Sustainable Development Goals and Performance

The Company has set goals and established success metrics for its sustainability efforts to assess its performance in 2024. These efforts are aimed at driving the business toward growth, stability, and long-term sustainability across all three pillars, with 22 key performance indicators (KPIs). Additionally, an action plan, working committees, and progress reports have been defined and presented to the board of directors for feedback and recommendations. This process considers the business's critical issues to ensure alignment with value creation for all stakeholders and responsiveness to the United Nations Sustainable Development Goals (SDGs). The success metrics are communicated through a structured hierarchy, starting from the CEO to the department heads and down to employees in relevant functions. The key performance indicators are as follows:

Sustainability Development Policy	SDGs	2024 Goal	2024 Performance
Environmental Development Pillar			
Achieving a net-zero greenhouse gas emissions organization by 2050		• Reduce the greenhouse gas emission intensity of hotel operations (Scope 1 and 2) in the first phase by 40% by 2029, compared to the 2019 baseline, under a 10-year action plan (2020-2029).	• Greenhouse gas emissions intensity of hotel business (Scope 1 and 2) reduced by 35.78%.
Renewable energy operations		• Increase the share of renewable energy used in hotel operations compared to 2023.	• The proportion of renewable energy usage in hotel business has increased by 2.2 times
Waste and pollution management		• Reduce waste sent to landfills per occupied room by 20% compared to the 2019 baseline. • Increase the recycling rate of waste generated from hotel operations by over 50%.	• Waste sent to landfill per occupied room reduced by 29.03%. • Recycling rate of hotel business operations increased to 29.04%.
Supporting and contributing to sustainable tourism		• Have 42 Centara Hotels & Resorts certified for sustainability by the Global Sustainable Tourism Council (GSTC), with a goal for 100% certification for all Centara hotels by 2025.	• 39 Centara Hotels & Resorts received sustainability certification from the Global Sustainable Tourism Council (GSTC).
Biodiversity management		• Increase green area. • Plant coral to restore the ecosystems both on land and underwater.	• Proportion of green area in the hotel business accounted for 37% of total area. • Area for growing vegetables and herbs for hotel use: 4,871.80 square meters. • Number of trees planted: 4,517 • Number of corals planted: 1,000

Sustainability Development Policy	SDGs	2024 Goal	2024 Performance
Social Development Pillar			
Development of human resource potential	[SDG 5 Gender Equality] [SDG 6 Clean Water and Sanitation] [SDG 8 Decent Work and Economic Growth] [SDG 11 Sustainable Cities and Communities] [SDG 12 Responsible Consumption and Production] [SDG 16 Peace, Justice and Strong Institutions]	• Average training hours per employee in the hotel business exceed 60 hours/person/year.	• Actual average training hours: 83 hours/person/year.
Employee welfare		• Employer recognition from external organizations for commitment to employee well-being and support. • Employee satisfaction increased compared to the previous year.	• HR Excellence Awards Thailand 2024. • Employee satisfaction score for hotel business increased by 7%. Employee satisfaction score for food business increased by 22%.
Occupational health and safety		• Zero work-related fatalities. • Number of work-related injuries (Lost Time Injury Rate: LTIR) reduced.	• Zero work-related fatalities in food business. • Number of work-related injuries (Lost Time Injury Rate: LTIR) decreased by 2.6 %.
Respect for human rights, diversity, and equality		• Proportion of female managers and above in hotel and food business exceeds 50%.	• Proportion of female executives at manager level and above in the hotel and food business: 53%.
Creating career opportunities for vulnerable groups/society		• Compliance with the legal requirement for employing people with disabilities at 100%, and continuous promotion of employment of elderly individuals.	• Legal compliance in employing people with disabilities without needing to contribute to the Empowerment for Person with Disabilities Fund for Hotel Business. • Award for Empowerment of Persons with Disabilities 2024, Outstanding Level.
Engaging in public benefit activities		• Total volunteer hours contributed by hotel and food employees for social and environmental activities: 9,000 hours per year.	• Total volunteer hours 9,749 hours.

Sustainability Development Policy	SDGs	2024 Goal	2024 Performance

Governance Development Pillar

Sustainability Development Policy	SDGs	2024 Goal	2024 Performance
Governance operations	SDG 5, SDG 16	• Corporate governance assessment rating (Excellent) • Membership in the Thai Private Sector Collective Action Coalition Against Corruption (CAC). • Quality assessment score for the Annual General Meeting of Shareholders: 100 points.	• Evaluation result: "Excellent" from the Thai Institute of Directors. • Member of the Thai Private Sector Collective Action Coalition Against Corruption (CAC) and selected to participate in the special project (CAC Change Agent), contributing to expanding the scope of inviting suppliers to join the CAC network in the SME certification program. • Quality assessment score for the Annual General Meeting of Shareholders: 100 points.
Management of supply chain and business operation risks covering environmental, social, and governance issues		• Percentage of suppliers aware of the code of ethics covering human rights, social, and environmental issues. • Number of Tier 1 suppliers in the hotel and food businesses that have undergone comprehensive human rights due diligence (HRDD): 100%.	• Percentage of suppliers aware of the code of ethics covering human rights, social, and environmental issues: 56%. • Number of Tier 1 suppliers from both businesses that have undergone comprehensive human rights due diligence (HRDD): 100%.
Personal data security		• Hotel employees who use digital channels trained in cyber security issues: 100%.	• Percentage of employees trained on cyber security issues: 100%.