the Chairman
2-23	Policy commitments	Human Rights	Business Policy and Overview
2-24	Embedding policy commitments		Business Policy and Overview
2-25	Processes to remediate negative impacts		Whistleblowing
2-26	Mechanisms for seeking advice and raising concerns		Anti-Corruption in All Forms Whistleblowing
Stakeholder engagement			
GRI Disclosure		Sustainability Report	56-1 One Report
2-29	Approach to stakeholder engagement	Group of Corporate's Stakeholders	Group of Corporate's Stakeholders
2-30	Collective bargaining agreements		
GRI 3: Material Topics 2021			
GRI Disclosure		Sustainability Report	56-1 One Report
3-1	Process to determine material topics	Sustainability Materiality Assessment Process	
3-2	List of material topics	Key Sustainability Issues	
3-3	Management of material topics		Risk Management and Risk Responses
GRI 201: Economic Performance 2016			
GRI Disclosure		Sustainability Report	56-1 One Report
201-1	Direct economic value generated and distributed		Revenue Structure
201-2	Financial implications and other risks and opportunities due to climate change		Business Risk Factors
GRI 205: Anti-corruption 2016			
GRI Disclosure		Sustainability Report	56-1 One Report
205-1	Operations assessed for risks related to corruption		Business Risk Factors Organizational Risks and Management Approaches
GRI Disclosure		Sustainability Report	56-1 One Report
205-2	Communication and training in anti-corruption policies and procedures	Corporate Governance and Business Ethics	Corporate's Governance Policy
GRI Disclosure		Sustainability Report	56-1 One Report
205-3	Confirmed incidents of corruption and actions taken		Corporate's Governance Policy

**GRI 207: Tax 2019**

<b>GRI Disclosure</b>	<b>Sustainability Report</b>	<b>56-1 One Report</b>
207-1 Approach to tax		Tax
207-2 Tax governance, control, and risk management		Business Risk Factors Financial Risk Management Policy Organizational Risks and Management Approaches
207-3 Stakeholder engagement and management of concerns related to tax	Stakeholder's expectations	
207-4 Country-by-country reporting		Notes to the Financial Statements

**GRI 302: Energy 2016**

<b>GRI Disclosure</b>	<b>Sustainability Report</b>	<b>56-1 One Report</b>
302-1 Energy consumption within the organization	Energy Management	Energy Management
302-4 Reduction of energy consumption	Energy Management	Energy Management

**GRI 303: Water and Effluents 2018**

<b>GRI Disclosure</b>	<b>Sustainability Report</b>	<b>56-1 One Report</b>
302-1 Interactions with water as a shared resource	Sustainability Water Management	Sustainability Water Management
303-1 Management of water discharge-related impacts	Sustainability Water Management	Sustainability Water Management
303-2 Water withdrawal	Sustainability Water Management	Sustainability Water Management
303-3 Water discharge	Sustainability Water Management	Sustainability Water Management
303-4 Water consumption	Sustainability Water Management	Sustainability Water Management

**GRI 305: Emissions 2016**

<b>GRI Disclosure</b>	<b>Sustainability Report</b>	<b>56-1 One Report</b>
305-1 Direct (Scope 1) GHG emissions	GHG Emission Reduction	GHG Emission Reduction
305-2 Energy indirect (Scope 2) GHG emissions	GHG Emission Reduction	GHG Emission Reduction
305-4 GHG emissions intensity	GHG Emission Reduction	GHG Emission Reduction
305-5 Reduction of GHG emissions	GHG Emission Reduction	GHG Emission Reduction

**GRI 306: Waste 2020**

<b>GRI Disclosure</b>	<b>Sustainability Report</b>	<b>56-1 One Report</b>
306-1 Waste generation and significant waste-related impacts	Waste, Waste Management, and Circular Economy	
<b>GRI Disclosure</b>	<b>Sustainability Report</b>	<b>56-1 One Report</b>
306-2 Management of significant waste-related impacts	Waste, Waste Management, and Circular Economy	
306-3 Waste generated	Waste, Waste Management, and Circular Economy	
306-4 Waste diverted from disposal	Waste, Waste Management, and Circular Economy	
306-5 Waste directed to disposal	Waste, Waste Management, and Circular Economy	



**GRI 308: Supplier Environmental Assessment 2016**

GRI Disclosure		Sustainability Report	56-1 One Report
308-1	New suppliers that were screened using environmental criteria		

**GRI 401: Employment 2016**

GRI Disclosure		Sustainability Report	56-1 One Report
401-1	New employee hires and employee turnover		Employee's Information
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		Employee Benefits and Provident Fund

**GRI 403: Occupational Health and Safety 2018**

GRI Disclosure		Sustainability Report	56-1 One Report
403-1	Occupational health and safety management system	Occupational Health, Safety, and Working Environment	Occupational Health, Safety, and Working Environment
403-2	Hazard identification, risk assessment, and incident investigation		Risk Management and Risk Responses
403-3	Occupational health services		Occupational Health, Safety, and Working Environment
403-4	Worker participation, consultation, and communication on occupational health and safety		Occupational Health, Safety, and Working Environment
403-5	Worker training on occupational health and safety		Occupational Health, Safety, and Working Environment
403-6	Promotion of worker health		Occupational Health, Safety, and Working Environment
GRI Disclosure		Sustainability Report	56-1 One Report
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		Occupational Health, Safety, and Working Environment
403-8	Workers covered by an occupational health and safety management system		Occupational Health, Safety, and Working Environment
403-9	Work-related Injuries		Occupational Health, Safety, and Working Environment
403-10	Work-related ill Health		Occupational Health, Safety, and Working Environment

**GRI 404: Training and Education 2016**

GRI Disclosure		Sustainability Report	56-1 One Report
404-1	Average hours of training per year per employee	Summary of Training Activities in Fiscal Year 2024	Summary of Training Activities in Fiscal Year 2024
404-2	Programs for upgrading employee skills and transition assistance programs	Employee Development Corporate Training Programs	Employee Development Corporate Training Programs

**GRI 413: Local Communities 2016**

GRI Disclosure		Sustainability Report	56-1 One Report
413-1	Operations with local community engagement, impact assessments, and development programs	Community Development and Development	Community Development and Development

GRI 414: Supplier Social Assessment 2016		
GRI Disclosure	Sustainability Report	56-1 One Report
414-1New suppliers that were screened using social criteria		
GRI 416: Customer Health and Safety 2016		
GRI Disclosure	Sustainability Report	56-1 One Report
416-1Assessment of the health and safety impacts of product and service categories		
GRI 417: Marketing and Labeling 2016		
GRI Disclosure	Sustainability Report	56-1 One Report
417-1Requirements for product and service information and labeling		

## Response Form for The Erawan Group's 2024 Sustainability Report

Thank you for your interest in our 2024 Sustainability Report. Your feedback is important and will help improve the overall effectiveness of our sustainability efforts and future reporting. Please kindly fill out the response form and send your views to the email: [info@theerawan.com](mailto:info@theerawan.com), or mail your feedback to:

Sustainability Development and Corporate Communications Division,

The Erawan Group Public Company Limited, Ploenchit Center Building, 6th Floor,

2 Sukhumvit Road, Klongtoey, Klongtoey District, Bangkok 10110, Thailand.

1. Which topics are most relevant to you? (Please mark ☒, you may select more than one topic)

- ☐ Customers
 ☐ Employees
 ☐ Business Partners
 ☐ Suppliers
 ☐ Regulatory Agencies  
☐ Investors
 ☐ Community
 ☐ Others, please specify: .....

2. How effective is the company's communication of sustainability through the Sustainability Report?

(Please mark ☒ 5 = Excellent and 1 = Needs Improvement)

Topic	1	2	3	4	5
2.1 Corporate's Sustainability Development Approach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Sustainability in Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Sustainability in Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Sustainability in Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Others (Please specify): .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Please rate the content and quality of the company's 2024 Sustainability Report based on the following criteria

(5 = Excellent and 1 = Needs Improvement)

Topic	1	2	3	4	5
3.1 Balance of Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Clarity of Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 Comparability with Other Companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4 Materiality of Sustainability Issues and Related Topics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5 Completion of Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.6 Correctness of Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.7 Transparency of Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.8 Structure and Content Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.9 Report's layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any additional comments on sustainability and the sustainability report.

.....  
 .....









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