



Chiva-Som
HUA HIN

SUSTAINABILITY
REPORT 2024

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CEO MESSAGE

Chiva-Som International Health Resorts

For over three decades, Chiva-Som has stood as a world-leading health and wellness resort, with the goal of promoting and sustaining holistic well-being for guests from around the world. Today, we are delighted and deeply proud to present **Chiva-Som's first sustainability report**, which reflects our genuine commitment and dedication to true sustainable development.

Chiva-Som places great importance on sustainability across all dimensions, particularly in today's world where environmental and social issues are under close global scrutiny. Businesses in the hospitality and tourism industries must therefore urgently enhance their environmental practices to transition toward truly sustainable operations.

Today, guests seek more than just accommodation. They look for meaningful, value-driven experiences, especially those that contribute to environmental and social well-being. This marks a critical turning point, where businesses must swiftly adapt, as both investors and consumers, including guests, increasingly prioritise and support those committed to sustainability.

Chiva-Som, as one of the leaders in the wellness resort business, understands and prioritises the transition to sustainability. We have therefore firmly embraced the concept of **'Sustainability Wellness'**, which integrates guest wellness care with environmental conservation and balanced community development. Because we, at Chiva-Som believe that

“Personal wellness goes hand-in-hand with environmental wellness”

This is not merely a concept or a beautiful phrase; it is the very heart of our daily operations. We are committed to minimising environmental impact at every stage of our service, from energy use and water management to ingredient selection and community care. We understand that the continuous preservation of the environment and society is at the core of true well-being.

We view "sustainability investment" not as an option, but as a "necessity" for every business that wants to grow steadily and gain trust from all sectors. Whether it's energy management, waste reduction, efficient water usage, or developing knowledge and understanding of sustainability. These are the foundations of long-term sustainable business.

At Chiva-Som, we operate under 6 dimensions of sustainability principles, which include:

1. Energy Management
2. Water Management
3. Resource management
4. Corporate social responsibility
5. Promoting sustainability knowledge, and
6. Sustainability Acknowledgement

We hope this report will not only reflect our current endeavors, but also inspire fellow businesses within our industry to champion transformative change. The health of our people and the health of our planet must flourish together

Krip Rojanastien
Chief Executive Officer
Chiva-Som International Health Resorts





ABOUT CHIVA-SOM

The personal motto of Chiva-Som's founder, Boonchu Rojanastien, who proclaimed "Above all, enjoy life" served as the initial inspiration for the creation of "Chiva-Som" or "Haven for Life", a name that reflects our unwavering commitment to restoring balance to mind, body, and spirit. Today, Chiva-Som stands as a sanctuary where the well-being of body and mind rejuvenate. Every guest that enters experiences transformation, making it the perfect haven for holistic well-being and sustainable lifestyle change. This deeply rooted philosophy, established since our founding in 1995, has propelled Chiva-Som to become a world-leading wellness resort. Chiva-Som Hua Hin Resort, our flagship property in Thailand, and Zula Wellness Resort by Chiva-Som, our newest resort in Qatar, underscore our steadfast commitment to delivering wellness experiences that help everyone achieve optimal physical, mental, and emotional health.

At Chiva-Som, our employees possess expertise and genuine care in the distinctive Chiva-Som manner, ready to attend to and guide every guest throughout their wellness journey, which is thoughtfully designed to meet individual needs. Moreover, Chiva-Som's innovative wellness practices emphasise the perfect harmony of mind, body, and spirit, ultimately fostering balance and tranquility. Beyond the experiences found within our resorts, Chiva-Som's wellness approach extends to the broader community level, with opportunities for learning and global sustainability initiatives serving as the core of everything we do.



ABOUT THIS REPORT

Chiva-Som International Health Resorts Company Limited, or Chiva-Som, aims to publish annual sustainability reports. The 2024 Sustainability Report marks the Company's inaugural sustainability report, created to communicate Chiva-Som's sustainability goals, vision, mission, and management approaches, while demonstrating progress toward achieving sustainability objectives and significant accomplishments relevant to Chiva-Som and its stakeholders. This report details sustainability initiatives across three key dimensions: Economic, Social, and Environmental (ESG), covering three business units in Thailand under Chiva-Som's operational control (owned and managed by the Company) and overseen by the Board of Directors. These include: Chiva-Som Hua Hin, Chiva-Som International Health Resort Head Office (Bangkok), and Chiva-Som International Academy (Bangkok). For additional information, please visit our website: <https://www.chivasom.com>

The information in this report covers the period from January 1, 2024, to December 31, 2024, and is integrated according to the Global Reporting Initiative (GRI) sustainability reporting standards. The report's content has been assessed according to the United Nations Sustainable Development Goals (SDGs) and has been reviewed and approved by Chiva-Som's Sustainability Committee.

The 2024 Sustainability Report is produced in digital format only and can be read on Chiva-Som's website. Suggestions and feedback from all stakeholder groups are essential for Chiva-Som to continuously developing our reports and sustainability efforts. You can submit suggestions, comments, or questions directly through the following contact details:

Sustainability and Compliance Department

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COMPANY OVERVIEW & PORTFOLIO

Chiva-Som Hua Hin is Thailand's first wellness resort and a pioneer in Asia. Located on a 17 rai (approximately 6.7 acres) of beachfront land in Hua Hin, it is globally recognised as a leading holistic health destination. Aimed at transforming guests' lifestyles towards balanced well-being, nurturing the body, mind, and spirit through six holistic wellness modalities: nutrition, fitness, physiotherapy, spa, holistic health, and aesthetic beauty. Concurrently, the principles of sustainability have been comprehensively embedded across all facets of Chiva-Som's operations.

At Chiva-Som, sustainability is not merely a concept, it is a guiding principle deeply embedded in our core values. We uphold sustainability across all levels of operation through a wide range of initiatives aligned with six key objectives: energy management, water management, resource management, corporate social responsibility, sustainability knowledge promotion, and sustainability acknowledgement. Examples of our environmentally responsible practices include the use of solar-powered water heating systems, on-site wastewater treatment, and the production of drinking water in reusable glass bottles; all of which contribute significantly to reducing carbon emissions. We also implement sustainable waste management through systematic waste separation, resource optimisation, plastic reduction, and food waste composting. Moreover, Chiva-Som operates an internationally certified organic farm accredited by the International Federation of Organic Agriculture Movements (IFOAM), cultivating more than 80 varieties of flowers, vegetables, fruits, herbs, and spices used in the preparation of nutritious meals for our guests.

Beyond our operations, corporate social responsibility is also an integral part of Chiva-Som's mission. We prioritise the development of our employees and their families, and extend our support to social welfare and educational projects in local communities through various CSR activities, such as jointly establishing organic agricultural gardens, installing solar panels for local schools, providing free health check-ups and basic medical care, and creating salt lick for elephant in the Pa La-U area to support and facilitate natural living space for elephants and other wildlife in the forest, so they could have improved quality of life.

Chiva-Som plays an important role in the sustainable development of Hua Hin city by collaborating with various stakeholder groups under the concept of Hua Hin Preservation. This includes Hua Hin Municipality, local businesses, educational institutions, and organisations that share the common goal of reducing environmental impact from population growth in the area. To address this challenge, Chiva-Som established the "Preserve Hua Hin Group" in 2004 as a community development organisation under the royal patronage of Her Royal Highness Princess Maha Chakri Sirindhorn.

One of the Preserve Hua Hin Group's key projects is the Krailart Niwate Mangrove Ecosystem Preservation Project, which have already planted over 11,500 mangrove trees. The project focuses on restoring mangrove forest areas, promoting biodiversity, reforestation, and carbon offsetting. All of this reflects Chiva-Som's mission to promote environmentally friendly lifestyles at both the resort and surrounding community.

Our commitment to health and sustainability is at the core of Chiva-Som, reflecting our mission to promote healthy lifestyles alongside a healthy environment.



AWARD AND RECOGNITION

TRAVELIFE'S GLOBAL ACCOMMODATION SUSTAINABILITY CERTIFICATION

Chiva-Som is immensely proud to have received the Travelife Gold Award, which reflects our strong commitment to sustainable operations, encompassing environmental conservation, community engagement, and the promotion of responsible tourism.

Travelife is an internationally recognised sustainability certification standard awarded to accommodation providers that consistently operate with environmental and social responsibility. It honors businesses that maintain high standards of sustainable management across all areas of operations.

TRAVEL & LEISURE: SPA - MARIE CLAIRE UK SUSTAINABILITY AWARDS 2024

Chiva-Som won the top prize in the "Travel and Spa" category at the Marie Claire UK Sustainability Awards 2024, which reinforces our position as a leader in sustainable wellness tourism.

This award reflects Chiva-Som's comprehensive and tangible sustainability practices, including efficient energy and water resource usage, sustainable waste management, promoting environmental knowledge and awareness, community engagement, mangrove ecosystem conservation, and plastic reduction across all processes.

GREEN HEALTH HOTEL – DEPARTMENT OF HEALTH, MINISTRY OF PUBLIC HEALTH

Chiva-Som has received Green Health Hotel certification from the Department of Health, recognising Chiva-Som's outstanding commitment to integrating sustainable practices with health promotion programs. This demonstrates excellence in efficient energy and water management, maintaining high standards of hygiene and indoor air quality, reducing environmental impact, and continuously supporting community health and well-being.

This award reflects our intention to create a safe environment, maintain strict hygiene standards, and promote environmental friendliness, while supporting Thailand's goals for health and sustainable tourism.

SUSTAINABLE & OPERATIONAL MANAGEMENT - GLOBAL SUSTAINABILITY LEADERSHIP AWARDS 2023

Chiva-Som was honored with the Winner Award in the "Sustainable & Operational Management" category at the 10th Global Sustainability Leadership Awards 2023, held in Mauritius by the World Sustainability Congress.

This international award aims to recognise organisations that demonstrate outstanding leadership in sustainable business practices. The award affirms Chiva-Som's unwavering commitment to integrating sustainability into its core operations, while also reinforcing its global role in the wellness and hospitality industries.

SOME OF RECENT AWARDS:

- ◆ 'Best Wellness Retreat' - Tatler Best Thailand 2025
- ◆ 'Golden Selection International Hotel of the Year 2024' - Natgeo's Golden Awards 2024
- ◆ 'Best 100 Hotels in Asia' - Tatler Best Asia 2024
- ◆ 'Medical Wellness Retreat Global' - Readers' Choice, Global Spa Awards 2023
- ◆ 'Wellness & Spa Retreat' - Thailand Tourism Gold Awards 2023
- ◆ 'Best Destination Spa in the World' - Condé Nast Traveler's Readers' Choice Awards 2022
- ◆ 'Fighting Fit' - Tatler Spa Awards 2022
- ◆ 'Thailand's Best Wellness Retreat' - World Spa Awards 2022
- ◆ 'Most Environmentally Friendly & Sustainable Company' - Bangkok Post Readers' Choice Awards 2021



INTRODUCTION

VISION, MISSION, AND CORE VALUES

"Sanctuary of Life"

The deep-rooted inspiration at the heart of Chiva-Som is to be a “Sanctuary of Life” for all. Chiva-Som's vision is to be a global leader in wellness, paving ways for healthy body, mind, and spirit through a holistic approach that integrates modern expertise with traditional wisdom, to create a world where everyone can sustainably access optimal health, while simultaneously driving Thailand to become a global leader in health tourism.

Chiva-Som is committed to the mission of expanding accessible healthcare approaches by creating a comprehensive wellness ecosystem, supported by research, innovation development, and dedicated implementation in all areas where we operate, both in Thailand and internationally, while prioritising sustainability and community connection at every step.

The values that shape Chiva-Som include authenticity, compassion, integrity, trustworthiness, attentive care, and sustainability. With hearts filled with love for humanity and nature, we are determined to be an unwavering companion on the journey toward holistic wellness while continuing our commitment to caring for individuals, communities, and the world with genuine responsibility.





“JAITHAI”

"Jaithai" is the foundation of Chiva-Som's values and service culture, centered on service with a "heart that reflects Thai essence," prioritising guest satisfaction above all else. Each core value is important and has been continuously integrated, shaping us to be "distinctive and uniquely authentic," which consists of:

Jai Dee: We smile warmly and greet with genuine sincerity, making eye contact and expressing ourselves through polite and friendly gestures. We use a courteous, pleasant tone of voice that conveys sincerity, and demonstrate that we remember our guests.

Able & Willing: We love and are enthusiastic about our work, striving to deliver service that exceeds guest expectations in every aspect. We are delighted to provide prompt service, demonstrating our willingness to facilitate convenience so that guests receive a service experience that surpasses their expectations. We also remain open-minded and listen to guest feedback for continuous improvement of our products and services.

Informed: We have comprehensive knowledge about our excellent products and services, and we understand our guests' needs very well. We can provide appropriate and satisfying recommendations to guests, as well as clearly and effectively communicate relevant guest information that will be beneficial for service delivery to our colleagues.

Thoughtful & Creative: We can always assess and anticipate our guests' needs by considering situations, information, and cultural differences, aiming to provide guests with "exceptional" (WOW) service at every opportunity. Our service is consistently excellent and attentive to small details. Additionally, we have creative initiative to deliver distinctive service to our guests.

Harmony: We all work together as a team in unity, with the ultimate goal of delivering service that exceeds expectations in every case and creating good and valuable memories for our guests forever.

Accountability: We dress clean, neat, and sharp, appropriate for the occasion, and handle guest requests appropriately, attentively, and efficiently until successful completion according to their wishes. We also effectively correct any service errors to restore guest trust and confidence.

Innovation: We constantly seek new knowledge and technology through processes of invention, research and development, as well as experimentation to achieve advancement and develop various approaches in delivering health services that promote optimal wellness. Additionally, we continuously develop and improve our services.



MATERIALITY

At Chiva-Som, we firmly believe that sustainability is a crucial foundation for business operations, with an unwavering conviction that good health and environmental sustainability are inseparable. This concept reflects our commitment to conserving natural resources while also promoting sustainable well-being of our guests and the surrounding communities.

Chiva-Som places an importance on identifying and prioritising sustainability issues that have a significant impact on the business, covering environmental, social, and economic dimensions, which are key factors affecting the organisation's long-term success. We adopt a holistic approach to assess risks and opportunities that may arise in each activity throughout the value chain, while comprehensively considering stakeholder perspectives to ensure our operations are transparent and appropriately respond to sustainability expectations.

Chiva-Som's process for identifying material sustainability issues considers the analysis of global trends, both domestic and international standards, as well as changes in the hospitality and tourism industries. This also encompasses an analysis of the business context and the distinctive characteristics of Chiva-Som's operations. The results of this process must be reviewed and approved by the Chief Executive Officer, Senior Management Team, and the Sustainability Committee to serve as a strategic foundation for the systematic and effective formulation of the sustainability strategies going forward.

Key materiality issues identified in 2024 include:



Environmental Dimension

- Energy and Emissions
- Water and Wastewater Management
- Waste Management
- Biodiversity



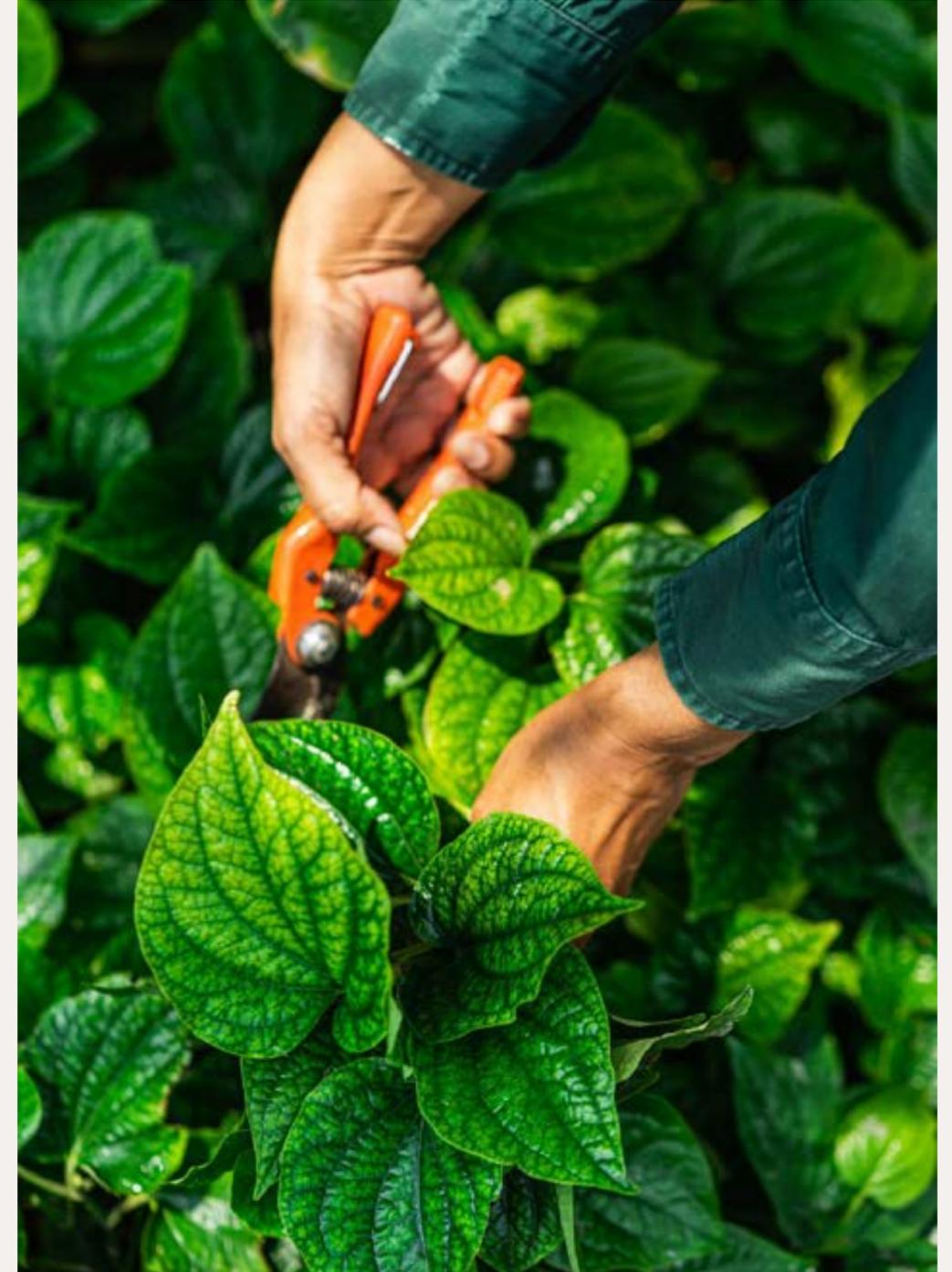
Social Dimension

- Human Rights
- Human Resources Management
- Occupational Health, Safety and Well-being
- Community Empowerment and Social Responsibility



Governance Dimension

- Business Ethics and Corporate Governance
- Responsible Sourcing





STAKEHOLDER ENGAGEMENT

We recognise the importance of building and maintaining good relationships with all stakeholder groups, and we are committed to making these relationships strong and comprehensive across all our business activities. The Company firmly believes that effective engagement processes will cultivate cooperation and strengthen long-lasting relationships, while fostering sustainable growth together with our stakeholders all of whom plays vital roles in the organisation's operations both directly and indirectly. At Chiva-Som, we classify internal and external stakeholders into 6 main groups: 1) customers and guests, 2) employees, 3) business partners, 4) government agencies, NGOs, and international organisations, 5) communities and society, and 6) media.

Stakeholder engagement is integrated as part of our business operations process, with engagement formats tailored to each group in order to gather in-depth insights, which help enlighten the understanding of stakeholders' interests and expectations. We use these valuable insights to determine the best operational approaches to effectively meet stakeholder expectations.



Details regarding stakeholder engagement approaches, examples of key material issues, and organisational responses are shown as follows:

Stakeholder	Engagement Channels	Stakeholder Issues and Concerns	Company Responses
Customers and Guests	<ul style="list-style-type: none"> • Customer relations department • Customer satisfaction surveys • Company website • Conversations, emails • Various media such as newsletters, magazines, social media • Complaint channels 	<ul style="list-style-type: none"> • High-quality service • Guest health and safety • Business transparency • Customer relationship management and loyalty programs • Data privacy and security • Environmental management responsibility • Business transparency • Socially beneficial projects 	<ul style="list-style-type: none"> • Continuously provide high-quality service to meet customer expectations • Conduct regular customer opinion surveys, respond promptly, and use feedback for continuous improvement • Create and maintain customer relationship management systems and loyalty programs • Strictly comply with company code of ethics and relevant laws • Implement efficient systems to comply with domestic personal data protection laws • Develop and integrate sustainability approaches into products and services offered to guests
Employees	<ul style="list-style-type: none"> • SMS • LINE application • Facebook fan page • Company-wide townhall meetings by CEO and GM • Conversation with hotel general manager • Company website and corporate disclosures • Conversations, emails, meetings, operational workshops • HRC, which is the HR department's digital platform • Orientation, training, and various activities • Feedback and suggestion channels • Complaint channels • Recognition and achievement programs (awards) • Other corporate social responsibility programs • Employee satisfaction and engagement surveys 	<ul style="list-style-type: none"> • Workplace safety • Employee benefits • Physical and mental health in the workplace • Employee skill development • Career advancement • Recognition and diversity • Internal activities • Volunteering in activities and various projects • Achievements and awards received • Flexible work management • Business growth direction 	<ul style="list-style-type: none"> • Provide fair compensation and benefits • Improve employee experience throughout their career journey • Support career growth and advancement opportunities for employees • Measure employee satisfaction and create programs to promote engagement • Conduct annual performance evaluations to increase participation and support individual development • Offer appropriate training programs for employees at all levels and career paths • Ensure human resource policies and practices comply with labor laws and human rights principles
Business Partners	<ul style="list-style-type: none"> • Company website and corporate disclosures • Email • Meetings/conferences/site visits • Supplier assessments, complaint channels 	<ul style="list-style-type: none"> • Treating business partners ethically, fairly, and equally • Compliance with terms and agreements • Transparent procurement processes • Business growth direction • Long-term business cooperation 	<ul style="list-style-type: none"> • Strictly comply with business ethics principles • Implement clear guidelines for supplier selection and evaluation, such as supplier assessment processes and procurement policies • Ensure compliance with agreed terms and conditions • Prepare for establishing a supplier code of conduct



Stakeholder	Engagement Channels	Stakeholder Issues and Concerns	Company Responses
Government Agencies, NGOs, and International Organisations	<ul style="list-style-type: none"> Participation in seminars/meetings/various activities Submission of required information Reports and corporate disclosures Company website Complaint channels 	<ul style="list-style-type: none"> Collaborate with regulatory agencies or organisations in policy enforcement, serve as a good example, and participate in various cooperative activities Compliance with regulations and requirements Data transparency and disclosure Business ethics and good governance principles Environmental conservation and social care Knowledge sharing for networks 	<ul style="list-style-type: none"> Strictly comply with relevant regulations and requirements Conduct business cautiously, focusing on efficient resource use, pollution control, and natural resource conservation Disclose information transparently and timely, cooperate and support collaboration or projects that benefit both the industry and the company Share best practices and experiences with networks and relevant agencies
Community and Society	<ul style="list-style-type: none"> Social activities and community engagement activities by employees Company Website Corporate disclosures Complaint channels Community representative interviews Communication formats and communication channels Participation in various media activities Company website and social media Company representatives Complaint channels 	<ul style="list-style-type: none"> Local community and social engagement Job creation and career promotion in the community Local economic development Sports, music, and arts skill development Environmental promotion and community care Public health promotion and community well-being Educational promotion in the community Business competitiveness Sustainability operations and performance Business ethics and transparency Business growth direction 	<ul style="list-style-type: none"> Operate business activities with care, focusing on the efficient use of resources, effective pollution management, and conservation of natural resources. Support local communities through environmental conservation programs and activities. Strictly comply with local environmental laws relevant to business operations. Establish a communications team to maintain strong relationships with media and press. Improve local sourcing practices and promote environmentally friendly alternatives. Regularly update the media on business activities, operational performance, and progress in sustainability
Media	<ul style="list-style-type: none"> Site Visits and Facility Tours Meetings, Conferences, and Seminars Company website and social media 	<ul style="list-style-type: none"> Growth and Expansion Strategy Business Ethics and Transparency Risk Management Information Disclosure 	<ul style="list-style-type: none"> Disclose Information Transparently Fully Comply with the Business Code of Conduct and Corporate Governance Policies Thoroughly Assess, Manage, and Mitigate Risks Effectively



SUSTAINABILITY STRATEGY

In 2025, Chiva-Som will celebrate its 30th anniversary as a pioneer in holistic wellness. Guided by the philosophy of our founder, Mr. Boonchu Rojanastien, we have consistently promoted the balance of body, mind, and spirit alongside sustainability. We believe that true well-being cannot be separated from responsible living in harmony with the environment and society.



Our vision for sustainable wellness is to promote long-term well-being through mindful living in harmony with nature, while supporting environmental conservation and restoration, as well as the sustainable development of surrounding communities.

Chiva-Som's sustainability strategy clearly reflects this commitment, with six core objectives: energy management, water management, resource management, corporate social responsibility, promoting sustainability knowledge, and sustainability acknowledgement. We aim to minimise negative environmental and social impacts while maximising positive contributions, through well-defined policies and practices that are fully integrated into all aspects of our operations.

This year, we are advancing our sustainability strategy by adopting internationally recognised ESG frameworks such as the Global Reporting Initiative (GRI) to enhance transparency, measurability, and operational efficiency in our environmental, social, and governance performance. This will enable us to track results, communicate credibly with stakeholders, and drive concrete positive change in the long term.

6 Core Objectives



Energy Management



Water Management



Resources Management



Corporate Social Responsibility



Promoting Sustainability Knowledge



Sustainability Acknowledgement



OUR UN COMMITMENTS (UN SDGS & UNGC)

United Nations Global Compact (UNGC) and Global Compact Network Thailand (GCNT)

The United Nations Global Compact (UNGC) is a voluntary initiative for businesses and organisations worldwide, committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labor, environment, and anti-corruption. The compact encourages businesses to adopt sustainable and socially responsible practices to address global challenges such as climate change, inequality, and corruption.

At Chiva-Som, we recognise the importance of sustainable development and joined the United Nations Global Compact (UNGC) on October 15, 2012, making us one of the first organisations in the medical equipment, services, and healthcare provider sector to sign up to comply with this United Nations Global Compact.

With our commitment to supporting sustainability at Chiva-Som, we have integrated UNGC principles into our Environmental, Social, and Governance (ESG) strategy. This implementation reflects our dedication to conducting business ethically, supporting human rights, caring for the environment, and promoting a culture of transparency and responsibility at all levels of our operations. Through our participation in UNGC, we affirm our commitment to being a responsible organisation working toward a sustainable, equitable, and prosperous future for all.

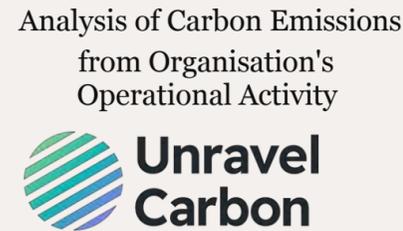
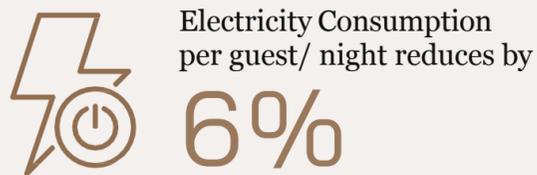
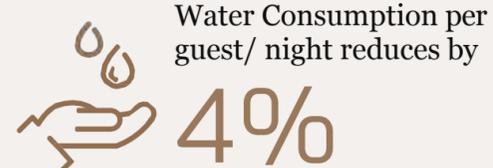
Additionally, Chiva-Som is also a member of the Global Compact Network Thailand (GCNT). As a member, we are committed to contributing through networking, knowledge sharing, and capacity building on key ESG issues alongside other sustainability-committed organisations in Thailand. We believe that being part of GCNT will help us gain in-depth insights into global trends, local regulations, and best practices, enabling us to develop our operations in alignment with the United Nations Sustainable Development Goals (SDGs).

WE SUPPORT



ESG PERFORMANCES

Environmental Dimension Social Dimension Governance Dimension



Winner of the Marie Claire Sustainability Awards in the Travel & Leisure category "Spa"



CSR Activities aligns with **13 SDGs**



Total Income **577.7 Million** THB

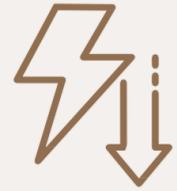


94.8%
Guest Satisfaction Score



STRATEGIC GOALS

Environmental Dimension



Reduces Electricity Consumption by
5%
(Compared with electricity consumption data 2023)



Reduces Water Consumption by
5%
(Compared with water consumption data 2023)



Total Volume of Waste Sent for Disposal Reduces to
15%
From the total amount of waste

Social Dimension



CSR Activities are align with at least
14 SDGs



Employee Engagement score is more than
80%



Average Training Hours is more than
40 Hours
per employee

Governance Dimension



Guest Satisfaction Score more than
96%



100%
Employees received Training on Business Ethics



ENVIRONMENTAL DIMENSION



ENERGY AND EMISSION

ENERGY CONSUMPTION

Chiva-Som's commitment to sustainable energy: clean energy, carbon reduction, and resource conservation.

In an era where climate change poses a global challenge, efficient energy management has become a fundamental pillar of sustainable business operations. It not only reduces operational costs and mitigates resource-related risks but also plays a vital role in minimising greenhouse gas emissions, advancing the adoption of clean energy, and encouraging the responsible use of natural resources. Collectively, these efforts generate long-term positive impacts for both the environment and society.

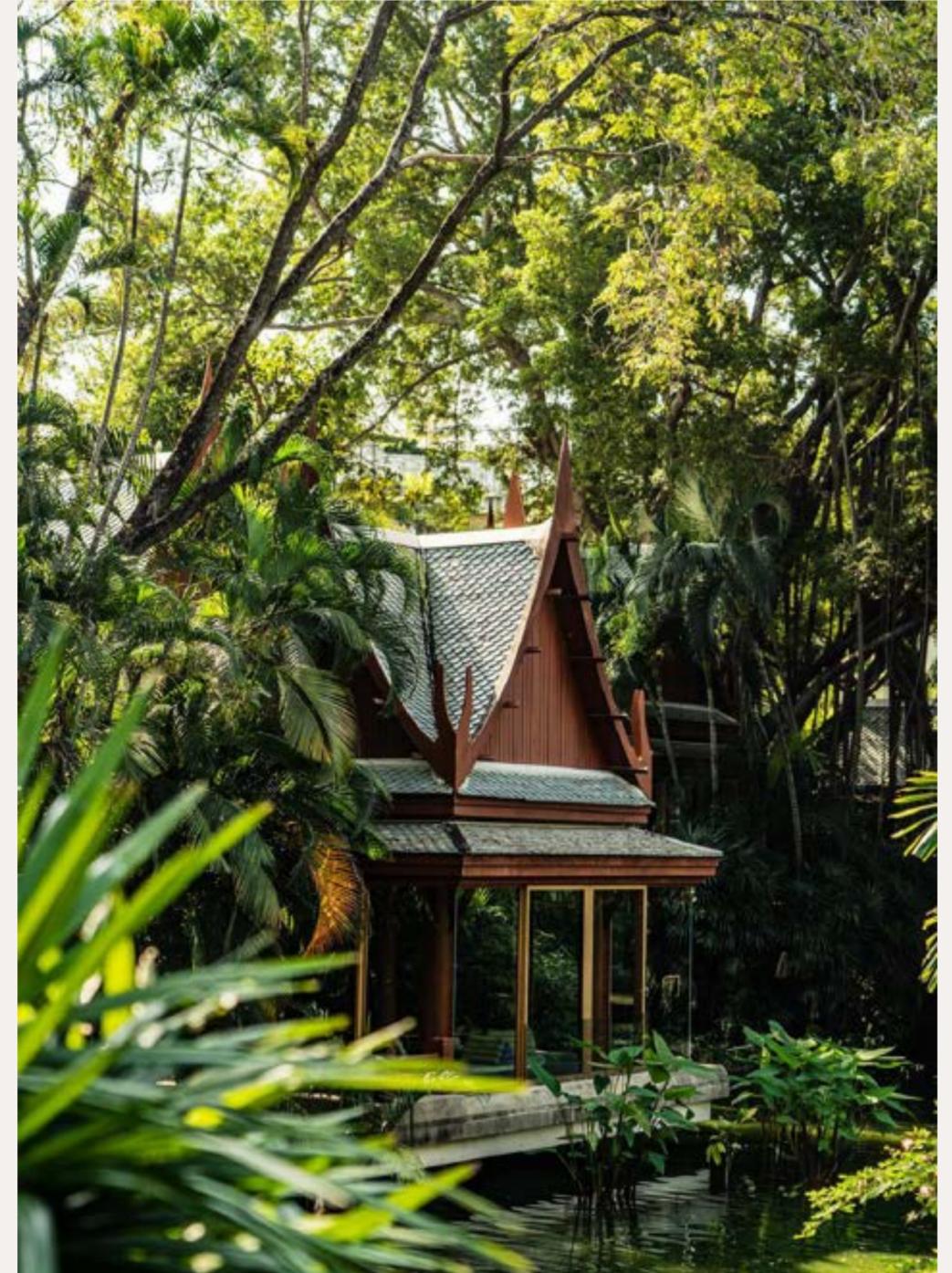
As a world-leading wellness resort, Chiva-Som places great importance not only on the well-being of our guests but also on fulfilling our environmental responsibilities across all aspects of operations. We are particularly committed to utilising energy efficiently and in an environmentally responsible manner. Our strategic focus includes transitioning to clean energy sources, reducing greenhouse gas emissions, and optimising operational efficiency to minimise environmental impact to the greatest extent possible.

In addition, we have integrated sustainable water management into our energy strategy to foster a balance between resource consumption and environmental stewardship. These efforts reflect Chiva-Som's ongoing commitment to being a leader in environmentally and socially responsible business operations for the benefit of the planet and future generations.

Energy Management: Toward Efficiency and Responsibility

Chiva-Som recognises the importance of energy efficiency, both in terms of reducing operational costs and mitigating the impacts of climate change. In 2022, we established a benchmark for average electricity consumption per guest night at 282.69 kilowatt-hours. We also set a three-year target to continuously reduce energy usage, reinforcing our commitment to more sustainable operations.

Energy Reduction Plan per Guest Night:



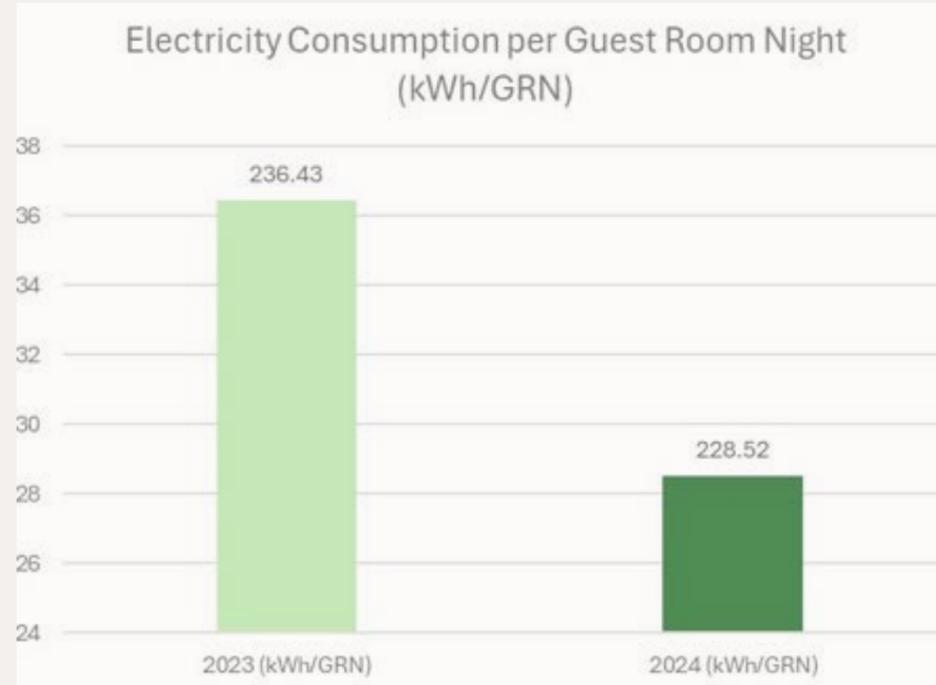
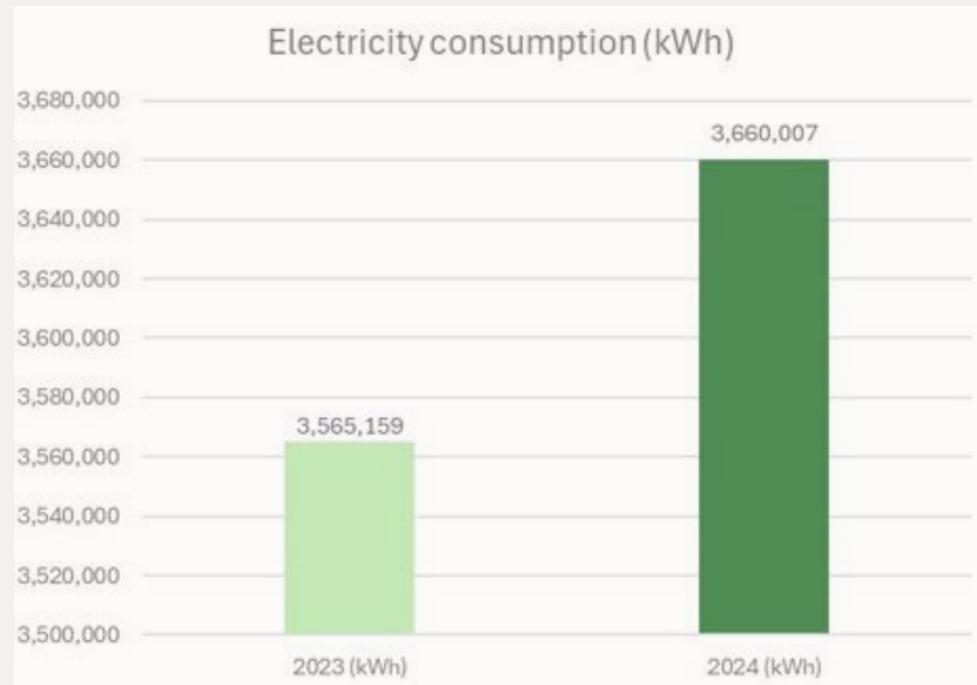
Energy Performance:
Improved efficiency amid growing guest numbers

Chiva-Som continues to reduce energy consumption, even amid rising guest numbers.

In 2023, the resort recorded a total electricity consumption of 3,565,159 kilowatt-hours, averaging 236.43 kilowatt-hours per guest night.

In 2024, despite a slight increase in total electricity usage to 3,660,007 kilowatt-hours, the average consumption per guest night decreased to just 228.52 kilowatt-hours.

Year-over-year, the resort successfully reduced electricity consumption per guest by 3.3%, reflecting the effectiveness of energy management measures that have been implemented.

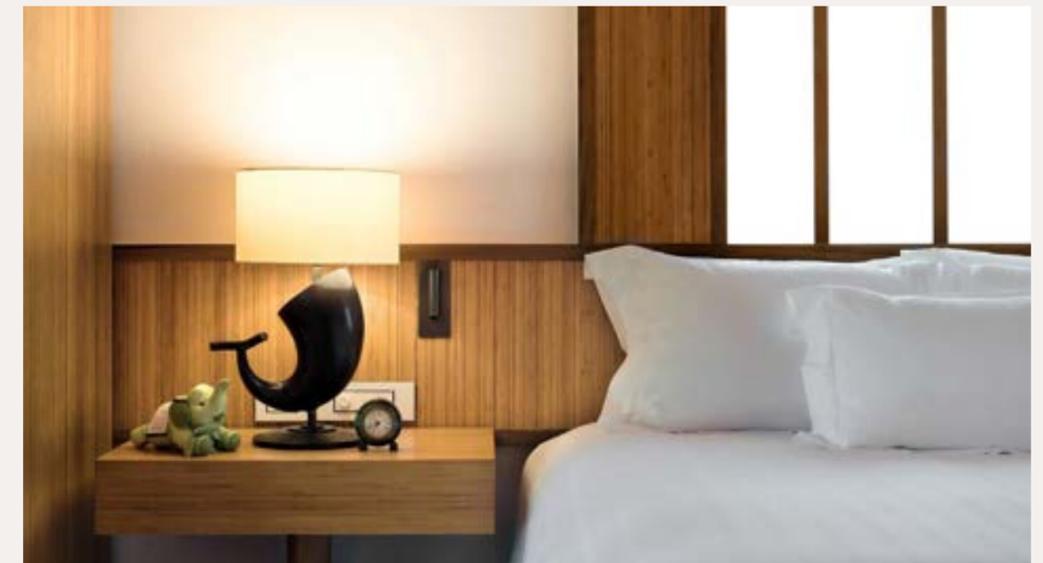


Key measures implemented include:

- Replacing outdated air conditioning units and installing modern chiller systems
- Using LED lighting and energy-efficient appliances across various areas
- Upgrading the steam system in steam rooms to prevent energy loss
- Promoting internal awareness campaigns, such as setting air conditioners to 25°C and turning off lights when not in use

Key Improvement in 2024:

One of the major projects that significantly reduced energy consumption was the replacement of traditional screw chillers with Magnetic Bearing Chillers; a high-efficiency technology that uses significantly less energy. This achievement reflects Chiva-Som’s strong commitment to elevating energy management standards to support sustainable growth in the future.



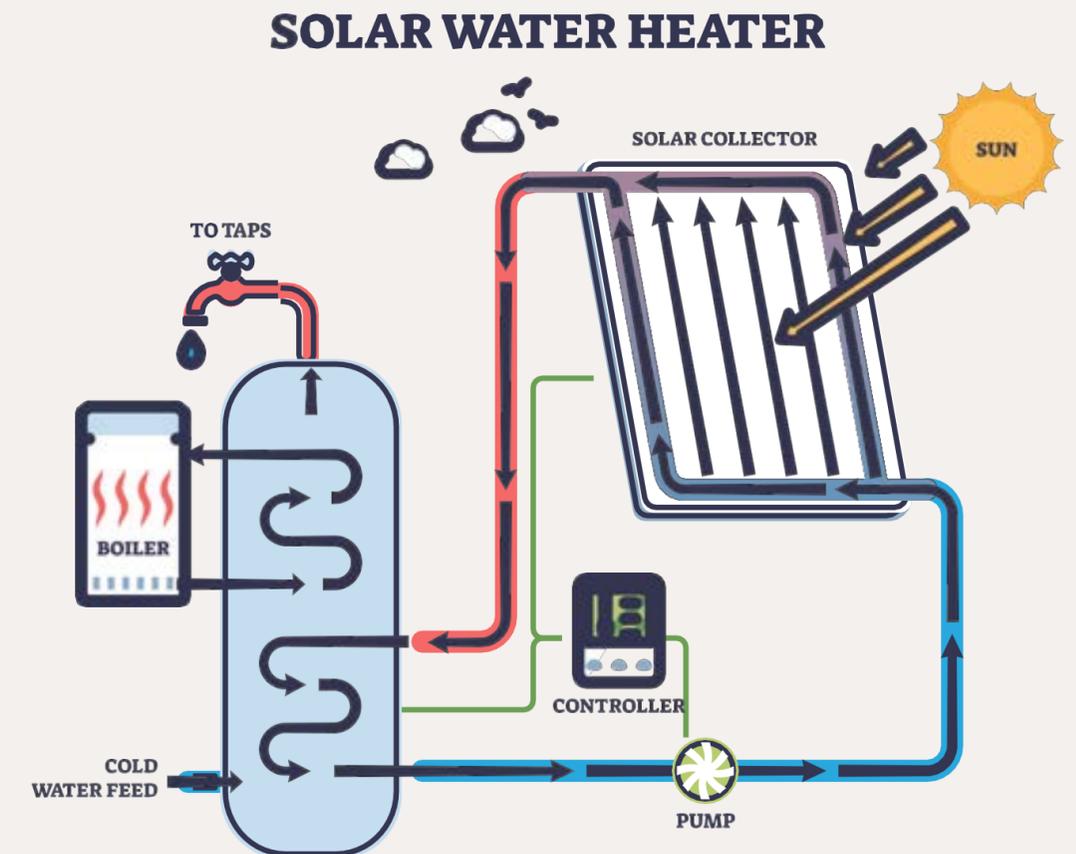
UTILISING CLEAN ENERGY

Clean Energy Usage: A Milestone Toward Sustainability and Energy Efficiency in the Resort

Chiva-Som recognises that the use of clean energy is a key factor in reducing environmental impact, particularly in lowering greenhouse gas emissions, a major cause of global warming. The adoption of renewable energy plays a critical role in enhancing the resort's energy management efficiency while also reducing long-term operational costs sustainably.

Since 2009, we have initiated a solar panel installation project with the aim of generating thermal energy for water heating within the resort, thereby replacing the use of electricity from external power sources. As of 2024, the solar water heating system comprises a total of 176 panels, capable of producing approximately 71,000 kilowatt-hours of thermal energy per year; equivalent to around 1.9% of the resort's total electricity consumption. This system also helps reduce fossil fuel use and lowers carbon dioxide emissions by approximately 25 tons annually.

Currently, Chiva-Som is in the process of exploring and planning the installation of an additional 3–5 kilowatt solar power system, with the goal of commencing operations in 2026. This initiative aims to increase the proportion of renewable energy use and further enhance the resort's overall energy efficiency. The integration of renewable energy across the resort's systems not only reduces reliance on external electricity sources but also plays a vital role in lowering Chiva-Som's long-term carbon footprint. This effort aligns with the organisation's sustainable development goals and reinforces its image as a truly eco-friendly resort.



CARBON REDUCTION

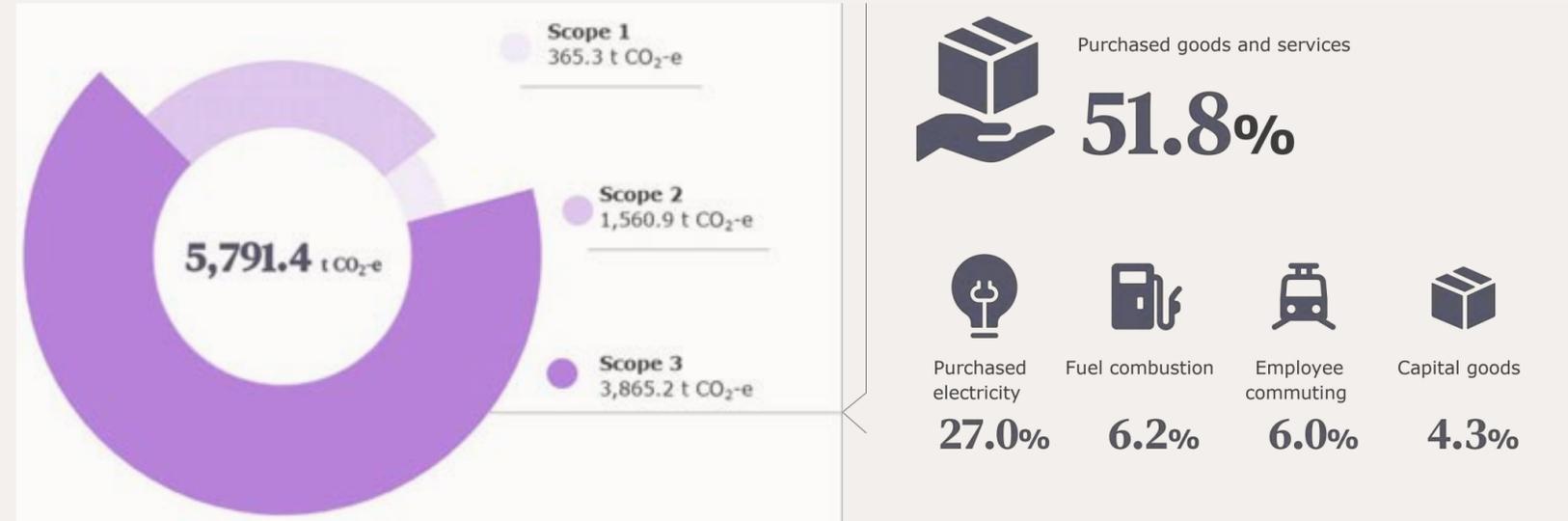
Reducing greenhouse gas emissions is a critical issue that the hospitality and tourism industries in Thailand can no longer overlook. As one of the country's key economic drivers, these sectors must adopt environmentally responsible business practices; not only to mitigate the impacts of global warming but also to strengthen brand image and build trust among both domestic and international tourists. This approach aligns with the growing global trend toward sustainable tourism.

At Chiva-Som, we recognise the importance of climate change and the environmental, economic, and social impacts of greenhouse gas emissions. We are firmly committed to reducing emissions from all operations efficiently and continuously, with the goal of achieving Net Zero Carbon by 2050. This commitment will be realised through process improvements, the use of clean energy, and engagement with partners and communities.

In 2024, we adopted an online data platform to systematically collect and monitor carbon emissions from all resort activities. This system enables us to identify the most significant sources of emissions, serving as a foundation for planning and implementing effective carbon reduction measures that align with the organisation's long-term net-zero target.

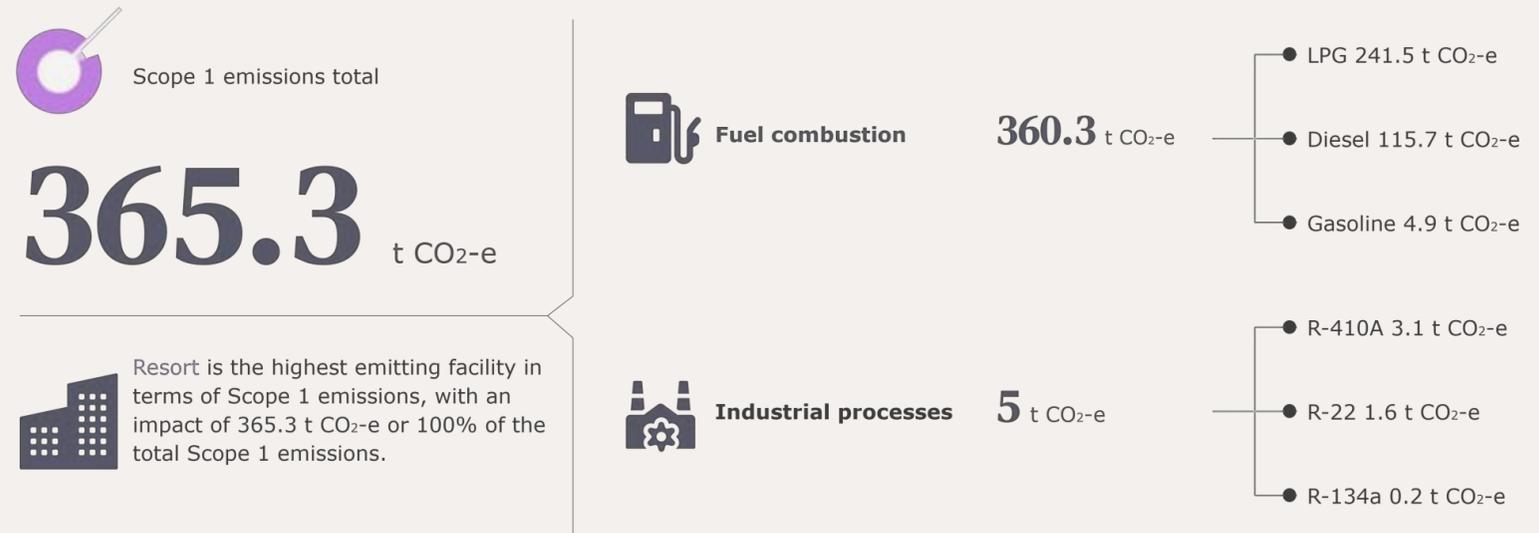
Greenhouse gas emission assessment results in 2024

According to the 2024 Carbon Inventory, the organisation's greenhouse gas emissions are distributed as follows:



Greenhouse Gas Emissions Data (Scope 1)

Scope 1 greenhouse gas emissions account for 6% of total greenhouse gas emissions. The top two emission sources are fuel combustion, which accounts for 98% of Scope 1 emissions, and industrial processes, which account for 2% of total emissions. The main fuels causing combustion are liquefied petroleum gas (LPG), diesel oil, and gasoline. The primary refrigerants in industrial processes include R-410A, R-22, and R-134a.

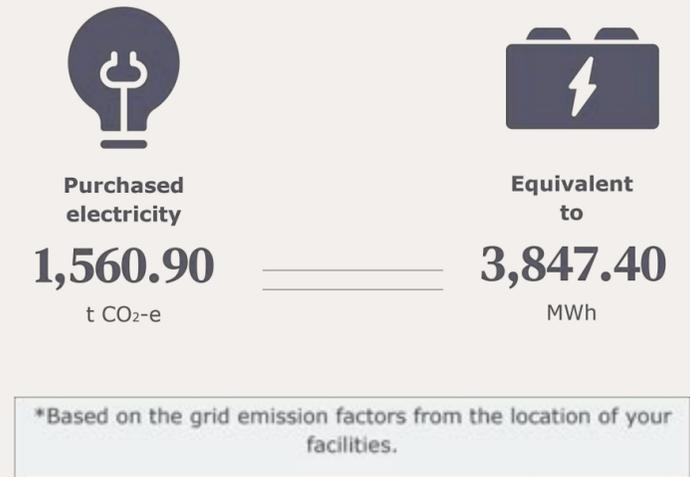
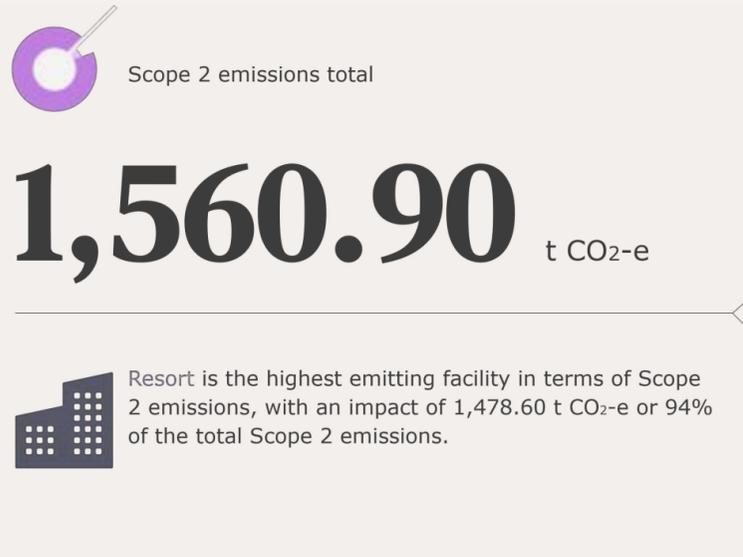


Resort is the highest emitting facility in terms of Scope 1 emissions, with an impact of 365.3 t CO₂-e or 100% of the total Scope 1 emissions.



Greenhouse Gas Emissions Data (Scope 2)

Scope 2 carbon emissions account for 27% of total carbon emissions. All Scope 2 emissions come from a single source: purchased electricity from external sources.



Greenhouse Gas Emissions Data (Scope 3)

Scope 3 carbon emissions account for 67% of total carbon emissions. The main emission sources in Scope 3 include purchased goods and services, employee commuting, and capital goods.



Greenhouse Gas Emissions Reduction Strategy

From the assessment of the organisation's greenhouse gas emissions data, it was found that the main sources of emissions come from supply chain activities, including the procurement of goods and services, personnel travel, and capital investments, all of which are activities that the organisation can indirectly control. This challenge emphasises the importance of establishing systematic strategies to manage environmental risk comprehensively, especially procurement.

For Scope 2 carbon emissions, which result from purchased electricity from external sources, Chiva-Som is fully committed to transitioning to clean energy by installing solar power generation systems in the resort area, including at our organic farm. The objective is to reduce dependency on electricity that is generated from fossil fuel sources and to promote the use of renewable energy in all aspects of the business.

For Scope 1, although it has the smallest emission proportion, these are direct emissions that the organisation can control. Sources include fuel use in energy systems, vehicles, and refrigerant leaks. This presents a significant opportunity to improve operational efficiency. We plan to transition to cleaner technologies, such as adopting electric vehicles, upgrading cooling systems with low-emission refrigerants, and conducting regular equipment maintenance. These measures will reduce carbon emissions concretely and rapidly.

In the long term, Chiva-Som is committed to achieving Net Zero by 2050 through our “Zero Carbon Journey” plan. This comprehensive plan covers carbon emission reduction across all three scopes. The plan includes short, medium, and long-term targets with clear KPIs for continuous progress monitoring. This will guide us toward truly sustainable business operations.

Reducing Greenhouse Gas Emissions: The Power of Everyone's Participation

The resort has implemented various measures supporting greenhouse gas emission reduction through both technology adoption and behavioral change promotion. We emphasise regular employee participation in daily activities to build awareness and cultivate a sustainability culture at all organisational levels. These measures include:

Chiva-Som Drinking Water
Drinking water is manufactured within the resort to reduce the processes of delivery and reducing greenhouse gasses emission from logistics




Employee Training
Promote responsible use of energy and water, such as turning off lights and water when not in use and setting air conditioning to an appropriate temperature.



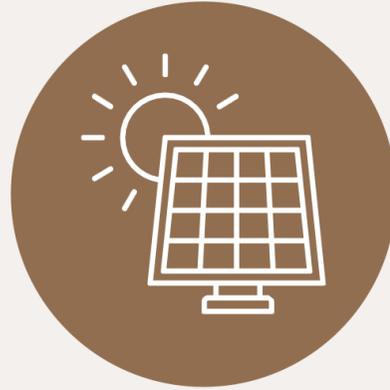
Waste Separation at Source
Organic waste is processed into fertiliser or used as animal feed, while recyclable waste helps reduce the amount of waste requiring final disposal.





ZERO CARBON JOURNEY

Chiva-Som, as a health resort that prioritises the care of body, mind, and environment, is committed to reducing the environmental impact of our operations. With our long-term goal of achieving Net Zero Carbon by 2050, we have established the "Zero Carbon Journey" framework encompassing all aspects of our business, divided into short-term, medium-term, and long-term plans as follows:



Short term (2024–2027): Establishing the foundation

- Establish a comprehensive and accurate carbon data collection system across all 3 scopes (Scope 1, 2, 3)
- Increase energy-saving technologies such as lighting systems, air conditioning, and kitchen equipment
- Expand solar power generation system installation in resort areas and organic farms
- Focus on sustainable procurement by establishing environmental and social criteria for suppliers



Medium-term (2028–2040): Expand and create change

- Increase renewable energy usage to cover at least 30% of total electricity consumption
- Convert resort vehicles to electric or low-emission systems (EV)
- Switch to refrigerants with low carbon emission values
- Extend low-carbon guidelines to suppliers and create a "Low Carbon Menu" using local ingredients and produce from the resort's farm
- Initiate carbon credit activities such as reforestation projects or green area conservation in collaboration with communities



Long-term (2041–2050): Towards carbon neutrality

- Achieve 100% renewable energy electricity consumption
- Optimise operations for minimal carbon emissions and use carbon credits only for unavoidable emissions
- Develop the resort as a carbon reduction learning center for the hospitality and tourism industries
- Monitor and report carbon results transparently with external verification
- Achieve Net Zero Carbon target by 2050



ENERGY EFFICIENCY

Energy Efficiency: Investment for Environmental Returns

In 2024, the resort upgraded major high-energy equipment essential to resort operations, including cooling systems, lighting systems, and various electrical equipment. This upgrade primarily aims to improve overall energy efficiency and reduce fossil fuel energy consumption, helping to reduce greenhouse gas emissions from electricity generation.

This investment can reduce electricity consumption by approximately 200,000 kilowatt-hours per year, equivalent to 5% of the resort's total energy usage. This demonstrates a clear environmental return on investment.

Investing in energy-saving technology not only reduces long-term energy costs but also reflects the resort's commitment to being part of sustainable and environmentally conscious business practices. These energy system improvements enhance resource conservation capabilities and reduce environmental impact.

Key Improvement Project:

June 2024

Replaced a 200-ton screw chiller with a high-efficiency magnetic chiller, which operates with greater energy efficiency and lower maintenance requirements.



September 2024

Replaced six 36,000 BTU air conditioning units in the staff canteen and changing room areas with newer, energy-efficient models.



WATER AND EFFLUENTS

WATER MANAGEMENT AND CONSERVATION

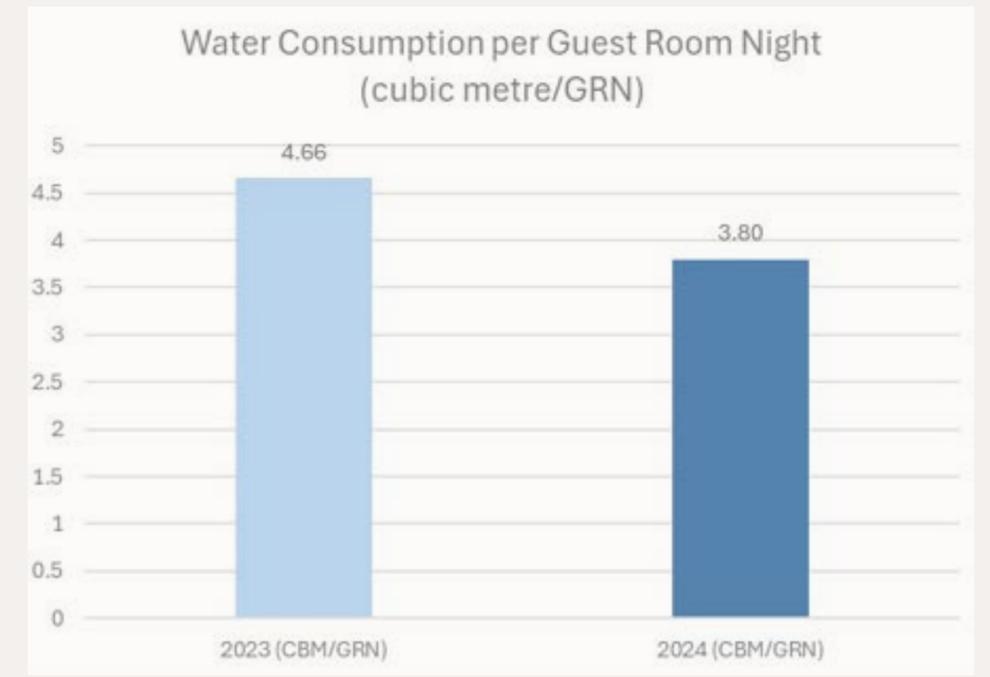
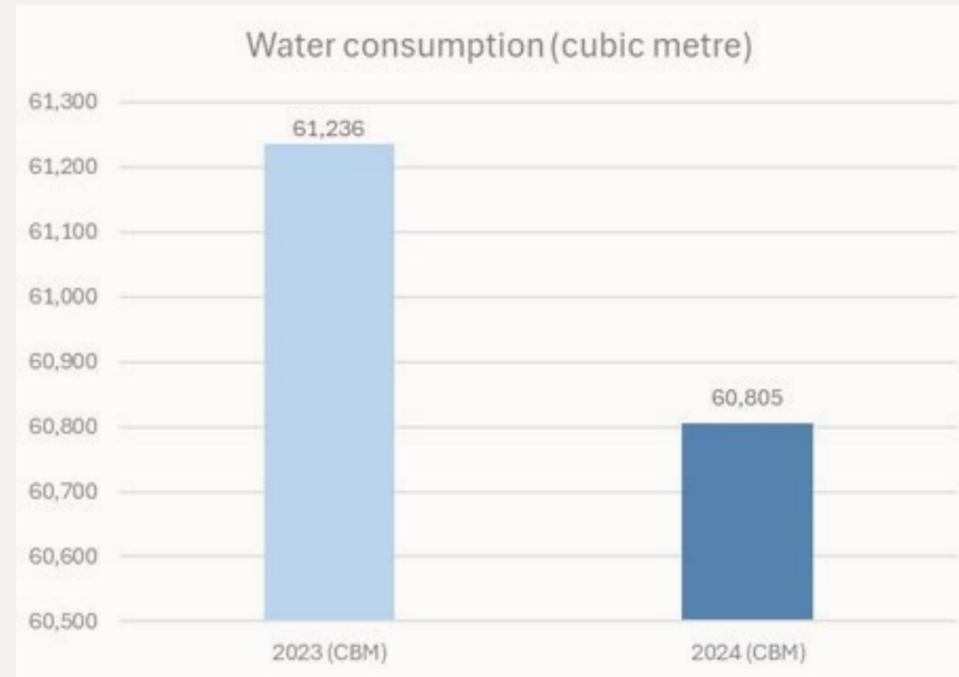
Efficient management of water resources is a critical factor influencing the sustainability of Thailand’s hospitality and tourism industries, particularly hotels and resorts that rely heavily on water for various activities. This includes customer services, maintaining environmental quality within business premises, household operations, and public utilities. Within the context of climate change and water resource uncertainties, efficient water management not only helps mitigate risks related to costs and resource shortages but also demonstrates social and environmental responsibility. This plays a vital role in building trust among stakeholders and driving long-term sustainable business growth.

Water Management and Conservation: Value Conscience

Water is a valuable natural resource essential to all aspects of business operations. At Chiva-Som, we place great importance on using water responsibly, focusing on efficient water management at every stage. This includes selecting water-saving equipment, maintaining plumbing systems to minimise water loss, and recycling wastewater from resort activities, such as showers and laundry, through treatment processes for reuse in purposes like watering plants and cleaning floors. These efforts ensure that our resort reduces reliance on natural water sources and mitigate long-term environmental impacts, while reflecting our commitment to operating a responsible and sustainable business.

Water Consumption Performance

- 2023: Total water consumption was 61,236 cubic meters, equivalent to an average of 4.66 cubic meters per guest night.
- 2024: Total water consumption slightly decreased to 60,805 cubic meters, with an average of 3.80 cubic meters per guest night.



Implemented Measures for Water Management

- Installed water-saving faucets.
- Provided employee training to raise awareness on efficient water use.
- Conducted regular inspections of water systems to prevent leakages.



WASTEWATER MANAGEMENT

Wastewater management: Prohibition from discharging into the sea

Wastewater from various activities within the resort is effectively managed and treated to prevent any environmental impact. All wastewater undergoes advanced treatment through an Activated Sludge system, a technology that efficiently removes contaminants and hazardous substances from the water. Continuous monitoring of wastewater quality is conducted to ensure that the treated water meets appropriate standards and poses no harm to the environment.

After treatment, the water is stored in a lake within the resort, which has a capacity of up to 6,750 cubic meters, for use in various activities such as watering plants and cleaning walkways within the resort area. This storage of treated wastewater helps reduce dependence on freshwater from natural sources and maximises the utilisation of water resources without discharging wastewater into the sea or public drainage systems. This demonstrates environmental preservation and reflects the resort's responsibility in protecting natural resources.



“The well-being of humanity
begins with the care and
preservation of the
environment we inhabit”

— Chiva-Som’s guiding philosophy



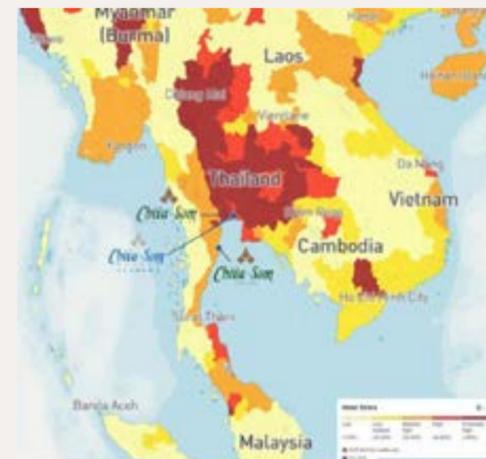
WATER RISK

Water is essential to life and can also pose an economic risk. In the hospitality and tourism industries, water is heavily relied upon in many aspects of operations. Because water plays a crucial role in delivering high-quality services to customers, water influences both customer satisfaction and environmental sustainability. Therefore, many organisations have begun to integrate water risk analysis into their business planning. Water Risk Assessment (WRA) involves identifying and analysing the risks an organisation may face related to water issues. Such assessments form the foundation for managing water-related risks within the organisation and throughout the supply chain.

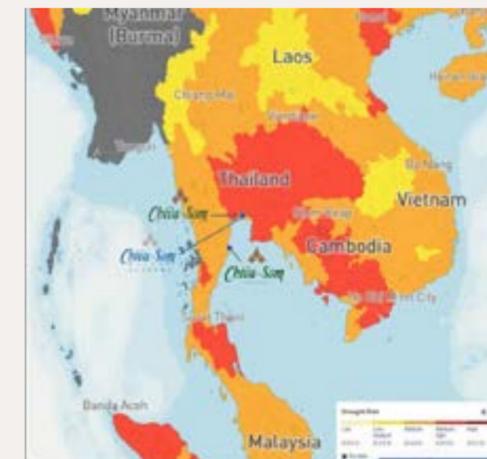
Chiva-Som is committed to preserving water resources and has conducted Water Risk Assessments using the Aqueduct Water Risk Atlas to study the impacts of water scarcity in each operational area. The risk levels identified through water stress analysis are classified into five categories: low, low-medium, medium-high, high, and extremely high. Areas with high and extremely high-risk levels are prioritised for assessment and the development of mitigation plans.



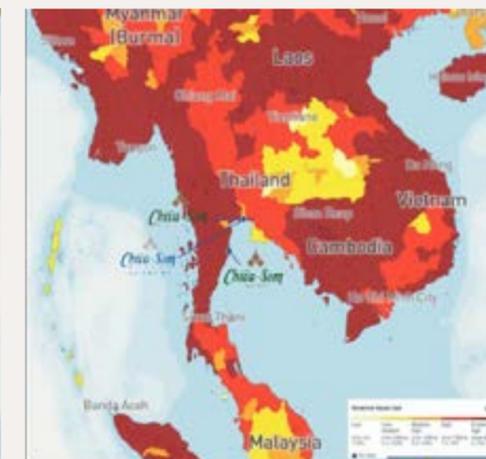
Water Risk Type	Chiva-Som Hua Hin	Chiva-Som Home Office, Bangkok	Chiva-Som International Academy
	Peninsular Malaysian River Basin	Chao Phraya River Basin	Chao Phraya River Basin
Water Stress	Medium to High (20-40%)	High (40-80%)	High (40-80%)
Water scarcity	Low to Medium (5-25%)	Low to Medium (5-25%)	Low to Medium (5-25%)
Riverine flood risk	Very High (More than 1 in 100)	Medium to High (2 in 1,000 to 6 in 1,000)	Medium to High (2 in 1,000 to 6 in 1,000)
Coastal flood risk	High (3 in 10,000 to 2 in 1,000)	Medium to High 7 in 100,000 to 3 in 10,000)	Medium to High 7 in 100,000 to 3 in 10,000)
Drought risk	Medium (0.4-0.6)	High (0.6-0.8)	High (0.6-0.8)



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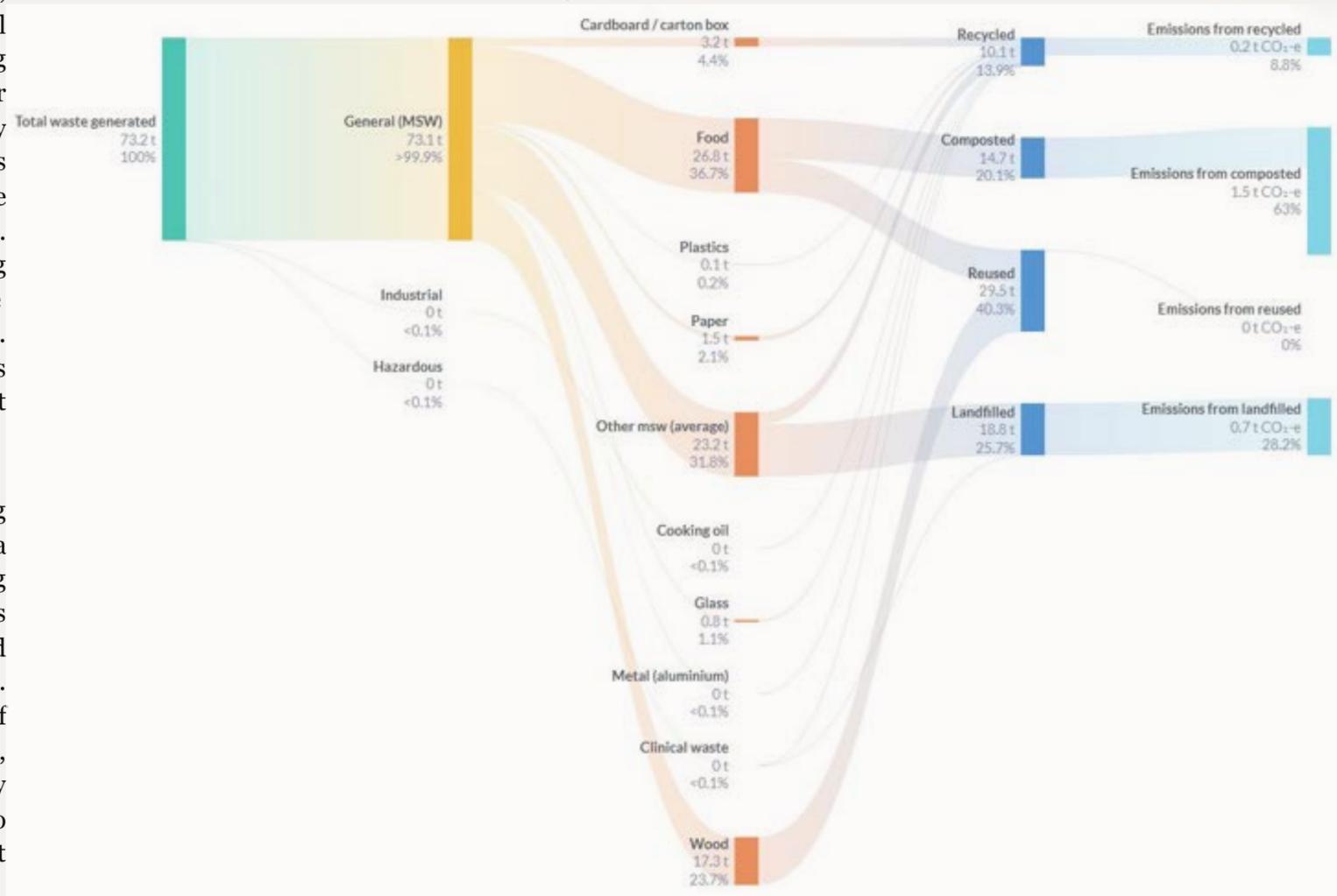
WASTE

WASTE REDUCTION

Waste management is a critical priority for Chiva-Som, as hotel and resort operations generate substantial amounts of waste from various activities, including guest services, room, food preparation, and other amenities. Effective waste management not only mitigates environmental impacts but also reflects corporate social responsibility and reinforces the organisation’s positive image in the eyes of consumers. Key measures such as waste segregation and recycling help reduce the volume of waste sent to landfills while promoting sustainability within the organisation. Moreover, systematic waste management lowers disposal costs and enhances the value of materials that can be reused.

In 2024, Chiva-Som began collecting and monitoring waste data within the organisation by implementing a comprehensive waste recording system encompassing all activities within the resort. This system includes general waste, recyclable waste, hazardous waste, and organic waste to ensure effective waste management. The data collected includes the volume of each type of waste and the methods of disposal, such as segregation, sending recyclables to relevant agencies, and safely disposing of hazardous waste. These efforts aim to minimise environmental impacts to the fullest extent possible.

Waste Volume Data and Management Methods



Sustainable Waste Management: Chiva-Som’s Mission in Combating Climate Change

Chiva-Som recognises that waste reduction is a key strategy in addressing climate change, as waste management is not merely about disposal but is directly linked to reducing greenhouse gas emissions, such as those from incineration, landfill, or open dumping, as well as decreasing energy use in waste transportation, which depends on the weight of waste generated. With a strong commitment to environmentally responsible operations, Chiva-Som emphasises systematic waste reduction across all organisational activities while fostering awareness and knowledge among employees, encouraging participation at all levels, and extending these efforts to families and surrounding communities to cultivate a culture of shared responsibility. Chiva-Som believes that sustainable change begins within the organisation, and through collective effort, an effective waste management system can be established, one that not only reduces environmental impacts but also reflects the mindful use of resources and contributes to long-term sustainable development.



Waste Reduction: Key Approach to Chiva-Som’s Sustainability

Chiva-Som’s waste reduction approach is part of the resort’s broader commitment to building a sustainable organisation. A range of measures have been implemented with a focus on education, cultivating sustainable behaviors, and encouraging participation at both organisational and individual levels, as follows:

1. Waste Management Training

In 2024, Chiva-Som introduced mandatory training courses for all employees, covering both theoretical and practical aspects to ensure that staff possess the knowledge and skills to apply effectively in practice. The core modules include:

- Plastic & Plastic Waste – Knowledge about different types of plastics and their environmental impacts (internal trainer)
- Waste Management in Practice – Waste handling in daily life and the workplace (internal trainer)
- Waste Management in Theory – Concepts and proper waste management systems (internal trainer)
- Preventing and Stopping Infection from Hazardous Waste – Specific training for employees handling infectious waste (external trainer)
- Starting in 2025, all new employees are required to complete the full set of training courses from the beginning of their employment

2. Waste Reduction Awareness and Engagement Activities

Chiva-Som continuously organises initiatives to raise awareness and encourage employee participation in waste reduction, such as:

- Happy Birthday Gift: Eco-friendly birthday presents designed to reduce single-use plastics
- 2024: Reusable tumblers to reduce plastic cup usage
- 2025: Food containers with insulated bags to reduce foam and single-use plastic containers
- Collaboration with Local Vendors: Partnering with nearby beverage shops to provide discounts to employees who bring their own cups, promoting eco-friendly behavior outside the workplace
- Paperless Office Initiatives: The Human Resources Department has transitioned various processes, including training registrations, performance evaluations, and surveys, to digital formats, such as electronic files or QR codes, instead of printed documents
- Donation Drives: Encouraging employees to donate unused personal items, such as clothes, books, or toys, to relevant organisations or target groups
- Waste Segregation in Staff Accommodations: Installing awareness signage and providing designated waste segregation bins to promote proper daily waste-sorting practices

3. Reducing Single-Use Plastics

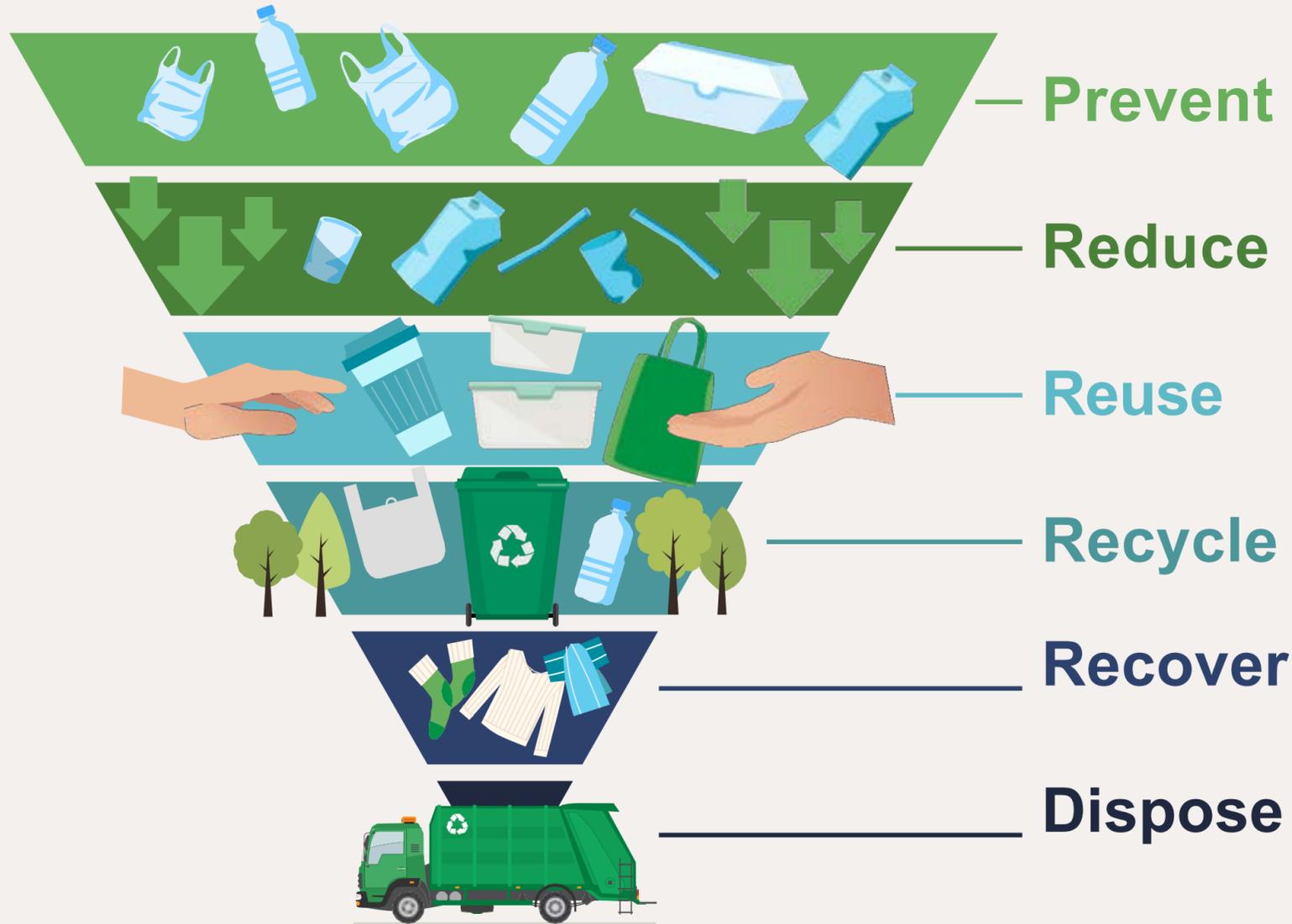
The resort has established a policy to reduce single-use plastics by switching to environmentally friendly alternatives, such as:

- Drinking water in glass bottles or reusable containers
- Straws made from sugarcane fiber or bamboo
- Pens made from rice straw
- Wooden-handled toothbrushes

These measures drive Chiva-Som towards truly sustainable and environmentally responsible waste management.



WASTE TREATMENT AND DISPOSAL



Chiva-Som recognises the potential environmental impacts arising from daily operations, particularly waste generated through activities such as food preparation, cleaning, and other services. To address this, the resort has implemented a systematic waste management framework that integrates circular economy principles to maximise resource efficiency and minimise waste generation.

A structured monitoring system has been established to track both the volume and types of waste, alongside appropriate disposal methods. This approach follows the internationally recognised waste management hierarchy, prioritising prevention, reduction, reuse, recycling, energy conversion, and safe waste disposal.

1. Prevention: Improving internal processes such as kitchen raw material management and meal planning to avoid overuse of resources and minimise waste generation at the source.

2. Reduction: Minimising waste across resort operations, including reducing single-use plastics and extending the lifespan of equipment and supplies.

3. Reuse: Promoting the reuse of materials such as glass bottles, food containers, and linens that can be safely cleaned and sanitised.

4. Recycling: Implementing systematic waste segregation for materials such as paper, glass, plastics, and metals, which are then sent to certified recycling operators.

5. Energy Conversion: For waste that cannot be reused, the resort explores options for energy conversion, such as converting food waste into compost for use as organic fertiliser.

6. Waste Disposal: Hazardous waste and non-recyclable materials, such as used light bulbs, batteries, and household chemicals, are disposed of safely through authorised service providers in compliance with environmental regulations.

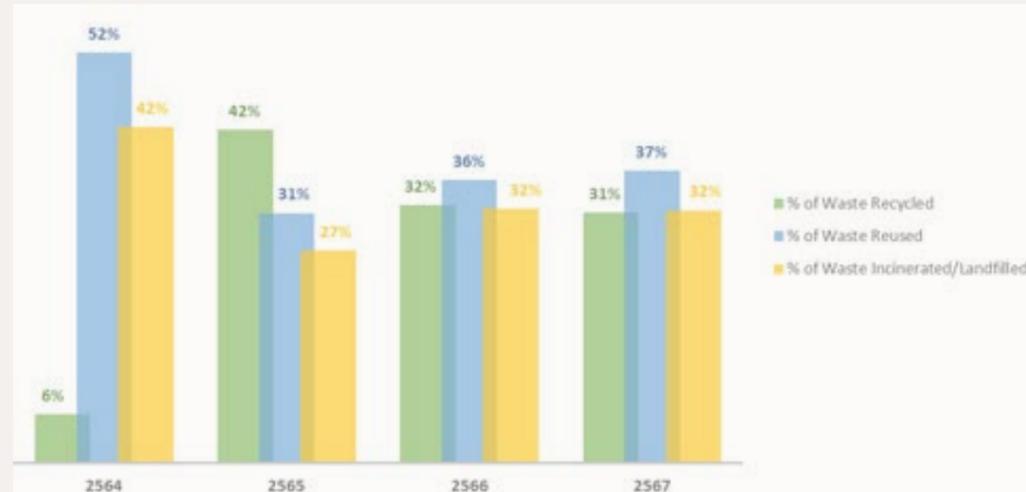


Waste Management Performance in 2021 – 2024

Over the four-year period from 2021 to 2024, the total volume of waste generated within the resort showed a continuous downward trend, reflecting the success of Chiva-Som’s waste reduction initiatives. The resort’s primary waste management practices include recycling, reuse, and disposal through incineration or landfill. Annual variations in waste data demonstrate the resort’s commitment to advancing sustainable waste management by reducing reliance on landfill disposal while increasing the proportion of waste recycled and reused, in line with circular economy principles and efficient resource utilisation.

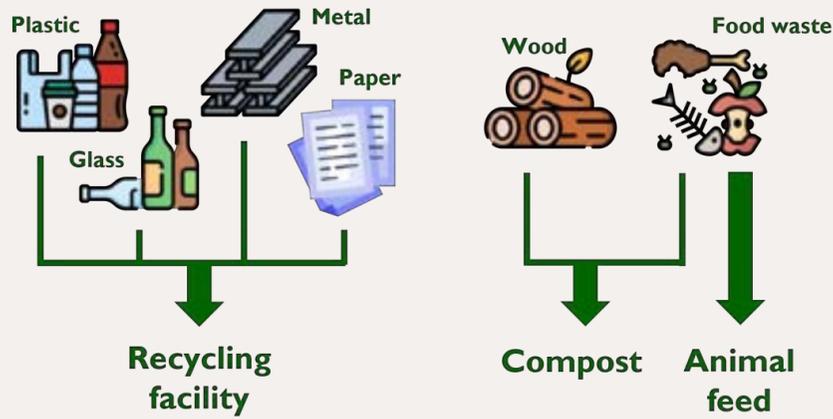
In 2024, the total volume of waste generated was 73,120 kilograms. Of this amount, approximately 23,252 kilograms (32%) was disposed of through incineration or landfill, while 49,868 kilograms (68%) was recycled or reused.

The resort has set a target to reduce the proportion of waste sent to landfill to no more than 15% of total waste by 2025. To achieve this goal, the resort has strengthened its systematic waste management processes, with a focus on waste segregation, promoting reuse and recycling, and converting waste into energy. In addition, Chiva-Som actively engages both employees and guests in ongoing waste reduction efforts.



General Waste Recycling

Recycling general waste helps reduce the volume of waste sent to landfills by collecting and sorting materials that can be reused, such as paper, plastics, glass, and metals, and sending them through processes that convert them into raw materials for new products. These efforts not only conserve natural resources and reduce pollution but also promote efficient resource use and support the principles of a circular economy.



FOOD LOSS & WASTE

Approach for Efficient and Sustainable Resource Use

Food loss and waste have become a critical global issue, encompassing both environmental impact and food security. In the context of hotels and resorts, where large volumes of food are prepared daily, addressing food waste is unavoidable. It has emerged as a priority not only for environmental responsibility but also for business efficiency and corporate reputation.

As a wellness resort with clear commitment to sustainability, Chiva-Som recognises its important role in reducing food waste through concrete actions. The resort has developed a comprehensive approach that includes internal awareness campaigns, effective kitchen management, and the reuse of organic waste. These efforts reflect Chiva-Som's dedication to responsible resource use and minimising environmental impacts. The resort places strong emphasis on the efficient use of food resources, focusing on minimising food waste under the principle of "Eat Only What is Necessary." This initiative not only reduces the environmental burden of organic waste but also forms an integral part of Chiva-Som's sustainability strategy.

Food Waste Reduction Approach

- **Employee Awareness Campaigns:** Staff are encouraged to take only the appropriate portion sizes for actual consumption, helping reduce plate waste while promoting mindful eating practices.
- **Food Production Planning:** The resort's culinary team conducts precise demand forecasting for each meal, taking into account the daily number of guests. This ensures the optimal use of ingredients and minimises surplus from overproduction.



Food Waste Management Approach

Chiva-Som incorporates food waste into resource circulation through two primary approaches:

- **Supplying Food Scraps to Local Farmers:** Edible food scraps suitable for animal feed are systematically collected and distributed to nearby farms. This practice reduces the volume of waste requiring disposal while strengthening relationships with surrounding communities.
- **Conversion into Organic Fertiliser:** Food waste unsuitable for reuse undergoes water extraction using a dehydrator, after which the organic residue is composted into fertiliser. This is then applied in the resort's organic garden and green spaces, reducing reliance on chemical fertilisers and supporting a practical closed-loop system.

These initiatives reflect Chiva-Som's commitment to responsible resource management, minimising environmental impact, and embedding sustainability into every aspect of organisational operations.



Enhancing Resource Circulation: Driving a Circular Economy within the Organisation

Chiva-Som prioritises efficient resource management through the principles of the circular economy, focusing on waste reduction at the source, reuse, and recycling across all processes. This applies to food, packaging, office supplies, landscaping materials, and equipment used in daily operations. The goal is to extend the lifespan of materials, minimise the use of new resources, and reduce environmental impacts.

The resort promotes maximum resource efficiency under the concept of “**Circular Economy**” through the following approaches:

- **Reuse:** Items still in good condition, such as furniture, linens, or electrical appliances—are repurposed for use in other areas, such as offices, staff residences, or meeting rooms, instead of purchasing new ones.
- **Fostering a Sustainable Organisation:** Embedding the principles of reuse and waste reduction into daily practices and workflow through ongoing training and internal communications.

We remain committed to waste reduction and building a sustainable circular system within the organisation, focusing on efficient resource utilisation alongside active engagement with employees, local communities, and partners to mitigate environmental impacts across all dimensions.

These initiatives encompass proper waste segregation, composting organic waste into fertiliser, reducing single-use plastics, and sourcing produce locally to minimise transportation and support the community economy. Each activity reflects a deep sense of environmental responsibility and the organisation’s genuine commitment to building a better future. Chiva-Som is dedicated to implementing systematic waste reduction measures through employee education, the promotion of eco-friendly behaviors, and continuous improvement of operational processes at all levels. The resort’s clear goal is to continually reduce the volume of waste sent to landfills. This commitment is not only aimed at improving the environment but also at fostering a culture of responsibility within the organisation—one that instills the values of sustainability among employees, communities, and stakeholders over the long term.



Chiva-Som Resort: Advancing Waste Circularity and Reduction Towards a Sustainable Circular Economy

At Chiva-Som, we are committed to conducting business in alignment with ESG (Environmental, Social, and Governance) principles. In particular, effective waste management is central to the Environmental dimension, playing a key role in reducing pollution, preserving natural resources, and increasing material circularity. These practices also reflect the organisation’s transparency and accountability in accordance with strong Governance principles.

Waste... From Problem to Opportunity

At Chiva-Som, waste is not viewed merely as material to be discarded but as an opportunity to create new value through the principles of the circular economy. By reusing, recycling, and converting waste into energy, the resort not only reduces environmental impact but also lowers operational costs, enhances efficiency, and strengthens its reputation among consumers, investors, and society at large.



Chiva-Som's Waste Management Approach

- Analyse and categorise waste, such as organic waste, plastic waste, recyclable waste, and hazardous waste, to determine appropriate management methods.
- Reduce waste generation at the source, such as designing packaging that uses fewer resources or is biodegradable.
- Promote recycling and reuse, such as implementing waste separation systems in all resort areas and reusing kitchen scraps.
- Apply Waste-to-Energy approaches for non-recyclable waste by converting it into energy.
- Collaborate with partners, such as suppliers using recycled materials or product return programs for reuse.

Chiva-Som's Outstanding Waste Reduction and Circularity Initiatives

- Replace liquid soap in guest rooms and public areas with refillable dispensers.
- Switch minibar bottles from plastic to glass.
- Install waste separation points in all areas and guest rooms.
- Reduce paper usage, for example, cutting Laundry Service Forms from 4 pages to 2 pages, and replacing the Room Directory with a QR Code on a wooden stand.
- Change in-room amenities, such as using toothpaste tablets instead of tubes, and solid cream bars instead of tubes.
- Use paper bands for loofahs instead of plastic wrapping.
- Replace fiberglass blankets with 100% cotton blankets to allow reuse.
- Produce bottled water in glass bottles for use within the resort to reduce costs, and provide stainless steel flasks for guests to refill drinking water, reducing plastic use.
- Reuse materials, such as turning damaged bathrobes into bags donated to schoolchildren.
- Reuse tissues collected from guest rooms in staff restrooms to reduce waste

Building Collaboration and Awareness

Chiva-Som places great importance on communication and engagement with both employees and guests through awareness campaigns such as plastic reduction initiatives, refillable packaging promotion, and training on waste separation. Our goal is to foster an organisational culture that prioritises environmental responsibility at every level.

Chiva-Som Resort is committed to waste management that goes beyond disposal, focusing instead on “adding value” to waste through the circular economy concept. This approach not only benefits the environment but also enhances competitiveness and strengthens the organisation’s sustainable image in the long term.



BIODIVERSITY

BIODIVERSITY CONSERVATION

Employee Engagement in Biodiversity Conservation: Chiva-Som's Pride

At Chiva-Som, we believe that sustainability must be driven by the collaboration of everyone, especially our employees, who play a vital role in turning environmental commitments into reality. One of our key goals is the conservation of biodiversity in the Hua Hin area, which is a valuable natural resource both ecologically and culturally.

Biodiversity in Hua Hin: A Precious Resource to Protect Together

Hua Hin District is rich in diverse ecosystems, including dry evergreen forests, mangrove forests, and natural water sources that serve as habitats for many native plant and animal species. However, urban growth, pollution, and climate change are continuously threatening the balance of nature. The loss of biodiversity not only impacts the environment but also affects the hospitality and tourism industries, as well as the way of life of communities that depend on natural resources.

The Power of Employee Engagement

At Chiva-Som, we recognise that environmental preservation can only succeed with cooperation from all parties, especially our employees, who play key roles both as practitioners and initiators of preservation-related activities. This collaboration is reflected through regular activities and projects organised under our CSR framework, in which every employee participates with pride.

Supporting Biodiversity Conservation through Fishing Ban Enforcement

As part of Chiva-Som's commitment to environmental stewardship, we play an active role in supporting the enforcement of fishing bans at Khao Tao Reservoir, a place our employees are familiar with and connected to as it is a regular exercise route. We collaborate with local authorities and community stakeholders to help protect this vital freshwater ecosystem from overfishing.

Our efforts have contributed to the restoration of aquatic populations in the area, the protection of key habitats for breeding, and the promotion of biodiversity as well as the overall balance of the ecosystem. These form a vital foundation for sustainability in both the environment and the local community.

In addition, we carry out monitoring activities and awareness campaigns to encourage guests and the community to recognise the importance of respecting fishing bans. Together, we work to conserve the Khao Tao Reservoir, ensuring its natural integrity and sustainability into the future.

Waste Collection after the Loy Krathong Festival to Preserve Biodiversity

Each year after the Loy Krathong Festival, Chiva-Som organises activities to collect krathongs and waste around the Khao Tao Reservoir, both in the water and surrounding areas. This plays a vital role in preserving the biodiversity of the reservoir by reducing non-biodegradable waste such as foam, plastic, and decorative items from krathongs. Prompt collection helps lower the risk of aquatic animals, such as fish, turtles, and birds, being injured or killed from ingesting or becoming entangled in the debris. The initiative also helps preserve the quality of habitats, which are essential to the life cycle and restoration of freshwater ecosystems.



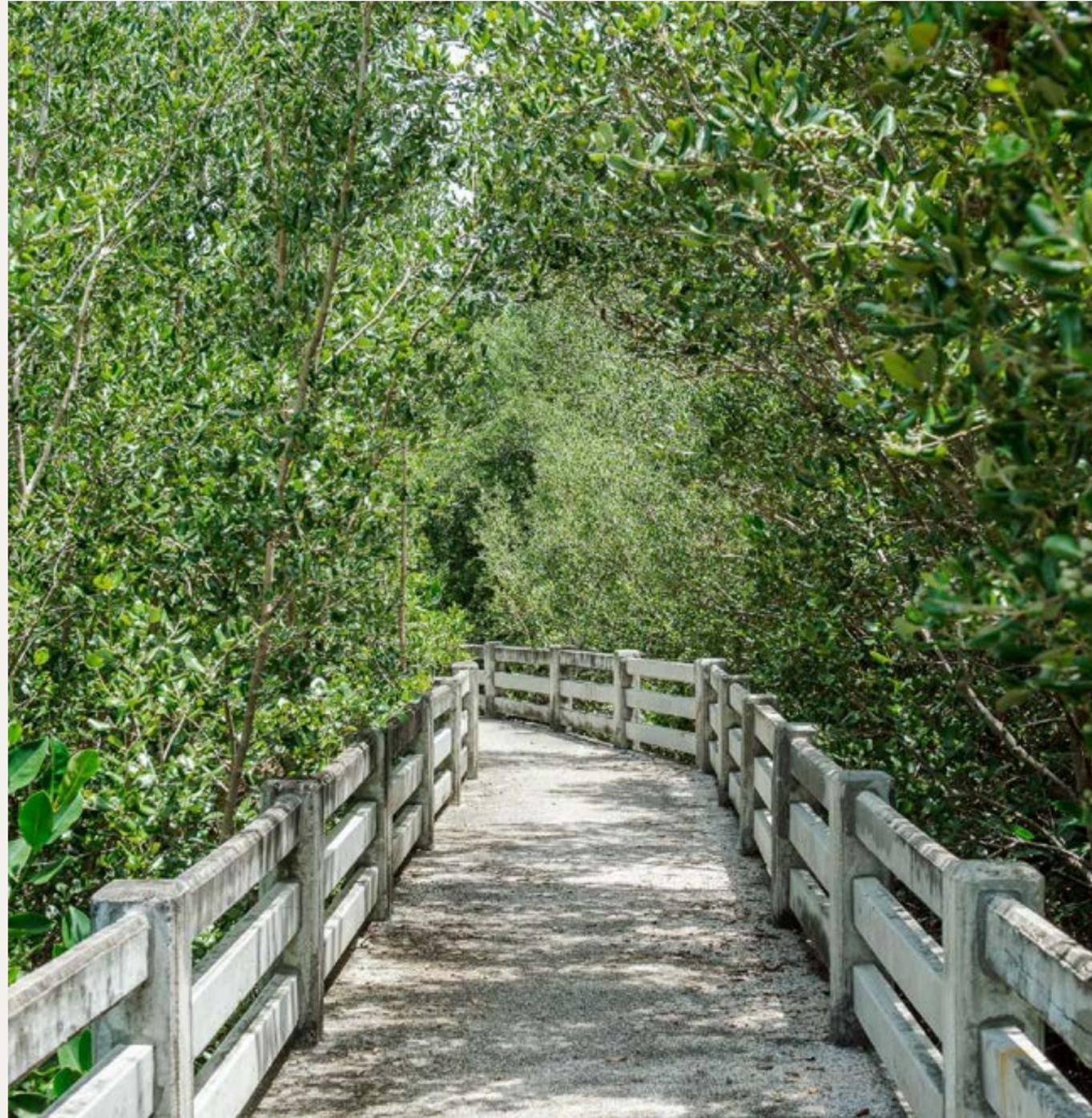
This activity also fosters environmental awareness among employees, guests, and the local community, strengthening collaboration in maintaining water cleanliness and encouraging environmentally friendly practices. Through this annual post-festival collection initiative, we demonstrate our strong commitment to preserving biodiversity, alongside sustainably supporting Thai tradition.

Next Step: Biodiversity Risk Assessment 2025

To enhance systematic conservation efforts, in 2025 Chiva-Som plans to conduct a biodiversity risk assessment related to the resort's operations. This assessment will provide deeper insights into potential impacts and enable us to develop strategic management plans that minimise negative effects. It will also ensure our operations align with global best practices in environmental conservation.

We recognise that biodiversity loss is irreversible if left unaddressed. That is why the engagement of our employees remains the key driver in advancing Chiva-Som's environmental mission sustainably.





COMMUNITY FOREST PROJECTS

Mangrove Preservation Project with the Community. When Tourism Aligns with Environmental Awareness

Environmental issues are increasingly challenging; the tourism industry has begun to recognise its role in contributing to tangible preservation efforts. One outstanding example is Chiva-Som Hua Hin, which is not only a world-class destination for rest and wellness but also a leader in sustainability and environmental preservation. This is exemplified by the “Mangrove Preservation Project with the Community,” which has become a model of development that respects both nature and the way of life of local communities.

Commitment to Restoring Life to Nature

Chiva-Som has a clear goal to rehabilitate mangrove ecosystems in Hua Hin District, Prachuap Khiri Khan Province, where the resort is located. This is achieved through collaboration with local communities and government agencies. The project focuses on restoring green areas, reducing coastal erosion, enhancing biodiversity, and creating natural food sources for local residents.

Key activities of the project include planting thousands of mangrove trees in the Krailart Niwate Mangrove Ecosystem area, organising training sessions to educate youth and community members about ecosystems, recycling, and the responsible use of natural resources.

Inspiring Communities to Take Ownership of Preservation

What makes this project unique and successful is its emphasis on community participation, from the planning stage and tree planting to long-term care and maintenance. This approach instills a sense of ownership among local residents and raises awareness of the value of restored nature.

In addition, the project encourages communities to develop eco-tourism initiatives, such as mangrove planting activities for eco-travelers. These not only generate additional income for the community but also serve as a tool to share knowledge and foster environmental awareness among visitors.

Hotels and The New Role in the Environment

Chiva-Som’s initiatives demonstrate that the hotel and tourism industry can be a driving force in natural preservation when guided by clear intent and direction. Chiva-Som not only cares for the health of its guests but also the “health of the planet” through local actions that create wide-reaching impacts and inspire other businesses.



**Krailart Niwate Mangrove Preservation Project:
A Model of Sustainable Development**

The Krailart Niwate Mangrove Preservation Project was launched in 2013 through the collaboration of multiple stakeholders, including Wat Khao Krailart, Preserve Hua Hin Group, Chiva-Som International Health Resorts and Silpakorn University. The project aims to restore and preserve the last remaining mangrove forest in Hua Hin, covering an area of approximately 12 rai.

Located near Wat Khao Krailart, this area is of great ecological importance to the coastal ecosystem, serving both as a nursery ground for marine life and a natural barrier against coastal erosion. To promote public engagement and education, the project established a 1-kilometer nature trail, allowing visitors and tourists to learn about the ecosystem up close.

Another highlight of the project is the annual charity gala dinner held on July 26th, coinciding with International Mangrove Day, as well as the “Hua Hin Marathon”, also known as the Hua Hin Preservation Run. Proceeds from these events are directed toward supporting mangrove preservation and development activities under the Krailart Niwate Mangrove Preservation Project.

To The Sustainable Future

Chiva-Som’s mangrove preservation project stands as a clear example of effective collaboration among government agencies, the private sector, and local communities. By seamlessly integrating environmental values with tourism, the initiative not only promotes the sustainability of natural resources but also enhances community well-being and sets a model for sustainable development at a broader societal level.



ANIMAL WELFARE

Chiva-Som Hua Hin and The Mission for Animal Welfare: True Well-Being Embraces All Lives

As a world-class wellness resort, Chiva-Som has demonstrated a commitment to deliver "holistic well-being" that extends beyond human well-being. This vision encompassed wildlife, stray animals, and the surrounding ecosystems, guided by principles of fairness and non-exploitation of other living beings.

Sustainable Approaches to Animal Welfare

Chiva-Som adheres to practices that honor and respect animal life in all dimensions, whether pets, wildlife, or animals in the food system, through concrete measures such as:

- **Avoid Using Animals for Entertainment**

Chiva-Som rejects activities that exploit animals for entertainment, such as elephant rides, animal shows, or substandard zoos. Instead, the organisation promotes nature-based tourism that does not disturb animals in their natural habitats, such as trekking, birdwatching, or wildlife observation.

- **Preserving Wildlife Habitats**

Through the Krailart Niwate Mangrove Preservation Project, Chiva-Som plays a role in restoring and preserving habitats for wildlife, including birds, aquatic species, and small animals, fostering a rich and sustainable ecosystem.

- **Promoting Animal-Friendly Food**

The resort sources ingredients from ethical suppliers, avoiding products derived from animal cruelty, while supporting plant-based menus that benefit human health and reduce the impact on animals in industrial systems.

- **Supporting Stray Animal Care**

Chiva-Som partners with the local community to provide spaying, vaccination, and healthcare programs for stray dogs and cats in Hua Hin, promoting a balanced coexistence between humans and animals.

Supporting Wildlife Preservation: True Action for Nature

As the world faces the destruction of habitats and illegal wildlife trade, Chiva-Som has expanded its mission for animal welfare through CSR initiatives and partnerships with preservation organisations, such as:

- **Supporting Wildlife Rescue Organisations**

Chiva-Som provides support to the Wildlife Friends Foundation Thailand (WFFT), which cares for injured, abandoned, or illegally trafficked animals.

- **Campaigning Against Wildlife Trade**

The resort raises awareness about the impacts of wildlife trade, promoting ethical practices among employees, guests, and local communities, while refusing to endorse attractions that exploit wildlife.

- **Restoring Habitats through Reforestation**

Chiva-Som participates in tree-planting and local habitat restoration projects, including mangroves and Pa La-U Forest, to increase biodiversity and provide habitats for native wildlife.

- **Wildlife Education Activities**

In collaboration with wildlife rescue centers, the resort organises educational visits for students and youth, instilling awareness and respect for wildlife preservation.



Another key initiative that reflects Chiva-Som’s mission is the “Mineral Lick Project for Wildlife” in Pa La-U, Prachuap Khiri Khan Province. This area is part of the Kaeng Krachan National Park, and the project contributes to wildlife conservation and ecosystem restoration efforts.

Importance of Mineral Licks

Mineral licks provide natural sources of nutrients such as calcium, sodium, and phosphorus, essential for the health of wildlife, especially large mammals such as elephants, gaurs, bantengs, and deer inhabiting the forest.

Project Objectives

- Support wildlife health by ensuring sufficient mineral intake
- Reduce conflicts between humans and wildlife
- Restore ecosystem balance for long-term sustainability
- Foster preservation awareness among employees and guests

This initiative is conducted regularly in collaboration with Chiva-Som, national park officials, and local volunteers, working together to safeguard the stability of ecosystems.

Chiva-Som: A Health Resort in Harmony with Nature at Every Breath

Chiva-Som is not only a world-class wellness destination but also a model of sustainable business practice with a deep consciousness toward the environment and all living beings.

“The well-being of humanity is inseparable from the integrity and balance of nature”

With this approach, Chiva-Som is more than just a resort, it is a space for learning, action, and balanced coexistence between humans, animals, and nature.



SOCIAL DIMENSION



HUMAN RIGHTS

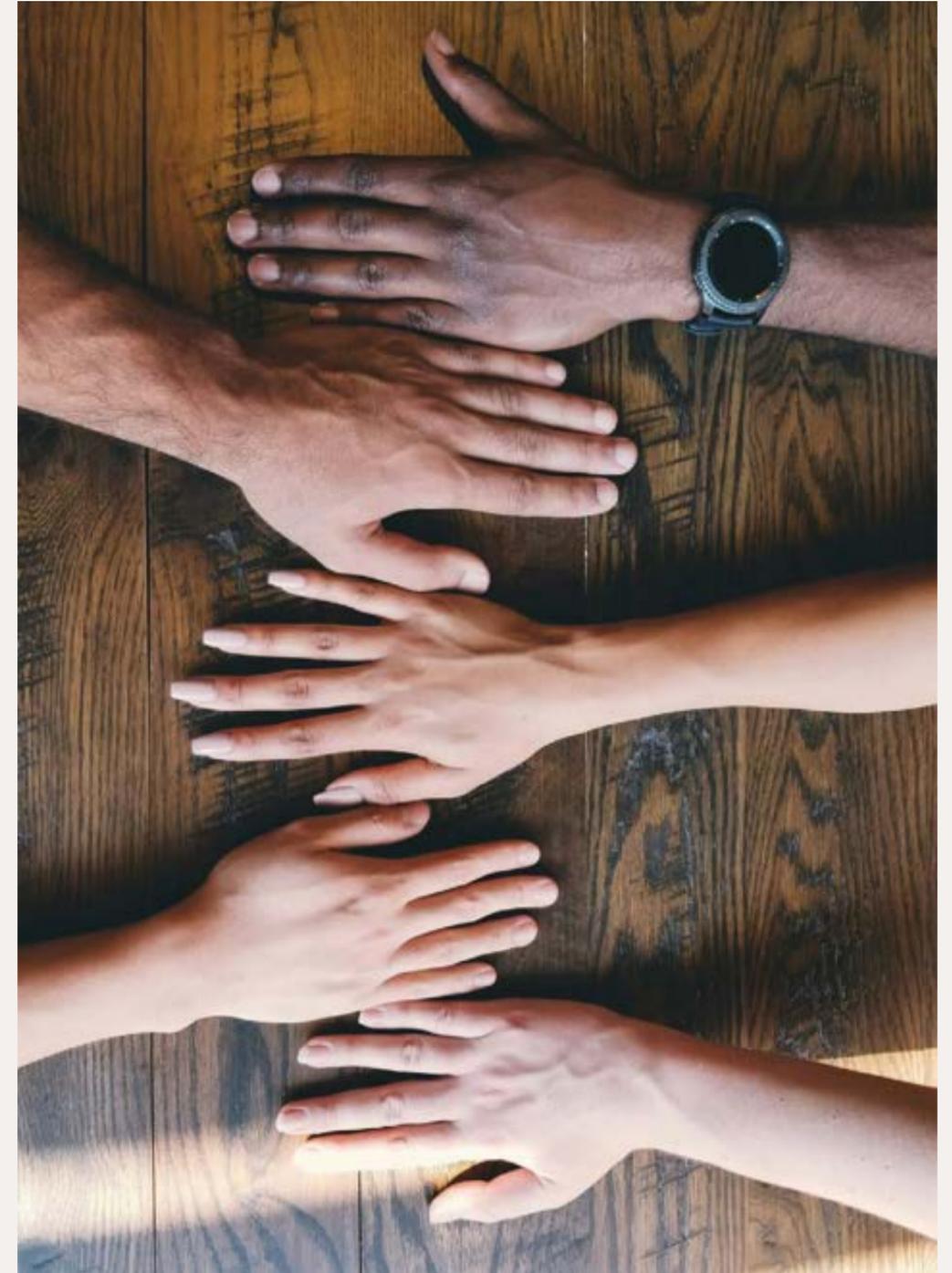
DIVERSITY, EQUITY AND INCLUSION (DEI)

At Chiva-Som, we value our personnel as a vital resource that drives the organisation toward achieving established goals. We firmly believe that successful management depends on having employees with the right knowledge, skills, and abilities, along with strong motivation, good health, perseverance, dedication, and responsibility both to their roles and to the organisation. Therefore, the Company has established human resource management and development policies to enhance employees' potential, enabling them to grow and contribute effectively to the sustainability of the organisation as follows:

1. The Company believes that employees are the most important human resource.
2. The Company upholds the principles of integrity and unity to maintain good understanding and relationships between employees, management, and colleagues.
3. All employees will be treated fairly and with dignity as part of the Company, equally between men and women, except where the nature or conditions of the work make this impractical.
4. The recruitment and selection of individuals for various positions will be conducted fairly, taking into account qualifications, education, experience, physical condition, and other necessary requirements for each role.
5. The Company will continuously support and develop employees at all levels to enhance their potential and work efficiency.
6. The Company promotes internal promotions for qualified employees whenever a vacancy arises.
7. Employees will be appointed to appropriate positions or reassigned duties as necessary, in accordance with the Company's rules and employment conditions.
8. Compensation, benefits, and welfare will be determined fairly for all employees, in alignment with the nature and conditions of the work, performance results, and the Company's ability to pay.
9. The Company provides appropriate and safe workplaces, tools, and equipment for all employees, with consideration given to sustainability and safety as a priority.
10. The Company strictly upholds rules and regulations while ensuring fairness to employees at all levels.
11. The Company recognises that effective communication leads to efficiency and positive working relationships. Therefore, the Company continuously promotes the sharing of relevant information with employees at appropriate times.

The Company has clearly announced its labor and human rights policy as a guideline for operations that comply with both national and international laws. This policy applies to all stakeholders of the organisation as outlined in the Employee Handbook.

In addition, the Company places strong importance on equality in all organisational activities, ensuring that every employee has the freedom to participate regardless of their position, race, gender, age, or religion. Activities include the Staff Party, the Chiva-Som Wellness Programme, Happy Day, and birthday gifts for employees, among others.



HUMAN RIGHT ASSESSMENT

The Company places great importance on respecting the human rights of employees by operating in strict compliance with relevant laws to promote their well-being and safeguard their fundamental rights. These rights include working in a fair, safe, and non-discriminatory environment. The Company adheres to key legislation such as the Labor Relations Act B.E. 2518 (1975), the Labor Protection Act B.E. 2541 (1998), the Personal Data Protection Act B.E. 2562 (2019), and the Occupational Safety, Health, and Environment Act, among others. This ensures that all employees are treated equally and receive full protection under the law.

In assessing human rights risks, the Company has established open channels for employees to freely express their opinions within appropriate boundaries and without causing distress to others. This is facilitated through the Open Door Policy, the establishment of a Welfare Committee, the installation of suggestion boxes, and the Employee Satisfaction Survey (ESS). These mechanisms allow employees to share perspectives, needs, or issues that may be related to human rights in the workplace, whether openly or anonymously.

In addition, the Company manages workplace safety through professional security personnel in collaboration with the Safety Committee to inspect various areas and prevent potential risks that may lead to human rights violations, particularly in relation to sexual harassment. If any high-risk areas are identified, reports are promptly submitted to management for immediate corrective action. Moreover, the Company ensures regular reporting and information-sharing during monthly Safety Committee meetings so that department heads or representatives are fully informed of the situation and preventive measures.



DISCRIMINATION & HARASSMENT

Non-Discrimination and Harassment Prevention : The Foundation of a Safe and Equitable Corporate Culture

At Chiva-Som, we place great importance on building a corporate culture that is safe, fair, and genuinely respectful of human rights. We uphold the belief that the dignity and equality of all employees are at the heart of sustainable and ethical business practices. We are therefore committed to designing policies and work environments that promote diversity, inclusivity, and acceptance, free from discrimination and harassment of any kind.

Our organisation strictly prohibits any form of discrimination based on race, gender, age, religion, disability, sexual orientation, or any other status that could lead to unequal treatment of employees. We are committed to fostering an inclusive environment where all employees have equal access to opportunities, enabling them to develop and fully realise their potential in a workplace built on openness, respect, and dignity.

Preventive & Grievance Mechanisms

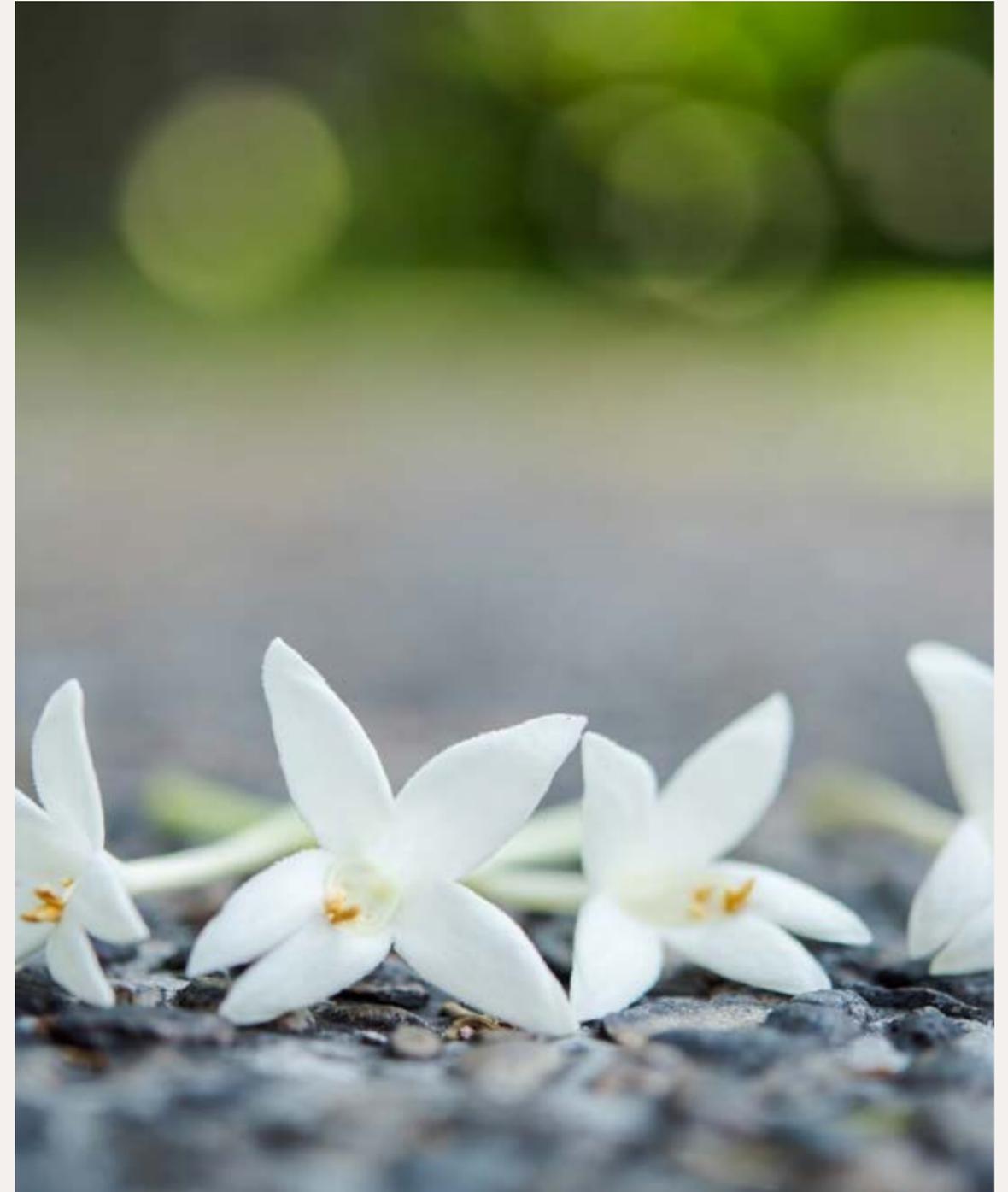
To prevent and address inappropriate behavior, particularly sexual harassment, we have installed CCTV cameras in appropriate areas within the resort as a mechanism for monitoring, prevention, and investigation of potential incidents.

In addition, a clear anti-harassment policy has been established, along with safe and confidential reporting channels managed through a transparent process. These measures ensure that employees can report incidents or raise concerns without fear of retaliation or discrimination.

Organisational Culture & Inclusion

Chiva-Som recognises that fostering a culture of respect and understanding of individual differences is a key factor in building organisational engagement and contributes positively to long-term performance. We are therefore committed to cultivating employee awareness at all levels to appreciate the value of diversity and to work together in creating a safe, fair, and supportive workplace environment.

As an organisation deeply committed to genuine sustainability, Chiva-Som not only upholds a zero-tolerance policy against discrimination and harassment, but is also committed to serve as a role model for a workplace that values human dignity, promotes equality, and embraces diversity with mutual respect. All of these principles form a critical foundation for advancing the organisation forward ethically and sustainably.





AGAINST CHILD ABUSE

Child Protection and Anti-Exploitation: A Mission to Safeguard Children and Youth

Chiva-Som places the utmost importance on protecting fundamental human rights, particularly for children and youth, who are considered vulnerable groups requiring protection from abuse, exploitation, and inappropriate forms of labor. The organisation has adhered firmly to the principle of prohibiting child labor since its establishment in 1995 and continues its mission to create a safe environment that supports the physical, mental, and social development of children and youth.

To demonstrate its strong commitment to protecting children's rights, Chiva-Som has established a clear and stringent employment policy that prohibits the recruitment or employment of individuals under the age of 18. This policy is aligned with the Labor Protection Act and international human rights practices. It is also formally included in the employee handbook, serving as a framework that defines the organisation's responsibility to prevent all forms of child labor and to mitigate risks that could adversely affect the development of children and youth.

In addition to internal measures, Chiva-Som is also committed to promoting child and youth safety at the community level by supporting various initiatives focused on the prevention of harassment and abuse while fostering the holistic development of young people to become responsible members of the society. Efforts include educating employees on identifying potentially harmful behaviors toward children, establishing safe reporting systems, and collaborating with the government agencies and civil society organisations to safeguard children at the local level.

Chiva-Som firmly believes that protecting children and youth is a foundation of sustainable development. Through proactive approaches, stringent measures, and an organisational culture that respects human rights, the organisation is committed to being part of building a safe society and ensuring that there is no space for child rights violations under any circumstances.



EQUITY COMPENSATION

The Foundation of Workplace Equality

Chiva-Som places great importance on ensuring fair and equitable compensation for employees at all levels, based on the principles of evaluating remuneration according to roles, responsibilities, and relevant skills related to the position. This approach excludes personal factors unrelated to work performance such as gender, age, ethnicity, or social status, to establish a transparent and systematic compensation standard that is aligned with human rights principles.

The organisation's compensation structure is clearly designed to reflect job levels and roles in line with the organisational framework. This approach helps promote fairness in human resource management and prevents all forms of discrimination. The organisation also places strong emphasis on strict compliance with labor laws to ensure that all employees receive their rightful entitlements and benefits equally.

To maintain competitiveness and employee satisfaction, Chiva-Som regularly reviews compensation and benefits, benchmarking them against labor market trends and comparable businesses within the same industry. This policy not only helps boost employee morale but also contributes to fostering long-term engagement and motivation in the workplace.

With this approach, Chiva-Som remains committed to promoting workplace equality, believing that providing equal opportunities for growth and fair compensation is at the heart of building a sustainable and ethical organisation.



FREEDOM OF ASSOCIATION

The foundation of engagement and sustainable relationships within the organisation

Chiva-Som recognises and adheres the importance of fundamental human rights principles, particularly “freedom of association” and the “the right to collective bargaining” which are the universal principles supporting employee participation in shaping a work environment that is open, fair, and inclusive. The organisation believes that enabling employees to voice their needs and suggestions is one of the key mechanisms to fostering a transparent and trustworthy organisational culture.

To uphold these principles, Chiva-Som has established an Employee Welfare Committee, serving as a vital intermediary between staff and management. The committee creates a transparent, open, and effective communication channel, ensuring that every employee's voice is heard and that all suggestions are considered appropriately. The committee's key responsibilities include:

- Listening to and addressing employee complaints or concerns promptly to build trust and satisfaction in the workplace.
- Collaborating with management to ensure occupational health and safety, enabling employees to work in a safe and health-supportive environment.
- Monitoring and reporting issues related to employee facilities to drive continuous improvement of the working environment.
- Providing preventive guidance to avoid risky situations and promoting comprehensive safety measures.
- Recommending approaches to enhance quality of life and workplace safety in a systematic and sustainable manner.

The role of this committee not only promotes employee participation but also serves as a key mechanism for building trust, collaboration, and balance between organisational and employee interests at all levels. By upholding respect for everyone's rights and dignity, and supporting the freedom of association and collective bargaining, Chiva-Som aims to foster an organisational culture that values employee rights, strengthens relationships between management and staff, and drives the organisation toward inclusive and sustainable development in the long term.



HUMAN RESOURCE MANAGEMENT

TRAINING AND DEVELOPMENT

The Company is committed to continuously developing employees' knowledge, capabilities, and skills to enhance their potential in alignment with legal requirements, industry standards, and the organisation's core policies and strategic direction. A variety of training programs are provided, including in-house training, on-the-job training, cross-functional training, and external courses, to equip employees with essential skills and specialised skills necessary for their role.

In 2024, the Company conducted a total of 8,634 training hours, averaging 2.60 hours per person per month, or approximately 26.7 hours per person per year. The total training budget amounted to 1,123,796.54 THB. In addition, the Company emphasises the use of Individual KPIs to support employees in developing knowledge and skills aligned with the organisational goals, thereby enhancing work efficiency, with a target of achieving an average of over 40 training hours per employee.

EMPLOYEE PERFORMANCE MANAGEMENT

In managing employee performance, the Company is committed to establishing clear and systematic processes to ensure fair and effective performance evaluations. This process enables both supervisors and employees to communicate transparently and reach a mutual understanding regarding performance outcomes and development directions.

The Company has established an annual Performance Management Process (PMP), which provides supervisors and employees with the opportunity to communicate about work performance within a defined period. Both parties jointly set performance goals, with evaluations conducted twice a year to ensure employees receive feedback from their supervisors and gain insights for development in their current roles as well as for future career growth. The evaluation criteria are divided into three main areas, namely:

- Key Performance Indicators 25%
- Business Plan 25%
- Professional Behaviour 50%

In terms of service delivery, the Company has established a process to evaluate employee performance in serving guests at Chiva-Som. This is carried out through the Guest Feedback Committee, which reviews and filters feedback received from guests through various channels.

When employees receive guest commendations, the Company organises activities to recognise outstanding employees on both a monthly and annual basis, across both front-of-house and back-of-house functions.



EMPLOYEE TURNOVER

In managing human resources and maintaining organisational stability, the Company places importance on reducing employee turnover and fostering a work environment that fosters employee satisfaction and loyalty. A clear resignation process has been established to help identify the reasons behind employee departures, which in turn supports continuous improvement and organisational development.

The Company has established resignation procedures and regulations in accordance with the Labor Protection Act B.E. 2541 (1998) and has communicated these rules to employees, as outlined in employment contracts and the employee handbook. In the event of resignation, the Human Resources Department conducts exit interviews with each employee to understand the reasons for leaving. Employees are also required to complete an Exit Interview form, the results of which are compiled and analysed by HR to address issues and improve processes in the future.

In 2023, the employee turnover rate was 7%, and in 2024, the rate increased to 9.6%.



EMPLOYEE ENGAGEMENT

The foundation of sustainable success

At Chiva-Som, we believe that creating a warm, friendly, and “family-like” working atmosphere is the key to long-term success. Employee engagement is not only an HR strategy but also the foundation of a corporate culture where everyone feels a sense of ownership, value, and genuine involvement in the organisation’s direction.

To bring this vision to life, the Company organises a wide range of ongoing internal activities aimed at strengthening relationships both within and across departments. These initiatives provide opportunities for employees to showcase their potential, enhance their skills, and actively participate in driving the organisation forward in a unified direction.

Highlight activities promoting employee engagement include:

- Hua Hin Conservation Activities: Promoting environmental awareness and community responsibility.
- Organisational Culture Development: Instilling shared values and pride in being part of Chiva-Som.
- Knowledge Sharing: Providing a platform for cross-departmental knowledge exchange to strengthen collaboration and mutual understanding.
- Wellness Programme: Supporting employees’ physical and mental well-being through diverse health initiatives.
- Guest Feedback Committee: Allowing employees to participate in analysing and continuously improving service quality.
- As a result of Chiva-Som’s ongoing commitment to employee engagement, the employee satisfaction score in 2024 reached 85.93%, reflecting strong loyalty and confidence employees have in the organisation.

Chiva-Som is committed to continuously developing mechanisms for employee engagement, as we believe that “when employees are happy, the organisation will grow with stability and sustainability.”



OCCUPATIONAL HEALTH, SAFETY AND WELLBEING

SAFETY INCIDENT/ ACCIDENT

Chiva-Som places great importance on creating a safe and hygienic working environment, focusing on risk reduction measures against accidents and effective employee training. A dedicated Safety Committee is responsible for inspecting, monitoring, and updating safety regulations, manuals, and standards, as well as establishing a reporting system for unsafe conditions. Regular assessments and follow-ups are conducted to ensure maximum safety within the organisation. In addition, the Occupational Health and Safety Policy, approved by the Board of Directors, serves as a key framework for maintaining a safe working environment. Clear measures are outlined for management, employees, guests, and business partners to ensure a shared understanding and commitment to safety.

The Company complies with the Occupational Safety, Health, and Environment Act B.E. 2554 (2011) by appointing a Safety Committee and an Emergency Response Team to ensure the organisation can effectively prevent and manage incidents. In addition, regular inspections are conducted across different areas of the resort through departmental rotation, covering facilities, equipment, cleanliness, and service standards. Employee and guest feedback is also a key element in addressing issues. The Company prepares summary reports to ensure continuous monitoring and resolution of any arising problem.

Occupational Health, Safety, and Well-being Performance 2024

In 2024, the Company has continuously implemented safety measures to reduce risks from incidents and accidents in the workplace. This includes reviewing and improving safety standards as well as regularly inspecting working environments.

Accident and Incident Statistics

- Total number of accidents: 10 cases
- Lost Time Injuries (LTI): 2 cases
- Lost Time Injury Frequency Rate (LTIFR): 2.57 per 1,000,000 working hours

Accident Prevention Measures

- Safety training for employees in all departments
- Workplace environment inspections
- Review and improvement of accident prevention measures
- Preparation of monthly accident statistics reports and root cause analysis
- Safety committee meetings to review and resolve safety issues



Commitment and Goals in 2025

The Company aims to enhance safety measures and improve training efficiency by making participation in occupational health and safety training a part of performance evaluation indicators (KPI). All employees are required to attend professional-level safety training sessions covering all specified topics in order to achieve full KPI scores.

In addition, inspections are conducted, such as workplace environment assessments in accordance with legal requirements, as well as inspections carried out by safety officers and the Occupational Safety, Health, and Environment Committee (OSH Committee). These are aligned with the Company's occupational health, safety, and environmental standards and policies to effectively promote and improve the working environment and employee safety.



OCCUPATIONAL HEALTH, SAFETY AND WELLBEING

SAFETY INCIDENT/ ACCIDENT

Key Projects in 2025

The Company has provided safety training for all employees, including new staff, in compliance with legal requirements. The training covers five key topics as follows:

1. Basic safety knowledge, covering legal safety regulations and company rules, including emergency response and accident reporting.
2. Ergonomics, including safe lifting, correct working postures, and prevention of occupational diseases.
3. Basic fire safety knowledge, including fire extinguishing and evacuation during a fire.
4. Prevention and risk reduction of occupational diseases.
5. Safe golf cart driving, emphasising adherence to traffic rules, speed limits, resort-specific regulations, and precautions for using electric golf carts.

We are committed to fostering a culture of safe driving and have mandated that all employees strictly comply with traffic laws. Employees who ride motorcycles, as well as their passengers, are required to follow these regulations:

1. Wearing Helmets:

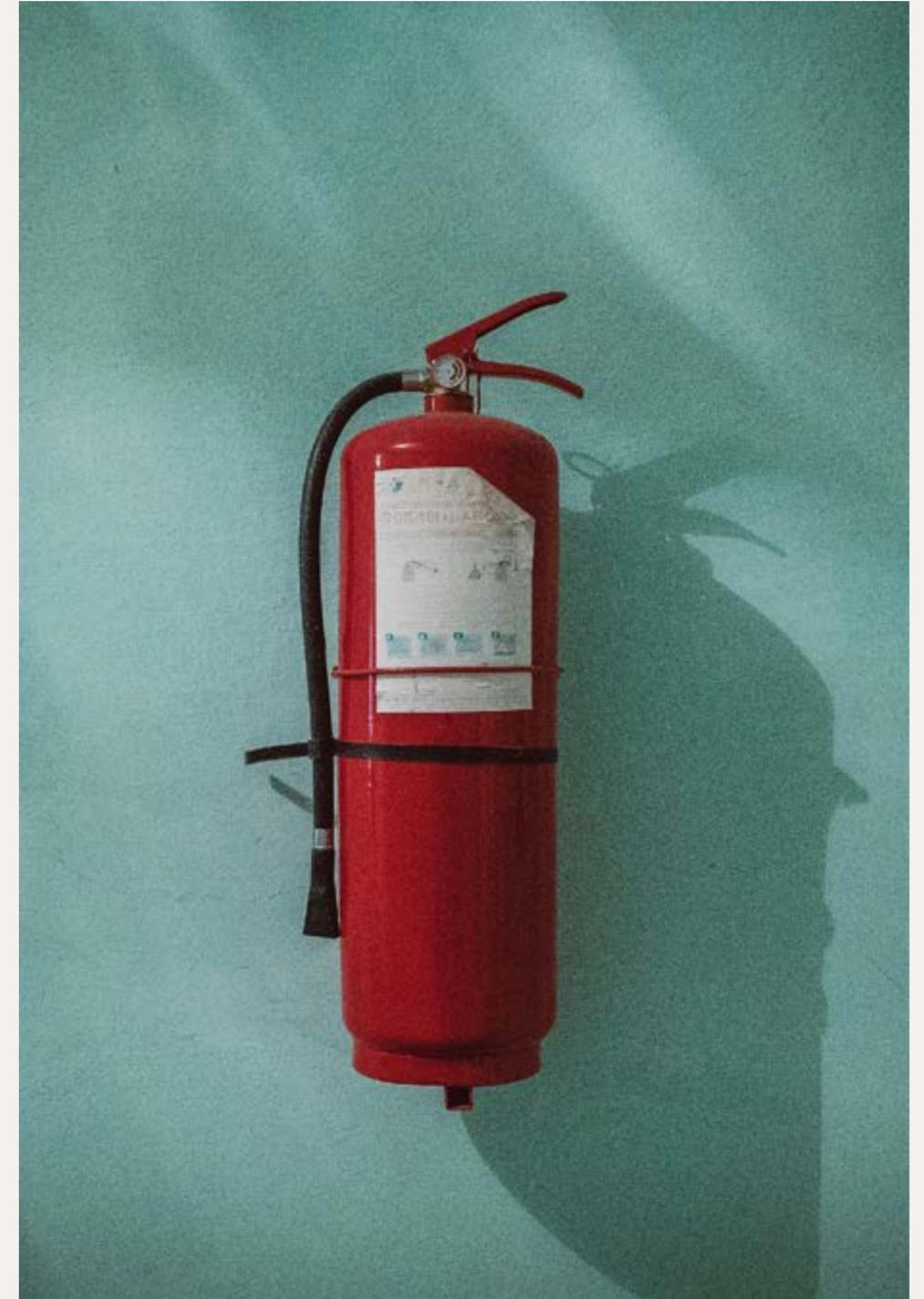
- All employees must wear helmets at all times when entering company premises, including employee dormitories.
- Failure to wear a helmet will result in denial of entry into company premises, without exception.

2. Compliance with Security Staff Instructions:

- Employees must cooperate and strictly follow the instructions of security personnel to ensure compliance with company regulations, laws, and safety measures. Any employee who violates company regulations or instructions will be subject to disciplinary action without exception.

Future Projects

The organisation is committed to fostering a culture of safety by promoting awareness of the importance of workplace safety and conducting regular risk assessments. The Company also aims to enhance accident monitoring and reporting systems to establish effective preventive measures, thereby enabling employees to work with confidence and safety. Additionally, the organisation promotes safety culture through on-going communication and awareness building activities.



OCCUPATIONAL HEALTH

Chiva-Som places great importance on occupational health and safety, striving to create a safe working environment and promote the well-being of all employees. The Company has implemented various measures to prevent accidents and ensure workplace safety, including providing occupational health and safety training to enhance employees' knowledge and skills necessary for effective work performance. In addition, the Company emphasises employee health by promoting annual health check-ups and prioritising both physical and mental well-being, enabling employees to work happily and to their fullest potential.

Management Approaches

- **Health and Risk Assessment:** Annual health check-ups and assessment of work-related risks are essential components of employees healthcare. These measures ensure that there are no health risk factors arising from work activities.
- **Work Environment Monitoring:** The Company regularly monitors and inspects the working environment, especially focusing on risk factors that may affect health, such as noise levels, lighting, and chemicals. Continuous improvements and developments are made to ensure compliance with safety standards.
- **Occupational Health Training:** The Company prioritises training employees in areas such as accident prevention, mental health care, occupational diseases, ergonomics, and annual health assessment. These assessments include evaluations by medical professionals as well as employees' self-assessments, to promote long-term health and well-being.

Performance in 2024

In 2024, the Company continuously implemented occupational health measures to promote employee health and well-being. Annual health check-ups were conducted, and comprehensive health care approaches were developed to ensure all employees remain healthy and work in a safe environment.

Occupational Health Statistics

All employees underwent annual health check-ups in accordance with established standards. In the past year, the Company reported a total of two cases of occupational disease. The Company also provided various health and wellness programs, such as promoting walking activities, which not only help improve physical health but also foster positive relationships among employees through the collection and sharing of walking statistics.

In addition, the Company organised training sessions and wellness activities aimed at promoting holistic health awareness encompassing physical, mental, and spiritual well-being. These programs provide knowledge on nutrition, stress management, physical recovery, genetic screening, and various therapeutic techniques to help employees relax from work-related stress. Recreational activities, such as sports competitions, are also held to strengthen relationships among employees across departments, while also offering opportunities for relaxation and stress relief.

For senior executives, the Company implemented a comprehensive health programs for long-term monitoring and in-depth assessment, including full-body examination to evaluate health risks and support ongoing health management planning. In cases where employees fall ill, the Company provided healthcare services from pharmacists, nurses, and doctors, as well as physical rehabilitation and physiotherapy services, to ensure employees recover and return to work at full capacity.



Commitments and Goals for 2025

- Ergonomics training to reduce work-related injuries.
- Training on first aid and emergency health responses.
- Monitoring and evaluating the health of employees working in high-risk environments.
- Expanding specialised health check-ups, including health screening related to work in high-risk conditions.
- Promoting a work environment that supports health and well-being by improving workplace areas and management practices to align with employee health needs.
- Developing an effective workplace accident monitoring system to enable timely response and reduce the risk of future incidents.





WORKING ENVIRONMENT

The Company prioritises creating a safe and orderly working environment, operating under the requirements of the Occupational Safety, Health, and Environment Act B.E. 2554, which covers the following measures:

Safety Training: Conduct regular training on the use of Personal Protective Equipment (PPE) and compliance with safety measures.

Warning Signs and Environmental Monitoring: Install warning signs and monitor workplace conditions such as air quality, lighting, and temperature to maintain safety standards.

Workplace Management: Organise work areas to minimise the risk of tripping and slipping.

Safety Committee Meetings: Hold regular meetings to review safety and hygiene measures, led by professional safety officers in collaboration with the Safety Committee.

Workplace Inspections: Assign department heads to rotate inspections of facilities, equipment, and cleanliness, while also addressing employee and guest complaints and preparing summary reports for follow-up and corrective actions.

Additionally, the Company has appointed an Emergency Response Team to coordinate and prevent incidents that may pose risks to employees, guests, and organisational assets effectively.



EMPLOYEE WELL-BEING SUPPORT PROGRAMS

At the Company, we are committed to creating a positive environment for employees, recognising that their health and well-being are vital to driving productivity and inspiration at work. To support this, the Company organises a wide range of activities and programs to ensure employees receive care and support in all aspects of life; physically, mentally, and spiritually.

Employee Health and Well-being Programs:

The Company has organised various programs and activities to promote employee health and well-being, as follows:

Walk the Talk Activity: This activity encourages employees to take care of their health through walking exercises, by tracking the distance walked. In addition to promoting physical well-being, it also provides opportunities for employees to build positive relationships with one another.

Chiva-Som Wellness Programme: This program focuses on promoting knowledge about health care for the body, mind, and spirit, based on the 10 Pillars of Chiva-Som. It includes training sessions and workshops with experts in various fields, such as Genomic Test, Test Personal Instruction, Global Wellness Trends 2025, Healthy Body Alignment in Nutrition, Traditional Thai Herbal Joint Practice, Chiva-Som Wellness Sharing, The Science of Glowing Up, Magnetic Field Therapy, Basic Screening for Muscle Joint Pain, Stress Management, Positive Thinking and EQ for SMART People, and Workplace Wellness.

Sports Activity: Sports and recreational activities within the Company, such as table tennis competitions and team-building activities, help strengthen relationships among employees across departments while also providing relaxation from work-related stress.

Longevity Programme: For senior executives, the Company has implemented comprehensive health programs covering all systems to assess disease risks and ensure long-term health management, enabling executives to maintain good health with continuous monitoring and preventive care.

Staff Sick Services: The Company provides health consultation services for employees who are ill or unwell. Employees can seek advice from pharmacists, nurses, or doctors for medical care, including physiotherapy services for those who have been injured or are experiencing work-related pain.

Staff Benefits: The Company also provides various benefits to support employees, such as birthday gifts, newborn gifts, employee housing improvements, loan benefits, family visit allowances, employee transportation, fitness facilities, and relaxation rooms. Annual health check-ups and ATK test kits are also provided for everyone in the organisation.

Employee health and well-being are essential to ensuring happiness at work and enabling employees to reach their full potential.



CONSUMER HEALTH & FOOD SAFETY

Foundation of a Sustainable Health Experience

As a world-class health resort, Chiva-Som is committed to providing a holistic wellness experience, placing the utmost importance on the health of its guests in every dimension. In particular, food safety is considered a fundamental cornerstone of sustainable and effective health care.

To ensure the quality of food served, Chiva-Som has adopted international food safety standards, including GHP (Good Hygiene Practices) and HACCP (Hazard Analysis and Critical Control Points), across all processes, from ingredient selection to storage, cooking, and serving, emphasising cleanliness, safety, and risk control at every step.

These standards are applied to every step of food management, starting from:

- **Ingredient Selection**, is carried out with strict standards, focusing on sourcing from reliable producers, especially organic ingredients grown within the resort's own farm and certified local farmers. This ensures that every dish served is free from harmful residues and genuinely health-friendly.
- **Food Storage**, strict temperature control is maintained, and raw and cooked foods are clearly separate to minimise the risk of contamination during handling.

- **Food Preparation and Serving**, The kitchen team undergoes regular training on personal hygiene, proper use of clean utensils, and appropriate temperature control techniques to ensure that all food served to guests and employees is of the highest standards in both taste and safety.

In addition, Chiva-Som places great importance on developing employee capabilities by providing in-depth training in food sanitation, risk assessment, and continuous kitchen equipment hygiene to maintain safety standards and foster a culture of attention to detail. Guided by the philosophy that “food is medicine”, Chiva-Som designs menus that are not only safe but also promote health, emphasising the use of fresh ingredients, careful preparation, and customising recipes to suit individual needs, such as menus for those managing sugar or fat intake, or with food allergies, to ensure every guest receives maximum nutritional benefits.

Chiva-Som believes that good health begins with safe and high-quality food. By adhering to GHP and HACCP standards and fostering a culture of attention to detail in every step, we are confident that what we deliver to our guests not only enhances the taste of relaxation but also provides sustainable health benefits.



COMMUNITY EMPOWERMENT & CSR

COMMUNITY CONTRIBUTION

Chiva-Som and the Mission for the Community: CSR from the Heart to the Locality

Amidst the growth of Thailand's tourism and wellness industries, Chiva-Som has become a clear example of a business that simultaneously creates sustainable value for society. Through its well-defined and ongoing Corporate Social Responsibility (CSR) initiatives, the resort operates with the core principle of "Thinking for the community, acting for the community" at the heart of its efforts.

Linking Success with Communities: A Business Growing Together with Society

Chiva-Som recognises that the long-term stability of its business cannot be separated from the well-being of surrounding communities. Therefore, the resort has designed various projects aimed at enhancing the quality of life for local residents and sustainably restoring natural resources. These initiatives span across environmental, economic, social, and educational dimensions.

Collaborative Nature Conservation: "Krailart Niwate"

One of the key projects is "Krailart Niwate," which focuses on the restoration and conservation of mangrove forests. Chiva-Som works hand-in-hand with the local community to plant trees, build nature trails, and organise activities that enable both residents and tourists to gain a deeper understanding of the importance of coastal ecosystems. This initiative has become a learning center that conserves nature while promoting eco-tourism altogether.

Creating Careers, Generating Income, and Fostering Local Pride

Chiva-Som places great importance on creating supplementary careers and generating income for local communities, particularly for women and youth. This is achieved through vocational training programs such as producing handmade herbal products, natural soaps, and healthy foods. The resort also provides opportunities for these products to be sold on-site, creating sustainable income streams while promoting pride in local wisdom.

Supporting Education and Youth Development Continuously

Another key mission of Chiva-Som is youth development within the community. This includes providing scholarships, organising educational activities on environmental awareness, proper nutrition, and fostering a sense of responsibility for health and natural resources. These efforts prepare young people to become the future driving force of their communities.

Building Collaborative Networks with Local Organisations

Chiva-Som has also built strong partnerships with government agencies, private organisations, and academic institutions. Examples include collaborating with Silpakorn University to host nature education exhibitions, as well as supporting projects of local schools and temples. These collaborations create a strong and sustainable community developo

CSR with Heart and Sincerity

What makes Chiva-Som's CSR initiatives distinctive is their continuity and sincerity. The focus is not solely on corporate image but on long-term social investment, aiming to empower communities toward self-reliance while fostering pride in their resources, culture, and local wisdom.

Thus, Chiva-Som is not only a world-class wellness destination but also a model Thai business organisation that proves "caring for people and the planet" is the true foundation of sustainable success.



CSR ACTIVITIES; EDUCATION DEVELOPMENT

Chiva-Som and Its Mission to Develop Thai Youth: Education, Health, and Inspiration

In an era where sustainable development is a key societal goal, education is the gateway to opportunities for Thai youth. Located in Hua Hin Municipality, Prachuap Khiri Khan Province, Chiva-Som, a world-class health resort, not only excels in holistic wellness but also takes pride in its role as a socially responsible private organisation. The resort particularly focuses on youth education and well-being, which it views as a sustainable investment in human capital.

1. Supporting Education in Local Schools

Chiva-Som continuously carries out CSR activities in the field of education to promote equal learning opportunities for children and youth in the community. These efforts focus on three main areas:

- **Providing scholarships and educational resources**

The resort grants scholarships to academically outstanding but financially disadvantaged students in municipal and district schools in Hua Hin. The resort also donates books, educational materials, sports equipment, and technology to ensure equal access to learning opportunities.

- **Supporting school improvement projects**

Chiva-Som, together with employees and volunteers, renovates classrooms, libraries, green spaces, and sanitation facilities. The resort also promotes organic farming initiatives in schools to support safe and sustainable lunch programs.

- **Connecting youth with inspiration**

Through the “Career Exploration” activity, students are given the opportunity to visit various departments of the resort—such as the kitchen, spa, front office, and engineering—helping them gain inspiration and exposure to diverse career pathways.



2. Promoting Health and Nutrition Knowledge

With its expertise in health, Chiva-Som has extended its social responsibility role to provide knowledge on “Healthy Living from Childhood” through activities organised in collaboration with schools in the Hua Hin area.

• Promoting the concept of “Eat Well, Live Well”

Activities provide knowledge on health and nutrition covering key topics such as basic nutrition principles, avoiding processed foods, sugar, and caffeine. They also include fun workshops on preparing healthy snacks and engaging exercise activities.

• Close supervision by experts

Chiva-Som’s team of experts, including nutritionists and health advisors, designs age-appropriate activities for students while instilling a holistic approach to health that integrates body, mind, and lifestyle behaviors.

• Extending impact to families and communities

When children share this knowledge with their families, it leads to healthier household consumption habits, such as reducing soft drink intake and increasing fruit and vegetable consumption. This serves as the starting point for improved community well-being.

3. Donation of Supplies and Educational Materials

Chiva-Som also recognises the basic needs of children in the community. Therefore, it organises annual donation activities to provide learning supplies.

• Providing essential learning items

The donated items include notebooks, pencils, pens, school bags, sports equipment, educational books, clothing, and shoes, as well as face masks and hygiene products for students from underprivileged families.



Creating Smiles and Encouragement

Activities are organised alongside recreational programs to bring joy to children while strengthening the bond between the resort and the community.

A Sustainable Mission for Society

Whether through supporting education, health, or donating school supplies, every CSR initiative of Chiva-Som reflects the same philosophy: “Long-term investment in people”. The focus is on developing youth into knowledgeable, skilled, ethical, and healthy citizens who will become an essential force for the nation’s future.



Planting Seeds of Hope in the Community

"Providing opportunities in education and health is the planting of seeds for sustainable growth"

Chiva-Som continues to stand alongside the community, offering opportunities, empowerment, and inspiration to Thai youth. The resort strongly believes that every child deserves to grow up in an environment that nurtures learning, good health, and limitless inspiration.



CSR ACTIVITIES; SPORT DEVELOPMENT

Chiva-Som and the Role in Sports Development: Building Health, Communities, and the Future

As a global leader in holistic health, Chiva-Som is committed to being more than just a wellness retreat. The Company embraces a mission to enhance the quality of life for communities, particularly through sports, which serve as a vital tool not only for improving physical health but also for cultivating life skills, discipline, teamwork, and social connections.

With a deep understanding of the value of sports, Chiva-Som has continuously developed and driven community-focused CSR initiatives, ensuring equal opportunities for all groups, especially youth in Hua Hin communities, to access sports activities.



Highlights of Chiva-Som’s CSR in Sports

• Hua Hin Marathon

An annual charity marathon organised to promote exercise within the community and raise funds to support the “Krailart Niwate” mangrove conservation project. The marathon has become a symbol of collaboration among the community, local authorities, and participants from across the country, uniting for both health and the environment.

• Providing sports equipment and training facilities

Chiva-Som donates sports equipment such as footballs, basketballs, sportswear, and shoes to local schools and clubs, while also supporting the improvement of sports fields, outdoor exercise spaces, and basic fitness equipment. These efforts create safe and suitable opportunities for youth to train and develop their skills.

• Professional sports training for youth

Chiva-Som organises training sessions in sports such as running, swimming, and yoga, conducted by the resort’s professional trainers for local students. These sessions provide technical knowledge while instilling the value of good health from an early age.

• Promoting wellness activities for all ages

In collaboration with local authorities, Chiva-Som organises public exercise classes such as yoga, tai chi, and stretching in public parks to encourage regular physical activity for people of all ages.



Sports: A Tool for Youth and Community Development

Chiva-Som embraces the belief that “sports are not just about competition, but a powerful tool for development.” Through various community-based initiatives, the resort promotes sports as a means to foster discipline, responsibility, and social skills among youth. Regular engagement in sports not only helps young people steer away from risky behaviors but also provides them with opportunities to develop their potential in a holistic and sustainable manner.

The various activities carried out by Chiva-Som go beyond conventional CSR initiatives. They are thoughtfully designed based on a deep understanding of community needs and aligned with long-term social development goals.





CSR ACTIVITIES; ART & CULTURE

Chiva-Som and the Mission to Preserve Local Arts and Culture: Bridging the Past and Building the Future

In today's rapidly changing world, where local traditions are fading, Chiva-Som, located in Hua Hin, Prachuap Khiri Khan Province, has demonstrated that business success can harmoniously coexist with the preservation of local identity. Through ongoing and dedicated CSR activities, the resort has actively promoted the conservation of arts and culture, ensuring their continuity.

• Supporting Local Handicrafts and Artisans

Chiva-Som values community wisdom by supporting local artisans in crafts such as weaving, basketry, pottery, and other traditional handicrafts. The resort provides space for showcasing and selling these products, thereby generating income for the community while preserving Thai cultural heritage.

• Promoting Traditional Performing Arts

The resort also offers platforms for local artists and youth to express cultural heritage through traditional music and dance performances during special occasions such as guest receptions and annual festivals. These opportunities foster pride and inspire the continuation of local arts.

• Hosting Thai Art Workshops for Guests

A highlight for international tourists is the "Thai Culture Workshop," which allows guests to experience Thai culture firsthand by engaging in activities such as garland making, fan painting, and learning to cook local dishes. These workshops use local materials and instructors from the community, fostering a genuine appreciation and connection to Thai traditions.

• Supporting Local Festivals

Chiva-Som also supports important community festivals such as Songkran, Loy Krathong, and other merit-making events, in collaboration with local authorities. Support includes funding, equipment, and volunteer contributions from resort employees.



Khon Phithak Hua Hin: Preserving Thai Performing Arts through Khon (Masked Dance Drama)

One of Chiva-Som’s key initiatives reflecting its commitment is “Khon Phithak Hua Hin”, a traditional Thai masked dance drama recognised by UNESCO as an Intangible Cultural Heritage of Humanity. The resort has revived Khon performances for both the public and tourists, featuring spectacular showcases while also training local youth to learn and carry on this unique art form.

Objectives of Khon Phithak Hua Hin:

- Preserving Thai Performing Arts: Enhance understanding and pride in Thai cultural heritage, especially among youth.
- Strengthening Community Bonds: Provide a platform for community participation in performing arts, serving as a driving force for collective cultural preservation.
- Promoting Cultural Tourism: Showcase Thai culture to international audiences and create memorable experiences in Hua Hin.

Highlights of Activities for Khon Phithak

- High-Quality Khon Performances: Present stories from the Ramayana epic with exquisite costumes, graceful and intricate movements, and melodious Thai classical music.
- Khon Training for Youth: Organise workshops led by expert instructors to instill knowledge and foster appreciation for traditional Thai performing arts.
- Tourism Promotion: Invite both domestic and international tourists to experience Thai culture, thereby enhancing the value of cultural tourism.



Chiva-Som: Where Arts, Culture, Health, and Community Converge in Harmony

Chiva-Som’s success is not measured by the number of rooms or revenue, but by its role as a “center of transformation” that seamlessly integrates health, sustainability, and culture. The resort’s initiatives not only create value for visitors but also generate opportunities for local communities to develop and grow alongside it.

“Preserving Thai Arts, Building the Future”

Chiva-Som is a reflection of the belief that development does not mean abandoning one’s roots, but rather harnessing cultural heritage as a driving force for sustainable and enduring social and business growth.



CSR ACTIVITIES; PUBLIC HEALTH

Driving Community Health in Remote Areas: Chiva-Som's CSR Medical Mission

Chiva-Som is committed to a mission that extends beyond health care within the resort, focusing on enhancing the quality of life of surrounding communities, particularly in remote areas with limited access to essential medical services. Through continuous social responsibility initiatives, one of the most significant programs is the "CSR Medical Mission" or "Mobile Medical Unit for Communities." This initiative has been running for over 10 years, providing comprehensive medical services free of charge to vulnerable groups, especially hill tribe communities and Karen ethnic groups in the Pa La-U area of Prachuap Khiri Khan Province.

Access to Healthcare in Remote Areas: A Challenge Chiva-Som Does Not Overlook

In many regions of Thailand, particularly in remote and rural areas, a large number of people still lack adequate access to basic medical services due to shortages of healthcare professionals, equipment, and infrastructure. Recognising this critical issue, Chiva-Som mobilises a team of multidisciplinary healthcare providers, including modern medicine practitioners, traditional Thai medicine doctors, physiotherapists, and other health specialists, to travel to these communities, delivering free check-ups, treatments, and health consultations.

Holistic Services under the Medical Mission Program

Chiva-Som's Medical Mission activities cover a wide range of healthcare services, including:

- Basic health check-ups such as blood pressure measurement, blood sugar testing, and preliminary blood examinations.
- Treatment of common illnesses such as respiratory conditions, skin diseases, and chronic pain.
- Free distribution of medicines for basic treatment of diagnosed symptoms.
- Health consultations to promote self-care and disease prevention for the future.
- Physiotherapy and traditional Thai massage to relieve muscle pain and related conditions.
- Child and youth care activities such as lice removal, haircuts, recreational activities, and education on basic health and hygiene.

Collaboration from All Sectors: The Heart of Success

One of the key factors behind this program is collaboration with local communities and relevant stakeholders from both the public and private sectors. This cooperation not only ensures smooth service delivery but also builds trust and strengthens lasting bonds between the organisation and the community.

Chiva-Som has also partnered with international organisations such as Global Wellness Day (GWD), a global non-profit with the shared mission of promoting sustainable well-being. As one of GWD's principal supporters, Chiva-Som plays a vital role in showcasing the Medical Mission initiative to a global audience.



Traces of Change: 10 Years of Delivering Support since 2016, the CSR Medical Mission initiative has reached various communities, as follows:

- 2016 – Karen community, Ban Bang Kloei, Huai Mae Phriang Subdistrict, Kaeng Krachan District, Phetchaburi
- 2017 – Hill tribe community “Mae Fah Luang,” Ban Pong Luek, Huai Mae Phriang Subdistrict, Kaeng Krachan District, Phetchaburi
- 2018 – Karen community, Ban Huai Haeng, Huai Mae Phriang Subdistrict, Kaeng Krachan District, Phetchaburi
- 2019 – Hill tribe community, Ban Pa La-U, Moo 3, Huai Sat Yai Subdistrict, Hua Hin District, Prachuap Khiri Khan
- 2020 – Hill tribe community, Ban Fah Prathan, Moo 2, Huai Sat Yai Subdistrict, Hua Hin District, Prachuap Khiri Khan
- 2021 – Karen community, Ban Pa Deng Tai, Pa Deng Subdistrict, Kaeng Krachan District, Phetchaburi
- 2022 – Hill tribe community “Mae Fah Luang,” Ban Pa Kaew Yor, Pa Deng Subdistrict, Kaeng Krachan District, Phetchaburi
- 2023 – Hill tribe community, Ban Khon Mon Pattana, Moo 6, Huai Sat Yai Subdistrict, Hua Hin District, Prachuap Khiri Khan
- 2024 – Border Patrol Police School, Ban Khlong Noi, Moo 7, Huai Sat Yai Subdistrict, Hua Hin District, Prachuap Khiri Khan

The Beginning of Inspiration: A Model Adopted Worldwide

Over the past decade, this project has not only transformed the lives of its beneficiaries but has also inspired other wellness businesses both in Thailand and abroad. In particular, many spas and hotels in Thailand have started adopting Chiva-Som’s approach to health-focused CSR initiatives within their own organisations.

Towards a Sustainable Future: Chiva-Som’s Mission

Chiva-Som remains committed to developing and expanding the Company’s CSR Medical Mission to other underserved communities, ensuring that everyone has the opportunity to care for their health and access essential services without being left behind. The resort firmly believes that “Good health is a basic human right,” and that creating lasting change begins with small acts of care delivered from the heart.



DONATIONS

Chiva-Som and the Mission of Giving: “Donations” that Create Lasting Value for Society

In a world filled with constant change and persistent inequalities across multiple dimensions, “giving” has become a vital force in healing and improving people’s quality of life. As a world-class wellness resort, Chiva-Som not only focuses on the well-being of its guests but also plays a proactive role in promoting societal wellness through public benefit activities, particularly in the area of donations, which we have demonstrated unwavering commitment through consistent and purposeful efforts over the years .

Donations for Communities: Not Just Giving, but Purposeful Sharing

Chiva-Som upholds the principle of giving to create sustainable change, focusing on targeted donations that are practical, beneficial, and responsive to the genuine needs of communities.

• Donations to Support Public Health

Chiva-Som has supported local hospitals such as Hua Hin Hospital and local public health agencies by donating essential medical supplies including face masks, alcohol gel, thermometers, and various medical equipment, especially during the COVID-19 pandemic.

• Donations of Essential Items to Schools and Students

The resort has provided educational supplies such as notebooks, pencils, school bags, books, and sports equipment to local schools. These efforts help ease the burden on families while motivating students to enjoy their learning journey.

• Donations of Consumer Goods to Underserved Communities

Chiva-Som has organised the distribution of survival kits to families facing economic hardship and to the elderly in remote areas. These kits include rice, dried foods, soap, towels, and other daily necessities to help improve their quality of life.

• Clothing and Apparel

During the winter season, the resort organises donation drives for winter coats, blankets, and shoes for communities in mountainous or remote areas. Employees and resort guests are invited to contribute usable items, which are then delivered directly to those genuinely in need.

• Financial Contributions for Development Projects

Chiva-Som also supports various foundations and initiatives, particularly those related to health, education, and the environment. These contributions help create opportunities and strengthen communities for long-term sustainability.



“We believe... a small donation today could change someone’s life tomorrow”

Chiva-Som’s donations are not only about providing relief in times of crisis, but also about inspiring a culture of sharing among employees, guests, and surrounding communities, passing on hope and positive energy to the society.

Chiva-Som: A resort that cares for both guests’ health and society’s well-being

With a vision that goes beyond being just a place of relaxation, Chiva-Som continues its role as a “giver” with true commitment. Here, donation activities are not merely CSR initiatives but a mission to sustainably care for people, physically, mentally, and socially.

“True giving is giving without expecting anything in return, while creating long-lasting impact for society”

Chiva-Som is proving that even the smallest act of giving, when done with sincerity and consistency, can truly change someone’s world for the better.





GOVERNANCE DIMENSION



CORPORATE GOVERNMENT AND BUSINESS ETHICS

CORPORATE GOVERNANCE

Chiva-Som is committed to conducting its business with good corporate governance, ensuring transparency, fairness, and social responsibility. With a strong intention to manage the organisation for long-term sustainable growth, the principles of Corporate Governance serve as a key mechanism guiding Chiva-Som's management and decision-making at all levels. This fosters confidence with all internal and external stakeholders.

The Company places great importance on adhering strictly to relevant laws and regulations, while fostering a corporate culture rooted in ethics, honesty, and transparency. Guided by international principles of good corporate governance for ongoing organisational development, these principles are anchored in the following 7 core elements:

1. Accountability

Chiva-Som encourages executives and employees at all levels to take clear responsibility for their duties. They must be able to explain and be accountable for the outcomes of their decisions and operations with transparency, grounded in efficiency and ethics.

2. Responsibility

Everyone in the organisation is required to perform their duties with knowledge, capability, and the highest level of responsibility, while adhering to ethical principles in their work. This approach builds trust and confidence at the organisational level.

3. Equitable Treatment

The Company is committed to ensuring fair and equitable treatment of all stakeholder group, particularly in areas such as procurement, service delivery, and communication. This ensures that all parties are treated fairly and transparently. In the event of complaints, mechanisms are in place to receive and address complaints in an open and accountable manner.

4. Transparency

Complete, accurate, and timely disclosure of information is at the heart of Chiva-Som's business operations. The Company places great importance on preparing performance reports and communicating information with stakeholders in an equitable and continuous manner.

5. Value Creation

The Company focuses on management practices that enhance competitiveness and create value for the organisation in both the short and long term, while taking into account the shared interests of stakeholders in all dimensions.

6. Ethics

Chiva-Som instills positive values and upholds ethics through the establishment of a Business Code of Conduct included in the Employee Handbook. This ensures that everyone has clear guidelines for professional conduct, integrity, and maintaining the organisation's ethical standards in all situations.

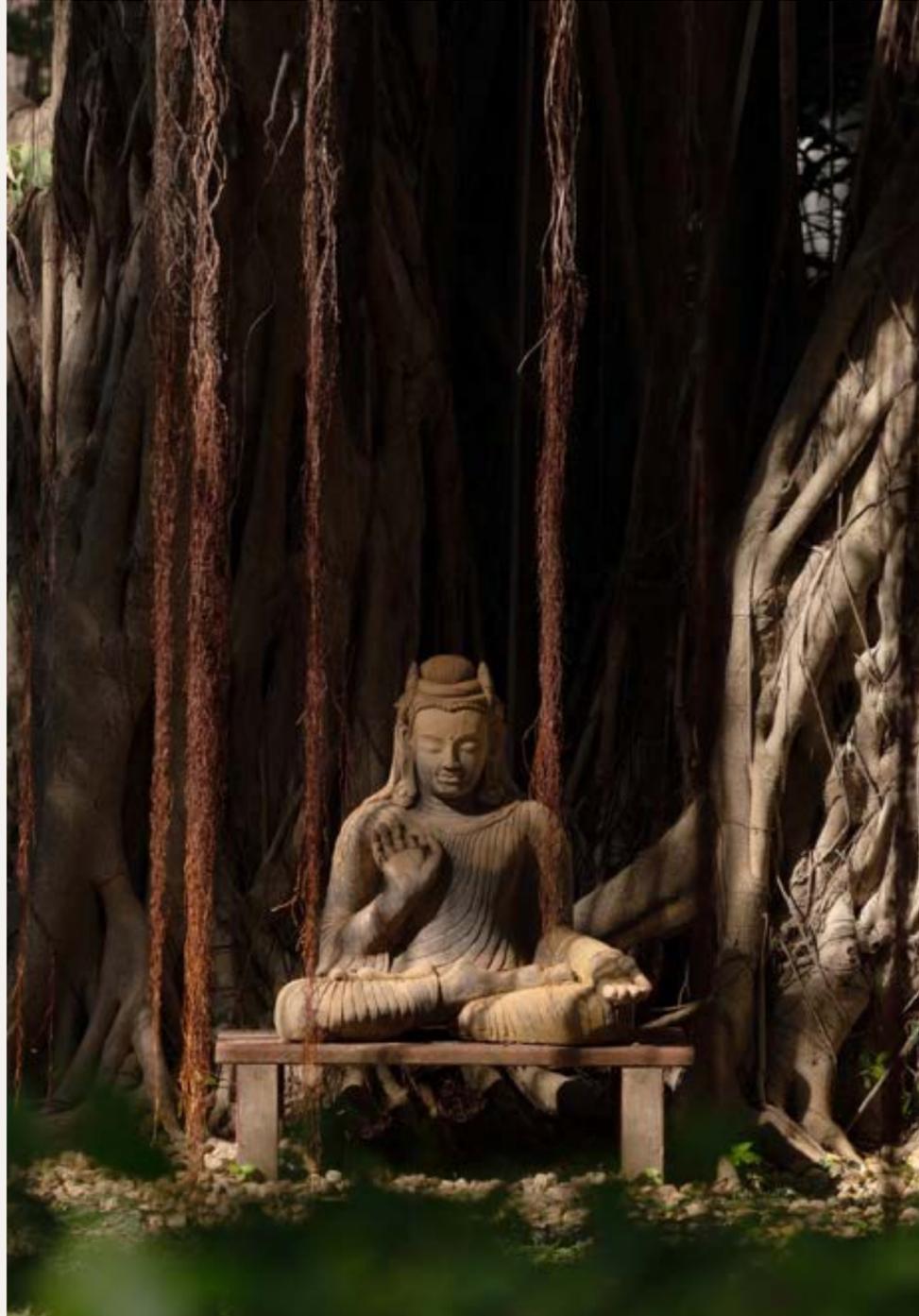


7. Participation

The Company encourages employees and stakeholders to express opinions, suggestions, or concerns regarding operations, particularly on matters related to the environment, society, and health. This provides opportunities for continuous organisational development and improvement.

Through these seven principles of good corporate governance, Chiva-Som is committed to strengthening transparency, trust, and sustainability within the organisation. By placing responsibility to stakeholders at the core, the Company advances toward the goal of becoming a role model in corporate governance, achieving stable and sustainable growth at the international level





CODE OF BUSINESS CONDUCT

At Chiva-Som, we firmly believe that sustainable success of the organisation can only be achieved through ethical, transparent, and fair business practices. Accordingly, the Business Code of Conduct has been established as a fundamental guideline for employees at all levels and as a foundation for building a strong, credible, and values-driven organisational culture.

Principles and Key Guidelines

Chiva-Som has established a Code of Business Conduct that covers key areas such as:

- 1. Integrity and Responsibility:** All employees must uphold honesty, integrity, and a strong sense of accountability in their roles. Decisions should be made in the best interest of the organisation, and positions of responsibility must not be used for personal gain.
- 2. Treatment of Colleagues and Stakeholders:** Promote collaborative working environment that values diversity, fairness, and non-discrimination, while maintaining transparent and fair relationships with partners, communities, and all stakeholders.
- 3. Guest Service Excellence:** Employees are expected to serve all guests with attentiveness, sincerity, and professionalism, while prioritising their privacy and safety at the highest standard.
- 4. Prevention of Conflicts of Interest:** Employees must avoid situations that may create conflicts of interest or compromise their ethical and fair decision-making.
- 5. Confidentiality of Information:** Internal organisational data, including guest and partner information, must be strictly safeguarded and not disclosed or misused for personal or others' benefit.

Chiva-Som places great importance on embedding ethical conduct as an integral part of the organisational culture. The Company has established a systematic business Code of Conduct in the form of an Employee Handbook, serving as a key tool for fostering shared understanding within the organisation. All employees are required to thoroughly study the contents of the handbook, acknowledge receipt, and commit to adhering to the prescribed guidelines. In addition, the Company provides regular training and periodic reviews of the Code of Conduct to raise awareness and reinforce appropriate practices consistently across all levels of the organisation.

Strict adherence to the Code of Conduct serves as a fundamental cornerstone that drives the organisation toward becoming a business with integrity, transparency, and credibility in the eyes of customers, investors, suppliers, and surrounding communities. All of these elements are essential for sustainable growth. Chiva-Som is therefore committed to conducting business based on honesty, responsibility, and ethics to truly create value in every dimension of the organisation.



ANTI-CORRUPTION

In today's business, transparency, honesty, and accountability are not only ethical values but also the foundation of credibility and sustainable growth for organisations. Chiva-Som recognises the vital role as a role model for transparent business operations, with zero tolerance for all forms of corruption.

Chiva-Som reaffirms the unwavering commitment to zero tolerance for corruption, whether in the form of giving or receiving bribes, abuse of power, or any conduct involving a lack of transparency, either directly or indirectly. The Company is dedicated to fostering an organisational culture rooted in legal compliance, business ethics, and fairness across all processes.

Anti-Corruption Policy: A Framework for Sustainability

In 2025, Chiva-Som plans to establish a formal Anti-Corruption Policy, which will serve as a key framework for operations and decision-making across all levels of employees, business partners, and stakeholders. This policy will focus on key issues such as:

- A clear stance of zero tolerance for all forms of corruption, including the establishment of preventive measures such as regular internal organisational communication.

- Providing training on relevant laws and business ethics.
- Encouraging employees to safely report misconduct, with protective mechanisms for whistleblowers.
- Establishing an effective internal control system to prevent ethical risks

Chiva-Som believes that preventing and combating corruption is a shared responsibility of everyone in the organisation, not solely the role of management. It requires cooperation from employees at all levels in monitoring, preventing, and reporting any suspicious or inappropriate behavior. The organisation therefore fosters a culture of transparency, honesty, and accountability as core values in its operations.

Chiva-Som believes that establishing a strong governance system through a rigorous Anti-Corruption Policy not only mitigates business risks but also builds a foundation of credibility in the eyes of stakeholders both domestically and internationally. This represents a critical step in driving the organisation toward stable and sustainable long-term growth.

HANDLING COMPLAINTS

At Chiva-Som, we believe that ensuring every voice is heard is vital to sustainable organisational development. Providing employees with safe and effective channels to report misconduct or potential violations of company policy is therefore a key mechanism for reinforcing transparency, accountability, and good governance within the organisation.

We encourage employees at all levels to participate in reporting information or facts related to actions that may be unethical or against company policy. Employees who report in good faith will be fully protected from retaliation, discrimination, or any potential harm. All reports will be treated with strict confidentiality, and the Company will conduct investigations carefully and fairly in accordance with established organisational procedures.

The complaint submission process is as follows:

- In cases where a complaint involves a member of the Board of Directors, the matter should be submitted directly to the Chairperson of the Audit Committee.
- Employees may file a written complaint, clearly stating their name and contact details, and submit it through the designated channels to the responsible personnel.
- Employees may also directly report information or concerns to the Managing Director or through their respective line managers.

- The Company will review and investigate received complaints, either through an internal inquiry or by assigning an external agency to conduct the investigation as appropriate.

While Chiva-Som encourages employees to speak up and transparently report misconduct or lodged complaints, the Company has also established control measures to prevent misuse of these channels. If a complaint is found to have been made with dishonest intent, such as providing false information, defamation, or gross negligence, the Company may deem it a disciplinary offense under the Employee Handbook and take appropriate disciplinary action.

These measures reflect Chiva-Som's commitment to managing the organisation with integrity, transparency, and accountability. By handling complaints carefully and fairly, the Company not only prevents misuse of power but also fosters a culture that respects everyone's rights, builds trust, and strengthens a fair and reliable working environment.





RISK & CRISIS MANAGEMENT

In today's era of rapid and unpredictable change, businesses face a wide range of challenges stemming from economic and political factors, natural disasters, and global disease outbreaks. These factors profoundly affect operational stability, particularly in the tourism and hospitality industry, which is highly sensitive to external circumstances.

Chiva-Som recognises both short-term and long-term risks and therefore places strong emphasis on establishing an organisational risk and crisis management system. This ensures the ability to respond promptly to various situations while maintaining business continuity and operational efficiency.

Organisational Risk Management Approach

Risk management at Chiva-Som is overseen by the Sustainability Committee and the Planning Committee, both of which play a key role in defining the organisation's strategic risk management approach. This encompasses economic, social, environmental, and operational aspects, enabling the Company to anticipate and effectively respond to potential events.

Five-Step Risk Management Process

Chiva-Som has adopted an enterprise-wide risk management system, structured into five main steps as follows:

- **Risk Scope and Assessment:** Identify internal and external factors that may affect the organisation's objectives.
- **Risk Prioritisation:** Evaluate risks based on their level of impact and frequency of occurrence.
- **Impact and Likelihood Assessment:** Conduct in-depth analysis to plan appropriate prevention and response measures.
- **Risk Management Planning:** Define control, prevention, and mitigation measures for each scenario.
- **Monitoring and Review:** Track the effectiveness of measures, while reviewing and updating plans to align with changing circumstances.

In addition to preventive risk management, Chiva-Som also prioritises systematic crisis preparedness. The Company has established a Crisis Management Plan and conducts regular drills, covering scenarios such as disease outbreaks, natural disasters, and unforeseen incidents. These measures ensure that all employees are well-prepared to respond quickly and effectively, minimising potential impacts on guests, staff, and business operations.

Chiva-Som believes that having a risk management system that is both rigorous and flexible is a vital component in strengthening the organisation to face challenges in all circumstances. It also serves as a fundamental basis for achieving stable and sustainable business growth at both the national and international levels.



SERVICE QUALITY MANAGEMENT

Chiva-Som places the utmost importance on “guests” as stakeholders who play a vital role in the success of the organisation. The Company is committed to service quality management that focuses on continuously meeting the evolving needs of its guests, with the dedication to delivering experiences that exceed expectations in health, comfort, and memorable moments throughout their stay.

Chiva-Som is committed to continuously delivering high-quality services by focusing on:

- Understanding guest needs through insights and service usage behavior.
- Developing tools and technologies to enhance service efficiency, such as online booking systems, guest information management systems, or automated feedback platforms.
- Building guest relationships with care and personalised service aligned with the holistic wellness concept.

Chiva-Som also places importance on integrating sustainability principles into service processes, including:

- Sourcing organic ingredients from local farmers to support the community economy.
- Organising activities that allow guests to experience local lifestyles and learn about holistic wellness concepts.
- Encouraging guest participation in social initiatives to create shared value between the organisation, guests, and the community.

We place strong emphasis on systematically evaluating service performance by utilising guest feedback and satisfaction scores as key tools for operational analysis. Both qualitative and quantitative data play an important role in identifying strengths to be leveraged and areas requiring improvement, thereby driving continuous development of service approaches that align with guest needs.

In 2024, the resort achieved a guest satisfaction score of 94.8%, reflecting the high recognition of the service standards. For 2025, the Company has set a target of 96%, with confidence that the guest-centric service approach and commitment to continuous improvement will effectively elevate service quality to an even higher level.

Chiva-Som remains committed to the mission of service excellence in parallel with sustainable development, striving to deliver the best experience to guests while continuously creating shared value with communities, society, and stakeholders.



DATA PRIVACY

In the digital era, where technology and innovation play a vital role in driving business, Chiva-Som places utmost importance on data security and the protection of privacy for all stakeholders. This includes personal data of guests, employees, and internal organisational information. Recognising that such data is an asset that requires strict protection, the Company has implemented data protection measures in accordance with international standards to strengthen trust, confidence, and assurance among all who choose our services.

Chiva-Som is highly committed to safeguarding personal data, ensuring that collection, usage, and management of data are carried out responsibly, transparently, and with full respect for the rights of data owners. This applies to all processes involving data, such as registration systems, service bookings, customer communications, as well as the storage of employee and organisational information. The Company employs both technological and managerial measures aligned with global standards to ensure data security and to prevent risks from unauthorised access or misuse.

The organisation also strictly complies with the Personal Data Protection Act B.E. 2562 (PDPA) and prioritises international data protection laws such as the European Union's GDPR. This ensures that Chiva-Som's data protection practices align with global standards. Furthermore, continuous awareness is fostered among employees through regular training and education programs to reinforce understanding on:

- Types of personal data and the importance of protection
- Rights of data subjects under the law
- Methods for managing and securely storing data
- Practices in the event of a data breach

With the understanding that trust from guests and stakeholders is a fundamental cornerstone of the business, Chiva-Som strictly monitors and reviews every step of the data management processes to ensure confidence and security for all involved. The organisation remains steadfast in the commitment to ethics, transparency, and the ongoing protection of personal data, ensuring that guests feel assured their privacy is genuinely respected and safeguarded in all dimensions.



SUPPLY CHAIN MANAGEMENT

Chiva-Som places strong emphasis on systematic supply chain management to ensure that all food and ingredients used within the resort are safe, clean, and aligned with the holistic health concept. We adhere to Good Hygiene Practices (GHP) and Hazard Analysis and Critical Control Points (HACCP) standards, while integrating sustainability principles.

Chiva-Som places strong emphasis on the procurement of products that align with key sustainability principles, including sustainable sourcing of materials, carbon emission management, waste prevention, and ensuring transparency and accountability throughout the entire purchasing process.

Our Company policy supports responsible business operations that contributes to local community development, and betterment of the planet. Our suppliers and service providers are required to comply with food safety and quality control standard at every stage of the supply chain, guided by the following practices:

1. Sourcing of High-Quality Ingredients

- Selection of ingredients from suppliers that meet safety standards and comply with local regulatory requirements.
- Products must be of high quality and durability.
- All food-related items and equipment must be kept clean and hygienic.
- Products must not cause negative environmental impact at the source of origin.
- Minimise packaging and prioritise material that are recyclable and biodegradable.
- Preference is given to locally produced products.
- Prioritise products with certifications such as ISO, Green Label, energy and water efficiency labels, or environmental certifications.
- Source more sustainable products and phase out single-use packaging.
- Conduct random inspections to ensure food safety from the source of origin.

2. Standardised Storage and Transportation

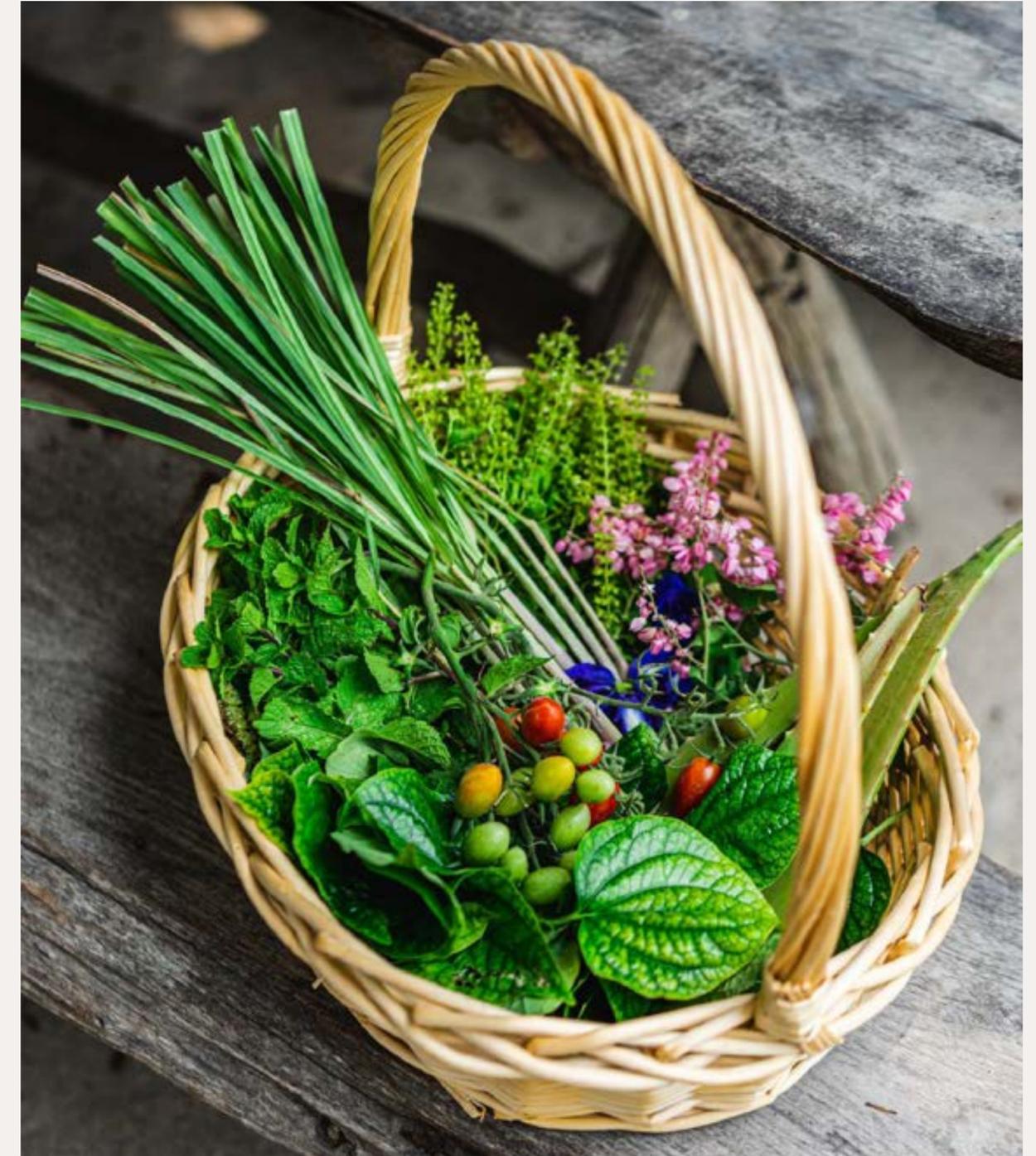
- Use transportation systems that maintain appropriate temperatures control.
- Transport vehicles must be well-maintained in accordance with required standards.
- Service providers and suppliers must comply with proper waste management and hazardous waste disposal procedures.
- Prevent contamination during transportation.

3. Safe Food Preparation and Cooking

- Comply with food safety standards.
- Maintain cleanliness and hygiene of equipment and facilities.
- Verify that the sources of ingredients are safe and that establishments meet required safety standards.

4. Quality Control and Assurance

- Conduct regular testing and inspection of food quality.
- Communicate and encourage suppliers to understand and adhere to the company policies.
- Maintain record and enable traceability to address any food safety issues.





SUPPLIER CODE OF CONDUCT

Supplier Code of Conduct – Collaboration for Sustainability

Chiva-Som places great importance on responsibility across all dimensions of business operations, not only within the organisation but also extending to our business partners and suppliers who play a vital role in the supply chain. We strive to ensure that our suppliers align their operations with the core values and adhere to ethical standards in every process, working together to build a transparent, fair, and sustainable economy.

Key Principles for the Supplier Code of Conduct

Chiva-Som has established clear guidelines and requirements for its suppliers, which cover the following key areas:

1. Product Safety and Quality Standards

Suppliers must comply with internationally recognised food safety standards, such as:

- GHP (Good Hygiene Practices)
- HACCP (Hazard Analysis and Critical Control Points)

This ensures that products delivered to Chiva-Som are safe, of high quality, and can be transparently traced.

2. Environmental Responsibility

Suppliers are expected to demonstrate environmental responsibility by sourcing raw ingredients from sustainable sources, minimising excessive use of natural resources and implementing appropriate waste management practices in order to reduce long-term negative environmental impacts.

3. Fair Labor Practices

Chiva-Som expects suppliers to treat their employees with respect for human dignity by ensuring that:

- Child labor and forced labor are prohibited.
- Appropriate welfare and benefits are provided.
- A safe and equitable working environment is created

to promote quality of life and social justice.

4. Integrity and Transparency in Business Operations

Suppliers must conduct their business with transparency, free from corruption or conflicts of interest, and must cooperate in audits or evaluations as required by Chiva-Som to foster long-term mutual trust. Chiva-Som believes that collaboration with ethical suppliers not only enables the delivery of safe, high-quality, and environmentally friendly products and services, but also contributes to creating a livable society and a sustainable world for future generations.



SUPPLIER SELECTION AND EVALUATION

Chiva-Som's supplier selection and evaluation process is vital to ensure the quality and safety of raw materials. The process emphasises compliance with safety standards, rigorous checks on the origin of raw materials, production processes, and quality management systems. In addition, it considers social and environmental responsibility as well as human rights. This approach ensures that the food provided to guests is of the highest quality and safety, with continuous monitoring and evaluation to maintain consistent standards over time.

Chiva-Som recognises the importance of effective supply chain management to ensure that products and services from suppliers are of high quality, safe, and aligned with the company's commitment to sustainability, accountability, and international standards.

Chiva-Som adheres to key criteria in evaluating suppliers, covering four main areas as follows:

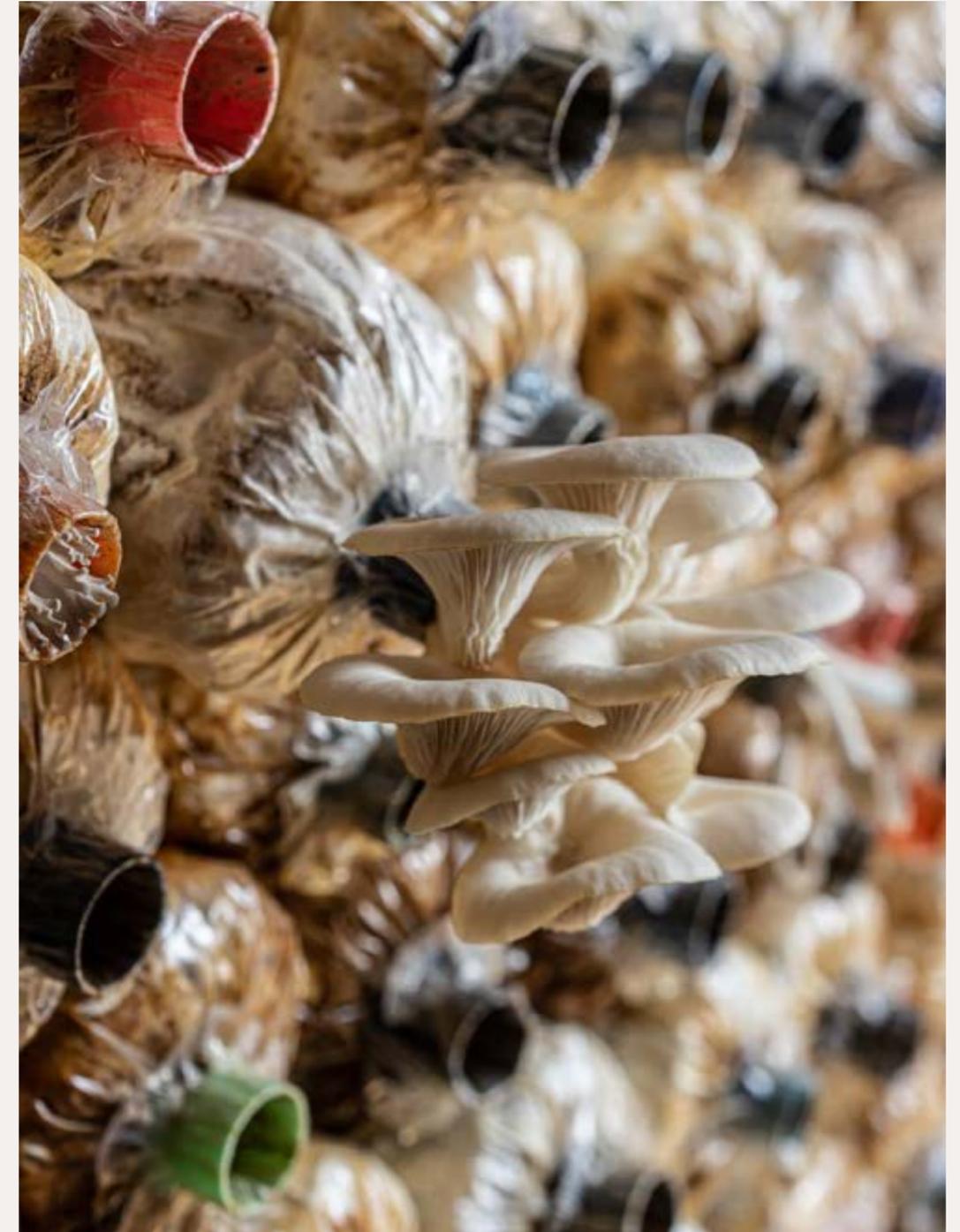
1. **Product and Service Quality:** Suppliers must be able to provide products of high quality, safety, and hygiene standards that comply with international benchmarks.
2. **Reliability and Timeliness:** Suppliers must demonstrate a record of on-time delivery and the flexibility to meet the company's needs.
3. **Environmental and Sustainability Standards:** Chiva-Som places strong emphasis on environmental conservation; therefore, suppliers are required to operate in an eco-friendly manner, such as using biodegradable packaging, reducing waste, and sourcing raw materials from sustainable sources.
4. **Business Ethics:** Suppliers must adhere strictly to ethical business practices, operating with transparency and integrity.

Chiva-Som conducts supplier selection and evaluation annually using two main methods:

1. **Questionnaire:** Collecting information from suppliers through a structured questionnaire to assess key issues such as product and service quality, temperature control measures during the transport of chilled or frozen goods to ensure safety, delivery processes, environmental management, ethical practices, and corporate governance. The data serves as a preliminary input for risk assessment.
2. **On-site Audit:** For specific products or food items, our team conducts on-site visits to supplier facilities or factories to observe actual production processes.

If a supplier is found to have high risks or deficiencies that do not comply with specified requirements, the supplier must implement corrective actions within the designated timeframe. If corrective actions cannot be adequately carried out, the company may consider suspending business temporarily or terminating the partnership in the long term.

Chiva-Som is committed to developing and maintaining relationships with quality suppliers in order to build confidence in product quality and jointly promote sustainable and ethical business practices in the future.





SUPPLIER RISK ASSESSMENT

Supplier risk assessment is a critical process for identifying, controlling, and reducing risks that may impact food safety. This process is guided by GHP (Good Hygiene Practices) and HACCP (Hazard Analysis and Critical Control Points), covering aspects such as raw material traceability, risk analysis, facility inspections, and continuous monitoring. These procedures enable Chiva-Som to select high-quality suppliers that meet international standards, minimise contamination risks, and ensure food safety effectively at every stage.

Supplier risk assessment at Chiva-Som is conducted based on the following key principles:

Product and Service Quality

Chiva-Som places great importance on the quality of all products used in its services. The evaluation considers product standards, production and raw material storage control, delivery consistency, and the ability to strictly comply with quality requirements.

Compliance with Laws and Regulations

Suppliers must demonstrate the ability to comply with all applicable laws, regulations, and standards, including those related to product safety and environmental requirements. Such compliance is essential to maintaining Chiva-Som's reputation and credibility as a world-class organisation.

Sustainability and Social Responsibility

Chiva-Som is committed to operating the business sustainably, placing importance on selecting suppliers who consider environmental impacts, promote community development, and demonstrate social responsibility, truly reflecting the organisation's core values.

Supplier risk assessment is a key component of Chiva-Som's strategy for effective supply chain management. This process enables the selection of capable business partners who support the organisation's goals in terms of quality, sustainability, and operational efficiency. Such efforts play an essential role in consistently delivering an exceptional experience to guests with stability and continuity.



SOURCING FROM LOCAL AND ORGANIC AGRICULTURE

Chiva-Som places strong emphasis on promoting community-level economic development alongside sustainable environmental stewardship. The resort has implemented a policy of sourcing ingredients from local farmers and certified organic produce. This includes the procurement of vegetables, fruits, and herbs from farmers in neighboring provinces, as well as initiatives to support farmers in transitioning to organic agriculture that is free from chemical residues and environmentally friendly. In addition, the Company encourages the production of processed goods by local communities, integrating them into health-focused menu offerings.

The use of locally sourced ingredients not only generates income for farmers and surrounding communities but also supports the conservation of natural resources and the environment. In particular, the adoption of organic agriculture ensures food safety for consumers, reduces the use of chemicals, and promotes biodiversity, which is vital to the overall ecosystem.

Furthermore, reducing food miles by selecting nearby produce helps lower greenhouse gas emissions, especially carbon dioxide (CO₂), and decreases energy consumption from transportation, thereby contributing significantly to climate change mitigation.

Chiva-Som believes that this approach not only supports the local economy and reduces environmental impacts but also strengthens social sustainability. By supporting local farmers and encouraging sustainable agricultural practices, communities are empowered to grow with quality and secure long-term resilience. Looking ahead, the Company is committed to expanding this initiative further to create positive and lasting impacts across economic, social, and environmental dimensions.

Promotion of Organic Farming and Local Food Production

Chiva-Som is committed to promoting organic agriculture and on-site food production to support environmental sustainability and consumer health. The resort currently operates over 22.5 rai of organic farmland, including 2.5 rai in Bo Fai Subdistrict and an additional 20 rai in Pa La-U, Huai Sat Yai Subdistrict, Hua Hin District. These areas have been developed into cultivation zones for vegetables, fruits, and ornamental plants for use within the resort. The organic farms grows a diverse range of over 100 varieties of produce, such as watercress, rocket, green mustard, salad greens, rosemary, and assorted microgreens.

In 2023, the resort harvested a total of 6.7 tons of produce, while in 2024 the yield reached 5.1 tons. For 2025, the target is set at 5 tons, alongside plans to expand cultivation by planting over 200 additional perennial trees, focusing on native species that contribute to the local ecosystem, such as teak, yangna, pradoo, and rain trees.

All produce has been certified under the Certification Alliance Organic Standard 2019, ensuring both quality and safety. These ingredients are used in the resort's culinary processes to deliver the highest standard of health-focused dining experiences for guests. In addition, employees are offered the opportunity to purchase the produce for home consumption, thereby promoting access to safe and healthy food both within and beyond the organisation.



PERFORMANCE SUMMARY



ESG PERFORMANCE: ENVIRONMENTAL DATA

GRI	Performance	Unit	2021	2022	2023	2024
302-1	Energy consumption within the organisation					
	Total energy consumption within the organisation	Kilowatt-hour (kWh)	3,590,793	4,453,429	5,133,115	5,213,234
	Electricity consumption from the grid	Kilowatt-hour (kWh)	2,627,491	3,220,317	3,585,933	3,660,007
	Electricity consumption from the grid per guest night	Kilowatt-hour per guest night (kWh/guest night)	572.81	390.72	340.41	325.50
	Total fuel consumption within the organisation	Kilowatt-hour (kWh)	3,509,606	4,351,676	5,005,054	5,084,445
	Diesel	liter	29,017	30,203	41,328	42,759
	Liquefied Petroleum Gas (LPG)	kilogram	48,384	68,736	84,432	83,904
	Gasoline	liter	3,785	2,814	2,301	2,126
	Self-generated electricity from renewable energy sources	Kilowatt-hour (kWh)	N/A	N/A	68,802	0
	Solar energy	Kilowatt-hour (kWh)	N/A	N/A	68,802	0
303-3	Water consumption within the organisation					
	Total volume of water withdrawn	Million liters	54.79	51.09	61.24	62.32
		Million liters/guest night	11.94	4.48	4.06	3.89
	Total water volume from external sources	Million liters	54.79	51.09	61.24	62.32
	Volume of water recycled	Million liters	N/A	N/A	N/A	N/A
305	Pollution emissions					
	Total greenhouse gas emissions		N/A	N/A	N/A	5,791.40
	Total greenhouse gas emissions (Scope 1 and 2)	Tons of carbon dioxide equivalent (tCO ₂ e)	N/A	N/A	N/A	1,926.20
305-1	Direct greenhouse gas emissions (Scope 1)	Tons of carbon dioxide equivalent (tCO ₂ e)	N/A	N/A	N/A	365.30
305-2	Indirect greenhouse gas emissions from energy use (Scope 2)	Tons of carbon dioxide equivalent (tCO ₂ e)	N/A	N/A	N/A	1,560.90
305-3	Other indirect greenhouse gas emissions (Scope 3)	Tons of carbon dioxide equivalent (tCO ₂ e)	N/A	N/A	N/A	3,865.20
306-3	Waste by type and disposal method					
	Total waste generated	kilogram	41,036	70,030	72,857	73,120
	Total non-hazardous waste	kilogram	40,994	69,985	72,834	73,102
	Total hazardous waste	kilogram	42	45	22	18
	Food waste (re-purposed into compost and used as animal feed at local pig farms)	kilogram	20,683	22,001	25,903	26,832
	Wood waste (re-purposed into compost)	kilogram	N/A	24,947	18,150	17,341
306-4	Waste diverted from disposal	kilogram	23,700	51,384	49,582	49,918
	Waste reused	kilogram	2,528	4,422	5,510	5,728
	Waste recycled	kilogram	21,172	46,962	44,072	44,190
306-5	Total waste sent for disposal (landfill / incineration)	kilogram	17,335	18,705	23,316	23,252

Remarks N/A: No available information
Chiva-Som began collecting and reporting greenhouse gas emissions data in accordance with GRI reporting requirements in 2024.



ESG PERFORMANCE: SOCIAL DATA

GRI	Performance	Unit	2021		2022		2023		2024	
			Male	Female	Male	Female	Male	Female	Male	Female
102-8	Total number of employees	Person	N/A		N/A		N/A		332	
		Person	N/A	N/A	N/A	N/A	N/A	N/A	159	173
	Number of contract workers	Person	N/A	N/A	N/A	N/A	N/A	N/A	32	20
	Number of workers with disabilities	Person	N/A		N/A		N/A		3	
401-1	New employee hiring and employee turnover									
	Number of new hires	Person	N/A		N/A		N/A		47	
	Employee turnover rate	%	N/A		N/A		7		9.6	
405-1	Number of employees by employment level									
	Number of management-level employees	Person	N/A		N/A		N/A		6	
	Number of operational-level employees	Person	N/A		N/A		N/A		27	
	Number of other employees	Person	N/A		N/A		N/A		299	
405-1	Number of employees by age group									
	<30	Person	N/A		N/A		N/A		51	
	30-50	Person	N/A		N/A		N/A		209	
	>50	Person	N/A		N/A		N/A		72	
2-7 & 2-8	Number of employees by nationality									
	Thai	Person	N/A		N/A		N/A		324	
	ASEAN	Person	N/A		N/A		N/A		3	
	Others	Person	N/A		N/A		N/A		5	
405-3	Number of Employees taking parental leave	Person	N/A		N/A		N/A		173	
	Number of employees with parental leave rights	Person	N/A		N/A		N/A		0	
	Number of employees returning to work after parental leave	Person	N/A		N/A		N/A		0	
404-1	Average training hours per employee									
	Average training hours per employee per year	Hour	N/A		N/A		N/A		26.70	
	Average training costs per employee per year	THB	N/A		N/A		N/A		4056.24	



GRI	Performance	Unit	2021		2022		2023		2024	
			Male	Female	Male	Female	Male	Female	Male	Female
403-9	Occupational health, safety, and work environment									
	Total number of work-related fatalities	case	N/A	N/A	N/A	N/A	N/A	N/A	0	
	Total number of work-related fatalities – employees	case	N/A	N/A	N/A	N/A	N/A	N/A	0	
	Total number of work-related fatalities – non-employees (contract workers)	case	N/A	N/A	N/A	N/A	N/A	N/A	0	
	Work-related fatality rate – employees	Per 1,000,000 Hours	N/A	N/A	N/A	N/A	N/A	N/A		
	Work-related fatality rate – non-employees (contract workers)	Per 1,000,000 Hours	N/A	N/A	N/A	N/A	N/A	N/A	2	
	Total number of work-related injuries	case	N/A	N/A	N/A	N/A	N/A	N/A	2	
	Total number of work-related injuries – employees	case	N/A	N/A	N/A	N/A	N/A	N/A	0	
	Total number of work-related injuries – non-employees (contract workers)	case	N/A	N/A	N/A	N/A	N/A	N/A	2.57	
	Work-related injury rate – employees	Per 1,000,000 Hours	N/A	N/A	N/A	N/A	N/A	N/A	0	
	Work-related injury rate – non-employees (contract workers)	Per 1,000,000 Hours	N/A	N/A	N/A	N/A	N/A	N/A	299	
Remarks	N/A: No available information Chiva-Som began collecting and reporting greenhouse gas emissions data in accordance with GRI reporting requirements in 2024.									





GRI INDEX



GRI INDEX

Statement of use Chiva-Som International Health Resorts Company Limited, or Chiva-Som, has reported the information cited in this GRI content index for the period from January 1,2024 to December 31, 2024 with reference to the GRI Standards.

GRI 1 used GRI 1: Foundation 2021

GRI Standard	Disclosure	Location
	General Disclosure	
	The organisation and its reporting practices	
2-1	Organisation details	ESG Report (About this report)
2-2	Entities included in the organisation’s sustainability reporting	ESG Report (About Chiva-Som)
2-3	Reporting period, frequency and contact point	ESG Report (About this report)
2-4	Restatements of information	This is the organisation’s first ESG report. Therefore, no restatements of information from previous reports are applicable
	Activities and workers	
2-6	Activities, value chain and other business relationships	ESG Report (Company Overview & Portfolio), https://www.chivasom.com/en/
2-7	Employees	ESG Report (Performance Data 2024)
2-8	Workers who are not employees	ESG Report (Performance Data 2024)
	Governance	
2-16	Communication of critical concerns	ESG Report (Corporate Government and Business Ethics - Handling complaints)
2-19	Remuneration policies	ESG Report (Human Rights - Equity Compensation)
2-20	Process to determine remuneration	ESG Report (Human Rights - Equity Compensation)
	Strategy, policies and practices	
2-22	Statement on sustainable development strategy	ESG Report (CEO Message)
2-23	Policy commitment	Sustainability Policy https://www.chivasom.com/en/sustainability/
2-24	Embedding policy commitment	Our commitments are integrated into company policies and operations. These are communicated through employee training, internal platforms, and our Employee Handbook. Key departments are also responsible for implementing these policies, and we include relevant clauses in supplier contracts.
2-25	Process to remediate negative impacts	ESG Report (Corporate Government and Business Ethics - Handling complaints)
2-26	Mechanisms for seeking advice and raising concerns	ESG Report (Corporate Government and Business Ethics - Handling complaints)
2-27	Compliance with laws and regulations	No significant financial or non-financial penalties were imposed on the organisation for non-compliance with applicable laws or regulations.
	Stakeholder engagement	
2-29	Approach to stakeholder engagement	ESG Report (Materiality & Stakeholder Engagement)



GRI Standard	Disclosure	Location
Material topics		
3-1	Process to determine material topics	ESG Report (Materiality & Stakeholder Engagement)
3-2	List of material topics	ESG Report (Materiality & Stakeholder Engagement)
Economic & governance		
Economic performance		
201-1	Direct economic value generated and distributed	ESG Report (Goals & Performance Highlights 2024/2025)
Anti-corruption		
205-2	Communication and training about anti-corruption policies and procedure	ESG Report (Corporate Government and Business Ethics - Anti-Corruption)
205-3	Confirmed incidents of corruption and action taken	ESG Report (Corporate Government and Business Ethics - Anti-Corruption)
Environment		
Energy		
302-1	Energy consumption within the organisation	ESG Report (Energy and Emission - Energy Consumption, Performance Data 2024)
302-3	Energy intensity	ESG Report (Energy and Emission - Energy Consumption)
302-4	Reduction of energy consumption	ESG Report (Energy and Emission - Energy Consumption)
Emissions		
305-1	Direct (scope 1) GHG emissions	ESG Report (Energy and Emission - Carbon Reduction, Performance Data 2024)
305-2	Energy indirect (scope 2) GHG emissions	ESG Report (Energy and Emission - Carbon Reduction, Performance Data 2024)
305-3	Other Indirect (Scope 3) GHG Emissions	ESG Report (Energy and Emission - Carbon Reduction, Performance Data 2024)
305-4	GHG emissions intensity	ESG Report (Energy and Emission - Carbon Reduction)
305-5	Reduction of GHG emissions	ESG Report (Energy and Emission - Carbon Reduction)
Water and Effluents		
303-3	Water withdrawal	ESG Report (Water and Effluents - Water management and conservation, Performance Data 2024)
303-5	Water consumption	ESG Report (Water and Effluents - Water management and conservation, Performance Data 2024)
Waste		
306-1	Waste generation and significant waste-related impacts	ESG Report (Waste - Waste reduction)
306-2	Management of significant waste-related impacts	ESG Report (Waste - Waste reduction)
306-3	Waste generated	ESG Report (Waste - Waste reduction, Performance Data 2024)
306-4	Waste diverted from disposal	ESG Report (Waste - Waste reduction, Performance Data 2024)
306-5	Waste directed from disposal	ESG Report (Waste - Waste reduction, Performance Data 2024)



GRI Standard	Disclosure	Location
	Social	
	Employment	
401-1	New employees hired and employee turnover	ESG Report (Performance Data 2024)
401-2	Benefits provided to full-time employees	ESG Report (Occupational Health, Safety and Wellbeing - Employee well-being support programs)
401-3	Parental leave	ESG Report (Performance Data 2024)
	Occupational health & safety	
403-1	Occupational health and safety management system	ESG Report (Occupational Health, Safety and Wellbeing - Safety Incident/ Accident)
403-2	Hazard identification, risk assessment, and incident investigation	ESG Report (Occupational Health, Safety and Wellbeing - Safety Incident/ Accident)
403-3	Occupational health services	ESG Report (Occupational Health, Safety and Wellbeing - Occupational Health)
403-4	Worker participation, consultation and communication on occupational health and safety	ESG Report (Occupational Health, Safety and Wellbeing - Safety Incident/ Accident, Occupational Health)
403-5	Worker training on occupational health and safety	ESG Report (Occupational Health, Safety and Wellbeing - Safety Incident/ Accident, Occupational Health)
403-6	Promotion of worker health	ESG Report (Occupational Health, Safety and Wellbeing - Employee well-being support programs)
403-9	Work-related injuries	ESG Report (Occupational Health, Safety and Wellbeing - Safety Incident/ Accident, Performance Data 2024)
	Training and education	
404-1	Average hours of training per year per employee	ESG Report (Human Resource Management - Training and Development, Performance Data 2024)
404-2	Programmes for upgrading employee skills and transition assistance programmes	ESG Report (Human Resource Management - Training and Development)
404-3	Percentage of employees receiving regular performance career development reviews	ESG Report (Human Resource Management - Employee Performance Management)
	Diversity & equal opportunity	
405-1	Diversity of governance bodies and employees	ESG Report (Performance Data 2024)
	Anti-corruption	
205-2	Communication and training about anti-corruption policies and procedures	ESG Report (Corporate Government and Business Ethics - Anti-Corruption)
205-3	Confirmed incidents of corruption and actions taken	ESG Report (Corporate Government and Business Ethics - Anti-Corruption)
	Non-discrimination	
406-1	Incidents of discrimination and corrective actions taken	ESG Report (Human Rights - Discrimination & Harassment)
	Supply chain management	
308-1	New suppliers that were screened using environmental criteria	ESG Report (Supply Chain Management - Supplier Selection and Evaluation)
414-1	New suppliers that were screened using social criteria	ESG Report (Supply Chain Management - Supplier Selection and Evaluation)
	Child labour	
408-1	Operations and suppliers at significant risk for incidents of child labour	ESG Report (Human Rights - Against Child Abuse)
	Customer privacy	
418-1	Substantiated complaints concerning breaches of customer privacy and loss of customer data	ESG Report (Corporate Government and Business Ethics - Data Privacy Protection)



