



METROPOLE

HANOI • 1901

SUSTAINABILITY MANAGEMENT PLAN

| DESCRIPTION | NAME/TITLE | DATE |
|--------------|--|-------------------|
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HOTEL FACT SHEET

Iconic Luxury Hotel in Hanoi

Opened in 1901

358 Keys

6 Restaurants and Bars

5 Meeting/Banquet Rooms

1 Spa, 1 Fitness Centre and 1 Outdoor Heated Swimming Pool

An iconic landmark in the heart of Hanoi since 1901, the Metropole Hanoi has a long tradition as a luxury venue for prestigious events and as a popular rendezvous for business and leisure travellers, including famous playwrights, ambassadors, royalty, and heads of state. Blending colonial heritage with neo-classical luxury and a dash of modernity, the hotel is the first Sofitel Legend in the world and the recipient of numerous international awards for its fine service and enchanting ambiance.

Sustainability is an integral part of Sofitel Legend Metropole Hanoi's operations. The hotel actively pursues initiatives such as eliminating single-use plastics, improving energy and water efficiency, reducing food waste, and sourcing local produce to support small businesses while lowering its carbon footprint. This commitment has been recognised through **Green Globe certification** since 2024, affirming the hotel's dedication to sustainable development, environmental stewardship, and positive social impact.

The hotel's cultural heritage is also an important part of its identity. In 2013, Sofitel Legend Metropole Hanoi received an Honourable Mention in the UNESCO Asia-Pacific Heritage Awards for the conservation of its historic underground Bomb Shelter. Today, the hotel offers the exclusive Path of History and Bomb Shelter tour for in-house guests, led by Metropole historians, providing a unique opportunity to discover the hotel's remarkable history.

CSR AWARDS in 2025:

1. Vietnam's Best Green hotels - Vietnam Tourism Awards 2025 (Top 10)
2. Green Globe certification (global sustainable certification for tourism)
3. VERIFIED Responsible Hospitality 2025 - Forbes Travel Guide

SUSTAINABILITY MANAGEMENT PLAN VISION & TENETS

A. GENERAL PRACTISES

- From the first day that our hotel 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 the Heritage Wing and was 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 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 Sofitel Legend Metropole Hanoi and its integration with all hotel ambassadors, guests, owners and other stakeholders.

D. VISION

Accor and 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 suppliers, ensuring that they share similar values.
- Developing partnerships with non-profit organisations to benefit local community.

D1. Protecting the Environment

We support Accor Group's commitment to developing our business while respecting the planet. With our extensive global presence, we have a meaningful opportunity to reduce the environmental impact of our operations and help guide our industry toward more sustainable 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.
- Utilising resources developed by or in association with Accor to ensure a consistent and effective 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:

- Engaging our teams to identify practical ways to conserve water throughout the hotel.
- Testing and implementing innovative solutions designed to reduce consumption.
- Promoting the use environmentally conscious washing, cleaning and personal care products that are more respectful of water resources.
- Implementing technical solutions to reduce water flow in showerheads, toilets and sinks.

D4. Managing Waste

We do this by working on the following:

- Encouraging our hotel ambassadors to sort waste and to use local recycling channel where available.
- Providing our guests with appropriate waste sorting solutions.
- Ensuring hazardous waste is properly handled, recycled or disposed of in accordance with regulations.
- Implementing food waste control programs

D5. Protecting Biodiversity

We do this by working on the following:

- Taking biodiversity considerations into account when sourcing wood, fish, and plant- based products as well as other natural resources.
- Designing menus that follow seasonal availability and support lower carbon footprints.
- Refraining from 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 team members, 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 hotel Ambassador 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 hotel 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 and 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 hotel Ambassadors. The objectives and targets are to be reviewed periodically.

E2. Legal Compliance

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

E3. Employee Training (Hotel Ambassador Training)

Employee hiring practices, training, annual appraisal/performance reviews at 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 organisation of successful team members 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 organisational vision, behaviours, 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 labour 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 room balcony doors in the Heritage 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 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 cultural heritage through various means, including events, workshops, art exhibitions, musical performances at restaurants, and seasonal menus.

E8. Communications Strategy

Our implementation plans and strategies for sustainable operations are clearly defined, along with our engagement with the local community and various charitable initiatives. We communicate these efforts to our guests and visitors through multiple channels, including our website, social media, in-room collaterals, and other platforms.

Our sustainability approach also encourages guest participation. For example, cards placed in guest rooms offer the option to limit the washing or changing of bed linen and towels, allowing guests to play a direct role in conserving water and energy.

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 hotel Ambassadors whilst avoiding the risk of injury. Team members 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.
- The swimming pool depth is clearly indicated, and a board displaying safety regulations and recommendations is placed by the pool.
- For large events held on property using external organisers, a clear method statement risk assessment, floor plans, insurance policies, are requested from the organiser.
- Paints used in the hotel are environmentally friendly.
- The hotel has been a HACCP certified property 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 hotel Ambassadors or applicants are discriminated against. Positions are filled based on competence. Our hotel adheres to local laws and regulations concerning labour, 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 Labour law.

F5. Basic Services

The activities of the business do not affect or jeopardize resources or services in the local area or neighbouring 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

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 Sofitel Legend Metropole Hanoi's 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 VSDs and controlled by BMS 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.
- Heat recovery built-in chillers produce hot water for daily use and warm water for swimming pool in winter. The electrical boiler is currently used as the back-up system.
- 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 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.
- New Fan Coil Unit is being installed to save around 70% electrical consumption at one guest room zone and planned to replace all current ones in two years.
- The saving kit is being installed to save up to 25 % water consumption for water faucets at kitchen and guest public area and restrooms

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

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, hotel Ambassadors, 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, Sociocultural, 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.

I. MONITORING SUSTAINABLE PROGRAM

SUSTAINABLE MANAGEMENT ACHIEVEMENT 2025

1. 100% training conducted on environmental awareness for all hotel Ambassadors.
 2. Eliminated 100% of all guest-related single-use plastic items in restaurants and 98% in guest rooms.
Evaluation by Gaia report to Accor CSR.
- ✓ Maintained 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 Diptyque shampoo, conditioner and body wash. The dispensers and pumps are 100% recyclable. Other Diptyque products provided to our guests include lotion, perfumed bar soap and hand cream.

- ✓ Maintained 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 bed sheet re-use program.
 - ✓ Guests rooms and public area restrooms are equipped with dual flush systems to save 25% of water usage.
 - ✓ Equipped faucets with sensors for hotel Ambassadors areas to save water

Evaluation:

2024: 79,518 M3 0.67 m3/guest (59% occupancy)

2025: 87,832 M3 0.56 m3/guest (75% occupancy)

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, colour 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:

2024: 9,641,826 KW 81.3 KW/guest (59% occupancy)

2025:10,001,468 KW 64.5KW/guest (75% occupancy)

CSR activities:

- CSR: to be involved in corporate social responsibility actions, community development, local employment, fair trade, respect local communities, equitable hiring and employee protection.
- Opened the Metropole Tet space inside the hotel to promote Vietnamese tradition and local customs.
- Displayed artworks in the hotel lobbies to support local & international artists
- In celebration of Earth Hour 2025, our hotel participated by dimming or turning off non-essential lighting in our restaurants, bars, lobby, and public areas. We invited our guests to join us in conserving energy and protecting our planet by switching off unnecessary lights and electrical devices.
- BritCham Charity Football Tournament: We proudly sponsored a room night voucher with breakfast for two as a reward for the tournament, which successfully raised significant funds for local charities.
- Collaborated with HanoiTourist and its subsidiaries to promote blood donation campaigns.
- Donated used Ao Dai uniforms to Bac Phong Commune Women's Association through Diversey's Linen for Life program.
- Donated 100 blankets to Ta Su Choong Ethnic Semi-Boarding Primary & Secondary School in Hoang Su Phi District, Ha Giang Province.
- Contributed 50 banquet chairs and 300 plates to Blue Dragon, supporting their vital work.
- Partnered with Diversey Vietnam to distribute school uniforms, soap bars made from our hotel's recycled linens and soap, and blankets to local communities.
- Joined the Blue Dragon Charity Walk to raise awareness among hotel guests about their meaningful work to support street children.

SUSTAINABLE MANAGEMENT GOALS 2026

- 100% environmental awareness training for all hotel Ambassadors.
- Reduce electricity use by 0,5% compared to 2025
- Reduce water use by 1% compared to 2025
- Organise sharing and career orientation sessions for underprivileged young adults supported by charitable organisations such Blue Dragon Children Foundation.
- Continue the donation of soaps and used linen to Soap for Hope (Diversey) and collaborate with the VinaCapital Foundation to support disadvantaged children recovering from heart surgery.
- Continue to promote local culture and arts throughout the hotel activities, such as Tet, Mid-Autumn Festival, celebration events, art exhibitions and performances in collaboration with local artists.

SUSTAINABLE MANAGEMENT GOAL FOR THREE YEARS

Energy conservation:

| | |
|-------------------|--------------|
| Electricity (KWH) | Saving 0.5% |
| Water (m3) | Saving 1% |
| CO2 | Reducing 10% |

GENERAL STATEMENT

For Sofitel Legend Metropole Hanoi, 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 hotel Ambassadors by training/awareness to all Sofitel Legend Metropole team members and to other interested parties on request.



George KOUMENDAKOS
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Sofitel Legend Metropole Hanoi