



HÔTEL DES ARTS

SAIGON

MGALLERY VIETNAM



GALLERY
HOTEL
COLLECTION

Table of CONTENTS

HOTEL FACT SHEET	2
SUSTAINABILITY MANAGEMENT PLAN	3
I. PURPOSE	4
II. SCOPE	5
III. VISION	6
1. Reinforcing Sustainable Hotel Operation	7
2. Putting People at the Heart of Our Sustainability Approach	9
3. Embracing Sustainability in Our Food Chain	11
IV. FOCUS KEY AREAS OF SMP	12
V. SUSTAINABLE OPERATION MANAGEMENT	13
VI. ENVIRONMENTAL POLICY	22
VII. REFERENCES	24

HOTEL FACT SHEET

Hôtel des Arts Saigon – Mgallery Hotel Collection is a French Indochina inspired hotel with 9.975, Square Meters in the heart of Ho Chi Minh City that opened for operations in August 2015.

Hotel Category: Five star

Hotel Theme: French Indochina

Opening Year: 2015

No. of keys: 168

No. of Food & Beverage Outlets: 4

No. of Meeting Rooms: 4

Hôtel des Arts Saigon is proud to provide memorable moments for our guests, as well as to ensure a sustainable growth that will protect the unique environment surrounding us. Our vision is to create development in a sustainable world for the future generations. To outline the vulnerabilities of environment and highlight the measures being taken:

- Sustainability programs in hotel was well introduced to all Heartists since pre – opening stage, including sharing our best sustainability practices and guiding the team on how they can support.
- The guest towel and linen use program implemented in the hotel for the guest to be part of our sustainability commitment.
- The usage of single use plastic in guest facing area has been eliminated 100%
- The energy consumption are monitored daily in regards to the utility services such as water / electricity / gas & diesel. This has also helped us to manage our resources and manpower more efficiently while delivering the required quality and service.
- The 80% of the hotel lighting in public areas & guest rooms is been replaced to LED / CFL Lights since hotel pre-opening period until date.
- The hotel has implemented water saving methods throughout the hotel

SUSTAINABILITY MANAGEMENT PLAN

I

Purpose

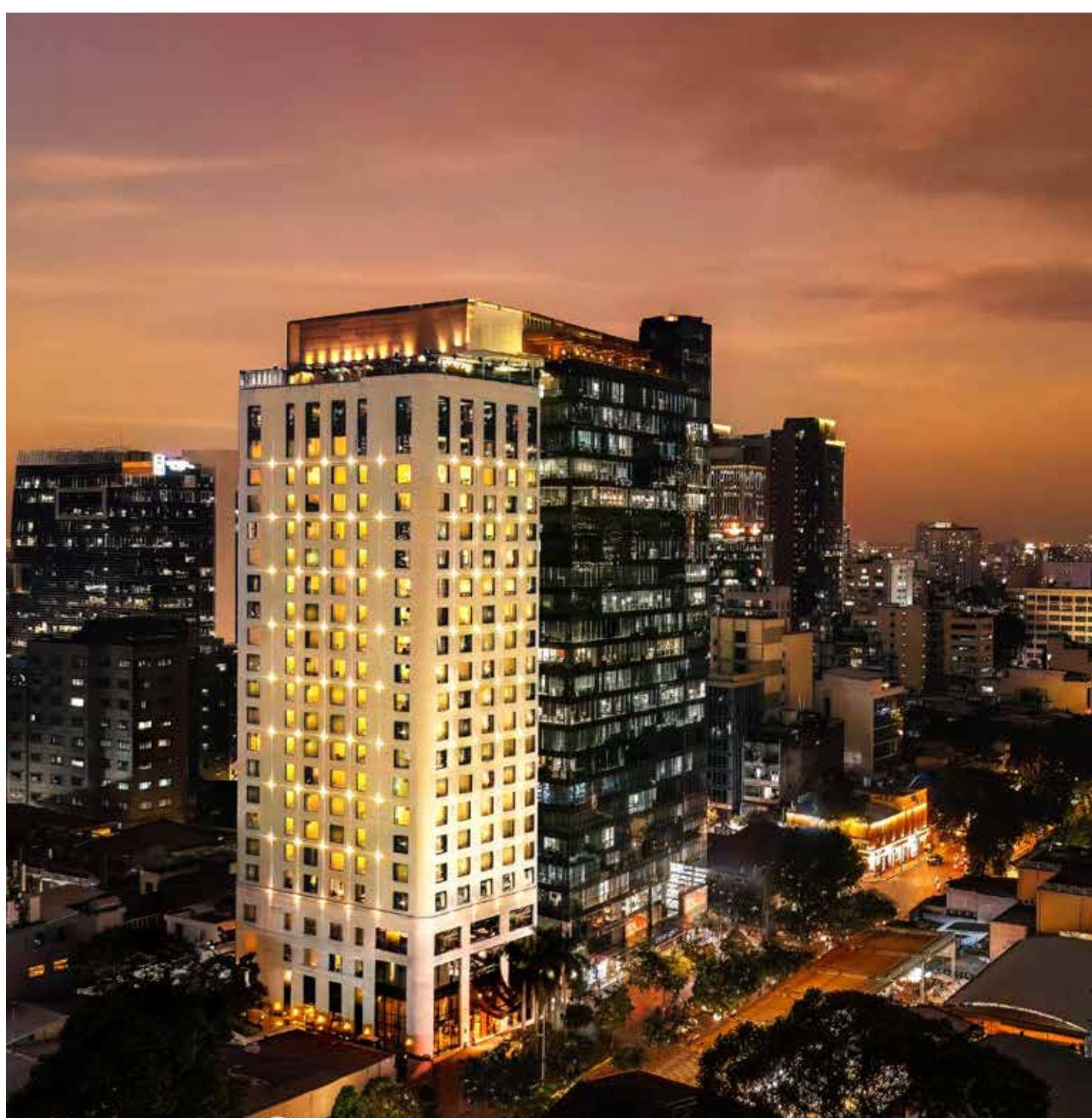
The primary purpose of the Sustainability Management Plan is to guide decision-making, management, and the daily operations of the business in a sustainable manner.

- To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues.
- To demonstrate management commitment to comply with the environmental laws and regulations of VIETNAM.
- To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business
- To outline mitigation measures in order to minimize the impact of the business activities on the surrounding environment.
- To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practicing Reduce, Reuse and Recycle wherever possible.
- To establish a framework for environmental management to ensure the implementation of the identified mitigation measures.

II

Scope

The Scope of the sustainability management plan covers all activities at the Hôtel des Arts Saigon and its integration with all Heartists, guests, business partners, owners, other stakeholders.



III

Vision

Accor is firmly committed to setting an example in its relations with host communities and the natural environment. While the global economy offers considerable opportunities for development, it also gives us special responsibilities. Now more than ever we are faced with the challenge of ensuring that our practices respect the Earth and its inhabitants.

At Hôtel des Arts Saigon, we acknowledge that striving to be an excellent hotel includes ensuring that sustainable practices are one of our top priorities. We support the Accor Groups commitment to developing our business while respecting the planet.

Our extensive global presence provides us with the opportunity to reduce the negative impact of our operations and lead our industry toward more environmentally friendly practices.

1. Reinforcing Sustainable Hotel Operation

When it comes to sustainable operations, we focus on three priority areas of action to preserve natural resources and reduce our footprint: contributing to carbon neutrality and optimizing our energy consumption, preserving water resources and reducing waste.

We do this by:

- Developing and deploying Accor's environmental improvements initiatives, help meet their objectives and track our environmental performance through appropriate indicators.
- Raise awareness among Heartist and guests.
- Use resources developed by Accor to ensure an effective, aligned approach.
- Leverage the support of our suppliers and other partners.

a) Transitioning to Carbon Net Zero

We optimize our energy consumption by:

- By integrating the notion of total cost and by considering energy savings when deciding on spending for the hotel.
- By ensuring energy saving solutions introduced by Accor are deployed with urgency.
- By giving priority to renewable energies where possible.

b) Preserving Water Resources

We conserve water resources by:

- By involving our teams in finding ways to conserve water within the hotel.
- By testing innovative solutions designed to reduce consumption.
- By promoting the use of washing, cleaning and personal hygiene products that are more respectful of water resources than others.

c) Reducing and Recycling Waste

We manage waste by:

- By encouraging our Heartists to sort, waste and using a local recycling channel to do so.
- By providing our guests with waste sorting solutions.
- By ensuring that the hazardous waste is effectively recycled.
- Using Winnow Food waste tracking system to monitor daily food waste.
- Eliminate single-use plastics from our hotels' guest experience progressively since 2020



2. Putting People at the Heart of Our Sustainability Approach

Hospitality is intrinsically linked to welcoming, serving and connecting people. Our strength is our people and caring for them runs deep in our DNA. It infuses our vision and guides us in our commitment to sustainable progress and empowerment

a) Promote local development

- By leading the fight against poverty through our business agreements. One example is to offer fair trade products whenever possible.
- By sharing our commitments with our business partners, notably by asking suppliers to sign the Sustainable Procurement Charter.
- By forging partnerships with local communities, with the backing of non-profit organizations. For example: Pink October BCNV donation project – supporting local breast cancer patient
- By participating in meaningful community activities that contribute to the growth of the local destination. For example: SMILE donation project – supporting children with cleft lip surgery

b) Protect vulnerable and abused children

- By ensuring the business respect the Code of Conduct drafted by the World Tourism Organization and ECPAT (End Child Prostitution, Pornography and Trafficking of Children for Sexual Purposes) which Accor is a member of the ECPAT executive committee.
- By training Heartists on WATCH (We Act Together for Children) program by Accor, to help the team member recognize and respond to situations in which there is a risk of child abuse or sexual tourism.

c) Promoting Diversity, Equity & Inclusion.

- By striving to cultivate a forward-thinking culture and multicultural workplace where innovation can flourish
- By training Heartist on the Accor's Diversity and Inclusion Commitment
- By preventing inequalities and discrimination and give all of our teams the fair and equitable opportunities they need to grow through meaningful careers.
- By fostering women's employment and empowerment everywhere



3. Embracing Sustainability in Our Food Chain

The commitment to a more sustainable food model is an essential focus of our sustainable development strategy. We are investing in more sustainable practices across three axes: increasing local sourcing, reducing food waste and promoting responsible consumption, ensuring we are respectful of local communities, protect biodiversity and reduce our environmental impact.

a) Promoting Reasonable and Local Sourcing

We protect biodiversity by:

- By raising employee awareness of the importance of biodiversity in the natural world for people as a source of medication and food and a means of preventing epidemics.
- By taking biodiversity concerns into consideration in our consumption of wood, fish, plant based products and other natural resources.
- By supporting local farmers and businesses, and source food closer to the hotel and thus reduce the environmental impact of transport.

b) Eliminate food waste

- By using Artificial Intelligence system (Winnow) to measure leftovers;
- By reducing food waste in the kitchen and rethink our buffet
- By training of our teams and improve our communications with our guests to raise awareness of food waste and change mindsets
- By partnering up with local charity organization to donate unconsumed food items.

c) Shifting eating habit

- By inspiring shifts in guests' eating habits through increasing our offer of healthier, planet-based, local and organic options
- By improving communication on this eating habit shifting, promoting an eating habits that are more respectful of the planet, favoring better quality products, from organic farming to short supply chain

IV

Focus Key Areas of Smp

- 1. Environmental** – to be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes.
- 2. Sociocultural** – to be involved in corporate social responsibility actions, community development, local employment, fair trade, respect local communities, equitable hiring and employee protection.
- 3. Quality** – any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets but exceeds guest expectations. A sustainable business should benefit its Heartists, customers, business partners, owners and other stakeholders.
- 4. Health & Safety** – Hôtel des Arts Saigon complies with all established health and safety regulations, and ensures that both guest and staff protection instruments are in place.

W

Sustainable Operation Management

A: SUSTAINABLE MANAGEMENT

A1. Implement a Sustainable Management Plan

Hôtel des Arts Saigon shall establish and maintain the SMP complying with the requirements included in this section. Hôtel des Arts Saigon shall formulate policies and procedures that:

- Are appropriate to the nature and scale of the organizations activities.
- Are aligned with the four key Sustainability Management Plan areas (I.e. Environmental, SocioCultural, Quality, and Health & Safety issues)
- Include a commitment to continual improvement of the Sustainability Management Plan.
- Include a commitment to comply with all applicable legislations.
- Provide a framework for setting and reviewing objectives and targets.
- Are documented, implemented, maintained and communicated to all employees.
- Are reviewed periodically to remain relevant and appropriate to the organizations SMP.

A2. Legal Compliance

The hotel is licensed according to VN law and in compliance with all relevant international or local legislation and regulations, including health, safety, labor, and environmental aspects, and insurance policies and other guest and staff protection instruments are up to date and in order.

A3. Employee Training:

Employee hiring, training, annual appraisal and performance review, at Hôtel des Arts Saigon; is in line with the corporate competencies and competency models.

Competencies and competency models are designed to define the skills, knowledge and attributes that make organizations and individuals successful. Once competencies are identified, people with these competencies can be recruited and where necessary trained and developed. This builds an organization of successful Heartists who are capable of delivering business goals and execute strategy.

While competencies may enable people to achieve success, they alone do not ensure success. We see people who are competent but do not deliver business results or vice a versa. In other words, only assessing people against competencies is not enough. We must also measure their achievements against the desired business goals within their roles.

At the same time, competencies provide the link between organizational vision, behaviors, outputs and results and are the foundation for recruitment, selection, performance management, development and succession planning.

A.4 Customer Satisfaction

At Hôtel des Arts Saigon, the Guest Experience department manages guest engagement. Guest Experience department helps Hôtel des Arts Saigon to operate in a way that focuses on continuous improvement and long term sustainability. It works with all departments and areas of the business to ensure that our guest are always our first priority by having a system in place that allow us to measure how well we are doing, and to respond quickly when we are not getting the desired results.

Besides guest engagement, we also review and monitor internal quality performance. Some of the tools used for monitoring and reviewing the same are:

VOCIE of Guest, Leading Quality Assurance (LQA) audits, Vision Reservation Audits, guest internal feedback and other 3rd party online platforms such as TripAdvisor, Google, Booking.com and all social media channels.

A.5 Accuracy of Promotional Materials

All communication regarding promotional material at Hôtel des Arts Saigon goes through Marketing team and is in line with Hotel Brand Group guiding principles, local regulations and cultural norms. Any dissatisfaction from our guests is tracked through the Guest Priority Log.

A.6 Local Zoning, Design and Construction

The Hôtel des Arts Saigon Sustainable Designs & Structure

Key Efficiency Features:

- High efficiency chilled water plant
- High efficiency motors
- Fan and pump selections
- Variable air volume (VAV) air distribution
- Efficient lighting and control
- Good façade performance
- Energy and water metering and monitoring
- Unoccupied guest room control – lighting and air conditioning
- Heat recovery on guest room exhaust/ventilation
- Lighting – Majority of the building are using LED light fittings.

A.7 Interpretation

We inform our guests about the local environment, local culture and culture heritage through various means. It can be introduced through painting, artifact, local food description or something as simple as Bedtime Stories.

A.8 Communications Strategy

We communicate with our guests and visitors to the hotel and the website in a comprehensive manner. Our sustainable operations involve our guests, example, we have placed green cards in the rooms in order to give our guests an option whether or not they want the bed linen or towels to be replaced, hence giving them the opportunity to play a direct role in water and energy conservation.

A.9 Health and Safety

We follow strict environmental, health and safety laws, regulations and procedures to conserve and protect the environment and create a workplace where we bring the best out of our Heartists whilst avoiding the risk of injury.

Heartists are appropriately trained so as too make them aware the health and safety issues while working and guests are made aware of hazards by using appropriate signage.

Highlights:

- Guests are instructed verbally and by signs to take care when the floor is wet.
- Swimming pool depth is clearly marked.
- If any large events are to be held within the property by external organizers, a clear method statement risk assessment, floor plans, insurance policies, are requested from the organizer. Such that a clear gap analysis is conducted, and appropriate preventative measures from our end are also taken.
- All paint is environmentally friendly.
- DIVERSY auto chemical mixing stations are implemented for housekeeping and kitchen team
- Hôtel des Arts Saigon is HACCP certified, ensuring hygiene standard is in place throughout the hotel operation

B: SOCIOECONOMIC

B.1 Community Development

This section is supported by the Hotel Brand Group community investment policy; the policy states that the Company recognizes its roles and responsibilities in contributing to the sustainable development of the communities in which it operates. This Policy aims at maximizing the return on Community Investments and their impact on the Local Community.

Through our Community Investment Program, we are aiming to find unique areas of involvement where we can actively support our Local Communities and engage in a mutually rewarding way with our Stakeholders.

- **Healthcare:** Supporting initiatives aimed at enhancing the health and well-being of Local Communities.
- **Education:** Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector.
- **Cultural Preservation:** Supporting initiatives aimed at preserving local culture and heritage and promoting cultural diversity.
- **Economic Development:** Supporting initiatives aimed at enhancing the ability of small and medium enterprises ("SMEs") that are strategically linked to business needs to perform more effectively in order to create economic growth.
- **Environmental Protection:** Supporting initiatives that help protect the integrity of the environment. We also want to support initiatives that use innovative products and services to help solve environmental problems.

B.2 Local Employment

Hôtel des Arts Saigon proactively supports the recruitment and development of local Heartists at various managerial level positions across its operational and support function.

B.3 Fair Trade

Fair trade within Hôtel des Arts Saigon is driven by the Purchasing policy, wherein Purchasing ensures the use of right methods to select suppliers and procure goods and service at the right quality, price, time, source and delivery while protecting the company.

B.4 Local entrepreneurs

Hôtel des Arts Saigon is established as a business hotel where in our aim is to let business clients experience the luxury hospitality we have to offer to them in the midst of their business environment. Hôtel des Arts Saigon does not engage with local entrepreneurs dealing with historical artifacts moreover it is not permitted by law. It is worthwhile to state that, at Hôtel des Arts Saigon we do engage in organizing events and activities that portray the local culture.

B.5 Exploitation

Hôtel des Arts Saigon is in strict compliance with local legislation. Hence, appropriate policies are in place against the employment of children, sexual harassment, and exploitation.

- Equal Employment Opportunity Policy
- Business Conducts and Ethics Policy

B.6 Equitable hiring

Hôtel des Arts Saigon promotes diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled on the basis of competence. Our hotel adheres to all local laws and regulations concerning labour laws, and offer conditions and wages superior to the minimum requirements. We employ people of many nationalities and women candidates are encouraged to apply across all levels of the business

B.7 Employee protection

Salaries and benefits exceed national regulations, and all payments required by law into insurance are made on behalf of all employees. Overtime is paid for hours worked beyond the established work in accordance with VN labor law. Week hours and working hours do not exceed the legal maximum established by the labor law, but being a hospitality industry at times a need might arise to work additional hours, Heartists are accordingly remunerated as per the policies outlined.

B.8 Basic services

The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect positive influence in the community.



C: CULTURAL HERITAGE

The Heartists at Hôtel des Arts Saigon are trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that guests are most interested in. Historical and archaeological artefacts are not sold, traded or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage.



D: ENVIRONMENTAL

In line with the Hôtel des Arts Saigon Sustainable Development, the use of our purchasing policies to buy sustainable uses the buying power to stimulate market demand for green products and services.

Highlights:

- Refrigerator and freezer temperatures are measured and monitored on a constant basis by the culinary staff. Energy usage is specified and recorded.
- We minimize our output of printed matter, and adapting a paperless solution for our front office and Food and Beverage team.
- Our suppliers often bring their products in crates and cases, which are reused and taken back. Every attempt is made to increase the awareness of the suppliers to avoid using single use packaging wherever possible.
- Refrigerator and freezer temperatures are measured and monitored on a constant basis by the culinary staff of Food.
- Energy usage is specified and recorded. Motion sensors are established in some of the areas, feasibility to cover more areas is considered.
- All rooms need room key in order to turn on lights – whereby all electric appliances are turned off when guest is not in room. Only low energy light bulbs are used throughout the property
- Energy efficient equipment is purchased wherever available, and only used when needed
- Hôtel des Arts Saigon have recycle program, and encourage guests to help us with our recycling during in room, meeting room, public areas.
- A food waste program has been introduced to minimize the food waste across the hotel.
- Participate yearly in Accor's Tree Planting activities

VI

Environment Policy

The Hôtel des Arts Saigon is fully committed to reducing the impact we have on the environment by implementing a long and lasting strategy that is built on the protection of the environment. The environment is an essential element to the core business function of Hôtel des Arts Saigon, therefore we will continuously strive to improve our performance in identifying and reducing wasteful practices, including sustainability aspects into our day to day business activities and be judged on our accountability and transparency by establishing a defined program to manage and reduce the environmental impacts from the hotel operations and identified specific areas of focus.

An essential part of our strategy has been to engage all stakeholders, guests, visitors, Heartists, tenants, owners and suppliers and have them actively contribute to the environmental actions.

Sustainability within Hôtel des Arts Saigon is defined as "carrying out its business in line with our company's values of integrity, quality, innovation, recognition, continuous growth and teamwork, and in a responsible, resourceful and lasting manner, which has environmental, economic, and social dimensions, and encompasses the concept of stewardship and the responsible management of resource use".

Achievement of a sustainable environment is likely to deliver substantial long-term benefits by protecting and maintaining stable environments that include Environmental, Socio-cultural, Quality and Health & Safety. Some of the actions necessary will also deliver shorter-term benefits through cost-savings. Many actions that improve sustainability will also result in medium-or long-term savings which, as a result can be reinvested. This means that increasing the sustainability of Hôtel des Arts Saigon is not a distraction from the business: it is core to our operations.

GENERAL STATEMENT

For Hôtel des Arts Saigon, the above translates into a few main areas on which we will focus

1. Improving energy efficiency and sufficiency
2. Eliminating single-use plastics
3. Promoting responsible and local sourcing
4. Preserving local communities and culture
5. Involve and interact with the local community.
6. Raising awareness among team member and guests on sustainability
7. Setting of objectives and targets to enhance and monitor our performance.

This statement represents our general position on environmental issues and the policies and practices we will apply in conducting our business. The Environmental Policy is accessible to all Heartists by training/awareness and to other interested parties on request.

VII

References

Green Globe Certification Standard & Guide to Certification

DEFINITIONS, TERMS & ABBREVIATIONS

SMP	Sustainability management Plan
Sustainable development	Development that meets the needs of the present without compromising the ability of future generations to meet their own needs
Environment	Surroundings in which an organization operates, including air, water, land and natural resources, flora, fauna, humans, and their interrelation
Environmental Aspect	Element of an organization`s activities or products or services that can interact with the environment
Environmental Impact	Any change to the environment whether adverse or beneficial, wholly or partially resulting from organizations environmental aspects.
P&P	Policies and Procedures.
VN	Vietnam

DESCRIPTION	NAME/POSITION	DATE
Prepared By:	Ken Nguyen Guest Experience & Quality Manager	Nov 17 th , 2023
Reviewed By:	Samuel Ashworth Executive Assistant Manager	Nov 21 st , 2023
Approved By:	Phillippe Le Bourhis General Manager	Nov 22 nd , 2023

GREEN COMMITTEE:

NO	NAME	POSITION
1	Phillippe Le Bourhis	General Manager
2	Samuel Ashworth	Executive Assistant Manager
3	Ken Nguyen	Guest Experience & Quality Manager
4	Trang Pham	Director of Room
5	Trien Do	Executive Housekeeper
6	Van Vuong	Chief Engineering
7	Ivan Barone	Executive Chef
8	Tram To	Revenue Manager
9	Thuc Tran	Director of Talent & Culture
10	DanThao Nguyen	Director of Commercial
11	Lien Luc	Marcom Manager
12	Huu Ngu Nguyen	Director of Finance
13	Thinh Dang	Food & Beverage Outlet Manager