

SUSTAINABILITY REPORT 2025





**'SUSTAINABLE DEVELOPMENT' IS DEVELOPMENT THAT MEETS THE NEEDS OF
PRESENT WITHOUT COMPROMISING THE ABILITY OF FUTURE GENERATIONS
TO MEET THEIR OWN NEEDS'**

GRO HARLEM BRUNTLAND

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ABOUT THIS REPORT

VERANDA RESORT PUBLIC COMPANY LIMITED IS PLEASED TO PRESENT ITS FIRST SUSTAINABILITY REPORT, WHICH DETAILS THE COMPANY'S PERFORMANCE IN ADDRESSING ENVIRONMENTAL, SOCIAL, ECONOMIC, AND CORPORATE GOVERNANCE ISSUES ARISING FROM ITS OPERATIONS. THIS REPORT REFLECTS OUR COMMITMENT TO SUSTAINABLE BUSINESS PRACTICES AND AIMS TO MEET THE EXPECTATIONS OF ALL STAKEHOLDERS. IN PREPARATION FOR THIS REPORT, THE COMPANY ADHERED TO THE SUSTAINABILITY REPORTING GUIDE FOR LISTED COMPANIES AS OUTLINED BY THE STOCK EXCHANGE OF THAILAND, AS WELL AS THE RECOMMENDED SUSTAINABILITY INDICATORS (ESG METRICS) FOR THE SERVICE INDUSTRY GROUP IN TOURISM AND RECREATION CATEGORY, ALIGNING WITH THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UNSDGS).

SCOPE OF THE REPORT

THE PERFORMANCE DATA INCLUDED IN THIS REPORT COVERS THE PERIOD FROM JANUARY 1 TO DECEMBER 31, 2025, FOCUSING ON 14 SUSTAINABILITY ISSUES OF CONCERN TO STAKEHOLDERS, WITH 9 OF THESE BEING DEEMED PARTICULARLY IMPORTANT. THE RESULTS OF THE OPERATIONS COVER ONLY THE HOTEL BUSINESS, WHICH CONSISTS OF 7 LOCATIONS:

- † VERANDA RESORT & VILLAS HUA HIN-CHA-AM/
- † VERANDA HIGH RESORT CHIANG MAI
- † HOTEL SO BANGKOK
- † VERANDA RESORT PATTAYA NA JOMTIEN
- † VERANDA COLLECTION SAMUI - ROCKY RESORT
- † VERSO HUA HIN - VERANDA COLLECTION
- † VERANDA RESORT PHUKET, AUTOGRAPH COLLECTION

IN THE REAL ESTATE SECTOR, ANOTHER CORE BUSINESS OF THE COMPANY, SUSTAINABILITY PERFORMANCE RESULTS HAVE NOT YET BEEN DISCLOSED DUE TO THE COMPLEXITY OF DATA COLLECTION. THE COMPANY IS CURRENTLY DEVELOPING A DATA COLLECTION SYSTEM TO ENSURE COMPLIANCE WITH CORPORATE STANDARDS.

BY ENGAGING IN SUSTAINABILITY REPORTING, THE COMPANY NOT ONLY AIMS TO FULFILL OUR SOCIAL AND ENVIRONMENTAL RESPONSIBILITIES BUT ALSO TO FOSTER TRUST WITH OUR STAKEHOLDERS. IT SERVES AS A VITAL TOOL FOR OUR LONG-TERM SUSTAINABLE BUSINESS DEVELOPMENT. THIS SUSTAINABILITY REPORT IS AVAILABLE ON OUR WEBSITE AT WWW.VERANDARESORT.COM. FOR ANY QUESTIONS OR SUGGESTIONS, PLEASE CONTACT OUR SUSTAINABILITY COMMITTEE AT ESGVRANDA@GMAIL.COM. THE FEEDBACK WILL BE INVALUABLE IN HELPING THE COMPANY ENHANCES THE QUALITY OF ITS SUSTAINABILITY REPORTS.

CHIEF EXECUTIVE OFFICER'S MESSAGE

PAWATT ONGVASITH

Turning Challenges into Opportunities for Sustainability

The year 2025 marked another significant period in which the tourism and hospitality industry continued to face challenges arising from global economic uncertainty, which remained a key concern for businesses across all sectors. In particular, sustainability has become an increasingly important priority, requiring careful consideration and commitment across environmental, social, and governance dimensions.

The Company places strong emphasis on achieving balanced growth across all aspects of ESG. Over the past year, we have focused on enhancing operational efficiency, reducing environmental impacts, and elevating the guest experience in alignment with the principles of sustainable tourism. Key initiatives included efficient management of energy and water resources, reduction of greenhouse gas emissions, systematic waste management, as well as the promotion of local sourcing and the use of products and resources from surrounding communities.

In the social dimension, the Company recognizes its employees as the heart of the organization. We are committed to fostering a safe, fair, and inclusive workplace that supports continuous personal and professional development. This is undertaken alongside our commitment to respecting human rights, strengthening employee engagement, and contributing to the communities in which we operate, thereby creating long-term value for society and local economies.

In terms of governance, the Company conducts its business with transparency, accountability, and adherence to ethical principles. The Board of Directors places great importance on good corporate governance, compliance with applicable laws and regulations, as well as effective risk management and business continuity management, in order to strengthen confidence among all stakeholder groups.

The Company firmly believes that sustainability is not merely a short-term objective, but a long-term journey that requires collaboration from all sectors. We will continue to develop and enhance our sustainability practices to create lasting value for shareholders, customers, employees, communities, and society, while advancing toward becoming a hospitality business that grows steadily and sustainably over the long term.

Finally, on behalf of the Board of Directors and the management team, we would like to express our sincere appreciation to all stakeholders for your continued trust and support. Please be assured that the Company remains committed to conducting business responsibly and to working together in building a more sustainable future for tourism.



Vision I

To become a leading hotel, resort, property developer, providing and creating the lifestyle businesses that deliver a top-notch customer experience, stepping into a Top-of-Mind Brand in Thailand.

Mission I

To create a unique and impressive experience in every business through our tailored and exceptional customer services, delivering valuable products and services to every customer while being responsible for society and the environment and being prepared to drive its business operations towards sustainable growth.



AUTOGRAPH
COLLECTION

Objectives, Goals, and Nature of its Business Operations

The Company aims to become a leading hotel in Thailand, providing comprehensive services that truly meet all customer needs, maintaining service quality consistently across all locations in order to create lasting impressions, and creating a good word of mouth among customers while ensuring excellent services for everyone

Through our strong commitment to maintaining high service standards for all target customers, this helps increase widespread popularity of our hotels and businesses, which become more widely recognized, and expands our customer base. With strategic locations in major tourist cities such as Pattaya, Hua Hin, Chiang Mai, Koh Samui, and hotels in Bangkok, the Company is able to meet customer needs across a wide range of key tourist regions.

Business Structure

TWO CORE BUSINESS
SEGMENTS:
HOSPITALITY AND
REAL ESTATE.

- HOTEL PROJECTS: 7 PROPERTIES
- RESIDENTIAL CONDOMINIUM : 3 PROJECTS
- PROJECTS UNDER CONSTRUCTION: 2 PROJECTS

Business Strategy



Branding Leverage

Leveraging existing assets to generate additional revenue streams or enhance great value to the Company, encompassing various approaches such as knowledge, expertise, business relationships, partners, and customers



Big Data Analysis

Analyzing customer data to get insights such as lifestyle, preferences, and interests to tailor products and services in response to the growing customer demands.



Entrepreneur Spirit

Fostering a sense of ownership among employees, cultivating loyalty toward the organization as they are an integral part of the Company.



Diversification

Operating multiple business types that cater to diverse customer lifestyles. This diversification strategy helps reduce dependence on single market. The presence of hotels in various locations also helps the Company broaden revenue streams in order to effectively mitigate a crisis that may occur.

VERANDA Hotels & Resorts

VERANDA HIGH RESORT CHIANGMAI



VERANDA RESORT & VILLAS
HUAHIN CHA AM



VERSO HUAHIN



VERANDA RESORT PHUKET



VERANDA RESORT PCL. HEADQUATER

SO/ BANGKOK

VERANDA RESORT PATTAYA



ROCKY BUTIQUE RESORT



Our Business's Value Chain

Business's Value Chain

The Value Chain reflects the entire process that the Company implements to create and deliver our quality products or services from the upstream to the downstream. Every single step in the value chain does add value to our products or services. This includes research and development, customer service, marketing, and after-sales service.

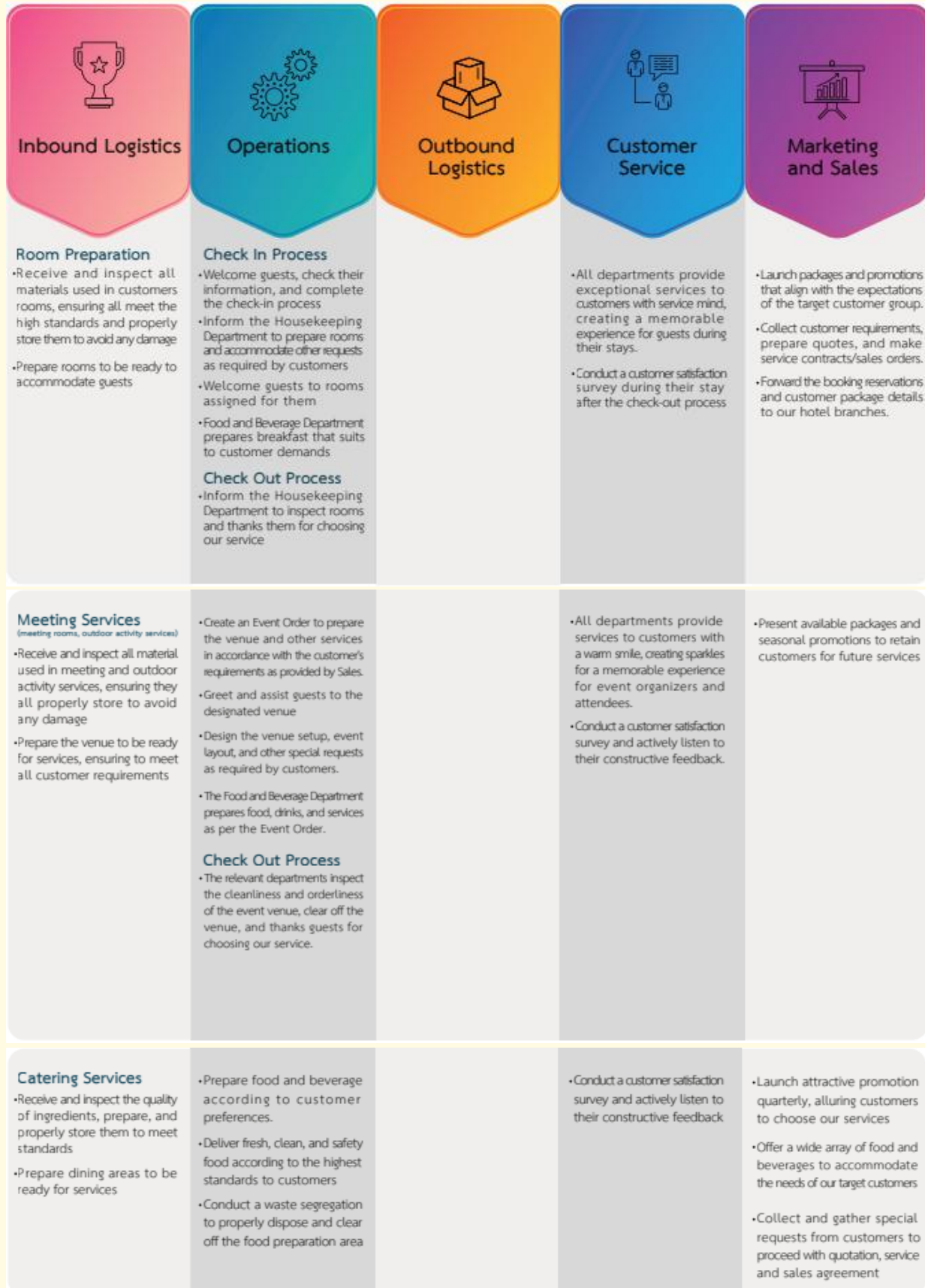
Regarding the sustainable business operation, the Company must consider the entire value chain, not only for the profit generation but also the social and environmental impacts at every stage of the process. This approach creates room for improving its operational efficiency and social development by integrating energy-saving practices, waste reduction, resource optimization, and promoting fairness in the entire supply chain. Additionally, this approach includes fostering strong and lasting relationships with potential business partners and customers. All approaches will help the Company stay competitive in the strong market and secure the sustainability growth in the long term.



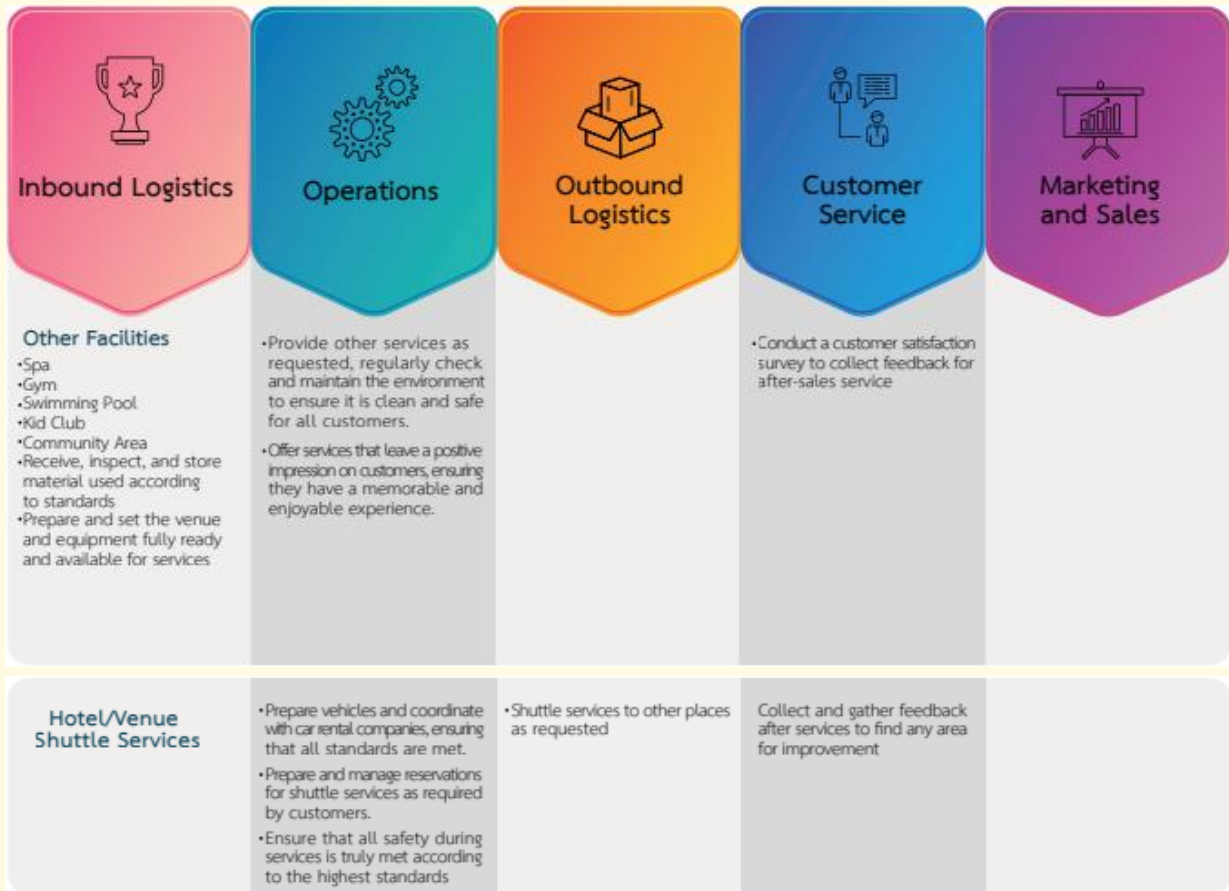
The Hotel Value Chain refers to the entire process that a hotel meticulously crafts and delivers exceptional experiences to valuable customers, beginning from inquiries of customers and reservations to the check-out process. The value chain consists of several steps involving services, management, and limited resources consumption management. Set forth below are essential details regarding our business's value chain:



Primary Activities



Primary Activities



Support Activities



Primary Activities

The Company's primary activities consist of five interconnected functions that align with its overall business operations, as follows:

(1) Service Resources Management

The Company provides a wide array of services, including accommodations, meeting and seminar venues, food and beverage services, and other facilities such as spa, gyms, swimming pools, kids' club, and common areas. Hotel Shuttle Services to and from our hotels are also provided. Rooms and event venues are prepared in accordance with customer requirements, including the setup of dining areas and the inspection of equipment quality used in rooms and events. This also includes rigorous checking the quality of ingredients, preparation, and proper storage to meet the highest standards.

(2) Service Operations Management

The Company implements standardized procedures for all services such as accommodation, event venues, food and beverage, and other offerings to ensure efficient and seamless operations. Key operational procedures include:

Room Inspection: Rooms are thoroughly cleaned and inspected prior to check-in time to ensure cleanliness and readiness in accordance with the highest standards.

Event Venue Preparation: Venues are carefully planned and set up, including decoration and equipment arrangement, to meet customer expectations.

Food and Beverage Service: Food and beverages are closely monitored for quality and freshness to ensure its safety standards and its great taste.

Other Services: Additional services include transportation for customers, which is managed through well-defined procedures to ensure speed and safety. All staff members receive comprehensive trainings in service standards to go above and beyond customer needs. By adhering to established processes and standards, the Company ensures consistent delivery of high-quality services and ongoing customer satisfaction.

(3) Outbound Logistics

The Company offers shuttle services to enhance customer convenience, better improve guest experience, and add value to the business. Transportation is offered from our hotels to various destinations, such as airports, tourist attractions, and other key locations based on customer preferences. Furthermore, the Company prioritizes vehicle maintenance and conducts regular inspections of third-party service providers to ensure highest safety standards are maintained.

(4) Marketing and Sales

The hotel incorporates a policy of delivering top notch customer experience and gaining competitive advantage in the hospitality market into its business operations. This includes identifying and analyzing customer needs and studying competitors to define target segments and tailor unique services accordingly. Marketing strategies such as promotions, advertising, and public relations are developed to attract customers. Branding activation also focuses on creating a memorable and

appealing brand identity with consistent communication and visual representation. Multiple sales channels are utilized, including websites, mobile applications, and travel agents. The Company emphasizes enhancing the best guest experience during their stay to encourage repeat visits. Customized packages and promotions are offered for accommodations, event venues, food and beverage services, shuttle services, and other services where the Company is prepared to do quotations and service contracts in response to customer requirements.

(5) Customer Services

To strengthen customer relationships and satisfaction to boost our sales and services, leading to repeat visits and good words of mouth, the Company actively conducts a customer satisfaction survey during and after the guest's stay where feedback and complaints can be submitted directly or through various platforms. The Company promptly addresses concerns to maintain service quality and customer trust.

Support Activities

Support activities within the Company business value chain are functions that enhance and enable the effectiveness of all primary activities, contributing to the overall efficiency and sustainable value creation for customers and stakeholders. These activities can be categorized into the following areas:

- **Company Infrastructure:** This includes essential administrative functions that support overall business operations, such as the management, accounting and finance, company secretary, engineering and maintenance, investor relations, laundry services, housekeeping for public areas, and gardening. (These departments ensure that public spaces are clean, safe, and comfortable for all guests.)
- **Procurement:** The Company maintains a fair, transparent, and accountable procurement system to ensure efficient contract and material sourcing. The process includes clearly defined procedures for procuring in-room amenities, food and beverage ingredients, recreation equipment, spa supplies, and maintenance materials. Procurement methods include bidding, selecting qualified suppliers, and efficient order processing to ensure seamless business operations.
- **Human Resource Management**
 - Specialized Recruitment: The Company prioritizes hiring skilled and knowledgeable personnel who can work effectively and truly meet operational needs.
 - Attractive Compensation & Benefits: A competitive compensation structure and comprehensive benefits are offered to attract and retain talent, building a great trust and motivation among personnel to perform their duties competently.
 - Comprehensive Training & Development: Ongoing training programs are tailored to both organizational goals and individual career growth, ensuring employees are prepared for future challenges.
 - Employee Well-being & Motivation: A supportive environment is cultivated to ensure employee satisfaction, with emotional and welfare support that helps employees feel valued and be prepared to deliver excellent outputs.
 - Local Employment Promotion: Hiring from local communities enhances social sustainability and ensures fair employment practices, equal opportunities, and treatment.

Fair Performance Evaluation: A transparent and fair performance appraisal system builds trust and provides employees with clear career progression paths.

- **Modern and Transparent Financial System**
A modern and transparent financial system helps the Company manage its finances effectively, including accurate expense tracking, payment processing, and reliable financial reporting.
- **Facility Maintenance and Safety Checks**
The Company conducts regular inspections of all facilities to ensure functionality and safety. This includes elevators, electrical and plumbing systems, IT equipment, and occupational health and safety tools, ensuring optimal service readiness for guests.



Business's Stakeholders

Business's Stakeholders

Stakeholders of the Company are individuals or groups who are affected by the Company's operations. These stakeholders are categorized into different groups based on stakeholders' relationship with the Company and effects they receive from the Company's business activities. The main stakeholders of the Company are divided into 8 groups as follows:

Stakeholders	Definitions
Employee	Individuals with an employment relationship with the Company, for whom the Company has a legal responsibility to care for, include both casual positions and full-time positions.
Outsourced Service Providers	Individuals or legal entities that have a relationship with the Company in the form of suppliers, delivering raw materials, equipment to the Company, as well as those providing support services for the Company's activities through purchase agreements/service contracts and receiving compensation according to the contracts, such as suppliers of raw materials, equipment, ingredients, catering service providers, audio and visual service providers, transportation and logistics service providers, venue decoration and maintenance service providers, utility service providers, waste disposal and pest control service providers, real estate agencies, landowners, land survey operation service providers.
Customers	Individuals or legal entities who act as representatives of service users in coordinating and negotiating the purchase of hotel services, or those with the authority to decide on purchasing services from the hotel, even though they may not be the direct customers of the services, such as event owners, event organizers, corporate's HR, sponsors Travel Agent as well as individuals who use the hotel's services and have a direct experience with the services provided
Community	The general public or organizations located around the business establishment or construction site that may be positively or negatively affected by the Company's activities, such as urban and suburban areas, temples, schools, government organizations, and businesses.
Regulatory Authority	Organizations that play a crucial role in regulating the operations of the Company to ensure compliance with laws, regulations, and requirements, such as Ministry of Interior (hotel operation's licenses), Provincial Administrative Organizations (permits for operating the business that has a negative impact on health), Department of Lands, Department of Town and Country Planning, Department of Public Health, Ministry of Labor, Safety and Security Authorities, Taxation and Accounting Management Authorities, Ministry of Tourism and Sports.
Non-Governmental Organization / Educational Institutions	Organizations that are not regulatory authorities but play an important role in promoting and supporting the Company's operations, helping to enhance the Company's public image, such as Thailand Convention and Exhibition Bureau (TCEB), Thai Hotel Association, Tourism and Hospitality Management Schools, offering comprehensive and best innovation in education for preparing graduates to have contemporary and practical knowledge for MICE industry and acting as a network, supplying interns to the hospitality industry.
Partners	Legal entities that collaborate in business activities and share mutual benefits, such as Let's Relax, Amattisimo, Major Cineplex, OTA or Travel Agents (Agoda, Booking, Trip.com)
Shareholders	Individuals or legal entities that hold shares in proportion to their ownership, with the right to receive dividends and cast a vote in meetings.

Prioritization of the Company's Stakeholders in the Business Value Chain

The Company has demonstrated its commitment to safeguarding stakeholders' benefits into actions based on the prioritization and influence that they engage with the Company, including the potential impacts on the stakeholders. This leads to the prioritization of stakeholders which is categorized into the first two groups such as employees and customers. The next two groups that need to maintain a level of satisfaction are the regulatory authorities and shareholders. While the groups which the Company maintains continuous communication include outsourced service providers and the community. Lastly, the groups that the Company is still ongoing monitoring are non-governmental organizations/educational institutions and business partners, respectively.

The Company collects the needs and expectations of all relevant stakeholders and crafts strategies to respond to those expectations. We also establish appropriate communication channels for each stakeholder group. This approach helps the company build strong relationships with different groups and operate its operation effectively.

Stakeholders	Interest and Expectations	Response to Expectations	Communication Channels
1. Employee	<ul style="list-style-type: none"> ▪ Appropriate Compensation ▪ Welfare and Workplace Safety Protection ▪ Basic Benefits as stipulated by laws or beyond legal requirements ▪ Security and Career Advancement ▪ Opportunities and Career Development ▪ Inclusivity without Discrimination (LGBTQ+) 	<ul style="list-style-type: none"> ✓ The Company raises the minimum wage according to laws and increases it based on experience and performance evaluations. ✓ Support inclusivity for the LGBTQ+, ensuring they all are treated equally in terms of benefits and welfare ✓ Tailored career development plans are set in place for employees to suit their skills 	<ul style="list-style-type: none"> • GM Town Hall for executives and employees • Line Group Communication • Monthly Meetings
2. Outsourced Service Providers	<ul style="list-style-type: none"> ▪ Receive accurate and continuous purchase orders ▪ All payments are collected in a timely manner ▪ Strong relationship between suppliers and customers ▪ Transparency and fair procurement process ▪ Ongoing research and development of products and services 	<ul style="list-style-type: none"> ✓ Implement transparent and fair procurement policies and procedures ✓ Ensure all payments are settled in timely manner 	<ul style="list-style-type: none"> • Regularly visit and inspect the production process of its suppliers • Email/ Phone/ Line • Designated Coordinator
3. Customers	<ul style="list-style-type: none"> ▪ Standardized service that meets the requirements ▪ Life, assets, and information security ▪ Convenient and reasonable products or services ▪ Special requests are properly accommodated by product owners or service providers 	<ul style="list-style-type: none"> ✓ Ensure that our products and services are well-prepared to deliver to customers in a timely manner and truly met the highest standards ✓ Conduct efficiently safety assessment ✓ Provide professional service training and development for personnel to meet customer expectations ✓ Gather constructive feedback for area of improvement ✓ Regularly review promotional campaigns ✓ Incorporate latest and efficient technology to update and improve customer data 	<ul style="list-style-type: none"> • The Company's website • Social Media • Email/ Phone/ Line • The Company's phone • Domestic and International Exhibitions

Stakeholders	Interest and Expectations	Response to Expectations	Communication Channels
4. Community	<ul style="list-style-type: none"> ▪ Create jobs and opportunities in the community ▪ Stimulate economics through sustainable tourism ▪ Operate businesses with a strong sense of responsibility to environment 	<ul style="list-style-type: none"> ✓ Promote procurement and employment in the community ✓ Create revenue streams both direct and indirect ✓ Actively engage in Corporate Social Responsibility 	<ul style="list-style-type: none"> • Greet and visit to local community, actively listening to their suggestions • Email / Phone / Line • Social Media
5. Partners	<ul style="list-style-type: none"> ▪ Boost sales and revenue streams ▪ Ensure that all customers receive products or services according to the highest standards ▪ Offer a wide range of selections for customers 	<ul style="list-style-type: none"> ✓ Launch promotions and marketings in collaboration with partners ✓ Ensure products and services are truly met the standards ✓ Launch new and diverse products and services based on seasons and marketing trends 	<ul style="list-style-type: none"> • Meeting • Email/ Phone/ Line
6. Shareholders	<ul style="list-style-type: none"> ▪ High returns/ high benefits ▪ Good operational performance ▪ Comprehensive and practical risk management plan 	<ul style="list-style-type: none"> ✓ Achieve the established goals in terms of profits ✓ Conduct and operate its business under the good corporate governance practices ✓ Evaluate, and mitigate all potential risks in a thorough, cautious, and prudent manner 	<ul style="list-style-type: none"> • Annual General Meeting of Shareholders • Opportunity Day • Investor Relations • The Company's Website • Analyst Meeting • Disclosure of Information to the Stock Exchange of Thailand
7. Regulatory Authorities	<ul style="list-style-type: none"> ▪ Effective laws and regulations enforcement ▪ Seek joint cooperation from listed companies in several initiatives ▪ Request for kind assistance such as funds donations, giveaways, food, etc. ▪ Transparency in information disclosure 	<ul style="list-style-type: none"> ✓ Strictly comply with laws and regulations ✓ Continuously engage in ongoing initiatives and activities ✓ Disclose accurate and precise information with transparency 	<ul style="list-style-type: none"> • Official announcement issued by the government agencies • The Company's Website • Meetings • Hotel/Company Visit • Email / Phone/ Line
8. Non-governmental agencies/ Educational Institutions	<p>Non-governmental agencies</p> <ul style="list-style-type: none"> ▪ Inquire valuable insights to enhance their own standards ▪ Ongoing certification requests to prove its quality ▪ Join a subscribed association based on hotels' capacity or the number of rooms <p>Educational Institutions</p> <ul style="list-style-type: none"> ▪ Open opportunities for internship continuously ▪ Provide more on-the-job training for trainees 	<p>Non-governmental agencies</p> <ul style="list-style-type: none"> ✓ - Improve its service quality in order to be certified by accredited agencies. Our certification includes TCEB and MICE. ✓ Being a case study for learning opportunities in educational institutions <p>Educational Institutions</p> <ul style="list-style-type: none"> ✓ Open many opportunities for trainee positions from various educational institutions 	<ul style="list-style-type: none"> • The Company's website • Email/ Phone / Line • Letters





Sustainable Business Operation Policies



Company Sustainability Policies



Company Sustainability Policies

The Company strongly believes that being a company that prioritizes the growth of economics, good corporate governance and effective risk management, along with its commitment to being a responsible company for society and environment. This ensures the sustainable growth of the Company in the future.

The Company values its commitment to operating its business operations under the good corporate governance framework, transparency, and accountability along with its dedication to driving its business and innovation while enhancing the economic, social, and environmental aspects simultaneously. In this regard, the Company is determined to serve as a good corporate citizen for society in terms of sustainable business operations. The Company also aims to create a robust growth and be acknowledged in the society, underscoring the ethics and good corporate governance framework in order to generate effective returns for investors while taking into account its impact of business operations on all relevant stakeholders.

*Read the sustainable business operation policies at <https://www.verandaresortir.com/en/company-policy>

Sustainable Development Goals

The hotel and hospitality business plays a crucial role in the tourism and hospitality industry. Balancing between profits, environmental conservation, and social development is a key for the sustainability development, ensuring that the business can continue to thrive in the long term while creating positive impacts on the community and the environment. Additionally, sustainable business practices help enhance the hotel's image, promoting its image as an environmentally-conscious hotels to attract more eco-conscious tourists and those concerned with social responsibility.

The Company has set a sustainable development plan for its business operations in the long term, encompassing environmental, social, and corporate governance aspects, as follows:

Environment	Social	Corporate Governance and Economics
<ul style="list-style-type: none"> ✓ Reduce the waste generation rate per guest ✓ Increase the rate of reused treated water ✓ Reduce the greenhouse gas emissions rate per guest 	<ul style="list-style-type: none"> ✓ Reduce the number of customer complaints ✓ Increase the proportion of raw materials and other goods from locals ✓ Engage in more social development ✓ Minimize the accident rate in the workplace ✓ Conduct a satisfaction survey with our employees ✓ Provide more effective trainings for employees ✓ Create a sense of awareness among our employees 	<ul style="list-style-type: none"> ✓ Increase more collaborations with our potential partners to sign an MOU of business ethic codes ✓ Boost the Corporate Governance Scores ✓ Mitigate risks to an acceptable level ✓ Enhance the efficiency of the personal data protection



ESG HIGHLIGHT 2025

ESG HIGHLIGHT 2025

Environmental (E)

- Increased the proportion of renewable energy consumption.
- Reduced energy intensity (energy consumption per unit) compared to the base year and the previous year.
- Achieved a reduction in water consumption of more than 4% compared to the previous year.

Social (S)

- Met the target for total employee training hours.
- Decreased employee turnover rate compared to both the base year and the previous year.
- Conducted employee engagement surveys.
- Promulgated and implemented the Human Rights Policy.

Governance (G)

- Zero instances of customer data breaches or cyber-attacks.
- 100% completion rate for Personal Data Protection Act (PDPA) training among all employees.
- Established a Corporate Governance Committee as a dedicated sub-committee.



Sustainability Process and Materiality Analysis

The Company has comprehensively conducted an assessment and material analysis related to its business operations, encompassing economic, social, and environmental aspects, as well as important issues related to sustainable business standards in the hotel industry. In addition, the Company also conducted assessments of key risk issues related to all relevant stakeholders. While the key sustainability issues and its prioritization in our business ecosystem have also been identified. The process of identifying key sustainability issues is as follows:

1. Assess the internal and external context of Veranda

The internal context of the Company is analyzed using the Value Chain Analysis tool, while the external context is analyzed using the PESTEL analysis tool. The sustainability and ESG working committee along with the management jointly identify all activities within the Company's value chain and consider external factors from various perspectives that can potentially affect the Company's operations. These are then evaluated for their sustainability impacts in terms of environmental, social, and governance dimensions related to the Company.

2. Analyze the Impacts on Stakeholders

Based on the value chain analysis, the Company identifies stakeholders for each activity. Then, the sustainability and ESG working team and the management collaboratively define the needs/expectations and the level of influence of each stakeholder on business operations, whether it is significant or minor. This leads to appropriate communication of performance/results and relevant information to stakeholders to ensure accurate understanding.

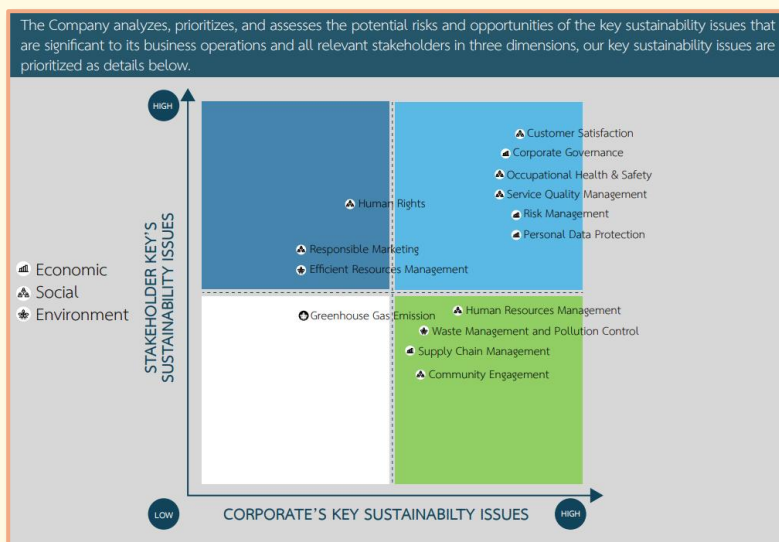
3. Prioritize Sustainability Issues

The sustainability and ESG working committee and the management prioritize the potential impacts on sustainability derived from the analysis of internal and external contexts, as well as the analysis of impacts on stakeholders to assess the level of significance. Then, they prioritize the issues through stakeholder engagement on various sustainability topics, leveraging these insights to efficiently support its business operations and management.

4. Present Key Sustainability Issues and Framework to the Management for Considering and Approval


The results of the analysis of key sustainability issues and all relevant information will be presented to the board of directors for considering and reviewing their completeness, accuracy, and approval of the operational framework, indicators, and sustainability goals, leading to the further process of our sustainability initiatives for the Company and its subsidiaries.

The Company analyzes, prioritizes, and assesses the potential risks and opportunities of the key sustainability issues that are significant to its business operations and all relevant stakeholders in three dimensions, our key sustainability issues are prioritized as details below.



Material Sustainability Issues and Scope of Impacts on Environment, Society, Governance, and Economics

	Material Sustainability Issues and Operational Plan	Impacts on Business and Stakeholders
 <p>Environmental</p>	<ul style="list-style-type: none"> ■ Pollution and Waste Management 	<p>Pollution and waste from its operations and business activities can directly affect the environment and all related stakeholders in communities at all levels. Thus, an appropriate approach has been set to cope with waste management properly as stipulated by laws</p>
	<ul style="list-style-type: none"> ■ Efficient Resources Management 	<p>As its main commitment toward social responsibility, the Company is highly aware of utilizing its limited resources to the utmost benefits.</p>
	<ul style="list-style-type: none"> ■ Climate Change Management 	<p>Greenhouse gas emission is the key factor to a climate change and its impacts also lead to several natural disasters, and effect from climate change has widely spread on the globe scale.</p>
 <p>Social</p>	<ul style="list-style-type: none"> ■ Customer Satisfaction 	<p>The Company prioritizes its service quality to meet customer's demand and high standards, leading to a memorable experience.</p>
	<ul style="list-style-type: none"> ■ Employee Development 	<p>Employees' knowledge and skills enhance service efficiency and contribute to their overall well-being and quality of life.</p>
	<ul style="list-style-type: none"> ■ Community Engagement 	<p>The Company highly values its involvement in communities by purchasing goods or products from local communities. This also includes job creation to generate revenue streams and stimulate local economics while promoting local tourism, enhancing overall well-being of local communities.</p>
	<ul style="list-style-type: none"> ■ Service Quality Management 	<p>Controlling procedures and operations of each business activity in alignment with established objectives, enabling the Company to manage costs, expenses, and potential complaints effectively.</p>

	Material Sustainability Issues and Operational Plan	Impacts on Business and Stakeholders
 Social	<ul style="list-style-type: none"> ■ Safety and Occupational Health 	Safety and occupational health concerning employees and customers are considered the top priority of the Company. Since this help improve productivity and also help enhance overall well-being of all related persons. This also include mitigation of any potential risks that may harm to our customers.
	<ul style="list-style-type: none"> ■ Human Rights 	Upholding and protecting human dignity without discrimination is a fundamental principle that helps prevent human rights violations and minimizes related grievances effectively.
	<ul style="list-style-type: none"> ■ Responsible Marketing Initiatives 	Promote positive corporate image and credibility to avoid any potential complaints and legal disputes.
 Corporate Governance and Economics	<ul style="list-style-type: none"> ■ Good Corporate Governance 	Always adhere to good corporate governance to create trustworthy and transparency across the Company for a sustainable growth.
	<ul style="list-style-type: none"> ■ Risk Management 	Ensure that effective risk management is set in place to prevent potential damage and build strong trust to stakeholders at all levels.
	<ul style="list-style-type: none"> ■ Supply Chain Management 	Supply chain management directly contributes to its operational efficiency, sustainability, and its branding image. Thus, the Company will ensure its supply chain management to meet high standards, mitigating potential risks and adding value to our products and services.
	<ul style="list-style-type: none"> ■ Personal Data Protection 	Personal Data is a valuable resource. Proper personal data protection can build trust in the Company and help prevent breaches of data.

Environmental Management and Performance

As a hospitality and leisure service provider, the Company recognizes that its business operations involve the utilization of natural resources and impact the environment. Consequently, the Company is committed to establishing and communicating an Environmental Policy* to ensure efficient resource management and a continuous reduction of environmental impacts in collaboration with all stakeholders. This includes key areas such as water consumption, pollution, waste management, and the reduction of greenhouse gas emissions.

*Read more the Environmental Policy at: <https://www.verandaresortir.com/en/company-policy>

The Company has therefore outlined key environmental dimension as follows:



Efficient Use of Resources and Water and Wastewater Management

The Company recognizes that its hospitality and leisure services involve a significant consumption of water resources; therefore, it is committed to maximizing resource efficiency and benefits without compromising the quality of service provided to customers. In alignment with this commitment, the Company has established strategic targets for efficient resource, water, and wastewater management beginning in 2024, and is currently proceeding with the implementation of its continuous medium-term goals in 2025.

The establishment of short, medium, and long-term targets enables the Company to operate in full compliance with legal water quality standards while enhancing the efficiency of wastewater recovery through the 3Rs approach. This includes reducing raw water consumption across various activities (Reduce), reusing treated water for internal purposes such as landscape irrigation, and integrating advanced technology and expertise to treat wastewater for recycling (Recycle), such as substituting raw water in sanitary systems. Furthermore, the Company continues to explore additional innovative strategies to ensure the effective achievement of all designated objectives as follows:



Operations

In 2025, the Company implemented various activities to enhance the efficiency of water and wastewater management as follows:

- ✓ Regulatory Compliance Monitoring: As the Company operates hotels across multiple regions in Thailand, we continuously monitor laws and regulations related to water usage, wastewater, and treated water quality in each specific location to ensure full compliance across all business operations.
- ✓ Sustainable Procurement: When purchasing equipment for guest rooms and service areas, the Company prioritizes water-efficient fixtures, such as low-flow and automated sanitary ware.
- ✓ Equipment Retrofitting for Conservation: We have upgraded existing equipment to further reduce water consumption, such as installing flow restrictors in showerheads to reduce water pressure, resulting in a savings of 2 liters every 10 minutes.
- ✓ Systematic Water Scarcity Risk Management: Recognizing that hospitality services require significant water from both municipal and natural sources, the Company systematically monitors risks to prevent water shortages that could impact local communities or stakeholders' access to domestic water.
- ✓ Regular Discharge Water Quality Testing: The Company conducts consistent testing of water discharged into the environment, with immediate corrective and improvement processes in place should any parameters exceed established legal standards.
- ✓ Effective Implementation of the 3Rs Principle:



- Reduce: Minimizing water consumption through the aforementioned measures and maintaining a continuous preventive maintenance schedule for water systems to minimize leakage and system loss.
- Reuse: Recognizing that significant amounts of usable water remain after service activities—such as leftover water from drinking jugs at banquets or in guest rooms—the Company has established guidelines for employees to reuse this water for other activities, including room cleaning, landscape irrigation, and general area maintenance.
- Recycle: The Company encourages relevant parties to explore and increase the utilization of treated wastewater for irrigating green spaces within hotel premises, a practice that is projected to grow steadily.

Operational Performance Results

In alignment with our targets for efficient resource use and water and wastewater management, the Company conducts rigorous testing of effluent quality before discharge, ensuring full compliance with relevant regulations. These include the Notification of the Ministry of Natural Resources and Environment (B.E. 2547), the Enhancement and Conservation of National Environmental Quality Act (B.E. 2535), and other applicable requirements. All tests are performed by certified laboratories to guarantee that water discharged into public areas has minimal to no environmental impact. The parameters monitored in accordance with regulatory requirements are as follows:

- pH Value (Acidity-Alkalinity)
- Biochemical Oxygen Demand (BOD)
- Total Dissolved Solids (TDS)
- Total Suspended Solids (SS)
- Total Kjeldahl Nitrogen (TKN)
- Oil & Grease
- Sulfide

In 2025, the Company consistently conducted treated water quality assessments at least twice a year to ensure strict legal compliance. The results for all effluent quality indicators throughout 2025 met the required standards. Additionally, the Company has initiated the systematic collection of data regarding treated water reuse starting in 2025. This data will be continuously compiled to monitor and enhance the efficiency of resource utilization and water management, ensuring that the Company successfully achieves its designated medium-term and long-term targets.

Table showing The Company's Total Water Consumption (Unit: m³)

Water Consumption Categories	2023	2024	2025
Municipal Water (or water from other organizations) (m ³)	222,873.00	239,369.00	232,206.00
Water from Natural Sources (m ³)	46,638.00	46,311.00	41,022.00
Total Water Consumption (m ³)	269,511.00	285,680.00	273,228.00
Volume of Wastewater Entering Treatment System (m ³)	100,204.19	133,926.78	118,498.98
Percentage of Wastewater Entering Treatment System (m ³)	37.18	46.88	43.37
Volume of Recycled Water Used* (m ³)	-	-	17,468.60
Percentage of Treated Wastewater Reuse* (%)	-	-	14.74

Note: *Data collection for recycled water and reuse initiated in 2025.

Through active implementation and support for reusing treated wastewater—specifically for landscape irrigation within company premises and recycling within sanitary systems—the Company successfully achieved a treated water reuse rate of 14.74% relative to the total volume of wastewater entering the treatment system. This performance significantly exceeds both the medium-term and long-term targets originally established at 3% and 5%, respectively. While these targets represent the Company's overall goals, we remain committed to continuously enhancing our water resource efficiency. Consequently, in 2026, the Company will review and establish more challenging objectives to further drive our potential and demonstrate our ongoing commitment to sustainable resource management.

Energy Management

Hotel and leisure services are considered high energy-consuming activities, an issue that the company is deeply aware of. The company has mandated a review of all its activities to identify possibilities for increasing energy efficiency and reducing consumption, while consistently communicating with stakeholders to foster cooperation.

The company has continuously collected energy consumption data from 2022 to the present, including electricity, diesel, gasoline, and LPG. To ensure a clearer assessment of energy efficiency, the company has designated Energy Intensity (energy consumption per guest stay) as the metric for measuring efficiency. Furthermore, 2022 has been established as the base year for comparing annual progress, with the goal of continuously reducing Energy Intensity relative to the base year.

Operations

Recognizing that energy consumption is a critical factor in our business operations, the Company has developed and implemented plans to continuously improve energy efficiency and reduce consumption as follows:

- Annual Energy Reduction Plan: Establishing an annual energy reduction roadmap and requiring quarterly performance reports for all energy-saving projects.
- Smart Lighting Control: Installing timers to control electrical systems in hotel areas such as gardens and public spaces.
- Preventive Maintenance: Implementing a regular maintenance schedule for all electrical systems to ensure peak operational efficiency.
- Green Procurement: Prioritizing the purchase of certified energy-saving appliances—such as air conditioners, refrigerators, and light bulbs—and establishing clear replacement cycles to maintain high efficiency.
- "No Air-Con Day" Initiative: Promoting an eco-friendly office environment by implementing "No Air-Con Days" for back-office operations 1-2 days per week, utilizing natural ventilation and fans instead.
- Comprehensive Sub-metering: Installing electrical meters across all key areas to monitor usage data, which is then used to plan continuous efficiency improvements.
- Solar Energy Expansion: Increasing the installation of solar-powered lighting in outdoor areas and actively exploring further opportunities to integrate solar energy solutions within building interiors.

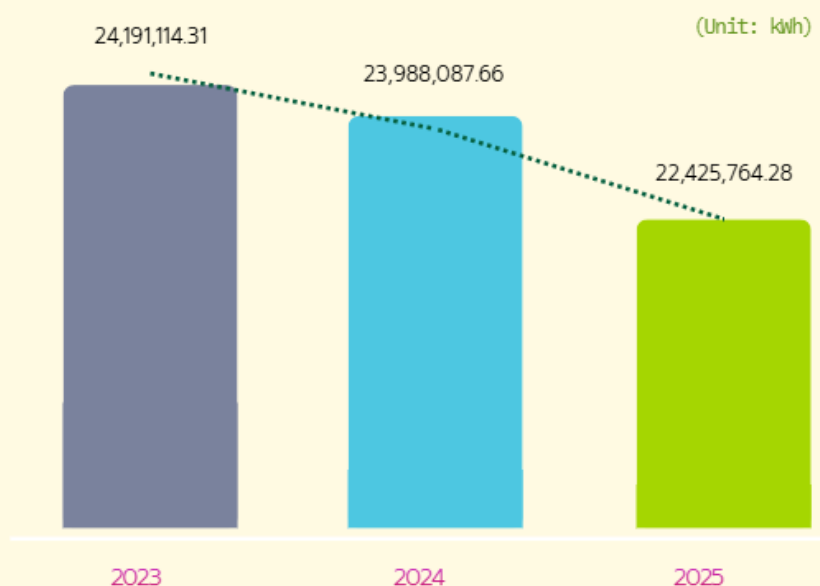
Operations Performance Results

As a result of our consistent energy management initiatives, the Company's total energy consumption in 2025 decreased by 6.51% compared to 2024. Moving forward, the Company remains committed to exploring innovative energy-saving strategies that do not compromise service quality, ensuring sustainable growth in our energy management performance.

Table showing The Company's Total Energy Consumption

Energy Type	2023 (kWh)	2024 (kWh)	2025 (kWh)
Electricity	16,434,225.00	16,350,716.00	19,403,260.72
Diesel	222,101.91	209,628.87	291,545.74
Gasoline	18,923.42	26,202.29	32,802.54
LPG (Liquefied Petroleum Gas)	7,356,983.38	6,664,962.02	2,698,155.28
Total Energy Consumption	24,194,114.31	23,988,087.66	22,425,764.28
Total Guest Occupancy (Persons)	245,739	292,378	318,492
Energy Intensity (kWh/Guest-Night)	98.45	82.04	70.41

Total Energy Consumption



Pollution and Waste Management

The utilization of resources in hospitality services inevitably results in the generation of pollution and waste from both direct and indirect business activities, such as general waste, food waste, and refuse from guest stays. Generally, the volume of pollution and waste tends to increase in correlation with the growth in guest numbers. To ensure sustainable business growth and minimize environmental impact, the Company has integrated pollution and waste management into its Environmental Policy. Furthermore, specific management targets have been established to communicate the significance of these issues to all relevant stakeholders.

Our pollution management approach is strictly aligned with the 3Rs principle, covering the entire process from source to final disposal. To this end, the Company has defined short-term, medium-term, and long-term targets for pollution and waste management as follows:



Operations

The Company has established a dedicated working group for pollution and waste management, focusing on fostering continuous collaboration between employees and guests. Our waste management strategy is centered on the 3Rs principle and ensures full compliance with relevant regulations—encompassing comprehensive data collection, waste segregation at the source, efficient procurement, and responsible disposal processes.

3R Waste Management:



Reduce: The Company focuses on minimizing waste at the source by optimizing breakfast quantities to align with the actual number of guests to reduce food waste, eliminating single-use plastic water bottles, and encouraging the reduction of paper containers during events. Furthermore, we have implemented the "Zero Waste Friday" initiative, a weekly campaign aimed at achieving zero food waste among employees by promoting mindful portioning and ensuring no food is left behind. We also leverage technology to replace traditional paper usage, such as the widespread implementation of QR Codes for various services.



Reuse: The Company actively identifies opportunities to repurpose waste materials for alternative uses. This includes transforming used water bottles into decorative items and utilizing organic by-products, such as eggshells and coffee grounds, for further beneficial applications.

Recycle: Solids waste will be sorted by type, and each type can be recycled and returned to its respective production process. Integrating recycling process into its operations helps decrease the amount of waste sent to landfills which is a part of our commitment to mitigate negative impact on the environment. This approach includes used cooking oil can be turned into money by selling to certified companies for conversion into aviation fuel and biodiesel.



Operations Performance Results

Based on the total waste data collected relative to the number of guest stays, the waste generation rate per guest was 1.08, representing a 35% increase compared to the 2022 base year rate of 0.80. Consequently, the Company was unable to achieve its established medium-term target for this period.

In 2025, the Company will focus on developing enhanced strategies to reduce the waste generation rate per guest by fostering active collaboration among employees, customers, and all relevant stakeholders. This renewed focus is designed to ensure that the Company can successfully achieve a 2% reduction from the 2022 base year, in alignment with our medium-term pollution and waste management targets by 2027.

Table showing The Company's Total Waste Generation

Waste Category	2023*	2024**	2025***
Hazardous Waste (kg)	2,087.20	2,447.20	3,957.44
Non-Hazardous Waste (Recyclable) (kg)	32,691.00	47,297.00	43,938.20
Non-Hazardous Waste (Non-recyclable + General Waste) (kg)	88,006.00	102,580.20	90,652.29
Food Waste Composted (kg)	4,621.00	5,522.00	2,253.90
Surplus Food to Good Use Before Disposal (kg)	86,680.00	97,465.50	175,741.41
Food Waste Used as Animal Feed (kg)	4,621.00	3,926.00	5,407.00
Total Waste (kg)	218,706.20	259,237.90	343,019.44
Guest Nights	245,739	292,378	318,492
Waste Generation Rate per Guest (kg/guest night) **	0.89	0.89	1.08

Notes: *2023 data covers 5 branches (excluding Samui).

**2024 data includes comprehensive waste records from 6 locations.

***2025: data covers 7 locations (added Phuket branch).

Greenhouse Gas Emissions Management

The hospitality and tourism industry plays a significant role in greenhouse gas emissions, both directly (Scope 1) through the use of LPG fuel and indirectly (Scope 2) through electricity consumption and the use of refrigerants in air conditioning systems. Furthermore, there is a growing trend among eco-conscious travelers toward low-carbon tourism, characterized by a preference for transportation, activities, and accommodations that prioritize minimizing environmental impacts from greenhouse gases.

Recognizing these factors, the Company prioritizes greenhouse gas management to ensure sustainable growth and to align with the expectations of all stakeholder groups. We have consistently implemented measures in accordance with our short-term targets established in 2024 and are currently progressing toward our medium-term objectives. For future development, the Company has designated 2025 as the base year for Scope 1 and Scope 2 greenhouse gas emissions. We remain steadfast in our commitment to achieving our long-term goals by 2032, with targets for all three phases defined as follows:



Operations

The Company manages its greenhouse gas emissions through efficient resource management, comprehensive data collection, and continuous reduction planning as follows:

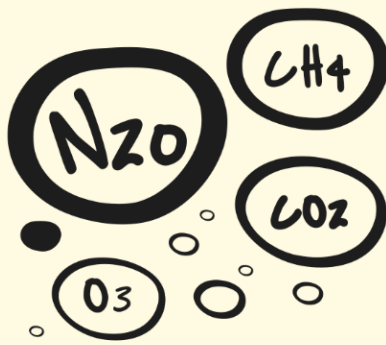
- We have implemented Solar Rooftop projects at several hotels, including Hua Hin, Pattaya, Chiang Mai, and Khao Takiab. In 2025, our renewable energy consumption reached 743,925.72 kWh, which significantly contributes to reducing our carbon footprint.
- Enhancing procurement processes to prioritize eco-friendly products and materials.
- Installing LED motion-sensor lighting in guest rooms and common areas, and improving building insulation to reduce air conditioning loads, supported by consistent maintenance. Encouraging the use of bicycles and expanding shaded green spaces to provide a comfortable environment for walking within hotel premises.
- Increasing the proportion of locally sourced goods to minimize transportation distances and related emissions.
- Promoting carpooling among employees who share the same commute routes to reduce overall fuel consumption.

Operational Performance Results

Driven by our commitment to greenhouse gas (GHG) management, the Company has consistently collected data for Scope 1 and Scope 2 emissions. Establishing a base year serves as the foundation for our greenhouse gas management strategy. With 2025 designated as the base year, the Company is set to implement measures to achieve a 1% reduction in emissions, in alignment with our GHG management targets for 2026 and 2027.

Table showing Scope 1 and Scope 2 Greenhouse Gas Emissions

Amount of Greenhouse Gas Emissions	2023 (tCO ₂ e)	2024 (tCO ₂ e)	2025 (tCO ₂ e)
- Scope 1	2,043.24	3,253.55	2,739.93
- Scope 2	8,215.47	8,173.72	9,327.80
Total (Scope 1 + Scope 2)	10,258.71	11,427.27	12,067.74



Social Management and Performance Results

The Company is committed to enhancing the social development in a sustainable way by promoting fairness, equality, and improving the quality of life for individuals and communities related to its business operations. The Corporate Social Responsibility Policy has been employed as a guideline for its business operations. This demonstrates its commitment to be a good role model in society while also adhering to business's code of conduct and good corporate governance, taking into accounts all related stakeholders throughout the supply chain. This approach not only help improve the overall well-being of employees and communities but also build credibility and a robust growth for the Company in the long run.

*Read CSR Policy at: <https://www.verandaresortir.com/en/company-policy>

Human Rights

The Company adopts a human rights management approach throughout its value chain by adhering to the United Nations Guiding Principles on Business and Human Rights (UNGPs). This approach helps prevent and avoid human rights violations involving all internal and external stakeholders. The Company showcases strong commitment toward human rights practices by abiding by relevant laws and regulations, respecting human dignity, promoting rights and freedoms, and treats all parties equally.

In 2025, the Company established a formal Human Rights Policy to ensure ethical operations across our value chain. This policy has been communicated to all relevant internal and external stakeholders and is now publicly available on the Company's website.



Human Rights Operational Plan

In 2025, the Company established a Human Rights Policy and communicated its operational guidelines to executives and employees to foster awareness and provide a framework for human rights practices. This ensures equal treatment for all stakeholders and vulnerable groups, both within the organization and throughout the value chain, without discrimination based on physical or mental condition, race, nationality, origin, ethnicity, religion, gender, language, age, skin color, education, social status, culture, tradition, or any other status.

Furthermore, by 2026, the Company will develop a training plan covering human rights practices regarding labor, equal opportunity, non-discrimination, and the prevention of violence, threats, and harassment. This training aims to provide employees with a proper understanding and heightened awareness of human rights principles.

Operational Performance Results

The Human Rights Policy was formally approved by the Board of Directors during Board Meeting No. 3/2025. The Company remains steadfast in its commitment to international human rights principles. As a result of these efforts, there were no reported incidents of human rights violations in 2025. Furthermore, the Company received zero complaints regarding rights violations, inequality, or unfair labor practices.

Employee Development

Employee development is a key factor in ensuring the organization’s long-term success. The Company places strong emphasis on enhancing employees’ skills, knowledge, and potential to enable them to work more efficiently in a fast-paced environment, minimize errors, and improve the quality of their output. Moreover, a highly skilled workforce can respond quickly to market changes and deliver

superior services or products. Employees who undergo development programs tend to have broader perspectives and can contribute new ideas or innovative solutions to improve work processes and drive innovation within the organization.

Human Resources Departments across all branches are in charge of designing employee development programs based on skills gap assessments and future skill trends. These programs are tailored to each job positions and aligned with Individual Development Plans (IDPs), as well as “Behaviors for Success,” which are used as part of the annual performance evaluation process.

In 2025, the Company successfully achieved its targets for employee training and development across all levels, tailored to specific business requirements. Staff-level employees reached an average of 36 hours per person per year, while those at the Managerial level and above achieved an average of 12 hours per person per year.



Employee Development Operational Plan

The Company has conducted a Training Needs Survey to analyze training requirements and develop an essential plan for employee capacity development. The analysis is based on job positions and performance evaluations. Additionally, the Company has identified a set of mandatory courses that all employees are required to complete, such as Code of Conduct, PDPA, Cyber Security Awareness, Human Rights, and Foundation of Sustainability, and all employees are required to complete these courses at a 100% participation rate.

Furthermore, the number of training hours completed is used as one of the criteria in the annual performance evaluations. The Company also promotes and recommends both internal and external training programs to encourage employees to actively pursue learning and skill enhancement that supports their job performance and contributes to achieving training goals.

Operational Performance Results

In 2025, the Company achieved notable results in employee development. At the staff level, the average training hours was 36.49 hours per person per year, while at the managerial level, the average was 31.20 hours per person per year. In the same year, the Company allocated a total of 616,751.13 THB for employee knowledge and skill development.

The Employee Engagement and Retention Plan

In the service industry, employees who find happiness in their work are the heartbeat of the business. Recognizing this, the Company places a high priority on employee engagement and retention. Our primary objective is to reduce employee turnover rates across all branches over the short, medium, and long term.

To achieve this, the Company proactively surveys employee needs and expectations to understand their perspectives. In 2025, the Company conducted its inaugural Employee Satisfaction and Engagement Survey. The insights gained from this initial survey will be used to continuously develop and improve our workplace environment, ensuring we meet our targets for reducing staff turnover as follows:



Operations

In 2025, the Company launched its Employee Satisfaction and Engagement Survey to establish a baseline for future goal-setting and development plans. We are committed to ensuring that these initiatives lead to a measurable reduction in employee turnover, as retaining experienced personnel is vital for the Company's long-term sustainability across all dimensions. The key areas covered in the survey are as follows:

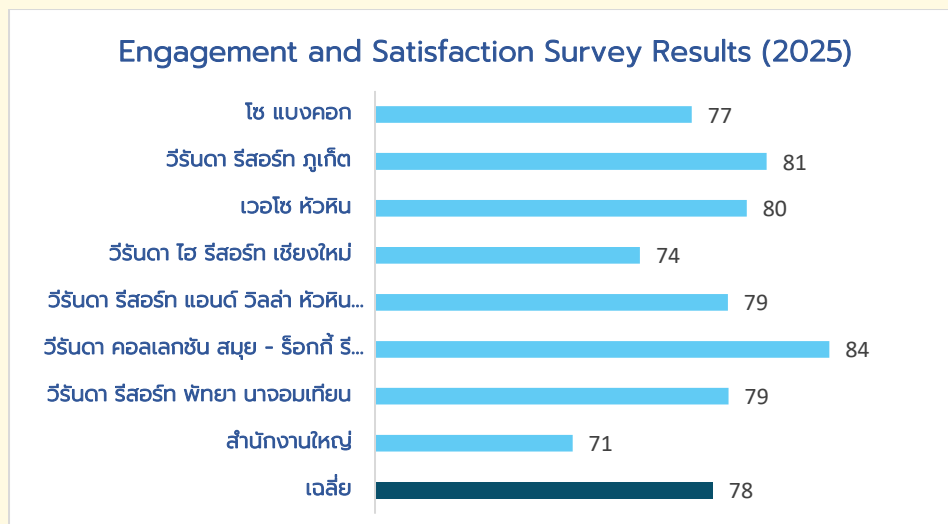
Survey Category	Survey Objectives
Job Responsibilities	To measure employee satisfaction regarding their tasks, role clarity, and the alignment between their skills and assigned responsibilities.
Peer Relationships	To assess the quality of team relationships, the collaborative atmosphere, and the level of mutual support among colleagues.
Supervision & Leadership	To evaluate the effectiveness of supervisors in terms of communication, guidance, support, and fairness in treatment.
Executive Management	To measure employee confidence in organizational leadership, vision, and the decision-making of top executives.
Departmental Operations	To assess satisfaction with internal department operations, inter-departmental coordination, and overall team efficiency.
Organizational Connection	To gauge the level of employee engagement, pride in the organization, and belief in the corporate culture and values.
Learning & Development	To evaluate satisfaction with training opportunities, skill development, and career advancement paths provided by the organization.
Work-Life Balance	To measure the balance between personal life and work, including the impact of working hours and flexibility on quality of life.
Motivation, Compensation & Benefits	To assess satisfaction with the wage system, bonuses, and benefits, ensuring they align with employee expectations and efforts.
Work Environment	To measure satisfaction with safety, cleanliness, equipment availability, and the overall workplace atmosphere.
Job Security	To evaluate the sense of job stability, confidence in the organization's sustainability, and clarity of career progression.

In conducting the survey, the Company recognizes that its operations span various locations, including several hotels and the corporate head office, each with a unique operational context and environment. Consequently, engagement assessments are conducted separately for each hotel and the head office to ensure localized and accurate results.

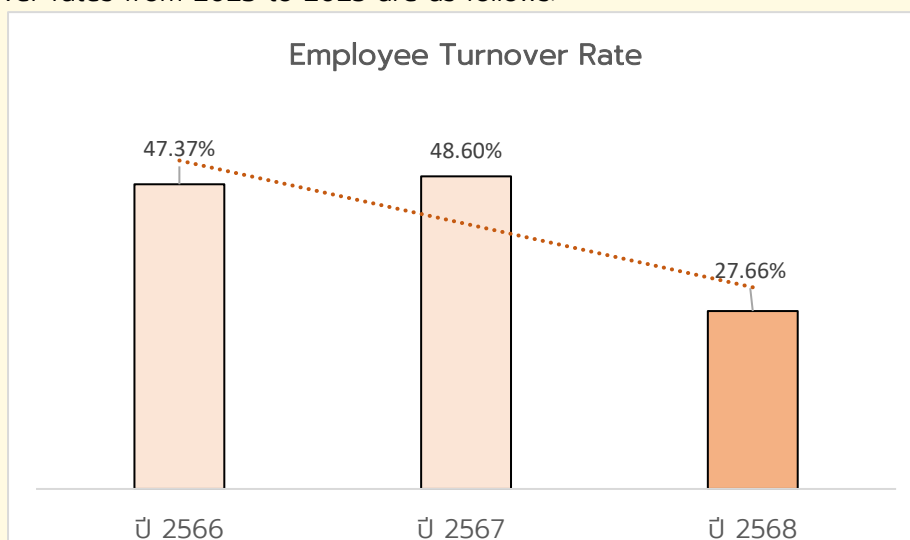
Throughout 2025, the Company consistently organized engagement activities to foster strong relationships with employees, such as monthly luncheons with executives to provide a direct channel for employees to discuss operational challenges. Other notable initiatives included coral reef restoration at Samae San in Sattahip, Chonburi, monthly birthday celebrations, and participation in local cultural traditions like the Hmong New Year in Chiang Mai.

Operational Performance Results

In 2025, based on the results of the employee satisfaction and engagement survey as well as the various activities organized by the Company, the average score for employee satisfaction and engagement across the corporate head office and all seven hotel locations was 78.13.



The results of this survey have been utilized to develop future plans for enhancing employee satisfaction and engagement. These initiatives aim to improve employee retention, a key medium-term goal for the Company. Through these comprehensive activities and operational strategies, the Company intends to reduce the employee turnover rate by 2% compared to the 2023 baseline. The employee turnover rates from 2023 to 2025 are as follows:



The employee turnover rate in 2025 decreased by 19.71% compared to 2023, successfully achieving the medium-term target of a 2% reduction by 2027. This turnover rate is influenced by several interrelated factors, including Thailand's economic climate, tourism trends among both domestic and international travelers, and the specific nature of hospitality operations, all of which significantly impact the tourism and hotel industry. Consequently, the Company remains committed to implementing continuous measures across all circumstances to enhance employee happiness and engagement, which in turn leads to more efficient service delivery. Furthermore, the Company will regularly review and update its targets to ensure a trajectory of continuous development.

Safety and occupational health

The Company has established a vision that emphasizes the creation of value while prioritizing the safety and occupational health of employees, partners, customers, and other stakeholders. To achieve this, the Company has implemented a safety and occupational health policy designed to ensure that employees can work in a safe environment with proper workplace hygiene. The policy focuses on preventing accidents and promoting safety awareness among employees through comprehensive

training and knowledge provision. This includes maintaining a clean, hygienic, and safe workplace at all times. Additionally, a dedicated team has been established to inspect and monitor compliance with the Company's safety standards.

The Company adheres to safety and occupational health management standards mandated by law, such as fire drills, evacuation drills, first aid training, and water rescue training as required by regulatory agencies. These training programs not only help reduce accidents and workplace risks but also lower costs and improve employees' quality of life, which in turn contribute to the long-term stability and efficiency of the organization.

The Company is committed to creating a safe and healthy work environment for all employees by fostering satisfaction and engagement, enhancing its corporate image, and mitigating risks associated with legal compliance. To achieve this, the Company has established the following objectives:



Operation plan

1. Inspections of equipment and tools

The Company has established a Safety and Health Committee to manage safety and hygiene systematically. This structured approach effectively reduces risks, builds confidence, and clearly supports business sustainability. The committee conducts monthly meetings to inspect and maintain essential equipment, tools, and appliances critical to preventing work-related accidents. These meetings serve to summarize findings and determine corrective actions, ensuring that all equipment remains in proper working condition at all times. This proactive strategy minimizes the risk of accidents caused by damaged or unavailable tools, aligns with the "Zero Accident" workplace goal, and enables efficient tracking and resolution in the event of an emergency.



2. Proactive and defensive targeting

Setting both proactive and reactive goals is essential for developing a clear and measurable safety plan.

Proactive goals involve taking preventive measures to avoid potential issues. This includes training employees on the Occupational Health and Safety Management System, Occupational Health and Safety regulations, basic food handling practices, and the proper use of tools. Additionally, it is

important to conduct risk assessments for every work process, such as using equipment for working at heights and utilizing chemical protection gear. Continuous monitoring and evaluation of activities also help to build confidence in the safety management system.

Reactive goals aim to respond effectively when an incident or accident occurs. This includes providing appropriate medical treatment and quickly resolving the situation to ensure the safety of all workers. It is important to understand the hazards, manage risks, establish guidelines for hazard prevention, and improve the overall working environment.

3. Distribution of key performance indicators (KPIs) to the individual level

Using key performance indicators (KPIs) to track and measure safety and occupational health performance allows everyone in the organization to be accountable and work collaboratively to effectively achieve safety goals. By setting KPIs that align with various levels within the organization, each individual becomes aware of their role and understands their contribution to the overall process. For instance, a safety and health KPI serves as a performance measure to evaluate how well a safe and healthy workplace is maintained. These indicators monitor and assess various aspects of occupational health and safety, helping to identify risk areas, set targets, and drive continuous improvements.

4. Monitoring and evaluation (Performance Evaluation)

The Company monitors and evaluates operational efficiency by holding monthly committee meetings to review performance and efficiency in safety management. The key performance indicators (KPIs) are used to assess various aspects, including the collection of work accident data, effective monitoring and improvement of safety processes, and training employees on work safety knowledge.

5. Safety training activities (Safety Week)

Collaborating with external organizations at least once a year, such as agencies focused on safety and occupational health or experts from relevant government and private sectors, can significantly enhance the Company's safety operations. Insights from these external agencies can provide new perspectives for developing and improving safety measures, which not only help reduce accidents and risks in the workplace but also contribute to the quality of life for employees. This, in turn, strengthens the organization's long-term stability and efficiency. Training activities conducted in partnership with external organizations such as local fire departments, which provide training on fire prevention and response, hospital units that focus on first aid, health departments that work with food handlers, and maritime disaster prevention departments that specialize in water rescue.

Overall results

In 2025, there was three accidents that resulted in an employee work stoppage, indicating that the Company successfully met its goal of reducing work-related accidents this year. In the long term, the Company is dedicated to preventing accidents and increasing employee safety awareness.

Number of work-related accidents leading to work stoppage	2023	2024	2025
Veranda Resort and Villa Hua Hin	0	0	0
Veranda High Resort Chiang Mai	1	0	0
SO/ Bangkok	0	0	3
Veranda Resort Pattaya Na-Jomtien	0	1	0
VERSO Hua Hin	0	0	0
Rocky's Boutique Resort	0	0	0
Veranda Resort Phuket	-	-	0

The Company has established a Welfare Committee, which is formed through elections and appointments. This committee meets once a month. The HR Manager or Assistant Manager represents the employer, while employee representatives from each department advocate for the staff in discussions about benefits, welfare, and overall employee well-being.

Responsibilities towards customers/Consumer

Providing responsible service to customers or consumer is crucial for establishing sustainable relationships between the Company and its customers. It serves as a bridge that fosters trust and contributes to long-term business success. Quality service plays a significant role in promoting stability and growth within an organization, and it also impacts the organization's reputation over time. Therefore, customer satisfaction is the most critical aspect of the hotel and service industry.

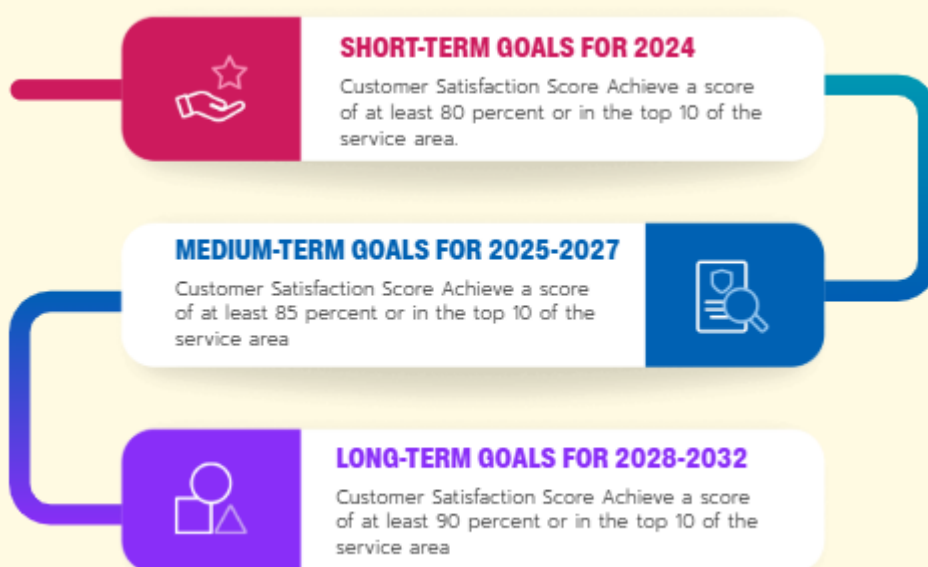
Customer satisfaction

The Company prioritizes customer satisfaction because customers are essential for the organization's operation and growth. Satisfaction results not only from good service but also reflects the quality of the relationship between the organization and its customers in many dimensions. High levels of satisfaction increase the likelihood of repeat business, help build a loyal customer base, generate positive word-of-mouth, and reduce disputes and complaints.

The Company prioritizes professional customer service by ensuring a positive experience and effectively addressing customer needs. This includes implementing procedures and guidelines for handling complaints, which allows for quick and efficient problem resolution.

Customer satisfaction management guidelines

1. Customer needs analysis
2. Customer experience management
3. Responding to feedback and complaints
4. Training employees on customer service skills
5. Continuously monitoring and evaluating customer satisfaction



Complaint Handling Process

The Audit Committee and/or the Chief Executive Officer will review all received complaints and instruct relevant departments to conduct a fact-finding investigation and implement appropriate corrective actions. The Audit Committee will monitor the progress within a suitable timeframe and report the complaints and investigation results to the Board of Directors for acknowledgment.

Anti-Corruption

The Company has established an Anti-Corruption Policy, which is disclosed on its website to ensure that employees, business partners, and all stakeholders understand and comply with the Company's operational guidelines. Furthermore, the Company provides training to educate and encourage all employees to perform their duties with integrity and prohibits the acceptance of any bribes to improperly benefit any individual.

Additionally, the Corporate Governance Committee has proposed that the Board of Directors consider joining the Thailand Private Sector Collective Action Against Corruption (CAC) to demonstrate a concrete commitment to anti-corruption efforts.

In 2025, there were no reported incidents or complaints regarding fraudulent activities or corruption.

Responsible Marketing

Responsible marketing is an approach where organizations or businesses conduct marketing activities while considering the impact on consumers, society, and the environment, as well as strictly adhering to ethics and laws. It does not focus solely on increasing sales but also accounts for sustainability and long-term value creation.

In today's business environment, the Company utilizes various marketing strategies, including advertising and media production across all available channels, as tools to communicate and promote its services. This ensures customers can access information regarding service formats, content, and objectives. These activities are grounded in a code of ethics, accuracy, honesty, and fairness, while remaining effective in attracting customers to the Company's services.



Operational Plan

The Company develops marketing strategies, updates service information, organizes promotional activities, and produces advertising media through a thorough review and screening process. This process considers sustainability and consumer impact and requires approval from senior management. Furthermore, training is provided to sales and marketing personnel to ensure they are well-informed before communicating approved information to interested customers or service users. All strategies and marketing plans must align with and comply with the Consumer Protection Act B.E. 2562 (2019).

Performance Results

Based on the monitoring of customer complaints, particularly regarding misleading or exaggerated advertising, there were no reported incidents or complaints related to such issues in the past year.

Social and Community Responsibility

The Company recognizes its role in society and conducts activities that promote value for communities, society, and the environment. We focus not only on business profits but also on balancing economic, social, and environmental interests to achieve sustainable development.

Community Engagement and Development

As a tourism service provider with locations nationwide, the Company emphasizes operations that care for local communities by minimizing environmental impact and promoting local identity, such as arts, culture, and community ways of life. Engaging with communities not only creates a unique identity and standout selling point but also increases local income, fosters sustainable development, and strengthens local pride—essential foundations for business sustainability.



The Company encourages all hotels in its network to support local community activities as appropriate to build positive and lasting relationships. We have set a goal to organize at least two activities per year that promote local arts and culture. Additionally, we support local farmers' income through the procurement of food and raw materials, with a target to increase the proportion of local sourcing by 2% compared to the previous year.

Implementation and Feedback

The Company builds strong community relationships through meetings with representatives and activities that allow communities to express opinions and voice their development needs. We prioritize the preservation of local culture by supporting and participating in traditional festivals and arts, such as Songkran and Loy Krathong, and contribute to educational development through scholarships and the provision of learning materials.

We maintain a continuous monitoring and evaluation system for community engagement to adjust our plans according to community needs and changing environments. Furthermore, we provide opportunities for the community to participate in planning and provide feedback through joint meetings with local government officials or community leaders. This approach reflects our commitment to sustainable community development and mutual growth between the business and the community.

Performance Results

In 2025, every hotel in the Company's network participated in local community activities. The Company is currently in the planning phase to identify methods for increasing the procurement of local raw materials and/or products by 2% in accordance with the established target.

Branch	Number of Community Activities Participated In
Veranda Resort and Villa Hua Hin	3
Veranda High Resort Chiang Mai	20
SO/ Bangkok	4
Veranda Resort Pattaya Na-Jomtien	21
VERSO Hua Hin	6
Rocky's Boutique Resort	15
Veranda Resort Phuket	10

Sustainability issues management and corporate governance and economic performance

Corporate governance

Corporate Governance and Economic Sustainability Management focuses on ensuring transparency and sustainability within a business while creating long-term value for the organization, its shareholders, and society as a whole. Effective governance fosters economic growth and builds trust among stakeholders.

The Company has implemented a good corporate governance policy that aligns with the principles of good corporate governance for listed companies, as established by the Securities and Exchange Commission in the 2017, and in accordance with the CG Code. Additionally, the Company has developed a code of conduct and an anti-corruption policy to provide clear guidelines for conducting business with transparency.

In 2025, the Company committed no violations of the regulations set forth by regulatory bodies, including the Securities and Exchange Commission (SEC) and the Stock Exchange of Thailand (SET).

* More details can be found at <https://www.verandaresortir.com/en/company-policy>



Under the principles of Good Corporate Governance, the Company participated in the Corporate Governance Report of Thai Listed Companies (CGR) survey. In the latest assessment, the Company achieved a 4-star rating ('Very Good') with a score of 89, representing a 7-point increase. For 2026, we remain committed to enhancing our operational processes and information disclosure to achieve our goal of a 5-star rating.

Operational Plan

To achieve its goals, the Company has implemented recommendations from the assessment to enhance and expand information disclosure across all dimensions. This involves reviewing the vision, mission, and strategy to align with the goals and key sustainability issues. There is also a plan to develop a policy regarding responsibility towards all stakeholders, which includes the establishment of a Compliance unit. The collected data will be compiled and disclosed in the annual One Report for 2024, with the evaluation results set to be announced in October 2025.

Overall results

The Company has prepared data and plans to enhance the evaluation results in order to achieve the established goals. An evaluation of the Company will take place, and the results will be announced in October 2026.

As of December 31, 2025, the Company's management structure consists of a board of directors comprising 10 members, which is divided as follows:

- Executive Directors: 4 members (40% of the total directors)
- Non-Executive Directors: 6 members (60% of the total directors)
- Independent Directors: 4 members (40% of the total directors)

* Full details on corporate governance and board structure can be found in the 2025 One Report

Risk management

Risk management and the assessment of ESG (Environmental, Social, and Governance) risks are essential processes that help hotel businesses mitigate potential impacts while creating opportunities for sustainable development. This is especially important in an era where consumer demand for environmental and social governance is on the rise.

The Company acknowledges the significance of risk management, which may arise from both internal and external factors. To address these risks effectively, the management has established a risk management policy as a guideline for navigating challenges with minimal impact on the Company's operations. This policy follows the risk control system based on the principles of COSO (The Committee of Sponsoring Organizations of the Treadway Commission). It outlines the policies, processes, and procedures for managing various types of risks, including business, financial, compliance, and legal risks, as well as emerging risks that may arise in the future.

The Company evaluates, monitors, and manages risks by presenting risk issues to the Sustainability and Risk Management Committee for review on a quarterly basis.



Operation plan for sustainability key issues

The Company employs a systematic approach to risk management and continuous monitoring. When analyzing and assessing risks in each area, the Company determines that acceptable risk assessment results must not exceed 15 points. This threshold is established to minimize serious impacts on the Company, its stakeholders, and business operations. The Company also conducts an annual review of its risk management policy and framework, presenting it to the Board for consideration and approval. This practice helps mitigate potential impacts and enhances the opportunity to achieve business goals. A good risk management system enables organizations to operate stably over the long term.

The Company has established a Risk Management Working Committee that holds quarterly meetings to monitor and analyze the Company's risks, assess performance, and identify any new risks that may arise. This proactive monitoring allows the Company to promptly improve and adjust its risk management strategies in response to changing circumstances or crises. The Company prioritizes each risk by evaluating both its impact and likelihood. If any risk receives an assessment score of over 15 points, the management and the committee will work together to find a solution for effective risk management. Additionally, the management reports the outcomes of risk management to the Sustainability and Risk Management Committee, which then presents these findings to the Board of Directors for acknowledgment. This process ensures that risk management operates smoothly and aligns with good governance practices and the organization's sustainability objectives. The Company has made its full Risk Management Policy available on its website and plans to update this policy to include ESG risks by 2026.

Overall results

The Risk Management Committee convened to analyze and assess risks, following up on results each quarter. In 2025, the Company did not encounter any risks exceeding 15 points, which is the acceptable threshold set by the Company.

Additionally, the Company has developed a Business Continuity Plan (BCP), which is essential for ensuring that operations can continue in the event of unexpected incidents, such as natural disasters, system failures, or other emergencies. This plan includes setting objectives, conducting risk assessments, and establishing communication guidelines. It also features crisis management procedures and identifies responsible individuals in various departments to minimize financial and reputational damage, reduce the risk of business disruption, and enhance confidence among customers and stakeholders.

**For information on business risks, financial risks, strategic risks, and emerging risks, please refer to the 2025 One Report.

Personal information protection

The Company understands the importance of protecting personal data and has established a personal data protection policy. This policy outlines the purposes of data collection, usage, and disclosure, as well as the protection and storage duration of personal data. It also defines the rights of personal data owners. The privacy policy is available on the Company's website, ensuring that information owners and all stakeholders are informed. Additionally, the Company has appointed a Personal Data Protection Officer to provide guidance to its personnel on compliant practices according to the Personal Data Protection Act B.E. 2562. The officer will also coordinate with government agencies in case of any issues related to the collection, use, or disclosure of personal information. Furthermore, a channel has been developed for receiving complaints about personal data violations. This allows data owners to submit complaints, which the Company will investigate and promptly report back to the data owner with the results.

* Read the privacy policy at <https://www.verandaresortir.com/en/company-policy>

The Company manages and supervises personal data in compliance with the Personal Data Protection Act B.E. 2562, with the following objectives:



Operation plan

The Company is committed to raising awareness about personal data protection through ongoing internal training initiatives. Additionally, the Company have established a comprehensive complaint channel for reporting any data breaches or leaks, supported by the following key action plans:

1. Training on personal data protection

The Company has established the following annual training plans for personal data protection for its employees:

- All new employees will receive 100% training upon their hiring.
- All employees will undergo refresher training annually. They must pass the internal assessment criteria, which requires achieving at least 90% on the test.

2. Receiving complaints regarding leakage or violation of personal data

To ensure compliance with the Personal Data Protection Policy, the Company has established a system for receiving complaints regarding personal data breaches and the event of a data breach involving customers, business partners, employees, or any other related individuals, both within and outside the Company.

Overall results

Over the past year, the Company have implemented a monitoring plan for complaints related to personal data violations involving customers, business partners, employees, and other relevant individuals. Our findings indicate that no personal data violations or incidents of customer data leakage have occurred. Additionally, all Company employees have received training on personal data protection, achieving a 100% compliance rate.

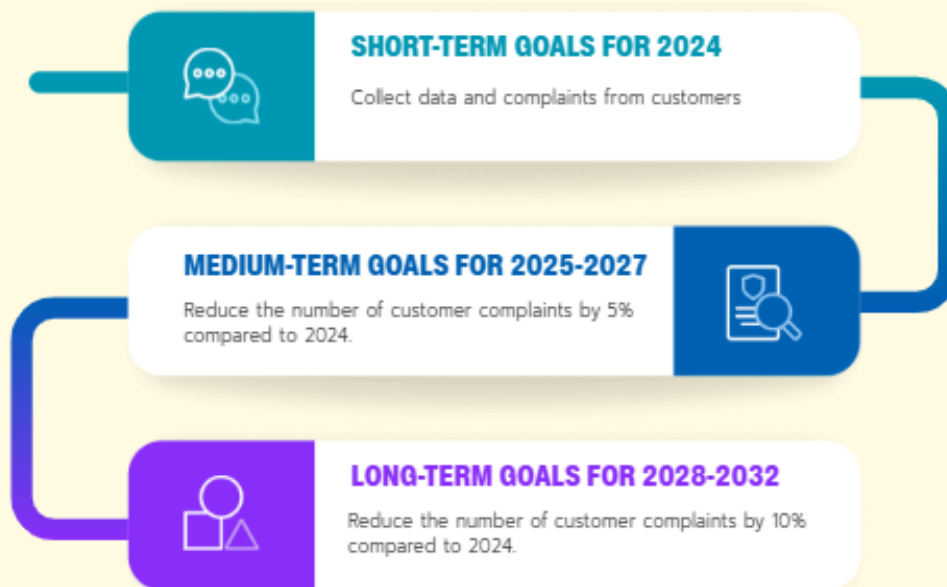
Cyber security

The Company has established a process to monitor and respond to emergencies arising from cyber-attacks, allowing us to effectively manage risks and respond to cyber threat incidents. We are committed to promoting employees' knowledge, understanding, and awareness of the importance of cybersecurity. In line with this commitment, we have developed information technology security policies and operating procedures for the IT department to ensure compliance with legal standards and criteria. In 2024, the Company did not encounter any incidents or cases of cyber-attacks.

*Read the IT security policy at <https://www.verandaresortir.com/en/company-policy>

The Company prioritizes service standards because delivering quality service demonstrates its commitment to meeting customer needs and fosters trust among stakeholders.

To ensure effective service quality management, the Company establishes clear service standards and participates in assessments conducted by external organizations, such as the Event Venue Standards (TMVS) and the Green Hotel Standards.



Operation plan

The Company prioritizes the development of current service standards by providing training and consistently monitoring and evaluating work performance. This approach aims to reduce the number of complaints related to service quality.

Overall results

To enhance service standards, the Company is actively collecting and compiling complaint data. This data will be used to train employees on effectively handling complaints, with the goal of lowering the customer complaint rate to meet established targets.

Supply chain

The Company emphasizes the importance of supply chain management, considering the environmental and social impacts as well as responsible governance practices. This focus aims to improve the efficiency of delivering quality products and services to partners while ensuring transparency and fairness in the procurement process. Furthermore, the Company plans to develop a code of business ethics for partners to encourage adherence to its guidelines. Selecting the right partners is crucial for obtaining quality products and services that meet business needs at reasonable prices. This selection process goes beyond price comparison; it also involves evaluating partners based on their capabilities, reliability, sustainability, and potential for long-term relationships. By doing so, the Company seeks to minimize risks, enhance efficiency, and create a competitive advantage in the market.



Operation plan

The Company is developing a business ethics document for its partners to communicate expectations and provide guidelines for effective collaboration. A plan will also be established to create criteria for selecting business partners during the procurement process. The assessment of business partners will include two parts: a general assessment and an evaluation of environmental, social, corporate governance, and economic factors. The criteria for selecting and evaluating business partners are as follows:

1. General criteria for selecting and evaluating business partners in the procurement process
 - 1.1. The partner should be a manufacturer, entrepreneur, distributor, agent, service provider, or contractor with a verifiable business location.
 - 1.2. The partner must have reliable personnel, machinery, equipment, products, a sound financial status, and a solid business history.
 - 1.3. The partner must accept and comply with the Company's Supplier Code of Conduct.
 - 1.4. The partner should demonstrate satisfactory performance, which will be evaluated based on the quality of products and services provided.
 - 1.5. The partner must not have any conflicts of interest with the Company's business.
 - 1.6. The partner should have no history of prohibited trade due to corruption.
2. Criteria for environmental, social, corporate governance and economic dimensions
 - 2.1. Environmental dimension
 - 2.1.1. Environmental policy
 - 2.1.2. Environmental management
 - 2.1.3. Environmental impact monitoring
 - 2.2. Social dimension
 - 2.2.1. Safety and occupational health
 - 2.2.2. Human resource development
 - 2.2.3. Labor management and human rights
 - 2.3. Corporate governance and economic dimensions
 - 2.3.1. Compliance with laws and regulations
 - 2.3.2. Responsible procurement and environmentally friendly
 - 2.3.3. Business ethics

Overall results

In 2025, the Company gathered essential data to develop a Supplier Code of Conduct and drafted Supplier Sustainability Assessment criteria. These initiatives are scheduled for implementation within 2026. Following this, the Company will communicate these standards to all business partners for their acknowledgment and formal signing of the Supplier Code of Conduct.









Furthermore, the Company is currently conducting feasibility studies to enhance supplier potential in improving product and service quality, aimed at cost reduction and energy efficiency. Key initiatives include:

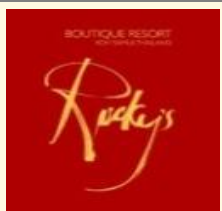





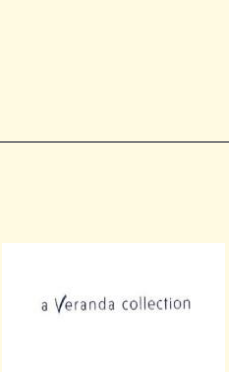
- **Supplier Development:** Organizing training and workshops to promote energy reduction in production, Lean processes, and waste minimization. For example:
 - **Linen Manufacturers:** Optimizing laundry processes to reduce water and chemical consumption.
 - **Food Suppliers:** Minimizing food waste and prioritizing local ingredient sourcing.
- **Promoting Local Suppliers:** Supporting local providers to reduce transportation costs and logistics emissions while strengthening community ties.
- **Technology and Innovation Collaboration:** Utilizing technology to drive efficiency, such as:
 - Encouraging suppliers to adopt IoT, Smart Energy Monitoring, and Inventory Optimization systems. These tools enable partners to lower production costs, reduce labor reliance, and minimize waste generation.


Promoting innovation among suppliers will enhance efficiency throughout the supply chain, reduce operational costs, and ensure supply chain continuity. These efforts significantly elevate the quality of products and services while supporting the Company's sustainability goals and risk management framework. Ultimately, this directly strengthens competitiveness and ensures the long-term sustainable growth of the hotel business.

Trademarks

As of 31st December 2025, The Company and its subsidiaries have owned the trademark 19 items as follows;

Trademarks	Registration No.	owner	Services	Timing	Remark
	181122497	The Company	Hotel, Real estate development, Condominium for sale and rent Condominium management Construction of condominiums, hotels, health care facilities	4 Oct. 2018 – 7 Jun. 2027	
	181122499	The Company	Hotel	4 Oct 2018 - 20 Jun 2027	
	191113125	The Company	Hotel	6 Aug 2019 - 20 Jun 2027	
	181122498	The Company	Food & Beverage	04 Oct 2018 - 20 Jun 2027	
	181124723	The Company	Food & Beverage	8 Nov 2018 - 27 Jun 2027	
	191106673	The Company	Food & Beverage	30 Apr 2019 - 14 Oct 2027	
	u55444	OKT	Food & Beverage	28 Nov 2012 - 13 Dec 2031	
	u55445	OKT	Food & Beverage	28 Nov 2012 – 13 Dec 2031	

Trademarks	Registration No.	owner	Services	Timing	Remark
	201124346	ISA	Hotel	10 Nov 2020 – 26 Mar 2030	
	171127172	VCS	Food & Beverage	29 Aug 2017 – 11 Feb 2026	
	191101773	The Company	Food & Beverage	31 Jan 2019 – 14 Sep 2027	
	221119623	VCS	Food & Beverage	28 Jun 2022 – 22 Mar 2031	
	210114227	OKT	Food & Beverage	27 Jun 2022 – 19 Apr 2031	
	231124728	The Company	Hotel business Manage land sales, Real estate management agent, Real estate broker, Supervise the construction of hotel service buildings and spa health care facilities	30 Apr 2023 – 18 May 2032	
	231124727	The Company	Hotel business Manage land sales Real estate management agent Supervise building constructions Hotel services Spa health care center	30 Aug 2023 – 18 May 2032	

Trademarks	Registration No.	owner	Services	Timing	Remark
	231124726	The Company	Hotel business management, Manage land sales, Real estate broker, Real estate management agent, Supervise building constructions Hotel services and Spa health care center	30 Aug 2023 - 18 May 2032	
	241129725	The Company	Hotel Real estate development Condominium sales and rentals Condominium management And construction	9 Oct 2023- 8 Oct 2033	
	241129322	The Company	Hotel Real estate development Condominium sales and rentals Condominium management And construction	9 Oct 2023- 8 Oct 2033	
	251115774	The Company	Hotel	19 Aug 2024 - 18 Aug 2034	

Remark

- This trademark is valid for 10 years from the date of registration.
- Protection period Starting from registration date - expiration date.

Summary table of sustainability performance in 2025								
Sustainability performance			2023		2024		2025	
Environmental dimension								
E1	Environmental management policy and compliance							
	Number of incidents of law violations or environmental impacts, with explanations of corrective measures	Number of case	0		0		0	
	The total value of damages or fines resulting from these violations and environmental impacts.	Baht	0		0		0	
E2	Power management							
	Energy consumption (electricity/fuel)	kWh	19,750,897.20		20,149,455.08		22,447,399.43	
	Renewable energy consumption	kWh	161,880.61		736,578.49		743,925.72	
	Energy intensity	kWh/Guest night	63.02		58.28		56.61	
E3	Water management							
	Water consumption	m ³	269,511.00		285,680.00		273,228.00	
	Water intensity	m ³ / Guest night	0.823		0.80		0.69	
	Percentage of wastewater treated before disposal	%	100%		100%		100%	
E4	Waste management							
	Waste volume	kg	218,709.20		259,237.90		343,206.44	
	The volume of waste that has undergone reuse and/or recycling processes.	kg	32,691.00		47,297.00		50,138.20	
E5	Greenhouse gas management							
	Total Greenhouse gas emissions of Scope 1 and Scope 2	tCO ₂ e	9,248.50		10,535.54		12,081.69	
	Greenhouse gas emissions per unit (carbon intensity)	tCO ₂ e/ guest	0.030		0.031		0.031	
TLE-E1	Food waste management							
	Total amount of food waste classified by management method							
	- The quantity of food waste that is processed to create fertilizer.	kg.	4,621.00		5,522.00		2,575.90	
	- The amount of leftover food that is repurposed before disposal, including donations of surplus food.	kg.	0.00		0.00		19,223.00	
	- The volume of leftover food that is utilized as animal feed.		86,680.00		97,465.50		175,504.41	
TLE-E3	Using environmentally friendly packaging							
	The total weight of all packages, classified by type and properties, such as:							
	- Recyclable packaging	kg.	11,016.00		2,271.00		1,973.20	
	- Single-use packaging	kg.	8,960.55		13,295.06		14,673.23	
TLE-E4	Hydrocarbon leakage							
	Number of hydrocarbon spill incidents or cases	Time	0		0		0	
TLE-E5	Risks from climate change							
Social Dimension								
S1	Human rights							
	Number of incidents of human rights violations with corrective and remedial measures	Number of cases	0		0		0	
Employment								
S2	Fair treatment of employees							
	Number of employees by gender, age, position level and area of residence							
	Total number of employees	Person	931		893		1,063	
	Employee statistics classified by age group		Male	Female	Male	Female	Male	Female
	- Age under 30 years old	Person	139	165	122	158	160	181
	- Age 30-50 years	Person	266	299	264	289	324	320
	- Age more than 50 years	Person	31	31	30	30	39	39

Summary table of sustainability performance in 2025								
Sustainability performance			2023		2024		2025	
	Employee statistics classified by position levels		Male	Female	Male	Female	Male	Female
	- Operational level	Person	389	446	372	429	478	472
	- Management level	Person	41	46	39	44	41	64
	- Senior executives	Person	6	3	5	4	4	4
	Employee statistics classified by place of residence							
	Number of employees residing in the Central Region (HQ+SO)	Person		360		327		148
	Number of employees residing in the area - Chiang Mai	Person		91		92		93
	Number of employees residing in the area - Chonburi	Person		57		53		57
	Number of employees residing in the area - Prachuap Khiri Khan	Person		97		89		97
	Number of employees residing in the area - Phetchaburi	Person		83		93		86
	Number of employees residing in the area - Suratthani	Person		32		34		36
	Number of employees residing in the area - Phuket	Person		-		-		0
	Number of employees with disabilities and/or elderly	Person		9		10		11
	Employee remuneration							
	Total amount of employee remuneration	Baht		312,790,032.89		290,687,350.29		370,580,699.06
	Percentage of employees who are members of provident funds	%		29.97		34.71		54.19
	Gender pay gap	Female: Male		1.03:1		0.89:1		1:1
	Employee development							
	Average number of training hours of employees	Hours/Person /Year		42.22		35.73		36.49
	Amount of expenses for employee development	Baht		944,356.85		469,935.75		616,751.13
	Safety, occupational health and working environment							
	Number of work-related injury incidents or cases resulting in work stoppages	Time		1		1		3
	Lost Time Injury Frequency Rate (LTIFR)	Times /200,000 hr.		0.11		0.11		0.27
	Promoting employee relationships and engagement							
	Percentage of employees who voluntarily resigned	%		47.37%		48.60%		27.66%
	Number of major labor disputes and remedial measures	Number of case		0		0		0
S3	Responsibility towards customers/consumers							
	Consumer rights							
	Number of cases related to customer data leaks and remedial measures	Number of cases		0		0		0
	Number of incidents or complaints related to consumer rights violations and remedial measures	Number of cases		0		0		0
	Responsible Marketing and Advertising							
S4	Community/Social Responsibility							
	Number of disputes with communities/ society and remedial measures	Number of cases		0		0		0
	Total amount spent on projects or activities for community/social development and assistance	Baht		247,537.90		317,340.48		94,132.37
TLE-S1	Local employment							
	Percentage of employees from local communities	%		77.34%		79.40%		48.64%
TLE-S2	Respect for diversity and equality							
	Employee information classified by gender and nationality	Person	Male	Female	Male	Female	Male	Female
	- Thai nationality		370	421	447	436	484	476
	- South Korean nationality		0	1	0	1	0	1
	- Singaporean nationality		0	0	0	1	0	0

Summary table of sustainability performance in 2025

Sustainability performance		2023		2024		2025	
	- German nationality	1	0	1	0	0	0
	- Malaysian nationality	1	0	1	0	1	0
	- Indian nationality	1	0	1	0	2	0
	- Burmese nationality	1	0	3	0	1	0
	- Filipino nationality	0	2	0	2	0	2
	- British nationality	1	1	0	1	0	1
	- Moroccan nationality	0	0	1	0	1	0
	- Italian nationality	0	0	0	0	0	0
	- French nationality	1	0	0	0	2	0
	The number of incidents or complaints related to violations of rights, equality, and unfair labor practices, along with corrective and remedial measures.	Number of cases		0		0	
TLE-S3	Promotion of female employees						
	Number of female employees classified by position level:	Person					
	- Employees	446		429		472	
	- Executives	46		44		64	
	- Senior executives	3		4		4	
TLE-S4	Community Impact Monitoring and Assessment						
	The number of cases involving disputes or complaints about violations of community rights, along with corrective and remedial measures.	Number of cases		0		0	
Corporate Governance and Economic Dimensions							
G1	Corporate structure and governance policy						
Composition of the committee							
	Total number of directors	Person		10		10	
	Number of independent directors	Person		4		4	
	Number of non-executive directors	Person		5		6	
	Number of female directors	Person		3		3	
	Number of independent directors in each sub-committee:	Person					
	1. Audit Committee			3		3	
	2. Nomination and Remuneration Committee			3		3	
	3. Sustainability and Risk Management Committee			4		4	
	4. Corporate Governance Committee			-		4	
	Number of service years of individual directors	Year					
	1. Chai Jroongtanapibarn			6		7	
	2. Paiboon Kujareevanich			2		3	
	3. Siriporn Maneeapan			2		3	
	4. Trairak Tengtrairat			6		7	
	5. Siriwat Vongjarukorn			6		7	
	6. Kittisak Sopchokchai			6		7	
	7. Pawat Ongvasit			19		20	
	8. Tosaporn Angsuwarangsi			19		20	
	9. Surasak Wongkiatthaworn			19		20	
	10. Varut Tantiphipop					4 Months	
Roles and responsibilities of the board							
	Number of meetings of the committee	Time		6		4	
	Number of meetings of the audit committee	Time		4		4	
	Number of meetings of each subcommittee:	Time					
	- Nomination and Remuneration Committee			1		1	
	- Sustainability and Risk Management Committee			4		4	

Summary table of sustainability performance in 2025					
Sustainability performance			2023	2024	2025
Selection of directors					
Remuneration of directors and senior executives					
	Amount of remuneration for individual directors	Baht			
	1. Chai Jroongtanapibarn	Baht	480,000	480,000	510,000
	2. Paiboon Kujareevanich	Baht	460,000	460,000	490,000
	3. Siriporn Maneepan	Baht	340,000	340,000	370,000
	4. Trairak Tengtrairat	Baht	340,000	340,000	370,000
	5. Siriwat Vongjarukorn	Baht	230,000	230,000	260,000
	6. Kittisak Sopchokchai	Baht	270,000	270,000	300,000
	7. Pawat Ongvasit	Baht	230,000	230,000	260,000
	8. Tosaporn Angsuwarangsi	Baht	270,000	270,000	300,000
	9. Napasorn Soonthornmanokul*	Baht	230,000	230,000	163,548
	10. Surasak Wongkiatthaworn	Baht	270,000	270,000	300,000
	11. Varut Tantiphipop **	Baht	-	-	87,796
	Total amount of remuneration for senior executives	Baht	15,901,568	16,998,678	18,474,693
Director development					
Business ethics					
	Number of cases involving violations of business ethics or instances of corruption with corrective measures	Number of cases	0	0	0
TLE-G1	Customer hygiene and safety				
	The number of cases involving disputes and complaints regarding safety and hygiene deficiencies resulting from service use, along with corrective and remedial measures.	Number of cases	0	0	0
TLE-G2	Cybersecurity and personal data protection				
	Percentage of employees trained on cybersecurity and personal data use	%	100	100	100
	Number of incidents or cases in which the company was attacked by cyber-attacks, along with corrective measures.	Number of cases	0	0	0
	Number of incidents or cases of personal data leakage, along with corrective measures.	Number of cases	0	0	0

*Mrs.Napasorn Soonthornmanokul has tendered resignation from the positions of the Board of Directors, will be effective from 31 July 2025 onwards.

**Mr.Varut Tantiphipop was appointed as a Director of the Company in place of Mrs. Napasorn Soonthornmanokul, will be effective from 14 August 2025 onwards.



veranda
resort

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