



Dusit
INTERNATIONAL

SUSTAINABILITY REPORT
2018 / 2019



WHO WE ARE



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Message From Group CEO



At Dusit, we take our role as community stewards seriously, and we are constantly seeking ways to reduce waste, conserve natural resources, and promote eco-friendly practices across our entire operations with the aim of having a positive social and environmental impact wherever we operate.

Sustainability at Dusit starts from the top. In 2018 we established our Sustainability Committee – made up of top management from various functions to develop and oversee the implementation of policy, procedures and practices within our various business units. We believe that management involvement will accelerate and scale-up the integration of sustainability in our daily operations.

The aims of the committee are outlined in our Sustainability Policy, which is designed to guide us towards our Environmental Goals for energy, greenhouse gas emissions, water and food waste. We also set plans to reducing single-use plastics and increasing the use of local and organic sourcing in our operations.

Recent initiatives include reducing our use of single-use plastics by removing plastic straws from guest rooms and restaurants, reducing carbon emissions at our properties by implementing renewable energy technologies (such as solar energy at Dusit Thani Maldives), and promoting the use of local and organic produce in both our hotel and food business. In addition, we have a strong focus on people development, and we commit to providing the tools,

training, and systems our leaders and employees need to excel in their careers and achieve their very best.

For the social issues, we are driven to positively contribute to the communities where we live and work. Our global initiative – Dusit Smile is just one the many way to make an impact. We provide intensive training courses to our staff to help address the problem of child sexual exploitation in the tourism industry.

Furthermore, recognising that good governance is the critical foundation to achieving true sustainability, we promote accountability, transparency, and rule of law at all levels of our company to ensure that, as we grow our operations, diverse our lines of business, and expand our global reach, we will continue to create enduring value for all our stakeholders.

Suphajee Suthumpun
Group Chief Executive Officer

Q&A With The Chairman Of Sustainability Committee



In 2018 Dusit Thani Public Company Limited initiated the Sustainability Committee and appointed Khun Siradej Donavanik, Managing Director (ASAI Hotels), Business Transformation Leader and Vice President of Development & Projects (Dusit Thani Public Company Limited), as the Chairman of the Committee. He is now driving the company towards making significant changes.

Q: How has the company helped to improve the environment, community and society?

A: We began our journey more than 70 years ago as a hospitality company. Being a hospitality company, we realized sustainability isn't a choice but a responsibility towards the environment and everyone who depends so much on it. We subsequently made it our mission to incorporate this responsibility into our daily lives, and how we conduct our day-to-day business.

Internally, our drive for sustainability creates long-term value and a more dynamic vision for all our colleagues. It sets the culture that binds us together in a meaningful and progressive way. It forces us to think about the future and how we can take better care of one another, all across the organization. Because of this, we are able to look beyond the organization and see how our work impacts the broader community and the environment.

The biggest untold value is the acquisition of customers. Customers these days look for value-driven brands, rather than those offering a purely transactional relationship. Combining profit and purpose is the real key to the start of any sustainable journey.

Q: What are you most proud of in 2018/ 2019?

A: I am proud of our progress over the year. We have several programs under key strategic focus areas. For example, we have made a clear commitment to reducing the use of single-use plastics in our operations. So far, thanks to our Chief Operating Officer, we have started by removing plastic straws. This is a good starting point, and we are now expanding to target the other single-use plastic items we use.

Another program is sourcing organic rice from local farmers near our hotels. As Thailand is a major source of rice production and we are a Thai company, we want to support local communities and serve the best quality rice to our people and customers.

Finally, we believe sustainability can be achieved through a shift in organizational mindset and company culture, and have taken actions to drive this. At Dusit Thani Hua Hin, for example, we have involved our colleagues in creating an organic garden where they now cultivate fresh and healthy ingredients daily for use in the staff canteen.



Also, now that we have oversight at the corporate level through the committee, every piece of the jigsaw is consolidated and fine-tuned to ensure that our actions are in line with global and customers' expectations. Our business practices also contribute to the 12 SDGs, which we are happy to support alongside the wider hospitality industry worldwide.

Q: What excites you about the future?

A: Sustainability will, of course, remain a priority for our company. Therefore, I am excited about our efforts to be more sustainable and to expand our reach. In 2020 we will incorporate sustainability in our hospitality education and food businesses. We have colleges in Thailand and the Philippines, and we want to cultivate a sustainable mindset among our students so they can create long-term value for business and the world.

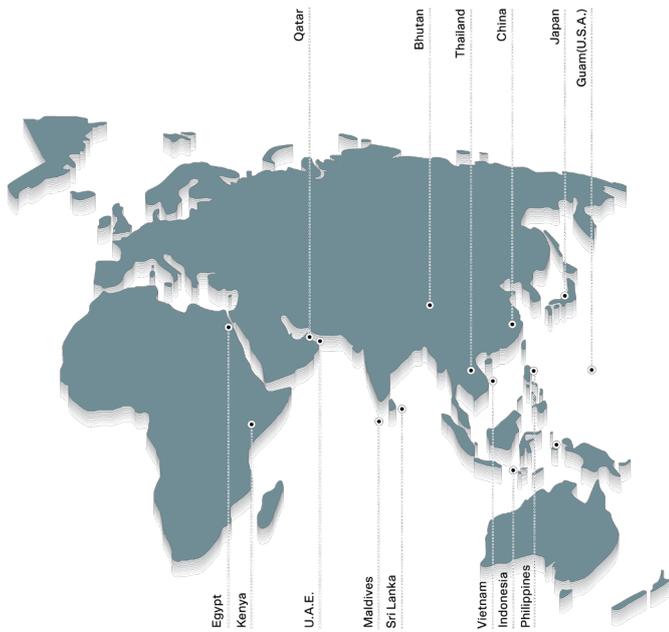
I realize that there is a lot more we can do. I believe that through engagement and communication, we can create a positive impact on the environment and society. And we would like to incorporate sustainability not only in our day-to-day operations but through engagement with our customers. We want to put a lot more focus on content curation and programming which promotes the betterment of self, enhancing wellness and sense of discovery, as well as towards betterment of the world, which enhances inclusiveness and sustainability.

Finally, this report is our opportunity to share an honest and transparent account of the steps we have taken, and the complex challenges we continue to face. It is one of our platforms for engagement, both internally and externally with our stakeholders.

Siradej Donavanik
Chairman of Sustainability Committee

Dusit At a Glance

Dusit International is one of Southeast Asia's leading hospitality companies conducting business across five distinct yet complementary business units, including Hotels & Resorts, Hospitality Education, Foods, Property Development, and Hospitality-related Services.



<h2>37</h2> <p>Dusit Hotels and Resorts</p>	<h2>270</h2> <p>Elite Havens luxury villas</p>
<h2>14</h2> <p>Countries</p> <p>Bhutan, China, Egypt, Indonesia, Japan, Kenya, Maldives, Philippines, Qatar, Sri Lanka, Thailand, UAE, USA (Guam) and Vietnam</p>	<h2>2</h2> <p>Hospitality Colleges</p> <p>leading hospitality colleges with campuses in Thailand and the Philippines.</p>

Detailed breakdowns of operations, market served, revenue and finance can be found in 2019 Annual Report.

From 2 to 5 BUs

Hotels & Resorts	Hospitality Education	Property Development	Dusit Foods	Hospitality-related Services
				Dusit Hospitality Services

Sustainability Management Approach

Amidst the rapid changes occurring around the world, it is important that the Company establishes a well-rounded and careful business strategy. And so in 2019, the Company continued to adhere to its three-pronged strategy for sustainable and profitable growth, “Balance, Expansion, and Diversification.” Apart from business success, the Company is also focused on responsible business, diversity and inclusion, environmental stewardship and community engagement – to create sustainable growth for all stakeholders.



Governance

Stand firm on the foundation of good governance, transparency, and accountability



Employees

Value and respect diversity, and promote and develop employees in their career paths

Our Commitments



Environment

Create environmental awareness for stakeholders and reduce environmental impacts from operations



Communities

Jointly create positive change for communities and societies using existing skills, knowledge, and capabilities

Based on these 4 commitments, in 2018, the Company established a Sustainability Management Policy to clearly demonstrate our commitment and serve as a framework for operations and conduct throughout the organization.

For more information, please refer to the ‘Sustainability’ section of the Company website.

Dusit's Value Chain



Hotels and Resorts

Provide hotel and accommodation services that respond to the needs of guests in all modes of travel, from lifestyle hotels to full-service luxury hotels and high-end luxury villas.

Integrate sustainability into all areas of operations, including business principles, operating guidelines, employee care and development, and stakeholder engagement.

Property Development

Join forces with leading real estate developers in Thailand to build large-scale projects and generate regular revenue streams.

Enact strict measures to reduce potential impacts on the surrounding environment and communities.

Education

Create quality personnel in the tourism and hospitality sector, and join forces with reputable leading global institutions to expand growth at the regional level.

Embed awareness and stimulate behavioral change among students, faculty, and employees to increase their commitment to the environment and local community engagement.

Food

Invest in food businesses with high growth potential or businesses related to food technology to bring the taste of Thai and Asian foods to the international stage.

Operate upon the 4 principles of : health, natural sourcing, chemical-free, and support for local communities.



Hospitality - related Services

Spa (Devarana Spa) / Dusit Thani Freehold and Leasehold Real Estate Investment Trust (D REIT) / Baan Dusit Thani / Online rental booking services (FAVSTAY)

Hospitality services including off-site catering, housemaid services, engineering work, cleaning, and advisory services and hotel openings (Dusit Hospitality Services Co., Ltd.)

Supporting United Nations Sustainable Development Goals

Our strategy for sustainable development is designed to leverage our knowledge, capability and expertise to ensure we have a positive impact wherever we set foot. The 17 Sustainable Development Goals outlined by the United Nations serve as our blueprint to achieve a more sustainable future for all, and we are delighted to directly support 12 of them as follows.

SUSTAINABLE DEVELOPMENT GOALS



2 ZERO HUNGER
Sustainable Food Production
We directly purchase organic rice and produce from local and small-scale food producers to encourage them to implement resilient agricultural practices.



3 GOOD HEALTH AND WELL-BEING
Employee Well-Being
Good health and well-being can be core enablers of employee engagement and organizational performance. The regular activities we arrange help to create a positive work environment.



4 QUALITY EDUCATION
Education
Besides helping young people gain the skills they need to work, we also support the development of hospitality management at Dusit Thani College and Le Cordon Bleu Dusit Culinary School, and promote lifelong learning for all our staff.



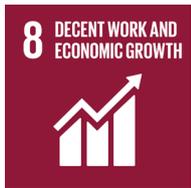
5 GENDER EQUALITY
Women and Children
We empower women in our workplace and provide equal opportunities for our staff. We also stand against the sexual exploitation of children in travel and tourism.



6 CLEAN WATER AND SANITATION
Water
Our water intensity reduction target is designed to help limit the threat of water scarcity and ensure our properties use water efficiently.



7 AFFORDABLE AND CLEAN ENERGY
Clean Energy
We aim to reduce our carbon footprint by integrating alternative energy into our business operations.



Economic Growth
 In the pursuit of sustainable economic growth, we provide clear opportunities for career advancement and promote a diverse and inclusive workplace.



Responsible Consumption
 We are committed to reducing our waste generation through prevention, reduction, recycling and reuse. Creative approaches to combat food loss are also top of our agenda.



Greenhouse Gas Emission
 Our holistic approach to managing our energy starts with raising awareness among our staff. We are now working on reducing our energy and GHG emissions (scope 1 and 2) to reduce our carbon footprint.



Oceans
 We take proactive action to reduce marine pollution, including limiting the use of single-use plastics and efficiently managing wastewater to help protect marine life.



Biodiversity
 We support the use of products from responsibly managed forests and take action to combat illegal wildlife products.



Collaboration
 We collaborate with local and international organizations to apply our shared knowledge, expertise and experience to foster balanced economic, social and environmental development



WHAT WE DO

Our Corporate Governance

Guided by our commitment to sustainable growth and shared value creation for all stakeholder groups, the Company has laid the groundwork for operating on the principles of good governance, working in accordance with our Corporate Governance Policy, Dusit's core values and Code of Conduct to ensure that the organization's management is efficient, transparent, and accountable.



Dusit Suites Hotel Ratchadamri Bangkok, Thailand

Sustainability Committee

To ensure effective and efficient progress on sustainability across the entire organization, the Company's Board of Directors resolved to establish the Sustainability Committee in 2018. The Committee is comprised of top management, heads of business units, and distinguished experts from different agencies who work together to drive sustainability progress in alignment with our business strategy, targets, and sustainability management approaches.

In 2019, the Sustainability Committee organized meetings during each quarter to monitor progress from the previous year, as well as to determine approaches and activities to stimulate employee awareness on social and environmental issues. Results of the meetings are also reported to the Group Chief Executive Officer.

Responsibilities of the Sustainability Committee

1. Determine strategies and issue policies, targets, and key indicators on sustainability
2. Drive the integration of sustainability strategies into business plans
3. Provide advice and support as needed for decision-making processes related to material sustainability issues
4. Monitor, review, and evaluate sustainability performance efficiency
5. Promote employee awareness and engagement and foster an organizational culture that leads to sustainable development

Anti-Corruption

The Company is opposed to all forms of corruption, as is clearly stated in our Anti-Corruption Policy. Similarly, the Company has been certified as a member of Thailand's Private Sector Collective Action Coalition Against Corruption (CAC), which is a program that has been endorsed by the government and the Office of the National Anti-Corruption Commission (NACC). Participation in this program has helped the Company to elevate its work processes for greater transparency, speed, and to reduce potential risks.

In addition, the Company supports all stakeholders in recognizing and prioritizing anti-corruption efforts. We have issued a Whistle-Blowing Policy as tangible evidence of this in writing, and have also identified channels for receiving information or complaints; developed management processes relating to information and complaints, measures to protect the rights of whistleblowers, and guidelines to limit the confidentiality of the identities of whistleblowers to only those who are responsible for investigating the specific complaint.



Whistle-blowing or complaint channels for reporting inappropriate or unethical behavior, and employee suggestion channels

The Company operates with fairness and protects all of our employees who oppose corrupt acts or provide notice of instances of corruption involving the Company. Contact: whistleblowing@dusit.com or Whistleblowing Committee or Audit Committee 319 Chamchuri Square Building 29th Floor, Phayathai Road, Pathumwan, Bangkok 10330

Risk Management

To respond to fast-changing and ongoing developments in economic, social, and environmental contexts, the Company has developed a robust risk management approach to allow us to appropriately manage all of the challenges ahead, as well as to identify new business opportunities that may arise in the midst of these risks.

Regarding risk management implementation, the Company systematically manages risks across the organization using the international risk management framework developed by The Committee of Sponsoring Organizations of the Treadway Commission (COSO). The Company regularly assesses risk factors and adopts technology as a key component for improving work process efficiency and data collection, to ensure that all relevant parties can access information easily, efficiency, and as needed. This further helps the Company to identify sources of information and use them to better analyze key risk factors.

To ensure that risk management occurs efficiently throughout the organization, the Company Board of Directors resolved to set up the Risk Management Committee comprised of top management, heads of business units, and distinguished experts from different agencies. The Committee is responsible for determining policies and management approaches, governing risk management, monitoring progress, and promoting an organizational risk culture. The Board of Directors also established risk management subcommittees for each business unit in support of their work.

Remarks: For more information about the Company's committees and policies, please refer to the 2019 Annual Report and Company website (dusit-international.com).

Data Privacy



The transition towards the digital era has led to greater infringements on personal data protection rights.

For this reason, the Company recognizes and places importance on the protection of the personal information of guests, suppliers, and all of our employees. During the past year, the Company worked to improve our organizational measures and internal data systems, beginning first by developing a strategy, then setting up a working team, analyzing and evaluating various data sources, revising and updating the Privacy Policy, and conducting trainings for all employees to help them understand the impacts of data privacy and to encourage strict compliance with regulations, before communicating on these issues to guests and suppliers at a later stage. These measures ensure the Company's compliance with the latest Personal Data Protection Act B.E. 2562 (2019) and relevant laws and regulations in all countries where we operate.

Our People

Our vision and mission to deliver gracious hospitality to the world and offer experiences that exceed expectations would not be possible without our people, who are the essential driving force behind all that we do.

The Company is therefore fully committed to caring for, developing, and retaining all of our employees and supporting them in their commitment to and engagement with the organization. Through these efforts, our employees will be able to grow in their career paths, and together work to guide the organization towards sustainability.

As part of our determination to become a sustainable growth-led organization, the Company has laid out a Human Resources Management Strategy using the 4Cs concept as the framework for operations, consisting of the following:

Culture

“Foster a value-driven, high performance culture”

All employees will receive orientation and training to help them understand the Company’s Brand Identity, vision, mission, and organizational values. In terms of performance assessments, the Company evaluates employee performance by focusing on results, and provides them with opportunities to try out new methods of work, where managers will help to give advice, as well as opportunities to offer new creative ideas for problem-solving and raising their quality of work.

In addition, the Company places importance on having a clear approach for employee assessments as well as clear communications, and so has established the following performance assessment approach:

KPI Setting: Set performance indicators and targets at the organizational level and implement them from the top down.

Mid-year Review: Conduct a mid-year performance review; managers at all levels will help to monitor performance and provide coaching and feedback during the work period. Plans, targets and indicators can be revised.

Year-end Review: Review performance at the end of the year; managers and employees will jointly discuss, review, and assess performance against set targets, as well as jointly determine new challenging targets for the following year.

Career

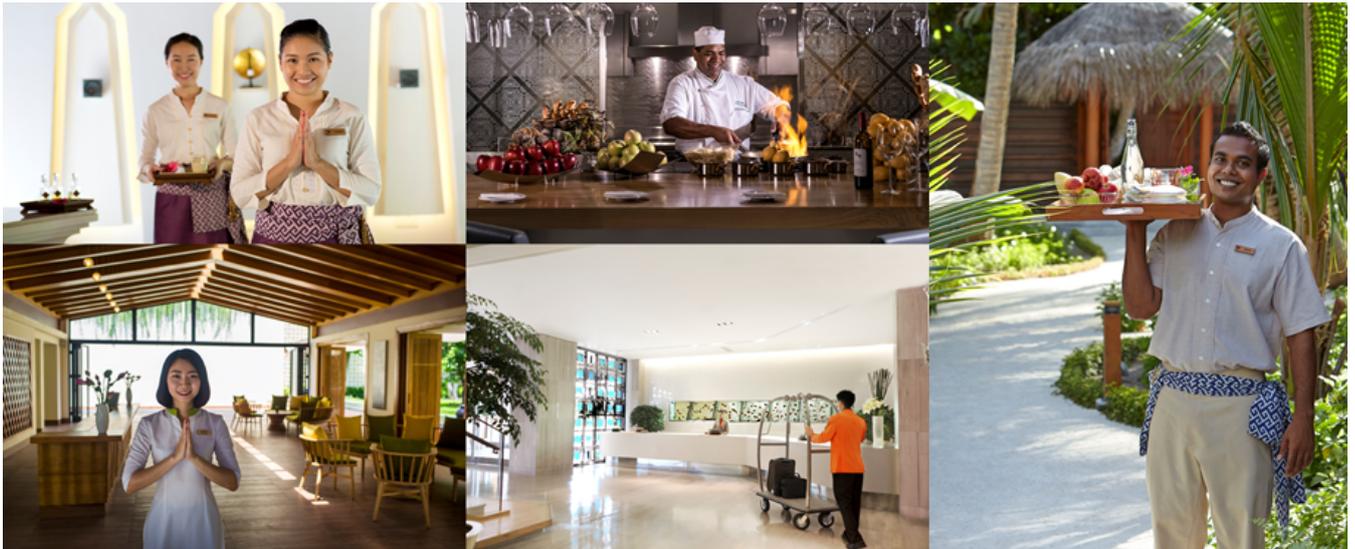
“Build career opportunities with job rotation and mobility”

The Company promotes employee growth in their respective career paths and provides opportunities for job rotations internally and between companies within the Group. We encourage the development of annual action plans to support employees’ growth into higher-level positions.

In addition, the Company implements a number of important programs to promote career growth, including:

D-Star Project: A development program catered to middle management level and above to prepare them for higher-level positions at hotels within the Group, both domestically and internationally.

The LEAD Y Program: A program that invites current operational-level employees within Group hotels who demonstrate high potential and a desire to grow within the organization, and/or fresh graduates from various institutions that are interested in the hotel business, to intern at Group hotels for 1 year and learn about hotel operations in a holistic manner. Following completion of the program, participants are able to work in a department that best suits their skills and interests.



Climate

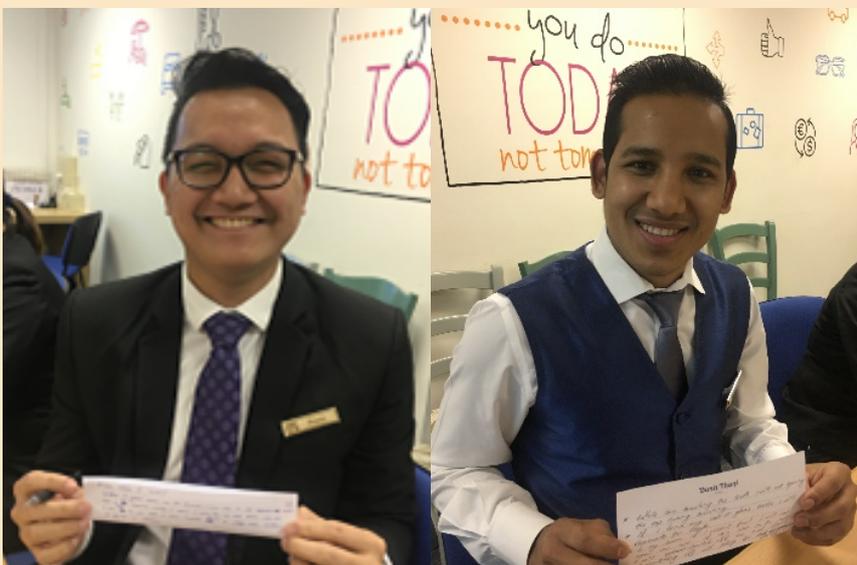
“Unify all employees on the journey to Dusit’s future”

The Company’s 2019 annual employee engagement survey received the participation of 94% of all employees, an increase from 2018. For the 2019 survey, the Company revised the format and questions to better reflect business strategies, which will allow for more direct problem-solving and alignment with current work approaches. The Company further conducted an in-depth analysis of employee expectations and concerns, categorizing results according to gender, age, work levels, area of operations and various other key factors of relevance, and developed improvement plans to address issues going forward.

Capability

“Expand functional and leadership skills”

To support business expansion and build organizational competitiveness, the Company encourages employees across all levels to pursue continuous learning and develop their leadership capabilities – which will enable them to work efficiently at the management level. The Company has designated that all employees create Individual Development Plans (IDP), which are to be used in their continuous development. In terms of building leadership skills, the Company has created the Leadership Development Program (LDP), which aims to identify and enhance essential leadership and team management skills.



Creating Sustainability Awareness

In addition to organizing awareness-raising activities on sustainability, over the past year Dusit Thani Dubai began integrating sustainability-related issues into its employee training. This involves developing basic knowledge and understanding of sustainability, learning about global environmental challenges, sharing best practices and understanding the Company’s management approaches in order to build common knowledge, understanding, and streamlined conduct amongst employees on all related issues. Dusit Thani Dubai is currently in the process of expanding the training course to top management levels.

Human Rights

The Company deeply respects diversity and upholds the principles of human rights and labor standards in accordance with the law in all areas where we operate. We stand firmly against any form of sexual harassment within the organization. These beliefs are formally outlined in the Company's HR Policy and Operation Manual, which has officially been announced to all employees to prevent any violations of fundamental rights or human rights-related issues, including discrimination, harassment, forced and child labor, freedom of labor, compensation and benefits, working hours, termination of employment, basic working conditions, and freedom of association or unionization, among others.

In addition, the Company receives, monitors, and investigates all complaints regarding labor issues through a number of channels, such as the Human Resources System and Grievance Channel. The Company also works to ensure the confidentiality of all individuals issuing complaints during the investigation process, and annually organizes human rights trainings for new and existing employees.

Occupational Health and Safety

With due consideration for the safety and occupational health of our employees, guests, suppliers and contractors, the Company manages occupational health, safety, and environmental issues in a systematic way and in compliance with standards, rules, and regulations. The Company also regularly monitors performance relating to these issues.

Furthermore, the Company promotes a sustainable safety culture for all of our employees including supervisors, executives, and committee members through activities focused on occupational health and safety at the workplace. The Company has set up the Workplace Safety Committee to determine policies and work safety plans; report on and propose improvement and remediation measures, and regularly assess and monitor safety performance to prevent and reduce accidents, hazardous events, injuries, or work-related safety incidents.

Fire safety is another important issue of concern for the Company, as this is key to preventing unexpected events beyond our control impacting our guests or damaging the business. The Company has therefore developed a strict and robust plan of operations as well as an operating manual; procured various equipment such as fire extinguishers and closed-circuit television cameras; installed fire alarms and emergency generators, and finally, organizes annual fire evacuation drills and conducts regular equipment inspections, among other measures.

Employee Code of Conduct

In order for employees to carry out their responsibilities professionally and adhere to the Company's ethical principles, the Company requires that all employees receive guidance on embedding and promoting proper behavior in the workplace, building positive relations with relevant parties, and upholding the Company's reputation. All employees will receive training on business practices, anti-corruption, and the No Gift Policy.

Remarks: For more information about the Code of Conduct for Employees, please refer to the Company's 2019 Annual Report and website (dusit-international.com).





Nairobi in our heart

The terrorist attack that took place at dusicD2 Hotel in Nairobi, Kenya on 15 January 2019 led to the devastating loss of members of the Dusit family who bravely sacrificed themselves for the safety of others. All Dusit employees have been profoundly saddened by this incident, and on the one-year anniversary of the attack, the central office of Dusit International organized a memorial service in remembrance of all the brave individuals who lost their lives that day, which was attended by Group CEO Mrs. Suphajeer and top executives of Dusit International.



Following the concerted efforts of all parties, the hotel was able to resume normal operations on 28 January 2019. The Company has added additional security measures with internationally certified systems to ensure the highest level of safety protection for all.

“The spirit of determination that runs through the entire community is heartening to see, and the support from everyone has been, and continues to be, incredible. This positive energy is driving us as we prepare the hotel to delight guests and visitors once more with delightful service, impressive design, and safe and comfortable surroundings for people to

socialize, stay and conduct business.” Mr. Michael S. Metaxas, General Manager of dusicD2 Hotel Nairobi.

“While we are still deeply affected by the recent events at the hotel, morale is high and everyone is pulling together to create a special return for the hotel. As ever, the safety and well-being of our guests and employees remain our priority, and we will continue to have rigorous security procedures in place that contribute to the high levels of comfort and care for which we are known worldwide.” Mr. Lim Boon Kwee, Chief Operating Officer, Dusit International.



Our Environment and Communities

The Company has always valued the importance of contributing to solutions for social and environmental problems, and as a result has developed a concrete and measurable Social and Environmental Management Plan. The process behind this involved first establishing a policy that aligns with international standards, followed by implementing an integrated management approach for energy, air, water, waste, and stakeholders; driving performance through the Sustainability Committee, working groups at each hotel, and clear responsible owners for specific issues, and finally, regular performance monitoring by internal and/or external agencies. These steps ensure that the Company can manage any activities that impact the society or environment in the most efficient and effective way.

Reducing the use of environmental resources

The Company has integrated environmental management issues into our decision-making process and business operations, and revises our management approach accordingly to ensure that we play our part in creating solutions for environmental problems, including climate change.

In 2018, the Company established the 2020 environmental targets to reduce energy consumption, direct and indirect greenhouse gas emissions (Scope 1 and Scope 2), water use, and food waste, in order to consolidate information for a performance database and to devise proper development approaches for these issues going forward.



Reduce energy use intensity by 10% per business unit.^{1,2}

In 2019, the Company carried out various projects to reduce energy consumption, such as efficiency improvements and inspections of systems and machinery, and switching to LED lightbulbs. As a result, the Company was able to reduce energy use intensity by 4.43% per business unit.



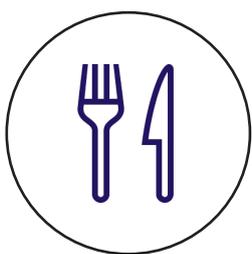
Reduce greenhouse gas emissions intensity (Scope 1 and Scope 2) by 10% per business unit.^{1,2}

Following our commitment to contribute to climate change mitigation efforts, the Company has started collecting relevant data for analysis, developing management plans, and conducting efficiency improvement projects on systems and processes. As a result, in 2019 the Company was able to reduce greenhouse gas emissions intensity (Scope 1 and Scope 2) by 9.52% per business unit.



Reduce water use intensity by 5% per business unit.^{1,2}

In 2019, the Company conducted water use assessments on various sources, such as swimming pools, kitchens, laundry rooms, and others, to ensure that there were no water leakages. The Company also carried out maintenance on machinery that consume large amounts of water, such as cooling towers. Consequently, the Company was able to reduce water use intensity by 5.73% per business unit.¹



Reduce food waste intensity by 5% per business unit.^{2,3}

Many hotels within the Group regularly carry out waste reduction initiatives. For example, Dusit Thani LakeView Cairo, Egypt has partnered with the non-profit organization, Egyptian Food Bank, to donate leftover food from weddings or other large events that was still in good condition to surrounding communities. Dusit Thani Hua Hin, meanwhile, has integrated food management technology developed by the company Winnow into its internal management, which enabled it to save cost approximately 168,394 Thai Baht per year.

Remarks:

1. Data covers Dusit Thani Pattaya, Dusit Thani Hua Hin, Dusit Thani Laguna Phuket, Dusit Princess Srinakarin, Bangkok, Dusit Princess Chiang Mai, and dusitD2 Chiang Mai.
2. Base year for data is 2018.
3. Data of reducing food waste intensity per business unit will be reported in the next reporting cycle.



Converting Sunlight into Electrical Energy

Dusit Thani Maldives, Maldives, has installed more than 800 photovoltaic solar panels on the rooftop of its main site, which is able to convert solar power into 854 kilowatts of electrical energy per day. Although it may be considered minimal compared to the 16,000 kilowatts of electrical energy that the hotel must consume per day, but the electricity generated can be used for multiple purposes, such as for generating electricity for use in villas, desalinating seawater for laundry and ironing, or for charging buggies used within the resort. This has helped the hotel to save on more than 86,500 liters of diesel fuel, which is the equivalent of traveling back and forth between London and Maldives 173 times, or a reduction of 229 tons of exhaust emissions.

In terms of waste management, the Company and hotels within the Group encourage our employees to reduce waste by applying the '3Rs' principle:

Reduce

Reducing waste generation, for example by choosing to use products with the least amount of environmental impact.

Reuse

Reusing materials, such as printing on double-sided paper, or reusing packaging to store tools or other miscellaneous items.

Recycle

Recycling waste through a circular approach by separating trash that can be recycled from offices such as glass, paper, and plastic to be collected and sold to relevant parties.

Forest Stewardship Council

Six hotels and resorts in Dusit Thani Group in Thailand and two Dusit Thani College campuses have chosen to use tissue and photocopy paper that have been certified for sustainable forestry practices by the Forest Stewardship Council (FSC). The FSC certification confirms that the Company's paper originates from environmentally-responsible production processes.



Reduces the cutting of more than
594
tons of trees

Reduces more than
977,793
liters
of water used for
production

Reduces
1,004
kilograms
of carbon dioxide
emissions

Reduces up to
3,677,141
watts
of electricity

Improving service quality management



As a leading organization in the service business, the Company recognizes the importance of responding to stakeholders' expectations in order to deliver the highest levels of satisfaction to stakeholders. For this reason, the Company has integrated the following standards into the governance of each Dusit hotel – ISO 9001: Quality Management System, ISO14001: Environmental Management System, and ISO 20121: Event Sustainability Management System,

covering both owned and managed hotels in Thailand and overseas.

This is so that all processes align with these various requirements and quality standards, and therefore support the achievement of our objective to create the highest level of customer satisfaction as well as stimulate continuous business development.

Hotels with International Organization for Standardization (ISO) Certifications

11 hotels have received the ISO 9001: 2015 certification:

Dusit Thani LakeView Cairo, Dusit Thani Maldives, Dusit Thani Manila, Dusit Thani Abu Dhabi, Dusit Thani Dubai, Dusit Thani Pattaya, Dusit Thani Hua Hin, Dusit Thani Laguna Phuket, Dusit Princess Srinakarin, Bangkok, Dusit Princess Chiang Mai, and dusitD2 Chiang Mai

9 hotels have received the ISO 14001: 2015 certification:

Dusit Thani LakeView Cairo, Dusit Thani Maldives, Dusit Thani Dubai, Dusit Thani Pattaya, Dusit Thani Hua Hin, Dusit Thani Laguna Phuket, Dusit Princess Srinakarin, Bangkok, Dusit Princess Chiang Mai, and dusitD2 Chiang Mai

3 hotels have received the ISO 20121: 2012 certification:

Dusit Thani LakeView Cairo, Dusit Thani Hua Hin, and Dusit Princess Srinakarin, Bangkok



Reducing single-use plastic consumption

Reducing single-use plastics is an important component of the Company’s commitment to reduce our environmental impact. We began with small steps, but have worked steadily to create positive change on society and the environment. In 2018, hotels in Dusit Group began offering drinks without plasticstraws, and eventually switched to more environmentally-friendly alternatives.

As for guest rooms in all Group hotels within Thailand, the Company switched from providing plastic drinks bottles to glass bottles, and is in the process of expanding this initiative to our other hotels overseas. In addition, the Company is continuing towards a sustainable approach by working to replace single-use plastics in hotel products with more environmentally-friendly alternatives, such as by changing the packaging of liquid soaps, shampoos, and conditioners into taller bottles; switching the packaging of toothbrushes, combs, and cotton buds to more biodegradable materials; reducing the use of plastic covers for room slippers; and changing food packaging into biodegradable materials. The Company has started to pilot these measures and is in the process of expansion.

Phuket “Great Big Green”

Dusit Thani Laguna Phuket participated in a single-use plastic reduction project organized by the Phuket Hotels Association and the Embassy of the United States of America to significantly reduce the use of single-use plastics from hotels in Phuket province. This project is an important step in reducing and eliminating marine plastic pollution, which is impacting our oceans on an extensive scale and are threatening tourism within the country and region.



Examples of alternatives to plastic that Dusit Thani Laguna Phuket has adopted include: paper straws and wooden stirrers for certain types of drinks, environmentally-friendly packaging for takeaway food, and switching from plastic to glass water bottles in guest rooms.

Purchasing organic and local produce



Dusit Thani Pattaya, Thailand



Dusit Thani Pattaya, Thailand

A good life begins with good food. This is why the quality of raw ingredients is of paramount importance for the Company. We work meticulously to ensure that we source raw materials that are fresh, clean, free from chemicals and meet hotel standards, as this will allow us to offer the highest standards of food at our hotels and resorts. Meanwhile, we are also prepared to help local farmers who are using organic and chemical-free farming methods in their production process to achieve sustainable growth. The Company therefore developed a plan and target to purchase rice, vegetables, and/or fruits that have been organically-grown and are chemical-free

directly from farmer groups participating in the “Sampran Model” Project, which is an integrated business model built on the foundations of organic farming and fair trade. Over the past year, the Company began piloting this initiative at Dusit Thani Pattaya and Dusit Thani Hua Hin, where we will study and expand on the results of direct-sourcing for organic rice and other products from farmers to all hotels across the country.



Dusit Princess Moonrise Beach Resort, Phu Quoc, Vietnam

Local Sourcing

Apart from locally sourcing raw materials for various menu items, Dusit Princess and dusitD2 hotels in Chiang Mai also source products from local suppliers within Chiang Mai province for its turndown service. This allows customers to experience authentic Chiang Mai culture and heritage through local products, and helps the hotels to reduce greenhouse gas emissions from transporting goods.

Meanwhile, the Dusit Princess Moonrise Beach Resort, Phu Quoc, Vietnam, uses local and environmentally-friendly raw materials such as coconut and banana leaves to decorate tables and walls in meeting and event rooms, as well as during special celebrations.

Implementing organic garden

As part of our commitment to the source and quality of the ingredients used in our dishes, the Company has started to integrate the concept of “Farm to Table” into our operations. Our chefs and employees have begun evaluating the feasibility of planting an organic garden on hotel and resort grounds, and have developed plans to grow produce according to seasonality and menu offerings. Based on the results of our pilot project so far, the Company is confident that this will help to promote employee participation and engagement, and allow us to better control the taste and quality of our raw ingredients. We fully hope that our guests will be able to admire and get a taste of the fresh produce from our gardens.



Dusit Thani Huahin, Thailand

Fresh Vegetables for Consumers

Over the past year, many hotels in the Group have started planting chemical-free vegetable gardens including Dusit Thani Hua Hin, Dusit Princess Srinakarin, Bangkok; Dusit Thani LakeView Cairo, Egypt; Dusit Thani Abu Dhabi, UAE; Dusit Thani Mactan Cebu, Philippines; and dusitD2 Yarkay Thimphu, Bhutan. The vegetables grown are used for meals in staff dining rooms and/or hotel dining rooms.

Banning illegal products in supply chain

The Company has signed the World Travel and Tourism Council (WTTC) Declaration on Illegal Trade in Wildlife to combat the exploitation of vulnerable species and protect communities and wildlife. The Company does not offer any dishes made from shark fin, or from animals that have been sourced illegally or through means that violate human rights.

Similarly, the Company encourages its hotels and resorts to avoid providing dishes that were prepared using vulnerable marine species, or which were caught through unsustainable means.



Dusit Princess Srinakarin Bangkok, Thailand

Increasing awareness of child protection



Forced child labor and child prostitution are two acts that are completely unacceptable and that must not occur, especially within our hotels. In 2018, the Company signed The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism (or “the Code”) to demonstrate our firm stance in protecting children from commercial sexual exploitation within the travel and tourism industry around the world.

Following our signing of the Code, the Company began raising awareness about the issue within the organization by issuing a policy on protecting children from sexual exploitation in the travel and tourism industry, and by providing training to all relevant staff.

Giving back to society through Operation Smile

The Company is proud to contribute funds for surgeries on cleft lips, cleft palates, and other disabilities amongst the youth through our partnership with Operation Smile Thailand, an internationally-renowned organization which mobilizes medical experts and dedicated medical care to provide safe and effective surgeries to those most in need. In 2018 The Dusit Smile project has raised 619,193.41 baht in donations and the Operation Smile project team was able to help 758 patients in Thailand.



Performance Summary

Environmental Performance

GRI	Performance	Unit	2017	2018	2019
Energy					
302-1	Energy consumption within the organization	Kilowatt-hour	27,709,980	27,709,265	26,860,490
302-3	Energy intensity	Kilowatt-hour per business unit	31.93	28.04	26.80
Greenhouse Gas Emissions					
-	Total direct greenhouse gas emissions	Tons of CO ₂ equivalents	19,769.22	19,727.79	19,158.18
305-1	Direct (scope 1) GHG emissions	Tons of CO ₂ equivalents	557.89	516.96	535.81
305-2	Energy indirect (scope 2) GHG emissions	Tons of CO ₂ equivalents	19,211.33	19,210.83	18,622.38
305-4	GHG emission intensity	Ton of CO ₂ equivalents per business unit	0.023	0.021	0.019
Water					
303-5	Total water consumption	Cubic meters	521,444	543,297	550,019
-	Total water consumption per business unit	Cubic meters per business unit	0.60	0.58	0.55

Remarks:

1. Data covers Dusit Thani Pattaya, Dusit Thani Hua Hin, Dusit Thani Laguna Phuket, Dusit Princess Srinakarin, Bangkok, Dusit Princess Chiang Mai, and dusitD2 Chiang Mai.
2. Base year for data is 2018.

Occupational Health, Safety and Performance

GRI	Performance	Unit	2018	2019
-	Total recordable work-related sickness	Cases	0	0
	Total recordable work-related injury	Cases	20	89
	Total recordable work-related injury rate (TRIR)	Cases/ 200,000 man hours	0.84	5.30
	Lost day rate	Days/ 200,000 man hours	2.95	11.19
	Absentee rate	Days / Total working days of employee	0.16	0.17
	Fatality as a result of worked related	Case	0	0

Remarks:

1. Data covers Dusit Suites Hotel Ratchadamri, Dusit Thani Pattaya, Dusit Thani Huahin, Dusit Thani Laguna Phuket, Dusit Princess Srinakarin, Dusit Princess Chiang Mai, dusitD2 Chiang Mai.
2. Injury means the number of injuries from work-related with at least one day's abstention from work which the data does not include accidents categorized at the first-aid level.
3. Lost Day: Time ("days") that an employee could not be worked (and is thus 'lost') because of injury or sickness from work-related. Record begins the next day.
4. Absentee: Time ("days") that an employee absent from work because of incapacity of any kind, not just as the result of work-related injury or disease. Permitted leave absences and compassionate leave are excluded.

Reporting Approach



About this Report

Dusit Thani Public Company Limited, or Dusit International, has prepared a Sustainability Report for 2018 / 2019 to present the Company's economic, social, environmental and governance performance during the period from 1 January 2018 to 31 December 2019. This report covers the approaches and performances of the companies listed in the table below.

This report was developed according to the Global Reporting Initiative (GRI) Sustainability Report Standards 2016, where its contents fulfill the requirements of the "In accordance – Core" level, and is also evaluated in reference to the United Nations Sustainable Development Goals (SDGs).

List of Companies within Reporting Scope

The Company's sustainability approach covers hotel businesses in which the Company is an owner and manager, as well as education businesses. Details are outlined in the table below.

Hotel / Education Institute	Policy	Environmental and Social Performance				
		Energy	Water	Waste	Human Resources	Occupational Health and Safety
Thailand						
1. Dusit Thani Pattaya	•	•	•	•	•	•
2. Dusit Thani Hua Hin	•	•	•	•	•	•
3. Dusit Thani Laguna Phuket	•	•	•	•	•	•
4. Dusit Princess Srinakarin, Bangkok	•	•	•	•	•	•
5. Dusit Princess Chiang Mai	•	•	•	•	•	•
6. dusitD2 Chiang Mai	•	•	•	•	•	•
7. dusitD2 Khao Yai	•	-	-	-	•	-
8. dusitD2 Ao Nang, Krabi	•	-	-	-	•	-
9. Dusit Suites Hotel Ratchadamri, Bangkok	•	-	-	-	•	•
10. Dusit Thani College, Bangkok	•	-	-	-	-	-
11. Dusit Thani College, Pattaya	•	-	-	-	-	-
International						
12. Dusit Thani Manila (Philippines)	•	-	-	-	•	-
13. Dusit Thani Mactan Cebu (Philippines)	•	-	-	-	•	-
14. Dusit Thani Lubi Plantation Resort (Philippines)	•	-	-	-	•	-
15. Dusit Thani Residence Davao (Philippines)	•	-	-	-	•	-
16. dusitD2 Davao (Philippines)	•	-	-	-	•	-
17. Dusit Thani Maldives (Maldives)	•	-	-	-	•	-
18. Dusit Thani Dubai (UAE)	•	-	-	-	•	-
19. Dusit Thani Abu Dhabi (UAE)	•	-	-	-	•	-
20. Dusit Thani Lake View Cairo (Egypt)	•	-	-	-	•	-
21. Dusit Thani Guam Resort (USA)	•	-	-	-	•	-
22. Dusit Doha (Qatar)	•	-	-	-	-	-
23. Dusit Princess Moonrise Beach Resort, Phu Quoc (Vietnam)	•	-	-	-	-	-
24. dusitD2 Nairobi (Kenya)	•	-	-	-	•	-
25. dusitD2 Yarkay Thimphu (Bhutan)	•	-	-	-	•	-
26. Dusit Hospitality Management College (Philippines)	•	-	-	-	-	-

Remarks: For more information about the Company's approach and performance regarding economic aspects, please refer to the 2019 Annual Report.

Stakeholder engagement Process

Each group of stakeholders is important to the Company's operations in direct and indirect ways. Given this, the Company has classified its internal and external stakeholders according to 6 key groups, comprised of: 1. Shareholders and Investors, 2. Guests, 3. Employees, 4. Suppliers, 5. Government, NGO and International Organizations, and 6. Communities and Societies. Means of engagement will differ depending on each stakeholder group to ensure that stakeholders can clearly understand relevant material issues, and that the Company can receive their opinions and expectations to determine the most appropriate response plans for managing the Company's and its stakeholders' key material issues.

Details regarding stakeholder engagement channels and examples of material issues and the Company's responses are as follows.

Shareholders and Investors

Communication Channels

- Annual General Meeting of Shareholders
- Analyst Meeting
- Opportunity Day: Meeting Minority Investors
- Quarterly information disclosure to the Stock Exchange of Thailand
- Dusit Pulse newsletter
- Company website

Examples of Issues and Expectations

- Business growth and expansion
- External factors that impact business operations, such as overall domestic and international tourism trends, the strengthening Thai baht, population change, and changes in teaching and learning methods.
- Cautious and robust risk management

Examples of Company Responses

- Manage the organization on the principles of good governance
- Operate in pursuit of the long-term growth strategy (2016-2025)
- Assess and manage risks in a careful and robust manner

Guests

Communication Channels

- Company website
- Online social media
- Customer service
- Visits and meetings with guests
- Grievance channels
- Post-stay surveys

Examples of Issues and Expectations

- Quality services that meet standards
- Speed and preparedness in responding to guests' needs
- Solving, mitigating, and remedying guest problems
- Protecting guests' data and privacy

Examples of Company Responses

- Train employees to maintain high standards of quality in service
- Provide services that meet guest expectations
- Update and provide guarantees for the quality of service
- Survey guests' opinions and satisfaction, and regularly respond to guest queries through various communications channels
- Communicate through social media, and regularly improve the Company website
- Regularly review sales promotion programs and prices
- Develop and improve systems to protect against leakages of guest information

Employees

Communication Channels

- Email, meetings, CEO Townhall
- Company website
- Orientation, trainings and other activities
- Feedback and recommendation channels
- Annual employee engagement survey
- Annual employee performance evaluation

Examples of Issues and Expectations

- Business direction, policies and guidelines
- Employee engagement
- Growth in career path
- Employee development

Examples of Company Responses

- Develop human resources policies and guidelines, and comply with labor laws
- Assess employee satisfaction and conduct annual employee performance evaluations to improve and enhance engagement levels within the organization
- Promote career advancement for employees
- Develop training courses for employees in various career paths and levels

Suppliers

Communication Channels

- Company website
- Email
- Phone
- Visits/ Meetings/ Site Visits

Examples of Issues and Expectations

- Fair and equal treatment of suppliers
- Transparent procurement process
- Compliance with terms and agreements

Examples of Company Responses

- Clear principles for supplier selection and assessment
- Strict compliance with agreed terms and conditions

Government, NGOs and International Organizations

Communication Channels

- Participation in seminars/meetings/ other activities
- Reports or mandatory information disclosure to the government
- Receiving feedback and opinions through various channels, such as the Company website

Examples of Issues and Expectations

- Strict and full compliance with policies, rules and regulations
- Support for the activities of public agencies
- Support for networks
- The Company's role and responses to changing global trends

Examples of Company Responses

- Develop partnership projects between the public and private sectors
- Share knowledge on best practices to relevant public agencies
- Work with relevant entities, receive feedback and opinions from independent external agencies

Communities and Societies

Communication Channels

- Engagement with communities through social, community, and environmental projects and activities
- On-the-ground engagement with employee volunteers
- Grievance channels

Examples of Issues and Expectations

- Engaging in social activities
- Sharing their beautiful culture and identity
- Choosing to use products and services that consider environmental impacts
- Environment and pollution management
- Natural resources and environmental conservation

Examples of Company Responses

- Support and encourage local communities through various natural resource and environmental conservation projects
- Promote local procurement
- Use energy and manage waste efficiently

Content development Process

In order to achieve efficiency in sustainability management, the Company has revised its material issues, covering opportunities and risks that are material for the business in terms of economic, social and environmental aspects. This involved applying the 4 principles of the GRI Sustainability Reporting Standards 2018, which are Sustainability Context, Materiality, Completeness, and Stakeholder Inclusiveness. The materiality review process consists of the following steps.



For 2018/ 2019, the issues material for the Company's stakeholders and business operations are summarized below:

- Corporate Governance
- Energy Efficiency
- Water Resources Management
- Food Waste Management
- International Standards of Quality Management
- Data Protection
- Respect for Human Rights
- Developing, Caring for, and Retaining Employees
- Safety, Occupational Health and Environment
- Responsible Procurement
- Community and Social Engagement
- Creating Positive Experiences for Guests

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GRI Content Index

GRI Standard	Description	Page / URL / Remarks
Organizational Profile		
GRI 102-1	Name of the organization	8, 33
GRI 102-2	Activities, brands, products, and services	8
GRI 102-3	Location of headquarters	Dusit's headquarter is located in Bangkok, Thailand
GRI 102-4	Location of operations	8
GRI 102-5	Ownership and legal form	Annual Report 2019 (Nature of Business session)
GRI 102-6	Markets served	Annual Report 2019 (Nature of Business session)
GRI 102-7	Scale of the organization	8
GRI 102-8	Information on employees and other workers	<ul style="list-style-type: none"> Total number of employees by employment contract by gender and by region will be collected in the next reporting cycle. Total number of employees by employee type by gender will be collected in the next reporting cycle.
GRI 102-9	Supply chain	10 - 11
GRI 102-10	Significant changes to the organization and its supply chain	Dusit Thani Bangkok, a city icon famed for its striking modernist architecture, is closing its doors in 5 January 2019.
GRI 102-11	Precautionary principle or approach	17
GRI 102-12	External initiatives	Forest Stewardship Council (p.24), Improving service quality management (p.25), Reducing single-use plastic consumption (p.26)
GRI 102-13	Membership of associations	<p>Hotel: Thailand Convention and Exhibition Bureau (TCEP), Thai Hotel Association, The Stock Exchange of Thailand (SET), The World Travel and Tourism Council (WTTC), etc.</p> <p>Education: https://dte.ac.th/en/quality-assurance/</p>
Strategy		
GRI 102-14	Statement from senior decision-maker	4 -7
Ethics and Integrity		
GRI 102-16	Values, principles, standards, and norms of behavior	Vision, Mission, Core Value can be found at Corporate website and Annual Report 2019
Governance		
GRI 102-18	Governance structure	Annual Report 2019 (Management Structure)
GRI 102-20	Executive-level responsibility for economic, environmental, and social topics	15
GRI 102-21	Consulting stakeholders on economic, environmental and social topics	15
GRI 102-22	Composition of the highest governance body and its committees	Annual Report 2019 (Management Structure)

GRI Standard	Description	Page / URL / Remarks
GRI 102-23	Chair of the highest governance body	Annual Report 2019 (Management Structure)
GRI 102-26	Role of the highest governance body in setting purpose, values, and strategy	Annual Report 2019 (Management Structure)
GRI 102-32	Highest governance body's roles in sustainability reporting	36
Stakeholder Engagement		
GRI 102-40	List of stakeholder groups	34 - 35
GRI 102-41	Collective bargaining agreements	Not applicable
GRI 102-42	Identifying and selecting stakeholders	34 - 35
GRI 102-43	Approach to stakeholder engagement	34 - 35
GRI 102-44	Key topics and concerns raised	34 - 35
Reporting Practices		
GRI 102-45	Entities included in the consolidated financial statements	33
GRI 102-46	Defining report content and topic boundaries	33
GRI 102-47	List of material topics	36
GRI 102-48	Restatements of information	This report is the first report that align with GRI Sustainability Reporting Standards 2018. There is no restatement of information.
GRI 102-49	Changes in reporting	This report is the first report that align with GRI Sustainability Reporting Standards 2018. There is no significant changes from previous reporting periods.
GRI 102-50	Reporting period	33
GRI 102-51	Date of most recent report	33
GRI 102-52	Reporting cycle	33
GRI 102-53	Contact point for questions regarding the report	36
GRI 102-54	Claims of reporting in accordance with the GRI Standards	33
GRI 102-55	GRI content index	37 - 41
GRI 102-56	Report external assurance	There is no external assurance for the 2018/2019 report.
GRI 201: Economic Performance		
GRI 103-1	Explanation of the material topic and its boundary	Annual Report 2019 (Risk Factors)
GRI 103-2	The management approach and its components	Annual Report 2019 (Message from Group CEO)
GRI 201-1	Direct economic value generated and distributed	Annual Report 2019 (Significant Financial Information)
GRI 203: Indirect Economic Impacts		
GRI 103-1	Explanation of the material topic and its boundary	27 - 28
GRI 103-2	The management approach and its components	27 - 28
GRI 103-3	Evaluation of the management approach	27 - 28
GRI 203-2	Significant indirect economic impacts	27 - 28

GRI Standard	Description	Page / URL / Remarks
GRI 204: Procurement Practices		
GRI 103-1	Explanation of the material topic and its boundary	27 - 28
GRI 103-2	The management approach and its components	27 - 28
GRI 103-3	Evaluation of the management approach	27 - 28
GRI 204-1	Proportion of spending on local suppliers	27 - 28, Percentage of products and services purchased locally are consolidated and analysed within organization.
GRI 205: Anti-corruption		
GRI 103-1	Explanation of the material topic and its boundary	16
GRI 103-2	The management approach and its components	16
GRI 103-3	Evaluation of the management approach	16
GRI 205-3	Confirmed incidents of corruption and actions taken	16, We do not have confirmed incidents of corruption.
GRI 302: Energy		
GRI 103-1	Explanation of the material topic and its boundary	22
GRI 103-2	The management approach and its components	22
GRI 103-3	Evaluation of the management approach	22 - 23
GRI 302-1	Energy consumption within the organization	30
GRI 302-3	Energy intensity	23, 30
GRI 302-4	Reduction of energy consumption	23
GRI 303: Water		
GRI 103-1	Explanation of the material topic and its boundary	22
GRI 103-2	The management approach and its components	22
GRI 103-3	Evaluation of the management approach	22 - 23
GRI 303-5	Total water consumption	30
GRI 305: Emissions		
GRI 103-1	Explanation of the material topic and its boundary	22
GRI 103-2	The management approach and its components	22
GRI 103-3	Evaluation of the management approach	22 - 23
GRI 305-1	Direct (scope 1) GHG emissions	30
GRI 305-2	Energy indirect (scope 2) GHG emissions	30
GRI 305-4	GHG emission intensity	30
GRI 307: Environmental Compliance		
GRI 103-1	Explanation of the material topic and its boundary	16, 22
GRI 103-2	The management approach and its components	16, 22
GRI 103-3	Evaluation of the management approach	16, 22
GRI 307-1	Non-compliance with environmental laws and regulations	There is no significant fines and non-monetary sanctions for non-compliance with environmental laws and/ or regulations.

GRI Standard	Description	Page / URL / Remarks
GRI 401: Employment		
GRI 103-1	Explanation of the material topic and its boundary	18 - 19
GRI 103-2	The management approach and its components	18 - 19
GRI 103-3	Evaluation of the management approach	18 - 19
GRI 401-2	Benefits provided to full-time employees	Annual Report 2019 (Human Resources Management - wage, salary and benefit)
GRI 403: Occupational Health and Safety		
GRI 103-1	Explanation of the material topic and its boundary	18 - 20
GRI 103-2	The management approach and its components	18 - 20
GRI 103-3	Evaluation of the management approach	18 - 20
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	18 - 20
GRI 404: Training and Education		
GRI 103-1	Explanation of the material topic and its boundary	18 - 19
GRI 103-2	The management approach and its components	18 - 19
GRI 103-3	Evaluation of the management approach	18 - 19
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	18 - 19
GRI 406: Non-Discrimination		
GRI 103-1	Explanation of the material topic and its boundary	18 - 20
GRI 103-2	The management approach and its components	18 - 20
GRI 103-3	Evaluation of the management approach	18 - 20
GRI 406-1	Incidents of discrimination and corrective actions taken	18 - 20
GRI 408: Child Labor		
GRI 103-1	Explanation of the material topic and its boundary	18 - 20, 29
GRI 103-2	The management approach and its components	18 - 20, 29
GRI 103-3	Evaluation of the management approach	18 - 20, 29
GRI 408-1	Operations and suppliers at significant risk for incidents of child labor	18 - 20, 29
GRI 418: Customer Privacy		
GRI 103-1	Explanation of the material topic and its boundary	17
GRI 103-2	The management approach and its components	17
GRI 103-3	Evaluation of the management approach	17
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	17, There is no substantiated complaint concerning breaches of customer privacy and losses of customer data.

GRI Standard	Description	Page / URL / Remarks
GRI 419: Socioeconomic Compliance		
GRI 103-1	Explanation of the material topic and its boundary	15 - 17
GRI 103-2	The management approach and its components	15 - 17
GRI 103-3	Evaluation of the management approach	15 - 17
GRI 419-1	Non-compliance with laws and regulations in the social and economic area	There is no significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area.

Dusit
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