

Saii

PHUKET
LAGUNA

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SUSTAINABILITY MANAGEMENT PLAN (SMP)

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1. INTRODUCTION

SAii LAGUNA PHUKET ("THE HOTEL"), UNDER S HOTELS & RESORTS PUBLIC COMPANY LIMITED ("S HOTELS AND RESORTS" OR "SHR"), EMPHASIZE BUSINESS OPERATIONS BY CONSIDERING THE IMPACTS ON THE ECONOMY, ENVIRONMENT, AND SOCIETY IN ALL ASPECTS WITH GOOD CORPORATE GOVERNANCE, ETHICS, AND RESPONSIBILITY TO ALL STAKEHOLDERS. THE SUSTAINABLE MANAGEMENT PLAN ("SMP") HAS BEEN CREATED AS A GUIDELINE FOR SAii LAGUNA PHUKET'S BUSINESS OPERATIONS. IT COVERS OPERATIONS AT THE HOTEL, AND RELEVANT SUPPORTING FUNCTION, AS WELL AS ENCOURAGING STAKEHOLDERS THROUGHOUT THE BUSINESS CHAIN TO TAKE RESPONSIBILITY IN THE SAME DIRECTION AND RESPOND TO INTERNATIONAL SUSTAINABLE DEVELOPMENT GOALS.

2. PURPOSE

- 2.1. TO COMPLY WITH SAii LAGUNA PHUKET'S SUSTAINABLE MANAGEMENT PLAN AND SERVE AS A GUIDELINE FOR THE GROUP'S BUSINESS OPERATIONS GOING IN THE SAME DIRECTION.
- 2.2. TO COMPLY WITH THE BEST PRACTICES OF THE STOCK EXCHANGE OF THAILAND ("SET"), THAI INSTITUTE OF DIRECTORS ASSOCIATION GUIDELINES OR FRAMEWORKS OF REGULATORY BODIES AND/OR OTHER RELEVANT AUTHORITIES NATIONALLY AND INTERNATIONALLY.
- 2.3. TO ENSURE THAT SAii LAGUNA PHUKET OPERATIONS RESPONDING TO INTERNATIONAL SUSTAINABLE DEVELOPMENT GOALS AND TO GAIN RECOGNITION AS A WORLD LEADER IN HOTEL INVESTMENT AND RESORT MANAGEMENT.

3. SCOPE OF POLICY ENFORCEMENT

THE SUSTAINABLE MANAGEMENT PLAN APPLIES TO THE DIRECTOR EXECUTIVES, EMPLOYEES OF SAii LAGUNA PHUKET THIS PLAN SERVES AS A GUIDELINE FOR IMPLEMENTING SUSTAINABLE PRACTICES AND RESPONSIBLE BUSINESS OPERATIONS WITHIN THE PROPERTY.

4. DEFINITION

WORD OR TEXT	MEANING
SUSTAINABILITY/SUSTAINABLE DEVELOPMENT ¹	THE DEVELOPMENT WHICH MEETS THE NEEDS OF THE PRESENT WITHOUT COMPROMISING THE ABILITY OF FUTURE GENERATIONS TO MEET THEIR OWN NEEDS.
EMPLOYEES	PERMANENT, TEMPORARY, AND SPECIAL CONTRACT EMPLOYEES OF SAI LAGUNA PHUKET
STAKEHOLDERS ^{2,3}	THOSE WHO ARE AFFECTED AND/OR HAVE BOTH POSITIVE AND NEGATIVE IMPACTS ON SAI LAGUNA PHUKET. STAKEHOLDERS CAN BE INDIVIDUALS WITHIN OR OUTSIDE THE ORGANIZATION SUCH AS SHAREHOLDERS, INVESTORS, ANALYSTS, CUSTOMERS, EMPLOYEES, BUSINESS PARTNERS, COMPETITORS, CREDITORS, COMMUNITIES, SOCIETY AND THE ENVIRONMENT WHICH MAY HAVE A CLOSE RELATIONSHIP WITH THE ORGANIZATION DIRECTLY (PRIMARY STAKEHOLDERS) OR HAS INDIRECT RELATIONSHIP WITH THE ORGANIZATION (SECONDARY STAKEHOLDER)

5. ROLE

SAI LAGUNA PHUKET ESTABLISHES THE GOVERNANCE STRUCTURE OF OPERATIONS IN ACCORDANCE WITH THIS POLICY HEREWITH.

AUTHORITIES/ PERSON ON DUTY	DUTY AND RESPONSIBILITY
GENERAL MANAGER	REVIEW AND ALIGN THE SUSTAINABLE MANAGEMENT PLAN (SMP) WITH SHR'S SUSTAINABILITY DEVELOPMENT POLICY
ALL EMPLOYEE	TO ACKNOWLEDGE AND COMPLY WITH THE SUSTAINABLE MANAGEMENT PLAN (SMP) , AS WELL AS TO SUPPORT OPERATIONS WHILE TAKING STAKEHOLDERS INTO ACCOUNT, IN ECONOMICS, ENVIRONMENTAL AND SOCIAL DIMENSIONS

6. POLICY FOR SUSTAINABILITY MANAGEMENT PLAN

SAI LAGUNA PHUKET HAS THE VISION TO BE A LEADING HOTEL WHICH DOES NOT ONLY REDEFINE THE NEW MEANING OF RELAXATION, BUT ALSO CARES ABOUT THE QUALITY OF LIVING THROUGH ITS PHILOSOPHY ON

¹ World Commission on Environment and Development. 'Our Common Future'. Oxford: Oxford University Press, A.D. 1987

² The Stock Exchange of Thailand. Stakeholder Engagement & Materiality Analysis : STAKEHOLDER ENGAGEMENT & MATERIALITY ANALYSIS, <https://www.setsustainability.com/page/stakeholder-engagement> (Assessed 23 February 2022).

³ Sal Forest. Stakeholder, <http://www.salforest.com/glossary/stakeholder> (Assessed 23 February 2022).

SUSTAINABILITY DEVELOPMENT AND CREATING BENEFITS TO LOCAL COMMUNITIES. AS A SELF-MANAGED HOTEL UNDER S HOTELS AND RESORTS, SAIi LAGUNA PHUKET OPERATES BUSINESS WHILE FOCUSING ON THE IMPACT CREATED ON THE ECONOMY, SOCIETY, ENVIRONMENT, INCLUDING ALL STAKEHOLDERS INTO ACCOUNT. COMPLYING WITH S HOTELS AND RESORTS' SUSTAINABILITY DIRECTION AND WITH THE AIM TO BE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS 2030 (SDG2030)

SAIi LAGUNA PHUKET COMMITTED TO CREATING THE VALUES AND DELIVERING AN "ENRICHING JOURNEY" IN ACCORDANCE WITH SHR'S BUSINESS GUIDELINES. THE HOTEL CONTINUE TO CREATE LONG-TERM VALUES, PROMOTE SUSTAINABLE GROWTH AND FOSTER A QUALITY SOCIETY WHEREVER IT OPERATES, BY FOLLOWING SHR WAY OF WORKING, WHICH INCLUDES THE FOLLOWING POLICIES AND MANAGEMENT APPROACHES.

- 6.1. PROVIDING THE STRUCTURE, ROLES, DUTIES AND RESPONSIBILITIES, AS WELL AS CREATING MONITORING SYSTEM TO FOLLOW UP PROGRESS IN IMPORTANT OPERATIONS, IN ORDER TO IMPLEMENT SUSTAINABLE DEVELOPMENT GUIDELINES THROUGHOUT SAIi LAGUNA PHUKET AND ITS CONCERNED AGENTS TO WORK TOWARDS THE SAME GOAL.
- 6.2. PROMOTING SUSTAINABILITY THROUGHOUT THE BUSINESS CHAIN, FOCUSING ON THE PROCUREMENT OF PRODUCTS FROM LOCAL COMMUNITIES AND TRADING PARTNERS WHO HAVE OPERATING POLICIES THAT CONCERN SOCIETY AND ENVIRONMENT. ALSO, TO ENCOURAGE TRADING PARTNERS TO IMPLEMENT SUSTAINABLE DEVELOPMENT PRINCIPLES AND OTHER CONCERNED POLICIES THAT EMPHASIZE DEVELOPING LOCAL POTENTIAL AND SPREADING THESE PRACTICES TOWARDS SOCIETY.
- 6.3. PROMOTING AND SUPPORTING EMPLOYEES OF SAIi LAGUNA PHUKET TO BE RESPONSIBLE AND COMPLY WITH THE POLICIES, AS WELL AS TO BE A GOOD ROLE MODEL TO THE SOCIETY. CREATING VALUES OF EACH EMPLOYEE BY ALLOWING THEM TO BE PART OF THIS DEVELOPMENT, AS WELL AS ADAPTING SUITABLE TECHNOLOGIES TO ENHANCE SUSTAINABILITY.
- 6.4. PROMOTING THE COLLABORATION BETWEEN STAKEHOLDERS AND COOPERATING AMONG NETWORKING PARTNERS ON SUSTAINABILITY BOTH NATIONALLY AND INTERNATIONALLY, IN ORDER TO EXCHANGE KNOWLEDGE AND WORKS TOGETHER PROFICIENTLY. THIS INCLUDES TAKING THE ISSUES AND EXPECTATIONS OF STAKEHOLDERS TO DEVELOP POLICIES, MANAGEMENT DIRECTION AND BUSINESS OPERATION.
- 6.5. TO CREATE THE SUBSTANTIAL SUSTAINABILITY DEVELOPMENT, SHR HAS SET THE BUSINESS DIRECTION FOR SAIi LAGUNA PHUKET IN ORDER TO RESPONSE TO THE 3 PILLARS, WHICH ARE, ECONOMY, SOCIETY AND ENVIRONMENT, AS FOLLOWED:
 - 6.5.1. ECONOMIC POLICIES SAIi LAGUNA PHUKET AIM TO DEVELOP A STRONG BUSINESS OPERATION

AND TO CREATE COMPETITIVE CAPABILITY TO COPE WITH THE CONTINUOUS CHANGES, WITH THE AIM OF CREATING AN ENRICHING SUSTAINABLE JOURNEY FOR THE GUESTS. FURTHERMORE, THE BUSINESS IS OPERATED WITH GOOD CORPORATE GOVERNANCE PRINCIPLES, WHICH TAKING THE PROCUREMENT AND MANAGEMENT OF SUSTAINABLE SUPPLY CHAIN. THIS INCLUDES SAIi LAGUNA PHUKET BEING THE SOURCE OF LOCAL COMMUNITY'S ABILITIES DEVELOPMENT, AS WELL AS TO PROMOTE THE RECRUITMENT OF ALL LEVELS FROM THE LOCAL COMMUNITY. IN ADDITION, THE HOTEL SUPPORTS THE LOCAL PURCHASING, IN ORDER TO DEVELOP LOCAL COMMUNITY'S ECONOMIC GROWTH ALONGSIDE WITH THE HOTEL, WITH THE AIM TO CREATE SUSTAINABLE ECONOMIC NETWORKS IN ALL LEVELS.

- 6.5.2. **SOCIAL POLICIES** SAIi LAGUNA PHUKET FOCUS ON THE SOCIOCULTURAL DIFFERENCES OF ALL PLACES THAT THE COMPANIES INVEST IN AND OPERATE BUSINESSES, THROUGH THE FAIR OPERATIONS AND PAYING ATTENTION TO THE QUALITY OF LIFE OF ALL STAKEHOLDERS UNDER THE BUSINESS CHAIN. EMPLOYEES, CUSTOMERS AND SERVICE USERS TO BE TREATED HEALTHILY AND SAFELY, ACCORDING TO THE STANDARD OF SINGHA ESTATE, IN ADDITION TO COMPLYING WITH RULES AND REGULATIONS, LAWS AND RELATED INTERNATIONAL AGREEMENTS. SAIi LAGUNA PHUKET RESPECT HUMAN RIGHTS AND INDIVIDUAL RIGHTS, AS WELL AS TREAT EMPLOYEES FAIRLY AND ENCOURAGE THEM TO CONTINUALLY DEVELOP WORK SKILLS REGARDLESS OF THE RANKING. SAIi LAGUNA PHUKET COOPERATE WITH LOCAL COMMUNITIES AND SOCIETY TO ELEVATE THE QUALITY OF LIVING, INCLUDING TO PRESERVE THE HISTORICAL HERITAGE AND LOCAL CULTURE, WITH THE OBJECTIVES TO CREATE QUALITY GROWTH BETWEEN LOCAL COMMUNITIES, HOTELS AND RESORTS UNDER SHR VIA THE SOCIAL POLICIES OF SAIi LAGUNA PHUKET.

- 6.5.2.1. **EMPLOYMENT AND CAPABILITIES DEVELOPMENT OF LOCAL COMMUNITIES**
HOTELS AND RESORTS UNDER SAIi LAGUNA PHUKET ARE CURRENTLY OPERATING THROUGHOUT DIFFERENT AREAS IN THE WORLD. TO CREATE THE VALUES AND SUSTAINABILITY QUALITY OF LIFE DEVELOPMENT IN EACH LOCAL COMMUNITIES, SAIi LAGUNA PHUKET SUPPORT THE EMPLOYMENT OF EXECUTIVE POSITIONS FROM THE LOCAL, ALONG WITH ENHANCING CAPABILITIES OF LOCAL COMMUNITIES, CONDUCT COMMUNITY- BASED TOURISM (CBT) TO REFLECT THE COLLABORATION OF LOCAL PEOPLE IN DEVELOPING THE AREA.

- 6.5.2.2. **LOCAL PROCUREMENT AND SUSTAINABLE BUSINESS CHAIN**

SAii LAGUNA PHUKET SUPPORTS THE PROCUREMENT OF LOCAL PRODUCTS AND LOCAL SERVICES TO CREATE SUSTAINABLE COEXISTENCE, SUCH AS, SUPPORTING LOCAL TOURISM, SUPPORTING INDIGENOUS FISHERY, WHICH IS PART OF THE SUSTAINABLE FISHING, PROCURING LOCAL INGREDIENTS TO CREATE FARM- TO-TABLE MENUS, PURCHASING AND USING LOCAL PRODUCTS TO OPERATE HOTELS AND RESORTS RANGING FROM SOUVENIRS TO ROOM AMENITIES. THESE ACTIONS AIM TOWARDS CREATING BETTER POTENTIAL OF SMALL ENTREPRENEURS AS BUSINESS PARTNERS, TO BE ABLE TO RESPONSE TO THE NEEDS OF BUSINESSES. IN THIS REGARDS, WE WILL NOT SUPPORT FISHERIES THAT HAS AN IMPACT ON BIODIVERSITY.

6.5.2.3. COMMUNITY WELLBEING AND ENGAGEMENT

SAii LAGUNA PHUKET HAS INTENTION TO CREATE THE VALUES AND BETTER LIVING QUALITY OF LOCAL COMMUNITIES EVERYWHERE THEY OPERATE. THE COMPANIES LISTEN TO COMMUNITIES' FEEDBACK AND READY TO PROMOTE COOPERATION FROM LOCAL COMMUNITIES IN EVERY ASPECT, TOGETHER WITH IMPROVING QUALITY OF LIFE THROUGH IMPORTANT LIVING FACTORS, SUCH AS NUTRITION AND FOOD, TO RESPONDING TO SDG 2: ZERO HUNGER WHICH IS ONE OF THE CRUCIAL INTERNATIONAL TOPICS REGARDING SUSTAINABILITY.

6.5.2.4. CONSERVATION OF HISTORICAL HERITAGE AND LOCAL CULTURE

SAii LAGUNA PHUKET, WITH COOPERATION OF LOCAL COMMUNITIES, RESPECTS AND CARRIES ON THE CULTURES, TRADITIONS, LOCAL WISDOMS, COMMUNITY VALUES, INCLUDING ARCHITECTURE, ART, HISTORICAL SITES, AND OTHERS WHICH REFLECT THE IDENTITY OF LOCAL COMMUNITIES, INCLUDING SUPPORTING ACTIVITIES, EDUCATING THE COMMUNITIES ON ENVIRONMENTAL CONSERVATION.

6.5.2.5. HUMAN RIGHTS

SAii LAGUNA PHUKET RESPECTS THE HUMAN RIGHTS, DIVERSITY, INDIVIDUAL DIFFERENCES IN EVERY FORM, WHICH INCLUDES BUT NOT LIMITED TO GENDER, NATIONALITY, RELIGIOUS, CULTURE AND CUSTOMS, INDIGENOUS IDENTITY, BELIEF, SKIN COLOR, BIRTHPLACE, ETHNICITY, INDIGENOUS PEOPLE, PHYSICAL DIFFERENCES, PERSONAL CHARACTERISTICS, DISABILITY, AGE, OPINIONS, AND PERSONAL RIGHTS. SAii LAGUNA PHUKET DISCOURAGES ANY FORMS OF SEXUAL EXPLOITATION, EMPLOYMENT OF ILLEGAL LABORS, FORCED MIGRANT LABORS, AND SLAVERY. SAii LAGUNA PHUKET PAY ATTENTION ON NOT TO VIOLATE HUMAN RIGHTS THROUGHOUT THE BUSINESS CHAIN BY

OPERATING BUSINESSES UNDER INTERNATIONAL PRACTICE OF UNIVERSAL DECLARATION OF HUMAN RIGHTS (UDHR) AND UNITED NATIONS GUIDING PRINCIPLES ON BUSINESS AND HUMAN RIGHT (UDGP), CONCERNING 3 PRINCIPLES, WHICH ARE, PROTECT, RESPECT, AND REMEDY.

6.5.2.6. ACCESSIBILITY OF PUBLIC RESOURCES

SAii LAGUNA PHUKET IS SURROUNDED BY NATURAL LANDSCAPES. COMMUNITIES AND BUSINESSES CONSTANTLY DEPENDANCE AND SHARING OF RESOURCES. THE ACCESSIBILITY OF NATURAL RESOURCES AND PUBLIC ENVIRONMENT, SUCH AS, WATER RESOURCES, CLEAN WATER FOR CONSUMPTION, POSSESSION OF LAND, ACCESSIBILITY AND USAGE OF BEACHES AND COASTAL AREAS, AND MORE, WOULD NEED TO BE AVAILABLE FOR EVERYONE AND DOES NOT OBSTRUCT THE USE AND ACCESS OF SUCH RESOURCES, ESPECIALLY FOR THE LOCAL COMMUNITIES AS WELL AS EDUCATING AND SUPERVISING ON THE SUSTAINABLE USE OF NATURAL RESOURCES.

6.5.2.7. OCCUPATIONAL HEALTH AND SAFETY

SAii LAGUNA PHUKET PROMOTES THE IMPORTANCE OF OCCUPATIONAL HEALTH AND SAFETY THROUGHOUT ITS BUSINESS CHAIN TO EMPLOYEES, CUSTOMERS AND ALL CONCERNED INDIVIDUALS. SAii LAGUNA PHUKET EMPHASIZES RAISING AWARENESS, PROVIDING KNOWLEDGE, PREVENTION AND PRACTICING CONTINGENCY PLANS REGULARLY. ALSO, IT FOCUSES ON THE HEALTH AND SAFETY OF ALL GUESTS THROUGHOUT THE TRIP AND TRAINS ALL STAFF TO HAVE KNOWLEDGE AND CONSCIOUSNESS REGARDING THE OCCUPATIONAL HEALTH AND SAFETY, ESPECIALLY ON THE NATURAL DISASTERS, EVACUATION IN CASE OF FIRE, FIRST AID TRAINING AND OTHER RISKS THAT CONCERN SIGNIFICANTLY TO HOSPITALITY BUSINESS. SAii LAGUNA PHUKET ALSO PROVIDES A GOOD WORKING ENVIRONMENT, WHICH SUPPORTED BY EQUIPMENT AND TOOLS THAT PROVIDE SAFETY IN THE WORKPLACE.

TARGET: TO ACHIEVE A LOST TIME INJURY FREQUENCY RATE (LTIFR) OF 0.

- 6.5.3. ENVIRONMENTAL POLICIES** SAii LAGUNA PHUKET PRESERVE AND TAKE CARE OF NATURE, ENVIRONMENT AND ECOSYSTEMS, BY TAKING LAND-BASED, WATER AND AIR ACTIVITIES THAT HAVE NEGATIVE ENVIRONMENT IMPACT INTO ACCOUNT. WITH THE PURPOSE OF PROMOTING THE PROTECTION, RESTORATION, CONSERVATION, AND THE USAGE OF EACH RESOURCE MINDFULLY WITH MAXIMUM EFFICIENCY, SAii LAGUNA PHUKET HAS CREATED THESE

FOLLOWING ENVIRONMENTAL POLICIES.

6.5.3.1. MANAGEMENT OF NATURAL RESOURCES, ENVIRONMENT AND ECOSYSTEM

- **BIODIVERSITY POLICY**

SAii LAGUNA PHUKET HAS THE CONCEPT OF "BUILDING BIG, PROTECTING SMALL", WHICH IS THE CONCEPT THAT CONCERNS ABOUT PROTECTING, PRESERVING, AND RESTORING BIODIVERSITY AND ABUNDANCE OF NATURE, RANGING FROM NATURAL VEGETATION, LIVING CREATURES BOTH ON THE LAND AND UNDER THE SEA, ESPECIALLY THOSE ENDANGERED SPECIES. IN EVERY PROJECT, SAii LAGUNA PHUKET TAKE EACH STEP INTO CONSIDERATION SINCE CONSTRUCTION DESIGN, DURING THE CONSTRUCTION OF THE PROJECT AND POST-CONSTRUCTION TO CREATE THE LEAST DAMAGE TO NATURE, TO RESPECT AND PROTECT THE EXISTING BIODIVERSITY AT BEST, TO BE MINDFUL OF NOT UTILIZING INVASIVE ALIEN SPECIES, AS WELL AS TO DISCOURAGE THE USE OF MATERIALS THAT HAVE BEEN OBTAINED BY DAMAGING NATURAL BIODIVERSITY. SAii LAGUNA PHUKET TO COOPERATE WITH CONTRACTORS, COMMUNITIES, GOVERNMENT AND PRIVATE AGENCIES, AS WELL AS ALL THE STAKEHOLDERS IN THE BUSINESS CHAIN TO BE ABLE TO SUCCESSFULLY ACHIEVE THE POLICY OBJECTIVE. INCLUDING THE CREATION OF TOURISM PROGRAMS TO ENCOURAGE PARTICIPATION BETWEEN CUSTOMERS, HOTELS AND COMMUNITIES

- **EFFLUENTS AND WASTE MANAGEMENT POLICY**

SAii LAGUNA PHUKET HAS POLICIES THAT EVERY BUSINESS IS OPERATED WITH THE RIGHT WASTE MANAGEMENT SYSTEM AND CREATING THE GOAL OF "ZERO-WASTE TO LANDFILL, ZERO-WASTE TO OCEAN", STARTING WITH REDUCING THE WASTE, MAXIMUM USAGE OF EACH RESOURCE AND REUSING WHEN IT IS POSSIBLE TO, CATEGORIZING THE WASTE IN ORDER TO RECYCLE OR DEMOLISH EACH WASTE CORRECTLY, INCLUDING TO RETHINK THOROUGHLY AND CREATING MINDFULNESS TOWARDS EFFICIENCY RESOURCE USAGE. SAii LAGUNA PHUKET ALSO TAKING THE IMPACT IT HAS ON MARINE BIODIVERSITY INTO ACCOUNT, MEANWHILE, ENCOURAGING THE TRADE PARTNERS TO HAVE A WELL- THOUGHT WASTE MANAGEMENT SYSTEM, SUCH AS REUSING OR RETURNING THE PACKAGING. THESE POLICIES ARE TO ALIGN WITH CIRCULAR ECONOMY PRINCIPLE AND TO CREATE LOCAL COMMUNITY ENGAGEMENT PROGRAM.

TARGET: TO REDUCE FOOD WASTE BY 5% COMPARED TO THE 2024 BASELINE.

- **CLIMATE CHANGE AND ENERGY MANAGEMENT POLICY**

SAii LAGUNA PHUKET HAS A POLICY TO ADAPT THE WORKING PROCESSES AND INCREASE THE PROPORTION OF RENEWABLE ENERGY USAGE, AS WELL AS IMPLEMENTING ENVIRONMENTAL-FRIENDLY ENERGY, IN ORDER TO REDUCE THE CARBON EMISSIONS WHICH IS THE MAIN CRUCIAL FACTOR IN CREATING CLIMATE CHANGE. SAii LAGUNA PHUKET ALSO ENCOURAGES THE EFFICIENT USAGE OF ENERGY. REGULAR MAINTENANCE AND ASSESSMENT OF ELECTRICITY EQUIPMENT ARE REQUIRED TO CREATE COST-EFFECTIVENESS AND MAXIMUM BENEFIT OF ENERGY USE, INCLUDING IMPLEMENTING TECHNOLOGIES AND INNOVATION TO REDUCE ENERGY CONSUMPTION AND CARBON EMISSIONS WHERE POSSIBLE. FURTHERMORE, THE USAGE OF RESOURCES, WASTE AND HIGH-CARBON WASTE MANAGEMENT NEEDS TO BE CONSIDERED. SAii LAGUNA PHUKET HAS ESTABLISHED THE ASSESSMENT SYSTEM TO ANALYZE AND TO REDUCE CARBON EMISSIONS AND ENCOURAGE THE ADOPTION OF CLEAN ENERGY , SO THAT IT CAN HELP PRESERVING NATURAL RESOURCES FROM BOTH LAND AND WATER WHICH ARE THE INDICATOR OF CLIMATE CHANGE AND TO CREATE EMPLOYEE PARTICIPATION IN BUILDING A LOW-CARBON SOCIETY.

TARGET: TO REDUCE ENERGY CONSUMPTION BY 5% COMPARED TO THE 2024 BASELINE.

- **WATER MANAGEMENT POLICY**

SAii LAGUNA PHUKET HAS A POLICY TO MANAGE THE WATER RESOURCE THROUGHOUT THE WHOLE CYCLE, FOCUSING ON THE SOURCE OF WATER, EFFICIENT WATER UTILIZATION AND THE REDUCTION OF WATER USAGE BY CIRCULATING WATER USAGE, WASTEWATER TREATMENT AND DISCHARGE OF WASTEWATER THAT HAS BEEN TREATED BACK TO THE WATER SOURCE. THE WATER SOURCE PROTECTION WILL ENHANCE THE SUSTAINABILITY ON WATER USAGE BETWEEN THE COMMUNITIES AND WATER CREATURES, AS WELL AS TO KEEP THE RESOURCES AND AQUA BIODIVERSITY IN THE HOTEL'S AREAS.

TARGET: TO REDUCE WATER WITHDRAWAL BY 10% COMPARED TO THE 2024 BASELINE.

6.5.3.2. **PROTECTION AND RESTORATION OF NATURAL RESOURCES, ENVIRONMENT AND BIODIVERSITY**

- **PROTECTION AND CONSERVATION**

SAii LAGUNA PHUKET PROTECTS AND CONSERVES THE NATURAL RESOURCES AND

ENVIRONMENT AT ALL LEVELS, TO MAINTAIN ORIGINAL BIODIVERSITY CONDITIONS, AS WELL AS TO AVOID, REDUCE AND ADAPT THE USAGE OF NATURAL RESOURCES. SAIi LAGUNA PHUKET AIM TO OPERATE BUSINESS WITH RESPONSIBILITY TO ALL THE STAKEHOLDERS, BY DOING THE ASSESSMENT SINCE PRIOR TO, IN BETWEEN, AND AFTER THE PROJECTS HAVE BEEN DONE. IT ALSO COOPERATES WITH THE COMMUNITIES AND SPECIALIZED AGENTS ON THIS MATTER THROUGH VARIOUS EDUCATING STYLES AND TO CREATE LEARNING ACTIVITIES BOTH IN A TANGIBLE FORM AND VIA ONLINE (TV HOUSE PROGRAM) BY ALLOWING CUSTOMERS TO UNDERSTAND AND TRAVEL RESPONSIBLY.

- **RESTORATION**

SAIi LAGUNA PHUKET HAS POLICIES TO RESTORE THE NATURAL RESOURCES, ENVIRONMENT, AND BIODIVERSITY BEFORE, IN BETWEEN, AND AFTER THE PROJECT CONSTRUCTION. SAIi LAGUNA PHUKET ALSO AIMS TO RESTORE THE AREAS IN WHICH IT OPERATES BUSINESS AS WELL AND HAS STRICT SUPERVISION OF CONTRACTORS.

- **RAISING AWARENESS**

SAIi LAGUNA PHUKET HAS THE BODY OF KNOWLEDGE WHICH CAN BE PUBLISHED AND CASCADE THE KNOWLEDGE ABOUT ENVIRONMENTAL RESOURCES, NATURAL AND BIODIVERSITY PRESERVATION, PROTECTION AND RESTORATION. THE KNOWLEDGE IS DISTRIBUTED THROUGH THE ACTIVITIES AND MEDIAS OF WITHIN SAIi LAGUNA PHUKET, IN ORDER TO CREATE THE RIGHT KNOWLEDGE TO THE STAKEHOLDERS INCLUDING CREATING ENGAGEMENT THROUGH VARIOUS COMMUNICATION CHANNELS APPROPRIATELY TO THE PUBLIC WHETHER IT IS TO PROVIDE INFORMATION TO ATTRACT CUSTOMERS TO LEARN TOGETHER WITH THE HOTEL OR TO LAUNCH PROJECTS FOR SOCIETY AND THE ENVIRONMENT THAT CAN CREATE MUTUALLY SUSTAINABLE VALUES.

7. SERVICE QUALITY MANAGEMENT

SAIi LAGUNA PHUKET IMPLEMENTS A COMPREHENSIVE SERVICE QUALITY MANAGEMENT POLICY THAT FOCUSES ON DELIVERING EXCEPTIONAL GUEST EXPERIENCES THROUGH CONSISTENTLY HIGH SERVICE STANDARDS. THE HOTEL UTILIZES A ROBUST QUALITY MANAGEMENT SYSTEM TO MONITOR, EVALUATE, AND IMPROVE SERVICE PERFORMANCE ACROSS ALL GUEST TOUCHPOINTS. THIS SYSTEM INCORPORATES REGULAR AUDITS, GUEST FEEDBACK MECHANISMS, AND CONTINUOUS STAFF DEVELOPMENT PROGRAMS TO SUPPORT SERVICE ENHANCEMENT. STAFF ARE WELL-TRAINED AND EMPOWERED TO ENSURE SMOOTH AND MEMORABLE GUEST EXPERIENCES, WHILE SERVICE EXCELLENCE IS SUSTAINED THROUGH ONGOING

IMPROVEMENT INITIATIVES AND A COMMITMENT TO EXCEEDING GUEST EXPECTATIONS.

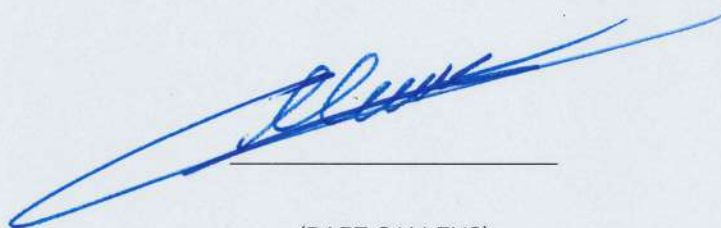
8. POLICIES REVIEW AND SUPERVISION

THE MANAGEMENT OF SAIi LAGUNA PHUKET HAS THE DUTY TO REVIEW THE SUSTAINABILITY DEVELOPMENT PLAN ANNUALLY TO ENSURE ALIGNMENT WITH SHR'S SUSTAINABLE DEVELOPMENT POLICY, WHICH APPROVAL BY GENERAL MANAGER OR RESORT MANAGER IN ORDER TO BE PUBLISHED.

9. VIOLATION OF POLICIES

THE VIOLATION OF SUSTAINABLE MANAGEMENT PLAN, THE HOTEL HAS THE RIGHT TO CONSIDER PENALTIES IN ACCORDANCE WITH THE REGULATIONS REGARDING THE WORK PROCESS OF SAIi LAGUNA PHUKET.

ANNOUNCED ON 04 SEPTEMBER 2025



(BART CALLENS)

GENERAL MANAGER

Record of Document Review/Revision History

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04 SEPTEMBER 2025	