

Wastewater Treatment

The Company has implemented wastewater management practices by conducting regular monthly testing and analysis of wastewater quality. Additionally, an annual wastewater treatment system inspection report is prepared by a certified external auditor to ensure that wastewater from hotel operations does not negatively impact the surrounding communities.

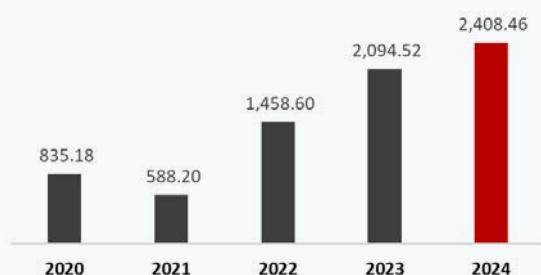
In 2024, a total of 1,424.82 megaliters of wastewater was treated before being discharged into public canals. Additionally, water-saving innovations were implemented in the laundry system at Centara Grand Mirage Beach Resort Pattaya. The resort introduced the Aquamiser Machine system, which reuses the final rinse water from the laundry process for the first wash cycle of the next load. This innovation saves up to 50% of water, optimizing the use of water resources.

Water Recycle

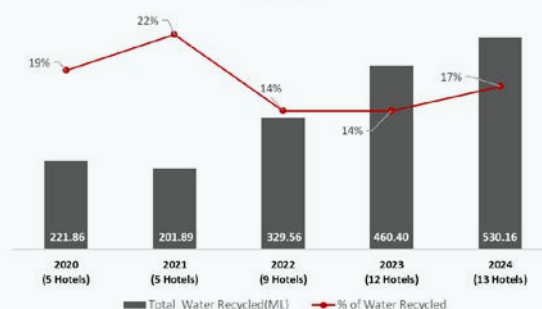
The Company has a guideline encouraging hotels with water treatment plants to reuse treated grey water for watering plants and lawns, promoting efficient water use. Currently, 13 hotels participate in this initiative, reducing the consumption of fresh water by up to 530.16 megaliters and lowering the cost of purchasing tap water.

The Company recognizes the importance of the responsible use of common goods, including water. Therefore, its business activities are monitored to ensure compliance with local laws and regulations, aiming to prevent and mitigate risks that could impact both the environment and surrounding communities, as well as to maintain long-term stakeholder confidence. In 2024, the Company had No disputes related to water issues with surrounding communities.

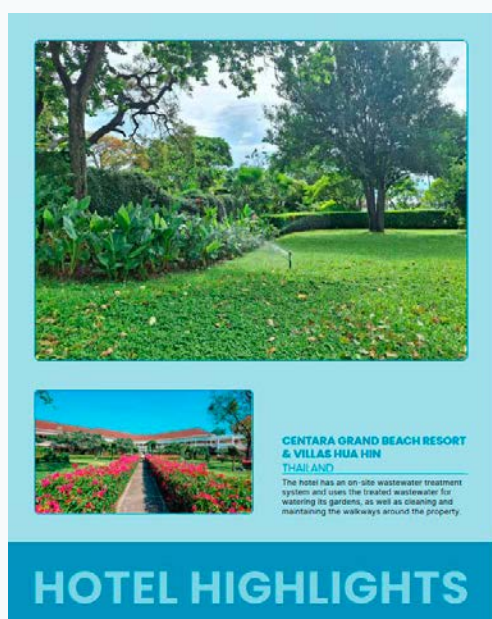
Water Discharge (ML)



Water Recycled



Centara Grand Beach Resort & Villas Hua Hin has been selected in the “Green Lodging Trends Report” for its efficient water management practices, including the reuse of treated grey water for plant irrigation.



7.9 WASTEWATER REUSE

Hotels using treated wastewater for non-potable water applications such as irrigation and toilet flushing is an innovative practice globally.

- 14.9% of all hotels reuse treated wastewater.
- Full Service hotels (20.8%) have a higher adoption rate of this practice than Limited Service hotels (14.8%).
- Resort hotels are in the lead among all hotel types, with more than one-third (35.1%) reusing treated wastewater, likely due to their higher water consumption needs for swimming pools, golf courses, and lush landscapes.

Does the property use treated wastewater for non-potable water applications such as irrigation and toilet flushing? (%)





Water Conservation Programs (Going Greener and My Green Day)

Another key stakeholder in improving water efficiency in the hotel business is the guests. Hotels can engage them by inviting those staying more than one night to participate in the “My Green Day” program, which allows them to opt out of room cleaning. Additionally, the “Going Greener” and “Reserve Water Drop” programs encourage guests to reuse bed sheets and towels, reducing water and chemical usage in cleaning.

In 2024, customer participation in the “Going Greener” project led to 301,070 rooms joining the initiative, resulting in the reuse of 4,550,444 bed sheets and towels. This helped reduce water and cleaning chemical costs by 45 million Baht. Meanwhile, 24,647 rooms participated in the “My Green Day” project, contributing to a reduction in room cleaning costs by 7 million Baht. As a token of appreciation, participating guests receive a cash card that can be exchanged for drinks during their stay, recognizing their support for environmental sustainability.



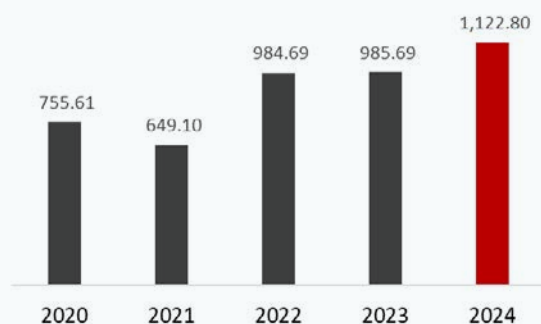
Food Business

Targets:

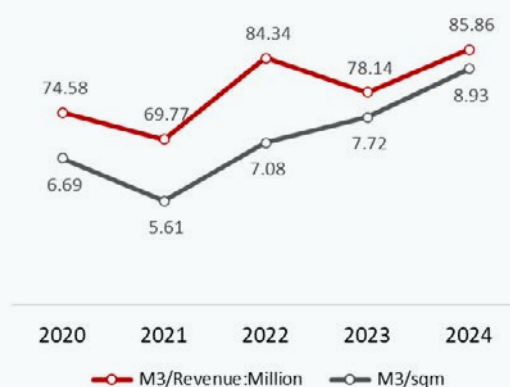
- In 2024, the target is to reduce the water usage intensity rate per revenue (million Baht) by 3.5%.

In the food business, water is sourced solely from purchased tap water, with a total usage of 1,122.80 megaliters, or 85.86 cubic meters per revenue. Due to branch expansion and increased service areas in 2024, the water usage intensity rate rose by 5.92% per revenue compared to the target. However, the Company remains committed to water resource management and has implemented measures through two main approaches: promoting behavioral changes among employees in water usage during service processes and integrating water-saving technologies and equipment into branch operations.

Water Withdrawal (ML)



Water Intensity



Encouraging behavioral change

In the operations of each branch within the food business, employees are encouraged to recognize the importance of using water efficiently, as follows:

- Systematic water use for dishwashing: Instead of letting water flow continuously, employees are encouraged to soak dishes before washing to minimize unnecessary water consumption.
- Regular maintenance and repairs: Routine checks on water pipes and faucets ensure that any leaks are promptly repaired, reducing water loss.
- Water usage monitoring: A water usage analysis system is implemented to track consumption trends and identify opportunities for more efficient resource management.

Use of Water-Saving Technologies and Devices

The Company invests in and selects equipment that reduces water consumption while maintaining the efficiency of its food business operations, including:

- Automatic Faucet: Equipped with intelligent sensor systems that control the automatic opening and closing of water.
- Foot Pedal Faucet: Operated by foot control to prevent accidental water discharge while enhancing convenience.

Wastewater Treatment

Efficient and legally compliant wastewater treatment is a crucial step in ensuring the sustainability of the Company's operations. It also demonstrates the Company's strong commitment to social and environmental responsibility.

For branch restaurants located in rented spaces, primary wastewater treatment must be conducted in accordance with the system established by the landlord.

- Solids removal: Food scraps, waste, and sediment are separated from wastewater to reduce pollution and enhance water treatment efficiency.
- Filtration and sedimentation: Wastewater is passed through a grease trap to filter out impurities and allow grease to settle.

For the CRG Manufacturing Plant located in the Navanakorn area, wastewater treatment is conducted in strict compliance with factory law standards. 100% of the wastewater is treated before being discharged into the Navanakorn wastewater treatment system (Recheck). Additionally, water samples from both the incoming and outgoing ponds are sent to Quality Control Department for detailed measurement and assessment of wastewater quality. Each year, the water quality is officially tested by the Navanakorn Industrial Zone to ensure that the factory's wastewater treatment process meets environmental standards and effectively prevents any potential impact from wastewater discharge into the environment.

Waste Management

Challenges

- Waste remains a growing environmental issue of global concern, particularly due to the increasing volume of waste sent to landfills and the rising amount of food waste. Businesses face challenges stemming from changing consumer behaviors and societal lifestyles, while waste disposal management in some areas still lacks of effective infrastructure, leading to significant social impacts if not properly addressed. Hotel businesses, especially those located near natural tourist attractions, may be particularly affected, facing rising waste collection and disposal costs if waste separation systems at the origin are ineffective. Additionally, a lack of employee awareness regarding proper waste segregation can hinder efficient disposal. In the future, failure to comply with government regulations or legal measures may result in penalties and negatively impact the business's reputation.

Opportunities

- Implementing an effective waste management system within an organization not only reduces pollution and enhances the Company's image but also plays a crucial role in unlocking new business opportunities. It enables cost reduction, improves operational efficiency, creates additional revenue streams, and transforms waste into value-added products, benefiting both the organization and society as a whole.

In 2024, the Company's total waste volume reached 17,175.14 tons, marking an 18% increase from the previous year. This increase resulted from more comprehensive data collection on various types of waste in accordance with hotel and food business operations, as well as improved waste separation and management processes, ensuring proper disposal or recycling to maximize value and benefits.