

COP REPORT UNGC

CHATRIUM
HOTEL

ROYAL LAKE • YANGON

CHATRIUM HOTEL ROYAL LAKE YANGON

GREEN HOTEL STANDARD PRACTICE

1.1 About Chatrium Hotels & Residences

Chatrium Hotels & Residences is born from a passion to provide crafted comfort and truly captivating experience. We bring Thai warmth with personal touch and expertise of local culture to fill our guests' stays with remarkable moments. Our brand portfolio is comprised of our 5-star distinctive brand, Chatrium, and our lifestyle collection, Maitria. From award-winning spacious living in Bangkok to the stunning beauty of Royal Lake in Yangon, whether on business or leisure, long stay or short, you are invited to experience Asia in the comfort of Chatrium's charm, where you can feel the remarkable every day.

1.2 About Chatrium Hotels Royal Lake Yangon

Chatrium Hotel Royal Lake Yangon shines as one of the city's topmost hotels for pure luxury and contemporary comfort. Situated among lush greenery and beside the famous Kandawgyi Lake, views are simply stunning and spectacular – all just 16 km from Yangon International Airport. Every guestroom is spaciouly designed and furnished to reflect the luxurious surroundings, with breathtaking views of Shwedagon Pagoda. Choose from four restaurants and bars for delicious dining, relax by our beach-style swimming pool, work-out at the Fitness Centre and rejuvenate at Nemita Spa. Our Grand Ballroom is ideal for weddings, banquets, and large events, with smaller meeting rooms available for more private functions.

We believe it is our shared responsibility to combine astute asset management with a passionate commitment to genuine and strategic stewardship of the environment.

We engage and motivate our employees to be our ambassadors in achieving these goals. We work with suppliers to develop and provide innovative products and solutions, and we strive to offer our guests unparalleled service in surrounding that reduce our impact on the environment and positively contribute to the community.

1.3 Sustainability

At Chatrium Hotels & Residences, we are committed to sustainable development to safeguard the beauty of nature, and this plays a key role in our overall corporate philosophy. We firmly believe that everyone shares this responsibility. As part of this, our employees are continually educated about environmental awareness in order that we can lower our carbon footprint and therefore significantly lessen our environmental impact.

1.4 ‘Think First Think Earth’ Sustainability Project by Chatrium

Our **‘Think First Think Earth’** program encompasses a range of green programs in which we are dedicated to making a positive contribution to the environment. Our aim is to make sure that our environmental initiatives deliver a consummate guest experience while ensuring significant contributions to the communities where we operate.

The main **‘Think First Think Earth’** initiatives we are currently involved in include:

- 1) Raise Employee Awareness of Environment and Social Responsibility
- 2) Waste Management
- 3) Water management and energy conservation
- 4) “REDUCE, RECYCLE & REUSE” initiatives
- 5) Sourcing local suppliers

1.5 Social and Community Responsibility

Chatrium Hotels & Residences is particularly committed to providing community service and support in the regions where we operate. We take our responsibility as a key member of the community pride in ensuring. From funding schools to helping local charities, we aim to support advance and positively impact people's lives in a variety of ways.



“Chatrium-III” new school building handover ceremony
at Nawarat monastic school in Shwe Pyi Thar Township

CHATRIUM YANGON GREEN PRACTICE CRITERIA

2.1 Our Philosophy



Paper Straw in Lobby Lounge

In our hotel, each department must follow and implement the green philosophy of “Think First Think Earth” formed by Chatrium Hotels & Residences to minimize impacts on the environment while maintaining Chatrium’s superior hospitality experience to guests.

We communicate with our guests, associates, and suppliers through employee’s manual, back of the house rules, in-room guest information cards in compliance with our green philosophy.

We determine the impact by departmentalizing how much energy and water is consumed, and how much disposal is generated and what type of waste. Then we act and communicate depends on the monthly report given by each department. In this manner, the Chatrium Hotel Royal Lake Yangon CSR Committee keeps each department on track and carries out green initiatives to accomplish our goals.

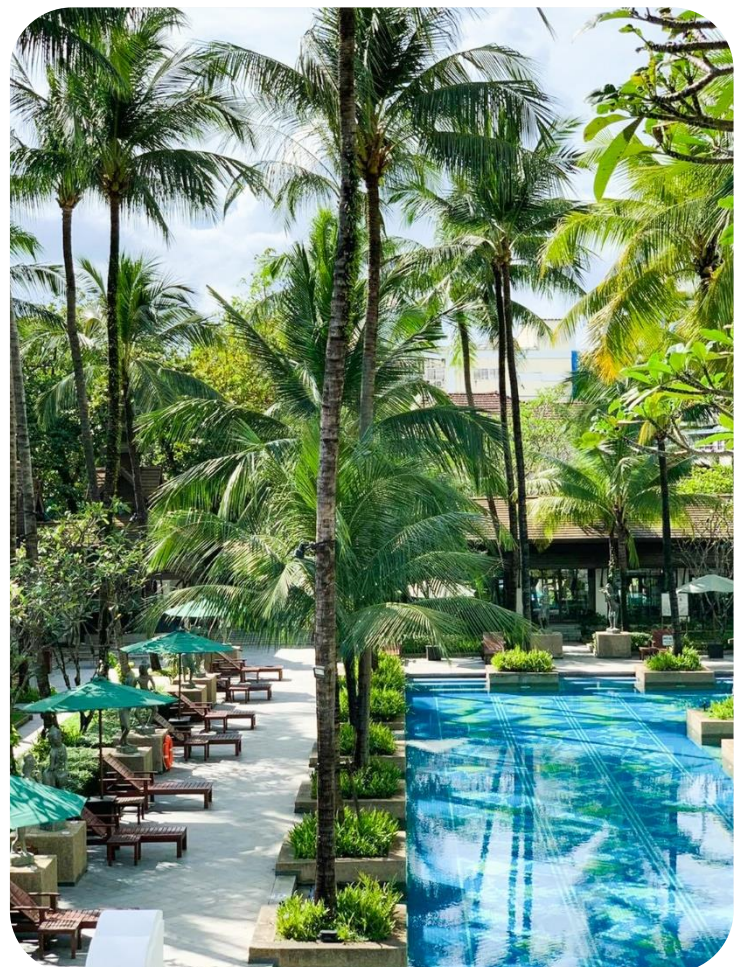
2.2 Practice Criteria

2.2.1 Environmental policy and actions for hotel operation

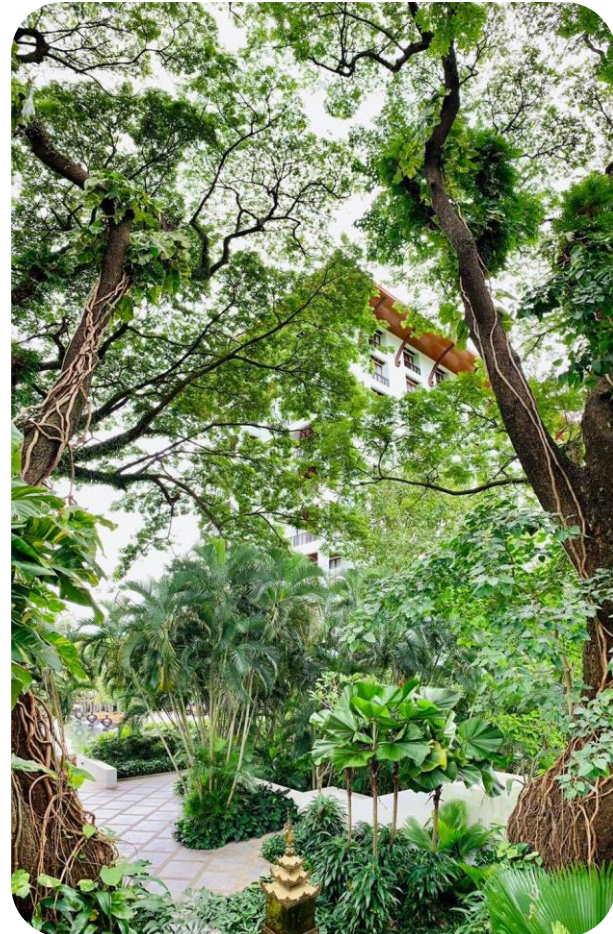
Chatrium Hotel Royal Lake Yangon is the official member of United Nations Global Compact since 30th Dec 2015. We always follow and action through our aims to increase employees’ awareness of environmental preservation and effective use of natural resources, implement the following practices and initiatives to fully understand our green culture and provide our guests with exceptional luxury environmentally friendly service, and then keep making our green society wider for nature earth.

- 1) Energy and water saving program on monthly basic with comparison charts
- 2) Develop effective garbage disposal procedures such as providing different types of containers for General, Recycle, Paper, and Toxic, make sections in the garbage room according to garbage types, set up a regular cleaning schedule for garbage room/area.
- 3) Pursue green achievements to be an environmentally responsible organization (such as Active UNGC Member, 2020 Earth Hour Hero Awards by WWF Myanmar, CSR Excellence Recognition Awards by AMCHAM (The American Chambers of Commerce in Myanmar)
- 4) Annual Tree planting activities and reforestation projects
- 5) Community Cleaning Activities
- 6) Chatrium Hygiene Standard Manual for employees and suppliers
- 7) “Think First Think Earth” Program Training Module 1, 2 ,3 which is included in Staff welcome orientation program.

- 8) Chatrium Promise Guidelines
- 9) In all hotel areas and functions, fresh plants were used instead of flowers for decoration
- 10) Reduce plastic consumptions practice such as Glass bottle & jar using instead of plastic water bottle in outlets and events, long stay guest is provided 20-liter water bottles rather than a single liter bottle.
- 11) In-room Amenities made from Natural Oil, Non-SLS (Sodium Lauryl Sulfate), Paraben Free, and recycled materials and packaging.
- 12) Recycling old newspapers into tissue rolls and donated to orphanage schools.
- 13) Use materials with no/less packages or plastic bags, no use of Styrofoam, effectively use, store, and dispose chemicals and fuel, Bio-degradable amenities.
- 14) Green Culture Notice such as energy and water saving in guestrooms and back-office area
- 15) Half of our hotel compound (1250 sqm.) is covered with green areas and tropical plants
- 16) Chatrium Connect Application – to ease of guest experience with less use of paper for check-in, billing system, digital menu



Chatrium Pool Garden – Green Area



Chatrium Garden – Green Area



Chatrium Wall of Fame Corner



Safe Tourism Certification

CHATRIUM
HOTEL
ROYAL LAKE - YANGON

DIGITAL FOOD MENUS

One touch of your fingertips will meet
all your needs...



DOWNLOAD
APPLICATION




VIEW BASKET

CHATRIUM.COM


Chatrium Connect App

CHATRIUM CONNECT



One touch of your fingertips
will meet all your needs

- Personal Account
- Loyalty Program
- Pre-arrival request function
- Pre-Checkin
- Mobile Key
- Choose your excursions
- Reserve a limousine
- Book a spa treatment
- Take advantage of Chatrium App special offers
- Personalise your experience
- Order room service
- Buy Chatrium vouchers
- Request a turndown service, extra pillows or toiletries

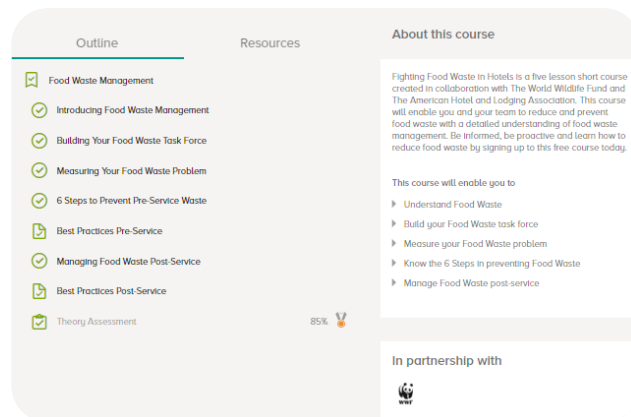
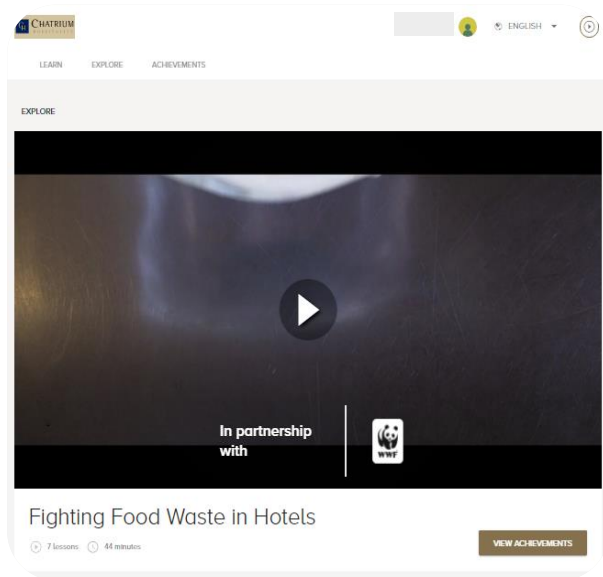


CHATRIUM HOSPITALITY | CHATRIUM MATRIA A CHATRIUM COLLECTION

a) Existence of plan for raising staff to be aware of environment

Once a month, we conducted a "Think First, Think Earth" training to keep our employees aware about green philosophy and displayed educational posters on the noticeboard, canteen areas, and back office.

We also partnered with Lobster Ink (a hospitality industry learning platform) and Ecolab (a hygiene partner) to raise awareness about our environmental initiatives through digital training. This month's course that we have accomplished is "Fighting Food Waste in Hotels."



***Fighting Food Waste in hotels
training***

b) Existence of environmental management plan for hotel operation.

All our operational departments must complete training for "Hygiene Manual and Standards" by corporate guidelines.



Hygiene Manual Training

c) Existence of monitoring program for environmental management of hotels.

Chatrium Hospitality have implemented Chatrium Promise, our very own health & safety program, in collaboration with our partner in hygiene Ecolab.

Each operating department is inspected regularly and closely monitored by a collaboration partner, management, and the hotel's CSR Committee to verify that the outcomes are in line with our green criteria. We conducted ATP (Adenosine Triphosphate) Tests on a regular basis in order to provide the purest freshwater to everyone.



*Monitoring by the external team
and management*

2.2.2 Use of Green products

a) Encouragement for the use of local products for hotel operation i.e., food and handicrafts.

- Local Artist Paintings decorated in hotel
- Local Lacquerware
- Local Arts & Crafts,
- 90 % of materials from local suppliers including Food & Beverage ingredients., etc...



*Local Culture Decoration –
Burmese Xylophone*



*Local paintings as
wall decoration*

b) Encouragement for the use of environmentally friendly products.

- Biodegradable products for in-room amenities
- Practice of "Think First, Think Earth" policies by www.chatrium.com corporate
- Green initiative cards in guest bathrooms
- In outlets and events, glass bottles and jars are used instead of disposable water bottles.



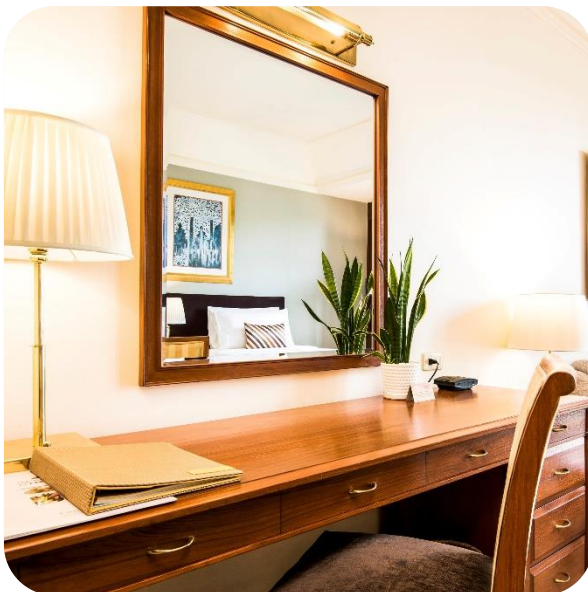
Biodegradable in-room amenities



*Green Initiative Card
for water consumption*



Glass Jars instead of plastic bottles



*Plant Decoration in rooms for air
purification purpose*



*Plant Decoration in restaurants and
public area*

2.2.3 Collaboration with the community and local organizations

a) Existence of plans/ activities to help improve quality of life of the community.

- Art Exhibition with local artist to promote Burmese life and culture through painting
- “Music for Myanmar” fund raising event for improving the lives of disadvantaged children in Myanmar
- Focus on the development of human capital by developing and implementing the Hospitality Training Program to generate employment opportunities for young people and to deliver skilled labor in the Hospitality Industry.
- Collaborate and accept interns and trainees from HTMi Hotel & Tourism Management Institute Switzerland, Myanmar Luxembourg Development Cooperation, Mandalay Degree College, MBA, Myittar A Lin Food & Beverage Vocational Training, Swiss Contact, Yangon University of Economic, National Management Degree College, CVT- Centre for Vocational Training and University of Foreign Language (YUFL)



Art Exhibition



Support for vulnerable children's education through fund raising event



Human Resource Development – Employment Opportunities

b) Existence of awareness rising programs for local community on environmental protection.

- “Chatrium Feast to Forest” Program with WWF Myanmar
- “Earth Hour” Campaign since 2012 for environmental awareness
- Monsoon Tree Planting Activity in 18-mile forest meditation center with Myanmar Tree Lover association
- Built and donate one multi-purpose hall, concrete paths and two school buildings (1500 sq. ft and 1000 sq. ft). to the Nawarat Monastic Education School in the Shwe Pyi Thar Township, Yangon
- Donate new primary school building at Kwal Te Village, Waw Township, Bago
- Human resource development with public and private organizations
- Monthly Community Cleaning Activities around the hotel area including Kandawgyi Park, Natmauk Road, Pho Sein Street, Shwedagon Pagoda and Nga Htat Gyi Pagoda



“Earth Hour” Campaign Participation



Monsoon Tree Planting Activity



*New Basic Education of Primary School
in Waw Township, Bago*



Community Cleaning Projects

c) Creations of activities in promoting culture and traditional performance and local ways of life

- To promote Myanmar Culture and traditions as well as part of the Hotel team-building program, we always host and participate in the events such as Htamane- Sticky Rice Making Competition, Waso Robe Donation, Kahtein Ceremony, Myanmar Thingyan Festival and New Year Donation.
- “Engagement and Teamwork” are parts of our code of conduct at Chatrium and in this way it helped us strengthening our teamwork and added more engagement in order to fulfill our customer satisfaction.



New Year Donation



Myanmar Thingyan Festival



Kahtein Donation



Htamane – Burmese Sticky Rice Competition

2.2.4 Human resource development

a) Provision of training programs for operation and management staff on environmental management

- Lobster Ink Training
- Chatrium Promise Training
- Serve Safe Training
- Think First Think Earth Training



“Think First Think Earth” Training



“Chatrium Promise” Training



“Serve Safe” Training

2.2.5 Solid waste management

a) Introduction of waste management techniques e.g., waste reduction, reuse, recycling, waste separation and composting.

- Waste disposal management in align with Yangon City Development Committee (YCDC) and Chatrium Hygiene Manual
- Different types of waste bins for General, Recycle, Paper, and Toxic, make sections in the garbage room according to garbage types
- Solid waste divides into garden waste and construction waste
- Recycle old newspapers into tissue rolls and donated to orphanage schools
- Reduce plastic bottles as much as possible, replace with glass jar and glass bottles
- Reduce electricity consumption by replacing with LED bulbs and LED florescent lamps
- All hotel water faucets include water saving taps and filters.

b) Encouragement of the involvement of hotel staff in waste reduction, reuse, recycling, waste separation and composting program.

- Training & Practice lead by HR Department and CSR Committee
- Separated waste bin in both public areas, and back-office areas
- To switch off the lights while leaving the office room
- Reduce paper printing notice and recycle as much as possible
- Digital notice, email practice instead of paper print for sending out memorandums., etc.
- Make recycling soaps with used soaps, a project led by Chatrium CSR Committee and Soap for Hope Team.

c) Encouragement of the involvement of hotel Guest in reuse, recycling, waste separation

- Encourage guest to place plastic in separated bin
- Long-stay guests must use 20L water bottle instead of 1L bottles to reduce plastic consumption
- Reuse the towel, if possible, to reduce water consumption



Chemical Dispenser for reduce chemical usage



Recycled soap from used soaps



20L Water Bottles to reduce plastic consumption (LSG)



Demonstration and donation of recycled soaps by Chatrium in collaboration with Soap for Hope Team



Demonstration of how to wash hands properly to students



Donation of Recycle Tissue Roll



Segregation of waste bins



Collection of water bottles to recycle and reuse as building material donation

2.2.6 Energy efficiency

- a) **Introduction of energy saving techniques and / or energy saving technology and equipment for hotel to reduce energy consumption.**
- Reducing Chiller Operating hours by monitoring usage
 - Reducing Air Con Consumption by monitoring the A/C system, installing timers and sub-meters.
 - Reducing electricity consumption by replacing with LED bulbs and LED florescent lamps
 - Energy and Water Saving Campaign with guests
 - Energy-saving bulbs and aerators are installed in all areas of hotel
 - Report the cost of Electricity, Water, and Gas monthly to track
- b) **Installation of meters/equipment to monitor energy consumption**
- Installed meters at individual location
- c) **Encouragement of the involvement of hotel guest in energy saving**
- Explain guest to energy saving plan by taking out keycard upon leaving from room
 - Invite guest to participate in Earth Hour campaign
 - Invite guest to participate for energy saving plan by giving notice of water saving in the bathroom



Energy Saving Control

2.2.7 Water efficiency and water quality

a) Introduction of water saving techniques and / or use of water saving technology and equipment to reduce water consumption.

- Follow by Chatrium Hotel water saving plan
- Water Saving Taps & Filters in all of hotel water outlets

b) Regular maintenance for water saving equipment.

- Quarterly preventative maintenance schedule

c) Encouragement of the involvement of hotel Guest in water saving.

- Water saving green tent card in guest's bathroom

d) Ensure the quality of water used in the hotel

- Based on Quarterly and semi-annually schedule for Chemical Test, Biological Test, Legionella Test, Wastewater Test



Water saving faucet and filter

CHEMLAB		STANDARDS
CHEMICAL LABORATORY (MALAYSIA) SDN BHD (27822-K)		
<small>81-89 (Johor & Johor Bahru) Jalan Rempah, 81000 Johor Bahru, Johor, Malaysia Tel: 07-7602222, 7602452, 7602453 Fax: 07-7602222 Email: info@chemlabmalaysia.com, 2782222@chemlabmalaysia.com</small>		
<small>ASSAYS, ANALYTICAL CHEMISTRY, MICROBIOLOGY AND INDUSTRIAL CONSULTANTS</small>		
<small>Executive Chairman: Datuk Sri P.M. Kuan P.D., C.Chem., C.B.A., F.R.C.S., F.R.C.P., F.R.C.P.S., F.R.C.P., F.R.C.P., F.R.C.P., F.R.C.P., F.R.C.P.</small>	<small>President & CEO: Datuk Marzuki K.P. Kuan Director: Datuk P.H. Wong Dip. NEQA, F.R.C.P., F.R.C.P., F.R.C.P.</small>	<small>MS ISO 9001:2015 Certified SAMS 9001:2015</small>
CERTIFICATE OF ANALYSIS		
Company :	M/s. Chatrium Hotel Royal Lake No. 40, Naitamak Road, Tatwe Township, Yangon, Myanmar	Lab No : PJ-D/WE/1502/21 (1)
Contact Person :	Mr. Aye Win Ko	Page : 1 of 1
Sample Description :	One (1) sample of Water contained in 1 x 100ml glass bottle	
Sample Marking :	Swimming Pool	PatLab Lab No: 008702459
Date Sample Received :	17 th August 2021	
Date Analyzed :	17 th August 2021 – 24 th August 2021	
Date Reported :	24 th August 2021	
BACTERIOLOGICAL ANALYSIS:		
Parameters	Results	Malaysia Food Act, 25 th A Schedule Standard for Water and Packaged Drinking Water
<i>Legionella pneumophila</i>		
Total <i>Legionella</i> Count, organism/ml	No Growth (<10)	-
<i>Legionella pneumophila</i> serogroup 1 Count, organism/ml	No Growth (<10)	-
<i>Legionella pneumophila</i> serogroup 2-14 Count, organism/ml	No Growth (<10)	-
<i>Legionella</i> spp (unidentified) Count, organism/ml	No Growth (<10)	-
Test Method : AS/NZS 3996:2008		
REMARK:		
Based on the above laboratory findings, <i>Legionella pneumophila</i> was not detected in the sample received.		

Portable Water Test

2.2.8 Air quality management (indoor and outdoor)

a) Designation of smoking and non-smoking area.

- In-door public areas and swimming pool areas are designated as non-smoking areas
- Assign Smoking floor at 2nd & 7th floor



Non-smoking Floor

b) Regular monitoring and maintenance for equipment and hotel facilities to ensure the air quality i.e., air conditioning.

- Parts Per Million (PPM) measuring schedule quarterly, semi-annually, and yearly

2.2.9 Noise pollution control

a) Existence of noise control program from hotel operation.

- Guest room less than 30 Db
- Public area less than 70 Db

2.2.10 Wastewater treatment and management (Water quality)

a) The use of mechanisms to prevent water contamination and reduce wastewater generation.

- Conducted by ATP (Adenosine Triphosphate) Test on Monthly schedule

b) Promotion of the use of recyclable/grey water in operation i.e., watering trees.

- Third party consultant

c) Encouragement for an appropriate use of wastewater treatment.

- Use treated wastewater recycled for gardening

2.2.11 Toxic and chemical substance disposal management

a) Provision of clear signs for toxic substance.

- Separated storage for chemicals
- Material Safety Data Sheet (MSDS) Training for all respective staff

b) Appropriate hazardous waste disposal management.

- Followed by Chatrium Hygiene Manual Standard



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