

# SUSTAINABILITY NEWSLETTER

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## REVISED SUSTAINABILITY OBJECTIVES LAUNCHED



Energy Consumption Management



Corporate Social Responsibilities



Water Consumption Management



Sustainability Knowledge



Resource Consumption Management



Sustainability Acknowledgment

In consideration of global sustainable development goals, strengthened sustainability guidelines, and our commitment to sustainable business performance, we have revised our sustainability objectives by introducing a six-dimensional approach to implementing, maintaining and achieving our sustainability programmes and targets.

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## MESSAGE FROM BUSINESS DEVELOPMENT DIRECTOR



The commencement of any business development activity is synonymous with the opportunity to bake-in sustainable practices by design. If we start by selecting the right layout, materials or alignment to the light, for example, the impact of a building on the consumption of resources over its lifetime of use can be dramatically influenced. Designing to encourage walking or positioning stairs ahead of elevators contributes not just to energy saving but also to supporting physical and mental health.

A clear and long-term link exists between business development decisions made now and sustainability and health impacts which manifest over time. Our responsibility at Chiva-Som and indeed, our passion, is to help make sustainability and health a natural and integrated part of every development activity.

*Karen Campbell - Business Development Director*

## REVISED SUSTAINABILITY OBJECTIVES

Given various developments in sustainability management and operations, we have selected six main objectives for our sustainability path at Chiva-Som. We are committed to continual improvements, a reduction of our environmental impact, improved transparency, and sharing our success with our stakeholders.

### Energy Efficiency



- Managing our energy resources based on internal and international benchmarks
- Improving the efficiency and productivity of resources by implementing energy-saving measures in all departments. This includes the introduction of new technology while continually replacing inefficient appliances, and increasing the share of renewable energy resources

### Water Efficiency



- Understanding the value of water and the water scarcity challenges in the region
- Managing our water consumption based on internal and international benchmarks
- Continuing to implement water-saving best practices, enhancing the capacity of treated wastewater, and increasing wastewater re-use and technology-based irrigation management

### Resource Efficiency



- Implementing a sustainable approach in our purchasing process and adopting the circular economy concept as much as possible
- Reducing and replacing disposable plastics and polythene products in our operations
- Enhancing the productivity of paper products, linens and other essential operational goods
- Ensuring the safe and minimal use of chemicals, pesticides and insecticides, and using biodegradable, organic and eco-certified options as a priority
- Aiming for zero landfill waste with optimal waste avoidance, reuse and recycling processes internally. External services will be engaged, as needed, for special waste handling

### Sustainability Knowledge



- Training staff about sustainability and helping them develop sustainability skills
- Encouraging guests and staff to participate in sustainability activities.

### Corporate Social Responsibilities



- Developing and maintaining a sustainability fund
- Participating in UN SDGs and UNGC membership
- Annual departmental CSR projects
- Stewardship of Krailart Niwate Mangrove Preservation Project

### Sustainability Acknowledgement



- International sustainability management certification - ISO 21401:2018
- Carbon-neutral certification
- Sustainability awards
- Compliance management



## GLOBAL RECYCLING DAY

Global Recycling Day is another important global event to raise awareness among communities by emphasising the importance of environmental protection.

Massive amounts of natural resources are used daily for human activities, and most of the resources we use end up in various waste streams, thanks to the throw-away culture being practised in many parts of the world.

Both producer and consumer behaviour are vital to ensure maximum productivity and efficiency of the limited resources we have.

Recycling is one of the best options to ensure the circular use of resources. Each year, the 'seventh resource' (recyclables) saves over 700 million tons in CO2 emissions, and this is projected to increase to 1 billion tons by 2030. There is no doubt recycling is on the front line in the war to save the future of our planet and humanity.

Housekeeping and Laundry department teams became busy making cloth bags using discarded linen from our operations. 100 bags in three styles were made. A total of 36 kg. of discarded laundry bags and tote bags were used in the process. The bags were donated to school children in the Pala-U community on the 18th of March to celebrate Global Recycling Day, 2022.



## ERATH HOUR 2022

On 26th March 2022, we joined the entire world in celebrating the 16th Earth Hour by turning off the lights and reducing the use of electricity from 20.30 to 21.30.

Earth Hour was created in 2007 by the WWF (World Wildlife Fund) and its partners as a symbolic lights-out event in Sydney, Australia, to raise awareness of climate change. It is now one of the world's largest grassroots movements for the environment. Held every year on the last Saturday of March, more than 190 countries and territories take action to ensure a brighter future for people and the planet, sharing the importance of sustainable energy use and increasing concern over the effects of global warming.

As part of our celebrations, the Earth Hour logo was created using over 60 candles at the Taste of Siam, and guests enjoyed an acoustic guitar performance.

Guests were also invited to join us in switching off the electricity and air conditioning in their rooms for one hour.

In our operational areas, minimal lighting was maintained, and air conditioners and other electrical appliances were switched off. An environmental awareness video was screened at staff accommodation. Approximately 153kWh of electricity was saved during Earth Hour 2022.





## 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.

The late Mr. Boonchu Rojanastien, founder of Chiva-Som and honorary chairman of PHH with Mr. Krip Rojanastien, current 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.



### JOINING WASTE MANAGEMENT INITIATIVES

In continuation of the 'Sustainable City Development Plan' submitted to the Hua Hin municipality by the Preserve Hua Hin Group and Chiva-Som International Health Resort, we joined in developing waste management strategies highlighting Thailand's Bio-Circular-Green (BCG) policy.

A round of discussions was organised by Preserve Hua Hin and officials from the municipality of Hua Hin introducing the 'Integrated Community Waste Management' concept that was launched by the Thailand Institute of Scientific and Technological Research (TISTR). The concept is already in operation in four provinces of Thailand, namely Saraburi, Chonburi, Chiang Rai and Nong Khai. The intention of the project is to solve environmental problems and to reduce plastic waste in the community, with aims to expand to other areas of the country. We are hoping to work together with the municipality to introduce community-based waste management in Hua Hin.



Representatives from the Housewives Women's Group explaining the processing of reused straws and creating the mattresses.

On 3rd February 2022, PHH team members, along with officials from the municipality, visited the learning centre for mattress manufacturing, where the materials in use include used plastic drinking straws. The project is operated by the Housewives Women's Group in the Khao Itisuko Temple area. Cleaned drinking straws are cut into small pieces and inserted into a cloth cover to produce a mattress that is used for bedridden patients. With the project, the Hua Hin municipality is trying to address single-use plastic waste with recycling for a worthy cause.



PHH team, Hua Hin Municipality officials, members of the Housewives Women's Group after the reused drinking straw mattress production demonstration.

On 30th and 31st March, the PHH team also joined a waste management learning workshop in Hua Hin. There were participants from various stakeholder groups, including government officials, village and area leaders, and private sector organisations. The importance of waste management, waste separation, and a circular approach to waste handling was presented and various group activities were conducted.

On 17th February, a group of officials from the Hua Hin municipality visited Chiva-Som International Health Resort to observe and discuss the waste management approach within the resort. Mr. Surapol Rukkusol, a consultant with PHH, demonstrated the waste management strategies of the resort.



Mr. Surapol Rukkusol and the sustainability team explaining the waste management process of Chiva-Som to the officials from Hua Hin Municipality.



## DEPARTMENTAL CORPORATE SOCIAL RESPONSIBILITY PROJECTS UPDATE

### GROUND & LANDSCAPE DEPARTMENT

**Monthly:** The Ground and Landscaping teams conducted cleaning and maintenance activities at the Krailart Niwate mangroves. Monthly cleaning and maintenance were conducted from January to April 2022. Clearing of weeds, pruning the tree branches, and fertilising the trees planted within the last two years also occurred.



### HUMAN RESOURCES DEPARTMENT

**8th April :** Together with the Red Cross Society of Hua Hin, a blood donation campaign was organised by Human Resources. A total of 23 staff members registered for the blood donation programme and 16 staff were able to donate blood, equivalent to 6,400 ml. Participants were glad to contribute to the national blood supply for patients in need. Availability of blood is precarious at certain times, especially given the risks associated with the COVID pandemic, and we appreciate the efforts of the organisers and the participants.



## FARM TO TABLE

### NAAM PRIK ONG

Northern Thai Style tomato chili dip served with fresh vegetable crudité

**NOTE:** Spicy

**Type of Serve:** Serving bowl

#### NUTRIENTS PER SERVING

Kilocalories	120	kcal
Protein	4	g
Carbohydrate	11	g
Fat, Total	7	g

**YIELD:** 2 serves

**SERVING AMOUNT:** 150 g

#### INGREDIENTS

60	g	Tofu (extra firm, roughly chopped)
150	g	Cherry tomatoes (cut in half)
5	g	Spring onion
5	g	Coriander, fresh
1	tsp	Sea salt
1.5	tsp	Coconut sugar
1	tbsp.	Olive oil
120	ml	Vegetable stock

#### Curry paste

5	pcs	Dried red chili (deseeded and soaked in water)
1	pcs	Fresh red chili
1	pcs	Coriander root
6	cloves	Garlic
6	cloves	Shallot
1	tbsp.	Miso paste

#### Fresh vegetable crudité

1	whole	Cucumber
2	whole	Long beans
2	cobs	Baby corn
1	whole	Baby white cabbage
2	whole	Okra
2	florets	Cauliflower
4	whole	Baby carrots

#### METHOD

1. Combine the curry paste ingredients and pound with a mortar and pestle.
2. Pound until all ingredients become a paste.
3. In the sauce pan under medium heat pour in the olive oil and then add the curry paste in.
4. Stir until fragrant, add the vegetable stock, then add tofu.
5. Stir all ingredients until mixed well, seasoning with salt, coconut sugar, and miso paste.
6. Add cherry tomatoes and continue cook under low heat until the tomatoes are well cooked.
7. Transfer into a serving bowl, garnish with chopped spring onion and coriander leaves.
8. Serve the tomato chili dip with vegetable crudité.





## BANGKOK POST READER'S CHOICE AWARD 2021

The Bangkok Post Reader's Choice Awards, 2021 were announced, and Chiva-Som International Health Resort submitted an application under the 'Product & Service' category. The awards are conducted to recognise companies with outstanding performances in various categories.

The winners were selected by Bangkok Post readers, by rating the submissions on a scale from 'poor' to 'excellent'. Votes by Bangkok Post subscribers accounted for 70% and general readers accounted for 30% of the final score.

We are delighted to announce Chiva-Som International Health Resort was awarded as the 'Most Environmentally Friendly & Sustainable Company-2021'.

We thank the readers of the Bangkok Post for embracing our journey towards wellness and sustainability. Since being founded, we have been dedicated to operating our business in accordance with the highest environmental standards in the world, at all levels of our operation.

New and innovative initiatives and policies are constantly being explored and employed throughout the Resort, including energy efficiency and conservation, wastewater treatment and reuse, freshwater conservation, waste minimisation and recycling, air quality management, and environmentally friendly product usage.



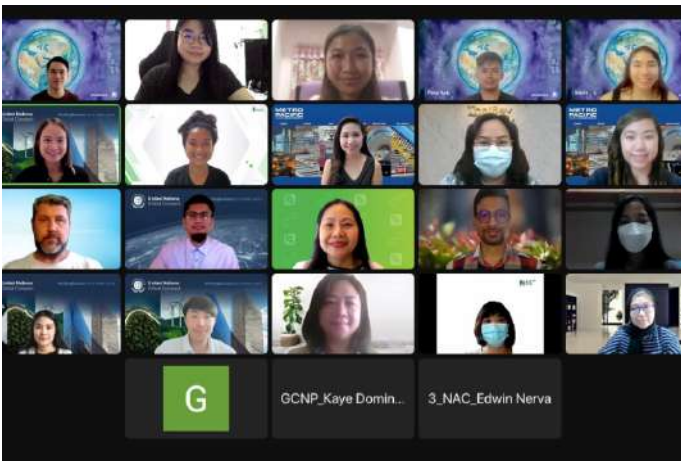
## SDG AMBITION ACCELERATOR

As a member company of the United Nations Global Compact Network Thailand (GCNT), we joined 'SDG Ambition Accelerator' training sessions conducted over six months. The programme came to a successful completion in April 2022.

The sessions were conducted virtually, with selected companies from the ASEAN region participating, mostly from Thailand, the Philippines and Malaysia. The sessions included on-demand courses that were available on the UNGC online learning platform. In-person sessions included workshops, group discussions and take-home activities.

The objectives of the SDG Ambition Accelerator programme prioritise the actions needed to contribute to the UN 2030 agenda. These includes setting targets aligned with absolute benchmarks that are achievable and critical to spearhead the transformation of economies and societies. There is also an emphasis on integrating SDGs in sustainability management, and in developing new systems while building a business case and generating buy-in with companies.

We thank the Global Compact Network Thailand, other facilitators, and participating companies for sharing their knowledge and experience with realistic target setting. This allows for implementation and progress towards the 2030 agenda, with the current status of our planet needing a collective approach to address environmental and social concerns.



Group picture of the participants during the final session of SDG Ambition Accelerator programme held from October 2021 to April 2022.



**Global Compact**  
Network Thailand



## PLASTIC-FREE PROJECTS



We are continuously seeking opportunities to replace or eliminate the use of single-use plastic items from our operations. As part of our reduction programme, we were recently able to introduce 100% biodegradable toothbrushes and toothpaste tablets.

The toothbrush we used to include in our amenity kit was made from bamboo as a replacement for plastic. The bristles of the toothbrush, however, were nylon-based. The new toothbrushes are still made with bamboo, but now bamboo fibre is used for the bristles.

Instead of the plastic toothpaste tube, we have introduced toothpaste in tablet form packed in glass bottles. The glass bottles are hygienically cleaned, sterilised and refilled with the toothpaste tablets, which we purchase in bulk.

While brushing one's teeth, one tablet should be chewed without using water, and then the teeth can be brushed in the usual manner.

With the new implementation, we have completely eliminated single-use plastic toothpaste tubes, reduced packaging, and can supply our guests with a 100% compostable toothbrush. The reuse of glass bottles in two different sizes is part of our circular approach to waste handling and reusing.



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

*For more details about our sustainability initiatives please contact:*

Dilshan David  
Corporate Director of Sustainability and Compliance  
dilshan.david@chivasom.com

Chiva-Som International Health Resort | Petchkasem Road, Hua Hin, 77110 Thailand

