

Sustainability Management Plan - 2026

Last revised: August 2026



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

Mövenpick Resort Phan Thiet is committed to achieving best-practice environmental and social sustainability.

Inspired by Port Royal Castle, Jamaica, and drawing on the mystery of pirate legends and awe-inspiring Dutch colonial architecture, Mövenpick Resort Phan Thiet is a five-star resort featuring 248 rooms, suites and luxury rooms, each with a balcony and sea views. Thoughtfully designed for families, it offers spacious rooms equipped with sofa beds for added comfort. The upscale accommodation also includes stylish Admiral Suites with private gardens. Four specialty bars and restaurants, outdoor pools, a wellness hub with a fully equipped gym and six treatment rooms, and a year-round Kids Club make it an ideal holiday destination.

As a responsible and environmentally conscious beach resort, we are committed to promoting sustainability throughout our operations. We recognise that our business has an impact on the environment and believe it is our responsibility to take steps to minimise that impact.

Our Sustainability Management Plan covers four principal areas:

- Sustainable management
- Social - Economic
- Cultural heritage
- Environmental

A. Sustainable management

Legal compliance

We comply with all relevant local legislation and regulations, including requirements relating to health, safety, labour and environmental matters. These include major International Labour Organization conventions covering the prohibition of child labour and forced labour, non-discrimination, health and safety, working hours and minimum pay.

Employee training

Employee training is monitored and managed by the People and Culture Department, supported by a full-time Training Manager.

Upon joining, all employees complete the two-day Welcome to Mövenpick course, which introduces the brand, its values and the resort.

Mandatory training is completed during the performance period:

- Health and Safety procedures
- Anti-bribery and corruption
- Diversity and Inclusion
- Sustainability

- **Child protection - Exploitation**

In addition, each department conducts internal training to provide employees with instructions relevant to their duties.

Customer satisfaction

Our customers are at the centre of our business. We actively seek their satisfaction in order to encourage positive word-of-mouth and continued travel.

Mövenpick has tools in place to assure the quality of our services and products:

- Guest feedback is gathered daily and shared with all departments so that corrective actions can be taken and guest satisfaction can be supported throughout each stay.
- Third-party audits are conducted nine times a year to evaluate the overall guest experience.
- TrustYou is used to gather guest responses through social media and a questionnaire sent at the end of each stay. A quality meeting is held every month to plan the necessary corrective actions.
- The Vietnam Tourism Authority performs a yearly inspection to ensure that five-star standards continue to be applied.

Accuracy of promotional material

Our promotional materials are accurate and complete and do not promise more than can be delivered.

All communications are reviewed through the Sales and Marketing Team and are aligned with Mövenpick brand standards and cultural norms.

Experiential tourism

Customers are provided with information and knowledge about the natural surroundings, local culture and cultural heritage, together with guidance on appropriate behaviour when visiting natural areas, living cultures and cultural heritage sites.

An excursion desk is available at the resort, where customers can book activities to explore the region, including red and white sand dune safaris, mountain hiking, zipline experiences, historic villages, pagodas, Mui Ne fishing village and local monuments.

Communication strategy

We communicate our environmental policy to guests and resort visitors, including through our website.

Health and safety - Disaster Management Plan and Emergency Response

At Mövenpick Resort Phan Thiet, safety is important to all of us. We comply with all relevant health and safety measures to protect the well-being of our customers, employees and local communities.

We take disaster management very seriously and consider all major incident scenarios, including:

- Fire
- Earthquake
- Major weather events
- Chemical spillage

Emergency lighting, generators, fire and first-aid equipment, and personal protective equipment are in place and are regularly tested and maintained.

Every six months, drills are conducted involving all employees. During these exercises, a disaster scenario is simulated and response procedures are practised.

B. Social - Economic

Purchasing policy

Our Purchasing Department ensures that procurement processes are equitable and comply with all applicable laws and regulations. The team works collaboratively with suppliers to improve environmental, social and ethical standards, with the aim of achieving continuous improvement in all three areas for both our suppliers and ourselves.

Community development

We actively support initiatives that contribute to social and infrastructure development in the local community, including education.

We provide vocational training that improves employability in the hospitality sector by participating in the job-shadowing programme of Phan Thiet Academy. We also volunteer with Animal Welfare of Phan Thiet to help raise awareness of responsible pet ownership and adoption in our region.

Employee protection - Equitable hiring

We are proud to have three different nationalities represented within our team and to foster women's employment and empowerment. We believe meaningful change can be achieved through concrete actions that promote gender diversity and equality. Women represent 56% of our team members, and we remain committed to continually narrowing the gap.

All employees work under contract and receive a fair wage. In the hospitality industry, additional working hours may sometimes be required; when this occurs, employees are remunerated in accordance with the applicable policies.

Bribery and corruption

Mövenpick Resort Phan Thiet prohibits all forms of bribery, whether conducted directly or through third parties. Employees are also prohibited from soliciting, arranging or accepting bribes.

C. Cultural heritage

Cultural display

We incorporate elements of local art into the display of our public areas, including:

- Paintings
- Wall décor
- Outdoor sculpture
- Culinary books and displays of spices widely used in local cuisine

Every week, we honour the local gastronomy by preparing Emirati specialty food in our all-day dining restaurant, The Market.

On every public holiday, we promote the local culture through live performances by musicians or dancers.

D. Environmental

Reducing gas emissions

The resort's energy consumption is recorded daily. Water, power and gas usage are monitored each day to help prevent unnecessary consumption and wastage.

All guest rooms are equipped with motion sensors and easy-to-use digital thermostats. The air-conditioning system stops when windows are open to avoid wasting energy.

We set nominal temperature targets for occupied facilities.

Employee areas use occupancy sensors to switch off room lighting after 10 minutes of non-use, and computers are powered down when not in use.

In addition, LED lighting is used throughout the resort to minimise energy consumption.

Within the resort, we use only electric buggies and provide transportation for employees, resulting in only a minority travelling to work in their own cars.

Grey water is treated in our treatment plant and reused in the chiller system and for landscape irrigation.

To reduce single-use plastic, the resort is equipped with non-plastic amenities, including key cards.

Our Food and Beverage outlets produce their own water through a reverse-osmosis plant with UV treatment. The water is bottled in glass bottles, and monthly third-party tests are conducted to ensure the purity and safety of the drinking water. Our 2026 objective is to equip all guest rooms with the same system.

We have implemented a linen programme in guest rooms whereby bed linen and bathroom towels are changed every other day to reduce water and detergent consumption.

Waste management plan

To reduce incoming packaging waste, local products are delivered in reusable containers such as cases and crates. We receive the goods while the packaging is returned to the supplier for reuse.

We encourage a reduction in printing and have implemented a paperless check-in and check-out system for our customers.

We segregate waste into the following categories:

- General waste
- Food waste
- Plastic and cans
- Glass

These waste streams are collected by a third party, re-segregated and sent for recycling.

We focus on reducing food waste by manually monitoring its weight every day so that appropriate actions can be taken. In 2026, we plan to implement AI scale technology to better understand the types of food waste generated and support menu planning.

Landscape

Our landscape is maintained by a third party. Native species are used for landscaping and restoration.

Wildlife and Biodiversity Protection

Mövenpick Resort Phan Thiet is committed to ensuring that its operations do not cause adverse impacts on wildlife, biodiversity or the surrounding natural environment.

The resort regularly observes its beach, landscaped areas and surrounding environment. Operations are managed to minimise potential disturbance through responsible control of waste, noise, lighting, landscaping activities and guest or employee behaviour where relevant.

Employees are instructed not to disturb, capture, feed, remove or unnecessarily interact with wildlife encountered within or around the resort.

If a wildlife-related or environmental concern is identified, or when protection measures are reviewed, the resort will seek appropriate guidance from qualified specialists, relevant authorities or recognised environmental organisations and implement suitable preventive or corrective measures.

Where appropriate, the resort may participate in or support scientific, environmental or biodiversity conservation initiatives relevant to the local area.

This Sustainability Management Plan will be reviewed annually while we continue to measure our progress and improvement.



SUSTAINIBILITY LEADER AND DIVISIONAL TEAM MÖVENPICK RESORT PHAN THIET

