

Corporate Social Responsibility

Overall Policy

Making a report of social responsibility or corporate sustainability report is a compilation of social and environmental activities and also activities inside and outside of the company by using existing resource of the company and outsourced resources. This can lead to the coexistence in the society with happiness. The company believes that these activities can enhance the development of both the company and the society enduringly.

Consequently, the Board of Directors has established a policy regarding the responsibility to all stakeholder groups under the corporate governance policy which has been drawn up in 2004 and the latest policy review every year in December 2019, as described in the topic 9. Corporate Governance and disclose the said policy on the company website at www.asiahotel.co.th and in the annual report as well.

Nevertheless, the company currently does not report in accordance with the framework of GRI (Global Reporting Initiative). All of these may take time.

Because the company is divided into 2 business groups which are hotel and restaurant business group and shopping rental area business group (real estate), major stakeholders of business, in addition to the company's shareholders, are our employees, customers, partners, surrounding environments, and societies. At present, the company focuses on the business operations of the company and its subsidiaries on corporate social responsibility as following:

1. Fair Operating Practice The Company promotes and enhances a free and fair trade competition policy, not monopolize the trade or require traders to specifically supply goods for the company only and no policy to obtain the competitors' information illegally and unethically. Dealing with business partners should not cause the damage of the company's reputation or conflict of the relevant laws. Equality and mutual benefits should be considered and Business partners should be selected fairly. By the way, the Company considered that partners are an important factor to create value and reliability for customers.

2. Anti – Corruption The Company determines directors, executives and employee act with integrity, honesty and transparency by considering the highest benefits of the Company and related persons. Must not accept or offer gifts or presents from customers, partners, contractors, vendors, service providers or government officials. If employee accepts gift of more than nominal value, given on traditional occasions, employee must inform supervisor. Accepting to do any task for any business activities by receiving payment directly or indirectly, employee must report to supervisor about the relationship. Accepting or entertaining customers, partners, contractors, vendors or service providers must only be done for benefiting the Company business deal. Entertaining must not cause damages to reputation of the Company and its stakeholders.

In 2013, the company focuses on anti-corruption policy. 12th/2013 committee meeting on 13th December 2013 considers the approval of participating in an alignment of private cooperation against corruption (Collective Anti – Corruption) "CAC". This is to provide benefits to both inside and outside organization.

In July 2014, the Board of Directors meeting No. 9/2014 has approved the Anti-Corruption Policy and are adopted in the company and its subsidiaries. The company has reviewed Corporate Governance Policy, prepared Guide of the Anti-Corruption Policy, as well as A Whistle-Blowing and Protection of the Complainant Policy, Regulations of Give and Receive a gift, Regulations of donation for a charity or becoming a patron, which will be consistent and support Anti-Corruption Policy. In addition, there has been a communication to all concerned parties. In particular, training employees to have knowledge, understanding, and awareness of the policy. The Audit Committee is reviewed for completeness and correctness of the implementation of the Anti-Corruption Policy.

In December 21, 2016, the Company sent out the self-assessment report and the related anti-corruption details to Institute of Directors (IOD) which is secretary of this "CAC" project, in order to be approved of being a member of private sector of Thailand Against Corruption (Collective Anti-Corruption) "CAC". Subsequently, the CAC Council held a meeting on November 10, 2017. The resolution was approved by the CAC Council to bring the documents back to the CAC on the recommendation of the CAC sub-committee. Asia Hotel Public Company Limited can re-enter the project by signing the declaration of intent again. The aforementioned policy and the policy manual can be found in company website : Investor Relations, Policy of Anti-corruption.

3. Respect for Human Rights The Company give a respect to basic human rights categorized into 2 category. The first category is the civil and political rights and rights of freedom in expression and the second category is socio-economic and cultural rights, right to work or right to receive food, and right in health. The Company support social activities and employee activities which don't affect or damage to the reputation or interest of the Company or doesn't polished any duties of people. Use political right according to the law and avoid actions that can cause misunderstanding that the Company involved in any political parties. However, in terms of political rights, the company encourages employees to take 2-hour voting right without deduction.

4. Fair Labour Practice Employees are the most valuable resource and a key to the success of the company business. The company, therefore, creates a good work culture and environment as well as enhances teamwork, treats to employees gently and respects each individual's right to privacy. Employment, appointment and transfer of employees will be considered, based on ethical conduct and human resource will be utilized to gain the most benefit for the company. The company will treat employees equally and fairly without regard to gender, race, nationality, religion and creed. The company has a responsibility to create a good work environment and safety for life and assets of employees and persists to follow labor law strictly as follow:

- 4.1 Children of employees are encouraged to come to hotel with their parents during their school break, to read or enjoy their day in a provided area. Moreover, employees are allowed to look after their children during lunch break.
- 4.2 The company also supports the employees saving project by approving the Asia Hotel Saving and Credit Cooperative Limited to be founded more than 20 years and operated by their own committee. It is well established and recently received a certificate of a high standard from the Cooperative Promotion Bangkok Metropolitan Office (year 2020) as the previous year.
- 4.3 The company set up the welfare staff committee including the hotel manager and the head of departments to monitor the welfare of employees such as cremation funds and helping the flooding victim.
- 4.4 Provident Fund managed by Thanachart Fund Management Co., Ltd. has been provided for employees' and executives' security since 2011.
- 4.5 The management has set up a project to benefit the employees and extended to their relatives and friends to book accommodations in all 4 hotels: ASIA Bangkok, Asia Airport, Asia Pattaya, Asia Cha-am and Darley Hotel Chiangmai at special prices. The bookings need to be verified by Personnel Department.
- 4.6 The company provides flu vaccination and annual physical examination.

5. Consumer Responsibility The company is willful to provide the satisfactory and reliable service to customers with quality rooms, foods and beverages at reasonable price as well as maintain a good relationship. The company, therefore, establish a code of conduct **quality rooms, food and beverage service**. The Company is willful to raise the standard to a higher position continuously and disclose information regarding the location and service completely, correctly and accurately.

6. Care of Environment The company considers the environment to be a related relationship between human, animals, trees, life, mind, balance and living together. Therefore, environmental care is the responsibility of the company to society and is the duty of every employee with the objective, protect pollution, Control the weather, wastewater and waste material from operations to be better than the standard and the regulations prescribed by law, saving resources, comply with the existing and future applicable law and improve the environmental quality continuously.

Occupational Health and Safety Policy

The Company recognizes that the occupational health and safety management system is a part of the business which is important. It is the direct responsibility of all executives and employees to ensure that the operations are in accordance with the occupational health and safety plan and comply with The Thai law and international standard and to improve the prevention of hazards that might affect to employees, clients and related persons continuously according to the objectives set up from risk assessment as follows:

- To prevent accidents caused by fire and explosion.
- To prevent chemical hazards
- To prevent injuries caused by mechanical works
- To prevent dangers from electrical works

In order that, executives shall inform all employees about objectives, provide adequate and sufficient resources for achieving defined objectives and goal, set up proper training for employees at every level to be able to perform their duties and responsibilities as well as review management policy, execute the audit periodically and support employees to share their opinions.

The Company realizes the importance of environment and engages in many environmental projects, as well as gives knowledge to employee and improves the environmental quality continuously such as:

6.1 Producing micro organism water from the fruit skin and use it to clean fat residue in the kitchen, use as fertilizer for plants and spray to keep away insects. Those help reduce the use of chemical and the waste from food scraps.

6.2 For energy conservation the light bulbs have been changed to energy saving bulbs. Glass windows and doors are heat protected. Light sensors have been installed at the car park building. Also automatic door was installed to keep the cool air inside and water saving type of bathroom appliances are used in the guestrooms.

6.3 To help reduce the waste the cancelled bed sheets and towels are made and used as hand towels replacing paper towels in the public toilets.

6.4 "Save natural resources campaign" has been set and invite guests to join by not changing bed sheets and towels everyday if guests stay more than one night. Besides that company has joined Green Leaf Project

6.5 Reduction of plastic use. The company has reduced plastic waste with the following actions:

- 6.5.1 Change some disposable plastic containers into other biodegradable containers.
- 6.5.2 Canceling use of wrapped plastic of water bottle caps.
- 6.5.3 Reduce the plastic tubes in various dining rooms, except in the case of customer requesting.
- 6.5.4 Reduction of spoon-fork plastic for food or snacks that customers buy back home and the bakery shop, except in the case of customers requesting.
- 6.5.5 Encourage customers to refrain plastic bags when buying snacks in the hotel bakery, the customer will receive the gift as paper wrapped cookies

6.6 “Green ASIA Hotel” Project. The company has participated in Green Leaf Project to develop the efficiency of the energy usage and also to develop the tourism and hotel business environment. The aim is to focus on the energy and resource usage with realization. Asia hotel has already supported this project continuously by establishing the Green ASIA committee including restaurant personnel, housekeepers, mechanic personnel, stewards, and accountants which are add up to around 40 persons. These committees together with outside consultants are brainstorming and established 3 issues to improve including energy, waste materials sorting, and safety.

In 2014, Asia hotel has been selected to be an operative model of “Green Hotel” for other hotels who are participated in. The model of operation including

1. Every stewards in the hotel to understand the objective of sorting waste materials in accordance with Green Improvement Plan. The content for stewards to understand also includes scoping where to improve and follow up the plan.
2. To train the associated personnel
3. To record the quantity by weight and sorting the type of wasted material
4. To set rules for mechanic personnel and chefs to always wear shoes during their works.
5. Set up a plan to reduce the electricity usage by using energy conserving light bulbs, recording the electric usage of light bulbs, set up time for dish cleaning due to its high water and electricity usage.
6. Arrange Green hotel slogan contest for all levels of Asia hotel personnel and hotel subsidiaries.

At the present Asia hotel did not join in Green Leaf Project but Asia hotel has already supported Green ASIA Hotel continuously and has continue to apply to subsidiary hotels.

6.7 Employee Safety. The Company always reminds of the safety of all the employees.

In 2020, there were no accidents. This is due to a decrease in the sales of the hotel restaurant and catering, which is affected by the coronavirus outbreak.

7. Involvement in society and community The Company currently doesn't determine the policy about participation in community, society but has performed society and community activities as follows

- 7.1 On 12 January 2020, the company invited neighbors to join food offering to 108 monks. The activity is scheduled annually and it has been done for over 10 consecutive years.
- 7.2 On 10 January 2020, the company joined activities with the community and schools nearby – Sammachevasil School and Kingpetch School on the National Children’s Day by hosting lunch, gift and provided some activities.

Due to the COVID-19, many activities that were previously held have been suspended or postponed indefinitely.

8. Innovation and dissemination of CSR innovation from social responsibility

The company places importance on saving energy, saving time to increase efficiency and quality of work. By using the internal communication system with a convenient application via modern mobile phones to work in various departments such as the housekeeping department, reception desk, etc. In addition, additional computer systems have been used in these kitchen tasks, it can increase the efficiency of work within the organization. Both in providing good customer service and faster. As well as increase the efficiency of internal control, data storage, report preparation for management and coordination between departments can be improved in addition to increasing efficiency and quality of work, also makes it possible to reduce work time and reduce work problems as well.

In addition, the company has improved and changed many large machines that have a long service life, cumbersome work, consumes energy, long time and labor, such as changing the boiler machine from the grade A fuel oil system to a gas system to reduce air pollution. The changing of the chiller machine from the original system to a new system with better machine performance, thus saving energy. In the laundry department have changed the old ironing machine, to be a large automatic fabric ironing machine add automatic towel roll machine which can save working time, save electricity, steam energy and save labor significantly. In the kitchen has added many modern kitchen types of equipments, making cost savings and significantly save working time.

The company has continued planning to improve work efficiency and modernize various machinery by using new innovations computer system, the computer program as well as various tools for organizational development and society continuously and sustainably forever.

Human resource is one of the key in order to operate hotel business successfully. In 2020, The company participates in a program of human resource development for hotel and tourism with renowned institutions, to develop bachelor, and vocational and high-vocational certificate graduate.

1. Bachelor Degree

Human resource development for hotel and tourism program has established with the participation of University of Thai Chamber of Commerce, Thai Hotel Association (THA), Association of Thai Travel Agent (ATTA), DusitThani PCL, Erawan Group PCL, Hotel and resort under Centara, Siam @ Siam Hotel group, Regent Cha-am beach resort, and Asia Hotel PCL.

Project Objective: To allow students in University of Thai Chamber of Commerce to participate in hotel and tourism industry with highly experienced professionals. Student shall graduate to become a quality professional worker, appropriate to the needs of business and increase the ability to complete with international sustainable.

The project outline and agreement are the followings:

1.1 Requirement for Hotel participated in the program

- 1.1.1 Management and Service Policy Standard
- 1.1.2 Responsible people to cooperate and give advice for students
- 1.1.3 Prepare sufficient resource and budget for students
- 1.1.4 Propose a job description to the university prior to the program
- 1.1.5 Present legitimate criteria of student selection to the program

1.2 Academic standard

- 1.2.1 Preparation process, orientation training session and the company regulation to acknowledge students
- 1.2.2 Students need to work full-time with employee, the hotel assign the task to match the course of study

1.3 A mentor, have to expertise in the work, be consulting, take care, advice and evaluate the performance of student, present to the institution. The hotel must inform mentor's name in advance.

1.4 Evaluation standard and audit process will be made by hotel.

The above project, the student will work is at least 3 star-hotel according to THA standard. The program lasts for 3 year from August 1, 2016 to July, 31st 2019. The agreement will be reviewed every year to update and evaluate the program. This agreement has established since December 16th, 2015.

2. Vocational and high-vocational certificate

There are 4 programs established with 4 schools as the followings:

2.1 Sukhothai Commerce Technological College, Dusit Bangkok

The program has started since September 2015

Objective: To support and develop students in high-vocational level of hotel and business program in accordance with the requirement of the enterprises in systematic and continuous. To develop the curriculum. To develop teacher practice. To get the graduate to work in the company.

Participation includes teacher from the college and 2 hotel representatives to cooperate and run the program together. It has started since 2014. Yet, the timeline of program is open-ended. It needs a year notice either from hotel or school to end the program. However, hotel need to responsible for students participated to graduate.

2.2 Khemarat Industrial And Community Education College, Ubonratchathani Thailand

The program has started since May 2014 to March 2015, 2015. As the period of this memorandum has expired, it shall be automatically renewed for 3 semesters.

Objective: To support, promote knowledge and practice student experience at vocational certificate level (vocational certificate), produce personnel at the level of semi-skilled craftsmen, craftsmen, technicians and in the hotel and tourism business. To develop students' potential Students have higher professional qualifications together with Asia Hotel, this is the development of a bilateral vocational education system to practice student performance to be consistent with the needs of the workplace systematically and continuously. There is a 3-semester cooperation period from 1 April 2014 to the present. The hotel must arrange for accommodation allowances, uniforms, transportation costs, medical expenses and supervisor to take care students throughout the career training period. If this agreement due, they can be automatically renewed for another 3 semesters.

2.3 Pathumthani Technical College, Pathumthani Province

The program has started since September 2015 onwards.

Asia Hotel Public Company Limited and Pathum Thani Technical College, Pathum Thani Province agreed with the Asian Hotel to use the same rights as the MOU students. The two sides have shared responsibility. MOU student rights as follows:

Responsibility of the hotel

1. Cooperate with Pathum Thani Technical College, Pathum Thani Province, to make study plans teaching and career training plans of students.
2. Accepting bilateral students from Pathum Thani Technical College, Pathum Thani Province, to take professional training in hotels
3. Organize a supervisor for the training according to the curriculum of the hotel rules and the college
4. Organize job training teachers, to advise the students
5. Evaluation of the student performance training together with the course instructor
6. Issue a certificate for students who have met the course criteria.
7. Providing compensation and various benefits to a student as agreed

Responsibility of the college

1. Cooperate with the Asia Hotel, arrange and select students for admission
2. Send students to join the career according to the curriculum.
3. Manage coordinating teacher to organize for bilateral vocational education with the Asia Hotel
4. Supervisor to evaluate the vocational supervision of students. The bilateral system shall be in accordance with the rules and regulations of the hotel and educational institutions at least 1 time per month.
5. Evaluate students from the bilateral system according to the curriculum.

2.4 Nakhon Pathom Vocational College

The project has started since September 2017 as the hotel and college had sign the contract at least 5 years

Objective: To support the development of human resources of the Office of Vocational Education in a systematic and continuous manner. To coordinate cooperation between the government and the private sector in the development of manpower, morality, knowledge, skills and technology and to increase the number of vocational students to meet the needs of enterprises.

This program period are not less than 5 years. The Asia Hotel is responsible for co-developing the training program with the educational institutions and monitoring the evaluation and solve problems arising from student internships and students effectively.

2.5 Chetupon Commercial College

The project has started since May 19, 2017

Objective:

- 2.5.1 To coordinate cooperation between public and private sectors in vocational education by promoting and supporting teaching and learning management together for students Academic branch of the Chetupon Commercial College under the Office of the Vocational Education Commission.
- 2.5.2 To produce and develop manpower to meet international standards in line with the needs of the labor market which is changing rapidly.

2.6 Banphang Technical College

The project has started since October 1, 2019. Project Period 5 years

Objective:

- 2.6.1 To collaborate to improve and develop competency work, courses Diploma (vocational certificate), higher vocational certificate (Diploma) and Bachelor of Technology (DDS) to be suitable for management. Manage to teach and learning effectively with together.
- 2.6.2 To jointly develop knowledge of stationed teachers, educational institutions and hotel personnel to have knowledge and ability in managing bilateral education together.
- 2.6.3 To cooperate, promote, support learning and vocational training, allowing students to professionally match the needs of the Asia Hotel and the needs of the labor market.

Besides, the company cooperates with institutions that do not have an agreement to improve cooperation between vocational institutions regularly. These institutions allow students to intern in various disciplines to gain work experience in the real world. The institutions are as followed:

- | | | |
|----|--|------------------------------------|
| 1. | Kanchanaburi Rajabhat University | January 3, 2020 to April 17, 2020 |
| 2. | Suan Dusit University | January 13, 2020 to April 30, 2020 |
| 3. | Srinakharinwirot University (a period of 48 hours) | 18,20,22,23,24,26 February 2020 |
| 4. | Ratana Bundit University | March 9, 2020 to May 22, 2020 |
| 5. | Bangkok University | May 18, 2020 to July 31, 2020 |
| 6. | Nakhon Pathom Rajabhat University | December 1, 2020 to April 1, 2021 |

Due to the COVID-19 pandemic which has affected tourism businesses, Asia Hotel Bangkok has been impacted greatly. For the safety of students who are interning, the hotel has decided to let them return to their institutions until the pandemic situation improves. At the present, there are still students from some institutes who are interning at Asia Hotel Bangkok.
