



Community Social Responsibility Policy Statement

Chiva-Som International Health Resort is committed to supporting and working with the local community of Hua Hin, a seaside tourist destination on the Gulf of Thailand, in the southern Thai province of Prachuap Khiri Khan.

We are committed to operating our business maintaining the highest service standards for our guests, engaging with the local community, and mitigating manageable negative impacts due to our operations. We also commit to promoting the culture and heritage of Hua Hin, as well as the local economy.

Supporting our sustainability objectives and mission we are committed to:

1. Giving preference to local staff within our recruitment process and to candidates who reside within a 30-kilometer radius from the resort. We provide 2% employment opportunities to disabled people, and maintain gender balance in our workforce.
2. Sharing the importance and preservation of local traditions, culture, and history, including local customs, responsible behaviour, and respect for local societies and the environment. We also encourage our guests to do the same.
3. Giving preference, where possible, to local and regional products and services as stated in our Sustainable Procurement Policy.
4. Assisting local community members to develop skills in the hospitality industry by providing on-the-job training opportunities directly with us, and accommodating internship candidates from local institutions based on the availability of positions.
5. Monitoring our environmental performance while trying to mitigate any negative impacts that can result due to our operations, and welcoming grievances from the local community, taking immediate action to overcome such situations.
6. Making sure that local and indigenous people are treated fairly and equally by being in permanent dialogue with them through regular meetings with the Hua Hin Municipality officials and community leaders.
7. Continuing to be a member of the United Nations Global Compact Network Thailand and implementing the 10 principles of the UNGC and other human rights practices while ensuring the well-being of the children in our community.
8. Maintaining the 'Krailart Niwate' Mangrove Ecosystem Conservation Project, Pala-U Reforestry Project, Student scholarship Project, and the Pala-U Medical Mission Project as signature Chiva-Som CSR projects plus partnering with the Preserve Hua Hin Group, supporting the Hua Hin community in infrastructure development, health and wellness projects, education and sports related projects.
9. Continuing to maintain the Resort Sustainability Fund as the financing entity for our CSR initiatives and ensuring financial stability through direct resort contributions and donations from our guests, encouraging them to participate in our CSR projects.

This policy is communicated internally and externally via staff handbooks, noticeboards, and our website.

Vaipanya Kongkwanyuen
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