

SUSTAINABILITY POLICY MANAGEMENT PLAN

DESCRIPTION	NAME/TITLE	DATE
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HOTEL FACT SHEET

5 Star Luxury Hotel
Historical Hotel
Opened 1901
Keys 358
Restaurants 4
Bars 4
Meeting Rooms 5

As the Sofitel Legend Metropole Hanoi is a member of the Accor hotel group we have had the Accor Planet-21 CSR program “platinum” certification since 2019 which is the highest level. Moving forward Accor and this hotel has opted for Green Globe CSR certification because it requires an external entity to provide inspection and certification along with having a much broader scope. Initial Green Glob inspection is planned for late March 2024.

CSR AWARDS in 2023-2024:

1. ASEAN Green Hotel Award – 2024.
2. Hanoi City Green Energy Award for buildings larger than 2500 M² TFA.
3. Accor Planet 21 Platinum level 2019 onwards - program now superseded by Green Globe.

A. GENERAL PRACTISES

- From the first day that our Ambassadors start working at the hotel, they are introduced to our sustainability practices and how they can support the CSR causes.
- Reduction of single use plastics in the guest rooms by 100% since 2022 – and an ongoing practice.
- Hotel recycling programs are in place which include paper, plastic, cardboard, cooking oil and glass (some limitations based on what recycling options are available in Hanoi).
- Energy consumption is monitored daily and reported monthly. Utility services such as water, electricity, gas & diesel are closely tracked, reported and controlled.
- The hotel has implemented additional water saving methods throughout the hotel including special water tap filters/barriers.
- A BMS is in partial use to control chiller output and efficiencies. A new chiller was recently installed in Metropole Heritage Wing and will be linked to central system in 2024.
- Guest towel & linen wash cycle limitation programs are implemented in hotel. As part of the towel reuse program Accor plants one tree in a deforested area for every five towel reused (as in hung up not to be washed).
- Replace 100% of the hotel lighting (public areas & guest rooms) with energy saving LEDs bulbs.



B. PURPOSE

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

- In addition, this document is to provide a covering method statement regarding CSR orientation and of course related to the Green Globe CSR program. Some of the key elements of the program are as follows:
 1. To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, as well as health and safety issues.
 2. To demonstrate management commitment to comply with Vietnamese environmental laws and regulations.
 3. 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 negative environmental impacts from business activities.
 4. To establish a framework for environmental management to ensure the implementation of the identified mitigation measures.

C. SCOPE

The scope of the Sustainability Management Plan covers all activities at the Sofitel Legend Metropole Hanoi and its integration with all ambassadors, guests, owners and other stakeholders.



SUSTAINABILITY MANAGEMENT PLAN VISION & TENETS

D. VISION

Accor and the Sofitel Legend Metropole Hanoi are firmly committed to setting an example in their 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 face with the challenge of ensuring that our practices respect the Earth and its inhabitants.

At Sofitel Legend Metropole Hanoi, we acknowledge, that striving to be world-class hotel, ensuring that sustainable practices are a top priority. It is also our responsibility to launch, promote and federate initiatives designed to support the economic and social development of our community.

Through our actions, we can achieve this by:

- Promoting local development – by offering fair trade products when possible and practical which helps the fight against poverty.
- Sharing our commitments with business partners and ensuring that they share similar values.
- Developing partnerships with not for profit organizations to benefit local communities.

D1. Protecting the Environment

We support the Accor Group's 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.

We do this by:

- Developing and deploying Accor and local environmental improvement initiatives, to help meet objectives and track environmental performance through appropriate indicators.
- Raising awareness among hotel ambassadors and guests.
- Using resources developed by or in association with Accor to ensure an effective, aligned approach.
- Leveraging the support of our suppliers and other partners.

D2. Limiting Our Energy Consumption and Our Impact on Climate Change

We do this by working on the following:

- Integrating the notion of total cost and by considering energy savings when deciding on spending on the hotel.
- Ensuring energy saving solutions introduced by Accor are developed with urgency.
- By giving priority to renewable energies where possible.
- Through our use of automated tools (BMS, room sensors, temperature control policies etc.).
- By using special films and products on windows to reduce heat exchange/absorption.

D3. Conserving Water Resources

We do this by working on the following:

- Involving teams to find ways to conserve water around the hotel.
- Testing innovative solutions designed to reduce consumption.
- Promoting the use environmentally conscious washing, cleaning and personal hygiene products that are more respectful of water resources use.
- Using technical solutions to reduce flow in shower heads, toilets and sinks.

D4. Managing Waste

We do this by working on the following:

- Encouraging our ambassadors to sort waste and to use local recycling channel where available.
- Providing our guests with waste sorting solutions.
- Ensuring that the hazardous waste is effectively recycled or disposed
- Implementing food waste control programs

D5. Protecting Biodiversity

We do this by working on the following:

- Considering biodiversity concerns in our consumption of wood, fish, and plant based products as well as other natural resources.
- Selecting menus that are seasonal and carry lower carbon footprints.
- Not offering endangered or at risk animal products (i.e. shark fin).



- Participating in tree planting or other related programs.
- Using organic produce and products where appropriate

E. SUSTAINABLE MANAGEMENT COMPONENTS

Our sustainability management plan encompasses the below key areas:

- 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 colleagues, customers, business partners, owners and other stakeholders.
- 4. Health & Safety** – Sofitel Legend Metropole Hanoi complies with all established health and safety regulations, and ensures that both guest and staff protection instruments are in place.

E1. Implementation

Sofitel Legend Metropole Hanoi shall establish and maintain the Sustainability Management Plan complying with the requirements included in this section. The Sofitel Legend Metropole Hanoi shall formulate policies and procedures that are in line with the below directions:

- Appropriate to the nature and scale of the organization’s activities.
- Aligned with the 4 key Sustainability Management Plan areas (i.e. environmental, socio-cultural, quality and health & safety).
- Includes a commitment to continual improvement of the Sustainability Management Plan.
- Includes a commitment to comply with all applicable legislations (laws).
- Provides a framework for setting and reviewing objectives and targets that are documented, implemented, maintained and communicated to related employees. The objectives and targets are to be reviewed periodically.

E2. Legal Compliance

The Sofitel Legend Metropole Hanoi is licensed according to Vietnamese Law and in compliance with all relevant local legislation including health, safety, labor and environmental aspects, as well as insurance policies.

E3. Employee Training (Ambassador Training)

Employee hiring practices, training, annual appraisal/performance reviews at the Sofitel Legend Metropole Hanoi are to be 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 colleagues who are capable of delivering business goals and execute strategies including those related to sustainability programs and policies.



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 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.

Examples of Tools of training are as follows: Orientation training in line with Accor guidelines, brand standards, LQA standards, Forbes Travel Guide standards, OJT, HACCP training, commercial and reservations training, fire drill training, first aid and labor safety training as required by Vietnamese law.

E4. Customer Satisfaction

At Sofitel Legend Metropole Hanoi, our Guest Experience Team supports customer satisfaction. The Guest Experience Team help the hotel operate in a way that focuses on continual improvement and long-term sustainability. It works with all departments in the business to ensure our guests are always our first priority. This is proceeded by having a system in place that allows us to measure how well we are doing, as well as the opportunity to respond to guests that have any concerns from a recent stay.

The tools we use to monitor quality performance include:

- Voice of the guest
- TripAdvisor
- Leading Quality Assurance Audits (LQA)
- Forbes Travel Guide Standards
- Pulse - real time experience of Local Measure
- Social media channels

E5. Accuracy of Promotional Materials

All communication regarding promotional materials at Sofitel Legend Metropole Hanoi goes through the marketing team that should be within the hotel branding guideline principles, local regulations and cultural norms. Any dissatisfaction from our guests is tracked through the guest feedback forms.

E6. Local zoning, design and construction:

Design and structure

Sofitel Legend Metropole Hanoi sustainable elements related to design and structure

- Guest rooms balcony doors in the Metropole Historical Wing are installed with double glaze glass panels and window sensors to shut off A/C automatically.
- Guest Rooms equipped with RCU and FCU systems to save energy.
- The hotel HVAC systems are fully equipped with 69 VFD's for saving energy.
- The hotel has **15 Air Handling Units** installed with energy recovery units, which save almost **230kw** of energy saving daily from the bathroom exhaust systems (chillers with heat recovery wheels).
- Planned use of temperature/heat resistant film for certain glass structures.
- A state of the art new chiller system has been installed in December 2023 for the Metropole Heritage Wing.
- A comprehensive BMS system is being installed connected to both wings – which will enhance efficiency and improve monitoring of systems and control/regulate temperatures.
- New Kitchen in Le Beaulieu is predominantly convection reducing carbon footprint.

E7. Interpretation

We inform our guests about the local environment, local culture and culture heritage through various means.

E8. Communications Strategy

Our implementation plans and strategies for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work. We communicate with our guests and hotel visitors via our websites and other channels in a comprehensive manner. Our sustainable operations involve our guests. As an example, we place green cards in the rooms in order to give our guests the option of washing/changing bed linen or towels - hence providing an opportunity to play a direct role in water and energy conservation.

E9. Health and Safety

We follow strict environmental, health and safety laws, regulations and procedures to conserve and protect the environment and to create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury. Colleagues are appropriately trained regarding health and safety. Appropriate signage is used to mark hazards and hazardous materials.

Highlights:

- Guests are instructed verbally and by signage to take care when floors are wet.
- Swimming pool depth is clearly marked.
- For large events held on property using external organizers, a clear method statement risk assessments, floor plans, insurance policies, are requested from the organizer.
- Paint used in the hotel is environmentally friendly.
- The hotel is HACCP certified – and has been since 2018.



F. SOCIOECONOMIC – CULTURAL POLICIES

F1. Local Employment

Sofitel Legend Metropole Hanoi proactively supports the recruitment and development of local ambassadors at various managerial level positions across its operational and support functions.

F2. Fair Trade

Fair trade within Sofitel Legend Metropole Hanoi is driven by the purchasing policy. Wherein purchasing ensures the use of correct methods to select suppliers and procure goods and services at the right quality, price, time, source and delivery capability while protecting the company.

F3. Exploitation

Sofitel Legend Metropole Hanoi 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 Conduct and Ethics Policy.
- Accor mandatory training programs on sex trafficking, bribery and other social topics.

F4. Equitable Hiring

Sofitel Legend Metropole Hanoi promotes diversity and equality on all levels of the business, and no employees or applicants are discriminated against. Positions are filled based on competence. Our hotel adheres to local laws and regulations concerning labor, while offering conditions and wages superior to the minimum requirements. The hotel employs people of many nationalities and women candidates are encouraged to apply across all levels of the business.

Salaries and benefits are in line or exceed national regulations, and all payments required by law into retirement and social funds are made. Overtime is paid for hours worked beyond the established work in accordance with the Vietnamese government Labor law.

F5. Basic Services

The activities of the business do not affect or jeopardize 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.

F6. Cultural Heritage

The Sofitel Legend Metropole Hanoi ambassadors 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.

F7. Environmental Compliance

In line with the Sofitel Legend Metropole Hanoi Sustainable Development Plan, the hotel enforces purchasing policies that encourage using sustainable partners and prefers green products and services.



G. ENERGY CONSERVATION

At Sofitel Legend Metropole Hanoi, we always try to work towards a greener future, and we strive to implement innovative technologies that are best for our guests, the environment, and Accor. Key energy conservation practices are shown below:

- Lighting: the hotel buildings use 100% LED light bulbs (low energy).
- GAIA 0 is a monitoring and recording platform used to report energy-related activities and results.
- External façade lighting is controlled by photocells and timers, ensuring efficient lighting operations.
- Guest room balcony doors in the Metropole Historical Wing are installed with double glaze glass panels and window sensors to shut off A/C automatically.
- Guest rooms are equipped with RCU systems to save energy.
- WC units in guest rooms and public areas are equipped with dual flush systems, saving about 25% of potential water usage.
- The hotel's HVAC systems are fully equipped with 69 VFDs for saving energy.
- The hotel has **15 air-handling units** installed with energy recovery units, which save almost 230 kW of energy daily from the bathroom exhaust systems (chillers with heat recovery wheels).
- Back of the house corridor movement detection sensors, saving almost 25% of potential energy, control lighting 24/7.
- A state-of-the art new chiller system was installed in December 2023 for the Metropole Heritage Wing.
- A comprehensive BMS system is being installed connected to both wings, which will enhance efficiency and improve monitoring of systems.
- The new kitchen in Le Beaulieu is predominantly convection, reducing its carbon footprint.

We are very aware that sustainability is an ongoing journey; therefore, the Sustainability Management Plan will be reviewed annually. Our Sustainability Management Plan is supported by the following policies and procedures, along with other supporting documents:

- Health, Safety and Environmental Policy
- Purchasing Policy
- Recruitment Policy
- Business Conduct and Ethics
- Continuous Improvement Reports

H. ENVIRONMENTAL POLICY

The Sofitel Legend Metropole 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 Sofitel Legend Metropole, 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, colleagues, tenants, owners and suppliers and have them actively contribute to the environmental actions.

Sustainability within Sofitel Legend Metropole 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 Sofitel Legend Metropole is not a distraction from the business: it is core to our operations.

GENERAL STATEMENT

For Sofitel Legend Metropole, 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 colleagues by training/awareness to all Sofitel Legend Metropole colleagues and to other interested parties on request.



George KOUMENDAKOS
General Manager
Sofitel Legend Metropole Hanoi

I. MONITORING SUSTAINABLE PROGRAM

SUSTAINABLE MANAGEMENT ACHIEVEMENT 2023

1. 100% training conducted on environmental awareness for all employees.
2. Eliminated 100% of all guest-related single-use plastic items in restaurants and 98% in living rooms. Evaluation by auditor report to Accor CSR.
 - ✓ Replaced 100% of plastic water bottles with glass water bottles in guest rooms, restaurants and meeting rooms.
 - ✓ Exchanged to glass water carafes for meeting rooms and public areas.
 - ✓ New guest room shower installations (Heritage wing) now feature tamper-proof 400ml bottles of premium Balmain shampoo, conditioner and body wash. The dispensers and pumps are 100% recyclable. Other Balmain products provided to our guests include lotion, perfumed bar soap and hand cream.
 - ✓ Switched to premium green accessories, including shower cap, vanity kit, sanitary bag, shoe shine, dental kit and shaving kit are also offered to in-house guests.
 - ✓ Restaurant service items are NOT plastic nor disposable and are environmentally friendly.
 - ✓ Nespresso coffee machines have been placed in all guest rooms.
3. Water conservation practices :
 - ✓ Invite customers to participate in the towel and bedsheet re-use program.
 - ✓ Living rooms and public area restrooms are equipped with dual flush systems to save 25% of water usage.
 - ✓ Equipped faucets with sensors for staff areas to save water.

Evaluation:

2022: 70,565 M³ 0.8m³/guest (44.38% occupancy)

2023: 73,071 M³ 0.7m³/guest (51.70% occupancy)

In 2023: the renovation of the Heritage wing caused an increase in water consumption compared to 2022. However the average consumption per guest reduced by 0.1 m3.

4. Electricity conservation:
 - ✓ Replaced 122 local air conditioners using inverter technology connected to RCU (smart room control system) for 109 guest rooms in Heritage building.
 - ✓ Replaced 100% of halogen and incandescent bulbs with LED bulbs with higher lighting efficiency, color rendering and longevity.



- ✓ The glass doors of the rooms have been all fitted with double-layer box glass, with integrated window sensors connected to the air conditioning control in the rooms at the Heritage Wing.

Evaluation: Saving 3, 3% of electricity comparing to 2022.

2022: 9,098 kW	103.9 kW/guest (44.38% occupancy)
2023: 8,797 kW	82.6 kW/guest (51.70% occupancy)

SUSTAINABLE MANAGEMENT GOALS 2024

- 100% environmental awareness training for all employees.
- Reduce electricity use by 0.5% compared to 2023.
- Reduce water use by 1.6% compared to 2023.
- Organize sharing and career guidance classes for young people in difficult circumstances in hotel oriented NGO organizations such Blue Dragon.
- Continue the donation of soap and used linen to Soap for Hope (Diversey) and collaborate with the VinaCapital Foundation to support disadvantaged children recovering from heart surgery and those affected by the pandemic in Hanoi.

SUSTAINABLE MANAGEMENT GOAL FOR THREE YEARS

Energy conservation:

Electricity (KWH)	0.5% saving
Water (m3)	1,6% saving
CO2	10% reducing

CSR activities:

- Support Blue Dragon (Blue Dragon offers children and families in crisis the chance to turn their lives around, providing practical solutions to the daily problems that are keeping poverty alive).