![Veranda Resort Public Company Limited logo]

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Veranda Resort Public Company Limited

CORPORATE SOCIAL RESPONSIBILITY & SUSTAINABLE DEVELOPMENT

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About
The 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, 2024, 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 6 locations:

- Veranda Resort & Villas Hua Hin-Cha-am
- Veranda High Resort Chiang Mai
- So/Bangkok
- Veranda Resort Pattaya Na Jomtien
- Veranda Collection Samui - Rocky Resort
- Verso Hua Hin - Veranda Collection

Currently, the Company has not disclosed sustainability performance for our real estate business, which is another core area for the Company. We are in the process of developing a robust data collection system to meet the Company's sustainability standards. Additionally, our Veranda Resort Phuket, scheduled to open in late December 2024, is not included in this report.

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.

Message From The
Chief Executive Officer

Today, there is a growing global focus on sustainabilty issues, including environmental, social, and corporate governance challenges that affect businesses across all sectors. The Company aims to be a destination for customers by creating memorable experiences and fulfilling their needs with every service provided.

To achieve this, the Company places a strong emphasis on internal management, particularly regarding the expectations of all its stakeholders. This approach enables the organization to address key issues effectively, meet customer needs, and promote sustainable business growth while being responsible towards society and the environment.

The Company is dedicated to delivering comprehensive services that meet all customer needs, showcased through a unique and contemporary hotel design that impresses guests. It is committed to managing the service process to ensure consistent quality standards across all locations.

Additionally, the Company emphasizes gender diversity and equality by providing equal opportunities for LGBTQ+ individuals in the workplace. It focuses on developing employees' skills to ensure high performance by equipping them with the necessary tools, a safe work environment, and training in occupational health and safety.

In terms of corporate governance, the Company recognizes ts importance in promoting efficient operations that benefit all stakeholders. Key risk issues are regularly reviewed to prevent potential risks and mitigate the impact of unexpected events.

Finally, the Company pledges to conduct business with integrity, striving to minimize environmental impacts while fostering community and social growth. It operates in accordance with strong corporate governance principles to ensure a sustainable future for the people of Thailand.

Pawatt Ongvasith
Chief Executive Officer

Our First Step toward
Sustainability Journey

Our Vision

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.

Missions

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.

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.

Additionally, the Company is recently expanding its hotel and real estate businesses to Phuket City, an international and domestically renowned tourist destination in southern Thailand, to increase revenue and extend service coverage more comprehensively.

Business Structure

The Company and its subsidiaries operate in two main business segments: The hotel business and the real estate development business, which includes condominiums and detached houses. As of December 31, 2024, the Company and its subsidiaries own 7 hotels, 3 condominium projects, and 2 condominium projects that are under construction.

Corporate Strategies

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.

Entrepreneur Spirit

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

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.
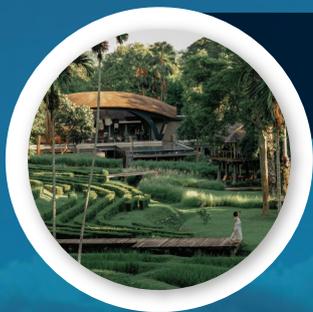
Diversification

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 in Thailand

Chiang Mai
Veranda High Resort Chiang Mai - MGallery

Located outside the city of Chiang Mai and away from the hustle and bustle. Veranda High Resort Chiang Mai is a total Zen experience from the moment of arrival. Representing the cultural heritage of the north and the other contemporary Veranda style.

Hua Hin-Cha Am
Veranda Resort & Villas Hua Hin Cha Am

Veranda Resort & Villas Hua Hin Cha Am is located on the finest beachfront between the traditions Thai Resort Towns of Cha Am and Hua Hin. A hip boutique resort with modern Asian architecture designed for comfort, convenience suitable for romantic getaways and family vacations. Guest rooms redefine hotel standards for comfort with open plan layout, bright airy décor and modern furnishings

Verso Hua Hin
a Veranda Collection

Sitting on the finest beachfront of Khao Takieb - Hua Hin. The brand-new boutique resort offers 38 stylish guest rooms and one sky pool suite with spacious balcony and own round bath tub on. VERSO brings you new discovering of a remarkable travel experience Indigo Splash, limitless exploration on the beach.

Phuket
Veranda Resort Phuket, Autograph Collection

At Veranda Resort Phuket, every room type is a curated haven of comfort, elegance, and unparalleled beauty, offering an experience tailored to your desires. Whether you seek serene ocean views, private pools, or expansive suites for family or romance, each accommodation reflects the essence of Phuket's vibrant charm and luxurious serenity, totaling 159 rooms.

VERANDA

Bangkok
SO/ Bangkok

Contemporary sophistication, SO/ Bangkok is the city's first truly urban hotel, bringing together elegant French luxury and warm Thai hos- pitality where creativity and innovation have no boundaries. Created around The Five Elements (Water, Earth, Wood, Metal, and Fire), this stylish and luxurious design hotel with cutting-edge city living concept is located in the primediplomatic and business district on Sathorn Road overlooking a stunning view of Lumpini Park.

Pattaya Na Jomtien
Veranda Resort Pattaya Na Jomtien - MGallery

Veranda Resort Pattaya Na Jomtien which is close enough to Pattaya city's buzzing neighbourhoods, yet secluded enough to ensure a peaceful and relaxing stay with friends, family or loved ones. Exclusive beachfront location ensures a perfect view over the ocean and nearby islands. Today, a new generation is discovering "lifestyle by the sea", as Veranda Resort Pattaya re-imagines, re-stores and re-invents this area as a fashionable resort destination with a playful, modern twist.

Samui
Veranda Collection Samui - Rocky's Resort

A unique, Intimate boutique resort in Koh Samui Rocky's Boutique Resort - a Veranda Collection is a private beachfront and boutique Samui resort.Features 47 elegant rooms and 3 spacious pool villas, and only a short walk to downtown Lamai.

For more information
SCAN HERE

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55 Rasa Tower II, 27th Floor Phaholyothin Rd.Chatuchak.
Bangkok 10900 Thailand
Tel +66 2 513 3003 | www.verandaresort.com

Intellectual Property

The Company owns a total of 18 registered trademarks as follows

veranda resort

Registration No : 18112297
Owner : The Company

Services

Hotel, Real estate development, Condominium for sale and rent Condominium management Construction of condominiums, hotels, health care facilities

Timing : 4 Oct. 2018 – 7 Jun. 2027

brinner

Registration No : 181124723
Owner : The Company

Services

Food & Beverage

Timing : 8 Nov 2018 - 27 Jun 2027

VERSO hua hin

Registration No : 181122499
Owner : The Company

Services

Hotel

Timing : 4 Oct 2018 - 20 Jun 2027

KOF

Registration No : 191106673
Owner : The Company

Services

Food & Beverage

Timing : 30 Apr 2019 - 14 Oct 2027

VERSO hua hin
a Veranda collection

Registration No : 191113125
Owner : The Company

Services

Hotel

Timing : 6 Aug 2019 - 20 Jun 2027

Chocolab

Registration No : บ55444
Owner : OKT

Services

Food & Beverage

Timing : 28 Nov 2012 - 13 Dec 2031

THE BRINNER CAFÉ

Registration No : 181122498
Owner : The Company

Services

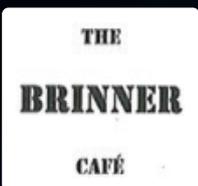Food & Beverage

Timing : 04 Oct 2018 - 20 Jun 2027

MIXO

Registration No : บ55445
Owner : OKT

Services

Food & Beverage

Timing : 28 Nov 2012 – 13 Dec 2031

Registration No : 201124346
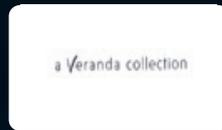Owner : ISA

Services
Hotel

Timing : 10 Nov 2020 – 26 Mar 2030

Registration No : 231124728
Owner : The Company

Services
Hotel business, Manage land sales, Real estate management agent, Real estate broker, Supervise the construction of hotel service buildings and spa health care facilities

Timing : 30 Apr 2023 - 18 May 2032

Registration No : 171127172
Owner : VCS

Services
Food & Beverage

Timing : 29 Aug 2017 - 11 Feb 2026

Registration No : 231124727
Owner : The Company

Services
Hotel business, Manage land sales Real estate management agent, Supervise building constructions, Hotel services, Spa health care center

Timing : 30 Aug 2023 - 18 May 2032

Registration No : 191101773
Owner : The Company

Services
Food & Beverage

Timing : 31 Jan 2019 – 14 Sep 2027

Registration No : 231124726
Owner : The Company

Services
Hotel business management, Manage land sales, Real estate broker, Real estate management agent, Supervise building constructions, Hotel services and Spa health care center

Timing : 30 Aug 2023 - 18 May 2032

Registration No : 221119623
Owner : VCS

Services
Food & Beverage

Timing : 28 Jun 2022 – 22 Mar 2031

Registration No : 230137304
Owner : The Company

Services
Hotel, Real estate development, Condominium sales and rentals, Condominium management And construction

Timing : 9 Oct 2023 - 8 Oct 2033

Registration No : 210114227
Owner : OKT

Services
Food & Beverage

Timing : 27 Jun 2022 – 19 Apr 2031

Registration No : 230137305
Owner : The Company

Services
Hotel, Real estate development, Condominium sales and rentals ,Condominium management And construction

Timing : 9 Oct 2023 - 8 Oct 2033

Our 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.

Value Chain

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

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SUPPORT ACTIVITIES

Primary activities

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Inbound Logistics	Operations	Outbound Logistics	Customer Service	Marketing and Sales

Room Preparation
- Receive and inspect all materials used in customers rooms, ensuring all meet the high standards and properly store them to avoid any damage
- Prepare rooms to be ready to accommodate guests

Check In Process
- Welcome guests, check their information, and complete the check-in process
- Inform the Housekeeping Department to prepare rooms and accommodate other requests as required by customers
- Welcome guests to rooms assigned for them
- Food and Beverage Department prepares breakfast that suits to customer demands

Check Out Process
- Inform the Housekeeping Department to inspect rooms and thanks them for choosing our service

Customer Service
- All departments provide exceptional services to customers with service mind, creating a memorable experience for guests during their stays.
- Conduct a customer satisfaction survey during their stay after the check-out process

Marketing and Sales
- Launch packages and promotions that align with the expectations of the target customer group.
- Collect customer requirements, prepare quotes, and make service contracts/sales orders.
- Forward the booking reservations and customer package details to our hotel branches.

Meeting Services
(meeting rooms, outdoor activity services)
- Receive and inspect all material used in meeting and outdoor activity services, ensuring they all properly store to avoid any damage
- Prepare the venue to be ready for services, ensuring to meet all customer requirements

- Create an Event Order to prepare the venue and other services in accordance with the customer's requirements as provided by Sales.
- Greet and assist guests to the designated venue
- Design the venue setup, event layout, and other special requests as required by customers.
- The Food and Beverage Department prepares food, drinks, and services as per the Event Order.

Check Out Process
- The relevant departments inspect the cleanliness and orderliness of the event venue, clear off the venue, and thanks guests for choosing our service.

- All departments provide services to customers with a warm smile, creating sparkles for a memorable experience for event organizers and attendees.
- Conduct a customer satisfaction survey and actively listen to their constructive feedback.

- Present available packages and seasonal promotions to retain customers for future services

Catering Services
- Receive and inspect the quality of ingredients, prepare, and properly store them to meet standards
- Prepare dining areas to be ready for services

- Prepare food and beverage according to customer preferences.
- Deliver fresh, clean, and safety food according to the highest standards to customers
- Conduct a waste segregation to properly dispose and clear off the food preparation area

- Conduct a customer satisfaction survey and actively listen to their constructive feedback

- Launch attractive promotion quarterly, alluring customers to choose our services
- Offer a wide array of food and beverages to accommodate the needs of our target customers
- Collect and gather special requests from customers to proceed with quotation, service and sales agreement

VERANDA

Inbound Logistics

Operations

Outbound Logistics

Customer Service

Marketing and Sales

Other Facilities
- Spa
- Gym
- Swimming Pool
- Kid Club
- Community Area
- Receive, inspect, and store material used according to standards
- Prepare and set the venue and equipment fully ready and available for services

- Provide other services as requested, regularly check and maintain the environment to ensure it is clean and safe for all customers.
- Offer services that leave a positive impression on customers, ensuring they have a memorable and enjoyable experience.

- Conduct a customer satisfaction survey to collect feedback for after-sales service

Hotel/Venue Shuttle Services

- Prepare vehicles and coordinate with car rental companies, ensuring that all standards are met.
- Prepare and manage reservations for shuttle services as required by customers.
- Ensure that all safety during services is truly met according to the highest standards

- Shuttle services to other places as requested

Collect and gather feedback after services to find any area for improvement

Support Activities

Firm Infrastructure

Management Team / Accounting and Finance / Company Secretary / Engineering / Investor Relations / Laundry Services/ Housekeeping/ Gardening (Ensure that the Community Areas are Clean, Convenient, and Safe for all Customers)

Procurement

Procurement of Room Amenities / Raw Materials for Food and Beverage Services / Materials used for Recreational Activities / Materials used for Spa Services / Material used for Maintenance/ Sourcing for Design Companies for Bid Proposals/ Sourcing for Construction Contractors for Bidding

Human Resource Management

Sourcing, Recruitment/ Hiring/ Employment/ Compensation Management/ Performance Evaluation/ Training and Development/ Employee Benefits/ Environmental and Safety Management/ Corporate Social Responsibility / Liaison with Government Agencies

Technology Development

Server / Cloud / Internet / Tiger Soft / ERP / Sun System / Eagles

Primary Activities

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

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.

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.

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.

Marketing and Sales

The Company 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.

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

Stakeholders

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 operatingthe 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
Employee	▪ 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+)	✅ 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	• GM Town Hall for executives and employees • Line Group Communication • Monthly Meetings
Outsourced Service Providers	▪ 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	✅ Implement transparent and fair procurement policies and procedures ✅ Ensure all payments are settled in timely manner	• Regularly visit and inspect the production process of its suppliers • Email/ Phone/ Line • Designated Coordinator
Customers	▪ 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	✅ 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	• The Company's website • Social Media • Email/ Phone/ Line • The Company's phone • Domestic and International Exhibitions
Community	▪ Create jobs and opportunities in the community ▪ Stimulate economics through sustainable tourism ▪ Operate businesses with a strong sense of responsibility to environment	✅ Promote procurement and employment in the community ✅ Create revenue streams both direct and indirect ✅ Actively engage in Corporate Social Responsibility	• Greet and visit to local community, actively listening to their suggestions • Email / Phone / Line • Social Media
Partners	▪ 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	✅ 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	• Meeting • Email/ Phone/ Line
Shareholders	▪ High returns/ high benefits ▪ Good operational performance ▪ Comprehensive and practical risk management plan	✅ 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	• Annual General Meeting of Shareholders • Opportunity Day • Investor Relations • The Company's Website • Analyst Meeting • Disclosure of Information to the Stock Exchange of Thailand
Regulatory Authorities	▪ 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	✅ Strictly comply with laws and regulations ✅ Continuously engage in ongoing initiatives and activities ✅ Disclose accurate and precise information with transparency	• Official announcement issued by the government agencies • The Company's Website • Meetings • Hotel/Company Visit • Email / Phone/ Line
Non-governmental agencies/ Educational Institutions	**Non-governmental agencies** ▪ 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 **Educational Institutions** ▪ Open opportunities for internship continuously ▪ Provide more on-the-job training for trainees	**Non-governmental agencies** ✅ 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 **Educational Institutions** ✅ Open many opportunities for trainee positions from various educational institutions	• 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.verandaresort.com/ir_index.php > Corporate Governance

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 strive 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
✅ Reduce the waste generation rate per guest ✅ Increase the rate of reused treated water ✅ Reduce the greenhouse gas emissions rate per guest	✅ 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 tranings for employees ✅ Create a sense of awareness among our employees	✅ 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

Environmental

- Achieved a 1.28% reduction in waste generation per guest, compared to the 1% target set based on the 2022 baseline

Social

- Employees received an average of 37.59 training hours per person per year, and managers received an average of 12 hours per person per year, in line with the 2024 targets of 36 hours and 12 hours, respectively.
- Customer satisfaction exceeded 80% at three properties, with five properties ranked in the top 10 in customer ratings.
- All hotel branches organized two community engagement activities per year, surpassing the annual target of one activity.
- No incidents or complaints were received regarding misleading or exaggerated advertising.

Governance

- No data breaches or cybersecurity incidents involving customer information occurred.
- 100% of employees completed PDPA (Personal Data Protection Act) training, with 90% passing the related assessment.
- The Company had no ESG risks exceeding acceptable thresholds.

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
Environmental	■ Pollution and Waste Management	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
	■ Efficient Resources Management	As its main commitment toward social responsibility, the Company is highly aware of utilizing its limited resources to the utmost benefits.
	■ Climate Change Management	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.
Social	■ Customer Satisfaction	The Company prioritizes its service quality to meet customer's demand and high standards, leading to a memorable experience.
	■ Employee Development	Employees' knowledge and skills enhance service efficiency and contribute to their overall well-being and quality of life.
	■ Community Engagement	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.
	■ Service Quality Management	Controlling procedures and operations of each business activity in alignment with established objectives, enabling the Company to manage costs, expenses, and potential complaints effectively.

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

	Material Sustainability Issues and Operational Plan	Impacts on Business and Stakeholders
Social	▪ 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.
	▪ Human Rights	Upholding and protecting human dignity without discrimination is a fundamental principle that helps prevent human rights violations and minimizes related grievances effectively.
	▪ Responsible Marketing Initiatives	Promote positive corporate image and credibility to avoid any potential complaints and legal disputes.
Corporate Governance and Economics	▪ Good Corporate Governance	Always adhere to good corporate governance to create trustworthy and transparency across the Company for a sustainable growth.
	▪ Risk Management	Ensure that effective risk management is set in place to prevent potential damage and build strong trust to stakeholders at all levels.
	▪ 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.
	▪ 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.

2024 Environmental Management and Performance

The Company recognizes the importance of natural resources utilization with a strong sense of responsibility toward the environmental. Accordingly, the Company has implemented business policies that comply with environmental compliances and regulatory requirements, aiming for ongoing development responsive to meet the growing demand of various sectors in society. Not only does the Company comply with environmental regulations, but also it proactively manages energy usage for maximum efficiency, monitors pollution to an acceptance level, and minimize negative impacts on the environment. The Company also provides comprehensive training to create a sense of responsibility among our personnel.

🔍 *Read more the Environmental Policy at: https://www.verandaresort.com/ir_index.php > Corporate Governance > Company Policies

The Company has therefore outlined key environmental dimension as follows

Efficient Use of Resources and Water and Wastewater Management

The Company realizes that its main operations involving the service industry which shows a significant consumption of natural resources, particularly water resources. This presents a key challenge in managing water resources for the maximum efficiency and benefits. The climate change nowadays has led to water scarcity in several areas. Moreover, the advancement of technology has expanded rapidly; thus, the Company has integrated the advanced technology into holistic water management, encompassing water usage and wastewater treatment activities in order to use it for the utmost benefit. Furthermore, the Company also conduct an annual assessment of water consumption according to the corporate water strategy.

The Company's water management practices, in alignment with its environmental policy, are based on the 3Rs approach: reducing water consumption, reusing water and recycling treated water for use. This strategy is aimed at maximizing water use efficiency and minimizing water consumption within the organization. One of the key practices includes the reuse of treated wastewater for landscape irrigation. In addition, the Company regularly monitors the quality of discharged water to ensure it meets legal standards before being released into the environment.

Water and Wastewater Performance Targets

1

Short-term Goals for 2024
- All water quality parameters meet legal standards.
- Develop a plan for reusing treated wastewater.

2

Medium-term goals 2025–2027
- All parameter standards meet legal requirements.
- Reuse 3% of treated wastewater for garden irrigation, calculated based on the total wastewater entering the system.

3

Long-term goals 2028 - 2032
- All parameter standards meet legal requirements.
- Reuse 5% of treated wastewater for garden irrigation, based on the total wastewater entering the system.

Water and Wastewater Operational Plan

The Company has established guidelines for water and wastewater management, with the following actions

• Water and Wastewater Management: Continuously monitor changes in laws and regulations, including all water parameters at properties. Assess potential impacts from regulatory and policy changes, and anticipate future changes affecting water costs, wastewater treatment, and various permits. A response plan has been developed as follows

- Ensure compliance with environmental laws and regulations.
- Promote responsible water usage, including monitoring water consumption, with a focus on reducing water intensity through the use of water-saving fixtures and equipment such as low-flow and automatic plumbing fixtures.
- Systematically monitor water-related risks, particularly those affecting the Company and local communities.
- Measure and monitor water usage and discharge, including potential environmental impacts to surrounding communities, with the aim of improving efficiency.
- Review total water-related costs across all operational areas annually, including any cost increases that may impact operations.
- Monitor incidents, corrective actions, and reporting related to non-compliance.

• Efficient water use refers to the management and utilization of water for the utmost benefits that minimizes any negatively potential impacts on water resources. This approach encompasses water usage in every business activity, optimizing water in a sustainable manner to minimize impacts on the environment and unnecessary water loss. The Company also employed 3Rs practices into its business operations, namely, reduce, reuse, and recycle. Details are as follows:

REDUCE

REDUCE
Water conservation involves implementing measures to reduce water usage in business operations. This may include selecting water-saving tools and equipment, as well as optimizing processes to minimize water loss as much as possible while creating a sense of awareness among our personnel and all stakeholders and promoting water usage practices in a sustainable manner within the organization.

REUSE

REUSE
The Company maximize its greywater from business operations for reuse in order to make optimum use of limited resources. Greywater refers to water that has already been used in business activities (e.g. events, hotels) but is still in good condition. We repurpose it for other uses such as garden irrigation, housework, etc.

RECYCLE

RECYCLE
Water recycling and exploring more opportunities to recycle and reuse water, particularly through the wastewater treatment system within the organization for specific purpose such as irrigating plants.

Operational Performance Results

The Company has discharged wastewater in compliance with legal requirements and regulations, such as the Notification of the Ministry of Natural Resources and Environment on the Standard Control of Wastewater Discharge from Certain Types and Sizes of Buildings B.E. 2567 (2024). This also aligns with the mitigation measures outlined in the Environmental Impact Assessment (EIA) Report. In addition, the Company has continuously improved its wastewater treatment systems to ensure that the discharged water meets quality standards. Regular monitoring is conducted for various water quality parameters, including: pH (acidity/alkalinity), temperature, Chemical Oxygen Demand (COD), Biological Oxygen Demand (BOD), Total Dissolved Solids (TDS), Total Suspended Solids (TSS), Total Kjeldahl Nitrogen (TKN), Oil and Grease, Heavy metals such as Mercury (Hg), Arsenic (As), etc. The results are reported in meetings to monitor and control the quality of wastewater before discharge into the treatment system.

Table showing Wastewater Quality Test Results for the Year 2024 (Unit: mg/Litre)

Subsidiaries	Rooms	pH	BOD	TDS	SS	TSS	TKN	O&G	Sulfide
Veranda Resort & Villas Hua Hin Cha-Am	144	7.9	24	-	7	-	9.7	7	-
Veranda High Resort Chiang Mai	69	7.26	21.7	336	20.2	<0.10	18.7	2.5	1.08
SO/ Bangkok	237	7.6	22.0*	412	1.0	128*	13.6	7	5.2*
Veranda Resort Pattaya Na Jomtien	145	7	3	585	0.3	99*	22.1	28.9*	1.6*
Veranda Collection Samui – Rocky Resort	50	-	27.80	-	-	-	-	0.40	-
Verso Hua Hin	38	7.6	16	400	N/A	5	4	1.7	1

*Values exceeding the standard limit

Source of wastewater test results

• Veranda Resort & Villas Hua Hin Cha-Am   Best Choice Chemical & Engineering Co., Ltd.
• Veranda High Resort Chiang Mai   Testing Laboratory, Science and Technology Service Center, Faculty of Science, Chiang Mai University
• SO/ Bangkok   ALS Laboratory Group (Thailand) Co., Ltd.
• Veranda Resort Pattaya Na Jomtien   Best Choice Chemical & Engineering Co., Ltd.
• Veranda Collection Samui – Rocky Resort   Fukthien Lab and Consultant Co., Ltd.
• Verso Hua Hin   Best Choice Chemical & Engineering Co., Ltd.

Based on the 2024 wastewater quality test results, certain parameters at some properties—such as Biological Oxygen Demand (BOD), Total Suspended Solids (TSS), Oil and Grease, and Sulfide—were found to exceed the legal standards. The Company takes this matter seriously and has promptly implemented initial corrective measures, including: Adding microorganisms for wastewater treatment, increasing the frequency of grease trap cleaning, installing air pumps to supply oxygen into the water. Additionally, experts have been engaged to assess and identify solutions for improving the wastewater treatment systems. Staff training sessions have also been conducted to educate employees on grease disposal from the upstream businesses. These efforts aim to ensure that all wastewater parameters comply with legal standards. The Company will continue to improve and monitor results on an ongoing basis.

Regarding the reuse of treated wastewater in 2024, the Company installed wastewater treatment systems at various properties. The treatment capacities for reuse at each property are as follows

1.Chiang Mai Branch – treated water storage tanks with a full capacity of 90,000 liters
2.Pattaya Branch – treated water storage tanks with a full capacity of 2,000 liters
3.Samui Branch – treated water storage tanks with a full capacity of 3,000 liters
4.Cha-Am Branch – treated water storage tanks with a full capacity of 25,000 liters
5.Hua Hin Branch – treated water storage tanks with a full capacity of 30,000 liters
6.Bangkok Branch – No treated water storage tanks installed

Following the installation of wastewater treatment systems and treated water storage tanks for garden irrigation within the hotel premises, the Company begins to implement its wastewater management as planned to achieve the established goals, and the operating results will be disclosed in the following year.

Energy Management

The Company places great importance on optimizing energy resources with a sense of awareness while actively promoting and encouraging to utilize environmentally friendly energy sources within the organization and maximize limited energy sources for the utmost benefit.

In 2024, the Company has carried out the reduction of energy consumption and an improvement of energy efficiency through the following initiatives

• Developed an annual plan with clear targets for corporate energy savings

• Launched a Solar Rooftop Project, installing solar panels on the rooftops of four hotels—Hua Hin, Pattaya, Chiang Mai, and Khao Takiab—with an investment of over 20 million baht. The estimated break-even point is 4–5 years. The installation has been completed while actual electricity output depends on the weather conditions specific to each location.

• Installed timers to control lighting in public areas of hotels and resorts, optimizing usage times.

• Performed preventive maintenance on in-room air conditioning units every six months and replaced older units with energy-efficient models.

• Introduced low-temperature laundry operations by installing water temperature control systems to reduce electricity and gas usage during washing.

• Increased the number of electricity meters installed at various points to monitor energy consumption and established energy reduction plans for further operations

• Expanded the use of solar-powered lighting in outdoor areas, increasing reliance on renewable energy.

As a result of these energy efficiency measures, the overall energy consumption across the Company and its subsidiaries have decreased compared to the previous years and the customer occupancy rate in 2022.

Total Energy Consumption Table

Energy Consumption	Unit	2022	2023	2024
Electricity	kWh	15,357,528.00	16,434,225.00	16,350,716.00
Diesel	kWh	58,252.17	99,584.52	104,959.60
Gasoline	kWh	14,993.22	18,923.42	25,765.07
LPG	kWh	5,819,984.47	7,356,983.34	4,422,571.01
Total	kWh	21,250,757.86	23,909,716.27	20,904,011.67

Table of Total Energy Intensity per Unit

Energy Intensity / Unit — kWh/guest night

- 2022: 86.48
- 2023: 81.78
- 2024: 64.57
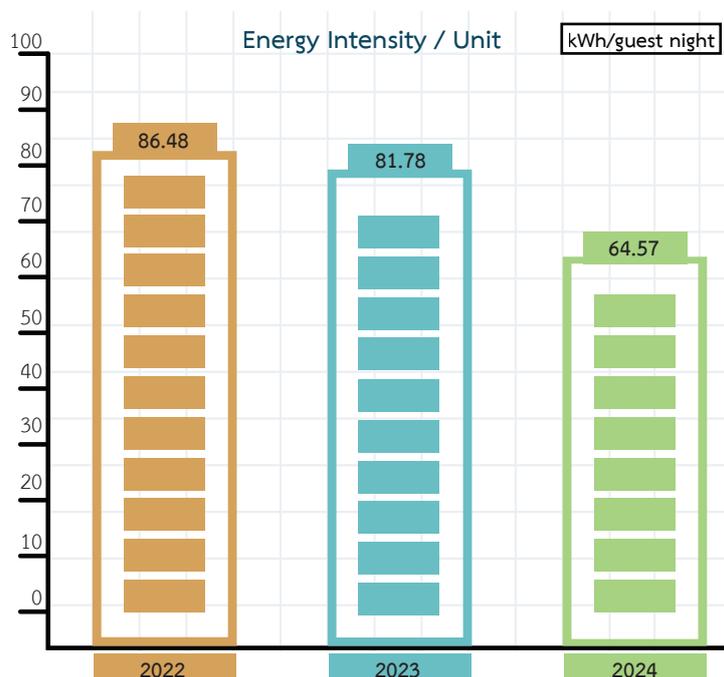
Pollution and Waste Management

Waste generated from business operations includes solids waste, food waste, general waste, agriculture waste,and hazardous waste. Comprehensive guidelines for pollution and waste have been established to mitigate long-term impacts on natural resources and the environment. The approach mainly focuses on the efficient use of resources and maximizing the value of waste from its business operations in order to effectively reduce negative impact on the environment.

The awareness campaigns were also held to promote waste reduction among customers, personnel, and business partners. The approach encourages the adoption of repurposing to create the circular economy. Moreover, the Company has participated in the Green Hotel Certification Program where we are on course to meet its target of certifying "Excellent" or "Gold" level reflecting our firmly commitment to reducing pollution and waste. Our specific targets of pollution and waste management are outlined as follows:

Waste Management Performance Targets

1

Short-term Goal (2024)

Reduce the waste generation rate per guest by 1% in 2024, compared to the year 2022 as the base year.

2

Medium-term Goal (2025–2027)

Reduce the waste generation rate per guest by 2% in 2027, compared to the year 2025

3

Long-term Goal (2028–2032)

Reduce the waste generation rate per guest by 4% in 2032, compared to the year 2025.
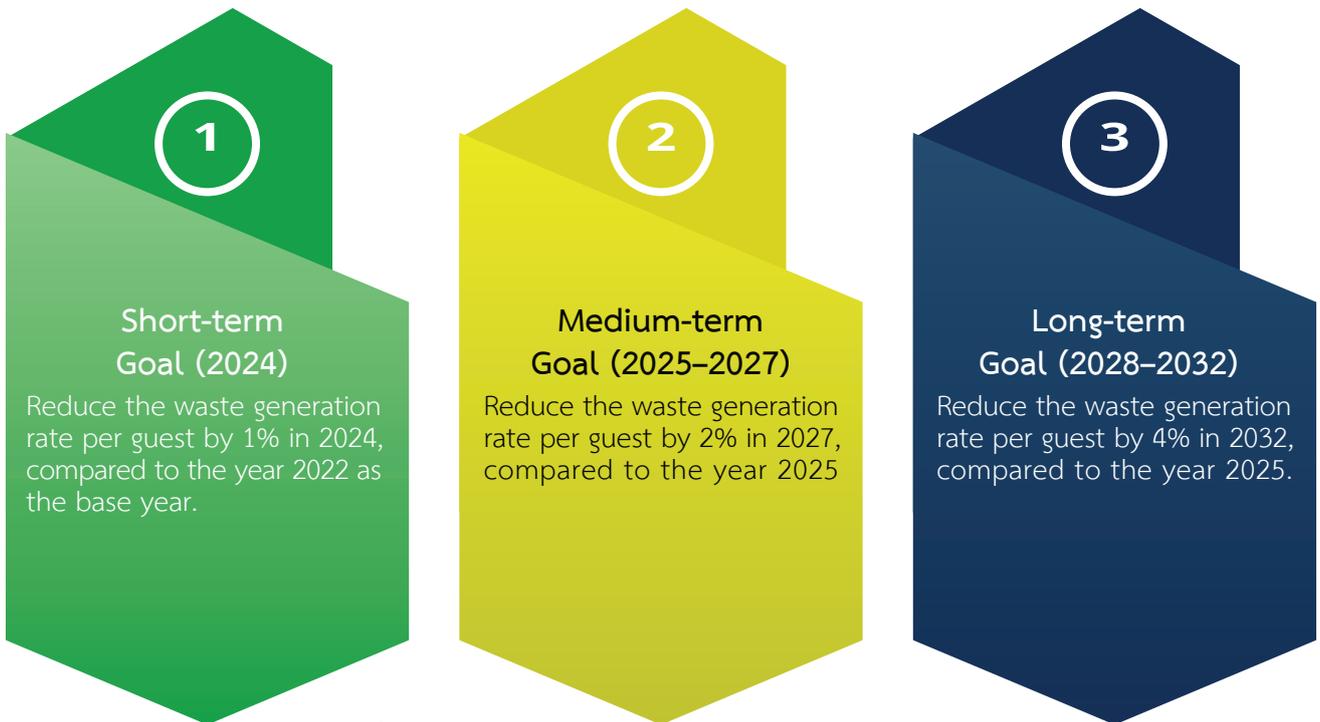
Waste Management Operational Plan

The Company has initiated to form a Yong Green Committee to oversee waste management based on the 3Rs principles: Reduce, reuse, and recycle. This approach aims to reduce both hazardous and non-hazardous waste resulting from business operations to the lowest possible level. A systematic waste management process is also applied from the upstream to downstream, starting from waste sorting, waste collection, and disposal. All data regarding waste management is also collected and reported through a centralized waste management data system to identify opportunities to improve waste management efficiency, such as waste sorting records, operational audits, the amount of waste sent to landfills, and other related information. In addition, waste management guidelines are regularly reviewed, and waste solution services are also audited to ensure our efforts are fully compliance with regulations.

3R Waste Management

REDUCE

The reduction of waste consumption and controlling it to an acceptable level is the practical approach helping decrease waste generation in today's life, namely, food waste reduction campaigns in breakfast operations, discontinuing the use of plastic bottles, purchasing green-labeled products, leveraging electronic communication systems instead of traditional communications, using QR code instead of printed materials, reusing plastic containers, etc. In this regard, an action plan to reduce waste generation has been employed and developed continuously with a particular focuson leveraging limited resources to its utmost benefit and reducing waste generation from the upstream to the downstream business.

Reuse refers to maximizing the value of resources by reusing items and resources multiple times. Certain items can be reused such as the reuse of reusable containers, repurposing plastic bottles into vases, or turning used coffee grounds and eggshells into fertilizer.

REUSE

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.

Operational Performance Results

Our efforts through the Young Green Committee have been demonstrated through our sustainability missions toward its own operations. The table below shows the data of waste generation rate per guest (kg/guest night).

Years	2022	2023	2024
Hazardous Waste (kg)	983.50	2087.20	2,397.20
Non-Hazardous Waste (Recyclable) (kg)	23,425.00	32,691.00	39,777.00
Non-Hazardous Waste (Non-recyclable + General Waste) (kg)	83,983.00	88,006.00	118,915.20
Food Waste Composted (kg)	4,345.00	4,621.00	4,966.30
Surplus Food to Good Use Before Disposal (kg)	0.00	0.00	120.00
Food Waste Used as Animal Feed (kg)	79,525.00	84,684.00	58,232.20
Total Waste (kg)	192,261.50	212,089.20	**224,407.90**
Guest Nights	245,739	292,378	292,034
Waste Generation Rate per Guest (kg/guest night) **	0.78	0.73	**0.77**

Data collected from 2022-2023 includes 5 branches, excluding the Samui branch. In 2024, waste data was collected from 6 branches.

The Company is committed to reducing the waste generation rate per guest night by 1 percent compared to the year 2022 (0.78 kg/guest night). According to our operational results along with strong cooperation from our guests, in 2024, the Company successfully reduced the waste generation rate per guest by 1.78%, equivalent to 0.77 kg/guest as we first targeted.

Furthermore, in 2024, waste data from the Samui branch was also included as part of the Company's overall performance. This brought the total waste across all branches to 242,199.90 kg, with a total of 323,751 guest nights. The result showed that the waste generation rate was 0.75 kg/guest night, marking a 4.38% reduction where we can achieve the established goal.

To ensure the achievement of medium- and long-term goals, the Company will regularly review and improve strategies and measures for effective waste reduction. This includes exploring eco-friendly and reusable packaging options. The Company has considered and designated the year 2025 (B.E. 2568) as a new base year where data collection from the Phuket branch, scheduled to open in 2025, will also be included in the Company's overall performance as well.

Food Waste Management

Food waste management is a critical aspect of reducing environmental impact. The Company places strong emphasis on effective food waste practices, which contribute to minimizing environmental harm—such as reducing greenhouse gas emissions from waste disposal—while also lowering procurement and waste management costs. Efficient food waste management not only lessens the ecological footprint but also creates long-term value for both the business and society.

In 2024, the Company's food waste management initiatives included the following

1.Food Waste Reduction from the Upstream Business

- **Procurement**
  - o Purchase raw materials in appropriate quantities that accurately reflect actual demand
  - o Apply the First-In, First-Out (FIFO) method in inventory management to prevent spoilage
  - o Use reusable food delivery packaging or purchase pre-trimmed ingredients and green-labeled products to minimize waste

- **Production and Consumption Control**
  - o Prepare food in quantities appropriate to the number of customers
  - o Adjust menus based on customer preferences, such as offering set meals or smaller portion sizes

- **Leftover Food Management**
  - o Record, monitor, and track food waste quantities to help reduce future waste

2.Food Waste Recycling and Repurposing

- **Food Repurposing in the Production Process**
  o Repurpose certain types of food waste into new raw materials such as turning leftover bread into breadcrumbs

- **Composting**
  o Convert food scraps such as fruit peels, coffee grounds, or leftover vegetables into compost for agricultural use
  o Provide compost bins for organic waste within hotels or Company premises

3.Proper Food Waste Management

- **Waste Separation at the Source**
  o Separate food waste from general waste for appropriate management
  o Provide labeled bins for different waste types, such as organic waste, recyclable and general waste

4.Creating a Sense of Awareness and Community Engagement

- **Training Sessions for Staff and Stakeholders**
  o Provide comprehensive courses about food waste impacts and proper waste management within the organization
  o Conduct seminars for hotel staff and those who work in food and beverage businesses on sustainable waste management

- **Customer Engagement**
  o Provide options for customers to choose their own food portions such as small buffet or a la carte
  o Promote food waste reduction campaign, e.g., "Zero Waste, Happy Planet"

- **Forming Partnerships with External Organizations**
  o Collaborate with local agencies or authorities to eliminate food waste properly or companies that are able to recycle food in a sustainable manner in order to leverage and recycle it to the utmost benefit. For example, partnership with Bangchak to turn used oil into petroleum.

In addition, the Company has deliberately selected eco-friendly packaging which helps reduce waste generation and the accumulation of plastic in the environment to mitigate negative impacts on natural resources. This is a key initiative to create a robust growth for the Company in a sustainable manner.

In 2024, the total weight of packaging used was 15,882.10 kilograms, categorized by types and materials as follows
- Recyclable packaging: 2,270.80 kilograms
- Single -use packaging: 13,611.30 kilograms

Greenhouse Gas Emissions Management

The hotel and hospitality industry play a crucial role in generating greenhouse gas (GHG) emissions, both directly, e.g. energy use in buildings, and indirectly, e.g. the supply chain, transportation, etc. The Company recognizes the importance of addressing climate change, sustainability, and global warming. Thus, practical measures are set in place to cope with potential impacts of GHG emissions from its business operations and business activities. This includes the implementation of energy-saving approach across its organizations and the adoption of natural resources and the environment with a strong sense of responsibilities as core values for our personnel within the organization. This encourages the maximization of limited natural resources among our staff, aiming to efficiently save energy resources and minimize any activities that lead to GHC emissions, in pursuit of sustainable business operations and in alignment with the United Nations Sustainable Development Goals (SDGs) on Climate Change Adaptation.

GHG Performance Targets

The Company has identified key issues regarding greenhouse gas (GHG) emissions from its business operations and activities as a part of risk assessment framework. The goal is to reduce GHG emissions from its business activities by 1% by 2026, compared to the year 2025 as a base year. The key performance indicator is the number of guest night in each year where the year 2025 will be the base year commencing to record and track GHG emissions data. The Company has set three-phase target for reducing GHG emissions as follows

1

Short-term goal for 2024
Develop a plan to reduce greenhouse gas emissions.

2

Medium-term goal for 2025–2027
Reduce greenhouse gas emissions by 1%, compared to the year 2025.

3

Long-term goal for 2028–2032
Reduce greenhouse gas emissions by 2%, compared to the year 2025.

GHG Operational Plan

The Company has developed an operational plan aligned with its environmental policy and has established strategies for effectively managing greenhouse gas emissions. This encompasses preparing various plans and measures, such as an aggregation of data on electricity, water, fuel, paper, and waste usage to accurately calculate greenhouse gas emissions. The Company also incorporates renewable energy into its business operations by installing solar power systems. A key performance indicator has also been defined as the reduction in energy consumption per guest during a period of stays or using our services.

In addition, an efficiency energy conservation plan is also established to set clear operational energy standards. This plan continuously serves as a practical guideline throughout the organization to enhance energy efficiency. Details are as follows

1. The reduction of energy consumption by installing LED lighting systems and motion sensors in common areas and guest rooms, and improving building insulation to reduce the need for air conditioning.

2. The reduction of water usage by installing water-saving plumbing fixtures such as sensor faucets and low-flow showerheads, encouraging guests to reuse towels and bed linens to reduce water usage from laundry, utilizing a wastewater treatment system to recycle water for appropriate uses such as garden irrigation or cleaning, and installing rainwater tanks for various activities.

3. The reduction of waste within the hotel premises by minimizing the use of single-use plastics such as straws and plastic water bottles, and using refillable containers in guest rooms for items like shampoo and soap.

4. Promoting recycling processes by performing waste separation in guest rooms and common areas, and converting organic waste into compost or supplying it to biogas production facilities.

5. The reduction of carbon emissions from transportation by encouraging cycling and walking in areas surrounding the hotel premises, and shortening the supply chain distance for raw materials by sourcing local ingredients to reduce greenhouse gas emissions from logistics.

Operational Performance Results

The Company has collected data on greenhouse gas emissions under Scope 1 and Scope 2 to calculate the greenhouse gas emissions for the year 2025. This data will serve as a basis for developing policies to reduce greenhouse gas emissions and will be used as the base year for comparing progress toward the medium- and long-term targets.

Table showing Greenhouse Gas Emissions from 2022–2024

Amount of Greenhouse Gas Emissions		2022	2023	2024
Scope 1	tC02e	1,877.92	2,480.35	2,363.40
Scope 2	tC02e	7,677.23	8,215.47	8,173.72
Total (Scope 1 + Scope 2)	tC02e	9,555.15	10,695.82	10,537.12

2024 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 creditability and a robust growth for the Company in the long run.

🔍 *Read CSR Policy at: https://www.verandaresort.com/ir_index.php > Corporate Governance > Company Policies

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 2024, the Company communicated and clarified its operational guidelines to management and employees within the organization. By 2025, the Company is also on track to establish a formal human rights policy. This policy is dedicated to communicating to all relevant internal and external stakeholders.

Human Rights Performance Targets

1 — **Short-term goal for 2024**
Establish a human rights policy

2 — **Medium-term goal for 2025-2027**
A minimum of 80% of employees participate in the trainings and complete the assessments.

3 — **Long-term goal for 2028-2032**
At least 90% of employees participate in trainings and pass the knowledge assessments.
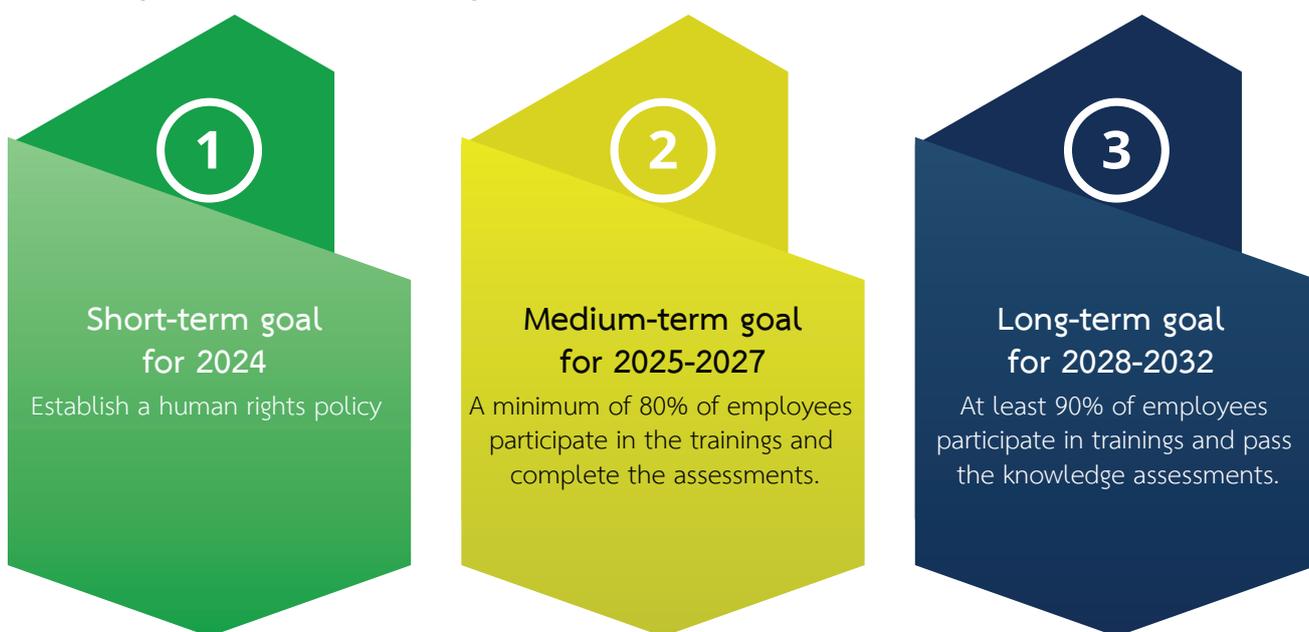
Human Rights Operational Plan

In 2024, the Company prepared a draft human rights policy to be considered and approved by the management and communicated operational guidelines to both management and employees throughout the organization. The aim is to create a sense of awareness of the human rights practice. By 2025, the Company will also conduct comprehensive training sessions of human rights practices related to labor practice, equal opportunity and non-discrimination, prevention of violence, intimidation, and harassment. The goal is to ensure that employees demonstrate knowledge, understanding, and awareness of human rights properly.

Operational Performance Results

The draft human rights policy is currently under review and revision by the management to ensure its appropriateness before being submitted to the Board of Directors for consideration and approval. Nevertheless, the Company remains firmly committed to upholding international human rights principles. **In 2024, there were no reported incidents or cases of human rights violations, and the Company did not receive any complaints related to discrimination, 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.

Employee Development Performance Targets

In 2024, training and development goals are set for employees at all levels. Their established goals are tailored to the specific needs of the business. For general staff, the average training hours are 36 hours per person per year, while for managerial level and above, the average target is 12 hours per person per year.

1 — Short-term goal for 2024

Average training hours of employees
- Staff Level: 36 hours/person/year
- Managerial Level: 12 hours/person/year

2 — Medium-term goals for 2025–2027

Average training hours of employees
- Staff Level: 40 hours/person/year
- Managerial Level: 16 hours/person/year

3 — Long-term goals for 2028–2032

Average training hours of employees
- Staff Level: 42 hours/person/year
- Managerial Level: 18 hours/person/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 2024, the Company achieved notable results in employee development. At the staff level, the average training hours was 37.59 hours per person per year, while at the managerial level, the average was 12 hours per person per year. In the same year, the Company allocated a total of 469,936 THB for employee knowledge and skill development.

The Employee Engagement and Retention Plan

serves as a key tool to help the organization foster positive relationships and retain talented employees over the long term. This plan encompasses various strategies as details below.

Employee Engagement and Retention Performance Targets

1

Short-term goal for 2024

Formulate a plan to enhance employee engagement

2

Medium-term goals for 2025–2027

Employee turnover rate decreased by 2% compared to 2023.

3

Long-term goal for 2028-2032

Employee turnover rate decreased by 4 % compared to 2023.

Operation plan

The Company has developed an Employee Engagement and Retention Plan to better understand employee needs, as the turnover rate has shown an upward trend. This plan enables the Company to assess employee satisfaction and identify areas for improvement to enhance employee well-being, increase work efficiency, and strengthen relationships with customers and business partners.

An employee satisfaction survey will be conducted, with results to be collected in October 2025. Based on the survey findings, the Company will develop an action plan to achieve its objectives in the following year.

In addition, recreational activities were also held such as a Staff Party and Sport Day to foster employee engagement. The Company also encourages employees to share their feedback and suggestions with management to help improve work quality and the overall working environment.

Operational Performance Results

The Company has begun communicating and informing employees about the upcoming employee satisfaction survey, which is scheduled to commerce in October 2025. In addition, ongoing annual employee engagement activities have contributed positively. However, in 2024, the voluntary employee turnover rate was 48.60%, reflecting a slight increase compared to 2023. This increase was mainly due to the closure of certain branches and the termination of food and beverage business operations. Moreover, fostering employee engagement not only significantly decreases the turnover rate but also strengthens the relationship between the Company and its employees. As a result, the Company experienced no labor-related complaints or disputes in 2024 or in previous years.

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.

Goals of key points

The Company is dedicated to fostering a safe and healthy work environment for its employees by promoting employee satisfaction and engagement, enhancing its reputation, and minimizing the risk of legal compliance issues, with the following objectives

1

Short-term goals for 2024

The frequency of workplace accidents due to work stoppages is no more than two times per year.

2

Medium-term goals for 2025-2027

The frequency of workplace accidents due to work stoppages is no more than once per year.

3

Long-term goals for 2028-2032

The frequency of workplace accidents due to work stoppages is zero.

Operation plan

1.Inspections of equipment and tools

The Company has established a Safety and Health Committee that meets monthly to inspect and maintain essential equipment, tools, and appliances, thereby preventing work-related accidents. The purpose of these meetings is to summarize findings, address any issues, and ensure that all equipment is always in proper working condition. This proactive approach will help reduce the risk of accidents caused by damaged or unavailable tools and supports the goal of achieving zero accidents in the workplace. Additionally, having a regular inspection process allows for effective tracking and resolution in case of emergencies.

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 2024, there was one accident 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	2022	2023	2024
SO/ Bangkok	0	0	0
Veranda Resort and Villa Hua Hin	3	1	0
Veranda High Resort Chiang Mai	0	0	0
Veranda Resort Pattaya Na-Jomtien	0	0	1
VERSO Hua Hin	1	0	0
Rocky's Boutique Resort	0	0	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

Goals of key points

1 Short-term goals for 2024

Customer Satisfaction Score
Achieve a score of at least 80 percent or in the top 10 of the service area

2 Medium-term goals for 2025-2027

Customer Satisfaction Score
Achieve a score of at least 85 percent or in the top 10 of the service area

3 Long-term goals for 2028-2032

Customer Satisfaction Score
Achieve a score of at least 90 percent or in the top 10 of the service area

Operation plan

The Company conducts analysis, surveys, and data collection on various aspects of customer experience, including expectations, fast service, product quality, safety, product and service usage, and after-sales care. This includes offering personalized service and effective problem-solving to reduce complaints. To facilitate this, the Company provide a s ystem for customers to express their opinions and organize training for employees to enhance their skills in customer care and service delivery. Additionally, the Company use evaluation tools to measure customer satisfaction and assess employee performance, while regularly monitoring improvements.

Overall results

In 2024, the Company aims to achieve a customer satisfaction score (Reputation Performance Score, or RPS) of at least 80 percent, or to be ranked in the top 10 within the service area. However, the satisfaction indicators vary for each hotel, as some are not part of the ACCOR group that uses the RPS for measuring satisfaction. Instead, these hotels rely on satisfaction scores from Tripadvisor, which reflect their rankings within their respective locations. The details are as follows

2024 Average Customer Satisfaction Score	RPS Percentage	Ranking in the Area
SO/ Bangkok	92.85	88
Veranda Resort and Villa Hua Hin	-	1
Veranda High Resort Chiang Mai	89.26	1
Veranda Resort Pattaya Na-Jomtien	90.55	2
VERSO Hua Hin	-	2
Rocky's Boutique Resort	-	1

Customer satisfaction management shows an average score exceeding 80%, a vital factor that prevents incidents or complaints regarding violations of customer rights.

In addition, the Company has established channels to receive complaints from customers, consumers, and all stakeholders through the following means:

- **Mail** : Audit Committee / Chief Executive Officer Veranda Resort Public Company Limited 555 Rasa Tower Building, 27th Floor, Phahonyothin Road Chatuchak Subdistrict, Chatuchak District, Bangkok 10900
- **Audit Committee E-mail** : auditcom@verandaresort.com
- **Chief Executive Officer E-mail** : pawatt@verandaresort.com
- **Company's Website** : https://www.verandaresort.com/ir_index.php?complaints

Actions when receiving a complaint

The Audit Committee and/or the Chief Executive Officer will review the complaints received and inform the relevant departments to investigate the issues related to the complaints and implement appropriate corrective action. The Audit Committee will monitor the progress within a timely manner and report the complaints along with the audit results to the Board of Directors.

Responsible marketing

Responsible marketing is a strategy in which an organization or business carries out its marketing activities while considering their impact on consumers, society, and the environment. It strictly adheres to ethical standards and legal requirements. This approach goes beyond merely boosting sales; it emphasizes sustainability and aims to create long-term value.

Currently, the Company's business operations require effective marketing strategies, including advertising and media production across various channels. These strategies are essential for communicating with customers and promoting the Company's formats, content, and service objectives. The Company prioritize ethics, accuracy, honesty, and fairness while striving to create appealing campaigns that attract customers and encourage them to use our services.

Goals of key points

The Company shall not generate any complaints about exaggerated advertising or public relations through the complaint channels specified by the Company.

1	2	3
Short-term goals for 2024	**Medium-term goals for 2025-2027**	**Long-term goals for 2028-2032**
No more than 5 customer complaints regarding false advertising	No more than 2 customer complaints regarding false advertising	No customer complaints regarding false advertising

Operation plan

The Company develops marketing strategies, reviews service information to ensure it is up-to-date, organizes sales promotion activities, and produces various advertising materials. All of these undergo a thorough review and content screening process, with careful consideration given to sustainability and customer impact. The final content is approved by the Company's senior executives. Before communicating this approved information to potential customers or service users, training is provided to sales and marketing staff. Additionally, all marketing strategies and plans must comply with the Consumer Protection Act of 2019.

Overall results

In the past year, monitoring customer complaints revealed there were no issues regarding false advertising.

Community/social responsibilities

Community and social responsibilities are integral to a Company's understanding of its role in society. These responsibilities involve engaging in activities that provide value to the community, society, and the environment. The Company not only focuses on generating profits but also strive to create a balance among economic growth, social well-being, and environmental sustainability for the sake of sustainable development.

Participation and community development

The Company is a tourism service provider operating throughout the country. We emphasize mindful practices that prioritize local communities by minimizing environmental impact and promoting local values and identities, including arts, culture, and community lifestyles. Engaging with the community not only creates a unique identity and selling point but also generates income for local residents, fosters sustainable development, and nurtures a strong affection for the area. This engagement is essential for building a foundation of sustainability for the business. The Company encourages all hotel chains to support local community activities when appropriate, in order to establish positive and sustainable relationships with the communities.

Goals of key points

The Company aims to organize community arts and culture activities at least once a year. Additionally, it seeks to support local farmers by procuring food and raw materials, with a goal of increasing the proportion of local raw materials by 2% compared to the previous year.

1	2	3
Short-term goals for 2024	**Medium-term goals for 2025-2027**	**Long-term goals for 2028-2032**
- Organize activities with the community once a year - Create a plan to increase the proportion of local ingredients	- Organize activities with the community twice a year - Increase the proportion of local ingredients by 2%	- Organize activities with the community 3 times a year - Increase the proportion of local ingredients by 2%

Operation plan

The Company fosters positive relationships with the community by conducting meetings with local representatives and organizing activities that encourage community members to share their opinions and express their needs for regional development. We prioritize the preservation of local culture by supporting and participating in events that showcase the community's traditions, culture, and arts, such as the Songkran and Loi Krathong festivals. Additionally, we contribute to educational development by providing scholarships and educational resources.

The Company has established a system for continuously monitoring and evaluating community participation. This ensures that our plans align with the needs of the community and adapt to the changing environment. We are committed to providing opportunities for communities to engage in plan development and share their suggestions. This is achieved through meetings with agency officials and community leaders to collaboratively implement activities according to the plans. This approach demonstrates the Company's dedication to sustainable community development, fostering mutual growth between the business and the community.

Overall results

In 2024, all of the Company's hotels participated in local community activities and are planning to increase the use of local ingredients and products by 2%, as per the target.

Due to the Company's ongoing cooperation and engagement with the community, the Company has not faced any disputes or complaints regarding violations of community rights.

In 2024, the Company allocated a total of 317,340.48 baht for activities benefiting local communities.

Branches	Number of community participation activities in 2024
SO/ Bangkok	2
Veranda Resort and Villa Hua Hin	2
Veranda High Resort Chiang Mai	2
Veranda Resort Pattaya Na-Jomtien	2
VERSO Hua Hin	2
Rocky's Boutique Resort	2

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.

🔍 More details can be found at https://www.verandaresort.com/ir_index.php?company-policy

Goals of key points

In line with the principles of good corporate governance, the Company has taken part in the Corporate Governance Survey of Thai Listed Companies. Our goal is to achieve a 5-star (Excellent) assessment in 2024. As of now, we have attained a 4-star (Very Good) assessment result.

1
Short-term goals for 2024
CG Score assessment results at 5 stars

2
Medium-term goals for 2025-2027
CG Score assessment results at 5 stars and the score level increased from the previous year.

3
Long-term goals for 2028-2032
CG Score assessment results at 5 stars and the score level increased from the previous year.

Operation 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 2025.

As of December 31, 2024, the Company's management structure consists of a board of directors comprising 10 members, which is divided as follows

- Executive Directors: 5 members (50% of the total directors)
- Non-Executive Directors: 5 members (50% of the total directors)
- Independent Directors: 4 members (40% of the total directors)
- Female Directors: 3 members (30% of the total directors)

Full details on corporate governance and board structure can be found in the 2024 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.

Goals of key points

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

1

Short-term goals for 2024

The evaluation level exceeds the acceptable level no more than 2 times.

2

Medium-term goals for 2025-2027

The evaluation level exceeds the acceptable level no more than 1 time.

3

Long-term goals for 2028-2032

There is no incident where the evaluation result level exceeds the acceptable level.

Operation plan

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 organizati on'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 2025.

Overall results

The Risk Management Committee convened to analyze and assess risks, following up on results each quarter. In 2024, 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 2024 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.verandaresort.com/ir_index.php > Corporate Governance

Goals of key points

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

1
Short-term goals for 2024
- No incidents or complaints regarding personal data leakage
- 100% of employees are trained on PDPA and 80% pass the test.

2
Medium-term goals for 2025-2027
- No incidents or complaints regarding personal data leakage
- 100% of employees are trained on PDPA and 90% pass the test.

3
Long-term goals for 2028-2032
- No incidents or complaints regarding personal data leakage
- 100% of employees are trained on PDPA and 100% pass the test.

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 80% 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.verandaresort.com/ir_index.php > Corporate Governance > Company Policy

Service quality management

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.

Goals of key point

The Company aims to align service quality with customer expectations and sustainability goals by reducing customer complaint rates by 5 percent compared to the previous year.

1	2	3
Short-term goals for 2024	**Medium-term goals for 2025-2027**	**Long-term goals for 2028-2032**
Collect data and complaints from customers	Reduce the number of customer complaints by 5% compared to 2024.	Reduce the number of customer complaints by 10% compared to 2024.

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.

Goals of key points

1

Short-term goals for 2024

- Establish a business ethics code for business partners.
- Establish criteria for evaluating business partners.

2

Medium-term goals for 2025-2027

- 30% of key partners sign the Company's Business Partner Code of Conduct

3

Long-term goals for 2028-2032

- 50% of key partners sign the Company's Business Partner Code of Conduct

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 averifiable 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

2.3.3.Business ethics

Overall results

In 2024, the Company conducted a study and gathered data to create a business ethics code for its partners. The Company also drafted sustainability assessment criteria to be implemented in alignment with the Company's objectives by 2025. This information will be communicated to business partners, who will be invited to acknowledge and sign the Company's business ethics code in the future.

Summary table of sustainability performance in 2024					
Sustainability performance		2021	2022	2023	2024
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	0
	The total value of damages or fines resulting from these violations and environmental impacts.	Baht	0	0	0	0
E2	**Power management**				
	Energy consumption (electricity/fuel)	kWh	8,731,587	15,357,528	16,434,225	16,350,716
	Renewable energy consumption	kWh	0.00	0.00	161,880.61	736,578.49
	Energy intensity	kWh/Guest night		86.48	81.78	64.57
E3	**Water management**				
	Water consumption	m^3	243,987	257,567	269,616	285,680
	Water intensity	m^3/Guest night		1.05	0.92	0.88
	Percentage of wastewater treated before disposal	%	100%	100%	100%	100%
E4	**Waste management**				
	Waste volume	kg	88,353.50	108,391.50	122,784.20	152,324.40
	The volume of waste that has undergone reuse and/or recycling processes	kg	13,107.00	23,425.00	32,691.00	47,297.00
E5	**Greenhouse gas management**				
	Total Greenhouse gas emissions of Scope 1 and Scope 2	tCO2e	1,008.54	1,877.92	2,480.35	2,363.40
	Greenhouse gas emissions per unit (carbon intensity)	tCO2e/guest		0.0389	0.0366	0.0325
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.	3,442.00	4,345.00	4,621.00	5,519.30
	The amount of leftover food that is repurposed before disposal,including donations of surplus food.	kg.				120.00
	The volume of leftover food that is utilized as animal feed	kg.	31,229.20	79,525.00	84,684.00	84,236.20
TLE-E3	**Using environmentally friendly packaging**				
	The total weight of all packages, classified by type and properties, such as					
	Recyclable packaging	kg.	6,336.20	2,987.80	11,015.60	2,270.80
	Single-use packaging	kg.	2,600.14	4,546.80	8,985.99	13,611.30
TLE-E4	**TLE-E4Hydrocarbon leakage**				
	Number of hydrocarbon spill incidents or cases	Time	0	0	0	0
TLE-E5	**Risks from climate change**				

Summary table of sustainability performance in 2024								
Sustainability performance		2021		2022		2023		2024
Social Dimension								
S1	**Human rights**							
	Number of incidents of human rights violations with corrective and remedial measures	Number of case	0		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	764		828		931		893

Employee statistics classified by age group		Male	Female	Male	Female	Male	Female	Male	Female
Age under 30 years old	Person	76	86	118	125	139	165	122	158
Age 30-50 years	Person	266	274	241	284	266	299	264	289
Age more than 50 years	Person	33	29	26	34	31	31	30	30

Employee statistics classified by position levels		Male	Female	Male	Female	Male	Female	Male	Female
Operational level	Person	337	343	341	392	389	446	372	429
Management level	Person	34	40	40	45	41	44	39	42
Senior executives	Person	4	6	4	6	6	5	5	6

Employee statistics classified by place of residence		2021	2022	2023	2024
Number of employees residing in the Central Region (HQ+SO)	Person	249	287	360	327
Number of employees residing in the area - Chiang Mai	Person	90	90	91	92
Number of employees residing in the area - Chonburi	Person	64	54	57	76
Number of employees residing in the area - Phetchaburi	Person	75	76	83	89
Number of employees residing in the area - Prachuap Khiri Khan	Person	93	94	97	91
Number of employees residing in the area - Suratthani	Person	25	30	32	34
Number of employees with disabilities and/or elderly	Person	7	6	9	10

Employee remuneration		2021	2022	2023	2024
Total amount of employee remuneration	Baht	204,277,056.06	271,610,177.14	312,474,437.07	290,687,350.29
Percentage of employees who are members of provident funds	%	23.43	24.52	29.97	34.49
Gender pay gap	Female : Male	1.07	0.96	1.03	0.89

Employee development		2021	2022	2023	2024
Average number of training hours of employees	Hours/Person/Year	25.65	58.39	40.01	37.59
Amount of expenses for employee development	Baht	319,837.64	333,820.41	944,356.85	469,935.75

Summary table of sustainability performance in 2024									
Sustainability performance		2021		2022		2023		2024	
Safety, occupational health and working environment									
Number of work-related injury incidents or cases resulting in work stoppages	Time	0		4		1		1	
Lost Time Injury Frequency Rate (LTIFR)	Times /200,000 hr.	0		0.54		0.13		0.11	
Promoting employee relationships and engagement									
Percentage of employees who voluntarily resigned	%	32.72%		29.11%		47.37%		48.60%	
Number of major labor disputes and remedial measures	Number of case	0		0		0		0	
S3 Responsibility towards									
customers/consumers									
Number of cases related to customer data leaks and remedial measures	Number of case	0		0		0		0	
Number of incidents or complaints related to consumer rights violations and remedial measures	Number of case	0		0		0		0	
Responsible Marketing and Advertising									
S4 Community/Social Responsibility									
Number of disputes with communities/society and remedial measures	Number of case	0		0		0		0	
Total amount spent on projects or activities for community/social development and assistance	Baht	79,051.38		125,396.40		247,537.90		317,340.48	
TLE-S1 Local employment									
Percentage of employees from local communities	%	78.01%		76.21%		77.34%		79.40%	
TLE-S2 Respect for diversity and equality									
Employee information classified by gender and nationality	Person	Male	Female	Male	Female	Male	Female	Male	Female
Thai nationality		315	315	327	365	370	421	444	437
South Korean nationality		0	0	0	1	0	1	0	1
Singaporean nationality		0	0	0	0	0	0	0	1
German nationality		0	0	1	0	1	0	1	0
Malaysian nationality		0	0	1	0	1	0	1	0
Indian nationality		1	0	0	0	1	0	1	0
Burmese nationality		0	0	0	0	1	0	3	0
Filipino nationality		0	3	0	2	0	2	0	2
British nationality		1	1	1	1	1	1	0	1
Moroccan nationality		0	0	0	0	0	0	1	0
Italian nationality		1	0	0	0	0	0	0	0
French nationality		1	0	1	0	1	0	0	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 case	0		0		0		0	

Summary table of sustainability performance in 2024						
Sustainability performance			2021	2022	2023	2024
TLE-S3	**Promotion of female employees**					
	Number of female employees classified by position level					
	Employees	Person	343	392	443	429
	Executives	Person	40	45	44	42
	Senior executives	Person	6	6	5	6
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 case	0	0	0	0

Summary table of sustainability performance in 2024			2021	2022	2023	2024
Corporate Governance and Economic Dimensions						
G1	**Corporate structure and governance policy**					
Composition of the committee						
	Total number of directors	Person	10	10	10	10
	Number of independent directors	Person	4	4	4	4
	Number of non-executive directors	Person	5	5	5	5
	Number of female directors	Person	3	3	3	3
	Number of independent directors in each sub-committee:	Person				
	1.Audit Committee		3	3	3	3
	2.Nomination and Remuneration Committee		3	3	3	3
	3.Risk Committee		4	4	4	4
	Number of service years of individual directors	Year				
	1.Chai Jroongtanapibarn		4	5	6	7
	2.Paiboon Kujareevanich		0	1	2	3
	3.Siriporn Maneepan		0	1	2	3
	4.Trairak Tengtrairat		4	5	6	7
	5.Siriwat Vongjarukorn		4	5	6	7
	6.Kittisak Sopchokchai		4	5	6	7
	7.Pawat Ongvasit		17	18	19	20
	8.Tosaporn Angsuwarangsi		17	18	19	20
	9.Napasorn Soonthornmanokul		17	18	19	20
	10.Surasak Wongkiatthaworn		17	18	19	20
Roles and responsibilities of the board						
	Number of meetings of the committee	Time	4	5	6	4
	Number of meetings of the audit committee	Time	4	4	4	4
	Number of meetings of each subcommittee					
	- Nomination and Remuneration Committee	Time	1	1	1	1
	- Sustainability and Risk Management Committee	Time	4	4	4	4
Selection of directors						
Remuneration of directors and senior executives						
	Amount of remuneration for individual directors					
	1.Chai Jroongtanapibarn	Baht	420,000	420,000	480,000	480,000

Summary table of sustainability performance in 2024						
			2021	2022	2023	2024
Selection of directors						
Remuneration of directors and senior executives						
	Amount of remuneration for individual directors					
	2.Paiboon Kujareevanich	Baht	360,000	360,000	460,000	460,000
	3.Siriporn Maneepan	Baht	300,000	300,000	340,000	340,000
	4.Trairak Tengtrairat	Baht	300,000	300,000	340,000	340,000
	5.Siriwat Vongjarukorn	Baht	210,000	210,000	230,000	230,000
	6.Kittisak Sopchokchai	Baht	210,000	210,000	270,000	270,000
	7.Pawat Ongvasit	Baht	210,000	210,000	230,000	230,000
	8.Tosaporn Angsuwarangsi	Baht	210,000	210,000	270,000	270,000
	9.Napasorn Soonthornmanokul	Baht	210,000	210,000	230,000	230,000
	10.Surasak Wongkiatthaworn	Baht	210,000	210,000	270,000	270,000
	Total amount of remuneration for senior executives	Baht	12,318,545	16,586,444	15,901,568	16,998,678
Director development						
Business ethics						
	Number of cases involving violations of business ethics or instances of corruption with corrective measures	Number of case	0	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 case	0	0	0	0
TLE-G2	Cybersecurity and personal data protection					
	Percentage of employees trained on cybersecurity and personal data use	%	100	100	100	100
	Number of incidents or cases in which the company was attacked by cyber-attacks, along with corrective measures.	Number of case	0	0	0	0
	Number of incidents or cases of personal data leakage, along with corrective measures.	Number of case	0	0	0	0

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