

A wide-angle photograph of a lush green field, likely a crop field, stretching towards a distant horizon. The sky is a deep blue, filled with soft, white, wispy clouds. A line of green trees is visible on the horizon, particularly on the right side. The overall scene conveys a sense of nature, growth, and sustainability.

CORPORATE SOCIAL RESPONSIBILITY & SUSTAINABLE DEVELOPMENT

CORPORATE SOCIAL RESPONSIBILITY & SUSTAINABLE DEVELOPMENT



HOTEL BUSINESS

VISION	MISSION
To be the largest international hotel group of Thai origin.	Through the professionalism of Centara Hotels & Resorts and the warmth of its people, provide high quality, international standard hospitality, enriched with Thai traditions, to create memorable experiences and achieve above market performance.

FOOD BUSINESS

VISION	MISSION
Being a leading QSR operator in Thailand with presence in regional markets.	Providing branded quality products and services exceeding customer expectations.

Business Operation Goal

Hotel Business: The strategy on business growth has been designated for a period of five years in order to enable Centara's affiliated hotels and resorts to have significant roles under the business operational frame as follows:

1. Developing business in Southeast Asian, Indian Ocean and Middle East markets and expanding them to East Asia, Africa and the Caribbean.
2. Expanding new business opportunities apart from hotels and resorts in order to raise the level of the service business industry.
3. Developing technology to support service operational processes for the utmost efficiency.

Food Business: Our goal is to become the food business leader by expanding branches of the existing brands to cover areas throughout Thailand and provide choice for customers in Bangkok, its surrounding areas and other provinces; expanding our business overseas with the focus on maintaining the high level of product standard; and regularly developing new products including the addition of new brands to the company's portfolio. Our policy is also to raise employee competency and engagement, as well as customer experience management. The overall purpose is to create satisfaction leading to a solid customer base, and to maintain customer loyalty and appreciation towards the services of CRG's brands to be consistent in both the short and long term.

Corporate Value – "I.C.A.R.E." is under the practical guidelines of Central Group.

Innovation: Create new things – Because we care, we therefore create new things, ensure everything is wide open for every opportunity, and respond always to the challenge of working with more quality and efficiency.

Customer: We care for customers – Because we care, we are therefore completely determined to develop our service excellence by significantly placing emphasis on care for our customers.

Alliance: Whole business group progress – Because we care, we therefore respect the value of the differences and teamwork for the progress of our whole business group.

Relationship: Mental commitment – Because we care, we therefore have heartfelt commitment with our colleagues, partners and societies for sustainable development.

Ethic: Focusing on maintaining ethics – Because we care, we therefore focus on maintaining ethics in carrying out our business operations.

Report on CSR Operations for Sustainable Development

The purpose of providing guidelines on report preparation is to disclose the company's operational methods relating to corporate social responsibility and sustainable developments of the hotel and food business, which are of significant importance to stakeholders. Information in the report covers operations from 1 January to 31 December 2017, and is prepared in accordance with the guidelines on report preparation of the Social Responsibility Centre (SR Centre), Stock Exchange of Thailand.

In carrying out our operations, the company places importance comprehensively on all groups of stakeholders as follows:

Stakeholders	Operational Frame	Sustainable Development Process
Customers	Responding to all aspects of needs	<ul style="list-style-type: none"> Presenting impressive services with Thai identity. Product diversifications for providing services to customers. Developing technology to enable customers to receive efficient services. Listening to comments from all forms of communication channels for use in improving our services.
Partners	Business opportunity expansion	<ul style="list-style-type: none"> Raising level of service business industry. Transparent and fair procurement process.

Stakeholders	Operational Frame	Sustainable Development Process
Employees	Creating professional personnel for corporate sustainability	<ul style="list-style-type: none"> Developing knowledge and conducting training to raise level of competency for their career progress. Looking after and paying attention to employees as family members in order to create corporate loyalty. Suitable and fair considerations. Opening opportunities to employees for participation in expressing their opinions.
Community Society	Creating professional personnel for corporate sustainability	<ul style="list-style-type: none"> Promoting, developing and creating good relations with community and society to valuably coexist. Sharing knowledge to strengthen the community to grow together with the company business. Creating incomes for the community, both directly and indirectly, to grow the community's economy.
Environment	Environmental impact management	<ul style="list-style-type: none"> Overseeing and managing the use of natural resources for the utmost utilisation. Regularly adjusting business operational processes to reduce environmental impact. Using innovation and technology for facilitating the operational process.
Shareholders	Worthy business operational results with stable and sustainable growth	<ul style="list-style-type: none"> Having participation in expressing opinions towards business operations. Organising investor meetings activities on a regular basis.
Stakeholders	Carrying out business operations with transparency	<ul style="list-style-type: none"> Monitoring controls over the enterprise with corporate governance under provisions of the law.

Sustainable Development Goals (SDGs)

The United Nations has set a collection of Sustainable Development Goals (SDGs) containing 17 Articles and 169 Objectives, and Thailand has signed in confirmation to carry out businesses to attain the goals within a timeframe of 15 years.



In 2017, our company linked SDGs with the business operational process as follows:



We are firmly determined to carry out business operations to support and deliver the sustainable values in accordance with 9 sustainable development goals out of the 17 main goals in the following issues: Quality Education (4th Goal), Gender Equality (5th Goal), Clean Water and Sanitation (6th Goal), Affordable and Clean Energy (7th Goal), Decent Work and Economic Growth (8th Goal), Responsible Consumption and Production (12th Goal), Climate Action (13th Goal), Life Below Water (14th Goal), Life on Land (15th Goal).

Good Corporate Governance

Our company is committed to manage the organisation by adhering to the principles of good corporate governance and is also aware of the importance of good corporate governance in helping enhance potential on competitiveness in both the short and long term. The Good Corporate Governance Policy consists of 5 Chapters, namely Shareholders' Rights, Shareholders' Equal Treatments, Stakeholders' Roles, Disclosures of Information and Transparency, and Board of Directors' Responsibility. Good corporate governance helps boost confidence amongst investors, financial institutions, business allies, and all stakeholders.

In 2017, in the Corporate Governance Assessment that was conducted on listed companies by the Thai Institute of Directors (IOD), the company received a score at a very good level. Also, in the section of the assessment on quality in the 2017 Shareholders' General Meeting of listed companies on the Stock Exchange of Thailand conducted by the Thai Investors Association, the company received a score of 96.5%.



Anti-Corruption

The company was certified as a member of the Collective Action Coalition Against Corruption (CAC) on 22 April 2016. In this respect we have a clear policy and practical guidelines on action against corruption to which all employees must adhere as a part of working discipline, and all new employees are required to attend orientation training to receive practical guidelines on action against corruption. In 2017, 958 new employees underwent orientation. This policy has been publicised on the company's website <http://centel-th.listedcompany.com/cg.html> and letters have been circulated to notify partners to carry out business operations in good faith with transparency under the laid down measures.

Human Rights and fair Treatment of employees

The company provides support and respect in human rights protection. Fair treatment is given to its employees in all aspects without discrimination in spite of the difference of race, religion, gender, age, and education background. Employment of locals is encouraged along with reasonable welfare and employee wellbeing.

Customer Responsibility

The company's service and product development is aimed to respond to demand and to meet the expectations of service users and customers under fair terms, confidentiality, and privacy.

Environment and Safety

The company has business operating procedures that take into consideration environmental impact, the intention being to ensure that all service and business processes make the most effective and economical use of resources. We also conduct the follow-up of possible impact, including the importance of operational safety as our priority.

Social and Community Development

Our business process encourages participation in activities to strengthen society and communities in all contexts.

Development Innovation for Corporate Social and Responsibility

The company supports the development of creative innovation that generates value to the business as well as to society, communities and the environment in a sustainable manner.

Human Resource Management for the Organisation's Success

Personnel Recruitment

1. Opening opportunities to all nationalities to become employees by taking into account suitable experience and academic qualifications for various positions.
2. Opening opportunities to employees within the organisation for rotation or transfer to perform duties in various areas as suitable in order to enhance their skills and opportunities for career progress.
3. Placing importance in complying with human rights principles on the matter of equality, honour and right to receive equal treatment without any discrimination on race, skin colour, sex, age, religion, and beliefs. The company has a clear policy not to employ persons under the age of 18 years.
4. All new employees will receive orientation in order to become aware and understand the corporate vision, value and culture including requirements and welfares before commencing their work.

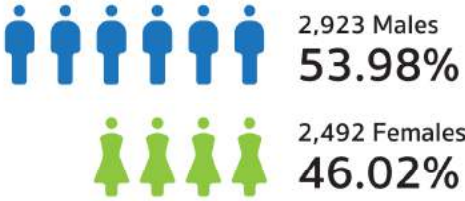
Creation of Employees' Commitment to Organisation

The company sets out suitable welfares and considerations as prescribed by law, such as welfare on medical treatment expenses, social security insurance, health insurance, compensation fund, provident fund, employee uniforms, employee cafeteria, and medical room within the company in case employees are sick or have non-critical accidents while on duty. To this can be added continual improvement of workplace facilities and environment to suit the employees' needs and ensure that work can be performed with maximum efficiency. A survey on employee satisfaction towards the organisation in 2017 returned a rating at the level of 91.69%.

Personnel Data

1. Total number of employees: 17,621 persons

Hotel Business

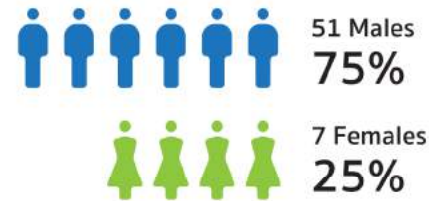
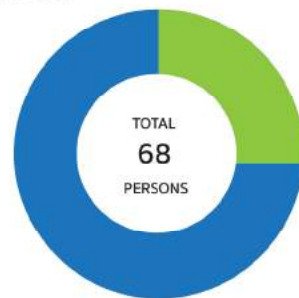


Food Business

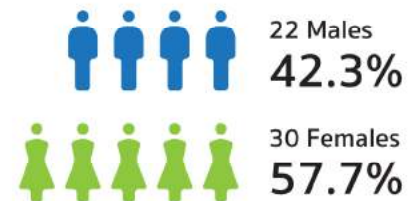


2. Number of executives from director level upwards: 120 persons

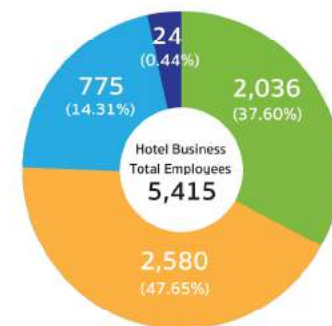
Hotel Business



Food Business



3. Number of employees classified by age

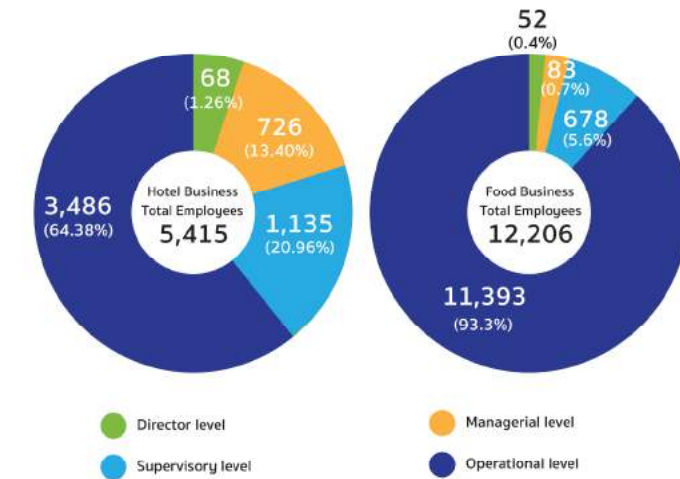


Age from 15-30 year
Age from 46-60 year

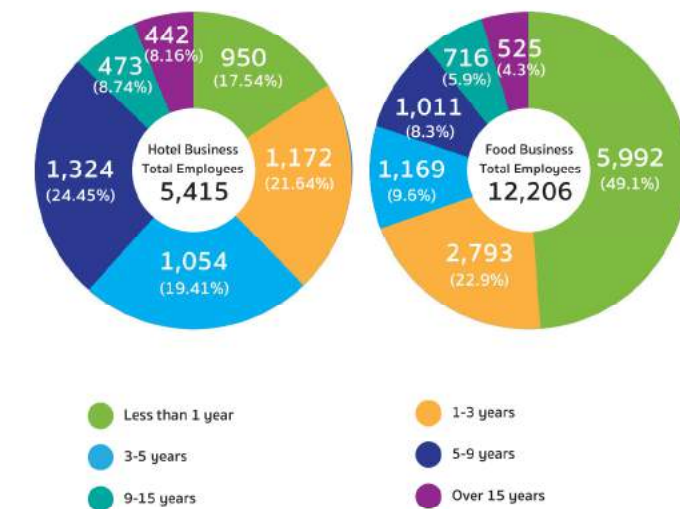


Age from 31-45 years
61 years and over

4. Number of employees classified by work level



5. Number of employees classified by duration of employment



6. Number of employees volunteering to participate in community service activities is 6,541 persons computed to be in working hours of 12,526 hours.

6,541 persons



12,526 working hours

7. Data on number of employees having accidents while on duty in 2017 is 78 persons, divided into injuries requiring work to stop was 63 persons, and not requiring work to stop was 15 persons. This data is only on employees in the hotel business.

On 7 September 2016, we signed a Memorandum of Cooperation Agreement on Driving Strategy and Policy in Extending Employment Duration of Elderly Labours in Business Establishment to form a prototype for later extending to other business establishments. This was undertaken in collaboration with the Department of Labour, Thai Health Promotion Foundation Office, Thai Elderly Research, and the Development Institute Foundation. In this we foresee the importance of older workers who are still capable and have experience that is deemed important in driving the business by sharing their knowledge with the younger generation. In 2017, the policy on employing elderly people was maintained by extending the employees' retirement age from 55 to 60 years, including providing welfares similar to those of the general employees. In this respect, 112 elderly people have been reemployed in all work lines, which include the executive, managerial, supervisory and operational levels, generating incomes to elderly people in the total amount of more than 50 million baht. A consequent result has been the company receiving awards from the Ministry of Social Development and Human Security in respect of its support for elderly workers and their importance to company operations.

Moreover, we provide opportunities for disabled persons to become employees, and in 2017 a total number of 67 disabled persons were hired. This number exceeds the number required by the law, which is calculated at 34%. They were hired to work in various departments such as laundry, housekeeping, engineering, information technology (IT), human resources, kitchen, stewarding, spa, front office and accounting, where disabled persons can work harmoniously and effectively together with the general employees. A budget for use in hiring the disabled in 2017 was set aside in the amount of 13 million baht.

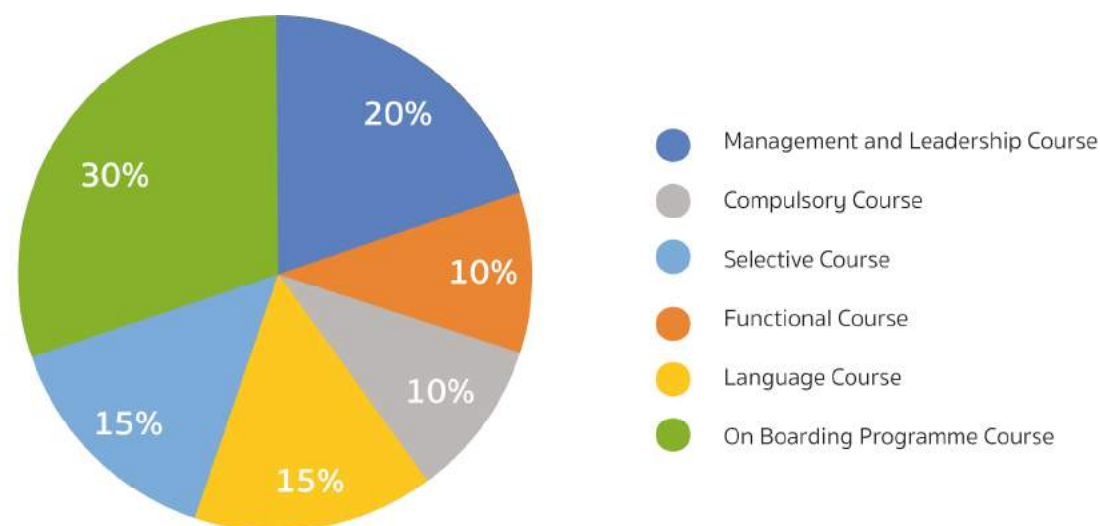
Employee Potential Training

For us, our employees are the company's valuable human resources, and so policy on development and promotion for all employees to gain additional knowledge that will be beneficial to their performance and progress has been implemented.

On the part of the hotel business, a total number of 370 training courses were held to develop the knowledge of employees and increase their potential, which can be categorised as follows:

1. Management and Leadership Course, 20%;
2. Compulsory Course, 10%;
3. Selective Course, 10%;
4. Functional Course, 15%;
5. Language Course, 15%;
6. On Boarding Programme Course, 30%.

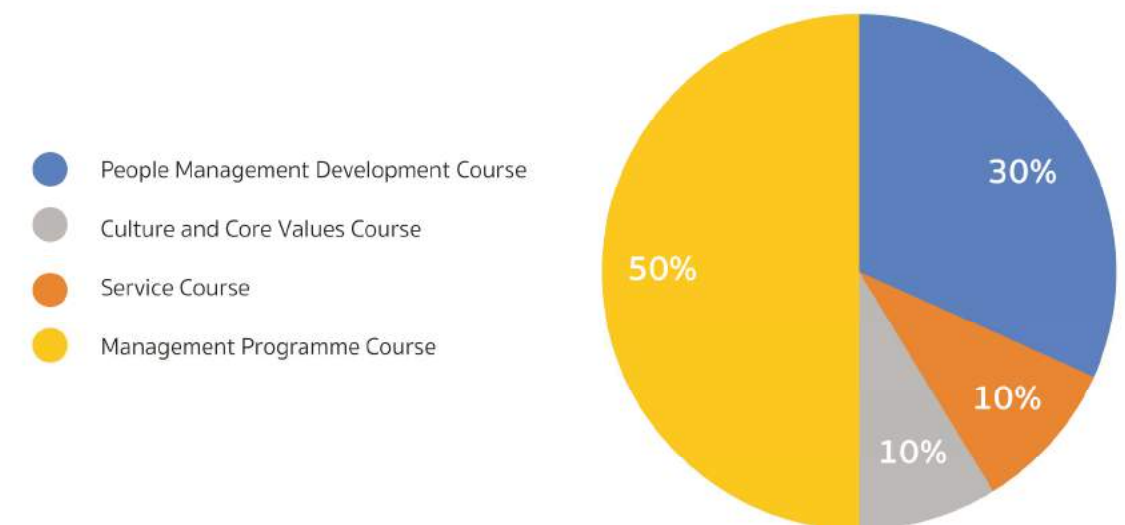
Employees participating in various courses accounted for 91% the total number of employees. Result of an assessment on the overall satisfaction towards the training was 90%, an increase of 5% from the preceding year. The average training hours of employees in the hotel business numbers 17 hours per person per year.



In the food business, a total number of 78 courses were held to develop the employees and increase their potential, which can be categorised as follows:

1. People Management Development Course, 30%;
2. Culture and Core Values Course, 10%;
3. Service Course, 10%;
4. Management Programme Course, 50%.

Employees participating in various courses accounted for 90% of the total number of employees. Result of an assessment on the overall satisfaction towards the training was 93%, an increase of 1% from the preceding year. The average training hours of employees in the food business numbered 18 hours per person per year.



We jointly collaborated with Central Group on human resources development in order to increase potential and share experiences from internal and external experts. Courses organised by Central Group accounted for 43% of the entire courses.

All employees have an equal opportunity to be considered for promotion, provided however that this matter will be subject to the employees' knowledge and ability in their duty performances and achievements in the past. In this respect, the company organised the following skills development programmes for occupational progress.

1. **Management Development Programme (MDP)** Implemented to develop our hotel staff potential for advancing to the management work line. From the programme founding in 2003, a total number of 14 classes have been organised and participated in by 132 employees, and in 2017 a total number of nine employees participated in the programme. Currently, a total number of 72 employees who received training under this programme are working at hotels and resorts under Centara affiliates.
2. **Succession Plan Programme** Selects potential employees to receive skills training and development on aspects of leadership and programme management for one year to support the succession. From the programme founding in 2014 a total number of 372 employees have participated, and 2017 saw 76 employees participating in the programme.
3. **Restaurant Management Training** This consists of three programmes divided into RMTI, which is in preparation for employees of shift supervisor level to be promoted to branch assistant manager; RMTII, in preparation for employees of branch assistant manager to be promoted to branch manager; and RMTIII, in preparation for employees of branch manager to be more knowledgeable on management and other aspects in relation to operations.

4. **Pool Potential for Store Manager Programme** Designed for the selection and development potential for branch managers in preparation for them to move to the position of regional manager.
5. **Talent Manager Programme** This is for the development of employees in the food business having potential and competency for higher responsibility.

Projects have additionally been implemented to create opportunities and support learning in occupational line for youth, school pupils and students, and 2017 the following projects were implemented.

1 The 4 Creations Project: the Creation of Dream, the Creation of Opportunity, the Creation of Occupation and the Creation of Future with Centara or 4Cs: (Centara Career Creation for Children). This project is a co-operation with the Office of the Basic Education Commission, Ministry of Education; Department of Labour Skill Development; Ministry of Labour; and hotels and resorts under Centara affiliates. Development and training began in 2011 for preparations in youth labour skills for the disadvantaged who have completed Matthayom 6 (Secondary Education Year 6) from Suksa Songkro School and Ratprachanukhro School under The Royal Patronage, as well as the School of Deaf and School of Visually Impaired. The objective was to participate in a five-month training programme to be ready for service work. During the period of the training, participants receive welfares on accommodation, food, uniforms, equipment, allowances, and health insurance. A certificate of training is presented upon completing the training course, and students have the opportunity to be recruited as regular employees of hotels and resorts in Centara affiliates located in various provinces. There have been 718 students completing this training, and 515 of them have been employed in hotels and resorts by Centara affiliates. The budget allocated for this project was 9.2 million baht in total. Part of it was subsidised by the Department of Skill Development, Ministry of Labour to the amount of 4.7 million baht, creating income to youths per month of not less than 17,000 baht. In 2017, 118 students participated in the project, and of these 102 persons were recruited as employees of hotels and resorts by Centara affiliates. Because of our intention in carrying out this project on a continual basis, we were in 2017 selected by the Stock Exchange of Thailand to participate in the Power Integration by Listed Companies for Sustainable Thai Society Project, and to disseminate as an outstanding Social Enterprise Business on Youth Educational and Development Promotion on 29 September 2017 at the Stock Exchange of Thailand.

2. Student On-the-Job Training (OJT) Programme both in Country and Abroad

We have signed a Memorandum of Cooperation Agreement with domestic educational institutes in accepting students for OJT and preparedness for their jobs in the hotel business. The program began in 2011, when the Memorandum of Cooperation Agreement was signed with 32 educational institutes. Subsequently 101 students participated in and completed the OJT programme

with hotels and resorts under Centara affiliates. In 2017, a Memorandum of Cooperation Agreement was signed with an additional eight educational institutes, and 26 students were accepted for the OJT programme with hotels and resorts under Centara affiliates.

Opportunities have been given to students from overseas educational institutes to receive the OJT in various departments, and since 2011 a total number of 21 students received the OJT from 21 overseas educational institutes. In 2017, there were a total number of five students from five overseas educational institutes taking part in the OJT.



Community and Social Support for Sustainable Development

We jointly collaborated in 2017 with Central Group in providing assistance and rendering social development on various aspects with a total budget of 12.2 million baht as follows.

Central Group Project for Educational Development

- Jointly supporting the construction of school buildings, sanitation buildings, Border Ban Chanu Patrol Police Learning Centre, Mueang District, Chiang Rai Province.
- Supporting Education Management project to grow characteristics of self-sufficiency, Class 1-2 by Sufficient Education Centre Fund, Foundation of Virtuous Youth (Yuwasathirakhun Foundation).

- Providing support for the development of Pracharat Education under three Pracharat school projects, namely: Funds for Pracharat School, Ban Pru Dinna School, Ban Bang Khram School and Ban Nong Nam Daeng School.

Central Group Project for Solidarity Efforts on Anti-Disaster

Participating in making donations of relief supply bags to help victims of flood disasters in the Thai provinces of Chomphon and Rot Et in 2017, and making donations of blankets.

Central Group Project for Environmental Preservation

- Supporting the Resources Management for Sustainability (3R) Foundation.
- Participating in Central Green Project @ Vibhavadi under Central Group Loves the Earth to integrate the areas, adjust landscaping and provide wastewater treatments in canals along Vibhavadi-Rangsit Road, by planting trees, building wastewater treatment rafts and fat-trap tanks for entrepreneurs in the nearby areas to create balance for the surrounding areas of Vibhavadi canal.



Central Group Project on Creating Charity for Social Assistance

- Making donations of medical devices to the Kidney Foundation of Thailand for distribution to the following hospitals: urethroscope and cystoscope to Queen Savang Vadhana Memorial Hospital; double-action lithotrite together with mini PCNL set to Udon Thani Provincial Hospital.
- Sponsoring public toilets at Lumpini Park for two units, which are general toilet and model toilet for the disabled, for accessibility and utilisation by the general public.
- Supporting blood donation project to Thai Red Cross Society. In 2017, blood donations were made in conjunction with Central Group that accounted for the quantity of 663,120 cc, with 1,658 employees of our company participating.



Central Group Voluntary Project for Community Development

The Terrace plays a role in providing support for our Thai fellow agriculturists for four consecutive years by taking community agricultural products for processing and distributing in the restaurants. Products included Nang Lae pineapples from Chiang Rai, Sang Yod Rice from Phatthalung, Riceberry from Chai Nat, and Khao Niew Luem Pua from Tak. This resulted in goods or product quantity support in the community or nearby locality increasing by 3.61%.

We also supported activities that pass on knowledge on nutrition and enhanced hygiene for youths in remote areas by organising activities at Sakae Rat Wittayakhom School, Pak Thong Chai District, Nakhon Ratchasima Province; Ban Khuan Ngoen School, Cha-Uat District, Nakhon Si Thammarat Province; and Chiang Rai-Phayao Border Patrol Police Vocational School, Chiang Khong District, Chiang Rai Province. Collaboration was undertaken with Central Pattana Group in developing monasteries in Ayutthaya Province, namely Wat Khun Mueang Chai, and Wat Thammikaram. Continuing support was given to the Central Air Force Football Sports Promotion Project.

Furthermore, Centara Grand at CentralWorld has provided support with the hotel's space in the lobby area for arts exhibitions by the younger generation artists without format restriction, four times every year. The proceeds acquired from the sales of artistic works each time are donated to foundations or charitable organisations in need of assistance.

In providing support to enable elderly people to generate income apart from hiring them in accordance with the company policy, opportunity is open to the elderly in each community to bring goods and products they have produced, whether it is food, apparatus, or crafts for sale in the areas of each hotel. Feedback from employees on support for their goods reveals a favourable response.

Relations with the local community is yet another important issue to the business operation. We have therefore implemented a procurement system that is responsible to the surrounding communities. In this respect, over 80% of the products used in the hotels are from the country, the other 20% being imported from overseas because there is no domestic product available.

Environmental Management

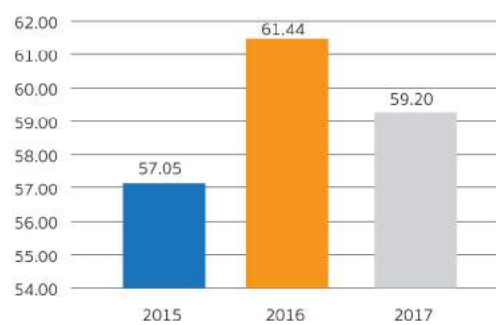
Centara Hotels & Resorts operates a comprehensive Social and Environmental Sustainability Policy in order to focus on environmental conservation, energy management, Green House Gas reduction, fresh water management and solid waste management. Renewable energy has been implemented to reduce greenhouse gas emissions. The management of fresh water resources including wastewater treatment and the reused of wastewater treatment has become our standard practice for a number of years. Solid waste management is also our primary practice by reducing waste sent to landfills as well as decomposing the organic waste and recycle waste. The management of hazardous waste is also in place to avoid any contamination to the Ecosystem. We are committed to take care of the Ecosystem onshore and the marine ecosystem. A hotel Green Team will be appointed to make sure that the practices will be in place with Internal and External Audits for any related standard and compliance..

Green House Gas Emissions (Scope 1 and Scope 2)

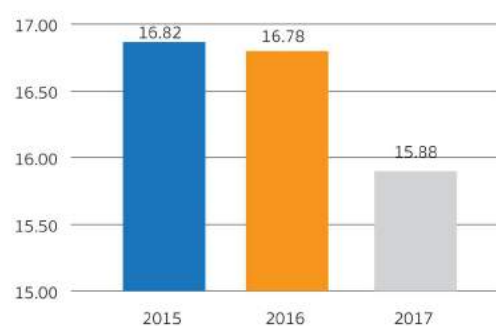
In 2017, 18 properties undergoing Earthcheck Programme have calculated the Green House Gas Emissions (Scope 1 and Scope 2) total 59.20 kt CO₂-e or average 15.88 kg CO₂-e per Guest Night. Total reduction is 3% or 0.9 kg CO₂-e/Guest Night compared to 2016. According to Earthcheck Programme, the Baseline of GHG per Guest night is at 38 kg CO₂-e while the Best Practice is at 27 kg CO₂-e per Guest night. Centara Hotels & Resorts Green House Gas Emission per Guest night is better than Global Best Practice.

** kt = kilotonne, CO₂-e = carbon dioxide equivalent**

Total Green House Gas Emissions (kt CO₂-e)



GHG Scope 1&2 (kg CO₂-e/Guest night)



Renewable Energy

Heat Reclaim/Recovery

In any cooling system, chiller and Flash Steam, heat is transferred from the load location whether the load is a result of space temperature conditioning, dehumidification, or a process. Centara Properties in Bangkok, Udon Thani, Samui and Maldives have been using the heat reclaim from the excess heat and produce hot water in the nearby hot water taps.

Solar

We have tried to reduce our carbon footprint by using energy management system also the implementation of solar PV for boilers, walk way in most of resort properties.

The Coast Beach Bar & Grill in Centara Grand Beach Resort Phuket has decorated and brighten up the outlet atmosphere by using the solar jar. This could reduce over 720 liters of the fossil fuel from oil lamps or 2038 kg of Co₂-e.

Centara Government Complex Hotel & Convention Centre Chaeng Watthana installed Solar PV on the roof top for producing electricity in convention center which could save approximately 200,000 Kwh or 102,240 kg of Co₂-e.

EV Charger

While Centara Grand at CentralWorld has installed Electric Vehicle Charging Station to motivate the guests with Eco cars to reduce the air pollution from fossil fuel transportation.



Carbon sequestration

Planting trees becomes Centara's continual activities. It's our opportunity to offset the carbon for planting the large trees i.e. teak or flame trees and mangroves which are prime ecosystems for reforestation and restoration also the properties have chance to support the local agencies and communities.

Centara Properties all over Thailand i.e. Phuket, Krabi, Hat Yai, Huahin, Udon Thani and Pattaya joined hands to plant over 1,000 trees on the Earth Day in April and World Environment Day in June by coordinating the local authorities and communities. We could have Carbon sequestration approximately 4,000 kg Co₂-e.



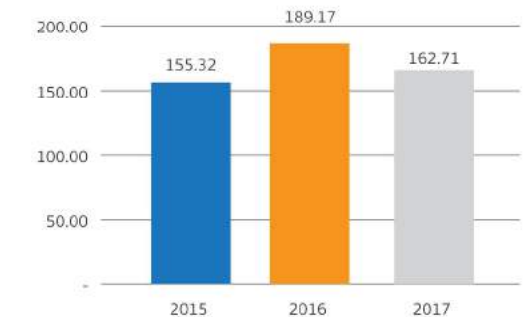
Energy Consumption

Electricity Target has been set as KPI for all individual property annually and it has been monitored by monthly. The result of 2017 is 3% reduction compare to 2016 with average 59.8 Kwh per occupied room (included oversea properties). The total energy Consumption in 2017 is total 595 terajoule or average 162.71 MJ per Guest Night with 3% reduction from 2016.

Energy Consumption (TJ)



Energy Activity (MJ/Gust night)



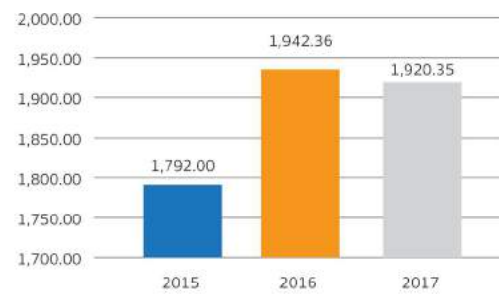
Centara Grand at Central Plaza Ladprao Bangkok has been awarded 'MEA Energy Saving Building 2017' by Metropolitan Electricity Authority (MEA). CGLB has saved electricity consumption for 798,920 kwh or reduced CO₂ emission for 448.79 ton which resulted from LED light bulbs replacement project and energy management system implementation. This project supported by Ministry Energy of Thailand which is the continual programme since 2016.



Potable Water Consumption

The water consumption has been decreased 6% from 2016 which is in average 533.15 liters per guest night. Water management initiative include waste water recycling for gardening, installation of low flow regulators and dual flush which could save 11.4 liters per minute (from 22.2 L to 10.80 liters per Minute) and daily check for leaking every day.

Water Consumption (ML)



Water Consumption Litre/Guest Night



Going Greener and My Green Day

Our ongoing project of Going Greener and My Green Day are aiming to reduce water consumption and some chemical use for laundry by reusing the towels and linens more than once. In 2017, the average participant is 19% which help us saved over 401,000 Cubic meters or 160 Olympic Pools.

Reuse of gray water

Most of our resorts properties have reuse the grey water for landscaping over 80% of fresh water has been saved for the garden.

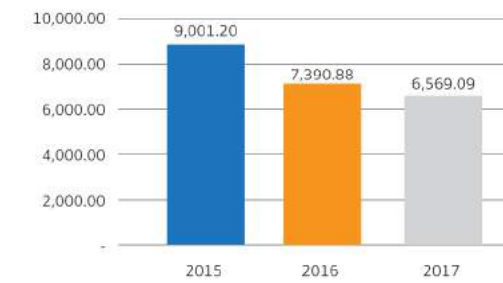


Waste Sent to landfill

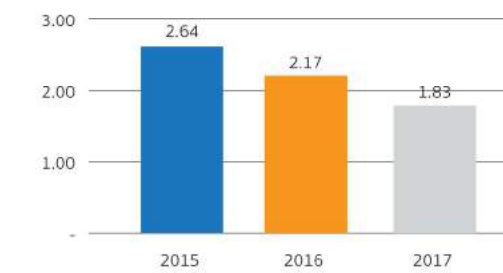
Disposing of waste has huge environmental impacts and can cause serious problems. Some waste can eventually degrade, but not all, and in the process, it may smell or generate methane gas, which is explosive and contributes to the greenhouse effect.

The procedure of waste management has been applied to all Centara Hotels & Resorts properties since 2013. In 2017 the Volume of waste sent to landfill has been generally reduced 6% from 2016 (822 cubic meter) average 1.83 liter per guest night.

Total Waste sent to Landfill M3



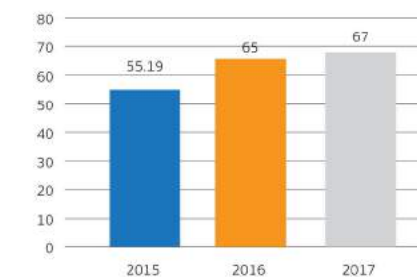
Waste sent to Landfill L/Guest Night



Total waste recycling

The average total percentage of Recycled / Reused / Composted Waste is at 67 %

Recycled / Reused / Composted Waste



Centra by Centara Maris Resort Jomtien reused 360 Glass bottles for X' Mas tree decoration with LED lighting which could save over 15,000 THB and electricity saving at 1,815.28 Kwh for this activity and be able to motivate guests and employees about waste management and energy saving. Also, this activity was recognized by Chonburi Natural Resources & Environment Department. Centara Grand Beach Resort & Villas Krabi used the dried coconut, symbol of the south as ecofriendly Christmas tree. Then they can be reused as the fertilizers in the hotel's garden.



In the Maldives properties, everything has to be transported by boat. The Green Team decided to upcycling the waste i.e wooden pallet to the signates and new furnitures, Glass bottles as the walkway.



Centara Grand at Centralworld has donated edible surplus food since November 2017 with total 2,653.73 kg. The donation has provided over 7,961 servings. By reducing this food waste, CGCW have successfully saved 5,042.09 kilos of GHG equivalent emissions (Co₂-e (kg)).



Hazardous waste Management

Hazardous wastes that contain or contaminate with hazardous materials or exhibit the hazardous characteristics including flammable, corrosive, reactive, toxic, or having the specified constituents. Centara Hotels & Resorts has separated and recorded all of the hazardous waste and sent to the local hazardous waste department for proper management which approximately 2,000-5,000 kgs per property per year.



The management of Harmful substances

Centara Hotels & Resorts has implemented the procedure of Harmful substances handling and storage which not only concern to health and safety but also to the ecosystem. All the chemical stores must be aligned with the local and international requirement. The spillage protection is strictly monitored to make sure that it will not contaminate to the environment. Likewise, the biodegradable substance has been prioritized for all resorts.



Ecosystem Management and Conservation

The Herbs Garden - both city and resort properties make use of their area to plant the local vegetable, herbs for canteen and spa and it can be used for Thai Cooking Class. The benefit of the herb garden is to promote the traditional Thai local herbs and the guest can also experience it as welcome drinks.

Centara Grand Beach Resort & Villas Hua Hin not only plant organic vegetable in the resort but the employee can also bring their homemade products to sell in the Green Market at the end of the month.

Centara Grand Beach Resort Samui and Centara Villas Samui encourage the wedding guest to plant the trees in the hotel garden. Every year we can watch them grow as the memorial of love.

The Maldives properties support the local fishery by purchasing the local seafood. This is also benefit to the marine ecosystem as the Maldivian fishermen is considered as sustainable fishery as catching each tuna one by one and there by leaving enough in the ocean. Also, the Coral restoration is our ongoing project due to the new phenomenon of global coral bleaching events is caused by ocean warming (93% of climate change heat is absorbed by the ocean). Over 5,000 new corals have been planted by the Green team and guests which supervised by certified marine biologists.



EarthCheck Certifications

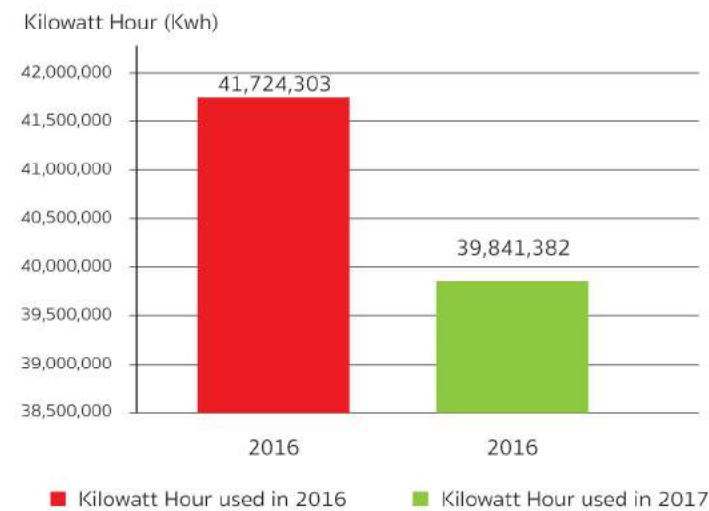
EarthCheck is the world's leading scientific benchmarking, certification and advisory group for travel and tourism which is recognized by GSTC (Global Sustainable Tourism Council). Thus far, all the Centara owned properties are partners with EarthCheck and are continuing to improve their sustainability efforts. It is a priority to have all of our managed properties engage with EarthCheck as well. We are continuously working on introducing the programme into our managed properties where we work with the owners and the whole team to develop a plan for operations and budgets. Centara Hotels & Resorts has been successfully implemented this programme and monitored our continual improvement since 2007.

Centara Grand Beach Resort & Villas Krabi	Gold 2017(3rd year)
Centara Grand Beach Resort and Villas Hua Hin	Gold 2017(2nd year)
Centara Grand Beach Resort Samui	Gold 2017(2nd year)
Centara Grand & Bangkok Convention Centre At Central World	Gold 2017(1st year)
Centara Karon Resort Phuket	Gold 2017(1st year)
Centara Grand at Central Plaza Ladprao Bangkok	Silver 2017(4th year)
Centara Grand Beach Resort Phuket	Silver 2017(4th year)
Centara Grand Island Resort and Spa Maldives	Silver 2017(4th year)
Centara Grand Mirage Beach Resort Pattaya	Silver 2017(4th year)
Centara Kata Resort Phuket	Silver 2017(4th year)
Centara Ras Fushi Resort and Spa Maldives	Silver 2017(3rd year)
Centara Villa Phuket	Silver 2017(2nd year)
Centara Villa Samui	Silver 2017(2nd year)
Centara Hotel Had Yai	Silver 2017(2nd year)
Centara Anda Dhevi Resort & Spa Krabi	Bronze 2017 (1st year)
Centara Tropicana Koh Chang	Evaluated (since 2013)
Centara Watergate Pavillion	Evaluated (since 2015)
Centara Hotel & Convention Centre Udon Thani	Evaluated (start 2017)

Beside Earthcheck, Centara Seaview Resort Khao Lak has implemented ISO 14001 Environmental management systems. Centara Grand Mirage Beach Resort Pattaya has successfully implemented ISO 50001 - Energy management. Centara Grand & Bangkok Convention Centre At Central World celebrate EarthCheck Gold Certification by launching Green Meeting package and been certified by ISO 20121 - Sustainable events.

Food Business Energy Management in 2017

Construction and maintenance department being the responsible party for energy has managed the use of business energy and prepared data on the integrated electric energy consumption of all work units in 2016 for comparing with 2017 as follows.



Deriving from the integrated kilowatt-hours used in 2016, the project operations and energy saving measures as follows have been undertaken:

1. Electric Energy Saving

The project to install acrylic sheets on the dipping cabinet device of Cold Stone Creamery was undertaken in the total number of 10 branches. Data in September-October 2017 reveals that approximately 3,528 Kwh computed to be in the amount of approximately 16,106 baht could be saved; and that CO₂ emissions could be reduced in the quantity of approximately 1,979 kg CO₂ e/Kwh.

2. Gas Energy Saving

The project to install gas energy consumption saving equipment at Chabuton was undertaken. In 2017, tests and installation of gas energy consumption saving equipment at Chabuton were conducted for four months at four branches, namely Terminal 21 Branch, Central Lardprao Branch, Central Salaya Branch and Future Park Rangsit Branch.

When compared with gas units in 2016, it is revealed that gas use had decreased by approximately 390 units, computed to be in the amount of 47,568 baht, or a reduction in the use of heat energy of the country of approximately 10,381,800 MJ/Unit. In 2018, there is a plan to expand the installations of Chabuton gas energy saving equipment in a total number of 18 branches.

3. Energy Saving Promotions

3.1 The VDO media production project suggested guidelines on energy saving of each item of equipment in the

shop, in order to educate employees and help them to understand electrical appliances such as electric frying ovens, ice makers, dish washers, freezers, and air-conditioners. All such VDO media are stored and disseminated to employees on the website info.org.co.th.

3.2 A training project was held for shop managers of various branches in each brand to educate and help them to understand and apply their knowledge on energy saving. The training was conducted for managers of Cold Stone Creamery, Ootoya, The Terrace, Auntie Ann's, and Yoshinoya.



The ceremony in remembrance of the late King Bhumibol Adulyadej to pay the highest respect by offering the marigold flower on October 12, 2017 at Centara Grand & Bangkok Convention Centre at CentralWorld.