

IMPACT

ISSUE 05

Q2
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HOIANA
SUSTAINABILITY

OUR PLANET

"One of the first conditions of happiness is that the link between man and nature shall not be broken."

- Leo Tolstoy (Russian writer)



ROSEWOOD
HOIAN

KHOS
HOIANA

NEW WORLD
HOIANA HOTEL
VIETNAM

HOIANA
HOTEL & SUITES

HOIANA
RESIDENCES
HOIANA RESIDENCES



Introduction

Dear Hoianans,

In this issue of Impact, you will discover the latest initiatives conducted by the Sustainability Committee during the last quarter. We are thrilled with the progress made towards more sustainable practices at Hoiana!

Sustainability is a 360-degree concept which encompasses three pillars: economic, environmental, and social also known informally as “profits, planet, and people.” The efforts of the Sustainability Committee over the last few months have been wide-ranging and prolific, with launches of key initiatives that structure our sustainability strategies, protect our environment, enhance local partnerships, and improve our economics as a business. We are at the vanguard of progressive companies making commitments to reduce waste, invest in renewable energy and support local organizations that also work toward a more sustainable future. As we progress together, we would like to see Sustainability being part of our Hoiana culture and are excited to contribute and make a difference in our community.

I encourage you to be curious, participate and donate your time, imagination, and energy to help create a brighter future for us all in Central Vietnam and beyond. Please also join me in thanking our committee members and the senior leadership at Hoiana for their ongoing support.

Sustainable Regards,

BENOIT AMADO

Complex Managing Director Hoiana Hotels
Chairman of Hoiana Sustainability Committee

“The Earth is what we all have in common.”
— *Wendell Berry (American novelist, environmental activist)*

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



Projects and Activities

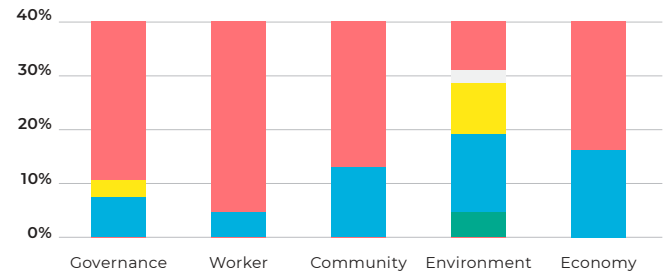
Solar X	<p>Our first fully established sustainability intervention Solar X was connected before the end of the year 2020 and is now producing 3,985 KWH of electricity per day.</p> <p>The system has generated 717,305 KWH year to date and is a first stepping stone to a reduced environmental footprint and a wider sustainable energy program.</p>
Sustainable waste management	<p>After detailed planning and budgeting, this project was approved for implementation in Q2 2021. It includes a detailed waste audit and training for all relevant departments as well as the use of the state-of-the-art waste sorting facility in the Podium area and an inclusion of other waste collection points. More details on the waste audit will be mentioned in the next pages.</p>
Responsible consumption	<p>Our consumption behaviors have a significant impact on nature resources and the environment. By switching to using Glassia water, a social enterprise offering a fully circular business model in water bottling, we are reducing a big amount of PET plastic consumption.</p>

Projects and Activities

SUSTAINABILITY FRAMEWORK

- ▶ A Sustainability Framework (SF) is an essential tool for any organization who wants to pursue sustainability. It is the foundation for all future strategy decisions and will set out a pipeline for all benchmarking and monitoring activities. The leadership of Hoiana shows a strong commitment towards sustainability by our ambitious goal to obtain prestigious global accreditations GSTC and B-Corps.
- ▶ With the support from Evegren Labs - our sustainability partner - we have built a strong framework that is not only fully aligned with our visions but also reflects the high global standards we are aiming for.
- ▶ Our framework is built on the foundation of 5 key pillars, namely Governance, Workers, Community, Environment and Economy. A sustainability corner will be set up at will be set up in the Rosewood executive office with signage entailing the commitments of Hoiana in each pillar.

CHARTER COMPLETION STATUS



PROGRESS TRACKER

GREEN

- Interventions fully implemented and goals reached
- Regular monitoring and evaluation

BLUE

- In implementation
- Approved AND implementation starts
- From contracting to finish, prior to reaching set goals

YELLOW

- Resources actively deployed
- Working on solution research or establishing proposal
- Prior to implementation and approval

WHITE:

- Goal set
- Solution to be identified
- Resources to be committed

RED:

- Insufficient information, more data collection needed for categorization



HOIANA
SUSTAINABILITY

OUR MISSION IS

TO BE THE GUARDIAN OF THE LOCALE, ITS ENVIRONMENT AND COMMUNITY

WE FOCUS ON

GOVERNANCE

WORKERS

COMMUNITY

ENVIRONMENT

ECONOMY

WE ARE STRIVING FOR THE COMMON GOALS IN SDGS

SDG 16: Peace, justice and strong institutions
SDG 17: Partnerships for the goals
SDG 14: Life below water
SDG 15: Life on land
SDG 11: Sustainable cities and communities



WE ARE COMMITTED TO

- › Establishing and maintaining a transparent and systematic governance structure.
- › Providing accurate, transparent and public reports and communications.
- › Encouraging stakeholder's engagement through communication and reporting.
- › Actively contributing to the sustainable development of the region's tourism.
- › Protecting land, water and property rights.
- › Following sustainable buildings and infrastructure regulations.

SDG 5: Gender equalities
SDG 8: Decent work and economic growth
SDG 10: Reduced inequalities
SDG 16: Peace, justice and strong institutions
SDG 3: Good health and well-being
SDG 13: Climate action
SDG 4: Quality education



- › Providing an accessible and inclusive workplace.
- › Diversity and gender equality.
- › Implementing an effective two-way feedback mechanism for staff (performance evaluation and grievance).
- › Environmental health and safety.
- › Healthcare and social securities for staff.
- › Team development.
- › Transparent salary, compensation and incentive policies for internal staff.
- › Well established SOPs and policies in hiring and promotion.

SDG 17: Partnerships for the goals
SDG 11: Sustainable cities and communities
SDG 8: Decent work and economic growth
SDG 10: Reduced inequalities
SDG 3: Good health and well-being



- › Building a sustainability network.
- › Conserving artefacts.
- › Facilitating communication and creating opportunities in local communities.
- › Facilitating cultural interactions.
- › Improving availability to local services.
- › Showcasing & protecting culture and heritage.
- › Supporting the community through Hoiana Cares Foundation.

SDG 12: Responsible consumption and production
SDG 13: Climate action
SDG 15: Life on land
SDG 14: Life below water
SDG 6: Clean water and sanitation
SDG 7: Affordable and clean energy
SDG 11: Sustainable cities and communities



- › Managing product lifecycle & supply chain.
- › Conservation efforts, protecting wildlife and natural resources.
- › Monitoring and reducing greenhouse gas emissions.
- › Preserving energy and water resources.
- › Implementing a well-established solid & hazardous waste management system.
- › Implementing a well-established wastewater management and treatment system.

SDG 12: Responsible consumption and production
SDG 11: Sustainable cities and communities
SDG 17: Partnerships for the goals
SDG 10: Reduced inequalities



- › Clear management and monitoring systems of the supply chain.
- › Enabling local businesses.
- › Establishing long lasting relationships with suppliers and service providers.
- › Product stewardship.
- › Promoting new markets.
- › Responsible sourcing.

WASTE AUDIT

- ▶ The first step to sustainable waste management in Hoiana is to understand waste composition and the amount of each waste type in the complex. This understanding will lead to more appropriate, cost-effective, and environmentally friendly approaches to handle waste, as well as better waste management standards and training for Hoiana's personnel.
- ▶ From 26 May to 9 June, Evegren Labs - our sustainability partner, carried out a comprehensive waste audit in the following waste rooms in Hoiana complex: Golf Course Maintenance (GCM), Golf Club House (GCH), Development Office (DO), Staff Village (HV), and Rosewood/KHOS/Hoiana Hotels & Suites/Hoiana Casino (P2). During audit hours, waste bags were collected and waste separated into three main categories and ten sub-categories:
 - ▷ Organics: food waste and green/garden waste
 - ▷ Recyclables: mixed paper, cardboard, cartons (i.e. Tetra Pak), rigid plastics, soft plastics, styrofoam, metal, and glass.
 - ▷ Landfill waste
- ▶ During the audit, Evegren Labs also collected information on waste separation, disposal, and removal practices in Hoiana to identify suitable solutions and better procedures.
- ▶ Results of the audit have been reported to Hoiana's Sustainability Committee.



Initiatives

SUSTAINABILITY CORNER



ROSEWOOD
HOIAN

KHOS
HOTEL

NEW WORLD
HOIANA HOTEL
VIETNAM

HOIANA
HOTEL & SUITES

HOIANA
RESIDENCES
BRAND

HOIANA
THE CASINO

HOIANA SHORES
GOLF CLUB

Hoiana Sustainability Framework sets up a fundamental ground for our business to grow and flourish, not just on our own but also to support and contribute to the well-being of the surrounding environment and society. As one of largest hospitality complexes in the region, we are privileged to be a force for good in addressing systemic social and environmental challenges both locally and internationally.

Khung Bền Vững Hoiana thiết lập một nền tảng cơ bản cho sự phát triển hưng thịnh, không chỉ trong hoạt động kinh doanh của riêng chúng ta mà còn hỗ trợ và đóng góp vào sự an vui cho môi trường và xã hội xung quanh. Là một trong những dự án phức hợp khách sạn lớn nhất trong khu vực, chúng ta có một đặc quyền là trở thành lực lượng giải quyết tốt các thách thức xã hội và môi trường mang tính hệ thống ở địa phương và quốc tế.



Our Vision / Tầm Nhìn
To be a leader in Sustainable Development.



Our Mission / Trọng Trách
To be the guardian of the locale, its environment and community.

Governance / Quản Trị

- Establishing and maintaining a transparent and systematic governance structure.
Thiết lập và duy trì một cơ cấu quản trị minh bạch và có hệ thống.
- Providing accurate, transparent and public reports and communications.
Cung cấp các báo cáo và thông tin liên lạc chính xác, minh bạch và công khai.
- Encouraging stakeholder's engagement through communication and reporting.
Khuyến khích sự tham gia của các bên liên quan thông qua giao tiếp và báo cáo.
- Actively contributing to the sustainable development of the region's tourism.
Chủ động tích cực vào phát triển du lịch bền vững trong khu vực.
- Protecting land, water and property rights.
Bảo vệ các quyền về đất, nước và tài sản.
- Following sustainable buildings and infrastructure regulations.
Tuân theo các quy định về xây dựng bền vững.

Workers / Nhân Sự

- Providing an accessible and inclusive workplace.
Cung cấp không gian làm việc hòa nhập, dễ tiếp cận.
- Diversity and gender equality.
Đa dạng và bình đẳng giới.
- Implementing an effective two-way feedback mechanism for staff performance evaluation and grievance.
Thực hiện cơ chế phản hồi hai chiều hiệu quả cho nhân viên (đánh giá hiệu suất công việc và khiếu nại).
- Environmental health and safety.
Sức khỏe và an toàn môi trường.
- Healthcare and social securities for staff.
Bảo hiểm y tế, khám và bảo hiểm xã hội cho nhân viên.
- Team development.
Phát triển năng lực của đội ngũ.
- Transparent salary, compensation and incentive policies for internal staff.
Chính sách lương thưởng, đãi ngộ minh bạch cho nhân viên nội bộ.
- Well established SOPs and policies in hiring and promotion.
Các SOP và chính sách tuyển dụng và thăng chức được thiết lập tốt.

Community / Cộng Đồng

- Building a sustainability network.
Xây dựng mạng lưới bền vững.
- Conserving artifacts.
Bảo tồn di sản lịch sử và văn hóa.
- Facilitating communication and creating opportunities in local communities.
Tạo điều kiện giao tiếp và tạo cơ hội trong cộng đồng địa phương.
- Facilitating cultural interactions.
Tạo điều kiện giao lưu văn hóa.
- Improving availability to local services.
Cải thiện tính khả dụng đối các dịch vụ và phương tiện.
- Showcasing & protecting culture and heritage.
Trưng bày & bảo vệ văn hóa và di sản.
- Supporting the community through Hoiana Cares Foundation.
Hỗ trợ cộng đồng thông qua Hoiana Cares Foundation.

Environment / Môi Trường

- Managing product lifecycle & supply chain.
Quản lý vòng đời sản phẩm & chuỗi cung ứng.
- Conservation efforts, protecting wildlife and natural resources.
Hiệu lực bảo tồn, bảo vệ động vật hoang dã và tài nguyên thiên nhiên.
- Monitoring and reducing greenhouse gas emissions.
Giám sát và giảm phát thải khí nhà kính.
- Preserving energy and water resources.
Bảo tồn năng lượng và tài nguyên nước.
- Implementing a well-established solid & hazardous waste management system.
Thực hiện tốt hệ thống quản lý chất thải rắn và chất thải nguy hại.
- Implementing a well-established wastewater management and treatment system.
Thực hiện tốt hệ thống quản lý và xử lý nước thải.

Economy / Kinh Tế

- Clear management and monitoring systems of the supply chain.
Hệ thống quản lý và giám sát chuỗi cung ứng một cách chính xác.
- Enabling local businesses.
Tạo điều kiện cho các doanh nghiệp địa phương.
- Establishing long lasting relationships with suppliers and service providers.
Thiết lập mối quan hệ lâu dài với các nhà cung cấp hàng hóa và dịch vụ.
- Product Stewardship.
Quản lý sản phẩm.
- Promoting new markets.
Thúc đẩy thị trường mới.
- Responsible sourcing.
Tôn trọng năng lượng và trách nhiệm.

Associates

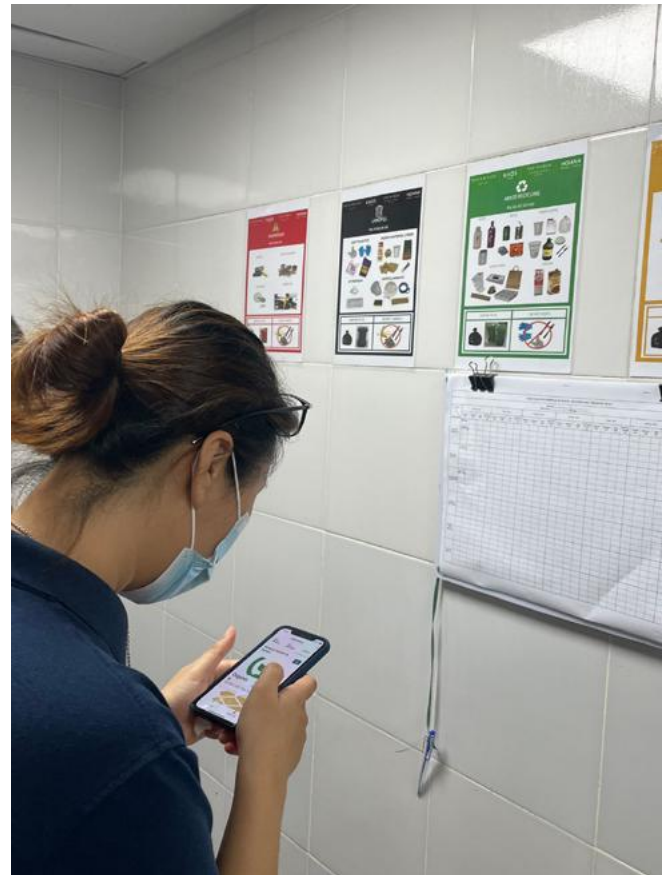
STOP WASTE POSTER IN THE HANGOUT

A friendly reminder to our associates in The Hangout



HOIANA HOTELS ZERO WASTE MANAGEMENT PROGRAM

After a month of preparations and training sessions conducted with 173 associates, we launched the Hoiana Hotels Zero Waste Management Program on May 20, 2021.



GLASSIA WATER

By introducing refillable glass bottles in our suites from June 2020 we have eliminated 35,000 plastic bottles that may have ended up in a landfill or the environment.



TURN OFF THE LIGHTS

Small things make a big difference. We have placed these stickers on the power switches around the Rosewood executive office to remind everyone to conserve energy as much as they can.



Hoiana Sustainability Committee



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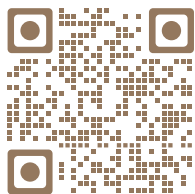
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SUMMER FUN at x tại HOIANA

MÙA HÈ SÔI ĐỘNG

A perfect summer day at Hoiana beckons with the Day Pass. Enjoy access to the resort's leisure facilities, including complimentary children's activities that teach the value of recycling.



SCAN ME



HOIANA


SUSTAINABILITY

DISCOVER MORE ON OUR WEBSITE

www.hoiana.com/corporate-social-responsibility

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