



SUSTAINABILITY REPORT 2025



CONTENTS

INTRODUCTION	3
NATURE IN BALANCE	17
WELLNESS FOR ALL	33
GUIDED BY INTEGRITY	53
2025 ESG PERFORMANCE	62
GRI INDEX	67



CEO MESSAGE

At Chiva-Som, sustainability is more than a commitment; it is a guiding philosophy that shapes how we operate, grow, and contribute to the world around us. Deeply embedded in our culture and long-term vision, it drives meaningful action across every aspect of our organisation. It is my pleasure to present our latest Sustainability Report, marking another year of meaningful progress and reinforcing our commitment to advancing our sustainability journey.

We continue to strengthen our sustainability focus through a quadruple bottom-line approach, balancing Wellness, Environment, Community, and Prosperity. This framework enables us to deliver exceptional wellness experiences while ensuring responsible environmental stewardship, positive community impact, and sustainable business performance.

Our journey toward a sustainable future is well underway. We have taken important steps to understand, measure, and reduce our carbon footprint, while identifying opportunities for innovation and operational efficiency. Looking ahead, we firmly committed to achieving carbon neutrality by 2050, supporting both our long-term business strategy and Thailand's national climate ambitions. This transition will require collaboration, persistence, and sustained investment, and we remain focused on delivering meaningful progress every year.

Our environmental performance continues to improve. Today, 100% of our organic waste is repurposed through circular practices, while 100% of wastewater generated from our operations is treated and reused at least twice. These achievements reflect our commitment to conserving resources, reducing environmental impact, and advancing responsible stewardship.

Equally important is our enduring partnership with the Hua Hin community. Through local sourcing, environmental conservation, education, scholarships, and community development initiatives, we continue to create shared value and strengthen the community we proudly call home. During the reporting year, we provide 25 scholarships to students across four local schools, supporting their education and future opportunities, while contributed more than THB 29 million to the local economy through procurement from local businesses and suppliers, reinforcing our commitment to creating positive economic impact alongside environmental and social value.

This year, we successfully reaffirmed our Travelife certification, reflecting our commitment to internationally recognised sustainability standards, our culture of continuous improvement and our determination to strengthen sustainability performance year after year. Internally, we continue embedding sustainability across every department by building awareness, strengthening capabilities, and empowering our people to integrate environmental, social, and governance considerations into everyday decision-making.

Our actions remain aligned with the United Nations Sustainable Development Goals, which provide a global framework guiding our strategy and priorities, and looking ahead, we aspire to contribute meaningfully across all 17 goals by expanding initiatives, strengthening partnerships, and integrating sustainability even further into our business model.

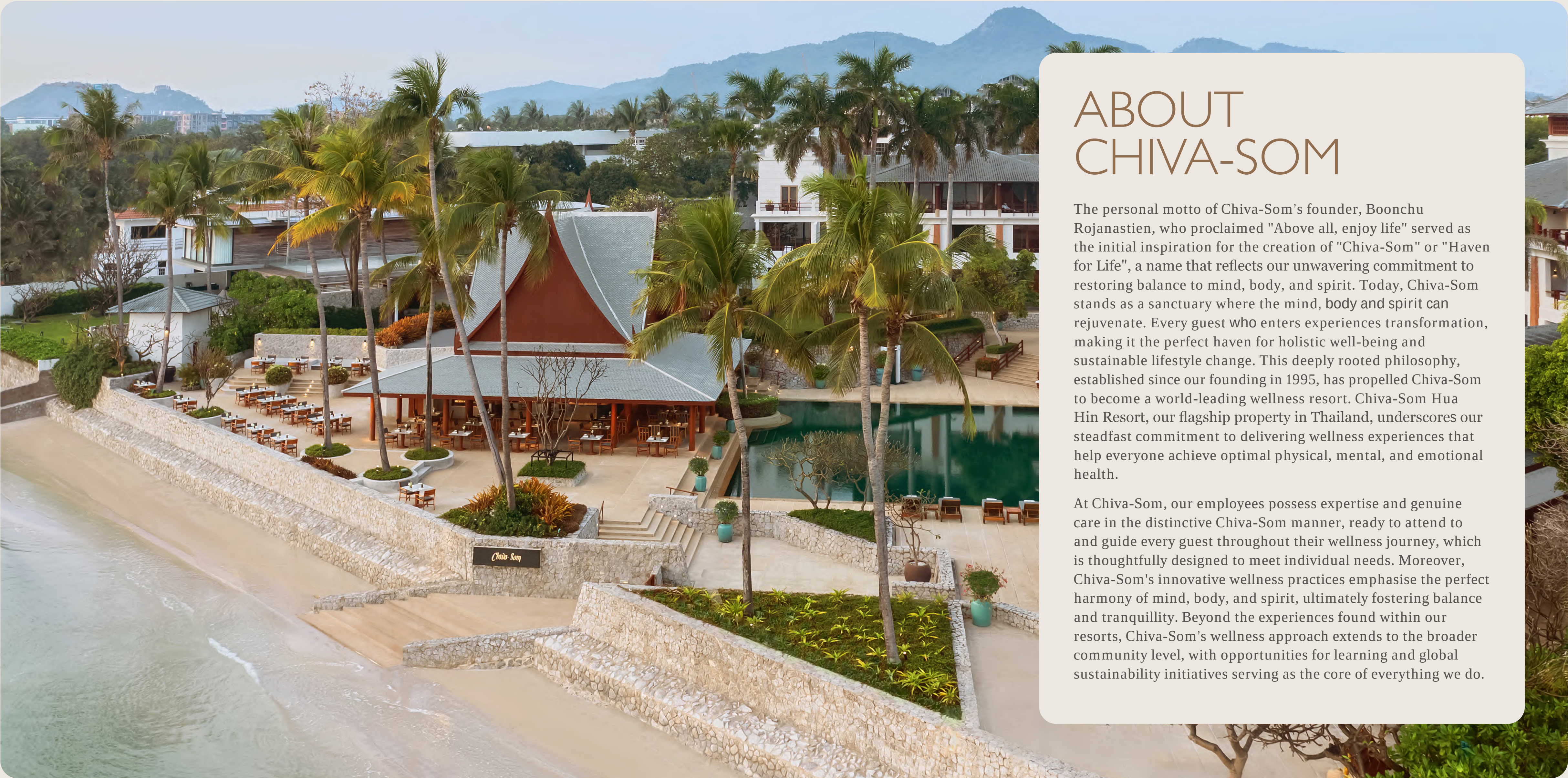
Another important priority for the coming years is the expansion of sustainability beyond our direct operations into our supply chain. Responsible sourcing, supplier engagement, and collaborative improvement will help ensure that our broader value chain reflects the same high standards we uphold internally.

While we are proud of the progress achieved, we recognise that sustainability is an ongoing journey requiring continuous improvement, innovation, and collaboration. Together with our employees, partners, guests, and community, we remain committed to advancing a resilient, responsible, and sustainable future.

Thank you for your continued trust and support as we move forward on this journey 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 mind, body and spirit can rejuvenate. Every guest who 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, underscores 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 tranquillity. 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 (“Chiva-Som”) has prepared this Sustainability Report to provide stakeholders with a transparent overview of our sustainability performance, governance approach, and strategic direction. The report presents our sustainability vision, mission, goals, and management practices, highlighting initiatives across the three core Environmental, Social, and Governance (ESG) dimensions, together with wellness as a distinctive fourth pillar reflecting our quadruple bottom-line philosophy. Chiva-Som remains committed to contributing to the 17 United Nations Sustainable Development Goals (UNSDGs) by aligning our operations with internationally recognised sustainable development principles through ongoing collaboration and stakeholder engagement.

Following the publication of our inaugural Sustainability Report in 2024, this second edition has been prepared in alignment with the core requirements of the Global Reporting Initiative (GRI). The information presented covers the fiscal year 2025, from 1 January to 31 December 2025. Data were collected from three business units in Thailand under Chiva-Som’s operational control and oversight by Executive Management, including 1) Chiva-Som Hua Hin Resort, 2) Chiva-Som International Health Resorts Home Office, and 3) Chiva-Som International Academy.

The 2025 Sustainability Report is published exclusively in digital format and is available on our website at chivasom.com. Reviewed and approved by Chiva-Som’s Sustainability Committee, the report reflects our commitment to transparency and continuous improvement. We welcome feedback to help strengthen our reporting and sustainability performance. For further information or suggestions, stakeholders may contact the Sustainability Working Team via the details provided.

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COMPANY OVERVIEW

Our business portfolio comprises three complementary units: 1) Wellness Resort Business, 2) Wellness Education, and 3) Wellness Development Consultancy, which together support our commitment to advancing holistic wellbeing and sustainable business practices. These interconnected pillars reflect our integrated approach to delivering wellness hospitality experiences, building professional capabilities within the wellness industry, and providing specialised consultancy for wellness-oriented development projects.

Through this diversified portfolio, we aim to create long-term value for stakeholders, contribute positively to communities, and support responsible growth aligned with our sustainability strategy and broader global wellbeing trends.

WELLNESS RESORT BUSINESS

Chiva-Som Hua Hin Resort is recognised as Thailand’s first dedicated wellness resort and a pioneer of holistic wellness hospitality in Asia. Located on 17 rai (approximately 6.7 acres) of beachfront land in Hua Hin, the resort has earned a strong international reputation as a leading destination for integrated health and well-being. Our programmes are thoughtfully designed to transform 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 variety of initiatives designed to create lasting positive impact. Beyond our business activities, corporate social responsibility remains a key part of our mission. We place strong emphasis on people, prioritising the health, safety, and well-being of our employees while fostering a supportive workplace that enables them to thrive. Our commitment also extends to employee families and surrounding communities through initiatives that promote education, social welfare, and improved quality of life.

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

WELLNESS EDUCATION

Chiva-Som International Academy is recognised as one of Asia’s leading wellness and spa training institutions. Based in Bangkok, the Academy equips students with the knowledge, practical skills, and confidence needed to begin or advance their careers in the global wellness industry.

For nearly two decades, the Academy has supported professional development across health, wellness, and beauty disciplines. Its curriculum spans areas such as Anatomy and Physiology, nutrition, healthy culinary practices, spa therapies, and holistic wellness approaches. Rooted in Chiva-Som’s integrative wellness philosophy, programmes combine theoretical foundations with hands-on training to prepare graduates to deliver professional treatments with the brand’s signature ethos of “Hospitality with Heart.” The Academy also aims to share evidence-based knowledge in physiology, nutrition, and complementary therapies with the broader wellness sector.

Graduates benefit from expert instruction and a globally respected holistic wellness perspective, making them highly valued by leading spas, wellness resorts, cruise lines, and health destinations worldwide. In addition, specialised courses in spa development and management support both aspiring and experienced entrepreneurs in establishing, managing, and enhancing successful wellness businesses.



WELLNESS DEVELOPMENT CONSULTANCY

Our wellness development business focuses on providing specialised consultancy services for wellness hospitality properties, supporting projects across the entire development lifecycle. This includes strategic planning, concept development, design advisory, construction oversight, as well as operational setup and management guidance.

Leveraging our expertise in wellness hospitality, we help partners create properties that integrate health, wellbeing, sustainability, and operational excellence. Our approach emphasises long-term value creation through thoughtful design, responsible development practices, and operational strategies that align with evolving market expectations and sustainability principles.



AWARDS & RECOGNITION

TRAVELIFE	IFOAM	GREEN HEALTH HOTEL	THAILAND TOURISM SUSTAINABILITY AWARD	CF HOTEL	STGS STAR (SUSTAINABLE TOURISM ACCELERATION RATING)
Since 2023, we have proudly held the Travelife Gold Certification , a prestigious benchmark that reflects our dedication to responsible tourism across environmental, social, and economic dimensions. This achievement underscores our continuous pursuit of excellence in sustainable hospitality.	Our organic journey is strengthened through certification by the International Federation of Organic Agriculture Movements (IFOAM), ensuring that our farm-to-table philosophy meets globally recognised standards—nurturing both the planet and personal wellbeing.	Our recognition as a Green Health Hotel by the Department of Health Thailand further highlights our unwavering focus on guest wellbeing. It assures a sanctuary where world-class hygiene, environmental care, and holistic wellness come together seamlessly.	Chiva-Som has been honoured with the Thailand Tourism Sustainability Award by the Tourism Authority of Thailand, celebrating our leadership in sustainable wellness tourism and our commitment to creating transformative experiences.	As part of our climate action journey, we are also certified under the CF Hotels Programme by the Tourism Authority of Thailand. This reflects our proactive approach to measuring and reducing carbon emissions—contributing to a more sustainable, low-carbon future for the tourism industry.	Chiva-Som has been awarded the prestigious 5-Star STGs (Sustainable Tourism Goals) certification by the Tourism Authority of Thailand (TAT) , recognising our outstanding performance and commitment to sustainable tourism practices across environmental, social, and governance dimensions.

NOTABLE AWARDS AND ACHIEVEMENTS:

- ◆ ‘Traditional Healing’ – Condé Nast Traveller Germany Wellness & Spa Awards 2025
 - ◆ ‘The Most Loved Wellness Destination’ – Hello Thailand Beauty & Wellness 2025
 - ◆ ‘Spa Retreat of the Year’ – Compare Retreats Luxury Wellness Travel Awards 2025
 - ◆ ‘Sustainability Award- Health & Wellness Tourism’ - Thailand Tourism Awards 2025
 - ◆ ‘Destination Spa & Wellness’ – Thailand Tourism Outstanding Award 2025
 - ◆ ‘Best Wellness Retreat’ - Tatler Best Thailand 2025
 - ◆ ‘Best 100 Hotels in Asia-Pacific’ – Tatler Best Asia 2025
 - ◆ ‘Travel & Leisure: Spa Winner’ - Marie Claire UK Sustainability Awards 2024
 - ◆ ‘Golden Selection International Hotel of the Year 2024’ - Natgeo's Golden Awards 2024
- ◆ ‘Best 100 Hotels in Asia’ - Tatler Best Asia 2024
 - ◆ ‘Sustainable & Operational Management’ – Global Sustainability Leadership Awards 2023
 - ◆ '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



VISION, MISSION, AND CORE VALUES

‘HAVEN OF LIFE’

The deep-rooted inspiration at the heart of Chiva-Som is the intention to be a “Haven of Life” for all. Chiva-Som’s vision is to be a global leader in wellness, fostering the balance of mind, body and spirit through a holistic approach that integrates modern expertise with traditional wisdom. We aspire to create a world where optimal health is sustainably accessible to all, while contributing to Thailand’s position as a global leader in health and wellness tourism.

Chiva-Som is committed to its mission of expanding access to comprehensive healthcare approaches through the development of an integrated wellness ecosystem. This is supported by ongoing research, innovation, and effective implementation across all areas of operation, both in Thailand and internationally, alongside a continued emphasis on sustainability and meaningful community engagement at every step.

The values that shape Chiva-Som include authenticity, compassion, integrity, trustworthiness, attentive care, and sustainability. With deep respect for humanity and nature, we remain dedicated to being a steadfast companion on each individual’s wellness journey, while caring for people, communities, and the environment with genuine responsibility to create long-term, sustainable impact.



“JAITHAI”

“**Jaithai**” is the foundation of Chiva-Som’s values and service culture, centred 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.





SUSTAINABILITY STRATEGY & COMMITMENT

From the very beginning, sustainability has not been an added initiative, but a founding principle embedded in our philosophy. Guided by the vision of our founder, Khun Boonchu Rojanastien, we have always believed that true well-being arises from balance, not only of body, mind, and spirit, but also in the way we live in harmony with the environment and society.

For three decades, this belief has shaped our direction and defined our purpose. We recognise that personal wellness and environmental wellness must go hand in hand. Our vision for sustainable wellness is therefore rooted in promoting long-term well-being through mindful living in harmony with nature, while supporting environmental conservation, ecological restoration, and the sustainable development of the communities around us.

Our sustainability strategy reflects this enduring commitment through a quadruple bottom-line approach, balancing Wellness, Environment, Community, and Prosperity. This framework ensures that we create value not only for our guests and business, but also for the planet and society at large.

To translate this philosophy into measurable action, we focus on six core objectives:

- 1. Energy Management** – Improving efficiency and advancing our transition toward a low-carbon future.

2. Water Management – Conserving and protecting vital water resources.

3. Resource Management – Reducing waste, promoting circularity, and responsible consumption.
- 4. Corporate Social Responsibility** – Supporting community wellbeing, education, and local livelihoods.

5. Promoting Sustainability Knowledge – Empowering employees, guests, and partners through awareness and education.

6. Sustainability Recognition & Accountability – Upholding internationally recognised standards and transparent reporting.

Across these priorities, our aim is clear: to minimise negative environmental and social impacts while maximising positive contributions. Sustainability is fully integrated into every aspect of our operations, guided by clear policies, measurable targets, and continuous improvement.

Thirty years on, sustainability remains at the heart of who we are, not simply as a strategy, but as a responsibility and a promise for the future.



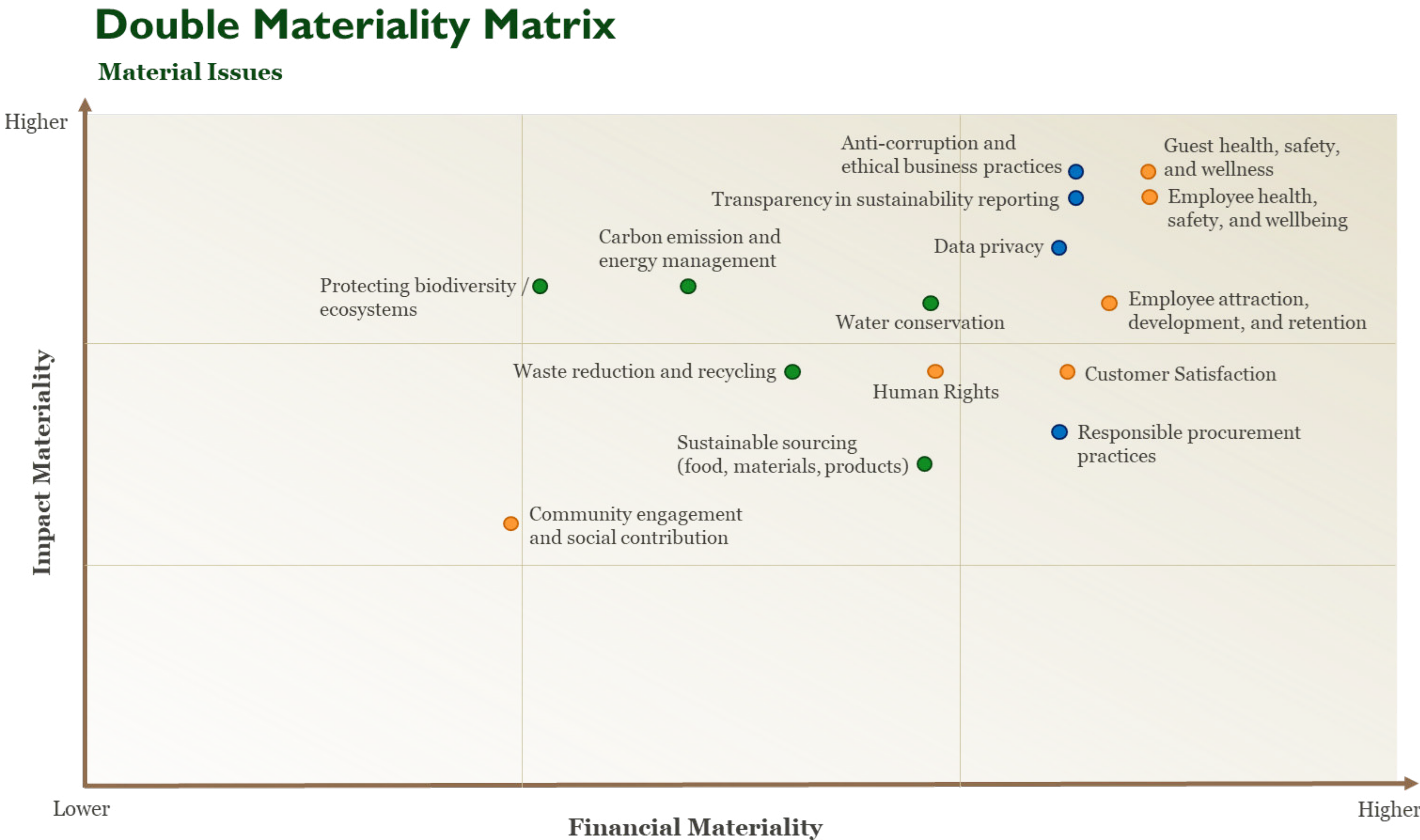


MATERIALITY ASSESSMENT

We place 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.

Our 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. In addition, a survey was conducted among employees to gather their perspectives and insights on key sustainability topics. The results were systematically analysed and mapped into a materiality matrix to identify and prioritise the most significant issues.

The outcomes of this comprehensive process are then reviewed and approved by the Senior Management Team, and the Sustainability Committee, serving as a strategic foundation for the structured and effective development of sustainability strategies moving forward.





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. We believe that effective engagement processes will cultivate cooperation and strengthen long-lasting relationships, while fostering sustainable growth together with our stakeholders, all of whom play vital roles in the organisation's operations both directly and indirectly. At Chiva-Som, we classify internal and external stakeholders into 5 main groups: 1) Customers and Guests, 2) Employees, 3) Institutional, 4) Communities, and 5) Media.

Stakeholder engagement is fully embedded within our operational processes. We adopt tailored engagement approaches for each group, including surveys, interviews, and digital platforms, enabling us to capture meaningful insights into their expectations and priorities. These insights inform our decision-making and guide us in delivering responsive, stakeholder-centric strategies.

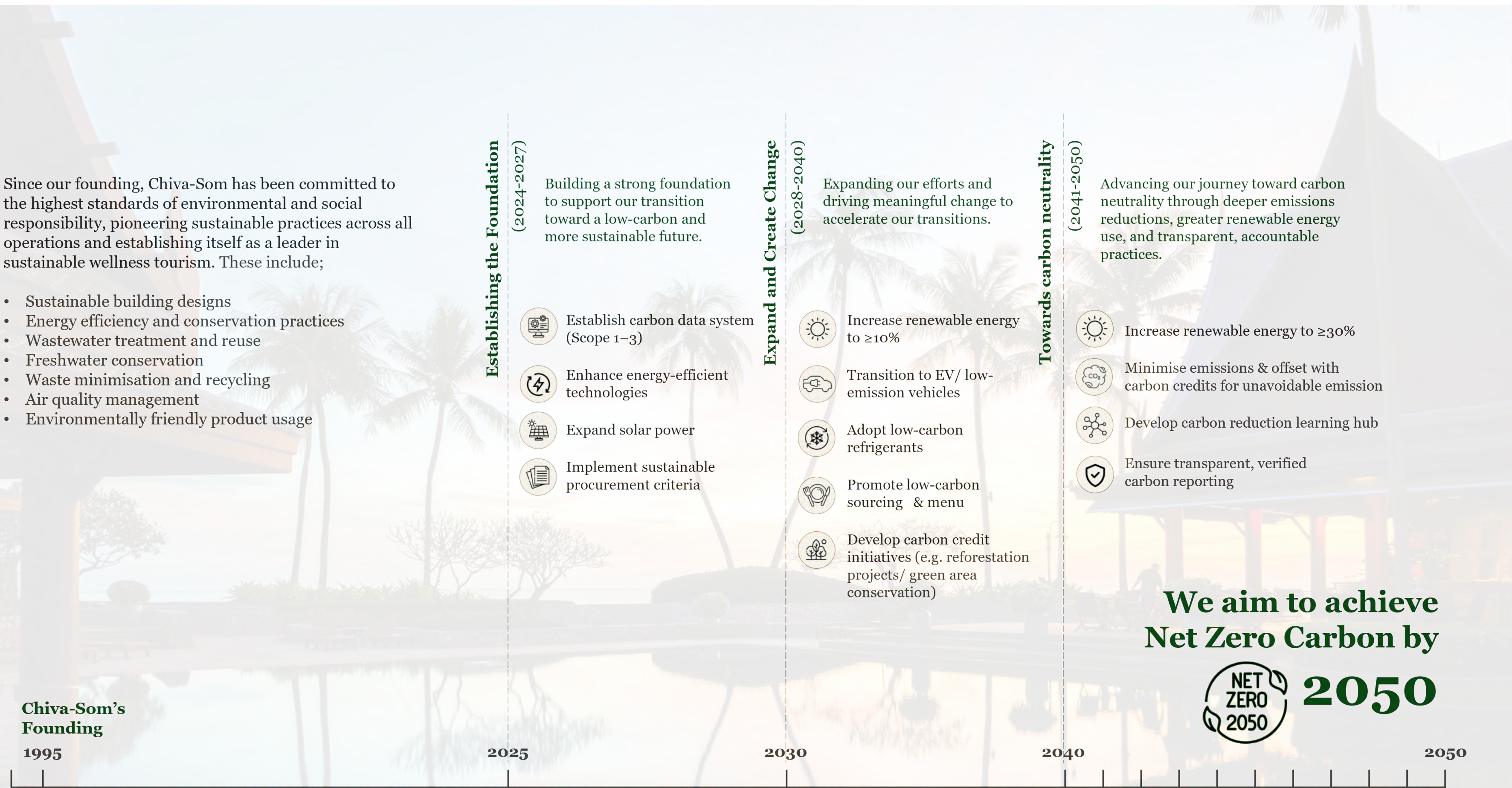
In addition, we conduct comprehensive value chain sustainability assessments and supplier audits, while continuously benchmarking against industry peers and monitoring evolving global sustainability standards. This holistic approach ensures that we remain aligned with best practices and are well-positioned to deliver long-term value for all stakeholders.



CHIVA-SOM'S NET ZERO CARBON JOURNEY

As a wellness resort dedicated to nurturing the body, mind, and environment, Chiva-Som recognises its responsibility to minimise the environmental impact of its operations. Guided by a long-term ambition to achieve Net Zero Carbon by 2050, we have developed a comprehensive “Net Zero Carbon Journey” roadmap that integrates climate action across all areas of the business.

This roadmap outlines short-, medium-, and long-term pathways, enabling us to systematically reduce emissions, enhance resource efficiency, and drive meaningful progress toward a low-carbon and sustainable future.





OUR UN COMMITMENTS

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, labour, the environment, and anti-corruption.

Since 2012, Chiva-Som has been a proud participant in the United Nations Global Compact (UNGC), positioning us among the early adopters within the healthcare, medical services, and equipment sector to commit to this globally recognised initiative. We have embedded the UNGC principles into our Environmental, Social, and Governance (ESG) strategy, reinforcing our commitment to ethical business practices, respect for human rights, environmental stewardship, and transparent governance.

Chiva-Som is also an active member of the Global Compact Network Thailand (GCNT), reinforcing our commitment to advancing sustainability through collaboration. Through this platform, we engage in networking, knowledge exchange, and capacity-building initiatives alongside like-minded organisations dedicated to ESG excellence in Thailand. Our participation in GCNT enables us to stay informed of emerging global trends, evolving local regulations, and industry best practices. These insights support the continuous enhancement of our operations, ensuring alignment with the United Nations Sustainable Development Goals (SDGs) and strengthening our contribution to sustainable development.



LEADING THROUGH KNOWLEDGE SHARING

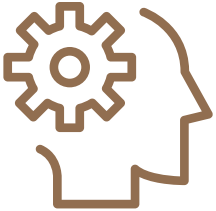
In recognition of our commitment to driving meaningful change and advancing sustainable hospitality, Chiva-Som was honoured to share our sustainability journey at two leading industry forums in 2025:

- ◆ **SUSTAINABILITY FORUM 2026: SHIFT FORWARD – Overcoming Challenges** (December 2025) – Our Corporate Director of Sustainability & Compliance was invited to join the panel discussion, Everyday Actions for a Sustainable Future, where we shared how embedding mindful, everyday actions across our operations and stakeholder partnerships can generate lasting environmental and social impact.
- ◆ **NOVACANCY ASIA 2025 (NOVEMBER 2025)** – Chiva-Som participated in the panel, Hotel Energy Management: Putting Sustainability at the Heart of Your Hotel's DNA, highlighting our approach to integrating energy efficiency, climate action, and environmental stewardship into the very essence of our hospitality experience.

These opportunities underscore our role as a trusted voice in sustainable wellness and reflect our enduring commitment to inspiring collective action, sharing knowledge, and shaping a future where personal wellbeing and environmental wellness go hand-in-hand.

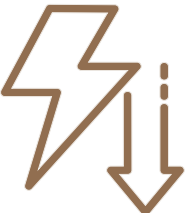
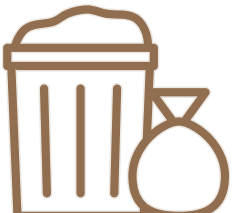


2025 ESG PERFORMANCE HIGHLIGHTS

ENVIRONMENTAL DIMENSION		SOCIAL DIMENSION	GOVERNANCE DIMENSION
 Reduced electricity consumption per occupied room night by 20%	 Generated THB 17,528 in revenue from waste recycling initiatives	 Achieved an employee engagement score of 87.40%	 Maintained a guest satisfaction score of 98.8%
 Generated 54,989 KWH of renewable energy	 Produced 18,790 KILOGRAMS of organic compost	 Delivered an average of 42.33 training hours per employee	 ENSURED 100% of suppliers acknowledged and committed to the organisation's Supplier Code of Conduct
 Reused 100% of treated wastewater for non-potable purposes	 Harvested 9,250 KILOGRAMS of produce through the Farm-to-Table programme	 Implemented CSR initiatives aligned with 14 UN Sustainable Development Goals (SDGs)	 Conducted supplier assessments for 5 BUSINESS PARTNERS
 Achieved a 68% waste recycling and recovery rate		 Invested over THB 706,122 in community and social impact programmes	 Local suppliers represented 27.61% of the total supplier base
		 Contributed a total of 1,927 VOLUNTEER HOURS through employee engagement activities	 Supported the local economy through approximately THB 29.77 MILLION in procurement from local suppliers



2026 STRATEGIC GOALS

ENVIRONMENTAL DIMENSION	SOCIAL DIMENSION	GOVERNANCE DIMENSION
 Reduce electricity consumption per room night by more than 6%  Reduce water consumption per room night by more than 8%  Limit landfill waste to no more than 25% of total waste generated	 Align CSR initiatives with all 17 UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGS)  Maintain employee engagement scores above 87%  Provide employees with an average of more than 40 TRAINING HOURS per person	 Sustain guest satisfaction scores above 98%  Increase the proportion of local suppliers to more than 30% of the total supplier base





NATURE IN BALANCE



ENERGY MANAGEMENT

As the world responds to the growing challenge of climate change, how we use energy has never been more important. At Chiva-Som, we believe that true wellness extends beyond personal well-being to include the health of our planet. Thoughtful energy management allows us to reduce our environmental impact, operate more efficiently, and support a cleaner, more sustainable future, while continuing to deliver the exceptional experience our guests expect.

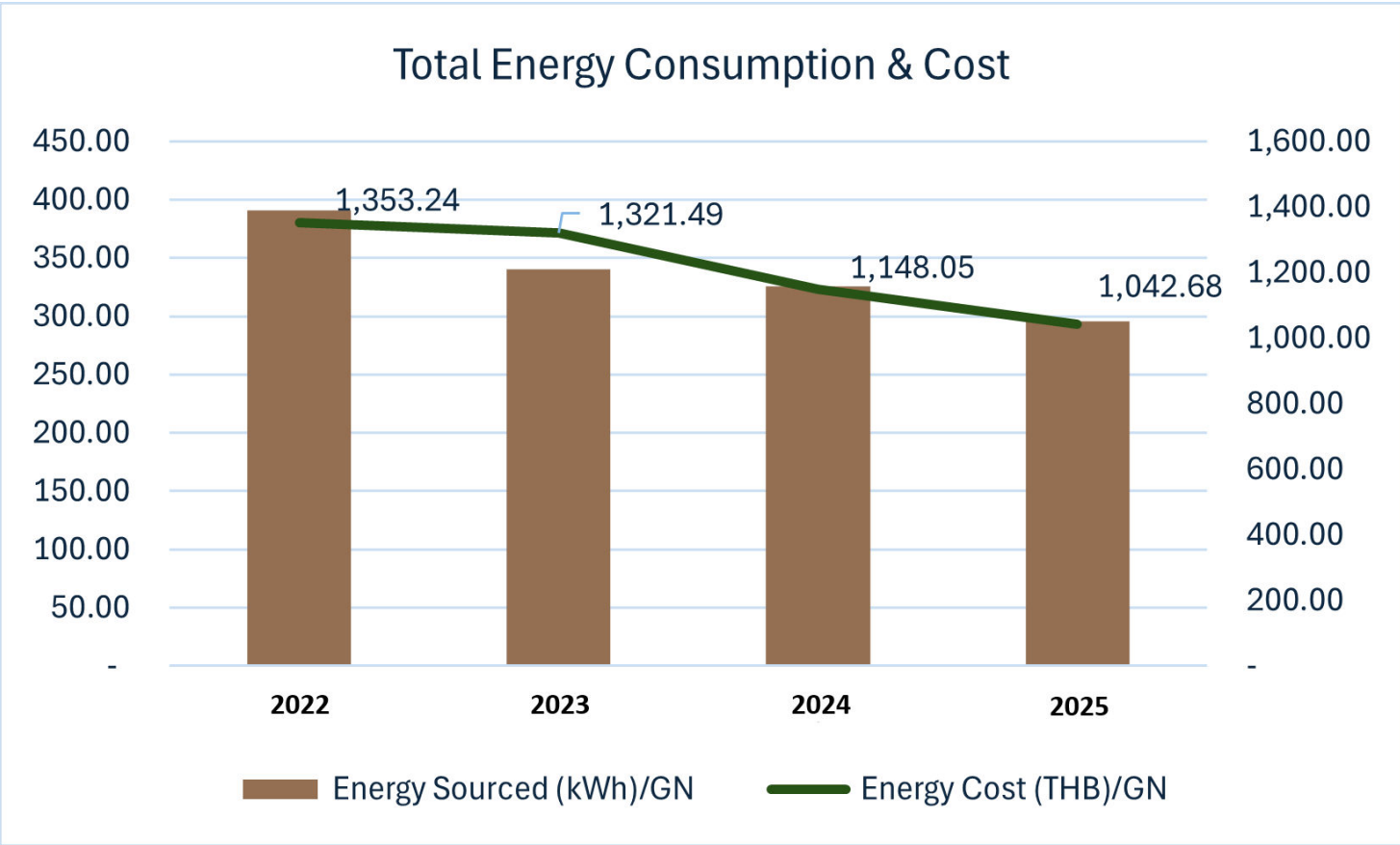
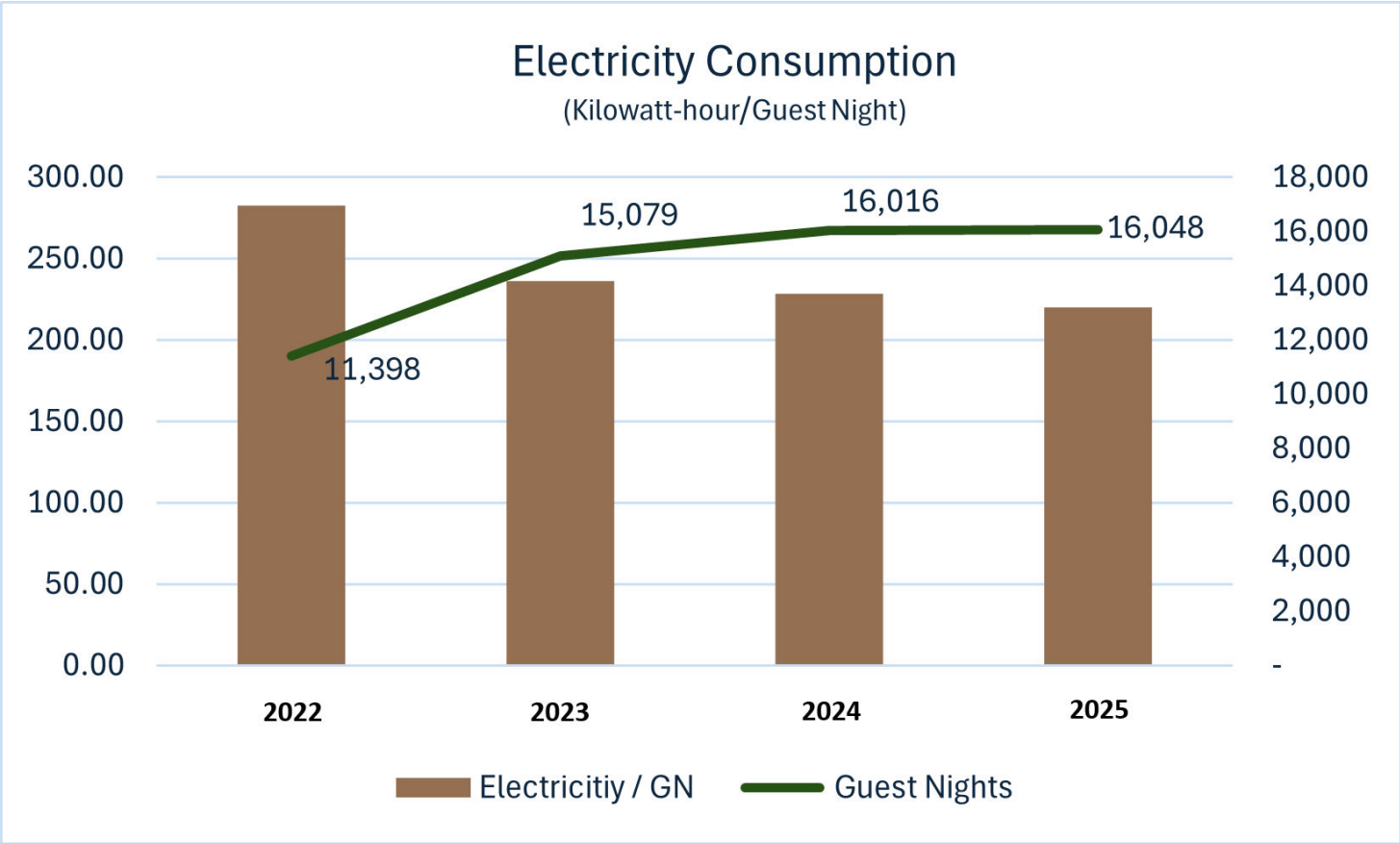
ENERGY CONSUMPTION & EFFICIENCY

Our energy management approach is guided by a holistic and data-driven framework that supports efficient and responsible operations. Since 2021, we have continuously monitored energy consumption across key sources including electricity, LPG, diesel, and gasoline to support informed decision-making and drive performance improvements.

We prioritise energy efficiency through the adoption of advanced technologies and equipment across the resort, including the transition to LED lighting to reduce electricity use while maintaining a comfortable ambience, and the installation of high-efficiency HVAC systems to optimise cooling performance. At the same time, we are progressively integrating renewable energy solutions to reduce reliance on conventional sources and support the transition to a lower-carbon future. Our approach also emphasises active engagement with both staff and guests, encouraging energy-conscious behaviours throughout the resort experience.

These efforts are supported by clear targets and a strong commitment to continuous improvement, ensuring our energy management strategy remains effective, measurable, and aligned with our sustainable wellness vision.

Over the past few years, we have experienced consistent growth in occupancy, with total guest nights in 2025 increasing by more than 40% compared to 2022. Despite this significant rise in demand, we have continued to enhance our energy efficiency. This is reflected in a reduction of over 20% in electricity consumption per guest night compared to 2022.



This achievement demonstrates our ability to grow the business while effectively reducing energy usage. It is driven by our ongoing implementation of energy efficiency initiatives, as well as our commitment to delivering a more sustainable and environmentally responsible guest experience.



SOLAR WATER HEATER

Since 2009, Chiva-Som has invested in solar thermal technology, installing solar panels to generate heat for hot water across the resort. This initiative was introduced to reduce reliance on LPG, enhance energy efficiency, and deliver long-term operational cost savings.

In 2025, our solar water heater system comprising a total of 176 panels generated approximately 55,000 kWh of thermal energy, helping to avoid around 15 tonnes of carbon dioxide emissions.

Looking ahead, we are actively exploring opportunities to further expand our use of solar energy, with the aim of increasing the share of renewable energy and continuously advancing our long-term sustainability commitments.



SUSTAINABLE MOBILITY

Our approach to sustainable mobility focuses on reducing transport-related emissions while supporting more environmentally responsible travel choices. To facilitate this, we have installed electric vehicle (EV) charging stations on property, offering complimentary EV charging to all in-house guests, while staff members benefit from a preferential rate approximately 28% below market price.

This initiative encourages the adoption of low-emission vehicles and supports a shift towards cleaner transportation options. By making sustainable mobility more accessible and convenient, we aim to extend our energy management efforts beyond operations and contribute to a lower-carbon travel experience.



GREEN ARCHITECTURE

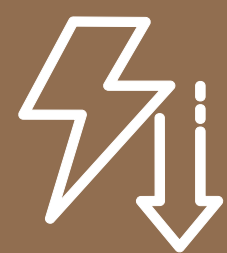
We have embraced green architecture since the very inception of the resort, thoughtfully designing our buildings to maximise natural daylight and efficient ventilation. This approach reduces electricity consumption while maintaining the highest level of guest comfort.

In each guest room, adjustable blinds allow guests to control natural light and minimise reliance on artificial lighting. In addition, balcony doors are equipped with smart sensors that automatically switch off the air conditioning if left open for more than one minute, supporting energy conservation and responsible resource use.

In terms of interiors, each room is carefully curated using locally sourced wood to reflect a strong sense of place. Bonsai trees are featured in place of fresh-cut flowers to reduce waste and unnecessary resource use, while handcrafted elephant dolls add an authentic touch of Thai cultural heritage. Together, these elements create a stay experience that seamlessly blends cultural elegance with a commitment to sustainability.



2025 PERFORMANCE



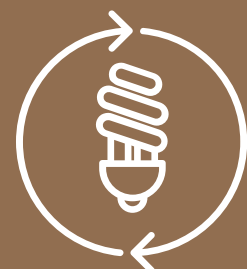
Reduced electricity consumption per occupied room night by **20%**^{1/}



Reduced total energy consumption per occupied room night by **24%**^{1/}



Reduced total energy costs per occupied room night by **23%**^{1/}



Generated **54,989** KILOWATT-HOURS of renewable energy to support sustainable operations

¹ Compared to 2022



KEY INITIATIVES IMPLEMENTED IN 2025 INCLUDE:

- ◆ **AIR CONDITIONING SYSTEM UPGRADE** – We have progressively upgraded air conditioning systems across key areas, including staff accommodation, meeting rooms, the library, offices, and waste management areas, where existing equipment was nearing end-of-life. The new systems are designed for higher energy efficiency and utilise R32 refrigerant, which is more environmentally friendly with a lower global warming potential. This initiative not only enhances cooling performance and reliability but also reduces energy consumption and the resort’s overall environmental impact.
- ◆ **SEASONAL LIGHTING OPTIMISATION** – Our landscape lighting system has been refined to align with seasonal sunrise and sunset times. This smart lighting approach minimises unnecessary electricity use during periods of natural daylight, extends equipment lifespan, and preserves the resort’s ambiance and safety seamlessly throughout the year.
- ◆ **PREVENTIVE MAINTENANCE PROGRAMME FOR AIR CONDITIONING SYSTEMS** – We continue to strengthen our air conditioning maintenance standards through an effective preventive maintenance (PM) programme, including regular cleaning and timely filter replacements. This ensures optimal heat exchange performance, reduces strain on major equipment, improves energy efficiency, and enhances indoor air quality—creating a cleaner, healthier environment for our guests and associates.
- ◆ **HOT WATER SYSTEM OPTIMISATION** – To further enhance energy performance, we upgraded one of our three hot water generators, improving the stability and consistency of hot water supply across the resort. This upgrade increases energy efficiency, reduces system losses, and lowers LPG consumption, reflecting our commitment to responsible energy management while enhancing the quality and sustainability of the guest experience.



WATER MANAGEMENT

Water is one of the most essential natural resources, fundamental to life, ecosystems, and the delivery of a high-quality wellness experience. As global water challenges intensify, responsible water management has become increasingly important for ensuring long-term environmental sustainability and operational resilience. At Chiva-Som, we recognise that every drop matters. We are committed to using water thoughtfully and efficiently across all aspects of our operations, balancing guest comfort with environmental stewardship.

WATER CONSUMPTION & EFFICIENCY

Our water stewardship approach focuses on maximising efficiency, optimising resource use, and safeguarding water quality across every aspect of our operations. This includes the installation of water-saving fixtures such as low-flow showerheads and taps, as well as dual-flush sanitary systems. We also conduct regular maintenance of our piping systems to minimise leaks and water loss, alongside implementing water reuse practices as a core part of our operations.

Wastewater from guest rooms and laundry processes is carefully treated and repurposed for non-potable uses, including landscape irrigation and cleaning of external areas. Through these initiatives, we are able to reduce reliance on natural water sources, minimise environmental impact, and reinforce our commitment to responsible and sustainable operations.

While water consumption levels may fluctuate, they remain well managed overall. Water consumption per unit increased slightly by approximately 1.7% compared to 2022, reflecting variations in operational patterns and water demand. Despite this modest increase, our consumption levels continue to remain below our established targets, demonstrating effective water management alongside business growth.

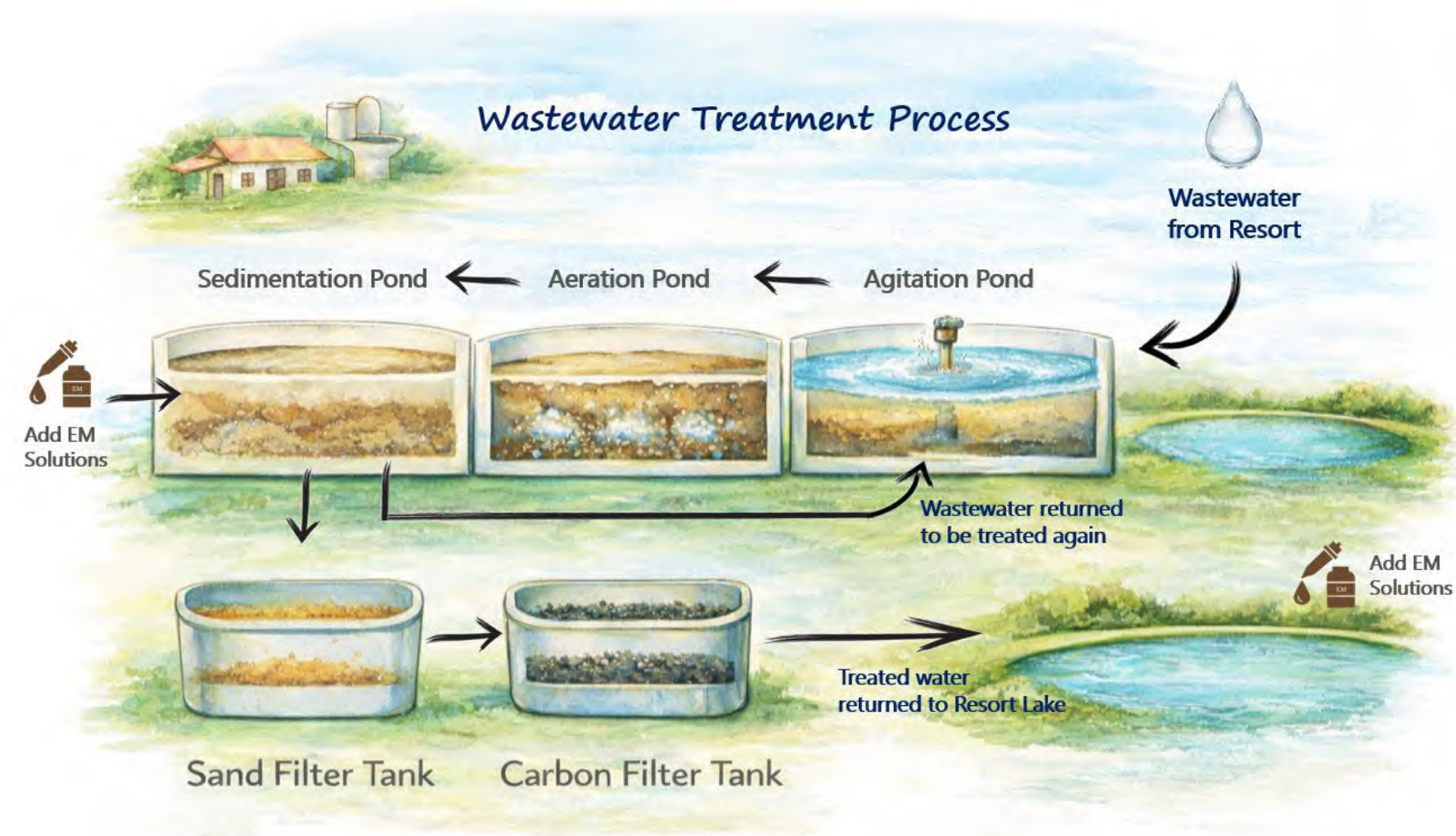




WASTEWATER MANAGEMENT

Responsible wastewater management has been a cornerstone of our operations since the resort’s establishment more than three decades ago. From the outset, we have implemented a comprehensive on-site wastewater treatment system to manage water-related impacts, protect receiving environments, and reduce reliance on freshwater resources.

All wastewater generated from resort activities is treated through an advanced Activated Sludge system, which effectively removes organic matter, contaminants, and hazardous substances. Treated effluent is subject to continuous monitoring and quality control to ensure compliance with applicable environmental standards and regulatory requirements, thereby preventing adverse impacts on surrounding ecosystems.



In line with our commitment to minimising water discharge, the resort operates a zero-discharge approach, whereby treated wastewater is not released into the sea or public drainage systems. Instead, reclaimed water is stored in our on-site reservoir with a capacity of up to 6,750 cubic metres.

This closed-loop system significantly reduces demand for freshwater extraction, enhances water-use efficiency, and supports the resilience of local water resources.

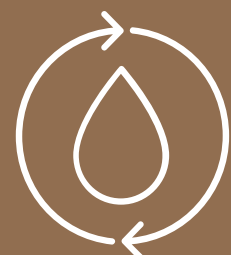
2025 PERFORMANCE



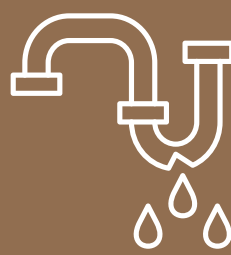
Total water consumption at
64,074
CUBIC METRES



Maintained water consumption per room night at
3.99
CUBIC METRES



ACHIEVED
100%
water reuse through circular water management practices



Maintained effective water system management with **zero incidents of water leakage** or water loss throughout the year



KEY INITIATIVES IMPLEMENTED IN 2025 INCLUDE:

- ◆ **SUSTAINABLE WATER EFFICIENCY INITIATIVE** – We have implemented water flow control technology (water flow reducers) across the entire resort to optimise water usage without compromising guest comfort. Flow rates are carefully regulated, with showers limited to no more than 10 litres per minute and taps to no more than 5 litres per minute. This initiative delivers measurable reductions in water and energy consumption while generating long-term operational cost savings.



CLIMATE ACTIONS

At Chiva-Som, caring for the environment is an integral part of our commitment to holistic well-being. Understanding our carbon footprint is a key step in addressing our impact on the climate.

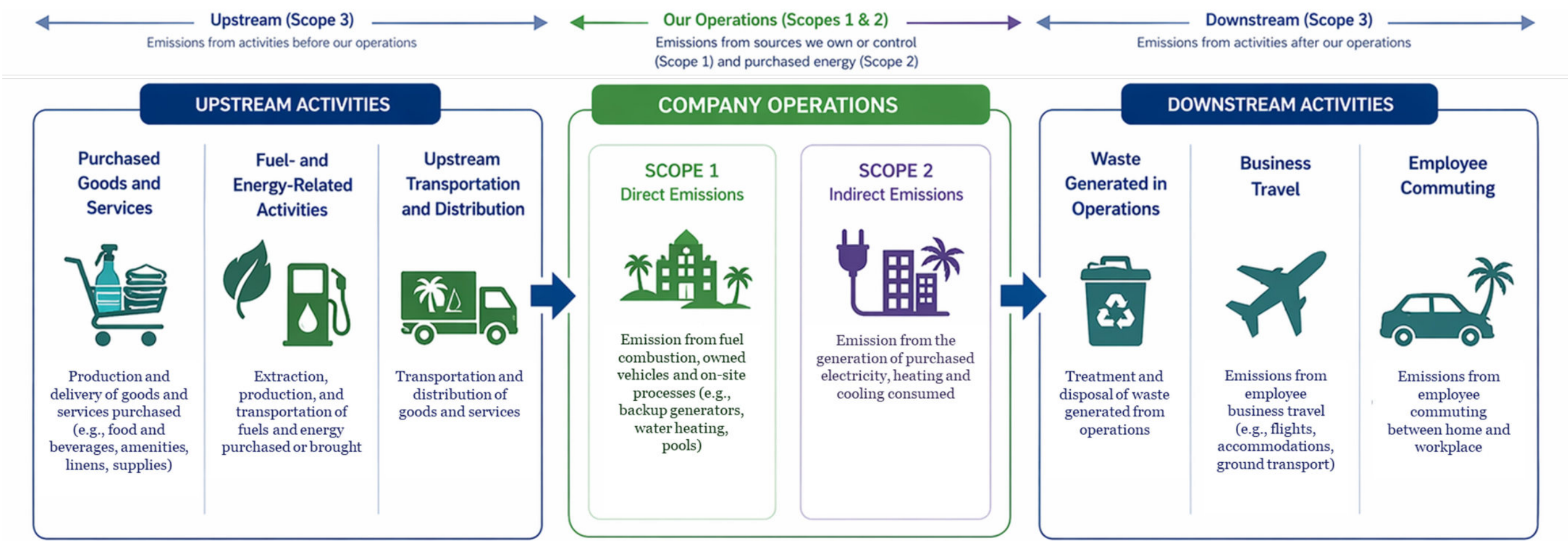
By systematically measuring the greenhouse gas emissions associated with our operations, we gain clear insights into where and how our activities contribute to climate change. This process enables us to make informed decisions, prioritise reduction efforts, and integrate more sustainable practices across our resort. Through this approach, we aim to minimise our environmental impact while continuing to provide a restorative and responsible guest experience.

OUR CARBON FOOTPRINT

Our approach to understanding our carbon footprint begins with a clearly defined emissions inventory boundary. We consolidate our greenhouse gas emissions using the operational control approach, meaning that we account for emissions from all operations over which we have the authority to introduce and implement operating policies.

Our organisational boundary includes all of our business units in Thailand under Chiva-Som's operational control including Chiva-Som Hua Hin Resort, Chiva-Som International Health Resorts Home Office, and Chiva-Som International Academy, ensuring a comprehensive view of emissions across our key locations.

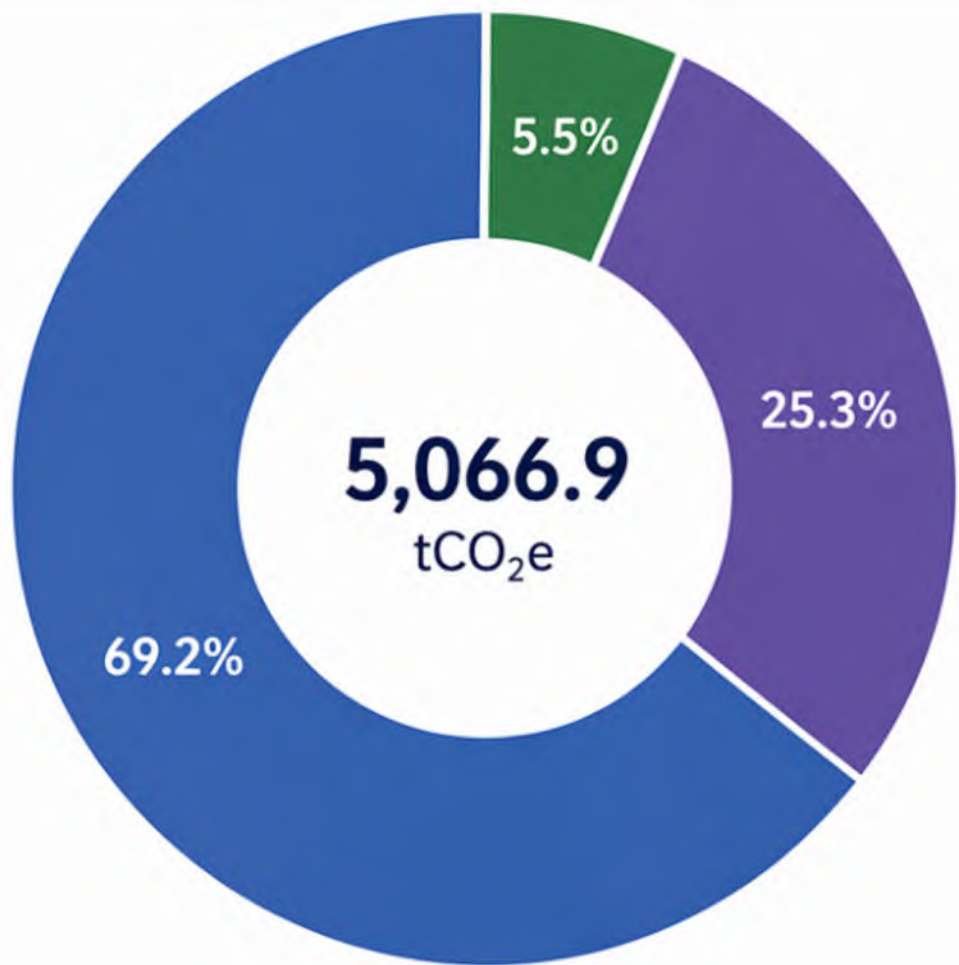
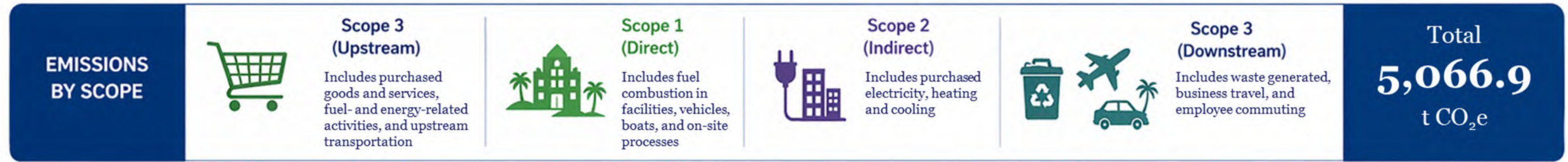
Within this boundary, our operational scope covers Scope 1, 2, and 3 as follows;





In 2025, we continued to strengthen our commitment to climate action, achieving a meaningful reduction in greenhouse gas (GHG) emissions from resort operations. Total emissions decreased approximately 13.7% from 5,873.16 to 5,066.9 tCO₂e, reflecting the effectiveness of our energy efficiency initiatives, responsible resource management, and ongoing efforts to embed sustainability into every aspect of our operations.

The following illustration provides a breakdown of our 2025 GHG emissions across Scope 1, Scope 2, and Scope 3, offering a clear view of the key sources contributing to our carbon footprint and guiding our pathway toward further reductions.



Scope	Emissions (tCO ₂ e)	% of Total
Scope 1 Direct Emissions	278.2	5.5%
Scope 2 Indirect Emissions (Purchased Electricity)	1,281.8	25.3%
Scope 3 Other Indirect Emissions	3,506.9	69.2%

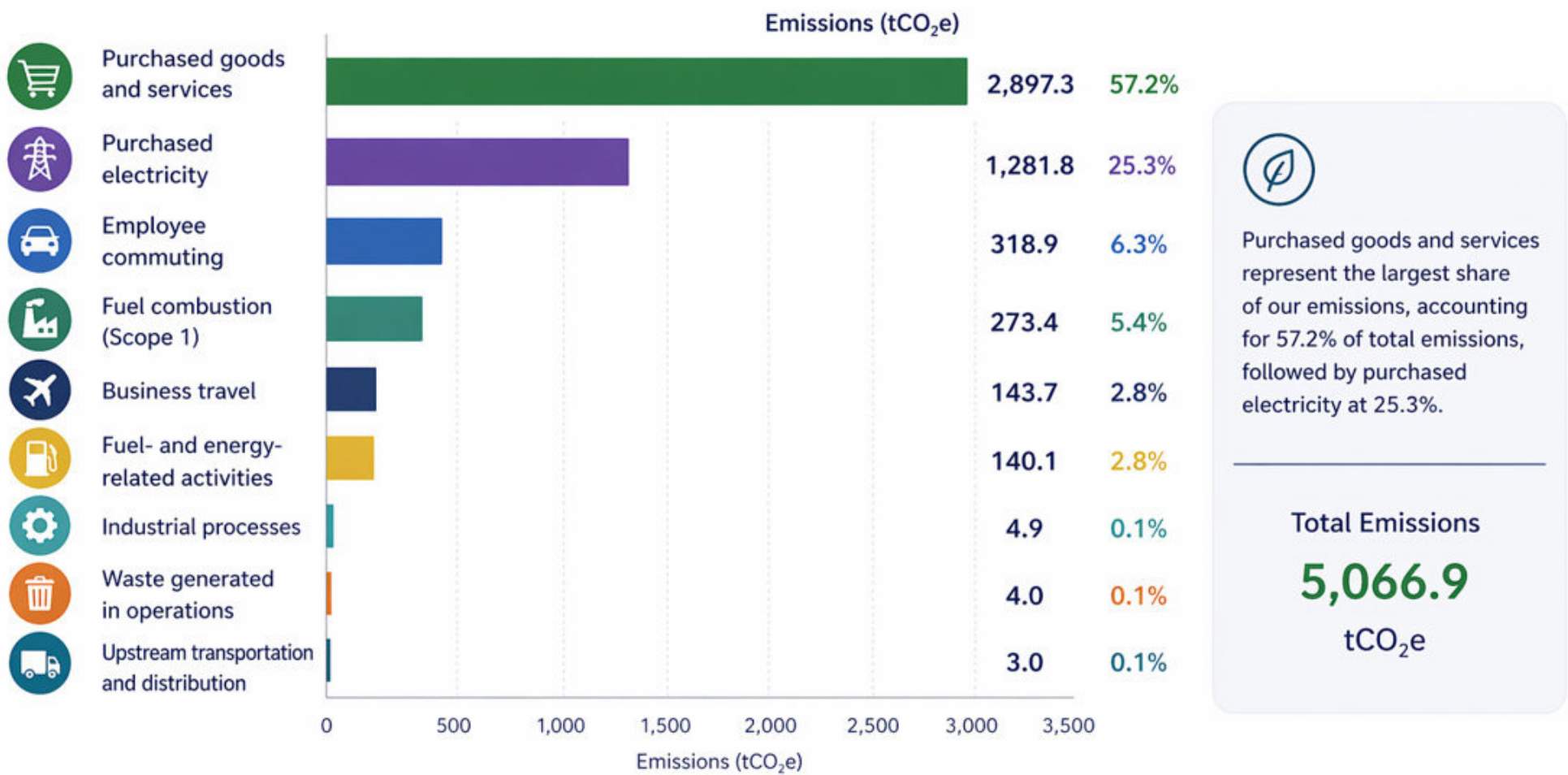


Scope 3 emissions account for the largest share at 69.2%, primarily driven by upstream and value chain activities such as purchased goods and services, reinforcing the importance of supplier engagement and sustainable procurement.

Scope 2 emissions, arising from purchased electricity, represent 25.3%, underscoring the significance of energy efficiency and the transition toward cleaner energy sources. Meanwhile, Scope 1 emissions contribute 5.5%, reflecting direct emissions from fuel combustion within resort operations.

A closer examination of the emissions profile reveals that purchased goods and services are the dominant contributor, accounting for 57.2% of total emissions, followed by purchased electricity at 25.3%. Together, these two categories account for the majority of emissions, significantly outweighing other sources.

Secondary contributors include employee commuting (6.3%) and direct fuel combustion from on-site operations (5.4%). Meanwhile, business travel and fuel- and energy-related activities represent smaller portions of the total footprint, and emissions from industrial processes, waste generated in operations, and upstream transportation are comparatively minimal.



This distribution highlights that emissions are largely driven by upstream supply chain activities and energy consumption. As a result, reduction efforts should prioritise sustainable procurement practices, including sourcing lower-carbon food, materials, and amenities, alongside stronger supplier engagement. At the same time, improving energy efficiency and accelerating the transition to renewable energy will be critical.

These areas will form the core focus of our decarbonisation efforts over the next few years, with a more targeted emphasis in 2026 on supply chain management—particularly advancing sustainable procurement practices and increasing local sourcing to further reduce upstream emissions.

2025 PERFORMANCE



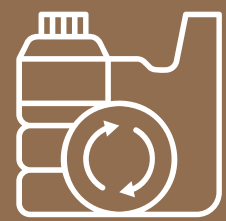
Reduced total greenhouse gas emissions by
13.7% ^{1/}



Reduced Scope 1 greenhouse gas emissions from direct fuel consumption by
23% ^{1/}



Reduced Scope 2 greenhouse gas emissions from electricity consumption by
18% ^{1/}



Reduced greenhouse gas emissions from Purchased Goods and Services (PGS) by
7%, supporting a more sustainable supply chain ^{1/}

¹ Compared to 2024

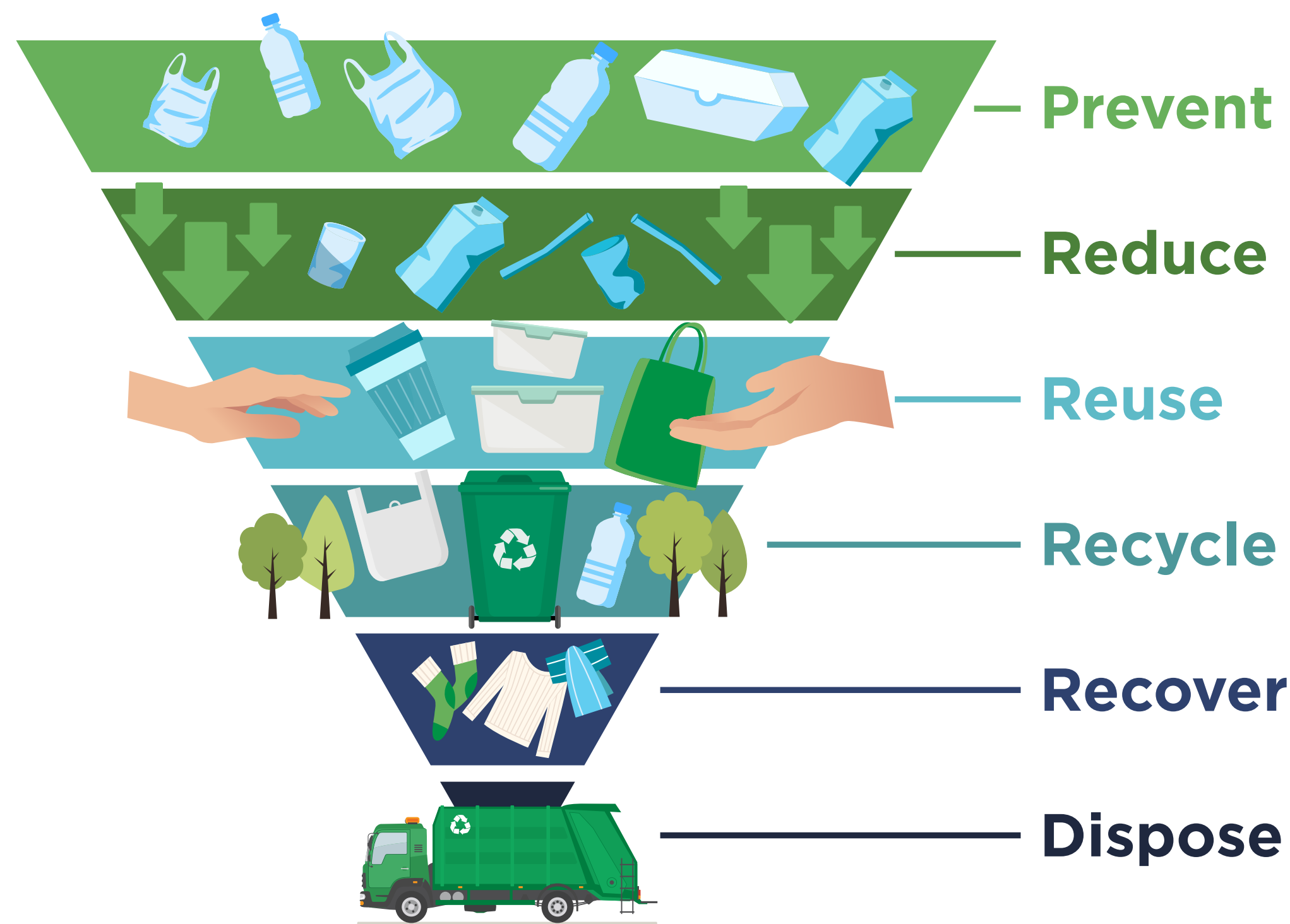
KEY INITIATIVES IMPLEMENTED IN 2025 INCLUDE:

- ◆ **RESPONSIBLE SOURCING** – We are transforming our supply chain by embedding sustainable procurement principles across all operations. This includes prioritising locally sourced, seasonal, and low-carbon food, wellness products, and materials, while working closely with like-minded partners to reduce upstream emissions.
- ◆ **CLIMATE-CONSCIOUS CULINARY EXPERIENCES** – We are reimagining our culinary philosophy to support both personal and planetary health. Through plant-forward menus, farm-to-table, and low-waste kitchen practices, we aim to lower the carbon footprint of our food offerings while enhancing nutritional value and guest experience.
- ◆ **TRANSITIONING TO CLEAN AND RENEWABLE ENERGY** – Reducing energy-related emissions is a core pillar of our journey. We are accelerating the adoption of renewable energy solutions, including on-site solar generation, while continuously improving energy efficiency across all facilities.
- ◆ **ZERO WASTE** – We are advancing toward a circular operational model by minimising waste generation and maximising resource recovery. Organic waste is repurposed into compost to nourish our landscapes, while initiatives to reduce, reuse, and eliminate single-use materials support our broader zero waste ambition.
- ◆ **RESTORING NATURE** – We invest in nature-based solutions such as mangrove restoration and biodiversity conservation. These initiatives enhance carbon sequestration while preserving the natural environments that are central to our identity.



WASTE MANAGEMENT

Waste management is a key pillar of our commitment to environmental sustainability and responsible operations. At Chiva-Som, we recognise the importance of reducing waste and managing it effectively to minimise environmental impact and conserve valuable resources. Our approach focuses on preventing waste at source, promoting reuse and recycling, and ensuring that all waste is treated and disposed of in a safe and responsible manner. By embedding these practices into our daily operations, we aim to support a more circular, resource-efficient system while maintaining the high standards of wellness and care that define our guest experience.



WASTE TREATMENT & DISPOSAL

Our approach to waste treatment and disposal is grounded in the principles of the waste management hierarchy, a widely recognised framework that prioritises the most environmentally responsible options for managing waste. This hierarchy emphasises a sequential approach beginning with prevention and reduction at source, followed by reuse and recycling, then recovery, and finally safe disposal. By applying this framework, we can minimise resource consumption, reduce environmental impacts, and support the transition towards a circular economy.





WASTE REDUCTIONS

Waste reduction is a key focus of our sustainability efforts, reflecting our commitment to minimising environmental impact while enhancing operational efficiency. Our waste reduction approach is guided by circular economy principles, where resources are used more efficiently, waste is minimised, and materials are kept in use for as long as possible. We prioritise the elimination of single-use plastics—for example, replacing plastic water bottles with refillable glass bottles, introducing bulk amenity dispensers in guest rooms, and removing plastic straws and unnecessary packaging across the resort.

We also implement systematic waste segregation and recycling practices, with clearly labelled bins across operational and guest areas to ensure materials such as paper, glass, plastics, and metals are properly sorted and diverted to certified recycling partners. To further reduce waste, we promote digitalisation by replacing printed materials with digital alternatives, such as e-brochures and paperless guest communications.

These initiatives are supported by continuous monitoring and clear reduction targets, allowing us to track waste generation, identify improvement opportunities, and measure progress over time. Equally important is the engagement of our staff, who receive regular training to embed waste-conscious practices into daily operations.

SUSTAINABILITY IN EVERY BOTTLE

As part of our commitment to operational sustainability, we invested in a state-of-the-art on-site drinking water bottling facility in 2021. This initiative was undertaken to reduce our reliance on commercially sourced bottled water and to provide a more sustainable and efficient solution for our drinking water needs.

By producing drinking water on-site, we have significantly reduced the transportation requirements associated with procuring bottled water from external suppliers, contributing to lowering logistics-related carbon emissions while also reducing packaging and distribution impacts across our operations.

2025 PERFORMANCE



Achieved a
68%
waste recycling and recovery rate
(9% recycled and 59% reused)



Generated
THB 17,528
in revenue from
waste recycling initiatives.

THE QUANTITIES OF WASTE DIVERTED THROUGH RECYCLING ARE ILLUSTRATED BELOW:





KEY INITIATIVES IMPLEMENTED IN 2025 INCLUDE:

- ◆ **PLASTIC-FREE LIVING** – As part of our commitment to eliminating plastic waste, we have carefully reimagined in-room amenities to reduce plastic use while maintaining a high standard of guest comfort. Liquid soaps in guest rooms and public areas are provided through elegant refillable dispensers, and minibar beverages are presented in glass bottles instead of plastic. We have also introduced innovative alternatives such as toothpaste tablets and solid cream bars in place of traditional plastic tubes and replaced plastic-wrapped loofahs with paper bands. In addition, fiberglass blankets have been upgraded to 100% cotton for enhanced durability and long-term reuse, while stainless-steel flasks are provided for guests to conveniently refill drinking water throughout their stay.
- ◆ **WASTE SEGREGATION PROGRAMMES** – A comprehensive waste segregation system is implemented across both back-of-house (office areas) and front-of-house (guest areas) to ensure proper sorting at source. Clearly labelled bins are provided for different waste streams such as recyclables, organic waste, and general waste, making it easy for both employees and guests to participate.



- ◆ **EMPLOYEE AWARENESS CAMPAIGNS** – A key initiative is our commitment to eliminating single-use plastics throughout the resort, encouraging staff to adopt reusable alternatives in their daily work.
- ◆ **WASTE MANAGEMENT TRAINING** – Mandatory training courses covering topics such as plastic and plastic waste management, fundamental concepts of proper waste management systems, and prevention and control of infection from hazardous waste. Through these initiatives, employees are empowered with the knowledge and responsibility to actively contribute to waste reduction, ensuring consistent implementation of sustainable practices across the resort.
- ◆ **REUSABLE TUMBLER & FOOD CONTAINER PROGRAMME** – To promote a culture of reuse and reduce reliance on single-use packaging, reusable tumblers and food containers are provided to employees as part of birthday gifts. This initiative encourages staff to adopt sustainable daily habits, particularly in takeaway and beverage consumption, while reinforcing the resort’s commitment to waste reduction through practical and meaningful engagement.

- ◆ **DONATION DRIVES** – Employees are encouraged to donate unused personal items, such as clothes, books, and toys, to extend the lifecycle of products and reduce unnecessary waste. Donations are channelled through reputable organisations such as Pankan Project under the Yuvabadhana Foundation, as well as distributed directly to underprivileged communities. This initiative supports both waste reduction and social impact, reinforcing a culture of sharing, reuse, and community engagement.
- ◆ **TOILET PAPER REUSE PROGRAMME** – To minimise waste and maximise resource efficiency, partially used toilet paper rolls collected from guest rooms are carefully re-rolled into larger rolls and repurposed for use in staff restroom facilities. This simple yet effective practice extends the lifecycle of consumable products, reduces unnecessary disposal, and reflects a practical application of circular economy principles within daily operations.
- ◆ **PAPERLESS PATHWAYS** – Each department is encouraged to minimise paper usage by transitioning to digital processes and documentation wherever possible. Department-specific KPIs are set according to operational needs and levels of paper dependency, ensuring a practical and achievable reduction pathway. In guest-facing areas, the traditional printed Room Directory has been replaced with a QR code displayed on a wooden stand, significantly reducing paper use while enhancing convenience and accessibility for guests.
- ◆ **LINEN AND TOWEL REUSE PROGRAMME** – We invite guests to take part in reducing environmental impact through our linen and towel reuse programme. By choosing to reuse linens and towels during their stay rather than opting for daily replacement, guests help conserve water and energy while minimising laundry-related waste, without compromising comfort. Thoughtfully designed in-room communication ensures that participation is seamless and convenient.



FOOD LOSS & FOOD WASTE

Food loss and waste have become a critical global issue, with significant implications for both environmental sustainability and food security. In the context of a wellness resorts where large volumes of food are prepared daily addressing food waste is essential, not only as an environmental responsibility but also as a driver of operational efficiency and corporate reputation.

Our approach is comprehensive, encompassing internal awareness campaigns, effective kitchen management, and the responsible reuse of organic waste. We actively encourage mindful consumption among employees through signage and ongoing engagement, helping to minimise food waste at the source. we are also committed to ensuring that no food waste is sent to landfill. Instead, food waste is diverted for composting to produce organic fertiliser or repurposed as animal feed where appropriate. Through these efforts, we reinforce our dedication to responsible resource use, reducing environmental impact, and advancing a more sustainable and circular operation.

KEY INITIATIVES IMPLEMENTED IN 2025 INCLUDE:

- ◆ **EMPLOYEE AWARENESS CAMPAIGNS** – We actively promote employee awareness through targeted campaigns that encourage mindful consumption. Signage is prominently displayed in the staff canteen to remind employees to take only appropriate portion sizes based on their actual needs, helping to reduce plate waste and avoid unnecessary food disposal.
- ◆ **FOOD PRODUCTION PLANNING** – Food production planning is thoughtfully managed by our culinary team to ensure efficiency and minimise waste. By applying precise demand forecasting based on the expected number of guests, we carefully align food preparation with actual consumption needs, optimising ingredient use and reducing surplus from overproduction. The culinary team also collaborates closely with the grounds and landscape team on a daily basis to coordinate ingredient harvesting in support of our farm-to-table philosophy. This ensures that only the necessary quantities are harvested at the right time, enhancing freshness and quality while preventing waste at the source.
- ◆ **REUSE OF FOOD WASTE AS ANIMAL FEED** – We promote the reuse of suitable food scraps as animal feed. Edible leftovers are systematically collected and distributed to nearby farms, ensuring that valuable resources are put to beneficial use rather than discarded. This practice not only reduces the volume of waste requiring disposal but also supports local agricultural communities, strengthening relationships and contributing to a more circular and sustainable ecosystem.
- ◆ **CONVERSION INTO ORGANIC FERTILISER** – Food waste that is unsuitable for reuse is converted into organic fertiliser through a structured treatment process. This involves extracting excess moisture using a dehydrator, after which the remaining organic material is composted into nutrient-rich fertiliser. The resulting compost is then applied within the resort’s organic gardens and landscaped areas, supporting healthy plant growth while reducing reliance on chemical fertilisers. This initiative not only minimises waste sent for disposal but also reinforces a practical closed-loop system, where resources are continuously reused to support sustainable operations.

2025 PERFORMANCE



13,193 KG
of food waste sent to
composting



11,304 KG
of food waste sent to
animal farm



Generated a total of
9,250 KG
of compost





BIODIVERSITY

Surrounded by rich ecosystems, Chiva-Som is committed to conserve the biodiversity in Hua Hin area, protecting and regenerating local flora and fauna while fostering meaningful connections between guests,community, and environment. Through active biodiversity conservation efforts, a collaborative community forest project, and responsible animal welfare practices, we aim to create a sanctuary where nature thrives alongside mindful living. Each initiative reflects our dedication to preserving ecological balance while offering guests an immersive, purposeful experience rooted in sustainability.

BIODIVERSITY CONSERVATION

Hua Hin District is home to a wide range of ecosystems, from dry evergreen forests and mangroves to vital natural waterways, supporting an abundance of native flora and fauna. Today, however, this ecological richness is increasingly under pressure from rapid urbanisation,pollution, and the impacts of climate change. The decline in biodiversity not only disrupts environmental balance but also affects the region’s tourism appeal and the livelihoods of communities that rely on these natural resources.

At Chiva-Som, we believe that meaningful conservation is driven by collective action. Our employees play an essential role as both stewards and advocates of environmental preservation. Through our initiatives,we foster a culture of shared responsibility, engaging our team in ongoing projects and activities that protect and restore biodiversity—an effort they proudly support and actively sustain.

MANGROVE CARBON SEQUESTRATION ASSESSMENT

In collaboration with the Faculty of Engineering and Technology, Siam Technology College, we conducted an assessment of the carbon sequestration potential of the Krailart Niwate Mangrove Conservation Area in Hua Hin. The assessment aims to establish a baseline to support the long-term conservation and restoration of the ecosystem.

Based on surveys across four sample plots covering 2.08% of the total area, the plots demonstrated a carbon sequestration potential is approximately 1,185 tonnes CO₂. This estimate, based on sample-plot data, provides a valuable baseline for ongoing monitoring and future biodiversity conservation and ecosystem restoration initiatives.

KEY INITIATIVES:

- ◆ **FISHING BAN ENFORCEMENT** – we actively support the protection of Khao Tao Reservoir, a freshwater ecosystem closely connected to our team. In collaboration with local authorities and the community, we help enforce fishing bans to prevent overexploitation and restore aquatic biodiversity. Our efforts contribute to healthier habitats and long-term ecosystem balance, while ongoing monitoring and awareness initiatives encourage guests and the community to respect conservation practices.
- ◆ **LOY KRATHONG CLEAN-UP** – each year following the Loy Krathong Festival, Chiva-Som leads a clean-up initiative at Khao Tao Reservoir, collecting krathongs and debris from both the water and surrounding areas. This effort reduces non-biodegradable waste such as foam and plastic, helping to protect aquatic wildlife from harm and preserve essential freshwater habitats. Beyond environmental impact, the initiative raises awareness among employees, guests, and the local community, promoting responsible practices while respectfully sustaining Thai cultural traditions.
- ◆ **BEACH CLEAN-UP** – we organise regular beach clean-up activities along our resort coastline, engaging employees, guests, and local communities in protecting coastal ecosystems. By removing plastic waste and marine debris, we help prevent harm to wildlife, while preserving critical habitats that support biodiversity.
- ◆ **CRAB RELEASE** – crab release activities are hosted during special occasions and are also available for guests upon request, offering a meaningful way to engage in marine conservation. By returning juvenile crabs to their natural habitat, this initiative helps replenish local populations, support natural breeding cycles, and promote a healthier balance within coastal ecosystems, reflecting our ongoing commitment to preserving marine biodiversity.





COMMUNITY FOREST PROJECT

Our Community Forest Project reflects a long-term commitment to environmental stewardship in partnership with local communities. Rooted in the belief that healthy ecosystems and human well-being are deeply interconnected, the initiative focuses on conserving and restoring forest areas that support biodiversity, protect natural resources, and enhance climate resilience. In line with this vision, Chiva-Som is dedicated to the rehabilitation of mangrove ecosystems in Hua Hin, a place we proudly call home.

KEY INITIATIVES:

- ◆ **KRAILART NIWATE MANGROVE PRESERVATION PROJECT** – launched in 2013 through collaboration between Wat Khao Krailart, Preserve Hua Hin Group, Chiva-Som International Health Resorts, and Silpakorn University, is dedicated to restoring and protecting Hua Hin’s last remaining mangrove forest, spanning approximately 12 rai. Situated near Wat Khao Krailart, this ecologically significant area serves as a vital nursery for marine biodiversity and a natural defence against coastal erosion.

The project features a 1-kilometre nature trail, offering guests and visitors an immersive way to experience and learn about the mangrove ecosystem firsthand. Each year on the International Day for the Conservation of the Mangrove Ecosystem (26 July), we invite staff, guests, and students from local school in Hua Hin to take part in mangrove planting activities, with a collective goal of planting 500 new mangrove trees annually, directly contributing to coastal restoration and biodiversity enhancement. To date, a total of 12,000 mangrove trees has been successfully planted through these ongoing efforts. Monthly clean-up efforts are also conducted helping to preserve the ecosystem while fostering a shared sense of environmental responsibility.

In addition, the annual Hua Hin Marathon is organised with the Krailart Niwate Mangrove Forest serving as both the starting and finishing point. The event not only promotes health and wellness but also raises environmental awareness among participants, connecting them to the importance of mangrove conservation. Supporting the ongoing protection and rehabilitation of this vital coastal habitat, while cultivating community involvement, environmental stewardship, and long-term sustainability.
- ◆ **FOREST FOR LIFE** – As part of our Community Forest Project, we have undertaken the planting of 200 native forest trees annually within the Chiva-Som organic garden (Pa La-U) to enhance local biodiversity and strengthen ecological resilience. This initiative also lays the foundation for future expansion into permitted surrounding community areas, with the aim of co-developing shared green spaces. Through this ongoing effort, we seek to support a more sustainable ecosystem, foster environmental balance, and contribute to the creation of a healthier, more interconnected natural landscape.





ANIMAL WELFARE

Our commitment to animal welfare is grounded in respect, compassion, and responsible coexistence with nature. Through mindful practices and supportive initiatives, we aim to minimise harm, protect local wildlife, and promote a balanced relationship between people and animals within our surrounding environment. We adhere to practices that honour and respect animal life in all dimensions, whether pets, wildlife, or animals in the food system, through concrete measures such as:

RESPONSIBLE INTERACTION WITH ANIMALS	HABITAT CONSERVATION & RESTORATION
We do not support the use of animals for entertainment, including elephant rides, animal shows, or substandard wildlife attractions. Instead, we promote responsible nature-based experiences such as trekking, birdwatching, and wildlife observation that respect animals in their natural habitats.	Through initiatives such as the Krailart Niwate Mangrove Preservation Project, we contribute to the restoration and protection of natural ecosystems that serve as important habitats for birds, aquatic life, and other native species, helping to sustain biodiversity and ecological balance.
ETHICAL AND CONSCIOUS SOURCING	COMMUNITY-BASED STRAY ANIMAL WELFARE
We are committed to sourcing ingredients from responsible suppliers and promoting plant-based dining options that align with animal welfare principles, reduce reliance on industrial animal systems, and support healthier, more sustainable food choices.	In collaboration with the local community, we support spaying, vaccination, and basic healthcare programmes for stray dogs and cats in Hua Hin, encouraging humane population management and fostering harmonious coexistence between people and animals.

KEY INITIATIVES:

◆ **MINERAL LICK PROJECT FOR WILDLIFE** – Aligned with our conservation mission, this initiative supports wildlife health and ecosystem restoration within the Kaeng Krachan National Park area. Through collaboration with national park authorities and Chiva-Som’s volunteers, the project aims to enhance wildlife nutrition, reduce potential human-wildlife conflict, and support long-term ecological balance. It also serves as a platform to foster greater awareness of wildlife conservation among employees and guests, reinforcing shared responsibility for protecting natural ecosystems.



2025 PERFORMANCE



Invested over
THB 407,535
to support biodiversity
conservation initiatives

Employees contributed
more than
855 VOLUNTEER
HOURS
toward environmental and
ecosystem restoration activities

Supported coastal ecosystem
restoration through the planting of
500 MANGROVE
saplings under the Krailart Niwate
Mangrove Conservation Project

Enhanced green spaces and
ecosystem resilience through
the planting of
200 NATIVE TREES
under the Forest for Life initiative



WELLNESS FOR ALL



HUMAN RIGHTS

At Chiva-Som, we place great importance on respecting the human rights of our employees, guests, and stakeholders, where dignity, equality, and fairness are consistently upheld. We operate in strict compliance with relevant laws and regulations, reflecting our strong governance and ethical standards.

We maintain a zero-tolerance approach to all forms of discrimination, harassment, and abuse, including child exploitation and child labour, and align our practices with relevant legal frameworks and international principles. Through clearly defined policies and continuous training, we promote awareness, prevent misconduct, and ensure that any concerns are addressed in a timely, transparent, and responsible manner.

These commitments extend throughout our value chain, as we engage with partners who share our dedication to ethical conduct and human rights. By embedding these principles into our operations, we aim to foster a culture of respect and trust, supporting the well-being of all while contributing to a more inclusive and sustainable society.





DISCRIMINATION & HARASSMENT

We believe that respect for the dignity and equality of all employees is fundamental to sustainable and ethical business practices. Accordingly, we are committed to fostering a diverse, inclusive, and supportive workplace, underpinned by policies and practices that ensure a work environment free from all forms of discrimination and harassment.

We maintain a zero-tolerance approach to all forms of discrimination, ensuring that no individual is treated unfairly on the basis of race, gender, age, religion, disability, sexual orientation, or any other status. We are committed to creating an inclusive workplace where all employees have equal access to opportunities, empowering them to grow and realise their full potential in an environment defined by respect, openness, and dignity.

PREVENTIVE & GRIEVANCE MECHANISMS:

We adopt a proactive and structured approach to safeguard employee wellbeing and uphold human rights across all operations. Preventive measures include the installation of CCTV systems in appropriate areas to support monitoring, deterrence, and effective investigation of potential incidents, alongside regular workplace inspections conducted by professional security personnel in collaboration with the Safety Committee. Identified risks particularly those related to harassment are promptly escalated to management for immediate corrective action, with ongoing updates shared during monthly Safety Committee meetings to ensure continuous oversight and improvement.

Complementing these efforts, we have established a clear Labour and Human Rights Policy, Anti-Harassment Policy supported by secure, confidential, and accessible reporting channels managed through a transparent process. Employees are empowered to raise concerns with confidence, knowing that all cases will be handled fairly, promptly, and without fear of retaliation or discrimination.

To further strengthen our grievance mechanism, we foster an open and inclusive culture through multiple feedback channels, including the Open Door Policy, Welfare Committee, suggestion boxes, and the Employee Satisfaction Survey (ESS). These platforms enable employees to freely express their views within appropriate boundaries and share concerns or human rights-related issues either openly or anonymously ensuring that all voices are heard and addressed in a timely and responsible manner.



AGAINST CHILD ABUSE

Chiva-Som places the highest priority on safeguarding fundamental human rights, with particular attention to children and youth as vulnerable groups requiring strong protection from abuse, exploitation, and inappropriate labour practices. Since its establishment in 1995, we have upheld a firm commitment to a zero-tolerance approach to child labour, while continuously fostering a safe and supportive environment that promotes the healthy physical, mental, and social development of young individuals.

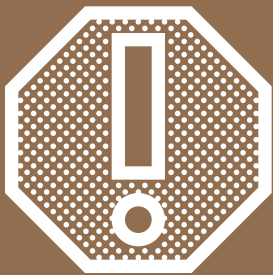
To reinforce our strong commitment to protecting children’s rights, Chiva-Som has established clear and rigorous employment practices that strictly prohibit the recruitment or employment of individuals under the age of 18. This approach is aligned with the Labour Protection Act and internationally recognised human rights principles and is formally embedded within the employee handbook as a guiding framework to prevent all forms of child labour and mitigate risks that could impact the well-being and development of children and youth.

In 2025, we further strengthened this commitment through the introduction of a dedicated Child Protection Policy, providing comprehensive guidelines and safeguards to ensure a safe environment and uphold the highest standards in protecting children across all areas of our operations.

Beyond our internal practices, Chiva-Som is dedicated to advancing the safety and well-being of children and youth within the wider community. We actively support initiatives aimed at preventing abuse and exploitation, while encouraging the holistic development of young people as responsible members of society. This includes equipping employees with the knowledge to recognise and respond to potential risks, providing safe and accessible reporting channels, and collaborating with government bodies and civil society organisations to strengthen child protection at the local level.



2025 PERFORMANCE



RECORDED ZERO

COMPLAINTS
related to discrimination or
workplace harassment
throughout the year

Achieved
100% EMPLOYEE
participation in training on
anti-harassment policies and
appropriate workplace conduct

Ensured
100% OF
EMPLOYEES
completed child protection
and safeguarding training,
reinforcing a safe and responsible
environment

Promoted equal employment
opportunities through the hiring of
4 EMPLOYEES
with disabilities

KEY INITIATIVES IMPLEMENTED IN 2025 INCLUDE:

- ◆ **EMPLOYMENT OF PEOPLE WITH DISABILITIES** – We actively support the employment of persons with disabilities in alignment with relevant legislation. A total of 4 employees with disabilities are part of the workforce, representing 1.2% of total employees. They are engaged across a range of roles, including operational support functions such as housekeeping and back-of-house services, administrative and office-based roles, and guest-facing support where appropriate, ensuring that responsibilities are aligned with individual capabilities and strengths.
- ◆ **WELFARE COMMITTEE** – Employee Welfare Committee was established as a key platform bridging staff and management to fosters open, transparent communication by ensuring employee voices, concerns, and suggestions are heard and addressed in a timely and fair manner. It plays an active role in promoting occupational health and safety, monitoring workplace conditions, and recommending continuous improvements to enhance quality of life at work. Through preventive guidance and close collaboration with management, the committee helps create a safe, supportive, and respectful environment.
- ◆ **HUMAN RIGHTS TRAINING** – Regular human rights training was conducted for employees across all levels to raises awareness of key issues such as non-discrimination, anti-harassment, child protection, and ethical conduct, equipping employees with the knowledge to identify, prevent, and respond to potential risks.
- ◆ **DATA PRIVACY PROTECTION TRAINING** – We strengthen our team’s capabilities through comprehensive training on data protection standards, including GDPR and PDPA. This ensures a clear understanding of best practices in professional data management, covering everything from safeguarding employee information to the secure handling and use of guest data. This initiative enhances our data security standards in alignment with legal requirements and international benchmarks, reinforcing trust among our guests and stakeholders. It also reflects our commitment to operating with transparency, security, and responsibility across all aspects of data management.



PEOPLE WELL-BEING

At Chiva-Som, our employees are our greatest asset and the foundation of our success. As a wellness resort, we believe that our people must embody the same principles of wellbeing that we offer to our guests. We are therefore committed to fostering a supportive, inclusive, and health-focused workplace where employees feel valued, respected, and empowered to thrive. By prioritising physical, mental, and emotional wellbeing, we create an environment that nurtures engagement, enhances performance, and enables our people to deliver authentic wellness experiences while supporting the long-term growth of both individuals and the organisation.

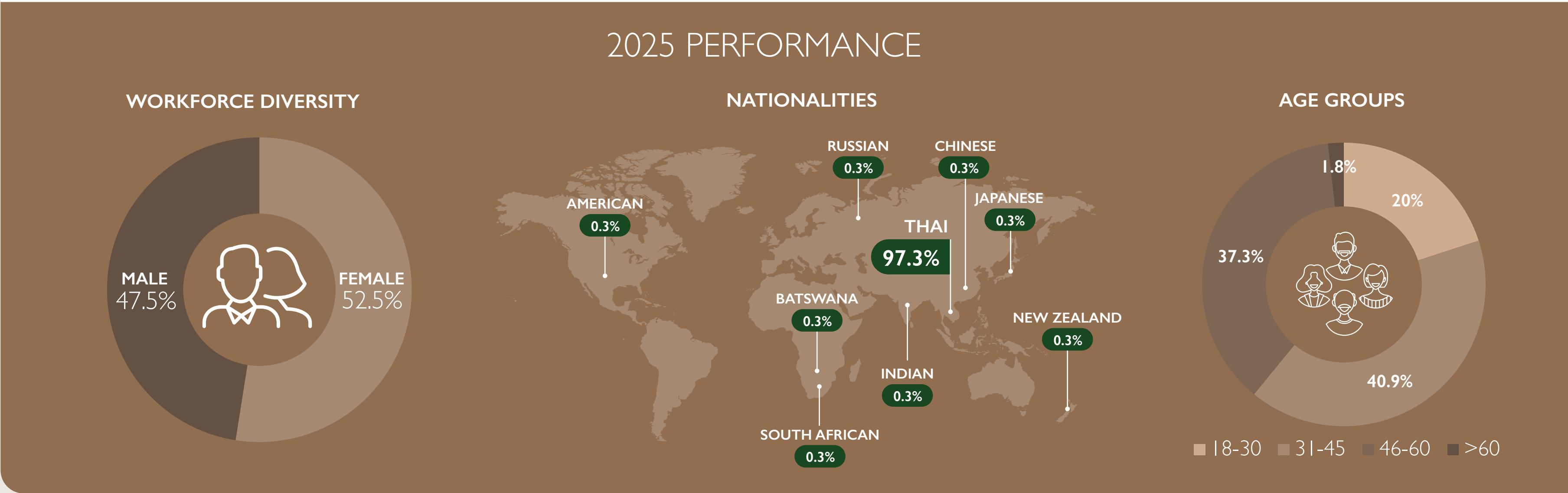
DIVERSITY, EQUITY, AND INCLUSION (DEI)

In support of diversity, equity, and inclusion (DEI), the organisation is committed to fostering a fair and inclusive workplace where equal opportunities are provided across recruitment, development, and career advancement, free from discrimination of any kind. A culture of respect and belonging is actively nurtured, ensuring that every individual feels valued, heard, and empowered to contribute meaningfully. Clear policies and accessible grievance mechanisms are in place to safeguard dignity, promote mutual respect, and ensure that any concerns are addressed transparently and responsibly.

This commitment extends to a fair and equitable approach to compensation, where remuneration is determined based on roles, responsibilities, and relevant competencies, without influence from personal attributes such as gender, age, ethnicity, or social status. A structured and transparent compensation framework, aligned with organisational roles, ensures consistency while upholding human rights principles. The organisation maintains strict compliance with labour laws to guarantee fair wages and benefits and regularly reviews and benchmarks its compensation practices against industry standards. This holistic approach not only enhances competitiveness but also strengthens employee satisfaction, motivation, and long-term engagement, reinforcing a workplace culture built on fairness, trust, and inclusivity.

KEY INITIATIVES IMPLEMENTED IN 2025 INCLUDE:

- ◆ **‘LOY KRATHONG’ FESTIVAL** – The resort honours this cherished Thai tradition as a meaningful platform to celebrate both cultural heritage and inclusivity. A highlight of the festivities is the Nang Noppamart competition, thoughtfully redefined to reflect the resort’s commitment to diversity, equity, and inclusion. Open to participants of all genders, the initiative creates an empowering space where individuals can express themselves with confidence and pride, reinforcing a culture of acceptance, respect, and belonging.
- ◆ **PRIDE MONTH** – A key initiative dedicated to promoting awareness, inclusion, and equality under the principle of non-discrimination. Throughout June, we host engaging activities such as Pride Quiz and Lunch & Learn sessions, fostering a workplace culture built on acceptance, understanding, and mutual respect in a meaningful and sustainable way.
- ◆ **HAPPY DAY** – On the 25th of each month is celebrated as “Happy Day,” featuring a rotating selection of special menus that highlight the rich diversity of Thai regional cuisine, alongside dishes inspired by international festivals and global occasions. This initiative encourages appreciation of cultural and ethnic diversity, nurtures a respectful and inclusive workplace environment, and strengthens a sense of belonging among our team. It also provides opportunities for employees to learn, share, and celebrate a wide range of cultural traditions together.





EMPLOYEE SUPPORT PROGRAMMES

Beyond remuneration, a comprehensive range of benefits is provided to support employee wellbeing and financial security. All employees, regardless of level, are entitled to core benefits including annual leave, annual health check-ups, group life and medical insurance, accommodation, daily meals, and bereavement financial support. Selected benefits are also extended to employees’ families, fostering a supportive and caring workplace environment.

To further enhance wellbeing and work–life balance, we offer a range of wellness programmes focused on physical fitness, ergonomic practices, and stress management. Employees are also given the opportunity to participate in selected wellness treatments offered to guests, subject to availability, allowing them to experience personal wellbeing firsthand. Together, these initiatives create a holistic and balanced work environment, empowering employees to perform at their best while embracing wellness in their daily lives.

KEY INITIATIVES IMPLEMENTED IN 2025 INCLUDE:

- ◆ **WALK THE TALK ACTIVITY** – Employees are encouraged to participate in regular evening walking and running sessions as part of a proactive approach to health and work–life balance. This initiative promotes physical wellbeing through simple, accessible exercise, with participants tracking their walking distance to stay motivated and engaged. Beyond health benefits, the activity also creates a relaxed and social environment where employees can connect, strengthen relationships, and foster a greater sense of teamwork and community within the workplace.
- ◆ **CHIVA-SOM WELLNESS PROGRAMME** – This programme 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 genetic testing, personalised learning, emerging wellness trends, nutrition for optimal health, Thai herbal wisdom, stress management, positive thinking, and workplace well-being, empowering a more holistic understanding of health and supporting comprehensive, well-rounded self-care.
- ◆ **LONGEVITY PROGRAMME** – For senior executives, we have implemented comprehensive health programmes 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
- ◆ **SPORTS ACTIVITY** – A variety of sports and recreational initiatives, including table tennis competitions and team-building activities, are organised to promote employee wellbeing and engagement. These activities provide a healthy outlet for relaxation and stress relief, while fostering stronger connections and collaboration among employees across departments.
- ◆ **FLEXIBLE WORK & WORK-LIFE BALANCE** – We promote a flexible working model to support employee wellbeing. Flexible working arrangements, including remote working for up to three days per week and two days in the office, are available to Home Office employees and specific employee groups where the nature of their roles allows. Flexible working hours are also supported, enabling employees to manage their schedules effectively while ensuring responsibilities are fulfilled and required working hours are met.



- ◆ **EMPLOYEE CARE & WELLNESS ACCESS** – We provides accessible health consultation services to support staff who are unwell, ensuring timely care and guidance. Employees can seek professional advice from pharmacists, nurses, or doctors for appropriate treatment, while physiotherapy services are available for those experiencing injuries or work-related discomfort.
- ◆ **STAFF BENEFITS** – A wide range of additional benefits to support employees’ wellbeing, comfort, and quality of life are offered. These include thoughtful gestures such as birthday and newborn gifts, as well as practical support through employee housing improvements, loan assistance, family visit allowances, and transportation services. Employees also have access to on-site fitness facilities and relaxation rooms to promote daily wellbeing. Preventive healthcare is prioritised through annual health check-ups and the provision of ATK test kits for all employees.

2025 PERFORMANCE



100%
of employees receiving
annual health check-ups



OCCUPATIONAL HEALTH & SAFETY (OHS)

Ensuring a safe and secure working environment is fundamental to delivering exceptional wellness experiences. We are committed to maintaining the highest standards of occupational health and safety by proactively identifying and managing risks, implementing robust safety protocols, and fostering a culture of awareness and accountability across all levels.

At the operational level, comprehensive measures are in place to prevent workplace incidents and accidents, safety manuals and standard operating procedures (SOP) guide safe work practices tailored to specific job-related risks, for example electrical work, machinery operation, working at height, and chemical handling, alongside defined requirements for personal protective equipment (PPE) and mandatory training. In the event of any incident, clear procedures ensure timely reporting, thorough investigation, and corrective action, reinforcing a safe, resilient, and wellbeing-focused workplace for all employees.



2025 PERFORMANCE



Recorded
2 WORKPLACE
ACCIDENTS
during the year



Strengthened a proactive safety
culture through the reporting of
1 NEAR-MISS
INCIDENT



More than
95.7%
of employees completed
occupational health and
safety training



Employees received
an average of
5 HOURS OF
SAFETY TRAINING
per person



Achieved a
64.7%
on-time completion rate for
corrective actions related to
workplace safety issues

KEY INITIATIVES IMPLEMENTED IN 2025 INCLUDE:

- ◆ **SAFETY TRAINING** – All employees are required to participate in four core safety training sessions covering key occupational health and safety topics, including basic knowledge of OHS, laws and regulations, emergency response procedures, occupational diseases and illness prevention, ergonomics, basic fire prevention and firefighting skills to ensure consistent understanding of safe work practices across all levels. In addition, a specialised On-the-Road Safety programme is implemented for employees responsible for operating buggies within the resort. This includes both theoretical instruction and practical driving test required prior to operation.
- ◆ **SAFETY COMMITTEE MEETINGS** – Regular monthly Safety Committee meetings are conducted to ensure continuous oversight and improvement of workplace safety. These sessions are held to review identified risks, report and analyse incidents and accidents, and track the progress of corrective and preventive actions. By fostering open communication and accountability across departments, the meetings enable timely decision-making and reinforce a proactive safety culture, ensuring that potential risks are effectively managed, and a safe working environment is consistently maintained.
- ◆ **WORKPLACE INSPECTIONS** – Department heads are assigned on a rotating basis to conduct daily inspections covering facilities, equipment, and overall cleanliness, while also addressing employee and guest concerns. Findings are consolidated into summary reports to enable timely follow-up and corrective actions. Regular internal audit walkthroughs are also conducted by safety officers to ensure compliance with safety standards and identify potential risks.
- ◆ **WORKPLACE SAFETY RISK ASSESSMENT** – A workplace safety risk assessment programme was implemented to proactively identify, evaluate, and mitigate operational hazards across work processes. Training sessions were conducted for supervisors and representatives from all departments to enhance their understanding of risk assessment principles and methodologies. The programme utilised Job Safety Analysis (JSA) as the primary tool for hazard identification, involving a detailed step-by-step review of work procedures to identify potential hazards embedded within each task or process. The identified hazards were then evaluated to determine risk levels, allowing the organisation to prioritise risks and establish appropriate control measures. This initiative marked an important step in strengthening the organisation’s safety culture by encouraging employees at all levels to actively participate in identifying and preventing workplace hazards.
- ◆ **SAFETY AWARENESS** – Regular communication and promotional materials such as safety tips, hazard prevention guidelines, emergency preparedness information, and safe work practices are shared across the workplace by safety officers to reinforce knowledge and encourage responsible behaviour.



PEOPLE DEVELOPMENT

At Chiva-Som, we value our personnel as a vital resource that drives the organisation toward achieving established goals. We are committed to continuously developing our employees by enhancing their knowledge, skills, and capabilities in alignment with both personal aspirations and organisational goals. Through a holistic approach that integrates professional growth with personal wellbeing, we foster a culture of continuous learning, innovation, and excellence, enabling our people to thrive, grow, and deliver meaningful wellness experiences.

TRAINING & DEVELOPMENT

We are committed to continuously enhancing employees’ knowledge, capabilities, and skills to unlock their full potential, in alignment with legal requirements, industry standards, and strategic priorities. A diverse range of learning opportunities is provided, including in-house programmes, on-the-job training, cross-functional exposure, and external courses, ensuring employees are equipped with both essential and specialised competencies required for their roles.

In 2025, a total of 14,181.6 training hours were delivered, averaging approximately 42.33 hours per employee per year, supported by a training investment of THB 1,023,473. We also leverage Individual KPIs to guide personal development, aligning employee growth with organisational objectives and enhancing overall performance, with a target to achieve an average of over 40 training hours per employee.





TALENT ATTRACTION & RETENTION

A range of initiatives are implemented to strengthen employee engagement, recognition, and long-term retention. Peer recognition programmes, including the Thank You Programme, Long Service Awards, Highest Contribution to CSR and Outstanding Exercise Achievement, foster a culture of appreciation and belonging across the organisation. These are complemented by monthly service charge distributions and lucky-draw activities during special events, all designed to celebrate employee contributions, promote wellbeing, and reinforce a positive and motivating workplace culture.

Performance management is standardised through a Balanced Scorecard and KPI framework, ensuring consistency, fairness, and equal opportunities for career advancement. As part of this approach, Individual Development Plans (IDPs) are developed to support personalised career growth, facilitate job rotation, and align progression with each employee’s potential and aspirations. In parallel, the Staff Referral Programme plays an important role in attracting high-quality candidates with the right skills and cultural fit.

EMPLOYEE ENGAGEMENT

An annual employee engagement survey (EES) is conducted to evaluate key drivers of engagement, including organisational culture, leadership, job satisfaction, and the overall work environment, supported by access to appropriate resources, strong teamwork, and clear career progression pathways. We also emphasise continuous training and development, fair and transparent performance evaluation systems, and a safe, healthy workplace. Our approach considers the overall employee experience, encompassing well-being, engagement, diversity, and inclusion to foster a supportive, inclusive, and high-performing workplace aligned with our values as a wellness resort. Insights from the survey are used to guide targeted initiatives that continuously enhance the workplace environment.

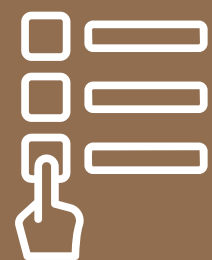
To further strengthen engagement, a variety of staff activities and annual celebrations are organised to foster connection and team spirit. Employees also enjoy a range of exclusive privileges, including special room rates, friends and family discounts, and preferential rates on treatments, products, laundry services, and company events. In addition, a provident fund is offered to eligible employees to encourage savings and support long-term financial security, reinforcing a supportive and rewarding employee experience.



2025 PERFORMANCE



87.40%
Employee Engagement
Score from annual survey



92%
Survey Participation Rate



14.6%
Employee Turnover Rate (%)



Average Tenure
11.8 YEARS



KEY INITIATIVES IMPLEMENTED IN 2025 INCLUDE:

- ◆ **CAPABILITY DEVELOPMENT PROGRAMME** – Cross-functional training opportunities allow employees to gain exposure to different departments, broadening their skill sets, strengthening collaboration, and enhancing organisational agility. In parallel, leadership development programmes are designed for employees in managerial roles, with a strong focus on continuous learning through online training platforms, enabling leaders to further develop their capabilities and effectively support their teams.
- ◆ **INDIVIDUAL DEVELOPMENT PLAN (IDP)** – Each employee is supported through a structured Individual Development Plan (IDP), developed in close discussion with their direct supervisor to ensure alignment between personal aspirations and goals. This enables the identification of key development areas, and clear career progression opportunities.
- ◆ **KNOWLEDGE SHARING SESSION** – Employees are encouraged to lead knowledge sharing sessions to exchange expertise and insights in their areas of specialty. These sessions foster a culture of continuous learning, and empower employees to contribute beyond their core roles.
- ◆ **TRAINEE PROGRAMMES** – Trainee programmes are offered to undergraduate students, providing valuable opportunities to gain hands-on experience across various departments and professional fields. Through real-world exposure, mentorship, and practical learning, students are able to develop essential skills, broaden their perspectives, and gain meaningful insights into the industry.
- ◆ **RECOGNITION PROGRAMMES** – Long Service Awards honour employees for their dedication and loyalty, recognising milestones from 5 years up to 30 years of service with certificates, meaningful gifts, and gold tokens personally presented by Executives and the CEO. Thank You Programme also acknowledges individual achievements through career advancement opportunities, while thoughtful gestures such as birthday announcements shared by HR help create a culture of appreciation.
- ◆ **EMPLOYEE ACTIVITIES & EVENTS** – A variety of engaging activities and events are organised throughout the year to strengthen team spirit, enhance employee wellbeing, and foster a vibrant workplace culture. Signature events such as Annual Staff Party and New Year celebrations provide opportunities for employees to connect, team engagement activities and sports events including football tournaments and marathons encourage collaboration and promote physical wellbeing.



CONSUMER HEALTH & FOOD SAFETY

Our guest well-being is at the heart of every experience we create. We believe that true wellness begins with trust in the quality, safety, and integrity of everything our guests consume. From nourishing cuisine to refreshing beverages, every offering is thoughtfully curated to support a safe, healthy, and enjoyable stay.

Our approach to consumer health and food safety combines internationally recognised standards with a strong culture of care and accountability. We continuously enhance our practices to meet evolving expectations, ensuring that guests can dine with complete confidence. By integrating safety, quality, and wellness into every touchpoint, we deliver not only exceptional flavours but also peace of mind in every moment.

INTERNATIONALLY CERTIFIED FOOD SAFETY PRACTICES

We uphold the highest standards of food safety by fully complying with all applicable Thai laws and regulatory requirements, while also aligning with internationally recognised frameworks such as Good Hygiene Practices (GHP) and Hazard Analysis and Critical Control Points (HACCP). This dual commitment ensures that our food safety management system meets both local regulatory expectations and global best practices.





FOOD SAFETY MANAGEMENT

Our food safety management is built on consistency, transparency, and continuous improvement. We implement a robust system of regular internal inspections to monitor daily operations, ensuring that every process, from handling and preparation to service, meets our stringent safety and quality standards. These efforts are further strengthened by periodic external audits conducted by qualified independent bodies, providing an objective assessment of our practices and reinforcing compliance with regulatory requirements. Through this ongoing cycle of monitoring and evaluation, we maintain the highest level of confidence that every dining experience at our resort is safe, reliable, and aligned with our commitment to guest well-being.

These standards are seamlessly integrated into every stage of our food management process, ensuring a consistently safe and high-quality dining experience:



We place strong emphasis on enhancing employee capabilities through comprehensive training in food safety, including sanitation practices, risk assessment, and stringent kitchen hygiene standards. This continuous development fosters a culture of precision, accountability, and care across all culinary operations. Guided by the philosophy that “food is medicine,” our culinary approach goes beyond safety to actively support guests’ well-being. Menus are thoughtfully crafted using fresh, high-quality ingredients and prepared with meticulous attention to detail. We also tailor dishes to individual health needs—such as reduced sugar or fat options, and allergen-sensitive menus—ensuring that every guest enjoys a dining experience that is not only safe, but also nourishing, personalised, and aligned with their wellness journey.



KEY INITIATIVES:

- ◆ **ADVANCED FOOD SAFETY & HYGIENE TRAINING** – delivered ongoing internal and external training for Kitchen, Food & Beverage, and Housekeeping teams, covering personal hygiene, sanitation, and safe handling practices to ensure consistently high standards of cleanliness and guest safety.
- ◆ **ALLERGEN AWARENESS** – we maintain strict allergen management practices by clearly labelling all ingredients during storage and preparation, ensuring potential allergens are easily identified and properly handled. Supported by staff awareness and training, this approach minimises cross-contact risks and provides guests with a safe and confident dining experience.
- ◆ **ZERO-CONTAMINATION KITCHEN** – we uphold strict kitchen protocols designed to eliminate cross-contamination risks, including the clear separation of raw and cooked food zones, dedicated equipment and utensils, and rigorous cleaning and sanitation routines. Supported by continuous staff training and monitoring, these measures ensure the highest standards of food safety, protecting guest health while maintaining exceptional quality in every dish served.
- ◆ **PERSONALISED WELLNESS NUTRITION PROGRAMME** – we offer tailored, nutrition-focused wellness programmes designed to meet individual health goals, guided by professional consultations. Guests receive customised meal plans that support specific needs—such as weight management, detoxification, or dietary restrictions—ensuring a safe, balanced, and deeply personalised approach to well-being through nutrition.



2025 PERFORMANCE



100%

food safety
certification compliance



COMMUNITY & SOCIAL CONTRIBUTION

At Chiva-Som, we are committed to leading by example as a business that creates meaningful and lasting value for society. Our approach to community and social contribution is guided by a clear principle “thinking for the community, acting for the community.” We believe that true business resilience is closely linked to the well-being of the communities around us, and that long-term success can only be achieved when growth is inclusive and responsible.

Through a series of thoughtfully designed and continuously evolving Corporate Social Responsibility (CSR) initiatives, we actively contribute to enhancing the quality of life for local residents while supporting the sustainable stewardship of natural resources. Our programmes are holistic in scope, spanning environmental conservation, economic empowerment, social development, and education. By fostering meaningful partnerships and creating shared value, we strive to uplift communities, preserve cultural and natural heritage, and deliver a positive impact that extends well beyond the boundaries of our walls.

PRESERVE HUA HIN GROUP

The Preserve Hua Hin Group, established in 2004, is a collaborative initiative dedicated to advancing environmental conservation and community wellbeing in Hua Hin under the Royal Patronage of Her Royal Highness Princess Maha Chakri Sirindhorn. Spearheaded by Chiva-Som, the initiative was founded by Khun Boonchu Rojanastien, whose vision laid the foundation for its long-standing impact. Today, the group continues to be led by Chiva-Som, with CEO Khun Krip Rojanastien serving as Chairman, guiding its strategic direction and ongoing development.

The Group bring together public and private sector partners, local communities, and volunteers, to drives impactful initiatives such as carbon-neutral outdoor concerts, marathon events, reforestation projects, and coastal clean-up campaigns. A key highlight is the annual Hua Hin Marathon; a prestigious race held for the Royal Trophy. In 2025, marking its 5th consecutive year, the event took place on 11 May 2025 and welcomed more than 3,500 runners, attracting participants from across Thailand as well as a diverse range of nationalities.

Another flagship initiative is the Junior Ambassador programme, which annually brings students from local schools to participate in a one-day Ecosystem Study Camps. These immersive camps feature hands-on activities such as forest planting, crab release, and other nature-based experiences, allowing students to actively engage with and better understand local ecosystems. Through these meaningful interactions, participants gain deeper insight into environmental challenges while cultivating a strong sense of responsibility and commitment to conservation, empowering the next generation to become active stewards of the environment.

Through these initiatives, Preserve Hua Hin Group plays a vital role in fostering environmental awareness, encouraging community engagement, and supporting the long-term sustainability of the region.



EDUCATIONAL DEVELOPMENT

Our Educational Development initiatives reflect a strong commitment to investing in future generations. We support promising students through scholarships, provide essential learning materials, and contribute to school renovation projects to ensure safe and inspiring learning environments. We also offer internship opportunities and hands-on career experiences, equipping young individuals with practical skills and valuable exposure to the hospitality and wellness industry.

KEY INITIATIVES:

- ◆ **JUNIOR AMBASSADOR PROGRAMME** – as part of the programme, participating schools are supported with scholarships awarded to outstanding students. In 2025, a total of 15 students each received a scholarship valued at 500 THB, reinforcing our commitment to nurturing young talent and expanding access to education.
- ◆ **EQUIP TO LEARN** – through this CSR initiative, we celebrate the International Day of Education each January by supporting schools in rural communities, particularly in Pa La-U. Contributions include essential learning materials such as books, notebooks, pens and pencils, computers, and desks, alongside engaging educational activities designed to create a fun and enriching learning experience for students.
- ◆ **WORLD ENERGY DAY AND WORLD WATER DAY CSR** – in recognition of the two environmental days, our CSR programmes focus on improving school infrastructure in underserved areas. This includes renovation and enhancement of key facilities such as classrooms, restrooms, and canteens. Upgrades feature the installation of solar panels, improved plumbing systems, new sanitation facilities, and air conditioning, helping to create safer, more sustainable, and conducive learning environments.
- ◆ **KNOWLEDGE SHARING** – as part of our World Food Day CSR initiatives, our culinary team visits local schools to deliver interactive sessions on healthy cooking and balanced nutrition. Students take part in hands-on activities and engaging games designed to build awareness around food and wellbeing, complemented by the provision of nutritious meals prepared by our chefs.
- ◆ **INTERNSHIPS AND CAREER EXPERIENCE** – we offer internship opportunities across a variety of departments, providing students with valuable hands-on experience in a real working environment. This initiative equips young individuals with practical skills, industry exposure, and a strong foundation for future career development.
- ◆ **SHOWCASE SPACE FOR EMERGING ARTISTS** – we also offer dedicated space for university students to exhibit and sell their artwork, providing valuable exposure to an international audience of guests while creating income-generating opportunities. This initiative encourages creativity, supports young talent, and empowers the next generation of artists to develop sustainably.
- ◆ **ORGANIC GARDEN EXCURSIONS** – we create enriching learning opportunities for students of all levels through guided visits to our organic garden. These hands-on experiences allow participants to explore sustainable farming practices, engage in interactive activities, and gain a deeper understanding of organic cultivation and environmental stewardship.





SPORT DEVELOPMENT

Our Sport Development initiatives are designed to promote active lifestyles and empower communities through access to quality sports resources and training. The resort supports local schools and youth programmes by donating essential sports equipment and enhancing recreational spaces. In addition to facilitating professional sports training sessions by experienced coaches, enabling young athletes to develop their skills, build confidence, and cultivate discipline.

KEY INITIATIVES:

- ◆ **SPORT EQUIPMENT DONATIONS** – as part of our CSR activities to celebrate the International Day of Sport, we donate 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.
- ◆ **PROFESSIONAL SPORT TRAINING** – we organise 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.



ART & CULTURE

Our Art & Culture initiatives celebrate the richness of Thai heritage while fostering meaningful connections between guests and the local community. The resort is committed to preserving and promoting traditional arts, crafts, and cultural expressions by supporting local talent and creating platforms for cultural exchange. Through these efforts, we not only help sustain valuable traditions but also enhance cultural appreciation, inspire community pride, and deliver authentic experiences that enrich the overall wellness journey.

KEY INITIATIVES:

- ◆ **SUPPORTING LOCAL HANDICRAFTS AND ARTISANS** – Chiva-Som champions community wisdom by supporting local artisans skilled in weaving, basketry, pottery, and other traditional crafts. The resort provides dedicated space for showcasing and selling these handmade products, helping generate sustainable income for the community while preserving Thailand’s cultural heritage. A notable example is Baan Silapin (Artist Village), a vibrant creative hub in Hua Hin where local artists produce and exhibit traditional and contemporary works. By collaborating with communities such as Baan Silapin, we help extend market access, elevate local craftsmanship to an international audience, and ensure that these time-honoured skills continue to thrive for future generations.
- ◆ **PROMOTING TRADITIONAL PERFORMING ARTS** – The resort offers opportunities for local artists and youth to present traditional music and dance performances during special occasions, including guest receptions and annual celebrations. A key example is Khon Phithak Hua Hin, a community-based initiative dedicated to preserving the classical Thai masked dance drama “Khon.” By supporting performances and providing a platform for young performers, the resort helps sustain this intricate art form, renowned for its elaborate costumes, storytelling, and disciplined choreography, while nurturing new generations of artists. These efforts not only encourage cultural pride but also ensure the continued vitality of Thailand’s rich performing arts heritage.
- ◆ **HOSTING THAI ART WORKSHOPS FOR GUESTS** – A signature experience for international guests, the “Thai Culture Workshop” invites participants to engage in hands-on activities such as garland making, fan painting, and cooking local dishes. Led by community artisans and using locally sourced materials, these workshops foster authentic cultural exchange and deeper appreciation of Thai traditions.
- ◆ **SUPPORTING LOCAL FESTIVALS** – Chiva-Som actively supports key community festivals such as Songkran, Loy Krathong, and other merit-making events in collaboration with local authorities. Contributions include financial support, equipment, and volunteer participation from resort employees, strengthening community bonds and helping preserve important cultural celebrations.





PUBLIC HEALTH

Our commitment to wellness extends far beyond the boundaries of the resort, embracing a broader mission to enhance the quality of life for surrounding communities—particularly those in remote areas with limited access to essential healthcare services. Through our ongoing social responsibility efforts, one of our most impactful initiatives is the “**CSR Medical Mission,**” also known as the **Mobile Medical Unit for Communities.** For over a decade, this programme has delivered comprehensive medical services free of charge to underserved populations, including hill tribe and Karen communities in the Pa La-U area of Prachuap Khiri Khan Province.

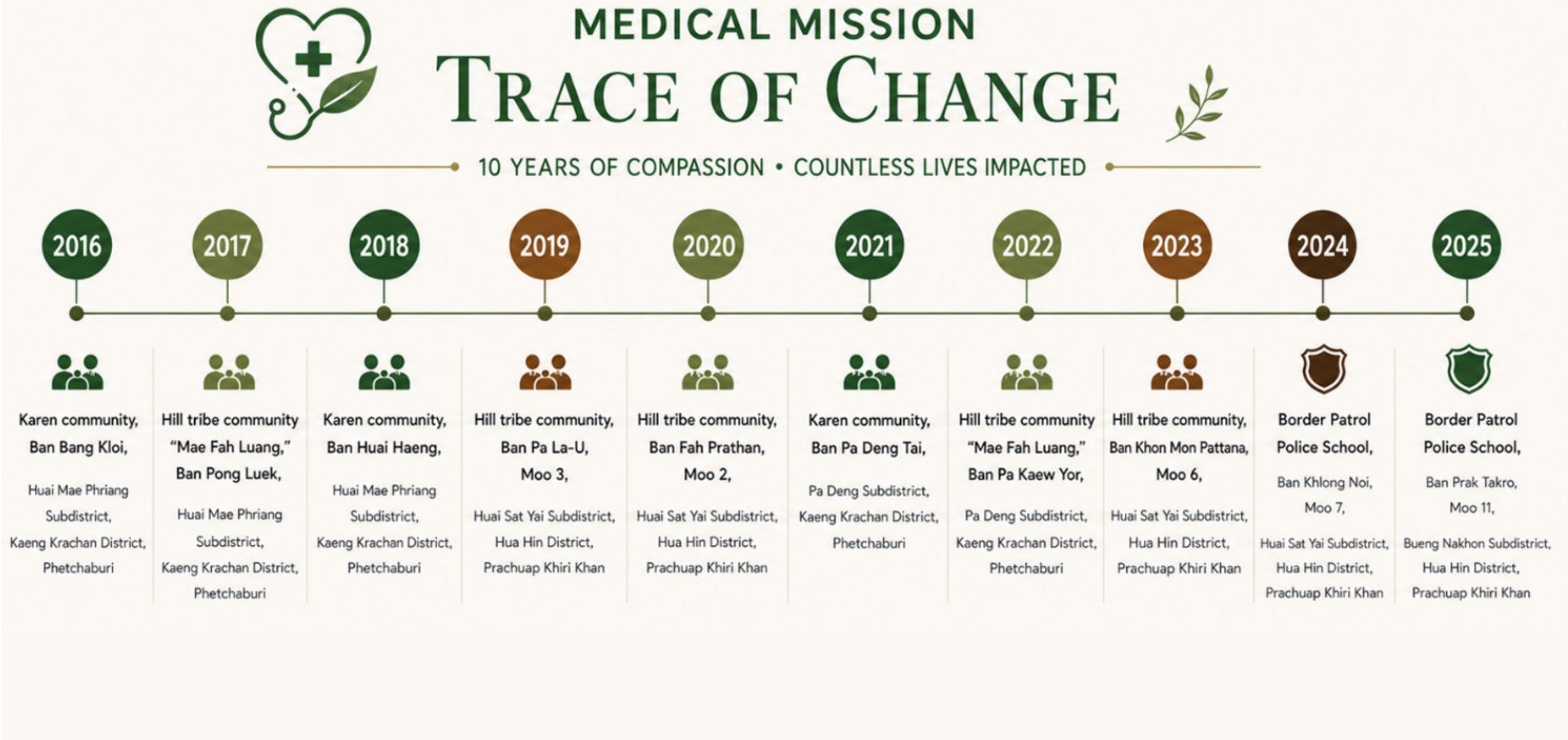
In these rural communities, access to basic healthcare remains a significant challenge due to shortages of medical personnel, equipment, and infrastructure. In response, Chiva-Som deploys a multidisciplinary team of healthcare professionals—including practitioners of modern medicine, traditional Thai medicine specialists, physiotherapists, and wellness experts—to provide on-site health screenings, treatments, and consultations. This integrated approach ensures that care is both accessible and holistic, addressing immediate health needs while promoting long-term well-being.

To further amplify its impact, Chiva-Som collaborates with international organisations such as Global Wellness Day (GWD), a global non-profit dedicated to promoting sustainable well-being. As a key supporter of this programme, the resort helps bring global visibility to the Medical Mission programme, reinforcing its commitment to advancing public health and creating meaningful, lasting impact within communities.

CHIVA-SOM’S MEDICAL MISSION ACTIVITIES COVER A WIDE RANGE OF HEALTHCARE SERVICES, INCLUDING:

- ◆ Basic health check-ups including 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.

Chiva-Som remains dedicated to further developing and expanding its CSR Medical Mission to reach more underserved communities, ensuring that access to essential healthcare is inclusive and within reach for all. Guided by the belief that “good health is a fundamental human right,” we are committed to creating meaningful and lasting impact, beginning with genuine acts of care that uplift lives and strengthen community well-being.





SOCIAL EMPOWERMENT

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 programmes such as the production of 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.

KEY INITIATIVES:

- ◆ **BAAN KHAO TAO WEAVING COMMUNITY** – With a strong commitment to supporting local artisans while promoting sustainable living and cultural heritage, Chiva-Som collaborates with the Baan Khao Tao Weaving Community in Hua Hin to produce exclusive handwoven tote and amenity bags using traditional techniques. Carefully crafted by skilled artisans, these reusable items are presented to retreat guests as meaningful keepsakes, embodying responsible consumption while celebrating authentic Thai craftsmanship. This initiative is designed as a long-term procurement partnership, with Chiva-Som placing regular orders to ensure consistent demand and income stability for the weaving community. By creating reliable revenue streams, the project strengthens livelihood security and encourages the preservation of traditional weaving skills for future generations. In our first year, a total of 2,300 handwoven tote and amenity bags were commissioned, with a combined value of THB 750,920 delivering direct economic benefits to artisan households and establishing a strong foundation for ongoing community collaboration.
- ◆ **KAREN WOVEN KEYCHAIN** – Launched in September 2025, this initiative is dedicated to empowering indigenous youth and local artisans in the Pa La-U community through vocational learning, cultural preservation, and sustainable livelihood development. In collaboration with Anan School, the programme supports students and teachers in creating handcrafted products such as elephant keychains and lemongrass aromatic sachet keychains, made using traditional Karen (Pgakenyaw) woven textiles, celebrating and preserving indigenous craftsmanship.

In our first year, we provided a total budget of THB 40,000 to procure essential production equipment and offer scholarships to participating students, strengthening both educational and income-generating opportunities. Additionally, handcrafted products valued at THB 26,400 were purchased including elephant keychains at THB 39 per piece and lemongrass sachet keychains at THB 49 per piece which are used as guest turndown amenities and retailed in the resort’s boutique. This initiative not only enhances market access for indigenous products but also creates a direct and sustainable source of income for students and teachers, reinforcing community resilience and cultural continuity.





DONATIONS

Guided by the belief that meaningful giving creates lasting impact, Chiva-Som focuses on purposeful donations that are practical, impactful, and aligned with the genuine needs of the communities we serve. Our approach extends beyond immediate relief, aiming to inspire a culture of generosity among employees, guests, and local communities spreading hope, compassion, and positive energy throughout society.

- ◆ **SUPPORTING PUBLIC HEALTH** – Chiva-Som has played a key role in strengthening community health resilience by supporting Hua Hin Hospital and local public health agencies. Through the donation of essential medical supplies—including face masks, alcohol gel, thermometers, and critical equipment particularly during the COVID-19 pandemic, the resort has helped safeguard frontline workers and enhance the wellbeing of surrounding communities.
- ◆ **ESSENTIAL GOODS FOR UNDER PRIVILEGE COMMUNITIES** – we organise the distribution of survival kits to families experiencing economic hardship and to elderly individuals in remote areas. These thoughtfully prepared kits include essentials such as rice, dried foods, soap, towels, and other daily necessities, helping to improve quality of life and provide much-needed support.
- ◆ **CLOTHING AND APPAREL DONATIONS** – During the winter season, we coordinate donation drives for warm clothing, blankets, and footwear for communities in mountainous and remote regions. Employees and guests are invited to contribute gently used items, which are carefully delivered to those in genuine need fostering a spirit of shared care and community connection.

2025 PERFORMANCE



Invested over
THB 706,122
to continuously support community and social engagement initiatives



Implemented CSR initiatives aligned with
14 UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGS)



Employees contributed more than
1,927 VOLUNTEER HOURS
to create positive social impact



Delivered
2 COMMUNITY DEVELOPMENT PROJECTS
aimed at generating long-term positive outcomes



Organised
7 DONATION CAMPAIGNS
and charitable initiatives to support local communities and people in need





GUIDED BY INTEGRITY



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 serves as a foundational framework guiding Chiva-Som’s management and decision-making at all levels. This fosters confidence with all internal and external stakeholders.

We place 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

We encourage 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

Chiva-Som 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

We focus 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.





CODE OF BUSINESS CONDUCT

Long-term sustainable success is built on a foundation of integrity, transparency, and fairness in every aspect of our business. To embed these values into our culture, we have established a comprehensive Code of Conduct, outlined in our Employee Handbook, which serves as a cornerstone for aligning behaviours and expectations across the organisation.

All employees are required to review the handbook in detail, formally acknowledge their understanding, and commit to upholding its principles. To ensure these standards remain active and relevant, we conduct regular training sessions and periodic reviews, reinforcing ethical awareness and consistent best practices at every level of the organisation.

KEY PRINCIPLES AND GUIDELINES INCLUDE THE FOLLOWING:

- 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 interests 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.

Strict adherence to our Code of Conduct forms the foundation of our commitment to operating with integrity, transparency, and accountability. By upholding these principles, we strengthen the trust and confidence of our customers, investors, suppliers, and the communities in which we operate, an essential driver of sustainable growth.



ANTI-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. We are dedicated to fostering an organisational culture rooted in legal compliance, business ethics, and fairness across all processes.

In 2025, we introduced a formal Anti-Corruption Policy that serves as a guiding framework for operations and decision-making across all levels of the organisation, including employees, business partners, and stakeholders. The policy outlines key principles, including:

- ◆ 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 recognises that the prevention and eradication of corruption is a collective responsibility shared by everyone in the organisation. It requires active participation and cooperation from employees at all levels to monitor, prevent, and report any suspicious or inappropriate conduct. We actively promote a culture rooted in transparency, integrity, and accountability as fundamental principles guiding its operations. By strengthening governance through a robust Anti-Corruption Policy, Chiva-Som not only mitigates business risks but also reinforces trust and credibility among stakeholders at both domestic and international levels.



HANDLING COMPLAINTS

Empowering every voice is essential to building a culture of trust and integrity. Providing employees with secure, accessible, and effective channels to report concerns or potential misconduct is a critical mechanism for strengthening transparency, accountability, and good governance across the organisation.

We actively encourage employees at all levels to speak up and report any information related to behaviour that may be unethical or inconsistent with company policies. Individuals who raise concerns in good faith are fully protected from retaliation, discrimination, or any adverse consequences. All reports are handled with the utmost confidentiality, and investigations are conducted impartially, diligently, and in line with established organisational procedures.

THE COMPLAINT SUBMISSION PROCESS IS STRUCTURED TO ENSURE CLARITY, ACCESSIBILITY, AND APPROPRIATE OVERSIGHT, AS OUTLINED BELOW:

- ◆ Complaints involving a member of the Board of Directors should be submitted directly to the Chairperson of the Audit Committee.
- ◆ Employees may submit a written complaint, including their name and contact details, through designated reporting channels to the responsible personnel.
- ◆ Concerns or information may also be reported directly to the Managing Director or through respective line managers.
- ◆ All complaints are subject to thorough review and investigation, conducted either internally or, where appropriate, by an independent external party to ensure objectivity and fairness.

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.



RISK & CRISIS MANAGEMENT

Chiva-Som recognises the importance of proactively managing both short-term and long-term risks, and places strong emphasis on maintaining a robust risk and crisis management framework. This enables us to respond swiftly and effectively to emerging challenges while ensuring business continuity and sustained operational performance.

Risk management is governed by the Sustainability Committee and the Planning Committee, which jointly oversee the organisation’s strategic approach to risk across economic, social, environmental, and operational dimensions. This integrated perspective allows us to anticipate potential risks and respond with agility and resilience.

OUR ENTERPRISE-WIDE RISK MANAGEMENT FRAMEWORK IS STRUCTURED AROUND FIVE KEY STEPS:

1. **RISK IDENTIFICATION AND SCOPE:** Assess internal and external factors that may impact the organisation’s objectives.
2. **RISK PRIORITISATION:** Evaluate and rank risks based on their potential impact and likelihood.
3. **IMPACT AND LIKELIHOOD ANALYSIS:** Conduct detailed assessments to inform appropriate prevention and response strategies.
4. **RISK MANAGEMENT PLANNING:** Establish targeted measures for risk control, mitigation, and prevention.
5. **MONITORING AND REVIEW:** Continuously track effectiveness and refine strategies to remain aligned with evolving conditions.

In addition to proactive risk mitigation, we place strong emphasis on structured crisis preparedness to ensure organisational resilience. We have implemented a comprehensive Crisis Management Plan, supported by regular simulation exercises covering scenarios such as disease outbreaks, natural disasters, and other unforeseen events. These initiatives equip employees at all levels with the readiness and capability to respond swiftly and effectively, minimising potential impacts on guests, staff, and business operations.

Further strengthening its governance framework, in 2025 Chiva-Som established an Anti-Money Laundering Policy. This policy is designed to prevent fraud, detect and deter suspicious financial activities, and ensure full compliance with applicable laws and regulations.



SERVICE QUALITY MANAGEMENT

At Chiva-Som, our guests are at the heart of everything we do, and we recognise their essential role in driving the success of the organisation. We are committed to delivering exceptional service quality by continuously anticipating and responding to evolving guest needs, with a focus on creating enriching experiences that elevate health, comfort, and lasting impressions throughout every stay.

OUR APPROACH TO SERVICE EXCELLENCE IS UNDERPINNED BY:

- ◆ Gaining deep insights into guest preferences and behaviours to better tailor our offerings.
- ◆ Leveraging innovative tools and technologies such as online booking platforms, integrated guest information systems, and automated feedback channels to enhance service efficiency and convenience.
- ◆ Fostering meaningful guest relationships through attentive, personalised service aligned with our holistic wellness philosophy.

To ensure continuous improvement, we adopt a structured approach to service evaluation, using guest feedback and satisfaction metrics as key performance indicators. By analysing both qualitative insights and quantitative data, we identify strengths to build upon and opportunities for enhancement enabling us to refine our service delivery and consistently meet, and exceed, guest expectations.

In 2025, the resort achieved a guest satisfaction score of 98.8%, underscoring strong recognition of its service excellence. Building on this strong foundation, the Company has set an ambitious target of 98% for 2026, reflecting confidence in its guest-centric approach and commitment to continuous enhancement of service quality.

Chiva-Som remains dedicated to delivering exceptional service in tandem with sustainable development, striving to elevate the guest experience while creating long-term shared value for communities, society, and all stakeholders.

DATA PRIVACY

Recognising data as a critical asset, we have implemented robust protection measures aligned with international standards to strengthen trust, confidence, and assurance among all who engage with our services.

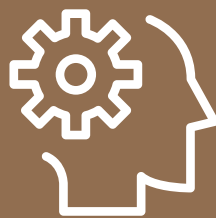
We firmly committed to safeguarding personal data, ensuring that its collection, use, and management are conducted responsibly, transparently, and with full respect for the rights of data owners. This commitment spans to all touchpoints, from registration systems and service bookings to customer communications and the secure handling of employee and organisational information. By integrating advanced technological safeguards with strong governance practices, we minimise risks related to unauthorised access, misuse, or data breaches.

Chiva-Som also adheres strictly to the Personal Data Protection Act B.E. 2562 (PDPA) and aligns its practices with leading international standards, including the European Union’s GDPR. To reinforce this commitment, we invest in continuous employee training and awareness programmes, covering key areas such as data classification, data subject rights, secure data handling, and appropriate responses to potential data breaches.

Understanding that trust is fundamental to our business, Chiva-Som maintains rigorous monitoring and regular reviews of all data management processes. We remain dedicated to upholding the highest standards of ethics, transparency, and data protection, ensuring that all stakeholders can be confident their information is handled with the utmost care and integrity.



2025 PERFORMANCE



More than
92%
of employees participated
in training on employment policies
and workplace practices



**RECORDED
ZERO REPORTS**
of violations of the organisation’s
Code of Conduct throughout the year



**REPORTED
ZERO INCIDENTS**
related to corruption, reflecting
strong governance and ethical
business practices



Maintained an outstanding
guest satisfaction score of
98.8%



Achieved a guest
return rate of
39%



SUSTAINABLE SUPPLY CHAIN

Sustainable supply chain management plays an essential role in driving our operations in alignment with environmental, social, and governance principles. We have established a comprehensive Supplier Code of Conduct, which sets clear expectations for all partners across key areas including business ethics, human rights, environmental stewardship, and labour standards.

This is complemented by a robust and transparent supplier selection and evaluation process, where partners are assessed not only on quality and safety, but also on their sustainability practices and operational standards.

Through this approach, we aim to build a responsible and high-performing supplier network, while fostering continuous improvement across our value chain—supporting long-term, sustainable growth and delivering meaningful impact beyond our operations.

SUPPLIER CODE OF CONDUCT

Chiva-Som has implemented a robust Supplier Code of Conduct to ensure that all partners consistently align with our sustainability commitments and ethical principles. The Code establishes clear standards across critical areas, including product safety and quality, environmental stewardship, fair labour practices, and business integrity.

Our suppliers are expected to adhere to internationally recognised food safety standards such as GHP and HACCP, ensuring that all products delivered meet the highest levels of safety, quality, and traceability. They are also encouraged to adopt environmentally responsible practices, including sustainable sourcing, efficient use of natural resources, and effective waste management to minimise environmental impact.

We place strong emphasis on ethical labour practices, requiring suppliers to uphold human rights by prohibiting child and forced labour, providing appropriate welfare and benefits, and fostering safe, fair, and inclusive working environments. Transparency and integrity underpin all business relationships, and suppliers are expected to conduct operations free from corruption while fully supporting audits and performance evaluations.

By partnering with responsible and forward-thinking suppliers, we strive to deliver exceptional, environmentally conscious products and services, while advancing a more sustainable and inclusive future.



SUPPLIER SELECTION AND EVALUATION

We adopt a structured and transparent supplier selection and evaluation process to ensure that all partners meet our operational requirements while aligning with our sustainability commitments. New suppliers are assessed through a comprehensive screening process that considers key criteria such as product quality, safety standards, pricing competitiveness, reliability of supply, and alignment with environmental and social practices. Preference is given to suppliers who demonstrate responsible sourcing, minimise packaging, and support local communities.

To maintain consistent performance, approved suppliers are subject to regular evaluations, which may include performance reviews, site visits, and audits where appropriate. These assessments focus on quality consistency, service reliability, compliance with relevant standards, and adherence to our Supplier Code of Conduct. Feedback is provided to encourage continuous improvement, while underperforming suppliers are guided on corrective actions or reconsidered for future engagement.

SUPPLIER EVALUATION CRITERIA COVER FOUR MAIN AREAS AS FOLLOWS:

- ◆ **PRODUCT AND SERVICE QUALITY** – Deliver consistently high-quality products and services that meet stringent safety and hygiene standards in line with international benchmarks.
- ◆ **RELIABILITY AND TIMELINESS** – Demonstrate dependable performance through on-time delivery and the flexibility to effectively respond to operational needs.
- ◆ **ENVIRONMENTAL AND SUSTAINABILITY STANDARDS** – Operate with environmental responsibility by adopting eco-friendly practices, such as using biodegradable packaging, reducing waste, and sourcing materials from sustainable origins.
- ◆ **BUSINESS ETHICS AND INTEGRITY** – Uphold the highest standards of ethical conduct, ensuring transparency, integrity, and accountability in all business interactions.



While our annual supplier evaluation is conducted through two primary methods to ensure a comprehensive and reliable assessment of performance and risk.

- ◆ **STRUCTURED QUESTIONNAIRE ASSESSMENT** – We engage suppliers through a detailed questionnaire designed to evaluate key areas, including product and service quality, temperature control during the transportation of chilled and frozen goods, delivery processes, environmental management practices, ethical standards, and corporate governance. The insights gathered serve as a foundational input for risk assessment and performance review.
- ◆ **ON-SITE AUDITS** – For selected products, particularly food-related items, our team conducts on-site visits to supplier facilities to observe actual production processes and operational practices. This enables us to verify compliance with required standards and gain deeper visibility into quality control, safety measures, and overall operational integrity.

For corrective action and supplier performance management, suppliers identified with significant risks or non-compliance with established requirements are required to implement corrective actions within a defined timeframe. Progress is closely monitored to ensure that identified issues are effectively addressed. In cases where improvements are not satisfactorily achieved, the company may take appropriate measures, including the temporary suspension of business or, where necessary, the discontinuation of the partnership.

Chiva-Som remains committed to fostering long-term relationships with high-quality and responsible suppliers. Through continuous engagement and collaboration, we aim to strengthen confidence in product quality while jointly advancing sustainable and ethical business practices for the future.

2025 PERFORMANCE



Strengthened a collaborative supplier network comprising **395 BUSINESS PARTNERS**, including 10 new suppliers



100% OF SUPPLIERS acknowledged and accepted the organisation’s Supplier Code of Conduct



Achieved **100% SUPPLIER** participation in the annual supplier assessment questionnaire



Conducted sustainability and compliance assessments for **5 SUPPLIERS**



RECORDED ZERO CASES of non-compliance within the supply chain throughout the year



Supported the local economy, with suppliers from the Hua Hin area accounting for **27.61%** of the total supplier base



Generated approximately **THB 29.77 MILLION** in procurement value from local Hua Hin suppliers, contributing to sustainable community growth

KEY INITIATIVES IMPLEMENTED IN 2025 INCLUDE:

- ◆ **SUSTAINABLE PROCUREMENT POLICY** – Our purchasing decisions is guided by our sustainable procurement policy to ensure that goods and services are sourced in a responsible, ethical, and environmentally conscious manner. The policy prioritises suppliers who demonstrate strong environmental and social practices, including the provision of locally sourced, organic, and responsibly produced products. Key considerations include minimising packaging, reducing carbon emissions across the supply chain, and ensuring compliance with relevant sustainability standards and regulations.
- ◆ **PACKAGING REDUCTION INITIATIVE** – We collaborate closely with suppliers to minimise single-use packaging and transition towards reusable, recyclable, or biodegradable alternatives. This includes optimising packaging design, reducing unnecessary materials, and promoting bulk purchasing and consolidated deliveries.



SUSTAINABLE PROCUREMENT

Sustainable procurement is a fundamental pillar of our sustainability strategy, guiding how we source the products and services that support our operations. We prioritise locally sourced and organically produced ingredients to reduce transportation-related environmental impacts, limit the use of synthetic chemicals, and ensure the freshness and nutritional quality of the food we serve. By working closely with local farmers and suppliers, we strengthen regional supply chains, support local economies, and promote more resilient food systems. Through this responsible sourcing approach, we enhance our farm-to-table experience while advancing a more environmentally conscious and low-impact operation aligned with our sustainable wellness philosophy.

LOCAL INGREDIENT SOURCING

Local ingredient sourcing is an integral part of our sustainable procurement practices, reflecting our commitment to both environmental stewardship and community support. Wherever possible, we prioritise ingredients sourced from local producers, with a focus on seasonal and regionally grown produce. This not only helps to reduce carbon emissions associated with transportation, but also ensures optimal freshness, quality, and authenticity in our culinary offerings.

Through the consistent integration of local ingredients into our menus, we actively support the local economy and cultivate long-term, mutually beneficial relationships with farmers and producers. In doing so, we contribute to the development of a more resilient and sustainable food ecosystem, while offering guests a distinctive dining experience that celebrates local heritage and flavours.

CHIVA-SOM ORGANIC FARMS

We manage over 22.5 rai of dedicated organic farming areas that support the cultivation of a diverse range of vegetables, fruits, and ornamental plants used in daily operations. These include 2.5 rai in Bo Fai Subdistrict and 20 rai in Pa La-U, Huai Sat Yai Subdistrict, Hua Hin District. Across these sites, more than 100 varieties of crops are grown, including leafy greens, herbs, and microgreens, ensuring a reliable supply of fresh, nutrient-rich ingredients aligned with our wellness philosophy.

Harvest performance has remained strong in recent years, reflecting both seasonal conditions and continuous improvements in cultivation practices. In 2025, total farm-to-table production reached approximately 9.3 tonnes (9,252 kilograms), representing an increase of around 23% compared to 2023. Looking ahead, we continue to strengthen our agricultural capacity through the planting of additional perennial trees, with a focus on native species that support biodiversity and enhance ecosystem resilience.

All produce is certified under the Certification Alliance Organic Standard 2019, ensuring high standards of quality, safety, and environmental responsibility. These ingredients are incorporated into our culinary offerings to deliver nutritious, health-focused dining experiences for guests. In addition, employees are given the opportunity to purchase fresh produce for personal consumption, extending access to safe and wholesome food beyond the resort and into the wider community.



2025 PERFORMANCE



Harvested more than
9,252
KILOGRAMS
of produce from the Chiva-Som organic farm, supporting the Farm-to-Table wellness concept with high-quality ingredients

Cultivated
89
VARIETIES
of vegetables and herbs to promote biodiversity and sustainable well-being

Diverted
17,381
KILOGRAMS
of wood waste into organic compost production, supporting circular economy practices and responsible resource management



KEY INITIATIVES IMPLEMENTED IN 2025 INCLUDE:

- ◆ **FARM-TO-TABLE PROGRAMME** – A key component of our sustainable food strategy, designed to integrate organically grown, locally sourced ingredients directly into our culinary offerings. Fresh produce harvested from our on-site organic farms, along with carefully selected ingredients from trusted local suppliers, is delivered to our kitchens daily to ensure optimal freshness, nutritional value, and quality.
- ◆ **ORGANIC GARDEN TOURS & WORKSHOPS** – We offers guests an immersive experience that connects wellness with sustainable living. Guided tours of our organic farms provide insights into organic cultivation methods, seasonal growing practices, and the importance of biodiversity and soil health. Complementing these tours, hands-on workshops allow guests to engage directly in activities such as harvesting and composting, fostering a deeper appreciation for where food comes from.
- ◆ **SEASONAL MENU DESIGN** – A part of our sustainable culinary strategy focuses on the use of ingredients that are fresh, locally available, and in season. By aligning our menus with seasonal harvests from our organic farms and local suppliers, we ensure optimal quality, flavour, and nutritional value while reducing reliance on imported or out-of-season produce.
- ◆ **ECO-FRIENDLY PLANT IDENTIFICATION SIGNAGE** – As part of our organic farm area, one of the key environmental education initiatives involves the installation of plant identification signage displaying both Scientific Names and Common Names. The signage is made from 100% recycled wood materials to minimise environmental impacts. We are also planning to develop a QR Code system in the long term to provide access to in-depth digital information, enhancing modern, accessible, and interactive learning experiences while supporting sustainable development practices.
- ◆ **ORGANIC WASTE COMPOSTING INITIATIVE** – We have implemented an organic waste management programme by collecting branches and leaves generated from landscape maintenance activities within both the resort and organic farm areas. These organic materials are processed through a wood chipper to reduce waste volume and convert them into compost for internal use. This initiative helps minimise waste disposal through landfill or open burning, reduces greenhouse gas emissions, and supports Circular Economy principles through sustainable and resource-efficient practices.
- ◆ **FOREST RESTORATION AND GREEN AREA EXPANSION PROJECT** – A total of 200 native forest trees were planted within Chiva-Som organic farm area to enhance ecosystem balance and biodiversity. We are also planning to expand this initiative into public community areas (as permitted) in the future to support long-term ecosystem restoration and sustainable environmental conservation. Together with our decarbonisation efforts, priority is placed on preserving and maintaining existing mature trees while increasing green spaces to enhance carbon sequestration efficiency.



2025 ESG PERFORMANCE



ENVIRONMENTAL PERFORMANCE

GRI	Information	Unit	2022	2023	2024	2025
Energy						
302-1	Total energy consumption	KWh	4,453,429	5,422,598	5,525,868	4,961,182
	Energy consumption: Bangkok Home Office ^{/1}	KWh	-	220,681	240,862	160,182
	Purchased Electricity from Grid	KWh	-	220,681	240,862	160,182
	Energy consumption: Hua Hin Resort	KWh	4,453,429	5,201,917	5,285,006	4,801,000
302-3	Energy intensity ^{/2}	KWh/GN	390.72	344.98	329.98	299.16
	Total Electricity	KWh	3,220,317	3,654,735	3,731,779	3,584,722
	Total Fuel	KWh	1,233,112	1,547,182	1,553,227	1,216,278
Energy consumption from non-renewable sources						
	Purchased Electricity from Grid	KWh	3,220,317	3,585,933	3,660,007	3,529,733
	Diesel	Liters	30,203	41,328	42,759	39,201
	Gasoline	Liters	2,814	2,301	2,126	2,966
	LPG	Kilograms	68,736	84,432	83,904	56,352
Self-generated heat from renewable sources						
	Solar energy	KWh	-	68,802	71,772	54,989
Water						
303-3	Total water consumption	Liters	51,086	61,596	62,543	87,805
	Water consumption: Bangkok Home Office ^{/1}	Liters	-	360	220	230
303-3	Third-party water	Liters	-	360	220	230
	Water consumption: Hua Hin Resort	Liters	51,086	61,236	62,323	87,575
303-3	Third-party water	Liters	51,086	61,236	62,323	64,074
303-5	Recycled water	Liters	-	-	-	23,501
Greenhouse Gas (GHG) Emissions ^{/3}						
	Total GHG emissions	Tonnes CO2e	-	-	5,873.0	5,066.9
	Total GHG scope 1 and 2	Tonnes CO2e	-	-	1,924.8	1,560.0
305-1	Direct (scope 1) GHG emissions	Tonnes CO2e	-	-	363.9	278.2
305-2	Energy indirect (scope 2) GHG emissions	Tonnes CO2e	-	-	1,560.9	1,281.8
305-3	Other Indirect (Scope 3) GHG Emissions	Tonnes CO2e	-	-	3,948.2	3,506.9
	Purchased goods and services	Tonnes CO2e	-	-	3,107.2	2,897.3
	Waste generated	Tonnes CO2e	-	-	4.0	4.0

^{/1} Chiva-Som's Home Office and Academy
^{/2} Figures derived solely from data collected at the Hua Hin Resort
^{/3} Refers to Unravel Carbon Platform data



ENVIRONMENTAL PERFORMANCE

GRI	Information	Unit	2022	2023	2024	2025
	Fuel and energy related	Tonnes CO2e	-	-	152.1	140.1
	Business travel	Tonnes CO2e	-	-	88.3	143.7
	Employee commuting	Tonnes CO2e	-	-	348.1	318.9
	Upstream transportation	Tonnes CO2e	-	-	1.6	3.0
306-3	Waste by Type and Disposal Method ^{/2}					
	Total waste generated	Kilograms	70,089	72,898	73,170	70,968
	Total non-hazardous waste	Kilograms	70,044	72,876	73,151	70,960
	General waste	Kilograms	18,660	23,294	23,234	22,996
	Food	Kilograms	22,001	25,903	26,832	24,497
	Wood	Kilograms	24,947	18,150	17,341	17,381
	Plastic	Kilograms	183	218	147	109
	Glass	Kilograms	1,212	1,138	820	801
	Cardboard	Kilograms	-	3,556	3,200	3,335
	Paper	Kilograms	2,877	468	1,549	1,778
	Metal	Kilograms	137	130	11	53
	Used cooking oil	Liters	14	19	18	9
	Other waste	Kilograms	14	-	1	2
	Total hazardous waste	Kilograms	45	22	18	8
	Electronic	Kilograms	-	-	-	-
	Bio-hazardous	Kilograms	45	22	18	8
	Waste disposal ^{/2}					
306-4	Recycled	Percent (%)	6%	8%	8%	9%
306-4	Reused (composted for fertilizer and as feed for pigs farms)	Percent (%)	67%	60%	60%	59%
306-5	Incinerated / Landfilled	Percent (%)	27%	32%	32%	32%

/1 Chiva-Som's Home Office and Academy
/2 Figures derived solely from data collected at the Hua Hin Resort
/3 Refers to Unravel Carbon Platform data



SOCIAL PERFORMANCE

GRI	Information	Unit	2022	2023	2024	2025	2567	2568
			Male	Female	Male	Female	Male	Female
	Number of Employees	Persons						
102-8	Total number of employees	Persons	-	-	-	-	385	384
	Total employee : Bangkok Home Office	Persons	-	-	-	-	53	50
	Bangkok Home Office	Persons	-	-	-	-	21	32
	Management Level	Persons	-	-	-	-	9	19
	Employee Level	Persons	-	-	-	-	5	9
2-8	Non-employees ^{/2}	Persons	-	-	-	-	7	4
	Total employee : Hua Hin Resort	Persons	-	-	-	-	332	334
	Hua Hin Resort ^{/1}	Persons	-	-	-	-	159	173
	Management Level	Persons	-	-	-	-	3	3
	Employee Level	Persons	-	-	-	-	124	150
2-8	Non-employees ^{/2}	Persons	-	-	-	-	32	20
405-1	Number of employees by age group							
	Under 30 years old	Persons	-	-	-	-	64	68
		Percent (%)	-	-	-	-	16.62	17.71
	30 - 50 years old	Persons	-	-	-	-	240	228
		Percent (%)	-	-	-	-	62.34	59.38
	Over 50 years old	Persons	-	-	-	-	81	88
		Percent (%)	-	-	-	-	21.04	22.92
2-7	Number of employees by nationality							
	Thai	Persons	-	-	-	-	371	369
		Percent (%)	-	-	-	-	96.36	96.09
	Asian	Persons	-	-	-	-	5	6
		Percent (%)	-	-	-	-	1.30	1.56
	Others	Persons	-	-	-	-	9	9
		Percent (%)	-	-	-	-	2.34	2.34
	Vulnerable groups							
	People with disabilities	Persons	-	-	-	-	3	4
		Percent (%)					0.78	1.04

Note: Employee figures represent headcount at the end of the reporting period (31 December)
/1 Chiva-Som's Home Office and Academy
/2 Onsite-contractors and interns
/3 The year-on-year increase in reported work-related injuries reflects enhancements in data collection and reporting methodology, which have improved the completeness of injury reporting.



SOCIAL PERFORMANCE

GRI	Information	Unit	2022	2023	2024	2025	2567	2568
401-1	New employee hires and employee turnover		Male	Female	Male	Female	Male	Female
	Total new hires	Persons	-	-	-	-	47	52
	Total turnover	Percent (%)	-	-	-	-	44	50
404-1	Average training hours per employee							
	Average training hour/ head/ year	Hours	-	-	-	-	22.6	25.68
	Average training cost/ head/ year	THB	-	-	-	-	4502.56	5007.17
	Occupational health and safety							
403-9	Work-related injuries							
	Employee							
	Total number of injury case	Case		-		-	2	6
	Fatality (as a result of work-related injury)	Case		-		-	0	0
	Lost-workday injury >1 day	Case		-		-	0	2
	Recordable work-related injury	Case		-		-	2	6
	Non-employee /2							
	Total number of injury case	Case		-		-	0	1
	Fatality (as a result of work-related injury)	Case		-		-	0	0
	Lost-workday injury >1 day	Case		-		-	0	1
	Recordable work-related injury	Case		-		-	0	1

Note: Employee figures represent headcount at the end of the reporting period (31 December)
/1 Chiva-Som's Home Office and Academy
/2 Onsite-contractors and interns
/3 The year-on-year increase in reported work-related injuries reflects enhancements in data collection and reporting methodology, which have improved the completeness of injury reporting.



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 1,2025 to December 31, 2025 with reference to the GRI Standards.

GRI 1 used

GRI 1: Foundation 2021

GRI	Disclosure	Unit
General Disclosure		
The organisation and its reporting practices		
2-1	Organisation details	Sustainability Report (About this report)
2-2	Entities included in the organisation’s sustainability reporting	Sustainability Report (About this report)
2-3	Reporting period, frequency and contact point	Sustainability Report (About this report)
2-4	Restatements of information	Certain prior-year figures were restated to reflect updated methodologies, improved data collection, and refined reporting boundaries. These changes did not materially affect the Company’s overall sustainability performance and were made to improve comparability across reporting periods.
Activities and workers		
2-6	Activities, value chain and other business relationships	Sustainability Report (Company Overview), https://www.chivasom.com/en/
2-7	Employees	Sustainability Report (2025 ESG Performance)
2-8	Workers who are not employees	Sustainability Report (2025 ESG Performance)
Governance		
2-26	Communication of critical concerns	Sustainability Report (Corporate Governance - Handling complaints)
2-19	Remuneration policies	Sustainability Report (Human Rights - People Well-being)
2-20	Process to determine remuneration	Sustainability Report (Human Rights - People Well-being)
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	Sustainability Report (CEO Message, Sustainability Strategy & Commitment)
3-3	Policy commitment	Sustainability Policy (https://www.chivasom.com/en/sustainability/)
3-3	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	Sustainability Report (Corporate Governance - Handling complaints)
2-26	Mechanisms for seeking advice and raising concerns	Sustainability Report (Corporate Governance - 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	Sustainability Report (Stakeholder Engagement)
Material topics		
3-1	Process to determine material topics	Sustainability Report (Materiality Assessment)
3-2	List of material topics	Sustainability Report (Materiality Assessment)



GRI	Disclosure	Unit
	Economic & governance	
	Anti-corruption	
205-2	Communication and training about anti-corruption policies and procedures	Sustainability Report (Corporate Governance - Anti-Corruption)
205-3	Confirmed incidents of corruption and actions taken	Sustainability Report (Corporate Governance - Anti-Corruption)
	Environment	
	Energy	
302-1	Energy consumption within the organisation	Sustainability Report (Energy Management - Energy Consumption & Efficiency, 2025 ESG Performance)
302-3	Energy intensity	Sustainability Report (Energy Management - Energy Consumption & Efficiency, 2025 ESG Performance)
302-4	Reduction of energy consumption	Sustainability Report (Energy Management - Energy Consumption & Efficiency)
	Emissions	
305-1	Direct (scope 1) GHG emissions	Sustainability Report (Climate Actions, 2025 ESG Performance)
305-2	Energy indirect (scope 2) GHG emissions	Sustainability Report (Climate Actions, 2025 ESG Performance)
305-3	Other Indirect (Scope 3) GHG Emissions	Sustainability Report (Climate Actions, 2025 ESG Performance)
305-4	GHG emissions intensity	Sustainability Report (Climate Actions, 2025 ESG Performance)
305-5	Reduction of GHG emissions	Sustainability Report (Climate Actions)
	Water and Effluents	
303-3	Water withdrawal	Sustainability Report (Water Management - Water Consumption & Efficiency, 2025 ESG Performance)
303-5	Water consumption	Sustainability Report (Water Management - Water Consumption & Efficiency, 2025 ESG Performance)
	Waste	
306-1	Waste generation and significant waste-related impacts	Sustainability Report (Waste Management - Waste reduction)
306-2	Management of significant waste-related impacts	Sustainability Report (Waste Management - Waste reduction)
306-3	Waste generated	Sustainability Report (Waste Management - Waste reduction, 2025 ESG Performance)
306-4	Waste diverted from disposal	Sustainability Report (Waste Management - Waste reduction, 2025 ESG Performance)
306-5	Waste directed from disposal	Sustainability Report (Waste Management - Waste reduction, 2025 ESG Performance)
	Social	
	Employment	
401-1	New employees hired and employee turnover	Sustainability Report (2025 ESG Performance)
401-2	Benefits provided to full-time employees	Sustainability Report (People Well-Being)
	Occupational health & safety	
403-1	Occupational health and safety management system	Sustainability Report (People Well-Being - Occupational Health & Safety (OHS))
403-2	Hazard identification, risk assessment, and incident investigation	Sustainability Report (People Well-Being - Occupational Health & Safety (OHS), Consumer Health & Food Safety)
403-3	Occupational health services	Sustainability Report (People Well-Being - Occupational Health & Safety (OHS))
403-4	Worker participation, consultation and communication on occupational health and safety	Sustainability Report (People Well-Being - Occupational Health & Safety (OHS))
403-5	Worker training on occupational health and safety	Sustainability Report (People Well-Being - Occupational Health & Safety (OHS))
403-6	Promotion of worker health	Sustainability Report (People Well-Being - Occupational Health & Safety (OHS), Consumer Health & Food Safety)
403-9	Work-related injuries	Sustainability Report (People Well-Being - Occupational Health & Safety (OHS), 2025 ESG Performance)



GRI	Disclosure	Unit
	Training and education	
404-1	Average hours of training per year per employee	Sustainability Report (People Development, 2025 ESG Performance)
404-2	Programmes for upgrading employee skills and transition assistance programmes	Sustainability Report (People Development)
404-3	Percentage of employees receiving regular performance and career development reviews	Sustainability Report (People Development)
	Diversity & equal opportunity	
405-1	Diversity of governance bodies and employees	Sustainability Report (People Well-Being, 2025 ESG Performance)
	Anti-corruption	
205-2	Communication and training about anti-corruption policies and procedures	Sustainability Report (Corporate Governance - Anti-Corruption)
205-3	Confirmed incidents of corruption and actions taken	Sustainability Report (Corporate Governance - Anti-Corruption)
	Non-discrimination	
406-1	Incidents of discrimination and corrective actions taken	Sustainability Report (Human Rights - Discrimination & Harassment)
	Supply chain management	
308-1	New suppliers that were screened using environmental criteria	Sustainability Report (Sustainable Supply Chain - Supplier Selection and Evaluation)
414-1	New suppliers that were screened using social criteria	Sustainability Report (Sustainable Supply Chain - Supplier Selection and Evaluation)
	Child labour	
408-1	Operations and suppliers at significant risk for incidents of child labour	Sustainability Report (Human Rights - Against Child Abuse)
	Customer privacy	
418-1	Substantiated complaints concerning breaches of customer privacy and loss of customer data	Sustainability Report (Corporate Governance - Data Privacy)

