

# **CORPORATE SOCIAL RESPONSIBILITY & SUSTAINABLE DEVELOPMENT**







# CORPORATE SOCIAL RESPONSIBILITY & SUSTAINABLE DEVELOPMENT

Central Plaza Hotel Public Company Limited is committed to business growth while meeting the organization's goals coupled with ethical business practice standards, social responsibility, and reducing environmental impacts. Innovative business was applied in order to be more competitive and in leading the organization and society to sustainability, covering economic, social and environmental dimensions. Since 2008, the Company has initiated various innovations to be utilised in the organisation to create effective products and services that meet the needs of customers. This includes developing personnel in the organisation, creating community development activities, protecting the environment through energy and waste water management and safety considerations. The Company also works closely with employees, executives, customers, partners and cooperates with the community to support operations and create sustainable business growth in the long run. Proof of our commitment to conducting our business to be a sustainable organisation is that it been selected from the Stock Exchange to be in the list of sustainable stocks with Thailand Sustainability Investment 2018. Moreover, our commitment to outstanding environmental performance has resulted in 15 Centara Hotels and Resorts receiving gold and silver certificate awards from Earth Check, the world's leading specialist for environmental impact assessment for organisations in the tourism industry. In addition, commitment to help and support the community and society by Central Restaurants Group was also awarded "the organisation that best supports disabled people in 2018", for the fifth consecutive year, along with the Centara Grand Beach Resort and Villa Hua Hin.

## HOTEL BUSINESS

VISION	MISSION
To be the leading global hospitality group of Thai origin	To provide locally-relevant, Thai-inspired experiences in each of our global destinations, delighting guests through a blend of innovation, authentic family values and the unique passion of Centara's people, whilst maintaining a commitment to sustainability

## 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.



### Corporate Value

As one of the companies of the Central Group, we adhere to the principles of organisational culture creation, expressing how the business operates in harmony with employees, customers, business partners and communities under the I-CARE concept that is integrated with business practices as follows.

**Innovation:** creating and implementing new ideas - because we care about us. This covers all occasions and challenges for more efficiency in work.

**Customer:** caring for the customers - because we pay attention, we therefore strive to develop services to standards of excellence by focusing on and paying careful attention to customers.

**Alliance:** advances both business groups - because we pay attention, we therefore respect the values and our differences to be able to work together as a team to advance the entire business group.

**Relationship:** reliability – because we care for fellow employees, partners and society for sustainable development.

**Ethic:** aiming to maintain ethics - because we care. We aim to apply ethics in business.

### Business Objectives

The Company has set a framework for business operations in both the hotel and food businesses to create sustainable security for the business in a 5-year period plan. The hotel business has established a business growth strategy to allow Centara Hotels and Resorts to take on a prominent role in the region under the business framework as follows - expanding the current investment portfolio to double, pioneering and seeking new business opportunities and building important infrastructure.

The food business has established a business growth strategy in moving forward to become the King of Restaurants with a strategy to expand branches in the country and overseas, as well as develop a central kitchen system to support growth, control costs and quality of food.

### Guidelines for Sustainability Reports

#### About this Report

Central Plaza Hotel Company Limited has prepared a Sustainability report which is part of the annual report each year, in order to present the performance of sustainable development to all stakeholders to acknowledge, covering all dimensions of sustainability, namely economy, society, environment and good governance. The information presented is from January 1, 2018 to December 31, 2018. The Sustainability Report of 2018 has been prepared based on the guidelines of the Stock Exchange of Thailand and environmental management standards for sustainable tourism (Earth Check), as well as linking the sustainability operations of the organisation in response to the Sustainable Development Goals (SDGs).

#### Scope of the Report

The sustainability report presents the operational data of the year 2018 covering the hotel and food businesses under the name of Central Plaza Hotel Public Company Limited, which operates in Thailand and abroad, by storing environmental information of the business, using the information collected and according to the Earth Check standards of 18 hotels and 11 food brands.

#### Credibility of the Report

Top executives of each business group carefully reviewed the 2018 Sustainability Report, to ensure that the information is complete, accurate and comprehensive in response to the needs of all stakeholders.

Should there be enquiries or suggestions, please contact Sustainability Development Unit, Central Plaza Hotel Public Company Limited at Tel. 0 2769 1234

## Sustainable Development Goals (SDGs)

In 2018, the Company focused on business to support and link sustainable development goals (SDGs) to business processes in the following important issues.

SDGs / Target	Project/Operational Method	Performance
 <p>Target 2.1</p>	Food donation programme for the poor through Thai Harvest SOS organisation.	To reduce the amount of waste that is left behind, however, is beneficial and provides happiness to the needy.
 <p>Targets 4.4, 4.5</p>	<ul style="list-style-type: none"> <li>• 4Cs: Centara Career Creative for Children</li> <li>• CRG Bilateral education project</li> </ul>	Creating personnel with specific knowledge that meets the needs of the business, also enabling them to practice professional skills. This provides youths with more work opportunities thus reduce unemployment rate.
 <p>Target 5.1</p>	Employment of women and consideration of the number of women in management.	Allowing women to display their talents and potential without discrimination. Create equality in society.
 <p>Targets 8.5, 8.8, 8.9</p>	<ul style="list-style-type: none"> <li>• Employment of employees without restrictions on age, gender and disability while receiving fair wages. Employment of people with disabilities and the elderly.</li> <li>• Establish safety policies and employee health in order to work according to the standards set.</li> <li>• Promote employment and develop personnel in the hotel and food business to create a quality workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of employees employed, employment of people with disabilities and the elderly for equal employment with proper payment and compensation. This enables the operation of the organisation to be stable and sustainable whilst all employees enjoy good quality of life.</li> <li>• Reduce employee injury rates.</li> <li>• Create quality labor, supporting growth in the tourism industry.</li> </ul>
 <p>Target 9.4</p>	Establish policies on the implementation of greenhouse gas emission reductions in related business processes. Find ways to develop and improve the operation method to be more efficient.	Disclosure of greenhouse gas emissions in the business process to reduce pollution problems that affect society and the environment by reviewing and improving work processes for maximum efficiency.



SDGs / Target	Project/Operational Method	Performance
 Target 11.6	<p>Determine the work process in waste management to be concrete and clear by providing knowledge to employees in the proper manner of waste management. Seek appropriate technology and innovation to be utilised.</p>	<p>Disclosure of waste management in the business process in order to inform stakeholders about the standard operation process. Reduce costs for the Company whilst reducing waste to external communities.</p>
 Targets 12.3, 12.4, 12.5	<ul style="list-style-type: none"> <li>• Food donation program for the poor through Thai Harvest SOS organisation.</li> <li>• Define administrative processes, arrange methods for use, storage, waste management, environmentally friendly chemicals to meet standards.</li> <li>• There are guidelines for waste and waste management in order to achieve sustainability for maximum benefits.</li> </ul>	<ul style="list-style-type: none"> <li>• Reducing waste in leftover food but able to create better quality of life to the needy. Reduce greenhouse gas emissions,</li> <li>• Control the cost of the Company and reduce the impact that will occur in communities from various chemicals used in business operations.</li> <li>• Reduce company costs in purchasing new products Create value of garbage or equipment to benefit both the business and the community sustainably.</li> </ul>
 Targets 14.1, 14.2	<ul style="list-style-type: none"> <li>• The Beach Cleaning project, which every hotel situated near the beach performs on a monthly basis.</li> <li>• Coral Reforestation Project in Maldives by inviting guests to join in the activity.</li> </ul>	<ul style="list-style-type: none"> <li>• Helps reduce the amount of waste that goes into the sea, creating beautiful scenery for guests.</li> <li>• Helping to restore marine nature, increase coral areas, and to raise awareness for guests to maintain under the sea nature.</li> </ul>
 Target 15.2	<p>Sustainable Reforestation Project by allowing employees and partners to create green areas by planting large trees, restore degraded forests and increase the area of reforestation.</p>	<p>To help restore forest areas and create awareness amongst employees and partners on the importance of forest preservation for future sustainable benefits.</p>
 Target 16.5	<p>Participate as a member of the Thai Private Sector Collective Action Coalition Against Corruption (CAC) and encourage partners to participate in the project, as well as educate employees of the Company.</p>	<p>All stakeholders believe in transparency. The organisation is sustainable in business. Helps reduce corruption in society.</p>

## Sustainability Management

### Sustainable Operational Structure

In the year 2018, the Company created a new structure of sustainability operations under the supervision of the Risk and Supervision Committee for a working group overseeing sustainable development, with the Chief Executive Officer and the President acting as leaders in driving the implementation of integrated sustainability. The sustainable development working group acts as coordinator with various agencies of the hotel business group and food business, and reports the social, economic and environmental performance to the Risk and Supervision Committee responsible for supporting and overseeing sustainability operations, during meetings held every three months to review and follow-up on the company's performance to be consistent, in achieving goals according to business practices leading to the achievement of sustainable development covering the economic, social and environmental dimensions.

### Participation with Stakeholders

Stakeholders	Communication Channel	Goals and Operations Framework	Sustainability Development Process
<b>Customers</b>	<ul style="list-style-type: none"> <li>Company website</li> <li>Online media</li> <li>Interaction with customers while serving</li> <li>Complaints through various channels</li> </ul>	Meet all requirements	<ul style="list-style-type: none"> <li>Offering impressive service with Thai identity</li> <li>Diversity of products to serve customers</li> <li>Develop technology to provide customers with efficient services</li> <li>Listen to comments from all communication channels to improve service</li> </ul>
<b>Suppliers and Partners</b>	<ul style="list-style-type: none"> <li>Annual Suppliers and Partner Meeting</li> <li>Channel for receiving complaints</li> </ul>	Expand business opportunities	<ul style="list-style-type: none"> <li>upgrade the service industry</li> <li>transparent and fair procurement process</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>Orientation for new employees</li> <li>Town Hall activities for executives to talk to employees closely</li> <li>Annual employee satisfaction survey</li> <li>Employee Welfare Committee</li> <li>Relationship activities for engagement with employees</li> </ul>	Create professional personnel for corporate sustainability	<ul style="list-style-type: none"> <li>Develop knowledge and training to upgrade personnel to be able to progress in their career</li> <li>Take care of employees similar to family members to create loyalty to the organisation</li> <li>Consider appropriate and fair remuneration</li> <li>Allowing employees to participate in comments</li> </ul>
<b>Social and community</b>	<ul style="list-style-type: none"> <li>Community relations activities through volunteer activities</li> <li>Listen to the opinions of the community and society through various channels</li> </ul>	Create value for the community and society	<ul style="list-style-type: none"> <li>Promote, develop and build good relations with the community and society for an improved and sustainable lifestyle together</li> <li>Share knowledge to create a strong community and to grow with the business of the Company</li> <li>Generate income to the community both directly and indirectly for growth of the community's economy</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>Environmental impact assessment, both direct and indirect, from business operations</li> </ul>	Reduce the impact on the environment both in the short and long term	<ul style="list-style-type: none"> <li>Maintain and manage the use of natural resources for maximum benefit</li> <li>Improve the business process to reduce the impact on the environment regularly</li> <li>Use innovation and technology to assist in the operation process</li> </ul>
<b>Shareholder</b>	<ul style="list-style-type: none"> <li>Investor relations activities</li> <li>Annual General Meeting of Shareholders</li> <li>Company Website Onlinemedia And various publications</li> <li>Investor Relations Information Channel</li> </ul>	Worthwhile business results with stable and sustainable growth	<ul style="list-style-type: none"> <li>Participate in expressing opinions on business operations</li> <li>Activities to meet investors and shareholders regularly</li> <li>Listen to suggestions or feedback from all shareholders equally</li> </ul>
<b>Overall stakeholders</b>	<ul style="list-style-type: none"> <li>Company website</li> <li>Complaints through various complaints channels</li> </ul>	Conduct business with transparency	Supervise the business with good governance under the law

The Company has joined organisations or agencies that were established for economic and social benefits. The Company's management also joined as participating directors of various organisations or agencies as follows: Thai Hotels Association, Thai Chamber of Commerce, Thai Listed Companies Association, Thai-American Chamber of Commerce, Thai-English Chamber of Commerce, Pacific and Asia Tourism Promotion Association (PATA), International Conference Promotion Association (Thailand), Thailand Incentive and Convention Association, Tourism Authority of Thailand, Thai Private Sector Collective Action Coalition Against Corruption (CAC).

### Good Corporate Governance

Corporate governance practices are extremely important. In building confidence and credibility with stakeholders, the Company is determined to manage the organisation by adhering to and recognising the importance of good corporate governance. Good corporate governance policy consists of five categories which are shareholders' rights, equitable treatment of shareholders, role of stakeholders, disclosure and transparency and responsibilities of the Board of Directors (detailed in the topic of corporate governance).

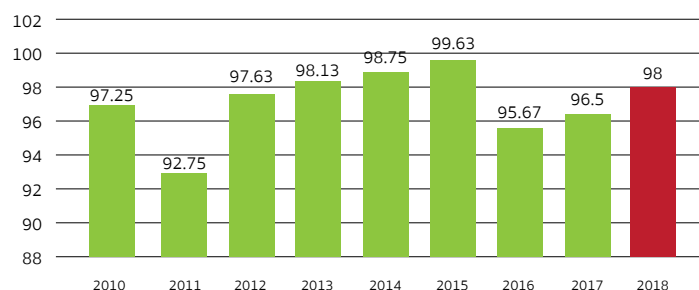
#### Assessment of corporate governance of listed companies

Long-term goals	Continuous assessment of corporate governance at the "excellent" level every year
Target for 2018	Results of the assessment of corporate governance at the "Excellent" level from the assessment of external agencies
Year 2018 performance	"Very Good" rating from the Corporate Governance Survey of Listed Companies Year 2018 (CGR 2018) by Thai Institute of Directors (IOD) supported by the Stock Exchange of Thailand (SET)

#### Quality Assessment Annual General Meeting of Shareholders

Long-term goals	Results of the assessment are 100% continuously every year
Target for 2018	100% assessment result from the AGM Quality Management Project (AGM)
Year 2018 performance	Assessment results of 98% from the assessment of the 2018 Annual General Meeting of Shareholders of listed companies in the Stock Exchange of Thailand by the Thai Investment Promotion Association

The quality assessment of the Annual General Meeting of Shareholders



#### Ethics in Conducting Business to Prevent Corruption

The Company has participated in the Collective Action Coalition Against Corruption (CAC), a project under the Thai Institute of Directors Association (IOD), Thai Chamber of Commerce, various Chambers of Commerce of different countries, Thai Listed Companies Association, Thai Bankers Association, Thai Capital Market Business Council and Tourism Industry Council of Thailand. The Company passed the assessment process and has been a certified member of the Thai Private Sector Collective Action Coalition Against Corruption (CAC) on April 22, 2016. The Company has announced this on the Company's website <http://centel-th.listedcompany.com/cg.html>. The Company has also issued a letter to inform business partners to conduct business in good faith with transparency under the laid down measures.

Long-term goals	All stakeholders acknowledge that the Company's various activities are corruption-free
Target for 2018	Review the knowledge and understanding of anti-corruption for all employees in the hotel business, along with the renewal of membership of the Thai Private Sector Collective Action Coalition Against Corruption
Year 2018 performance	The Company has provided training on anti-corruption to all new employees whilst reviewing knowledge and understanding of anti-corruption for all employees. At the same time, there is an extension of support and promotion of business operations that are not involved in corruption to every partner company, and proceeding to renew the membership of the Thai Private Sector Collective Action Coalition Against Corruption, which is in the consideration process from the Action Coalition Committee in 2019



## Supply Chain Management

In 2018, the Company established a supply chain management policy as a guideline for operation by executives and employees alike. This policy focuses on the importance of conducting business with partners transparently, honestly and fairly, along with sustainable business practices. This covers economic, social and environmental dimensions, as well as paying attention to the issues of occupational safety, with the intention to support, promote and develop business partners and business partners that are directly and indirectly related to the company. In creating a supply chain management with social responsibility, it re-enforces confidence for stakeholders and creates the sustainability of the business of the Company and its partners in the long term. At the same time, the code of conduct and guidelines of partners and suppliers were prepared to focus on business ethics, labor practices according to human rights principles, occupational health and safety environmental sustainability. This also helps to improve efficiency and innovation of products and services for business partners and business associates by adhering to the guidelines.

In addition, the Company has implemented technology to store the data of the customers through the BEE SCM Procurement System to facilitate and implement the total procurement system. The "one product, one price" policy is used by four hotels in Bangkok namely : Centara Grand and Bangkok Convention Centre at Central World, Central Plaza Ladprao, Bangkok Centra by Centara, Government Centre Hotel and Convention Center Chaengwattana and Centara Watergate Pavilion Bangkok, to order products at cheaper prices and expand opportunities for trade with more partners. A ten percent savings can be anticipated following the procurement system change.

The Company has collected data and prioritised the partners of both the hotel business and food business according to the order value, points from partners' evaluation, good partner relationship by conducting business in a friendly, sincere and reliable manner, dependable, as well as being a business partner that operates with a serious and continued social and environmental friendly policy. For the hotel business, there are seven major trading groups divided into the following : Daily market lists - meats, vegetables, fruits, seafood, Food stores, dry bulk foods, Beverage stores, General stores & Amenity –stationary, chemicals, Engineering stores - tools / equipment, Yearly budget - Capex, operation equipment and Uniform .

Proportionately, new partners of the year 2018 of the food business amounted to 1,109, an increase of 240 from 2017, representing 27.61 percent. The main partner meeting of the hotel and food businesses was attended by 203 partners.

In the hotel business, there are rules for ordering products, auctioning, organising the delivery of goods such as fresh food, seafood and frozen products which must be transported by ice trucks to control the temperature not exceeding 8 degrees Celsius and not more than -12 degrees Celsius respectively, according to the Hazard Analysis Critical Control Point (HACCP) standards and ISO 22000: Food Safety Management System. Quality of products and packaging standards must also be met such as large fruits and vegetables which must be delivered in containers provided by the hotels while the packaging material such as plastic bags, paper crates, boxes are returned every time to reduce the amount of waste. Newspapers are not permitted for wrapping vegetables and fruits during the delivery process to prevent contaminants from ink. In addition, the results of the quality and safety analysis of the products (Test Report) are submitted by Third Party Lab every year as well as a system to regularly check and evaluate the quality of the partners.

In 2018, the order of environmentally-friendly products has increased along with environmentally friendly packaging (bio-degradable) for the food business in many food brands, including the purchase of frying oil for the KFC brand from agriculturists who utilise natural methods, without invading forests and destroying the environment.



Sample Images of Bio-degradable Packaging Products

Procedures for checking the quality and safety of raw materials in the food business include having to pass the factory standard of GMP, HACCP, ISO with a certificate of raw material that is safe to food touch from various quality assurance institutions such as SGS, Section 295 of Ministry of Public Health, Intertek, ALS, including the standard of raw materials from non-destructive production sources such as paper from planted forests and not destroying natural forests, BRC, FSC.



### Development of Business Innovation

In 2018, Centara Grand Beach Resort Samui brought in a new technologically-advanced and environmentally-friendly boiler called “Once Through Boiler,” a water-tube boiler. By using this boiler to make steam for the hotel laundry system instead of the previous model which was a fire tube boiler, the hotel reduced the number of gas tanks used from 10 to 8 or a saving of 20%. This technology has also been installed at Centara Grand Beach Resort & Villas Krabi and at Centara Grand & Bangkok Convention Centre at Central World.

Food business in 2018 has adopted the popular technology that is the current LINE Official trend to communicate with customers. Promotions through LINE are to create brand awareness and build good relationships with customers. E-Coupons have been developed for discounting products and services, which are quick and convenient, whilst saving resources in not producing paper coupons. Promotions in conjunction with various partners through Gen Code system, meanwhile, saves time for employees as they are able to check accuracy in an efficient manner. We have also participated in Food Heaven, a combination of numerous food brands in the same area, comparable to a paradise zone for food lovers. Three pilot restaurants, namely Katsuma, Yoshinoya and Pepper Lunch were selected for the Food Heaven area, starting with the first branch at Tesco Lotus Plus Mall in Bang Yai.

### Employees are key to driving business to sustainability.

#### Human resource management to create success for the organisation.

##### 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 in career progress.
3. Placing priority in complying with human rights principles on the matter of equality, honour and the right to receive equal treatment without discrimination on race, skin color, sex, age, religion and beliefs. The Company has a clear policy not to employ persons under the age of 18.
4. Every new employee will receive an orientation in order to understand the corporate vision, value and culture, including requirements and welfare prior to commencing work.

##### Creating Employee Engagement with the Organisation

The Company has defined appropriate benefits and compensation as required by law, including medical treatment, social security, health insurance, Provident Fund, employee uniform in restaurants, access to medical clinic within the Company in the event that the employee is ill or has a minor accident while performing duties. In addition, the work place has been improved to facilitate employees for performing their duties in each line of work, in order to achieve maximum efficiency. As a result, a survey of employee satisfaction in 2018 for the hotel business is at the level of 77 percent while the food business also fared better than last year at 66 percent. A welfare committee was established to be open to comments and suggestions from employees for consideration, review or improved upon as deemed appropriate for each business category.

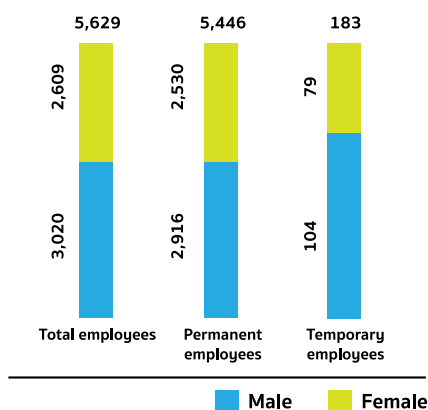
##### Welfare and Compensation

The Company has established both welfare benefits and compensation that are considered appropriate at all levels; board members, executives and employees in line with their responsibilities which are competitive to the general labor market. This was accomplished by annual surveys and comparisons with leading organisations and business groups in the same industry. The data obtained were utilised as criteria in determining the adjustments of compensation, as well as the consideration of annual salary increase and bonus payment according to the Company's assessment criteria. This enables the organisation to maintain quality personnel for sustainable growth. Moreover, differences in gender, religion or nationality do not affect compensation and promotions.

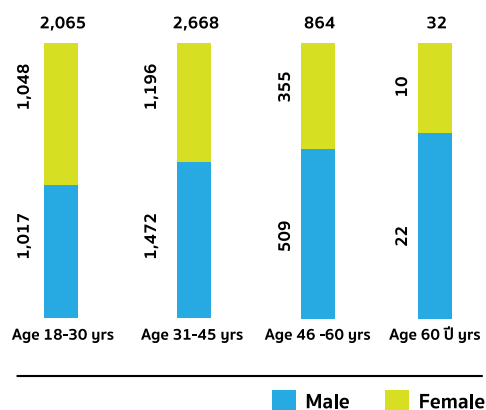
In 2018, the hotel business group reviewed its human resources development in order to increase potential in coping effectively with competitors for sustainable growth of the Company, having taken into consideration the restructuring of positions to create consistency within the organisation with standards commensurate to external organisations as well. Whilst it also clearly determines the roles and duties of various job positions which include human resources management and development, performance evaluation and compensation management.

## Hotel Business

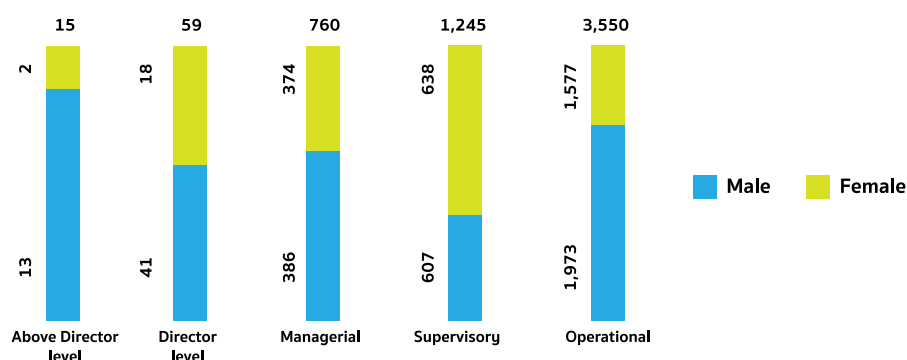
• Number of employees (person)



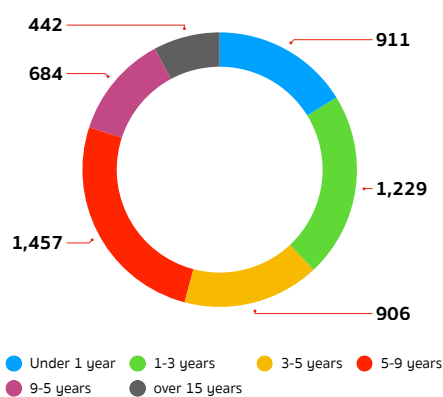
• Number of employee categorised by age (person)



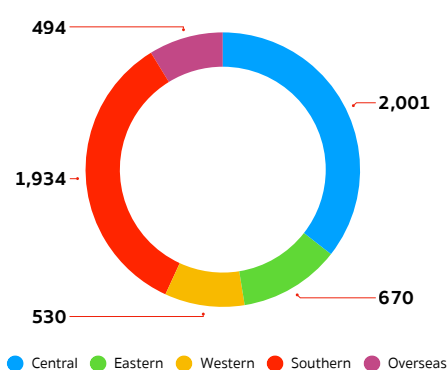
• Number of employee categorised by job level (person)



• Number of employee categorised by years worked (person)



• Number of employee categorised by region (person)



• **Number of voluntary employees** who participated in various service activities 3,942 persons, equivalent to 13,365 hours of working hours (hotel business specific information)

• **Number of Resignation** 998 persons



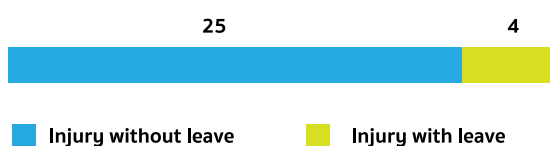
532 persons (53%)



466 persons (47%)

• **Safety and Health in the operational date : injury rate of employees (person)**

• **Number of Maternity leave** 52 persons (0.95%)

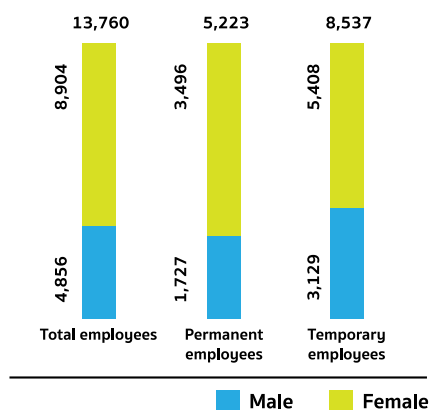


The percentage of employees who attended training on safety and health related issues was **44** of the hotel business



## Food Business

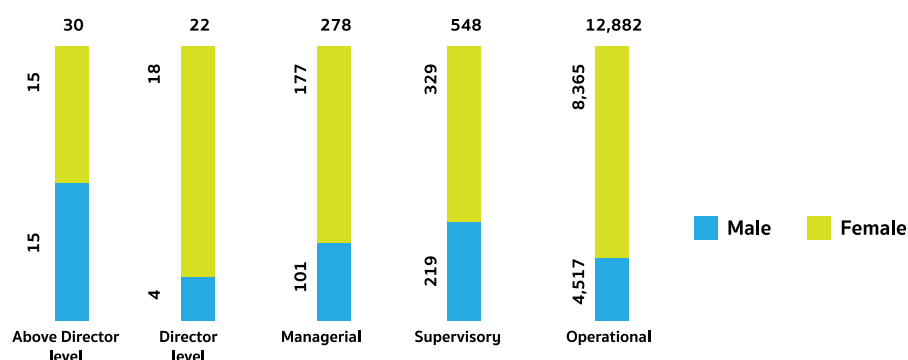
• Number of employees (person)



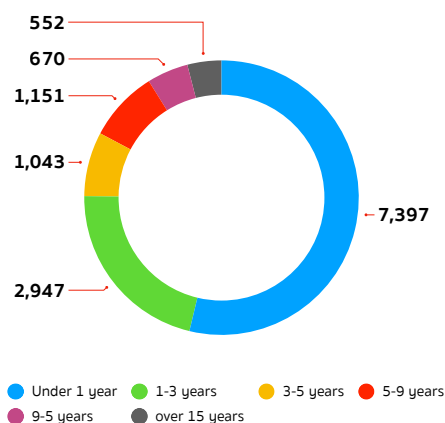
• Number of employee categorised by age (person)



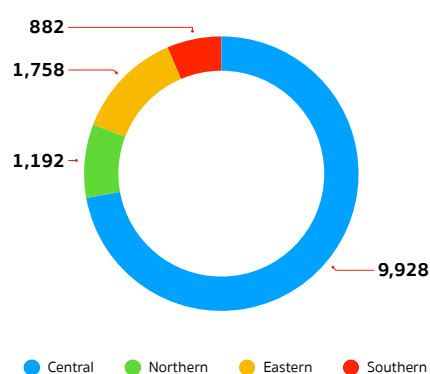
• Number of employee categorised by job level (person)



• Number of employee categorised by years worked (person)



• Number of employee categorised by region (person)



• Number of Resignation **16,986** persons



**6,486** persons (38%)



**10,500** persons as (62%)

• Safety and Health in the operational date : injury rate of employees (person)

• Number of Maternity leave **261** persons as (1.91%)



The percentage of employees who attended training on safety and health related issues was **0.23** of the food business



## Employment of Elderly Individuals

A Memorandum of Cooperation Agreement on Driving Strategy and Policy in Extending Employment Duration of Elderly Labours in Business Establishment was signed in September 2016, to form a prototype for extension thereafter 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.

**Hotel business** employed 119 elderly persons - 70 males, 49 females, with 82 at operational level and 37 at executive level, an increase of 7 persons from 2017. Total cost of hiring elderly persons was over 57 million baht.

**Food business** employed 12 elderly persons.

## Employment of Individuals with Disabilities

The Company also offers employment opportunities to persons with disabilities to create value and enable them to earn a living.

**Hotel business** employed 68 persons with disabilities. Total cost of hiring disabled persons was 13.1 million baht.

**Food business** employed 210 persons with disabilities at the operational level. Total cost of hiring disabled persons was 16.8 million baht.

## Employee Potential Training

Training programmes for employees in the hotel and food businesses were organised with five courses as follows :

1. Management and Leadership
2. Compulsory
3. Functional
4. Language
5. Orientation

In addition, we jointly collaborated with Central Group on human resources development in order to increase potential and share experiences from internal and external experts.

## Average Training Hours of Employees

The goal of training to improve employee potential in 2018 was 80 %. This was achieved as 80 % of the employees in the hotel business and 83.50 % of the food business employees received training in various courses to develop their potential.

**Hotel business** - Average 37 training hours per person per year, an increase of 217% over 2017

**Food business** - Average 4.84 training hours per person per year, a decrease of 26% in 2017

## The result of the training satisfaction evaluation was 92%, decreased 1% from 2017

The Company implemented the Management Development Programme (MDP) to develop our hotel staff potential for advancing to the management work line. From the programme founding in 2003, a total number of 15 classes have been organised and participated in by 141 employees, and in 2018 a total number of nine employees participated in the programme. Currently, a total number of 59 employees who received training under this programme are working at hotels and resorts under Centara affiliates

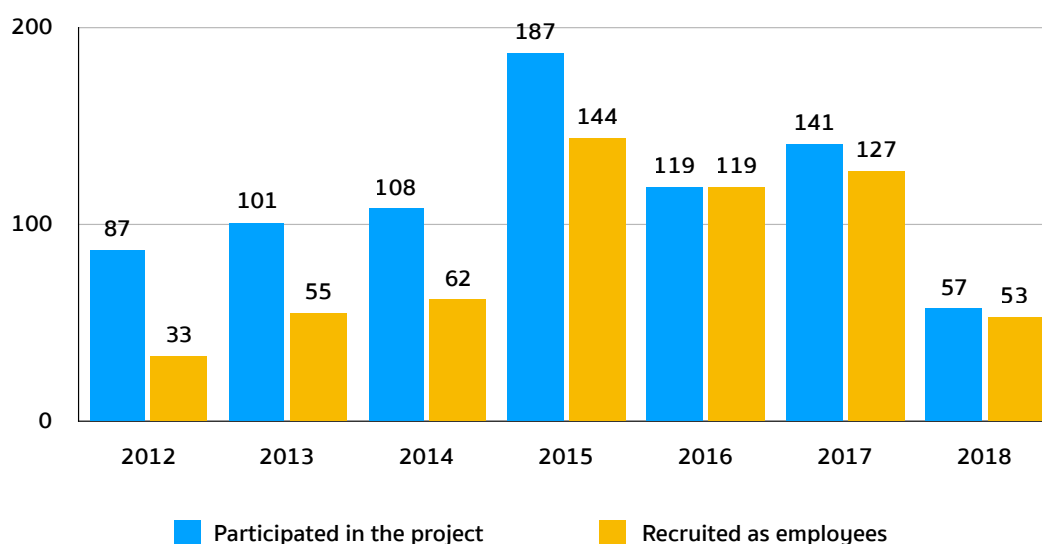
Projects have additionally been implemented to create opportunities and support learning in occupational line for youth, school pupils and students, and 2017 the following projects were implemented.

### 1. 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 Centara Hotels & Resorts . 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 Songkroh 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 Centara Hotels & Resorts located in various provinces. There have been 743 students completing this training, and 540 of them have been employed in Centara Hotels & Resorts. The budget allocated for this project was 13 million baht in total. Part of it was subsidised by the Department of Skill Development, Ministry of Labour to the amount of 5.3 million baht, creating income to youths per month of not less than 17,000 baht. In 2018, 57 students participated in the project, and of these 53 persons were recruited as employees of Centara Hotels & Resortd. Because of our efforts in carrying out this project on a continual basis, we were able to create a total of 800 skilled persons to work in the tourism industry, of which 55 were physically impaired youths. The Company is proud to take part in creating career opportunities and a sustainable future for Thai youths.



#### 4 Cs: Centara Career Creation for Child



### 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 40 educational institutes with subsequently 127 students who participated in and completed the OJT programme with Centara Hotels & Resorts. In 2018, a Memorandum of Cooperation Agreement was signed with an additional four educational institutes, and 4 students were accepted for the OJT programme with Centara Hotels & Resorts.

In addition, opportunities have been given to students from 26 overseas educational institutes to receive the OJT in various departments, and since 2011 a total number of 26 students received the OJT from overseas educational institutes. In 2018, there were a total number of 4 students from 4 overseas educational institutes taking part in the OJT.

As for the food business, 615 students participated in the internship with 14 persons working in the food business after completion.

### 3. CRG Bilateral Education Project

The food business by Central Restaurants Group began the project in 2004, in collaboration with 317 vocational institutions in both public and private sectors nationwide. There are studies such as vocational training in domicile studies in the Block Course format, a short term vocational training in Bangkok and online learning, as well as long-term vocational training in Bangkok by dividing school days and professional training days according to the educational system. All students receive welfare in scholarships, allowance, uniforms, medical expenses, funds in accommodation and other welfare benefits as specified in the educational system. Currently, there are 900 students who are undergoing the project. In total 9,000 students have graduated with 12 classes having received certificates of high vocation and technical vocation, continuing to progress to the undergraduate level. Five classes have earned bachelor's degrees. The project is then extended under the name of "Tripartite" in order to further the education in the development of management level employees of the operational department to support the expansion of the business and create quality personnel into the labor market.

## Community and Social Support for Sustainable Development

In the year 2018, the Company set the goal for community and social activities in collaboration with the Central Group in striving to assist and develop various social aspects, with the concept to create sustainable jobs, careers, communities and a better quality of life for employees and society under the Central Tham Project. This was divided into 4 areas to focus on aligning with the sustainable development goals, PEOPLE- focusing on education and well-being of people, COMMUNITY- focusing on the development of community products, ENVIRONMENT- focusing on environmental quality and PEACE & CULTURES- focusing on peace and conservation of culture. The budget set aside for these important projects totaled over 13.5 million baht, with details as follows

### Central Group Project for Educational Development

- Jointly support the construction of school buildings, sanitation buildings, Border Ban Chanu Patrol Police Learning Centre, Mueang District, Chiang Rai Province.
- Jointly support the renovation of the kindergarten rooms, Ban Tak Daeng School, Phang Nga Province.
- Jointly support the budget for the construction of a new elementary school building and make improvements to the kindergarten building to be a prototype at the Border Patrol Police School, Baan Hin Chok, Palian District, Trang Province.
- Jointly support the sports scholarship programme at Assumption School.
- Jointly support education for students lacking opportunities to achieve their dreams to start their freshman year with 13 scholarships at 5,000 baht each at 12 schools as follows: Ban Tawang Community School, Baan Kinken School, Mae Ku Witthayakhom School, Sapphitthayakhom School, Mae Pa Witthayakhom School at Tak Province; Ban Nong Na Kham School, Ban Mak Khaeng School, Ban Nong Bua School, Ban Dong Udom School, Ban Nong Khun School, Siriwannaree 1 High School at Udon Thani Province and Amat Panichanukul School, Krabi.
- Jointly support the project to develop public education (Ban Bang Khram, School Ban Yan Udom School, Krabi).



**Central Group Project for Solidarity Efforts on Anti-Disaster** Participating in making donations of blankets to help victims of various disasters in the Thai provinces.

**Central Group Project for Environmental Preservation** Supporting the Resources Management for Sustainability (3R) Foundation.

**Central Group Project for Sports Development** Jointly support sports activities as follows: the Central Table Tennis Cup 2018 to support the SET All Thailand Table Tennis Championships 2018 Circuit 3 and the BBG Princess Cup 2018, etc.

### Central Group Project on Creating Charity for Social Assistance

- Support the organisation of the “5<sup>th</sup> Happy Society” event under the concept “Being Cool Outside the Box...Encourage an Organic Society with a Balanced Life” at the Rose Garden, Nakhon Pathom Province to exchange knowledge and experiences in organic agriculture for interested persons.
- Support the development of green area under the concept “OUR Khung Bang Krachao” of 20 rai to create a good environment and generate sustainable income for communities in Bang Kao Chao.
- Support the project “Center for Relief at the Police Hospital” under the “Because We Care” Project, for Children, Women and Victims of Social Violence, which is a One Stop Service with doctors, nurses, social workers, psychologists, administrative personnel, all working together to help the community.



### Central Group Voluntary Project for Community Development

- Support the implementation of “Construction of GMP standardised separation plant, together with equipment and packaging development funds” in Phitsanulok.
- Support the improvement of vegetable selection and concrete flooring, as well as the curry processing equipment which is a community enterprise at Warin Chamrap District, Ubon Ratchathani Province.
- Support 5,000 kg of coffee beans from community enterprise of Phu Chi Monthun forest preservation group at Wiang Kaen District, Chiang Rai Province.
- Support the organic farming community of Mae Tha Sustainable Agriculture Cooperative, Chiang Mai.
- Support the development of Lan Tawan Yim at Lumpini Park for all Thai people, whether they be children, disabled persons, the elderly, as well as the general public to encourage exercising and other recreational activities.



**Central Group Project for Peace & Cultures** The Kathin Royal Project 2018, at Chumphon Nikayaram Ratchaworawihan Temple, Ban Len Sub-district, Bang Pa-in District, Phra Nakhon Si Ayutthaya Province was attended by staff and executives, along with local people who participated in the kathin activities.

In addition, the objective of each hotel and food brand is to create a project to support and develop communities in the surrounding area, in order to help strengthen the community and society. This also helps in maintaining good relationships with nearby communities. These include:

Centara Grand Beach Resort and Villas Hua Hin, jointly with private sectors to enforce safety while driving motorcycles, by having donated 400 helmets to youths in the Hua Hin area and nearby.

Centara Grand Ladprao in conjunction with the Community Development and Social Welfare Department, Chatuchak District Office, Bangkok, provided space to vendors without charge to promote income for the community.

Centara Grand at Central World has continued to provide 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.

Centara Grand Hotel Beach and Resort Villa Krabi, Centara Anda Dhevi Resort and Spa Krabi and Centra by Centara Phu Pano Resort Krabi have installed water filters for 47 students at Ban Haad Yao School, Krabi providing clean drinking water.



**Mister Donut** participated in “The Power of Pink” project to produce and sell pink donuts in 339 branches to donate money to the “Ban Phing Rung” project to care for last-stage cancer patients, under the Chaloe Phra Kiat Breast Cancer Foundation from 16 June to 31 October 2018 with a total amount of 75,125 baht donated.

**Auntie Anne's** 20<sup>th</sup> anniversary was celebrated by “Delivering Special Happiness” campaign. The motto was that doing good with every step and sharing the happiness. Hot pretzels were served to 2,272 children belonging to twenty various homes under the Children's Homes Foundation.



**Ootoya Japanese Restaurant** provided support to organic farmers of various communities by purchasing fresh vegetables from Nam Duk Tai Vegetable Production Cooperative, Ban Phan Sao Agricultural Community Enterprise, Group Nadi Sub-district Vegetable Growing Community Enterprise and Udon Thani Organic Vegetable Farming Community Enterprise.

#### Environmental Sustainability

The Company is committed to conducting its businesses in an environmental-friendly manner and to taking into consideration the possible impacts on the environment, through placing great importance to these objectives in every operating procedure and process, namely:

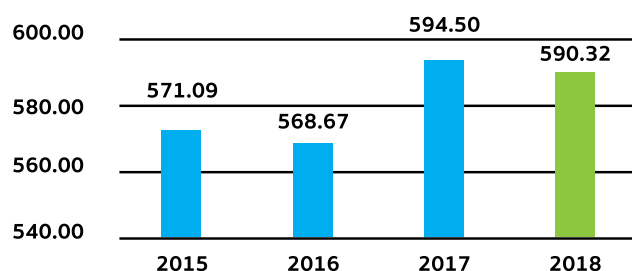
1. making use of various resources to achieve maximum effectiveness
2. managing all waste products from our business operations in a systematic manner, in order to ensure that all business activities and processes are based on taking into consideration, caring for and protecting the environment so as to minimize potential impacts on the environment - both in the short term and for the long term
3. encouraging all individuals to recognize the importance of climate change; and
4. making use of technology to develop environmental management measures

#### Energy Consumption

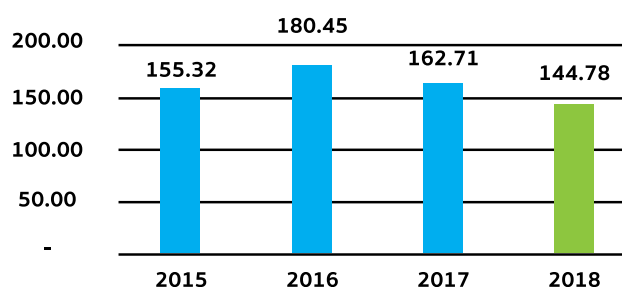
Group-wide, the electricity consumption target set as KPI was reduced by 3%. However, due to the increased numbers of operating properties from 36 to 38 properties in 2018, the Electricity consumption increased by 3.44% compared to 2017 yet, at the same time, we have decreased 7.37% or average 55.39 Kwh per occupied room.

Based on EarthCheck Programme's data collection online system, our total energy consumption consisted of Purchased Electricity, Stationary Fuel Combustion, Mobile Fuel Combustion (road). Some properties also included Mobile Fuel Combustion (water), Visitor Transport and Employee Transport depended on scopes and extend of the individual. The total energy consumption reduced by 11% compared to 2017 which on average was 144.78 MJ (Megajoule) per guest night or 590.32 TJ (Terajoule) in total.

Energy Consumption (TJ)



Energy Consumption (MJ/Guest Night)





### Once Through Boiler

Centara Grand Beach Resort Samui brought in a new technologically-advanced and environmentally-friendly boiler called “Once Through Boiler,” a water-tube boiler. By using this boiler to make steam for the hotel laundry system instead of the previous model which was a fire tube boiler, the hotel reduced the number of gas tanks used from 10 to 8 or a saving of 20%. This technology has also been installed at Centara Grand Beach Resort & Villas Krabi and at Centara Grand & Bangkok Convention Centre at Central World.

### Variable Frequency Drive Controller

Centara Ceysands Resort & Spa Sri Lanka installed a new Variable Frequency Drive Controller to help with electricity savings through controlling the amount of voltage and frequency available to various chillers and pumps. This was a very fruitful and profitable exercise for the resort as it allowed the resort to reduce the electricity usage of chillers and pumps utilizing the VFD control by between 30% and 50% from chillers and pumps not using the new system. This project produced a return on investment in two months' time.



### Earth Hour

Earth Hour has been the world's largest grassroots movement for the environment, inspiring millions of people to take action for our planet and nature. Centara Hotels & Resorts has been actively participating in and hosting the Earth Hour event locally across our properties both in Thailand and Overseas. In 2018, we helped save energy during the Earth Hour over 8,400 Kwh and reduced 5,940 kg CO<sub>2</sub>-e of the Greenhouse Gas Emission with the participation of 1,300 staff and hotel guests.



### Renewable Energy

#### Biogas Production Machine

Centra by Centara Maris Resort Jomtien installed Cowtech Composting Biogas Production Machine in July 2018 to help handle organic waste from kitchens, staff canteens, landscaping works properly and help reduce Green House Gas Emission from food waste, cost for cooking gas and for organic waste management. Up to the end of the year, Centra by Centara Maris Resort Jomtien composted total 5,700 kg. of the organic waste or 30 kg. per day and produced the BioGas Equivalent LPG total 262.2 kg. or 1.38 kg. per day. The Biogas Equivalent LPG was used to cook guests' Welcome Snacks 'Bio-fried Banana'. By converting organic waste to the renewable energy, we have reduced 10,830 kg CO<sub>2</sub>-e of the Greenhouse Gas Emission.

### EV Charger

Helping to reduce air pollution brought on by combustion engines, an Electric Vehicle Charging Station is available at Centara Grand at CentralWorld for guests who need to charge their electric or hybrid vehicle batteries.

### Heat Reclaim/Recovery

Centara Properties in Bangkok, Udon Thani, Samui, and Maldives have been using the excess heat reclaimed from various processes to produce hot water for nearby water taps.

### Solar

Solar power reduced reliance on fossil fuels such as oil, coal and natural gas. When fossil fuels are used to create electricity, they produce harmful gas emissions that affect the safety of air, water and soil. In contrast, solar energy is pollution free and causes no harm to the environment. Solar PV for boilers and walkway lighting have been installed and implemented at 12 Centara Hotels and Resorts across Thailand and the Maldives.

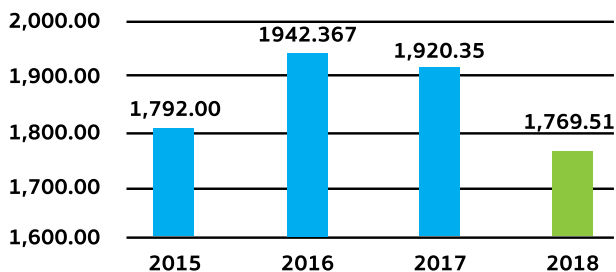
Centara Government Complex Hotel and Convention Centre Chaeng Watthana has Solar Powered Photovoltaic (PV) panels converting the sun's rays into electricity on the roof. In 2018, the Solar PV produced 335,664 Kwh which increased by 67.83% compared to 2017 and reduced 161,449 kg of CO<sub>2</sub>-e.

### Portable Water Consumption

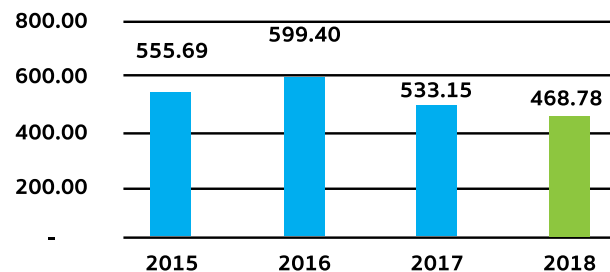
Water consumption has decreased by 7.86% compared to 2017, which on average 468.78 litres per guest night. Water conservation program in place for staff and guests.



Water Consumption (ML)



Water Consumption (Litre/Guest Night)



### Going Greener and My Green Day

Our ongoing programmes of 'Going Greener' and 'My Green Day' are aimed to reduce water consumption and chemical use for laundry by reusing the linens in the guest rooms more than once. We have collaterals in place to help communicate with guests to participate in these resource savings programmes. In 2018, the average guests' participation was at 38.45% which increased over 100% compared to 2017 and they have helped us save water of over 790,000 cubic meters or equivalent to 317 Olympic sized swimming pools.

Centara Grand Beach Resort & Villas Krabi arranged an activity called "Green Choice Green Reward" This activity encouraged guests to decline room cleaning and fresh linens during the Songkran holiday period (April 13 to 15). Guests who completed one day without room cleaning and fresh linens received a drink voucher worth THB 150 while guests who completed two days received a drink voucher worth THB 150 and a Water Hyacinth Handbag. 32 guest rooms completed one day without cleaning and changing linens and 26 rooms completed two days without room cleaning and changing linens.





### Reuse of Gray Water

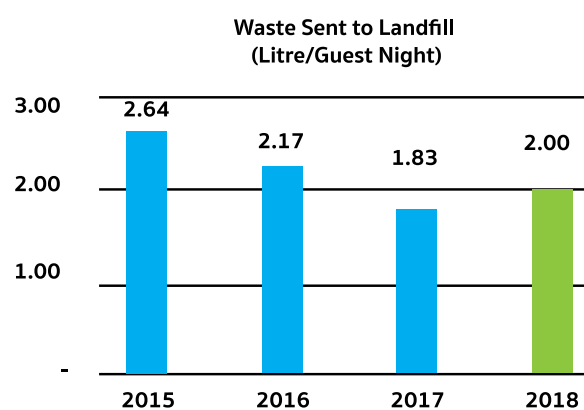
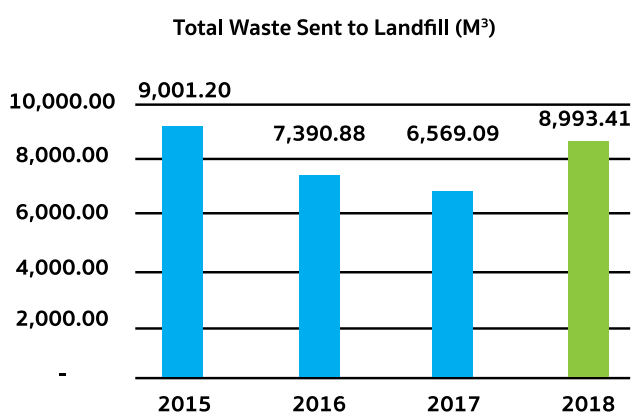
80% on average of fresh water was saved by using Gray Water for irrigation at most of our resort properties.



### Waste Sent to Landfill

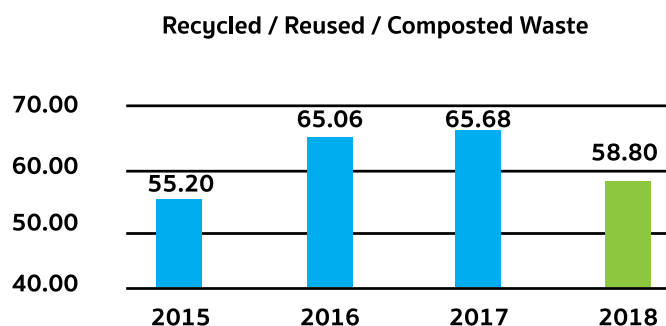
The improper disposal of used or waste materials at landfills not only negatively impacts the environment but also increases the risks of water contamination and heightened greenhouse gas emissions from the decomposition process.

In 2018, the total volume of waste sent to landfills was 8,993.41 cubic meters or on average 2 liters per guest night. This number excludes waste that was recycled, re-used, composted or incinerated.



### Recycled / Reused / Composted Waste

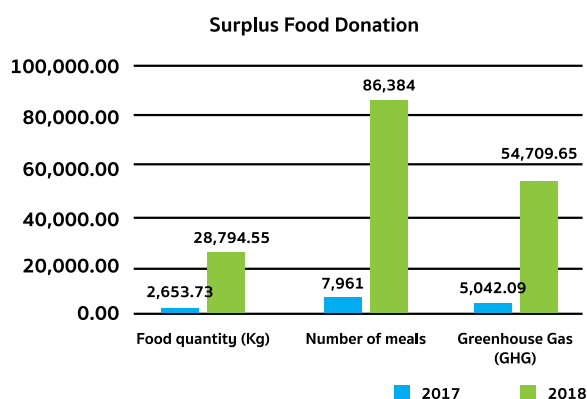
The average total Recycled / Reused / Composted Waste was at 58.80%



## Surplus Food Donation

This activity started with Centara Grand & Bangkok Convention Centre at CentralWorld in 2017, then by Centara Grand at Central Plaza Ladprao Bangkok and Centara Watergate Pavillion Hotel Bangkok in the following year; these three Centara properties have been participating in an innovative new charity operation, “Thai Foundation Scholars of Sustenance (SOS)” that collects and distributes surplus food to benefit people in need. The programme’s mission is to eliminate hunger and food waste through the re-distribution of quality surplus food.

In 2018, we donated 28,794.55 kilos of good quality surplus food or equivalent to 86,384 servings to those in need. Also, by reducing this amount of food waste, we have successfully saved 54,709.65 kilos of GHG equivalent emissions (Co<sub>2</sub>-e (kg)).



## Elimination of Single-use Plastic

The elimination of single-use plastic items is part of the “Centara Earth Care” programme. While we are committed to ensuring a respectful, safe and healthy environment to the larger society and our future generations, we also aimed at encouraging hotel guests and tourists to be proactive about plastic waste reduction and sustainable environmental tourism.

Centara Hotels & Resorts began phasing in its elimination of single-use plastic products in 2018 across all 39 of its operating properties;

Phase I, targeting the elimination of plastic straws began in August 2018. Once the change was fully enacted throughout all Centara properties, the reduction in plastic straw consumption will total nearly 2.2 million straws per year.

Phase II, eliminating the use of plastic laundry bags began in December 2018. Moving forward, these practices will also become our standards for all existing and new properties.

Phase III: eliminating Take-away Food Containers. Phase IV: eliminating Plastic Water Bottles at Fitness Centre and Poolside. And Phase V: Eliminating Plastic Guest Room Amenities will be launched in 2019. Under the plan, these items will be replaced by alternative products which are reusable and made from environmentally friendlier materials, including plant-based, compostable and biodegradable plastics to minimise environmental impact.

## Centara Sustainable Products

Sustainability is becoming more important for all companies across all industries. At Centara Hotels and Resorts, we are including sustainability practices into every aspect of our business, including retail. In 2018, we offered Reusable Straws and Running Belts made from recycled plastic water bottles to our stakeholders, and in 2019, we are launching “Centara EarthCare Corner,” a retail shop that sells sustainable and environmentally-friendly items that our guests will enjoy and appreciate.





## Green Activities

### Green Friday

Centara Grand Beach Resort Phuket initiated a green activity to raise awareness about waste segregation and on reducing pollution for the hotel guests.

To attract attention, the team dressed in glamorous gowns made from reused fabrics and plastic material. The team of volunteers walked around the property to communicate knowledge about sorting waste, the benefits of carpooling, and why it is important to say no to plastics. It was a successful activity as all guests were very happy and enjoyed this type of interaction with the property's team members.

### Save World Costume Contest

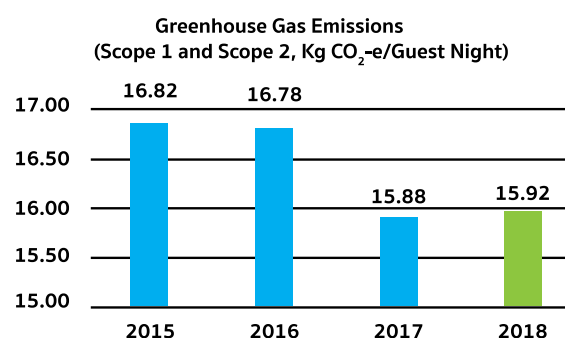
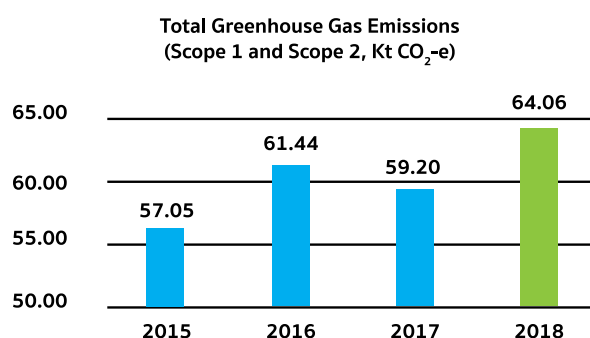
Centara Anda Dhevi Resort & Spa Krabi arranged an activity called "Save the World Costume Contest." All departments of the resort participated in the contest, which was to see who could produce the best costume from waste that was produced in their specific department. The purpose of this contest was to show team members how they can re-use materials that they would normally throw into the garbage.

### Love The Earth Staff Party

Besides the costume contest, Centara Grand Beach Resort & Villas Krabi also organized their annual staff party with sustainability in mind. All invitations were distributed electronically, attendees only received one bio-degradable cup for the evening, the stage backdrop and other decorations were made from natural materials and existing supplies and another costume contest involving recycled materials was held. After participating in this activity, team members were more aware about how to be more caring of the environment.

### Greenhouse Gas Emissions (Scope 1 and Scope 2)

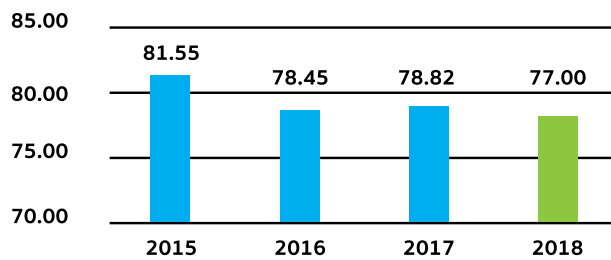
In 2018, Total Greenhouse Gas Emissions (Scope 1 and Scope 2) of the 19 properties undergoing EarthCheck Programme was 64.06 kt CO<sub>2</sub>-e\* or on average 15.92 kg CO<sub>2</sub>-e per guest night. Even though the Greenhouse Gas Emissions (Scope 1 and Scope 2) per guest night of Centara Hotels & Resorts in 2018 was slightly higher than 2017, however, we were still better than the Baseline and Best Practice of the EarthCheck Programme globally which were 40.12 kg CO<sub>2</sub>-e and 28.22 kg CO<sub>2</sub>-e per guest night respectively.



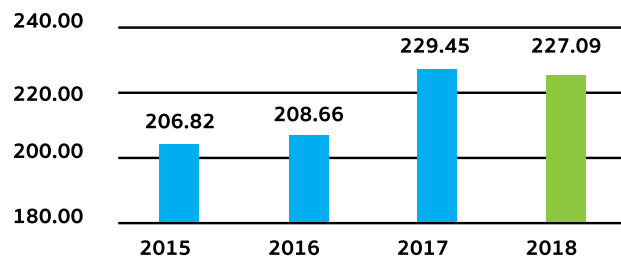
**Scope 1 Emissions:** Direct Emissions from the combustion of fuels such as diesel, natural or LPG gas, wood or from onsite wastewater treatment. In 2018, we have reduced the Greenhouse Gas Emission (Scope 1) by 2.31% compared to 2017 or on average 77 kg of CO<sub>2</sub>-e per guest night.

**Scope 2 Emissions:** Indirect Emissions generally from the use of electricity generated off-site (e.g. electricity supplied by an energy company). In 2018, we have reduced the Greenhouse Gas Emission (Scope 2) by 1.03% compared to 2017 or on average 227.09 kg of CO<sub>2</sub>-e per guest night.

**GHG - Direct Emissions (Scope 1)**  
Kg CO<sub>2</sub>-e/Guest Night



**GHG - Indirect Emissions (Scope 2)**  
Kg CO<sub>2</sub>-e/Guest Night



## Carbon Sequestration

### Watershed Forest Conservation Project

A carbon offset is a way to reduce total emission of carbon dioxide or other greenhouse gasses by doing something that is not a net producer of such emission. An example of this is planting, which is a great way to help collect carbon emissions from the air.

Centara Grand & Bangkok Convention Centre at Central World has signed a Memorandum of Understanding (MOU) with the Royal Forest Department, Ministry of Natural Resources for a long-term Watershed Forest Conservation Project. During this Project, Centara Grand & Bangkok Convention Centre at Central World and the Royal Forest Department, Ministry of Natural Resources will plant 400 local species of trees on 2 Rai of land in Ta-Takiab District, Chachoengsao Province. Upon completion of this project, the team would have sequestered 8,600 kg of CO<sub>2</sub> emissions per year.

### Mangrove Planting

Our coastline properties in Phuket have also arranged Mangrove Planting activity in cooperation with the mangrove conservative team of Forest Resource Development and Conservation (station 23) at Makham Bay to extend mangrove forest and to preserve the ecosystem.

## Ecosystem Management and Conservation

The aim of Coral Restoration Project at Centara Ras Fushi Resort and Spa Maldives is to develop a project whereby the corals can be induced to grow artificially. Artificial reefs are a form of active restoration aimed at increasing coral health, diversity and abundance. Once populated, these structures will provide an opportunity for guests to witness the growth of a new coral garden. Over 5,000 corals have been planted and the restoration is an ongoing process which will take over a time-scale of 10 – 30 years.

Three Centara Resorts in Krabi arranged an activity called “Back Orchid” for Earth Day 2018, where they planted Paphiopedilum orchids for local people who will use these orchards as ways to attract tourism to the area. Paphiopedilum is a rare species of orchids that can be found in areas of Krabi but they are often smuggled out of the forest. Team members of the Centara Resorts were happy to participate in this activity as it allowed them to be outside and experience nature, learn about the environment, and help local villagers either re-plant or plant new orchid orchards to protect their valuable natural resources from extinction.

At Centara Grand Beach Resort Phuket, the ocean front property installed signage to encourage guests to access the beach via designated pathway instead of walking through the establishment of native vegetation that will aid in protecting against beach erosion.

### Hazardous Waste Management

**Hazardous Waste:** It is hazardous for a variety of reasons including flammable, corrosive, reactive, toxicity, explosiveness or having the specified constituents. According to our Waste Management Policy, this type of waste must be dealt with differently to other waste and must be placed in Hazardous Waste Bin. The bin is located only at the back of house. The Engineer Office is responsible for hazardous disposal, on monthly basis, hazardous waste will be sent to licensed local supplier/ local authority. In 2019, the policy will also include a separate section for Electronic Waste Management.







### The Management of Harmful Substances

Several major environmental incidents have been attributed to poor chemical management practices and can present a variety of human health and ecological concerns, contributing to poor indoor air quality. The presence of harmful chemicals in both indoor and outdoor environments poses risks for human health and the environment. Control of chemicals in a hotel setting is important to minimize risks to guests and employees, as well as to prevent harm to the surrounding community and environment.

While the Biodegradable Substances have been prioritised for all resorts, the Harmful Substances Handling and Storage Policy has also been produced and regularly updated in support

of Centara Environmental Sustainability Strategy. Centara is committed to reducing its impacts on the environment. Effective chemical management is consciously considering all aspects of safe, responsible and economical chemical handling for the purpose of environmental protection and to improve workplace safety and reduce workplace accidents and minimise the severity.

### EarthCheck Certifications

Centara Hotels & Resorts' ongoing engagement with EarthCheck, the world's leading scientific benchmarking, certification and advisory group for travel and tourism, continues to yield consequential improvements in key sustainability metrics. In 2018, 5 properties have achieved Gold Certifications, while in total 15 properties have achieved EarthCheck certification and 2 properties are under EarthCheck Evaluate Programme.

EarthCheck's Benchmarking and Certification Programme helps minimise the environmental footprint of Centara Hotels & Resorts and includes a suite of planning, design and operational standards that provide business with the information and tools to take action.

#### Certified Programme

Centara Grand Beach Resort & Villas Krabi	Certified Gold 2018 (year 4)
Centara Grand Beach Resort and Villas Hua Hin	Certified Gold 2018 (year 3)
Centara Grand Beach Resort Samui	Certified Gold 2018 (year 3)
Centara Grand & Bangkok Convention Centre At Central World	Certified Gold 2018 (year 2)
Centara Karon Resort Phuket	Certified Gold 2018 (year 2)
Centara Grand at Central Plaza Ladprao Bangkok	Certified Gold 2018 (year 1)
Centara Grand Beach Resort Phuket	Certified Gold 2018 (year 1)
Centara Grand Island Resort and Spa Maldives	Certified Gold 2018 (year 1)
Centara Grand Mirage Beach Resort Pattaya	Certified Gold 2018 (year 1)
Centara Kata Resort Phuket	Certified Gold 2018 (year 1)
Centara Ras Fushi Resort and Spa Maldives	Certified Silver 2018 (year 4)
Centara Villa Phuket	Certified Silver 2018 (year 3)
Centara Villa Samui	Certified Silver 2018 (year 3)
Centara Hotel Hat Yai	Certified Silver 2018 (year 3)
Centara Anda Dhevi Resort & Spa Krabi	Certified Silver 2018 (year 1)

#### Evaluate Plus Programme

Centara Koh Chang Tropicana Resort	Evaluate Plus
Centara Watergate Pavillion Hotel Bangkok	Evaluate Plus
Centara Hotel & Convention Centre Udon Thani	Evaluate Plus
Centra by Centara Maris Resort Jomtien	Evaluate Plus





## Other Recognition

### Green Hotel Award (G Mark)

Environmentally Friendly Hotel (Green Hotel) is a two year certification that was launched by the Department of Environment Quality Promotion. The aim of the program was to enhance the use of resources and energy and modify the standards of service at hotels and resorts so that the standards are more environmentally friendly. Since 2015, Centara Hotels & Resorts has achieved the Green Hotel Award with a total of 12 G Marks. In 2018, Centara Hotels and Resorts had 8 valid G Marks, and the plan is to achieve the Green Hotel award for 15 more properties in 2019.

### Food Business Energy Management in 2018

Construction and maintenance department being the responsible party has set the objective to reduce electricity consumption in 2018 to 2%, resulting in the reduction of energy consumption by 4.82% through the following projects:

1. The replacement of old model Freezer Boxes with a new model for 20 KFC brands, an energy saving of approximately 16,884 units (kWh), amounting to approximately 84,420 baht/year, which reduces CO<sub>2</sub> emissions by 9,472 Kg CO<sub>2</sub> e/ Kwh.

2. The acrylic cabinet installation project and changing energy saving tubes for heat lamp warmers - Five branches of Yoshinoya have managed to save energy by approximately 7,128 units (kWh), approximately 35,640 baht/year, which reduces CO<sub>2</sub> emissions by 3,998 Kg CO<sub>2</sub> e/Kwh.

3. Gas Energy Saving Project - a gas cleaning project in order to achieve a cost effective use of gas for the six branches of Chabuton brands. After operation, the gas consumption unit per sales (m<sup>3</sup>/Sales 100 Baht) tends to decrease, resulting in efficient and cost-effective use of gas.

#### 4. Projects to Promote Energy Saving Knowledge

In food business, the VDO guidelines on energy saving of each item of equipment in the shop have been created to educate employees. These are stored and distributed to CRG employees on the website. : [info.crg.co.th](http://info.crg.co.th) for the convenience of branch employees nation-wide. Furthermore, training is conducted for store managers of various branches in each brand, providing them with knowledge and understanding, so that their energy saving knowledge is applied. These have been started with Chabuon, Katsuya Ootoya and KFC brands.

In addition, 354 Mister Donut branches nation-wide has joined the campaign to stop using plastic to reduce waste by helping to publicise the "Say No to Pastic" campaign.



Old Freezer Box Model



New Freezer Box Model



Old heat Lamp Warmer



New Acrylic Cabinet and Heat Lamp Warmer



Gas Nozzle before Cleaning



Gas Nozzle after Cleaning





