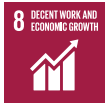


Social Performance

Human Resource Management



Target ⁽³⁻³⁾

- Average training hours of 60 hours/person/year
- Zero-accident target
- Zero-labour and human rights disputes

Business Opportunities and Risks ⁽³⁻³⁾

Opportunities

- The widespread distribution of hotel branches across regions enhances the Company's ability to recruit top talent. Additionally, having a diverse workforce in terms

of gender, ethnicity, religion, age, and perspectives enriches the organization, fostering opportunities for business development and adaptability to future changes.

Risk and Challenges

- The hospitality industry faces a high employee turnover rate and fluctuating labor demands due to its seasonal nature. If the company fails to provide proper care, attractive benefits, or balanced professional development opportunities for employees, it risks a shortage of skilled workforce, which is critical for driving overall business success in the future.

Performances ^(302-1, 302-4)

Employee Data

The Erawan Group Public Company Limited and its affiliated companies recorded a total of 4,043 employees at the end of the 2023 fiscal year. Remunerations consisting of salary and bonus totaled THB 1,907,434,989 There are 1,711 employees participating in the Provident fund project, which represents 42.32% of the total number of employees.

Employee Care

The Company places great emphasis on the holistic well-being of its employees, addressing both physical and mental health. It also supports workplace improvements to ensure a happy and healthy working environment. This approach encourages long-term employee retention, fostering contributions that drive the organization forward while delivering sustainable value to stakeholders. Furthermore, the company is committed to treating all employees equitably, adhering to universal principles of human rights.

Employee Benefits

The Company provides legally mandated benefits along with additional perks, such as health insurance, accident insurance, a provident fund, workers' compensation benefits, financial aid, and various employee engagement activities.

Employee Recruitment

The recruitment process adheres to human rights principles, emphasizing equality, dignity, and fairness without discrimination based on race, skin color, gender, age, religion, or beliefs. The Company ensures that all nationalities have equal opportunities to join the organization, with a focus on selecting candidates who best fit the role.

New employees undergo orientation and job training programs to familiarize themselves with the organization. Internal employees are also encouraged to explore career development opportunities through job rotation, transfers, or promotions, depending on suitability. This initiative aims to enhance employee skills and career advancement, both domestically and internationally.

Promotion of Employment Opportunities

	2021		2022		2023	
	Male	Female	Male	Female	Male	Female
Employee with disabilities (persons)	16	5	14	8	15	10
Trainees (persons)	95	194	138	251	192	521

2023 Annual Training and Personnel Development

Drive of Corporate Culture and Value

The Company raises awareness and understanding and promotes its DNA through Erawan's Core Value and Corporate culture (EPIC) by communicating through Corporate Townhall, Meet The President, DNA Culture Based Activity and Employee Engagement Program, etc.

Employee Upskill and Capability Development

The Company actively promotes ongoing staff capacity-building. In 2022, the ERW Hybrid Learning Center both onsite and online were conducted to maximize

the learning efficiency from internal and external lecturers and from the learning platforms developed by local and international leading education institutions, such as following programs and platforms

- Corporate Signature Program, Leadership Development Program
- Digital Upskills Program
- English Upskills Program, Individual Development Plan (IDP)
- Mindset & Lifestyles Program
- Online Learning via Cariber Platform

Training and development	Unit	2022		2023	
		Male	Female	Male	Female
No. of courses	Course	7,741		10,439	
No. of employees by gender	Persons	1,438	1,696	1,776	2,000
Total training hour	Hrs./yr	101,024		264,886	
Average training hour (target: 60 hrs./person/year)	Hrs./person/yr.	27		70 (target: 60)	
Average training expense	Baht/person/yr.	1,142		363	
Employee training satisfaction	%	95%		93%	
Individual Development Plan (IPD)					
Head office	Persons	30	77	89	102
Hotel properties	Persons	538	536	746	680
Capability and career development assessment					
Employee who participated in performance evaluation and feedback process	Persons	1,147	1,093	1,308	1,291
No. of promoted employees	Persons	93	151	112	131
No. of transferred/rotated employees	Persons	61	53	29	52

The Occupation, Health and Safety (OHS) Policy

The Company commits to overseeing the OHS elements and provides training on self-protection through online doctor consultation and 'Meet the Doctor' telemedicine for staffs. The Company also provides an annual health check-up, supports immunization booster vaccination

as well as in-house perception blind massage, daily and big cleaning at workplace, and also regularly conducts office space sterilization and performs an annual fire drill and fire prevention event to prepare for emergency situation.

Target: Zero-accident target

Accident statistic	Unit	2022		2023	
		Male	Female	Male	Female
No. of case – recordable work-related injuries	Persons	45	28	65	48
Recordable injury rate	Per 1,000,000 hrs.	13.08	6.34	18.44	10.21
No. of leave days for recordable work-related injuries	Days	251	61	229	53
No. of high-consequence work-related injuries (excluding fatalities)	Persons	-	-	-	1
High-consequence work-related injuries rate (excluding fatalities)	Per 1,000,000 hrs.	-	-	-	0.21
No. of leave days for high-consequence work-related injuries (excluding fatalities)	Days	-	-	-	60
Lost-time injury frequency rate (LTIFR)	Per 1,000,000 hrs.	13.08	6.34	18.44	10.43
No. of fatality	Case	-	-	1	-
Fatality rate	Per 1,000,000 hrs.	-	-	0.28	-

Labour and Human Rights Disputes**Human Rights Risk Assessment**

The Company has assessed human rights risks within the organization by considering international human rights issues relevant to the hotel and service industry. Key concerns include child labor, forced labor, inadequate working environments, unfair wages, discrimination,

the right to unionize for collective bargaining, and various forms of harassment. Notably, in 2023, the company received no significant complaints related to labor disputes or human rights issues.

Grievance mechanism (cases)	2019	2020	2021	2022	2023
No. of case	0	1	1	0	0
No. of case – labor practices	1	4	1	0	0
No. of solved cases	1	4	1	0	0
No. of on-process cases	0	0	0	0	0
No. of human rights disputes	0	0	0	0	0

Community Engagement



The Erawan Group commits to engaging in community and social development while conducting our business to co-create tourism promotion activities where we are more than eager to use our knowledge and expertise in hotel management to encourage communities to learn and enhance their self-development potential, to create jobs within communities and to safeguard local culture and identity. We encourage staff to volunteer in social projects initiated by the Company. We also collaborate with business partners, networks and government agencies to strengthen communities with a purpose to create a sustainable society.

In 2023, the Erawan Group continued to develop the following projects for community and society. Details are as follows.

HOP INN Capacity-building for Hotel Personnel Project

We have been running this project since 2022 with vocational and university students to produce hotel personnel with qualifications the market is eyeing for.

This year, we entered an MOU with five education institutes in geographical areas where our hotels are located. They are Rayong Technical College, Kanchanaburi Vocational College, Bangna Commercial College (undergraduate level), Thanyaburi Rajamangkala Institute of Technology (premium course) and Nakhon Pathom Vocational College (undergraduate level). College students become trainees at Hop Inn and can work with us when graduated upon a set of criteria. In March when the project started, 25 students took part in the training program.

While this project helps creating a shared value resulting from the collaboration to enhance capacity and create jobs for local communities, for us, it provides access to personnel with the right mind and spirit, which enables us to continue our business.

Benefit to the Company

- Reduce risk of shortage of skilled employees in the future
- Good image and be-known HOP INN brand

Benefit to society

- Newly graduated students would be able to experience real-world hotel operations



Ban Laem Mud Spa Project – Happy Home Happy Stay initiative

This Ban Laem Mud Spa Project – Happy Home Happy Stay initiative is a community development project further evolved from the initial “Happy Home, Happy Stay” project started in 2008 to upgrade and improve local homestay accommodation. So far, 27 community homestay projects have been part of this project.

In 2022, the Erawan Group selected the Ban Laem Homestay project in Nakhon Si Thammarat Province as the first pilot project thanks to its strength and readiness to learn. The community is also endowed with resources and attractions ideal to be steered towards sustainability. The Erawan Group went in and turned the community’s multi-purpose building into a community spa to offer mud spa in addition to the community’s already famous community products.

The Erawan Group hopes to create sustainable jobs to the community while promoting wellness and sustainable tourism where a venue is transformed to provide mud spa for tourists or the interested public.

Benefit to the Company

- Utilizes the Company’s expertise and resources to design and develop spa pavilions that are appealing and harmonize with local community culture.
- Collaborates with partners to enhance and promote community-based tourism.
- Provides opportunities for employees to engage with communities, expand their knowledge of diverse service scenarios, and foster a sense of volunteerism and social responsibility.
- Enhances The Erawan Group’s brand recognition and reputation.

Benefit to the community

- Develops and enhances community-based tourism services to better meet the needs of tourists.
- Creates jobs and generates income for the community. By the first quarter of 2024, following the official opening, Ban Laem community has welcomed various tourist groups, ranging from small groups to large gatherings of over 100 people per visit.



Session 1: Workshop session

Topic

“Wellness Tourism and Elevation of Community Spa”

- Wellness tourism and elevation of community spa
- Effective mud spa service
- Impressive spa service
- Importance of spa ambience and cleanliness
- Mud spa workshop and trial

Date

19-20 September 2023

Participants

50 women from Ban laem’s villagers and surrounding communities

Mentors

- HOP INN Thailand
- HOP INN Nakhon Si Thammarat
- Grand Hyatt Erawan Bangkok
- Rachabhat University Nakhon Si Thammarat
- Traditional and Alternative Medicine, Sala Hospital Nakhon Si Thammarat

Participating agencies

- Executives of ERW
- Tourism Authority of Thailand (TAT), Nakhon Si Thammarat Office

Outcome

50 women from Ban laem’s villagers and surrounding communities had opportunity to practice Thai traditional massage and learn new technique to impress customers (tourists)



Session 2: Mud spa Trial and opening ceremony

Topic

Mud Spa Trial Service or “Test Trip” and Spa Villa Opening Ceremony

The event was organized in order to let ERW executives try the mud spa service and experience the Spa Villa facility that the Company helped reconstruct and subsidize before it officially launched to tourists. On this occasion, many local agencies honorably witnessed the soft opening event.

Date

22-23 November 2022

Participants

- 25 women from Ban Laem’s villagers and surrounding communities
- 13 governmental officers
- 19 ERW executives

Participating agencies

- Executives of ERW
- Tourism Authority of Thailand (TAT), Nakhon Si Thammarat Office
- Promlok City District Office, Phrom Khiri Nakhon Si Thammarat province
- Traditional and Alternative Medicine, Sala Hospital Nakhon Si Thammarat
- Mangrove Forest Resource Management Center, Nakhon Si Thammarat Province Ministry of Natural Resources and Environment

Outcome

Women of the Ban Laem community practiced providing virtual spa services to executives of The Erawan Group and honored guests at the event. The women’s group received good advice from service recipients for further career development

