

<b>IMPACT</b>	Q1 2021
ISSUE 04	



**HOIANA**  
SUSTAINABILITY

# ENERGY EFFICIENCY

"Energy costs are getting higher, and the cheapest energy is the energy you don't use."  
- Paul Pettipas (Nova Scotia Home Builders' Association)



ROSEWOOD  
HOI AN

KHOS  
HOIANA

NEW WORLD  
HOIANA HOTEL  
VIETNAM

HOIANA  
HOTEL & SUITES

HOIANA  
RESIDENCES  
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# Introduction

Dear Hoianans,

The year has begun with lots of activity and excitement amongst our Sustainability Committee and this new issue of IMPACT is a true testament to all the hard work and passion of its members. Many of the planned initiatives in 2020 will be coming to fruition in 2021 and position Hoiana as a leader in sustainable development in Vietnam. In particular, our waste and water management programs have advanced considerably and are close to implementation.

I also want to thank the committee and our leadership at Hoiana for their continuous support as we seek to achieve the Global Sustainable Tourism Council certification of Hoiana Integrated Resort. We aim to become the first company in Vietnam to obtain this certification and hence set sustainability benchmarks for both our community and other business entities in the country.

We hope you will enjoy reading about all the strides we've made! We also look forward to seeing you soon during our upcoming events to celebrate Earth Day this year on April 22.

## **BENOIT AMADO**

Complex Managing Director Hoiana Hotels  
Chairman of Hoiana Sustainability Committee

*“Sustainability is no longer about doing less harm, it is about doing more good.”*

*— Jochen Zeitz*

PLEASE DO EMBARK WITH US ON THIS BRIGHTER  
AND MORE RESPONSIBLE FUTURE.



# 2021 Road Map



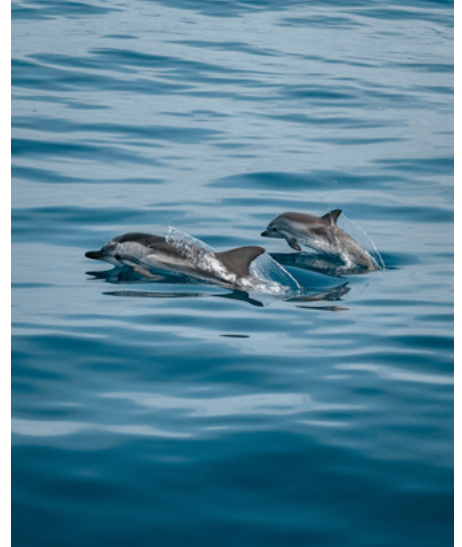
	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Events	-1 x Volunteer event	-Supplier conference -Earth day event	-1 x Volunteer event -Installation of water systems in communities	-1 x Volunteer event -Farm Building with local community
Activities	Sustainability Charter	Integrate EMS/SMS	-HR engagement & training	Integrated farm
		Waste Management	Energy Efficiency Program	
		Water Bottling	Community Water Program	
		Procurement program		

# Our Partners

## SASA TEAM MARINE ANIMALS RESCUE

Sasa Team was initially a group of volunteers teaming up to rescue a dolphin named Sasa who was stuck on the coast of Da Nang in late June 2018. Quickly after the successful rescue, the Sasa team was established. Sasa's work to date includes turtle rescue, ocean clean-ups (from ghost nets) and coral restoration.

With Hoiana's commitment to conservation efforts, protecting wildlife and natural resources, Hoiana is discussing with the Sasa marine team about potential activities which could be a coral restoration day or diving lessons offered to guests (a wonderful opportunity to fundraise for conservation). Hoiana can also support the Sasa team in the transport of the extracted fishing nets for proper disposal or recycling. Hoiana looks forward to supporting the Sasa team in their efforts to protect the environment through meaningful actions.



[f /sasadanangteam](https://www.facebook.com/sasadanangteam)



# Projects and Activities

<b>Sustainability framework</b>	With the support from EGL - sustainability partner - Hoiana has built a strong framework that is not only fully aligned with our visions but also reflects the global standards of world's prestige certifications like GSTC and B-Corp.
<b>Solar X</b>	Sustainable energy: Solar energy is one of the main components Hoiana focus in order to use more and more renewable energy and reduce our reliance on fossil fuels as well as limit greenhouse gas emissions. Therefore, Hoiana has planned to install a solar power system in Q3/ 2020. At present, all materials and equipment have arrived. Due to the bad weather, however, solar panel installation will be postponed until the end of this year.
<b>Organic fertilizer production</b>	Compost machine starts operating
<b>Education and training</b>	At Hoiana, Education and Training for staff is taken seriously. Sustainability Committee is building training framework for Hoianans so that they will get to learn about sustainability in general and its elements, e.g. responsible purchasing, waste management, etc.

# Projects and Activities

## BOTTLING PLANT

- ▶ Environmental impact of current drinking water consumption: if every guest drinks 2 liters / day = 4 bottles, show the amount at full capacity - with visual support, e.g within 1 week, it would fill a football field, etc.
- ▶ Hoiana is actively building a truly sustainable drinking water solution at reasonable cost to both guests and employees at Hoiana. A glass bottling plant operated in-house at Hoiana not only eliminates the environmental footprint generated by cross region transportation but also lengthens the lifecycle of glass bottles through refilling multiple times on site.



# Initiatives

## NEW PROCUREMENT SPACE

- ▶ The procurement process is challenging now for F&B with small order purchase, especially some abroad / HCM suppliers send the goods to Danang, not directly to Hoi An. Now they are leaning towards the idea of having their own trucks to pick up at each supplier with 2 types (cold and dry storage). Operating their own warehouse in Danang now doesn't financially make sense to them.
- ▶ There hasn't been any statistics about this so the first step is EGL to help with putting up a list of questions so relevant people from Hoiana can feed the data to it



## OPERATIONAL AREAS: HOW TO SAVE THE ENERGY CONSUMPTION

Engineering Department has developed operational methods to save the energy, for example setting the operation schedule of water chillers to be “OFF” in peak hours and 3hrs in the night time.

Electricity detailed consumption will be recorded and analyzed every month to timely identify the arising issues.

As a Hoianain, you can also take initiative by following the instructions as follows:

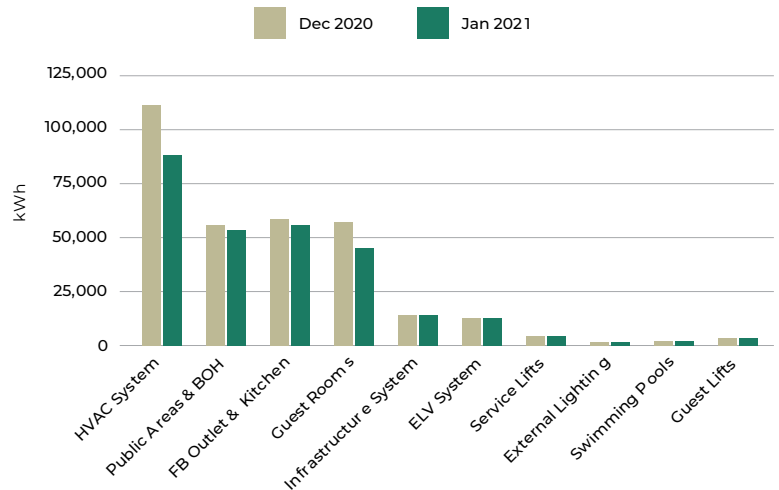
### Housekeeping & Front Office

- ▶ Supervise the guest room’s operation by Room Control Unit. Inform to engineering if abnormal operation such as air conditioning/lighting for fixing.
- ▶ Arrange proper operation schedule for Valet Laundry – Limited using equipment in Peak Hours.

### Food & Beverage

- ▶ Turn off unnecessary lights after the service time.
- ▶ Turn off air conditioning once open door/window.
- ▶ Turn off the Kitchen Exhaust Fan repeater unit after service time.

HOIANA HOTEL & SUITES - ENERGY SUMMARY



### Security

- ▶ Record the air conditioning/lighting usage in Back Of House Offices, Public Areas and sending reminder to relevant department/person for better control.

### IT

- ▶ Setup app for monitoring computer usage and sending reminder to relevant people.

### All Departments

- ▶ Turn off the light/air conditioning/computer in the office and relevant areas after working hour.
- ▶ Priority is given to using electricity during off-peak hours for production reducing electricity costs.



# COMMUNITY AREAS

## HANDOVER CEREMONY EDUCATIONAL FACILITIES FOR LOCAL SCHOOLS IN QUANG NAM



# Associates

## STRONGER TOGETHER!

Our success depends on everyone, including you! We kindly ask all staff to speak up and share initiatives, raise concerns and create suggestions on how Hoiana can improve. We are at the beginning of a journey and know that we are 'stronger together'.

## WE VALUE YOUR INPUT!

Every suggestion will be read and evaluated. The theme of this newsletter edition is ENERGY EFFICIENCY. Show us what you've got! Give us one idea (or more!) that you think can help reduce the electricity consumption in either your department or the whole complex. The most promising ideas will get the chance to be featured in the next newsletter or present their idea in front of the sustainability committee and if implemented, selected initiatives will be nominated for the annual Hoiana Sustainability Awards with attractive rewards and prizes.

## HOW TO GET INVOLVED

Here is how it works: Send us a photo and a short description of no more than 50 words about your idea to [sustainability@hoiana.com](mailto:sustainability@hoiana.com).

## EXAMPLE

Sourcing local ingredients reduces our carbon footprint and supports community livelihoods. In some of our signature cocktails at Hoiana Hotel & Suites, we already use Sampan Rum, which is produced from nearby sugarcane fields by a local distillery; we can expand this to include other businesses in the area that supply fresh produce.

## INITIATIVES PRIZES

Hoiana Suncity Outlets:	1,000,000 VND F&B Voucher
Hoiana Hotel & Suites Outlets:	1,000,000 VND F&B Voucher

# Editorial Team



**Benoit Amado**

Complex MD – Hoiana Hotels  
Chairman Sustainability Committee  
Editor-in-Chief



**Grace Hoang**

VP Corporate Communications  
Associate Editor



**Jimmy Lopez**

Complex Director F&B – Hoiana Hotels  
Associate Editor



**Thanh Bui**

Graphic Designer – Hoiana Hotels  
Art Editor



**Cassandra Cuevas**

Communications Manager – Hoiana Hotels  
Copywriter





Locally sourced products are a highlight of the menu at the newly opened Cove Bar & Grill. We look forward to welcoming you soon.







# HOIANA

SUSTAINABILITY

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[www.hoiana.com/corporate-social-responsibility](http://www.hoiana.com/corporate-social-responsibility)

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