

# SUSTAINABILITY QUARTERLY NEWSLETTER

Edition 4, Q1 & Q2 - 2021



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## HUA-HIN RECHARGE PROJECT INITIATION CHIVA-SOM AND PRESERVE HUA HIN GROUP SUPPORTS COVID VACCINATION



Mirroring the global situation, COVID-19 has impacted the Land of Smiles in many ways. With the identity of a beachside holiday destination, Hua Hin has faced its own significant challenges for more than a year. 'Hua Hin Recharge', a campaign spearheaded by Chiva-Som, is a collaboration between local residents, the healthcare sector and other hoteliers aimed at welcoming international travellers without the need for quarantine from October 2021 supported by achieving herd immunity in the Prachuap Khiri Khan province of Thailand.

*Continued on page 02*

## MESSAGE FROM HEAD OF OPERATIONAL EXCELLENCE



As a wellness destination our goal of wellbeing extends beyond improving the quality of life for our guests, but also in investing in the future for our staff, our associates, and the wider community by our actions today.

To underscore sustainability as an integral part to our business is not a responsibility but a sensible realisation. The basis of our foundation lies in the nature that we are a part of.

Therefore, amidst the pandemic, we continue to minimise our negative impact on the environment in our operation, and strive to maximise the positive impact to our surroundings, these are the core principles of Chiva-Som.

*Win Rojanastien - Head of Operational Excellence*

## HUA HIN RECHARGE AND COVID VACCINATION

A successful destination reopening is dependent upon herd immunity. This includes full vaccination for our staff, their family members and our visitors. To develop confidence and support the economy, Chiva-Som recognises the importance of including members of the local community within the herd immunity objective.

Chiva-Som has taken the lead in developing the Hua Hin Recharge project with the participation of key stakeholders within our community. The project was presented to Mr. Anutin Charnvirakul, Deputy Prime Minister and Minister of Public Health, and Mr. Phiphat Ratchakitprakarn, Minister of Tourism and Sports. We are hoping for a successful re-opening of Hua Hin Municipality (Hua Hin and Nong Kae sub-districts): international travellers who have been vaccinated against the COVID-19 virus will be welcome to visit the area without having to undergo quarantine starting tentatively October 2021.

The Hua Hin Recharge campaign includes the provision of accurate information to the public and the acceleration of vaccine allocation to the Hua Hin municipality from 1<sup>st</sup> June to achieve a herd immunity target of 100% of healthcare and hospitality workers and 70% of its population.



Chiva-Som staff members receiving COVID-19 vaccine at the Hua Hin Hospital on the 05th July 2021



Hua Hin Recharge meeting with hotel representatives, tour operators, government officials from Hua Hin municipality held on the 19th April 2021 at Chiva-Som Resort, Hua Hin.

Chiva-Som has always placed health at the centre of its principles and made a firm decision to lead the way forward in Hua Hin's vaccination efforts for the safety of the resort's staff, guests and residents of Hua Hin. As part of the Hua Hin Recharge project, with the aim of reopening Hua Hin to international travellers from 1st October, Chiva-Som purchased 1,600 doses of Sinopharm vaccines costing THB 1,562,880 from the Chulabhorn Royal Academy and supplied them to Hua Hin Hospital. With this initiative, Chiva-Som has now vaccinated all resort staff along with a number of family members. The remaining vaccines were donated to Hua Hin Hospital to help with vaccinating the local community.

Chairman and CEO of Chiva-Som, Mr. Krip Rojanastien, said, "We are proud to be one of the first resorts in Hua

Hin to achieve 100% vaccination. The safety of our guests, the team and the local community is our utmost concern. Achieving full vaccination can build trust with the world's travellers".

Enhancing our efforts, Preserve Hua Hin Group purchased 2,000 doses of Sinopharm vaccines costing THB 1,562,880 and donated them to Hua Hin Hospital to be used for community members. Chairman Mr. Krip Rojanastien added, "We have always believed in sharing our success with our community. It is part of our brand's DNA, which is why for over 26 years, Chiva-Som has launched a number of sustainability and wellness programmes in Hua Hin. Providing vaccines for locals is simply another initiative to sustain the community".





## SUSTAINABLE CITY DEVELOPMENT PLAN

On 30<sup>th</sup> December 2020, Mr. Krip Rojanastien, Chairman of Chiva-Som and President of Preserve Hua Hin Group, along with members of Chiva-Som and Preserve Hua Hin, presented a sustainable city development plan to Mr. Nopporn Wutthikul, Mayor of the Hua Hin municipal council.



*Handing over a copy of the Sustainable City Development Plan developed by Preserve Hua Hin Group to Mrs. Kanokwan Khaikaew the Director of Baan Bor Fai school by Mr. Krip Rojanastien, Chairman of the Preserve Hua Hin Group and Chiva-Som International Health Resort*

## WASTE BIN DONATIONS TO LOCAL SCHOOLS

Waste disposal is a growing concern in most urban areas, and it is the same in the Hua Hin municipality. This is the very reason to include sustainable waste management in the development plan. The plan highlights the importance of separating waste at its origin, minimising the amount of waste that is being transported and deposited in landfills.

We understand the importance of the continued education of the younger generation, equipping them with the knowledge and infrastructure needed to undertake sustainable waste management. Preserve Hua Hin Group and Chairman Krip Rojanastien joined a group of Chiva-Som staff members in donating waste bins to seven local schools in Hua Hin.



*Waste Bins donation at Baan Bor Fai Municipality School in Hua Hin on the 04th February 2021*



*Mr. Krip Rojanastien addressing the students of Baan Bor Fai Municipality School and explaining the scope of the project and the importance of young generations participation in sustainable waste management.*

Each school was given a set of four bins to separate general waste, compostable waste, recyclable waste and hazardous waste. An awareness session was conducted at each school, sharing more information about the importance of waste minimisation, separation of waste, and spreading the news among other friends and family members. Further information about waste handling challenges in the Hua Hin municipality were highlighted, and emphasised the importance of a collective approach to reducing the amount of garbage sent to landfills.

A total of 28 bins were distributed among the seven schools and THB 53,743 was used for the project. We are hoping to expand the project to several other schools in Hua Hin and to conduct more awareness programmes for students. Further activities are planned to revisit the schools and evaluate the status of the waste handling process, and to assist school authorities in strengthening their waste management activities.



*Chiva-Som Staff members and Preserve Hua Hin Group members handing over the waste bins and Sustainable City Development Plan to Khao Phithak Municipality School.*





## WORLD WATER DAY 2021

The United Nations' World Water Day is celebrated annually on 22<sup>nd</sup> March. This year, the theme was 'Valuing Water'.

Water is an essential commodity for every aspect of our lives. Life originated in water and the continuation of life on earth is dependent upon the availability of drinkable water. 70% of our planet is covered with water which is why it is known as the 'Blue Planet'. Did you know, though, that less than 1% is available for human consumption? The importance and scarcity of water is getting more serious year by year, resulting in over two billion people lacking access to safe water.

### BUILDING A CHECK DAM AT BAAN PALAU-BON



2 metres was created with wooden poles and stones. Thirty-two Chiva-Som staff members, 20 local officers, 10 army officers, 20 local residents and 15 villagers joined the event.

The aim was to benefit the 200 villagers with the completion of the dam, by storing fresh water for irrigation and daily water needs. Of particular interest was the ability to store more water to be used during the dry season. The water will be beneficial to animals as well and will maintain biodiversity in the area, especially during the dry season.

The project was initiated by the Sustainability Committee members and staff members from Purchasing, Finance, Sales & Marketing and Information Technology departments. A total of THB 15,765 was spent on the project. We are hoping to continue the project next year to enhance the water capacity of the dam.



Commemorating World Water Day, the Chiva-Som family joined villagers and army officers on 20<sup>th</sup> March 2021 at Baan Palau-Bon Moo 3 Hua Saat Yai, one of the border villages in Prachuap Khiri Khan, to construct a check dam.

Following the World Water Day theme, a check dam 22 x

*Picture above from the same location after three months of constructing the Check Dam. Villagers are now using the water for their daily needs.*





## WORLD EARTH DAY 2021

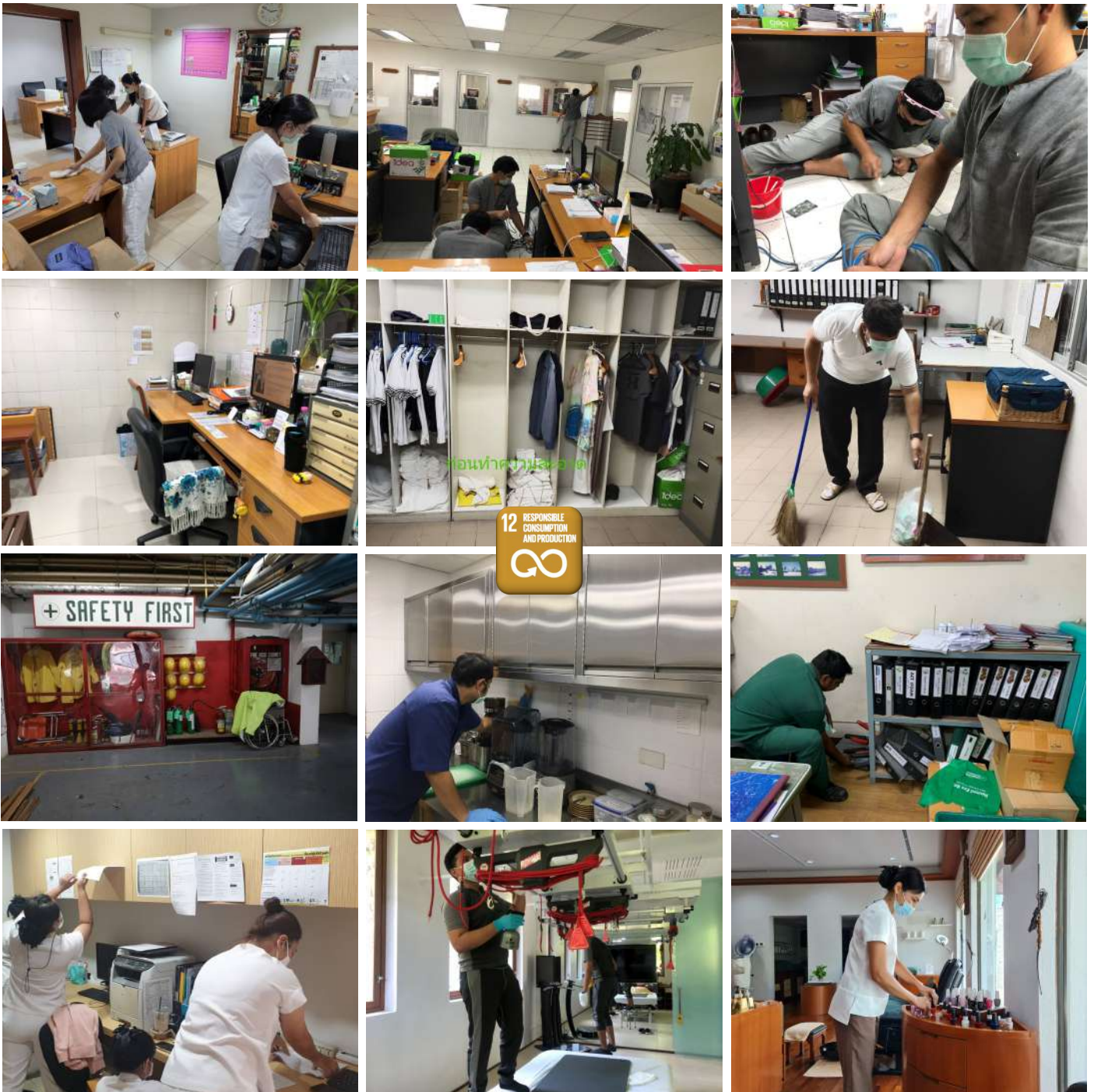
On 21<sup>st</sup> April, we commemorated World Earth Day 2021. This year's theme was **'Restore Our Earth'**. Our planet concluded the year 2020 with the second-highest average global temperature on record. Many climate issues are directly related to climate change, and millions of people and farmlands are affected, resulting in massive economic losses and environmental damage. Even the COVID-19 pandemic has shown us some of the negative effects of human activities and the need for environmental healing.

Our planet needs rest and restoration. The current phase of population growth, resource consumption, waste generation and plastic pollution is creating enormous pressure on our environment, and unfortunately, all these

are creating more damage rather than reversing it. As per current statistics, to fulfil our current resource needs, we need a planet that is 1.5 times larger than the earth.

## BIG CLEANING DAY AT CHIVA-SOM

As leaders in wellness and sustainability, we are committed to demonstrating the importance of global wellness and making our operations more sustainable. All our departments joined in a big cleaning event covering the entire resort. The main purpose of the cleaning event was to create an organised work environment, repair damage, maximise the use of space and supplies, and maintain sustainable handling of waste materials. Several other awareness programmes were conducted for our staff members.





## WORLD ENVIRONMENT DAY 2021

Our ecosystems play a significant role in providing not only food and water, but various industrial resources, waste management, medicine, clean air and other benefits, while continuing the natural cycles necessary to balance life on earth. Unfortunately, our activities are creating a negative impact on the wellbeing of our ecosystems, often resulting in their degradation and destruction. In some cases, we even see the complete elimination of ecosystems from our environments. Removing a tree from our garden or constructing a highway across a protected forest reserve can create significant changes and damage to an ecosystem's macro and micro components.



Restoration plays a significant role in the recovery of ecosystems that have been degraded or destroyed, while conserving still-intact ecosystems which have a greater need for protection. If we can manage healthier ecosystems that can host richer biodiversity, this can yield greater benefits. Healthy ecosystems mean fertile soils, better harvests, more resources, the ability to withstand natural disasters, clean and green cities, extensive storage of greenhouse gases, and being able to combat increasing global warming.



On 5<sup>th</sup> June, we celebrated World Environment Day (WED), reminding us of the importance of nature, our position in our own environment, and our responsibility towards maintaining the quality of nature. '**Ecosystem Restoration**' was the theme for this year's WED. The massive biological diversity in our ecosystems is the key driver of life on our planet, and we humans exist because of them.

Commemorating WED, the Chiva-Som family organised several activities to create awareness and participation in ecosystem restoration activities. The Grounds & Landscaping team arranged propagation of 2,000 plants, namely variegata, Ruellia tuberosa, Venus flytrap and Polyscias.

Thirty-two staff members gathered at the organic farm on 26<sup>th</sup> and 27<sup>th</sup> June. Khun Sommai Boonya, Grounds & Landscape Manager, conducted training sessions of plant propagation and staff joined in the potting of plant cuttings and seedlings. The propagated plants will be used for CSR activities in local school garden development projects.

On 2<sup>nd</sup> June, we organised a cleaning session at the Krailart Niwate mangroves. Collected waste materials were removed, including a considerable amount of plastic waste.





## WORLD OCEANS DAY 2021

World Oceans Day was celebrated on 8<sup>th</sup> June with the theme of 'The Ocean: Life and Livelihoods'. Ocean resources provide a livelihood for billions of people, from fisheries to tourism.

Human activities have created a greater threat to our oceans, including delicate ecosystems and plastic pollution. The Chiva-Som family gathered at Hua Hin Beach on 8<sup>th</sup> June under the morning sun to collect litter and to keep our beach clean. Staff members representing all departments and the Sustainability Committee members joined the event.



## INTRODUCING E-WASTE COLLECTION

Electronic waste handling has considerable implications and subject-specific challenges. Particularly within our region, adequate e-waste collection facilities and sustainable disposal methods are hard to find.

After analysing our waste handling process, we identified the importance of introducing e-waste handling to encourage proper disposal of electronic waste from our operations. Partnering with Canon, our printing supplier, and AIS, we managed to launch e-waste collection bins at several locations within the resort.

We intend to separate all e-waste from general waste and to hand over the collected e-waste to selected and certified handlers in Hua Hin and Bangkok.



*Mr. Teerawat Chantawong introducing the e-waste collection bins and the process to follow at a morning briefing for the heads of the departments.*



## CORPORATE SOCIAL RESPONSIBILITY NEWS - PRESERVE HUA HIN GROUP

To help address the issues of a rapidly growing population's increasingly demanding ecological footprint on the municipality, the Preserve Hua Hin Group (PHH) was formed as a community development organisation in 2004.

Mr. Boonchu Rojanastien, the founder of Chiva-Som and honorary chairman of PHH with Mr. Krip Rojanastien the Chairman & CEO of Chiva-Som, enlisted support from private and public sector organisations to spearhead the development of PHH. PHH operates under the Royal Patronage of Her Royal Highness Princess Maha Chakri Sirindhorn.



### COVID AWARENESS - MOBILE CAMPAIGN

**11th April:** PHHG launched a mobile awareness campaign to create COVID-19 awareness among the local community. The vehicle travelled the roads in a loop, starting from the Hua Hin municipality buildings to Petchkasem Road, the market, Klai Kangwon Palace, the airport and back to Nong Krachet, Chiva-Som and Hua Thanon, finishing in Khao Takiab. Two information road trips per day were taken and the programme was conducted from 11<sup>th</sup> to 17<sup>th</sup> April 2021. The campaign was useful in creating awareness of COVID-19 protection during the Songkran festival while the virus was spreading widely. THB 15,000 was spent on the project.



### DONATING MOBILE TOILETS

**19th April :** With the spread of COVID-19 in Hua Hin, health authorities expanded their hospital facilities to treat the infected. Answering a request from Hua Hin Hospital, Preserve Hua Hin Group donated two mobile toilets valued at THB 53,500 to enhance the infrastructure needs of the new COVID-19 treatment units.



### DONATING FOOD AND DRINKING WATER

**29th April :** Preserve Hua Hin Group donated 50 packed lunches and 600 water bottles at a cost of THB 6,600 to the COVID-19 field hospital at Rajamongkhong University of Technology, Rattanakosin Wang Klai Kangwon Campus.





## DEPARTMENTAL CORPORATE SOCIAL RESPONSIBILITY PROJECTS UPDATE

### HOUSEKEEPING & LAUNDRY DEPARTMENT

**24<sup>th</sup> May:** The Housekeeping and Laundry departments initiated the 'Linen for Life' project by donating bathroom linen, slippers, toothbrushes and toothpaste to the COVID-19 treatment centre run by Hua Hin Hospital at Ratchamangala Wangkraikangwol University. The linen items consisted of used linen from the resort that was in good condition. Approximately 330 kg of used linens were donated.



### HOLISTIC AND H&W DEPARTMENTS

**22<sup>nd</sup> May:** Celebrating the 10<sup>th</sup> annual Global Wellness Day (GWD), we provided assistance and resources to the Karen communities of the Padeng District of Prachuap Khiri Khan by donating goods worth THB 24,000 which were paid for by donations from Chiva-Som staff and other generous patrons.

The items included medicine and first aid supplies, disinfectants and other life-giving supplies. These included 2,500 surgical masks, five 1000 ml bottles of hand sanitiser gel, 100 packets of paracetamol, 100 Neoplast plasters, three bottles of povidone-iodine, five bags of cotton balls, 42 mosquito coil boxes, 56 mosquito nets, 378 baby diapers, 39 kg of rice, 36 l of cooking oil and food garnishes, 15 kg of canned fish, 36 bottles of fish sauce, 36 bags of salt, 16 kg of biscuits, 6 kg of shrimp paste, and construction materials and equipment for repairing the village's collapsed bridge.



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During the critical time of the COVID-19 pandemic, which has forced people to stay home, this was a necessary step in containing the disease. Due to economic hardship, many Karen villagers live with inadequate nutrition and in precarious situations, even lacking a sufficient supply of medication. We realise the urgency of their plight, especially those families living in remote areas who are most affected, with little to survive on.





## DEPARTMENTAL CORPORATE SOCIAL RESPONSIBILITY PROJECTS UPDATE

### SPA & SALOON DEPARTMENTS

hospital for essential goods to take care of their COVID-19 patients. The following goods were donated: 12 pump bottles of hand gel, 10 bottles of hand sanitiser gel, 50 boxes of surgical masks, 12 packs of tissue rolls with 32 rolls in each pack, 50 sets of lunch boxes and three goods handling carts worth a total of THB 11,078. These items were handed over to hospital officials by representatives from the department.



**17<sup>th</sup> June:** The Spa department conducted its CSR project at Hua Hin Hospital No. 05. A request was made by the hospital for essential goods to take care of their COVID-19 patients. The following goods were donated: 12 pump bottles of hand gel, 10 bottles of hand sanitiser gel, 50 boxes of surgical masks, 12 packs of tissue rolls with 32 rolls in each pack, 50 sets of lunch boxes and three goods handling carts worth a total of THB 11,078. These items were handed over to hospital officials by representatives from the department.



**Krailart Niwate Cleaning :** Staff members of the Fitness and Physiotherapy departments volunteered to maintain the Krailart Niwate mangrove project by conducting periodic cleaning sessions. During the first six months of the year, they were able to conduct four cleaning sessions and collected a considerable amount of waste materials, mainly plastic items entering the mangroves through water canals. Staff members from other departments also joined the cleaning sessions.

### FITNESS AND PHYSIO DEPARTMENTS



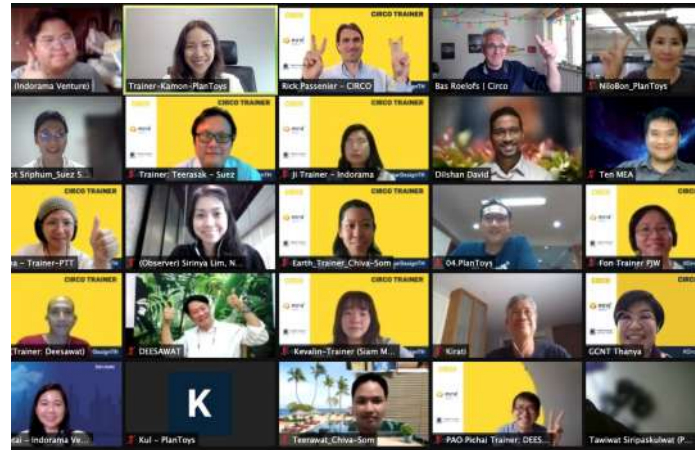


## CHIVA-SOM JOINED CIRCULAR ECONOMY THAILAND PROJECT

Linear economic business models are unsustainable in terms of resource consumption and waste generation. The Circular Economy approach is becoming more popular among businesses that are focused on sustainability, addressing resource depletion, biodiversity losses, waste generation, environmental pollution and even climate change.

The Global Compact Network Thailand initiated a CIRCO Thailand project together with the Office of National Higher Education Science Research and Innovation Policy Council (NXPO) Thailand, and Chiva-Som was selected for the first batch of the Circular Design Programme. The training sessions were conducted by CIRCO International from the Netherlands.

Representing Chiva-Som, Mr. Teerawat Chantawong, Sustainability Executive, and Mr. Dilshan David, Corporate Director of Sustainability & Compliance, joined the training sessions that were conducted over five days. During the sessions, a multitude of topics were discussed, including minimising food waste in our operations, converting food waste into compost, EM liquid fertiliser and vermi-compost, and increasing organic garden produce. We are hoping to engage more with the Circular Economy approach in Thailand, to create more circular business opportunities in the service sector, and to share our success stories with other stakeholders.



## FARM TO TABLE

### EMERALD SOUP

A puree of spinach, pumpkin, zucchini soup

**NOTE:** Contains soy, Vegan, Gluten free

**TYPE OF SERVING:** bowl

#### NUTRIENTS PER SERVING

Kilocalories	78	kcal
Protein	5	g
Carbohydrate	14	g
Fat, Total	1	g



#### INGREDIENTS

130 g	Broccoli
90 g	Pumpkin peeled
90 g	Zucchini
25 g	Spring onion
25 g	Dill
20 g	Parsley
50 g	Spinach
30 g	Gluten free white miso paste
500 ml	Drinking water

Serving amount: 200 g

#### METHOD

1. Cut and trim all the vegetables.
2. Prepare a hot pot with drinking water. Heat the water to the boiling point and add broccoli, pumpkin, zucchini and allow to boil using medium heat for 30 min.
3. Add spring onion, dill, parsley to the pot and boil for another 5 min. and remove the pot from the stove.
4. Allow the mixture to get cooled using a ice water bath.
5. Pour the mixture into a blender, add miso paste and blend to achieve a paste.
6. Pour the paste into the pot once again and fully boil before serving.





## SUSTAINABILITY LEADERSHIP TRAINING

We launched a series of sustainability training sessions for all Chiva-Som family members in 2021. A special sustainability leadership training session was conducted for the Sustainability Committee members, heads of department, and supervisor-level staff members during February.

Training was conducted by Mr. Dilshan David, Corporate Director of Sustainability & Compliance. During the session, there was a brief introduction to sustainability, an update on the current status of sustainability, and highlights of its importance and challenges. Training also focused on the characteristics and basics of sustainability leadership, and the practical application of sustainability leadership skills within resort operations. The programme included PowerPoint presentations, group discussions and activities, and an online evaluation.

The training programme presented the importance of sustainability leadership in each departmental activity, and the necessity to take up challenges and create a behavioural shift among our staff members to establish a sustainability culture within our operations. It is hoped that this training created a better understanding of the issues by presenting current developments within the industry and highlights for the future wellbeing of sustainability operations. This knowledge will benefit our communities and help us to achieve our sustainability performance goals.



*Sustainability Newsletter is a joint publication of  
the Sustainability Department and Sustainability Committee of Chiva-Som.*

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