



Sustainability Management Plan

Movenpick Resort Waverly Phu Quoc & Movenpick Villas & Residences

Version 1.0 – September 2024

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Overview

At Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences, we integrate sustainability into the core of our operations. Our Sustainability Management Plan is designed to align with the Green Globe certification standards and Accor's global sustainability guidelines. The plan is built on four pillars: Sustainability Management, Social and Economic Responsibility, Cultural Heritage, and Environmental Stewardship. This approach ensures that we balance guest satisfaction with environmental and social responsibility, driving long-term positive impacts for our property, the community, and the planet.

1. Sustainability Management Plan Setup

Our sustainability management plan is designed to integrate environmental, social, and cultural stewardship into our operations, aligning with Green Globe certification standards. It emphasizes clear objectives, continuous performance monitoring, and collaboration with key stakeholders to embed sustainability in our daily practices and strategic planning. The plan addresses our commitment to supporting the local economy, preserving cultural heritage, and minimizing our ecological footprint through targeted initiatives. By fostering a culture of continuous improvement and ethical practices, we aim to create a positive impact on our community, respect the region's unique identity, and protect the environment for future generations. The 4 pillars are summarized as follows:

a) Sustainability Management

Introduction:

Sustainability management is the foundation of our operational commitment. We focus on setting clear sustainability objectives, monitoring performance, and continuously improving our practices to meet and exceed global standards.

Plan Summary:

A Green Team has been established, tasked with driving sustainability efforts, conducting regular audits, and reviewing performance against the Green Globe certification standards. We track compliance with Accor's guidelines through continuous monitoring, quarterly reports, and yearly reviews. This team works closely with Heads of Departments (HODs) to ensure that sustainability becomes embedded in our daily operations and strategic planning processes.

Through fostering a culture of continuous improvement, we integrate sustainability into decision-making and ensure that our sustainability goals are aligned with the broader business objectives. Each department's specific goals are reviewed regularly, and necessary resources, tools, and training are provided to meet and enhance these objectives.

a) Social and Economic Responsibility

Introduction:

Our commitment to social and economic sustainability focuses on creating positive community impact while ensuring the resort's long-term economic success. We achieve this by supporting local businesses, offering fair employment opportunities, and contributing to the overall well-being of our community.

Plan Summary:

We prioritize local sourcing by engaging with local suppliers for goods and services, which supports the local economy and reduces our carbon footprint. Our hiring practices emphasize fair employment opportunities for the local population, promoting economic inclusion and contributing to the community's prosperity.

In addition, we implement community outreach programs, organize educational workshops, and establish partnerships with local NGOs to support social welfare initiatives. This includes training for our staff on social responsibility and hosting cultural exchange programs that benefit both guests and residents. Adhering to the Green Globe certification, we ensure our economic activities are conducted ethically and in a way that benefits the local community in Phu Quoc.

b) Cultural Heritage Preservation

Introduction:

Preserving the cultural heritage of Phu Quoc is central to our operations. We aim to respect and promote the region's rich cultural history while creating authentic experiences for our guests.

Plan Summary:

We actively collaborate with local cultural organizations to integrate traditional elements into our guest experiences, such as offering traditional music performances, local craft exhibitions, and showcasing Phu Quoc's history through guided tours. We also ensure that our staff are trained in cultural sensitivity and heritage conservation, helping them to respect and share the local culture with guests.

By aligning with Green Globe certification and Accor's global sustainability principles, we integrate cultural preservation into our guest offerings, enhancing their understanding and appreciation of the local traditions while ensuring the preservation of Phu Quoc's unique identity.

c) Environmental Stewardship

Introduction:

Environmental sustainability is a key priority for our resort. We aim to minimize our ecological footprint by reducing energy consumption, conserving water, managing waste efficiently, and protecting the local biodiversity.

Plan Summary:

Our environmental initiatives are designed to reduce resource consumption and minimize waste. We have adopted energy-efficient technologies, implemented recycling programs, and promoted water conservation measures throughout the property.

We use tools such as Winnow to measure and reduce food waste in the kitchen and Gaia 2.0 for tracking sustainability performance, allowing us to continuously monitor and improve resource use. Additionally, we participate in local conservation projects to protect the island's biodiversity and encourage guests to engage in environmental stewardship activities, such as beach clean-ups and educational programs about the local ecosystem. Our environmental targets, such as energy reduction and waste minimization, are defined and reviewed annually in consultation with both the Green Team and Accor's corporate office. We align our efforts with corporate sustainability goals, ensuring we stay on track to meet these objectives and preserve Phu Quoc's natural environment for future generations.

Project Team for the Green Globe implementation

Project Manager: Mr. Nguyen Quang Vu oversees the entire sustainability project, ensuring deadlines are met and project goals are achieved. He works directly with the General Manager or Resort Manager to resolve any issues and coordinates with HODs to ensure alignment across departments.

Project Administrators: Ms. Nguyen Thi Cam Nhung and Ms. To Thi Tram handle all documentation, meeting arrangements, and audit preparations. They ensure that records are organized and up to date for internal and external audits.

Project Advisor: Mr. Mobeen Akhalwaya provides advisory support and assists Mr. Vu in rolling out new processes. He helps ensure the project remains on track and transitions smoothly during leadership changes. After Mr. Mobeen's departure, such advisory will be given by the Resort/General Manager until the Green team is activated in 2025.

Roll-Out and Planning (Green Globe certification)

1. Formalize Existing Mandatory Actions:

Each department's Head of Department (HOD) will review existing sustainability actions to ensure alignment with Green Globe requirements. These actions will be formalized into Standard Operating Procedures (SOPs), monitored by the management team.

2. Implement New Mandatory Actions:

Any gaps in mandatory actions will be addressed by creating new SOPs, checklists, and training programs. Investments and resource requirements will be evaluated to ensure that all new actions are sustainable and feasible.

3. Enhance Existing Non-Mandatory Actions:

Existing non-mandatory sustainability actions will be reviewed and formalized where necessary. The Green Team will track these processes, ensuring they align with the resort's goals and the overall sustainability vision.

4. Integrate New Non-Mandatory Actions:

New non-mandatory actions, such as innovative environmental programs or guest engagement initiatives, will be introduced incrementally. The Green Team and HODs will review these actions monthly for feasibility and effectiveness.

Tools

The tools we use to monitor and report our sustainability efforts include:

Gaia 2.0: For tracking and analysis.

MS Forms: For manual and QR code-based reporting on food waste.

Winnow: An automated solution for measuring and reducing kitchen waste.

Accorlive Intranet: A resource database for sustainability and marketing tools.

School for Change: An online training platform focused on sustainability education for staff.

Green Team

The Green Team at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences is a key driver of sustainability initiatives, meeting monthly to address sustainability concerns and ensure continuous improvement. Their responsibilities span a wide range of tasks, ensuring the resort meets Green Globe certification requirements while adapting to local conditions.

Key Responsibilities of the Green Team:

Sustainability Strategy Implementation

The team executes sustainability strategies by setting targets, managing action plans, and ensuring alignment with Green Globe and Accor's guidelines.

Monitoring and Reporting

They track progress across all sustainability areas, using data systems to assess KPIs for energy, water, and waste, providing monthly reports to senior management.

Addressing Compliance Gaps

The Green Team identifies areas where the resort may fall short of local regulations or industry standards, developing and implementing solutions to bridge these gaps.

Continuous Improvement

The team promotes innovation by regularly reviewing and improving existing practices, introducing new technologies, and adopting best practices from the Accor network.

Collaboration with the Project Team

During the certification process, the Green Team works alongside the Project Team. After certification, they assume full responsibility for managing sustainability actions.

Guest and Staff Engagement

The team raises awareness among guests and staff through training, activities, and feedback mechanisms such as Voice of Guest (VOG) and management events.

Audits and Certifications

The Green Team prepares the resort for sustainability audits, ensuring compliance with certification requirements and managing audit processes across departments.

Annual Review and Planning

At year-end, the team conducts an annual review to evaluate progress, update the Sustainability Management Plan, and set new goals for the following year.

This streamlined approach ensures the Green Team is effective in driving sustainability, maintaining compliance, and fostering continuous improvement in the resort's operations.

2. Stakeholder Engagement

Stakeholder engagement is a crucial element of the sustainability journey at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. By actively involving key stakeholders—including guests, employees, suppliers, local communities, owners and regulatory bodies—we aim to create a shared vision of sustainability that resonates with all those connected to our operations. Stakeholder engagement not only enhances transparency and trust but also ensures that our sustainability efforts are inclusive, aligned with local and global priorities, and responsive to the needs and expectations of those we impact.

Our approach to stakeholder engagement is rooted in collaboration and communication. We recognize that each stakeholder group has unique interests, concerns, and contributions to sustainability. Guests, for example, can play a vital role in reducing environmental impact through their behaviors during their stay, while local suppliers help us support the regional economy and reduce our carbon footprint through shorter supply chains. By involving employees at all levels in our sustainability initiatives, we foster a sense of ownership and accountability, empowering them to contribute ideas and take action. Similarly, collaborating with local communities and regulatory bodies ensures that our operations are not only compliant with local laws and cultural values but also contribute positively to the well-being of the region.

Engaging stakeholders meaningfully also helps us address potential challenges early on. Open dialogue with suppliers and partners allows us to anticipate disruptions in the supply chain and find solutions that align with our sustainability goals. By gathering feedback from guests and employees, we can continuously improve our sustainability practices, tailoring them to create more positive experiences and outcomes.

Through structured stakeholder engagement, Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences aim to build lasting partnerships, drive innovation in sustainability, and ensure that our efforts are impactful and inclusive.

2. Risk Management - Introduction

Risk management is a fundamental component of the sustainability strategy at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. In the dynamic and ever-evolving context of sustainability, it is essential to identify, assess, and mitigate risks that could affect our ability to meet both environmental goals and business objectives. Effective risk management ensures that our sustainability initiatives are resilient, adaptable, and capable of overcoming challenges while minimizing potential negative impacts on our operations and stakeholders.

Our approach to risk management is proactive and comprehensive, focusing on identifying risks across various dimensions—environmental, operational, financial, regulatory, and reputational. Environmental risks, such as climate change and resource scarcity, can affect our ability to operate sustainably. For example, extreme weather events or rising sea levels may pose threats to our beachfront location, while water scarcity could impact our resource management practices. By anticipating these risks, we can develop contingency plans that safeguard our long-term operational viability while maintaining our commitment to environmental stewardship.

Operational risks are equally significant, encompassing challenges such as supply chain disruptions, infrastructure limitations, or technological failures that could hinder our sustainability performance. This includes the risk of suppliers failing to meet sustainability standards, delays in the implementation of key initiatives, or the breakdown of waste management and energy-saving systems. By regularly assessing these risks, we ensure that proper controls and backup measures are in place to maintain the effectiveness of our sustainability programs.

Financial risks, such as the costs associated with implementing new sustainability technologies or fluctuating energy prices, are carefully managed through detailed budgeting and forecasting. We balance the initial investments required for sustainability initiatives with long-term cost savings, such as reduced energy and water consumption, and improved efficiency. This allows us to make informed financial decisions that support both sustainability and economic performance.

Regulatory and compliance risks are managed through close monitoring of local, national, and international environmental laws, as well as evolving industry standards. Failure to comply with these regulations could result in financial penalties, operational disruptions, or damage to our reputation. Therefore, our sustainability management plan includes regular audits and reviews to ensure full compliance and readiness for any changes in legislation.

Reputational risks, particularly in the age of heightened consumer awareness, are managed through transparent communication and stakeholder engagement. Failure to meet the expectations of guests, local communities, or partners could harm our reputation and customer loyalty. By addressing these risks early and maintaining open communication, we build trust

with our stakeholders and ensure that our sustainability efforts align with their values and expectations.

In conclusion, the risk management framework at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences is designed to safeguard our sustainability initiatives from a wide range of potential threats. By proactively identifying, analyzing, and mitigating risks, we ensure the resilience of our sustainability programs and maintain our commitment to both environmental excellence and business continuity. Through careful planning, monitoring, and adaptation, we can navigate challenges effectively while staying on course to achieve our long-term sustainability goals.

3. Communication Strategy

A well-structured communication strategy is pivotal to the success of the sustainability initiatives at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. Clear, consistent, and transparent communication ensures that all stakeholders—from guests and employees to suppliers and the local community—are aware of, engaged with, and supportive of our sustainability goals. By effectively communicating our efforts, achievements, and the importance of sustainability, we foster a shared sense of responsibility and inspire collective action toward environmental and social well-being.

Our communication strategy is designed to engage stakeholders at all levels through a variety of channels and messages tailored to their unique needs and interests. Internally, it ensures that all employees, from leadership to frontline staff, are not only informed about our sustainability initiatives but also empowered to participate in and promote these practices. Regular training sessions, sustainability workshops, and team meetings help embed sustainability into our organizational culture, making it a core value that guides decision-making and day-to-day operations. These internal communications create a sense of ownership and accountability among staff, ensuring that sustainability is a shared responsibility.

Externally, our communication strategy focuses on raising awareness and fostering engagement among guests, suppliers, local communities, and regulatory bodies. For guests, we use a variety of touchpoints—including in-room materials, digital platforms, and interactive experiences—to communicate our sustainability practices and encourage them to participate. This could range from educating them about energy and water conservation in their rooms to engaging them in local eco-tours or beach clean-up activities. By making guests active participants in our sustainability journey, we enhance their overall experience while promoting environmentally responsible behavior.

Suppliers and partners are equally important in our communication strategy. We maintain regular dialogue with them to ensure that they align with our sustainability objectives and support us in meeting Green Globe certification standards. Clear and transparent

communication helps us collaborate effectively, address challenges, and innovate together to reduce our environmental footprint and enhance local economic benefits.

Local communities are also key stakeholders in our sustainability communication strategy. We work to ensure that they are informed about and benefit from our initiatives. This involves participating in community forums, organizing outreach programs, and collaborating with local organizations to address shared environmental and social challenges. Through these efforts, we strengthen our relationship with the community, contributing to its well-being while aligning our operations with local values and priorities.

A critical aspect of our communication strategy is transparency. By sharing both successes and challenges openly with our stakeholders, we build trust and demonstrate our commitment to continuous improvement. This includes reporting on key sustainability metrics, such as energy and water usage, waste reduction, and community impact, through regular updates on our website, social media, and sustainability reports. Transparent communication not only highlights our achievements but also holds us accountable to our sustainability commitments, reinforcing our credibility and fostering long-term loyalty among guests, partners, and the local community.

In conclusion, the communication strategy at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences is a critical tool for driving engagement, promoting accountability, and ensuring the success of our sustainability initiatives. By tailoring our messages to various stakeholders, fostering a culture of transparency, and encouraging active participation, we create a shared vision of sustainability that strengthens our operations and contributes to the broader environmental and social well-being of the region.

4. Training and Capacity Building

Training and capacity building are central to ensuring the successful integration of sustainability into the core operations of Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. By equipping our employees with the knowledge, skills, and tools needed to drive sustainability initiatives, we create a workforce that is not only competent in their roles but also deeply committed to the resort's environmental and social responsibility goals. To achieve this, our training and capacity-building programs are aligned with the overarching objectives of the Talent & Culture department, ensuring that sustainability is embedded in all aspects of employee development.

The Talent & Culture department plays a pivotal role in this process by integrating sustainability into our existing learning and development programs. This ensures that all employees, regardless of their department or seniority, understand the importance of sustainability and how it impacts their daily responsibilities. From onboarding new hires to leadership development programs, sustainability principles are emphasized throughout the employee

lifecycle. This approach fosters a culture of continuous learning and empowers staff to contribute to the resort's sustainability targets.

Our sustainability training focuses on several key areas, including energy conservation, waste reduction, water management, biodiversity protection, and ethical practices. Each training module is designed to be interactive and practical, ensuring that employees not only learn the theoretical aspects of sustainability but also understand how to apply them in their specific roles. For example, kitchen staff are trained on food waste management through tools like Winnow, housekeeping teams are taught best practices in water and energy conservation, and guest-facing staff learn how to communicate sustainability initiatives to guests in a way that encourages participation. These targeted training sessions ensure that sustainability becomes a part of every employee's daily routine.

Beyond technical skills, our capacity-building efforts also focus on fostering leadership and innovation in sustainability. Employees are encouraged to take ownership of sustainability initiatives in their departments and to propose new ideas that can further enhance our environmental performance. Leadership development programs emphasize the importance of sustainability in decision-making and strategic planning, ensuring that future leaders within the organization are equipped to guide the resort toward its long-term sustainability goals.

To support these training efforts, we utilize a variety of tools and platforms, including Accor's "School for Change" online training platform, which offers courses on sustainability and climate change. This platform provides employees with up-to-date knowledge on global sustainability trends and best practices, allowing them to stay informed and engaged in the resort's sustainability journey. Additionally, on-site workshops and training sessions are conducted regularly by external sustainability experts and internal trainers, ensuring that employees receive hands-on experience and insights from industry leaders.

Capacity building extends beyond formal training sessions. Employees are also encouraged to participate in sustainability-related activities, such as beach clean-ups, tree planting, and community outreach programs. These activities not only reinforce the training but also provide practical opportunities for employees to contribute to the resort's sustainability objectives in a meaningful way. Participation in these initiatives helps to build a sense of pride and ownership among staff, further embedding sustainability into the resort's culture.

Continuous monitoring and evaluation of our training and capacity-building programs are crucial to ensuring their effectiveness. Feedback is regularly collected from employees to assess the relevance and impact of the training, and adjustments are made as necessary to address any gaps or emerging challenges. This ensures that our training programs remain dynamic, responsive, and aligned with both the resort's operational needs and the broader sustainability goals of Green Globe certification and Accor's global guidelines.

In conclusion, the integration of training and capacity building into our Talent & Culture department's learning programs is vital to the successful implementation of sustainability at

Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. By providing employees with the knowledge, skills, and opportunities to actively participate in sustainability initiatives, we empower them to drive change, improve operational efficiency, and contribute to the long-term sustainability of the resort. This holistic approach to training ensures that sustainability is not just a concept but a daily practice embraced by all members of our team.

5. Technology Integration

Technology plays a transformative role in driving the sustainability efforts at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. By leveraging innovative tools and platforms, we are able to monitor, measure, and enhance our environmental performance with greater precision and efficiency. Integrating advanced technologies into our sustainability management plan allows us to make data-driven decisions, optimize resource use, and ensure that our sustainability initiatives are both scalable and impactful. This digital transformation is essential to achieving our Green Globe certification and aligning with Accor's global sustainability guidelines.

At the heart of our technology integration is Gaia 2.0, a comprehensive reporting and analysis platform specifically designed to track and monitor key sustainability metrics. Gaia 2.0 enables us to measure energy consumption, water usage, waste production, and carbon emissions across all areas of the resort. This real-time data collection allows us to set clear targets, track progress, and identify areas where improvements can be made. By analyzing the data generated by Gaia 2.0, we can fine-tune our operational strategies to reduce resource consumption, minimize waste, and lower our environmental footprint, all while maintaining high service standards for our guests.

Another critical technology in our sustainability ecosystem is the Winnow Food Waste reporting system, which is deployed in our kitchen operations to track and reduce food waste. By using Winnow's advanced sensors and analytics, we can monitor the amount of food waste generated in real time and gain insights into the root causes of waste. This system not only helps us reduce costs by cutting food waste by over 30%, but also contributes significantly to our sustainability goals by promoting more efficient use of resources. The data collected from Winnow is integrated into our overall sustainability reports, providing a holistic view of our waste management efforts and allowing us to set realistic reduction targets for future operations.

In addition to Gaia 2.0 and Winnow, we utilize other technology solutions to enhance our sustainability practices across various departments. MS Forms and QR Code systems are used to streamline the reporting of food waste, particularly in instances where automation may not be available. This allows for manual data entry in areas such as buffets and guest dining, ensuring comprehensive coverage of our food waste reduction efforts. These digital tools enable staff to easily submit and track reports, contributing to greater accountability and transparency in our sustainability practices.

For energy and water management, smart energy monitoring systems and water-saving technologies will be researched for integration. These systems will allow us to monitor usage in real time, identify inefficiencies, and implement corrective actions swiftly. For example, automated lighting systems, low-flow water fixtures, and energy-efficient HVAC systems are just some of the technologies used to reduce energy consumption and water usage without compromising guest comfort. This automation significantly enhances our ability to meet sustainability targets while ensuring operational efficiency.

Another essential component of our technology integration is the Accorlive Intranet, which provides a centralized database of resources, tools, and best practices related to sustainability. Through this platform, employees can access training materials, case studies, and corporate guidelines, fostering a shared understanding of sustainability goals across the organization. The Accorlive Intranet serves as a hub for knowledge sharing, ensuring that all team members are aligned with the latest sustainability trends and innovations.

Our technology integration efforts are not limited to internal operations but also extend to guest engagement. We incorporate digital guest communication platforms that provide information on our sustainability initiatives and encourage eco-friendly behavior during their stay. For instance, guests can access information on energy-saving tips, water conservation efforts, and local biodiversity preservation via our Movenpick in-house service app. This not only educates our guests on sustainable practices but also empowers them to participate in our efforts to reduce the resort's environmental impact.

By embracing cutting-edge technologies like Gaia 2.0, Winnow, and later smart monitoring systems, Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences is able to stay at the forefront of sustainability. These technologies provide the data and insights necessary for making informed decisions, improving operational efficiency, and reducing our environmental footprint. The integration of these systems into our daily operations demonstrates our commitment to continuous improvement, innovation, and achieving long-term sustainability goals.

In conclusion, technology integration is a cornerstone of our sustainability strategy, enabling us to enhance our environmental performance while maintaining exceptional guest experiences. By adopting innovative tools and platforms, we ensure that our sustainability initiatives are measurable, transparent, and capable of driving lasting positive change for both the resort and the planet.

6. Financial Considerations

Financial considerations are a crucial component of the sustainability management plan at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. While sustainability initiatives are driven by our commitment to environmental stewardship and social

responsibility, they must also align with our financial objectives to ensure long-term economic viability. Sustainable practices can lead to significant cost savings, but they also require initial investments in new technologies, staff training, and operational adjustments. Proper financial planning and budget allocation are therefore essential to the successful implementation and maintenance of our sustainability initiatives.

The financial strategy behind our sustainability management plan is designed to balance short-term expenditures with long-term financial benefits. Investments in energy-efficient systems, water-saving technologies, waste reduction programs, and sustainability certifications are expected to yield significant cost savings over time. For instance, the implementation of energy-efficient lighting, automated systems, and smart metering solutions will reduce utility costs, while food waste management tools like Winnow will minimize food wastage, leading to reduced purchasing and operational expenses. By leveraging these savings, we aim to create a positive return on investment (ROI) for our sustainability initiatives.

One of the key financial aspects of our sustainability plan is the careful allocation of the CapEx (Capital Expenditure) budget for infrastructure upgrades and technology integration. Significant capital investments are required for projects such as the installation of solar panels, energy-efficient cooling systems, and waste management infrastructure. To ensure the financial feasibility of these projects, we conduct detailed cost-benefit analyses to assess the potential savings and environmental impact of each investment. This allows us to prioritize projects that offer the greatest financial return while aligning with our sustainability goals.

In addition to capital investments, operational costs associated with sustainability initiatives are carefully managed. This includes the ongoing expenses related to maintenance, training, and monitoring of sustainability performance. Our financial planning process accounts for these recurring costs by incorporating them into the OpEx (Operational Expenditure) budget. By doing so, we ensure that our sustainability practices are not only implemented but also sustained over time without negatively impacting the resort's financial health.

We also recognize the potential for financial incentives and grants available for businesses implementing sustainable practices. Government subsidies, tax incentives, and rebates for energy-efficient technologies and renewable energy systems are explored and leveraged wherever possible to reduce the financial burden of these investments. Additionally, pursuing Green Globe certification and other eco-labels can enhance the resort's marketability, attracting eco-conscious travelers and increasing revenue potential through sustainability branding.

Another important financial consideration is the cost avoidance achieved by implementing sustainable practices. By reducing waste, conserving water, and minimizing energy consumption, we can avoid costs associated with resource inefficiency, regulatory compliance, and environmental degradation. For example, minimizing waste not only reduces waste disposal fees but also helps us avoid potential fines or penalties related to non-compliance with

local environmental regulations. These cost-avoidance measures directly contribute to the overall financial sustainability of the resort.

We also view sustainability as a competitive advantage that can drive increased revenue through enhanced brand reputation and guest loyalty. Today's travelers are increasingly eco-conscious, seeking out resorts that demonstrate a strong commitment to sustainability. By positioning Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences as a leader in sustainable hospitality, we attract this growing market segment and differentiate ourselves from competitors. This can translate into higher occupancy rates, premium pricing, and increased guest loyalty, all of which contribute to the financial success of the resort.

Furthermore, our financial considerations extend to the broader economic impact of our sustainability initiatives. By supporting local suppliers, hiring locally, and promoting community-based tourism, we contribute to the economic sustainability of the surrounding region. This approach not only enhances the resort's standing within the community but also fosters mutually beneficial partnerships that can result in long-term financial stability for both the resort and local stakeholders.

To ensure the financial sustainability of our initiatives, we implement a robust system of financial tracking and reporting. Regular financial reviews are conducted to evaluate the cost-effectiveness of our sustainability programs and to identify opportunities for further cost optimization. Key Performance Indicators (KPIs) related to both financial and environmental performance are monitored closely, allowing us to adjust our strategies in response to emerging financial trends or operational challenges. This ongoing financial oversight ensures that our sustainability initiatives remain aligned with the resort's overall financial goals.

In summary, financial considerations are integral to the successful implementation of sustainability at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. By carefully balancing initial investments with long-term cost savings, leveraging financial incentives, and integrating sustainability into our financial planning processes, we ensure that our commitment to environmental and social responsibility is financially sustainable. This comprehensive approach allows us to achieve our sustainability objectives while maintaining profitability and creating lasting value for both the resort and the community.

7. Legal and Regulatory Compliance

Legal and regulatory compliance is a critical pillar of the sustainability management plan at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. Operating in Vietnam, we are subject to a wide range of national and local environmental laws, labor regulations, and industry-specific standards that guide our commitment to sustainable and responsible operations. Ensuring full compliance with these regulations not only safeguards the resort from legal liabilities but also reinforces our dedication to ethical business practices and the long-term well-being of the local community and environment.

Vietnam's legal framework for environmental protection has become increasingly robust in recent years, reflecting the country's commitment to sustainable development. As a resort located in Phu Quoc, an island known for its rich biodiversity and delicate ecosystems, we must adhere to stringent environmental laws designed to protect natural resources. This includes compliance with the Vietnam Environmental Protection Law (2020), which mandates strict controls on waste management, water conservation, pollution prevention, and biodiversity protection. Our sustainability efforts are directly aligned with these legal requirements, ensuring that we operate in harmony with the island's unique ecosystem while minimizing our environmental footprint.

Key aspects of environmental compliance include the proper management of waste disposal and adherence to waste reduction targets outlined by local authorities. Under Vietnamese law, businesses are required to implement responsible waste management practices, including recycling and minimizing landfill contributions. At Movenpick Resort Waverly Phu Quoc, we comply by integrating advanced waste reduction systems, such as the Winnow Food Waste reporting system, and following local protocols for sorting and disposing of waste materials. Regular audits and reports help us maintain compliance while identifying opportunities to enhance our waste management strategies.

Water resource management is another critical area of legal compliance, particularly as Phu Quoc is an island with limited freshwater resources. We must comply with national and local regulations governing water conservation, wastewater treatment, and the protection of water bodies. Additionally, we ensure that wastewater is treated in compliance with Vietnam's regulations before it is released, preventing contamination of local water sources.

Energy efficiency and the reduction of greenhouse gas emissions are also addressed under Vietnam's national environmental regulations. The country has committed to achieving net-zero carbon emissions by 2050, a goal that aligns with our own sustainability objectives. By integrating energy-efficient technologies and renewable energy sources where feasible, Movenpick Resort Waverly Phu Quoc will contribute to this national effort in future. Regular energy audits ensure that we meet or exceed regulatory standards for energy consumption and emissions reduction, while also adhering to Accor's global sustainability guidelines.

Beyond environmental laws, labor regulations in Vietnam are critical to our operations, particularly in ensuring fair treatment of our employees and supporting local employment. Compliance with the Labor Code of Vietnam (2019) is paramount, as it governs essential aspects of employment, including wages, working hours, health and safety, and benefits. We are committed to providing fair compensation, safe working conditions, and equal opportunities for all employees, in line with both Vietnamese labor law and Accor's international standards. Additionally, we prioritize local hiring and support the economic development of Phu Quoc by offering employment opportunities to residents of the island.

In terms of occupational health and safety (OHS), Vietnam's regulations require businesses to ensure a safe working environment for all employees. The resort complies with national OHS standards by providing regular safety training, conducting routine workplace inspections, and implementing necessary measures to prevent workplace accidents and injuries. Compliance with OHS laws not only protects our employees but also ensures the smooth and sustainable operation of the resort.

Another important area of regulatory compliance is related to tourism and hospitality industry standards. The Vietnamese government has established specific requirements for hospitality businesses, including guest safety, hygiene standards, and the provision of services. As a resort that caters to both local and international guests, we adhere to all relevant tourism regulations, ensuring that our operations meet the highest standards of safety, cleanliness, and quality. This compliance is critical to maintaining the resort's reputation and ensuring guest satisfaction.

Building and land-use regulations also play a significant role in our sustainability management plan. Phu Quoc's local authorities enforce strict rules regarding land use, particularly in areas designated for tourism development. These regulations are designed to prevent overdevelopment, protect natural habitats, and maintain the island's ecological balance. At Movenpick Resort Waverly Phu Quoc, we have designed our facilities in compliance with local zoning laws and environmental impact assessments (EIAs), ensuring that our presence on the island has minimal impact on the surrounding environment.

In addition to national and local laws, our pursuit of Green Globe certification requires adherence to specific environmental and social responsibility standards. Green Globe certification involves meeting criteria related to sustainable management, social and economic impact, cultural heritage conservation, and environmental protection. Achieving and maintaining this certification not only demonstrates our commitment to global sustainability standards but also ensures compliance with international best practices in the hospitality industry.

To ensure full legal and regulatory compliance, we maintain a proactive approach by conducting regular internal audits and engaging with local authorities. This ongoing engagement allows us to stay updated on any changes to laws or regulations that may impact our operations. Additionally, the resort's legal team works closely with department heads to ensure that all sustainability initiatives are implemented in accordance with legal requirements.

In conclusion, legal and regulatory compliance is an integral part of the sustainability management plan at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. By adhering to Vietnam's environmental, labor, and industry-specific laws, as well as international sustainability standards, we are able to operate responsibly and ethically. This compliance not only protects the resort from legal risks but also enhances our reputation as a sustainable and socially responsible destination.

8. Benchmarking and Best Practices

Benchmarking and the adoption of best practices form an essential part of the sustainability management plan at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. As part of the Accor group, we are committed to continuously improving our sustainability performance by setting measurable goals, monitoring progress, and learning from both internal and external sources. By incorporating benchmark data and aligning with industry best practices, we ensure that our sustainability initiatives remain cutting-edge, efficient, and effective.

Benchmarking is a strategic process that allows us to measure our sustainability performance against predefined standards and targets. These benchmarks are established in collaboration with Accor's corporate office, which sets annual targets for each property across key performance areas, such as energy consumption, water usage, waste reduction, and carbon emissions. These corporate targets are customized to reflect the specific characteristics of our property, taking into account factors such as location, infrastructure, guest profile, and available resources. By comparing our performance against these benchmarks, we can identify areas for improvement and ensure that we are meeting or exceeding the group's sustainability expectations.

The corporate office provides detailed sustainability KPIs (Key Performance Indicators) that are integrated into our operational plans. These KPIs are regularly reviewed by the Green Team and relevant Heads of Departments (HODs) to track progress. For example, we may receive specific targets to reduce energy consumption by a certain percentage or to cut food waste by leveraging systems like Winnow. By setting these data-driven goals, we create a clear pathway for continuous improvement, which is monitored on a quarterly and annual basis.

Internal benchmarking within the Accor group also plays a significant role in enhancing our sustainability practices. By comparing our performance with other hotels and resorts within the Accor network—both locally and internationally—we gain insights into successful strategies and innovations implemented by other properties. Regular performance reports, such as energy and waste management audits, allow us to assess our standing in comparison to peer hotels. This competitive analysis fosters a culture of continuous improvement, encouraging us to adopt new techniques and technologies that have proven successful in similar environments.

Moreover, the sharing of best practices within the Accor group is a key advantage of being part of a global hotel brand. We regularly exchange knowledge with other Movenpick properties and Accor hotels that have demonstrated excellence in sustainability. Whether it's through case studies, workshops, or direct communication, these exchanges provide us with valuable insights into innovative practices, such as solar energy installations, advanced rainwater harvesting systems, or unique community outreach programs. For example, a hotel in another region may have successfully reduced its water usage by implementing a greywater recycling system, which we can evaluate and potentially adopt based on our specific operational needs and local regulations.

Externally, we stay up-to-date with industry-wide best practices by engaging with sustainability organizations, participating in global sustainability forums, and learning from award-winning hotels recognized for their environmental stewardship. Our commitment to achieving and maintaining Green Globe certification further connects us to a network of properties that are held to the highest global standards in sustainability. Green Globe offers a wealth of best practices that can be adapted to our resort's unique context, such as best-in-class energy efficiency technologies, biodiversity conservation efforts, and circular economy practices that reduce waste and extend the lifecycle of materials.

In addition to learning from other hotels, we adopt technology-driven best practices that enable better tracking, analysis, and reporting of sustainability data. Platforms like Gaia 2.0, which offers advanced data reporting and analysis for sustainability metrics, allow us to benchmark our performance in real-time. By using this platform, we can compare our metrics with those of other properties within the group, assess trends, and forecast future performance based on historical data. The insights gained from this technological integration enable us to make data-driven decisions that enhance our sustainability efforts.

Yearly, our Green Team works closely with internal and external stakeholders to establish new targets and benchmarks based on past performance and future sustainability goals. This iterative process ensures that we are continuously raising the bar for our sustainability initiatives. For example, if we meet or exceed our waste reduction targets in a given year, we may set even more ambitious goals for the following year, such as expanding our composting program or increasing the amount of locally sourced, sustainable products used in our operations.

Furthermore, benchmarking is not limited to environmental factors but extends to social and economic sustainability as well. We benchmark our local community engagement initiatives against those of other Accor properties to ensure that we are contributing effectively to the local economy and social welfare. For instance, if another hotel within the group has implemented a successful training and employment program for local youth, we can explore ways to replicate or adapt this initiative in Phu Quoc, ensuring that our resort plays a meaningful role in the community's long-term prosperity.

Through a combination of internal benchmarking, corporate KPIs, and the adoption of best practices, we ensure that Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences are continuously evolving in their sustainability journey. This approach not only strengthens our ability to meet the demands of global certification standards like Green Globe but also reinforces our competitive edge in the increasingly sustainability-conscious hospitality market.

In summary, benchmarking and best practices are central to our sustainability strategy. By leveraging performance data, setting clear annual targets, and learning from the successes of other properties within the Accor network and beyond, we ensure that our sustainability efforts

are both dynamic and effective. This process of continuous improvement allows us to remain at the forefront of sustainable hospitality, creating value for both our business and the broader community.

9. Feedback and Improvement

Feedback and continuous improvement are integral to the sustainability management plan at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. Engaging with guests, employees, and stakeholders to gather insights helps us refine our sustainability practices and ensure they meet the needs and expectations of all parties involved. Through structured feedback channels, such as the Voice of Guest (VOG) system and management cocktail events, we actively seek input on our sustainability efforts and use this valuable data to drive ongoing improvement.

Our Voice of Guest (VOG) system is a powerful tool for capturing real-time guest feedback. This platform allows guests to provide detailed feedback on various aspects of their experience, including our environmental practices, social initiatives, and the overall sustainability of the resort. VOG is integrated into our guest interaction processes, ensuring that feedback is regularly collected, analyzed, and acted upon. This feedback loop helps us identify trends, strengths, and areas where improvements can be made, particularly in how our sustainability initiatives are perceived and experienced by guests. For instance, if guests highlight the effectiveness of our waste management or energy-saving practices, we can explore how to enhance those efforts further. Alternatively, if areas for improvement are identified—such as the visibility of our eco-friendly practices—we can take corrective actions.

Management cocktail events provide a more personal and interactive platform for gathering feedback. These regular face-to-face meetings between resort management and guests allow for open dialogue and direct communication. During these events, guests can share their thoughts on our sustainability initiatives, suggest new ideas, and ask questions about our environmental and social practices. This informal setting offers an opportunity for guests to engage more deeply with the resort's management team, enabling us to address concerns or misconceptions in real time while also fostering stronger relationships with our guests. Insights from these conversations often reveal unique perspectives that may not surface through more formal channels, helping us to fine-tune our approach to sustainability.

Other feedback collection systems will be evaluated and introduced if necessary to provide all guests with more convenient in-house options as well (as opposed to VOG which is only collected after check-out).

In addition to guest feedback, we actively seek input from our staff and key stakeholders. Internally, staff members provide feedback through team meetings, surveys, and regular performance reviews. Our Green Team, which plays a central role in driving sustainability initiatives, meets regularly to discuss the effectiveness of our current practices and suggest

improvements. By tapping into the knowledge and experiences of those on the ground, we ensure that our sustainability actions are not only practical but also aligned with operational realities.

This feedback process also extends to external stakeholders, such as local suppliers, community partners, and environmental organizations. Collaborating with these groups provides us with valuable insights into how our sustainability efforts impact the broader community and environment. Their feedback helps us refine our initiatives, ensuring that we continue to operate in a socially and environmentally responsible manner.

To ensure that feedback leads to tangible improvements, we employ a systematic approach to actioning and tracking suggestions. Feedback gathered through VOG, management cocktail events, and internal channels is regularly reviewed by the Green Team and relevant department heads. From this data, specific action plans are developed to address areas for improvement. Whether it involves adjusting operational procedures, enhancing guest education on sustainability, or investing in new technologies, these actions are documented, assigned to relevant team members, and monitored for progress.

A key aspect of our continuous improvement process is the measurement of results. After implementing changes based on feedback, we track performance using tools such as Gaia 2.0 and sustainability KPIs (Key Performance Indicators). This ensures that any modifications lead to measurable benefits in areas like energy conservation, waste reduction, and guest satisfaction. Furthermore, regular sustainability audits and reviews, conducted in partnership with Accor's corporate office, allow us to assess the impact of these changes and benchmark our progress against other properties within the group.

Finally, to close the feedback loop, we actively communicate the outcomes of improvements to our guests and staff. Sharing success stories, such as reductions in energy use or achievements in waste management, helps to demonstrate that their feedback is valued and acted upon. For guests, this can take the form of updated messaging in rooms, newsletters, or social media posts that highlight the positive changes resulting from their input. Internally, we celebrate milestones and improvements through staff recognition programs, encouraging continued engagement and participation in our sustainability efforts.

In summary, the Feedback and Improvement process at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences is a dynamic, ongoing system designed to ensure that our sustainability initiatives remain effective and responsive to the needs of our guests, staff, and stakeholders. By leveraging tools like VOG, personal interactions at management cocktail events, and structured internal feedback systems, we continuously refine our approach, making meaningful and measurable enhancements to our sustainability practices. This commitment to constant improvement ensures that our resort not only meets the standards set by Green Globe certification but also continues to exceed the expectations of our guests and the broader community.

10. Impact Measurement and Reporting

Impact measurement and reporting are key components in assessing the success of our sustainability initiatives at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences. By regularly evaluating our environmental, social, and economic performance, we ensure that our actions align with our sustainability goals and meet the standards required for Green Globe certification and Accor's global sustainability guidelines.

The data gathered from advanced systems such as Gaia 2.0 and Winnow Food Waste System, alongside regular feedback from internal stakeholders and guests, forms the foundation of our impact assessment process. This information is reviewed by the Green Team during monthly meetings, where performance across different departments is analyzed, and action plans are refined to address any underperformance or emerging opportunities. These meetings ensure that sustainability remains an integral part of our day-to-day operations and long-term strategies.

In addition to internal reviews, quarterly sustainability reports will be established, once the ground work is laid, for the General Manager (GM), which include detailed updates on key performance indicators (KPIs) such as energy efficiency, waste reduction, and community impact. These reports not only track our progress but also allow us to benchmark against other properties within the Accor group, fostering a culture of shared learning and continuous improvement.

Guest feedback plays a vital role in our impact measurement efforts. Through Voice of Guest (VOG) surveys and management cocktail events, we gather qualitative insights into guest perceptions of our sustainability efforts. These inputs provide a valuable complement to the quantitative data, helping us understand how our guests experience our sustainability initiatives and where improvements can be made.

Our reporting also supports external communication, where we share our sustainability achievements with stakeholders, staff, and the wider community. By maintaining transparency in our performance and goals, we build trust and encourage further engagement with our sustainability initiatives. The yearly sustainability improvement report, compiled at the end of Q4, provides a comprehensive overview of our progress and outlines new targets for the upcoming year, ensuring that we stay committed to ongoing improvement.

In summary, impact measurement and reporting at Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences is a structured, data-driven process that enables us to track our sustainability efforts, make informed decisions, and continuously improve. By leveraging the data from our systems and gathering stakeholder feedback, we ensure that our sustainability strategy remains dynamic, effective, and aligned with our overall business objectives.

Conclusion

The Sustainability Management Plan for Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences embodies a comprehensive, structured approach to achieving Green Globe certification and ensuring long-term sustainability. By focusing on the core pillars of stakeholder engagement, risk management, and training and capacity building, we prioritize a culture of collaboration and continuous learning across all departments, empowering our team to take ownership of sustainability efforts.

Our commitment to sustainability is reinforced by a robust communication strategy that keeps all stakeholders informed and involved, along with the thoughtful integration of technology such as Gaia 2.0 and Winnow, which provides us with actionable data for impact measurement and reporting. By utilizing these systems, we can effectively track progress, address challenges, and make informed decisions.

Financial considerations and legal compliance ensure that our efforts remain aligned with both our operational capabilities and the regulatory framework in Vietnam. Regular benchmarking and best practices sharing within the Accor network further supports our goal of continuous improvement, while active feedback channels from guests and internal teams help us stay responsive to evolving needs and expectations.

Through clear impact measurement and reporting processes, backed by strategic use of data, we maintain accountability and transparency in our sustainability journey. Regular reviews and progress reports, coupled with targeted action plans, ensure that we stay on track to meet our yearly goals and exceed industry standards.

In conclusion, our Sustainability Management Plan is a dynamic, evolving framework that not only addresses current sustainability challenges but also sets the foundation for long-term positive impact. By embedding sustainability into every facet of our operations, we are not only securing Green Globe certification but also paving the way for future success, ensuring that Movenpick Resort Waverly Phu Quoc and Movenpick Villas & Residences remain leaders in sustainable hospitality.