RAYA HERITAGE
A RIVER SANCTUARY

Raya Heritage Chiang Mai
Sustainability Commitments 2025-2026

Among the current situation of climate change, tourism businesses are expected to prove that they have a high level of control over their sustainability impacts. As a minimum, this could be interpreted as understanding one's carbon footprint or minimizing disruption to the environment, but increasingly there is a demand for a global picture, including such themes as transparency of employee practices and showing the economic value of the business to the destination.

Raya Heritage Chiang Mai under the Raya Collection, Real Estate and Hotel group business of Premier Group of company thrives to achieve a balance between business, people and society at large with a vision of "Harmonious Alignment of Success" and we would like to establish a clear focus and reputation as a sustainable hospitality business. The purpose of this statement therefore is to establish a foundation for the work with a strategy for the implementation of a sustainability action plan that will be required to achieve those goals. These include a baseline assessment of preparation and identifying existing sustainability activities as well.

Within a hotel business context, while maintaining service excellence and generating sustainable benefits we aimed to demonstrate a distinct commitment to the act of balancing three interconnected ESG goals: Environment, Social and Good Governance without causing extensive damage to the environment or adopting socially harmful practices.

ENVIRONMENTAL POLICY:

ENERGY AND WASTE

Raya Heritage Chiang Mai is developing proper energy and water conservation management practices as below to ensure that they are integrated into business operations and adhering to all relevant laws and regulations.

- We will increase energy efficiency by minimizing costs and utility consumption by 3% yearly.
- We will decrease water consumption by 3% yearly.
- We will reduce food waste and single use plastic waste by 10% yearly through intensive waste management.
- We will drive and implement energy and waste management activities both internally and externally in a concrete manner through sustainable committee for the hotel's sustainability task force.

CONSERVATION OF BIODIVERSITY

Raya Heritage Chiang Mai is committed to environmental responsibility and cultural sensibility as below by minimizing environmental impacts, supporting eco-friendly and biodiversity practices focusing on protecting and restoring nature and wildlife. This includes respecting local cultures, traditions, and beliefs, promoting cross-cultural understanding, and safeguarding human rights and children.

- We are committed to creating understanding and raising awareness to all stakeholders, leading to concrete actions in the conservation, restoration, and protection of nature, the environment, and local culture through all communication channels.

- We develop services and activities to enhance and create value-added opportunities regularly for local wisdom and biodiversity with stakeholders for the unique identity of community preservation.

- We are committed to implementing comprehensive practices and actions among staff and community aimed at minimizing the negative impact on natural ecosystems, supporting biodiversity, and restoring natural resources.

SOCIAL AND GOOD GOVERNANCE POLICY:

COMPANY CODE OF CONDUCT

Raya Heritage Chiang Mai has established fair practices for employees, as detailed below, and has communicated clear guidelines and expectations to all employees regarding employment terms and conditions, as well as employee conduct according to the company's code of conduct. This includes aspects such as mutual respect in the workplace, confidentiality, harassment and discrimination, conflicts of interest, compliance with laws, proper use of company resources, and disciplinary actions for misconduct. All of these are outlined in the employee handbook, which is accessible to all employees from the start of their employment.

- We offer equal employment opportunities to both residents and non-residents in compliance with human rights and all relevant international and local labor laws.

- We establish clear communication and expectations for all employees regarding employment terms and conditions, and employee conduct as per the company code of conduct. This covers aspects such as workplace respect, confidentiality, harassment and discrimination, conflicts of interest, compliance with laws, proper use of company resources, and disciplinary actions for misconduct. These are all outlined in a written employee handbook, which is accessible to all employees from the start of their employment.

- We fulfill and support employees' well-being and development in all aspects, including long-term job security, fair wages, safety and healthy working conditions, regular quality assurance, training support, personal development, promotion opportunities, and fostering engagement to create value and positive relationships with the organization.

- We create proper and accessible communication channels for employees to address work-related personal issues such as bullying, harassment, or any other complaints.

- We educate and support employees in community engagement and other hotel sustainability practices.

PROTECTING AND RESPECTING HUMAN RIGHTS

Raya Heritage Chiang Mai is committed to conducting business in compliance with the law, with integrity and ethical standards, adhering to good governance principles, and respecting human rights. We condemn all forms of human trafficking, labor exploitation, and the exploitation of others and our staff receives training about how to identify and report signs of child abuse and labor exploitation including human trafficking. These following practices are in line with the standards of the Premier Group of Companies.

- We strictly prohibit the following:
  1. Recruitment, transportation, harboring, or use of people for forced labor or exploitation.
  2. Retaining identification or travel documents of employees or contractors.
  3. Charging recruitment fees or requiring repayment of debt for employment.
  4. Exploitative practices, including withholding wages or providing unsafe working conditions.
  5. Child labor, defined as employment of individuals below the legal working age.

- We encourage employees and partners to report suspected human trafficking through designated channels, such as the HR department or Ethics Hotline. Whistleblowers will be protected from retaliation and supported throughout investigations.

SAFEGUARDING CHILDREN

- We are committed to protecting children and youth and will immediately report to the relevant authorities if there is any suspicion of exploitation, illegal child labor, abuse, or physical harm.
- We strive to create a culture of social responsibility by ensuring that all employees and stakeholders understand their role in protecting children and youth. To support this, we provide training to recognize various forms of abuse, including physical, emotional, and sexual abuse, as well as neglect and exploitation of children and youth.

BEING A RESPONSIBLE COMMUNITY MEMBER

- We refrain from any actions that may damage natural resources, the environment or sites of historical or cultural significance.
- We support activities that are beneficial to communities and society.
- We comply with, or ensure compliance with, laws and regulations issued by regulatory agencies.
- We refrain from supporting or engaging in transactions with third parties that could harm society, culture, the environment, or contribute to animal abandonment or abuse.
- We attend to and resolve public concerns regarding any potential dangers that may arise from the company's products, services, or operations.

NAPHAT NUTSATI

General Manager

Raya Heritage, Chiang Mai