

2023  
SUSTAINABILITY  
REPORT



## MESSAGE FROM OUR MANAGING DIRECTOR



“

At Topgolf we create moments that matter for everyone. For us, this extends well beyond our guests and team members. We are pushing ahead to drive impact to all those around us, our community and the planet.

”

**Tim Boda**

Managing Director Topgolf Thailand

# ABOUT US

The Golf Entertainment Company (Thailand) Co., Ltd., an affiliate of TG SEA Development, Pte. Ltd., proudly manages the first Southeast Asia location of Topgolf Megacity. As the exclusive developer across the region, TG SEA Development is committed to reimagining Topgolf's successful global model with strong emphasis on sustainability and ethical business practices.

Our 'Green Target' sustainability program, established alongside the business itself, demonstrates this commitment. Our framework aligns with the Bio-Circular-Green (BCG) Economy targets as outlined in 2022 November's APEC Summit and sustainability development agenda. It encompasses five key pillars: Community, People, Resources, Procurement, and Food and Beverage. These pillars were developed through collaboration between our management team, our dedicated sustainability manager, and external experts.



# OUR GREEN TARGET

## 5 PILLARS OF SUSTAINABLE ACTION



### FOOD & BEVERAGE

- Organic and Local ingredients
- Plant-rich menus
- Seasonal menus
- Food innovation

### RESOURCES

- Energy Management
- Zero waste to landfill
- Low Chemical Operation
- Water Use
- No! to plastic waste
- Our Plateware

### COMMUNITY

- Community engagement
- Food donation

### PROCUREMENT

- Responsible procurement
- Suppliers as Partners
- Audit and Compliance

### PEOPLE

- Job creation
- Career growth
- Training programs
- Health + Wellness

# HEROES OF CHANGE

## OUR SUSTAINABILITY COMMITTEE



**Daniel Bucher**  
Executive Chef and  
Sustainability Manager



**Tim Boda**  
Managing Director  
Topgolf Thailand



**Daranee  
Sungcharoen**  
Director of  
Marketing and  
Communications



**Kanyanin  
Burapachanok**  
Director of People  
and Culture



**Sudjai  
Chowsittichai**  
Director of  
Procurement



**Jakkaphong  
Sampan**  
Director of  
Engineering



**Supinda  
Sirisumpun**  
Director of Guest  
Service



**Bongkot  
Lochaya**  
Event Sales  
Executive



**Kanchanapon  
Prajamprai**  
Banquet Supervisor



**Anupon  
Wandee**  
Coach



2

ZERO HUNGER



12

RESPONSIBLE CONSUMPTION AND PRODUCTION



## FOOD & BEVERAGE

### Vision:

To provide our guests with delicious and innovative food and beverage options while minimizing our environmental impact and supporting local communities.

### Organic and Local Ingredients

**Initiatives:** Sustainable food systems require teamwork! Farmers, buyers, and consumers have to work together to create lasting change. We prioritize local and organic produce in our purchasing decisions, valuing long-term partnerships with farmers and producers who share our commitment to sustainable agriculture practices and healthy, fresh, and delicious ingredients.

#### 2023 Highlights

In 2023, we were proud to partner with the following suppliers, who helped us deliver exceptional culinary experiences while supporting our sustainability goals:

**Sloane's:** Ethically sourced pork and local Thai Wagyu beef

**Raitong Organics:** Organic certified rice and Thai heritage rice varieties

**PRIDI Cacaofevier:** Local Thai fair-trade chocolate

**Homemade Cheese Co:** Natural fresh dairy products from local milk

**Vision9 Farm:** Organic Thomas tomatoes

**Karo Coffee Roaster:** Thai-grown and Bangkok roasted socially-conscious coffee beans

**Pla Organics:** Wild-caught fish from smallholder communities

#### 2024 Target:

Increase our partnerships with local and/or organic suppliers to 12 or more partners that feature on our menus.





## Plant-rich menus

**Initiatives:** Plant-based diets are an excellent way to reduce greenhouse gas emissions and create a more sustainable food system. We're committed to offering a wide variety of delicious and satisfying plant-rich options alongside our traditional menu items. We aim to make these plant-based dishes top sellers on our menu, appealing to a broader range of customer preferences.

### What We Mean by Plant-Rich:

Based on the project drawdown methodology for a plant-rich diet, we consider a dish plant-rich, when it helps you to reach your nutritional goals with plant calories. This dishes may however contain animal-based seasoning like fish or oyster sauce, chicken stock or shrimp paste and are therefore not always vegetarian or vegan.

### 2023 Highlights

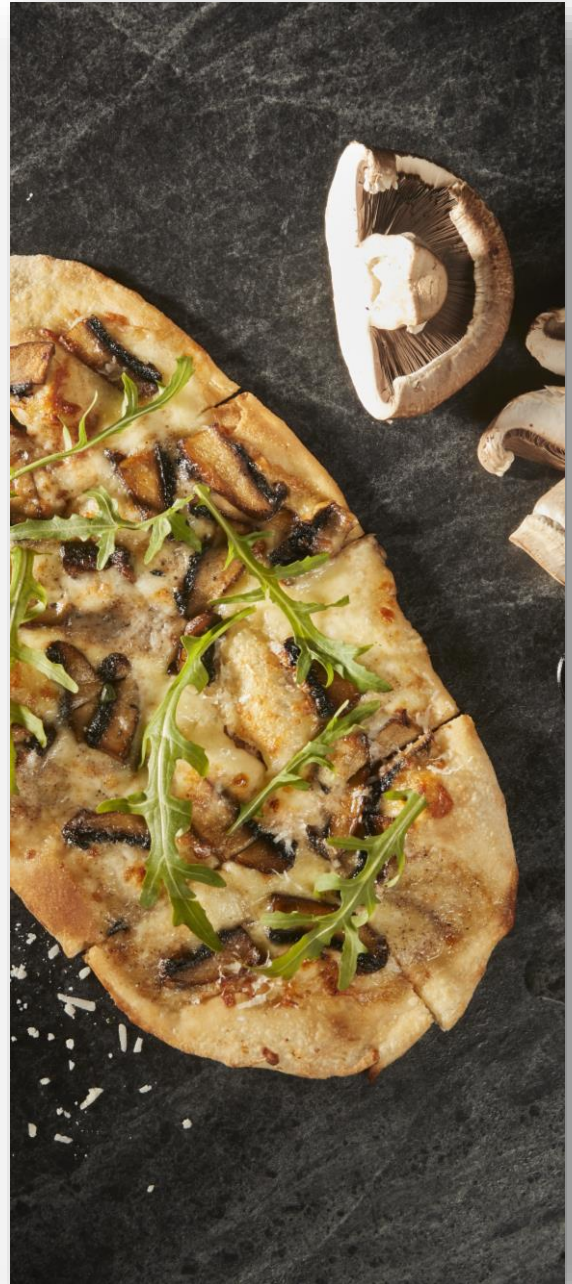
We're thrilled to report that in 2023, plant-rich dishes comprised 26.5% of our total food sales. This demonstrates our customers' growing interest in these delicious and sustainable options.

### 2024 Target:

We're setting an ambitious target to increase plant-based dish sales to 30% of our total food sales in 2024.

## Seasonal menus

**Initiatives:** Seasonal menus allow us to take advantage of the best ingredients while minimizing our environmental impact. Our clip-on menus offer exciting additions alongside our core menu, highlighting the best produce available throughout the year.



### 2023 Highlights

We proudly launched eight seasonal clip-on menus in 2023, featuring a total of 45 dishes. These menus were a delicious way to showcase local ingredients at their peak of freshness and introduce guests to new culinary creations.





# FOOD & BEVERAGE

## Food Innovation

**Initiatives:** We believe food innovation is essential for creating a more sustainable and delicious future. Our approach to food innovation includes:

**Exploring Alternative Ingredients:** We're actively researching and experimenting with plant-based protein alternatives, underutilized crops, and other innovative ingredients to reduce our environmental impact.

**Minimizing Food Waste:** We leverage technology solutions like Kitchen Display Systems (KDS), data-driven stock management, and quality assurance tools to optimize our food preparation processes and minimize waste.

**Partnerships for Progress:** We collaborate with innovative food producers, research institutions, and other partners to stay at the forefront of sustainable food trends.

### 2023 Highlights

Developed our vegan burger with local plant-based alternatives for patty, cheese and bun.

Successfully implemented KDS (kitchen display system) and iAuditor for quality assurance to streamline kitchen operations and improve efficiency.

### 2024 Target:

Develop and launch five new menu items featuring innovative and sustainable ingredients of preparation techniques.







**Vision:**

To minimize our environmental impact and transition towards renewable energy sources to power our operations.

**Energy Management**

**Initiatives:** We prioritize energy efficiency and clean energy solutions across our facility. Our solar power system is a significant step in reducing our carbon footprint and reliance on fossil fuels. We track our energy usage to identify areas for improvement and implement energy-saving strategies. We installed a solar power system consisting of 1,633 panels, spanning over 4,500 square meters. We also promote the use of electric vehicles (EVs), both in our operation as well as for our guests. EV-Support: Our on-site charging station encourages clean transportation.

Electric Fleet: We utilize four EV golf buggies and kubotas, reducing emissions on our property.

**2023 Highlights**

Generated 991,810 kWh of solar energy, meeting 31% of our total energy consumption. This is the equivalent to 822 trees planted or 506.37 tons of coal saved. Our EV charging station serviced 1,164 vehicles.

**2024 Target:**

Increase solar energy production to cover 35% [approximately 1.2 million kWh] of our annual energy consumption.





**Vision:**

To eliminate waste sent to landfills through a comprehensive reduction, reuse, and recycling (3R) system, minimizing our environmental footprint.

**Zero Waste to Landfill**

**Initiatives:** We prioritize waste reduction, diversion, and the responsible handling of unavoidable waste. Our approach includes:

**Comprehensive Waste Separation:** Meticulous waste stream separation and ongoing monitoring ensure materials are diverted from landfills.

**Food Waste Management:** We measure food waste in grams per cover, utilizing composting, donations, and animal feed to minimize our contribution to landfill-produced methane.

**Waste Audits:** Regular internal and external audits ensure our waste system is operating optimally.

**Partnership for Recycling:** We collaborate with specialized recycling partners to maximize the reuse of materials.

**2023 Highlights**

- Diverted a total of 64.8 tons of waste from landfills, achieved through:
  - 41 tons of wet garbage used for animal feed
  - 15 tons composted into fertilizer
  - 8.8 tons recycled
  - 10 tons repurposed through waste-to-energy
- Reduced food waste to 327g per cover.
- Conducted 957 waste audits to maintain standards.

**Food Donations**

By donating surplus food, we feed people, not landfills. Our partnership with Scholars of Sustenance Foundation (SOS) Thailand enables us to provide nutritious meals to those in need. SOS Foundation is the first food rescue foundation in Thailand and was established in 2016 with the mission to enhance the food system in the country, and to minimize needless loss of surplus food and improve food equity by redistributing high quality surplus food from food related businesses.

**2023 Highlights**

Donated 7,600 meals to communities in need through our partnership with SOS Thailand.

**2024 Target:**

Reduce food waste by 10g per cover.  
Conduct 1000 waste audits.  
Maintain the same volume of recycled materials in 2024 despite projected business growth.  
Continue partnerships with fish farm, pig farm, composting partners, and sorting partners.  
Continue partnership with SOS Thailand.  
Maintain zero waste to landfill.





# RESOURCES





## Low Chemical Operation

**Initiatives:** We believe in cleaning and sanitation practices that prioritize the health of our guests, staff, and the environment. Here's how we achieve this:

**Aqueous Ozone:** We use aqueous ozone for various applications, including:

- Sanitizing fresh produce upon arrival
- Washing herbs and vegetables to remove bacteria and extend shelf life
- Cleaning and sanitizing kitchen surfaces and food contact equipment
- Routine kitchen and floor cleaning

**Smart Power Chemicals:** Our dishwashing lines utilize Smart Power chemicals, significantly reducing packaging waste and transportation emissions.

### Benefits of Our Approach

**Healthier Environment:** Aqueous ozone and low-chemical solutions reduce exposure to harmful residues for guests and staff.

**Enhanced Food Safety:** These methods effectively sanitize produce and surfaces, ensuring food safety standards.

**Environmental Impact:** We minimize the release of chemicals into the environment and reduce packaging waste.

### 2023 Highlights

Aqueous Ozone systems replaced regular petrochemical cleaning solutions in all areas, including kitchens and back of house areas, wherever food safety mandates allow.

**2024 Target:**  
 Maintain and exceed our 2023 savings and work on new solutions with less environmental impact, where possible.

## Water Use

### Initiatives

Water conservation is essential, especially in Bangkok's water-scarce environment. We prioritize water efficiency measures throughout our operation and utilize recycled water for irrigation.

### 2023 Highlights

Reduced our reliance on municipal water for landscaping using recycled water.

Saved an estimated 3,739 cubic meters of water in 2023, resulting in cost savings of approximately 74,000 THB.

### Challenges and Opportunities

While we've made significant progress, Bangkok's water scarcity requires ongoing vigilance. We're committed to exploring additional water conservation opportunities.

### 2024 Target:

Maintain or exceed our 2023 water savings through continued use of recycled water for irrigation. Explore additional water conservation measures within our operations.



# RESOURCES

## No! to Plastic Waste

**Initiatives:** We are eager to eliminate single-use plastic waste in our operations, preventing pollution and minimizing our environmental footprint. We believe the best way to tackle plastic waste is to prevent it from entering our operation in the first place. Our bar setup exemplifies this approach:

**Water:** Our in-house Nordaq mineral filtration system allows us to bottle our own water, eliminating plastic or glass bottle waste.

**Soft drinks:** We utilize a post mix system from Coca-Cola. Drinks are mixed on-site with our filtered water, eliminating cans and bottles.

**Beer:** Our 34-tap draft beer setup ensures all beer is served on tap, significantly reducing waste associated with bottles and cans.

### 2023 Highlights

We effectively avoided waste by over 65,000 large beer bottles, 6,000 water bottles and over 1,400 liter bottles of cola!



## Spotlight: Innovative Melamine Plates

We take every aspect of our operation into consideration when making sustainability improvements. We designed our own melamine plateware with the following principles in mind:

**Durability:** Melamine offers exceptional durability, significantly reducing breakage-related waste compared to traditional ceramic or glass plates.

**Resource Conservation:** By incorporating 15% organic rice husk charcoal powder into the melamine, we reduce plastic use and give discarded agricultural waste a new purpose.

**Responsible Sourcing:** We partnered with Raitong Organics to source rice husk, supporting sustainable rice production in Thailand.

### Benefits to Our Approach

Long-lasting plates reduce replacement needs and reduce waste. The sustainable material rice husk turns waste into a valuable resource. And the collaboration with Raitong Organics demonstrates a commitment to supporting sustainable agriculture in our region.

**2024 Target:**  
We want to avoid waste by 100,000 bottles or more!



# RESOURCES





**Vision:**

To be a positive force in our local community, fostering economic opportunities and building strong, long-term relationships.

**Community Engagement**

**Our Philosophy:** Hyperlocal with Long-Term Focus.

We believe in building a business rooted in our community. Rather than chasing short-term gains, we focus on creating a resilient local economy through:

**Local Schools:** We have identified partner schools in our community that can benefit from our engagement.

**Supporting Local Entrepreneurship:** We actively seek opportunities to partner with local businesses and entrepreneurs, fostering a vibrant ecosystem.

**Long-Term Partnerships:** Our priority is building relationships designed for mutual benefit and lasting impact within our community.

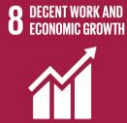
**2023 Highlights**

Facilitated two community events at Topgolf Megacity and visited neighboring schools and communities. Established a stronger connection to (NAME) school, resulting in a donation of new school benches for the students, a vegetable garden and an exchange of knowledge and ideas.

**2024 Target:**

Continue to grow our established relationships and foster further connections with our local communities.





# PROCUREMENT

## Vision:

To build a sustainable supply chain that supports ethical practices, reduces environmental impact, and benefits our local economy.

## Responsible Procurement

### Supplier Collaboration on Sustainability:

We require our suppliers to sign our sustainability policy, demonstrating aligned values. In 2023, we achieved a 25% sign-off rate and aim for 100% in 2024.

**Supplier Audits:** We conduct regular audits to ensure compliance with our food safety and sustainability standards. We completed 6 audits in 2023 and aim to complete 12 in 2024.

**Organic Eggs:** We're committed to increasing our use of organic eggs, prioritizing animal welfare and responsible farming practices.

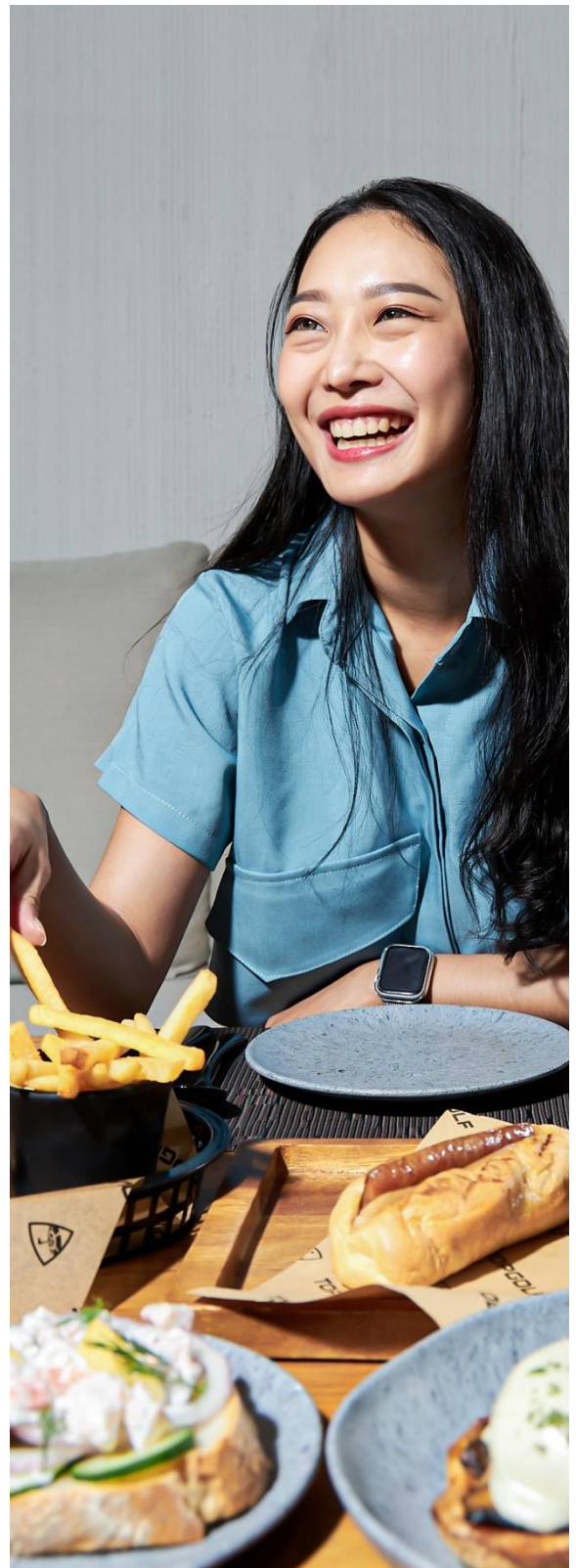
**Sustainable Seafood:** We source seafood responsibly to protect marine ecosystems, ensuring minimal environmental and social impact.

### 2023 Highlights

- 25% of suppliers signed policy
- Conducted 6 supplier audits.
- Sourced 2,310 organic eggs (4% of our total egg consumption).

### 2024 Target:

- 100% supplier sign-off on our sustainability policy.
- Conduct 12 supplier audits.
- Increase organic egg usage to 8% of our total egg consumption.







### Vision:

To create a workplace where our Playmakers thrive, feel valued, and have opportunities for personal and professional growth.

### Initiatives:

**Fostering a Thriving Workplace:** We prioritize creating a positive work environment where our Playmakers feel inspired and supported.

**Career Development:** As a rapidly expanding company, we offer numerous opportunities for our team members to develop their skills and advance their careers.

**Commitment to Training:** We invest heavily in training programs to empower our team members with the knowledge and expertise to succeed. In 2023, we provided over 5411 hours of training (approximately 17 hours per employee).

**Health and Safety Focus:** The well-being of our team is paramount. We actively promote safety practices, including encouraging motorbike helmet use.

### Training BOI

We aim to achieve ISO 9001 certification for our venue operation to maintain a high service standard level.

### Superhero Passport

A new career development program with sustainability focus is in planning.

### 2024 Target:

20 hours of training per Playmaker.  
100% training awareness for ISO 9001  
Achieve ISO 9001 certification.  
New Career Development program with 100% participation of mid-level management and at least one topic of interest in professional development for HOD and director level.





**TG SEA**  
DEVELOPMENT



Topgolf Megacity 971 Moo 8 Bang Kaeo Bang  
Phli Samut Prakan 10540  
+66(0)2114 1289

<https://topgolfthailand.com/sustainability/>