

Sustainability Management System (SMS)

Updated as of: 01 January 2026

Distribution: General Manager, all Department Heads, Committee members,
and Owning Company.

The Sustainability Management System or SMS at Mövenpick Siam Hotel Na Jomtien Pattaya is established to ensure that sustainability management and its business practices are embraced including transparent, documented and updated policies and procedures, implementation and communication plans, and continuous improvement plans. The system embodies the Sustainability Management Plan (SMP) and the Sustainability Management Committee (SMC) to achieve the organization's missions and objectives as following.

MISSION

To ensure ongoing improvements in the areas of environmental issues, reduction of energy and water consumption, waste management, socio-cultural programs, quality, health and safety, with the aim of achieving successful yearly renewal audits by accredited certification company.

To integrate the hotel's sustainability policy & procedures into the hotel's business strategy, operating processes and quality standards.

PURPOSE

The Sustainability Management Committee will meet on a quarterly basis to view sustainability initiatives and analyse reports, feedbacks and comments to detect areas for improvement, to turn them into action and finally improved visible results.

On an annually basis, the Sustainability Committee members are gathered for Annual Management Review emphasizing on reviewing and updating policies and procedures, plans, and performance measurements.

To ensure through regular assessment of products and services in all areas of the hotel operations to identify weak product or service attributes and to collectively develop counter measures and action plans aimed at introducing new improved standards.

SUSTAINABILITY MANAGEMENT COMMITTEE MEMBERS

<i>Roles</i>	<i>Name</i>	<i>Function</i>
Chairman	Dmitry Chernyshev	General Manager
Co-Chairman	Noppadol Pontana	Executive Assistant Manager
Coordinator	Wannarat Krittasutthacheewa	Executive Secretary to GM
Member	Nalintip Oshea	Director of Sale & Marketing
Member	Sattaya Kotemaitree	Director of Marketing Communication
Member	Thammaporn Onjonggrai	Director of Finance
Member	Vladimir Domin	Director of Food & Beverage
Member	Samuele Alvisi	Executive Chef
Member	Warunkan Chaisawat	Director of People & Culture
Member	Surasak Chookwan	Chief Engineering
Member	Suriyawat Malaikaew	Executive Housekeeper
Member	Pornthep Sornsiriwong	Director of Revenue
Member	Patcharakrit Apinaowaniwet	Front Office Manager
Member	Somnuek Kajonsakuntip	Security & Loss Prevention Manager

Note: During the absence of any of the above members, the relevant member has an appointed designates to attend meetings and follow up on actions.

FUNCTIONS TO BE PERFORMED BY THE SUSTAINABILITY MANAGEMENT COMMITTEE:

- To be fully conversant and to comprehensively understand the Sustainability Management System especially the criteria and indicators in their sections and to check, audit, communicate, monitor and implement expected benchmarks and actions.
- To develop policies and procedures, programs, surveys, audits and action plans for key areas of:
 - Environment
 - Social & cultural issues
 - Quality in product and service
 - Health & Safety issues.
- To assess and analyze the various criteria of sustainability. Develop concrete action plans aimed at rectifying the identified areas for improvement or changes and to develop further measures to monitor results and actions.
- To actively encourage the team members in their departments of responsibility to submit "Best Ideas" in relation to energy saving, waste management, training, local support, culture awareness, customer satisfaction, cost conservation, product and productivity improvements, health & safety, environment and work procedures.

- All members of the Sustainability Management Committee to conduct quarterly survey of their key areas of responsibilities to ensure approved and implemented standards are kept, to provide feedback and to assess and suggest possible further improvements.
- To assess and analyze the results of the surveys or audits and to rectify identified weakness in a systematic manner to ensure an improved rating for following audits or surveys.
- To assess and analyze all comments obtained from the Green Globe certification audit aimed at correcting or improving on areas mentioned.
- To ensure new contracts, hotel programs, services, communications and purchases will always consider the hotel's sustainability objectives and that decisions are taken with this in mind. Monitoring and evaluation levels will be developed to ensure commitment.
- To communicate to our guests, suppliers and community the hotel's sustainability program and commitment.
- Inductions to new employees will include the hotel's sustainability program.
- To ensure that Committee members and Training department conduct regular and diverse training/coaching sessions to support the hotel's Sustainability Management Plan and the Green Globe certification.
- To ensure that members of the Sustainability Committee continuously update themselves and the management team on issues in relation to Environment, Social & cultural issues, Quality in product and service, and Health & Safety issues.

Prepared by

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