



ZANNIER HOTELS
Bãi San Hồ

Zannier Hotels Bai San Ho

Sustainability Management Plan 2024

Introduction:

Zannier Hotels Bai San Ho is in Song Cau, Phu Yen, Vietnam & consists of 73 villas, 3 restaurants & bars as well as a spa, nestled in a private bay.

Opened in December 2020, all main structures and designs are in-keeping with the local culture, nature, and surrounding environment. Interior decorations are a mixture of natural woods, stones, and local antiquities, softened with delicate fabrics providing this feeling of intelligent but not opulent luxury. Surrounded by lush, native vegetation, allowing the resort to benefit from nature's wealth of a few fruit trees, vegetables, and rice. The ocean is fronting the resort with 1,000 meter of white sand beach with small bays hosting a coral reef. The resort covers 98 hectares, and features 8 hectares of rice fields, and another 12 hectares of organic gardens.

Purpose:

Since the opening in December 2020, Zannier Hotels Bai San Ho under the leadership of the Executive team, has been actively involved in the participation of sustainable practices through various activities & initiatives.

Last year 2023 we achieved the below:

- Installation of 655 solar panels producing 25% of renewable energy versus total consumption.
- Removed 95% of all single use plastic from guest villas.

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Xuan Canh Commune
Song Cau District
Phu Yen Province
Vietnam

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- Set out environmental due diligence templates to aid with the establishment of quantifiable benchmarks for our goals in 2023.
- Established our rice paddies where we have grown one ton of rice.
- Established our rice paddies where we have grown one ton of rice.
- Revised purchasing policy to favour local and domestic suppliers, where only ~10% of food produce is imported.
- Revised restaurant menus to include a variety of vegetarian & vegan dishes as well as favouring organic or biodynamic wines in all beverage menus.
- Established thorough preventative maintenance programs for all areas of the resort.
- Established & conducted various trainings to improve awareness of occupational health and safety.
- Reviewed the recruitment process with the aim to increase the percentage of workforce from the local surrounding areas.
- Provided and conducted training opportunities in all areas of operation for the resort team.
- Signed memorandums of understanding with local universities and vocational training schools with the aim to provide career opportunities to the local population.
- Engaged in charitable activities supporting local ethnic minority groups and other disadvantaged population groups.

Vision:

We are committed to creating positive and sustainable impact wherever we do business by being sustainable leaders in the hospitality industry bearing in mind the natural environment, socio cultural environment, quality of life as well as health and safety related issues.

Guided by our sustainability management plan (SMP) and under the key focus areas outlined below, we aim to pursue our goals set out for the future and become more sustainable in all areas of business.

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Xuan Canh Commune
Song Cau District
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- I. **Environmental** – to be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems, and landscapes.
- II. **Socio-cultural** – to display corporate social responsibility by actively partaking in community development, providing local employment, prioritizing fair trade, respecting local communities, and seeking dialog.
- III. **Quality** – to create a sustainable business that benefits its team members, customers, business partners, owners, other stakeholders by exceeding guest's expectations through a company culture that embraces quality.
- IV. **Health & Safety** – to ensure that guests, team members and our local communities can be comfortable, safe, and secure in our environment.

Mission:

We are committed to conserving our natural resources and improving our environment. Our goal is to reduce our carbon footprint by utilizing sustainable practices in all aspects of our operations. We strive to be a responsible environmental leader in the hospitality industry. We are implementing aggressive green initiatives and promoting conservation programs at each level of operation and promote awareness to both guests and team members to care for their surrounding community and environment.

Goals:

The short-term, mid-term and long-term goals (Annex 3) are outlined as part of the Sustainability Management Plan. Understanding that this a continuous process, where the SMP is to be refreshed and updated annually as well as used both internally and externally in all departments as a guide to employees and externally for Head office and owners.

This Policy applies across the Company. We will strive for sustainability in all areas of operations. Its implementation is the responsibility of and commitment by everyone – that is, Owners, Executives and Team Members, working together

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on the continuous improvement of our sustainability performance through the ongoing development of skills, knowledge, and applications.

The policy is endorsed by the General Manager and the executive team and will be reviewed annually by the Company's Green Committee (the "Committee"). The Committee comprises of a team of departmental leaders, bringing broad functional expertise to address all aspects of our business to best serve our stakeholders and the community as outlined in Annex 1.

Overview:

A - Sustainable Management

The following assessment is to establish the status of sustainability at Bai San Ho to set clear targets and actions for the future.

A1 Sustainability Management

The sustainability message is communicated to everyone present in all the hotels through small messages and actions.

A.2 Legal Compliance

Zannier Hotels Bai San Ho is licensed according to Vietnamese Law and in compliance with all relevant international or local government legislations, encompassing health, safety, labour, and environmental and or insurances polices for protection of guests, staff, and company assets, all of which are up to date and in line with legal requirements

A.3 Employee Training

Departmental training is set up and recorded monthly. Induction is provided for all joining team members where they cover all aspects of the company, its culture, policy and procedures, dos, and don'ts as well as an introduction to sustainability.

Our team as key members who trained and responsible for ensuring the correct trainings take places for all employees in safety and security.

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A.4 Customer Satisfaction

We pride ourselves on our culture of commitment to quality, guests' desires and needs are observed and collected through personal contact wherever possible both prior to arrival and during their stay.

On departure guests receive an online questionnaire which allows us to obtain feedback on their stay, this in turn is quantified and used for a training tool for each department and provides real time feedback on our services, be this accommodation, recreation, food, spa, and environment.

A.5 Accuracy of Promotional Materials

All communication is channelled through our PR and Communications Department in the head Office and considers local and cultural norms and regulations. Dissatisfaction is monitored throughout our various feedback channels and actioned upon.

A.6 Local Zoning, design, and construction

The resort is built using a variety of materials with the majority being natural, sourced locally and encompassing ancient building techniques. Landscape design is fully native providing a natural feel throughout the resort.

- Water is sourced from deep wells located in the property where we operate a water filtration system, as well as a water bottling plant that further purifies water through reverse osmosis and eliminates the use of plastic water bottles in the resort.
- All landscape lighting is set at low levels to preserve dark skies, nature, and conserve energy it also creates a sense of privacy and romance, these lights are on timers again helping to further conserve energy.

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- Air-Conditioning in guests' villas is turned off when not occupied and set at 26 Degrees for guest arrival. All AC Units are split level, service regularly to ensure performance standards. Open air spaces operate with standard fans, closed public areas, restaurant, spa, and offices maintain moderate temperatures and are turned off when not occupied.
- Facilities for guests with limited mobility are limited in the resort due to the resort's topography. However limited mobility access is facilitated through dedicated employee care.

A.7 Interpretation

As an hotel and resort chain we have guests from many nationalities, first language spoken in Vietnam is Vietnamese, followed by that of English. Our team members in turn are learning more languages to be-able to communicate to the many different nationalities and provide high standards of communication.

A.8 Communications Strategy

We aim to communicate our sustainable initiatives and activities with our guests and external clients through various means:

- Publishing on internal notice boards
- our website and various media agencies in key cities around the world.
- Our in-house TV system
- Invitations to guests to take part in cleaning the beach and other activities.
- Organization of monthly events for our team members, to encourage the sustainability message being brought back home.
- Collaboration & interaction with local government bodies

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A.9 Health and safety

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

- - Team members are trained appropriately to make them aware of the health and safety issues while working and guests are made aware of hazards by using appropriate forms of communication.
 - Preventative maintenance program is in place and followed through.
 - Periodical (at least quarterly) water checks are carried and recorded in key locations including all water sources & discharge locations.
 - Team-members are trained how to handle hazardous chemicals and the correct dosage.
 - Fire drills are carried out yearly and monthly checks on firefighting equipment is in place.
 - Electric buggy driving lessons are provided, and skills are assessed before issuing golf car licenses.
 - Kitchen staff are trained on how to use the cleaning equipment and have monthly audit on standards above government requirements and in line with HACCP standards.
 - Emergency policies are in place and the team is confident to act as required.
 - Guest safety is ensured through various precautions and information available to guests.

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B - Social/Economic

B.1 Community Development

- Bai San Ho works closely with the local community, with over 75% of our current employees coming from the local villages close by the resort.
- Bai San Ho supports local community initiatives, such as English Classes, helps in cleaning programs outside of the resort.
- Our Human resources department is working together with various Universities and vocational training schools to create a platform for training in Bai San Ho, and to generate a better understanding of the hotel business in the local community and how it can impact their futures.
- Bai San Ho is surrounded by fishing villages, and we support our local community by buying fresh fish for the resort, our guests in turn learn how the industry works.
-
- Most of our excursions available to guests involve the local community, crafts, food markets, cultural sites, lifestyle experience. We have guided tours to these special locations where they can immerse into the lives of the local fishermen people and can understand the traditional local way of life.

B.2 Local Employment

Bai San Ho employs 145 Staff currently out of which (3) are foreigners, each year we endeavour to take on (2-3) Interns from European Hotel Schools who have a chance to experience a new culture and broaden their experience in the hotel/resort business. A small number of team members come from large cities across the country, mostly heads of departments or supervisor level. Where we aim to further develop local talent as part of our long-term plans.

B.3 Fair Trade

While Fair trade certifications are not widely used in Vietnam our purchasing Policy at Bai San Ho encompasses the following principles:

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- Support and work closely with the local community for Fish, Vegetables and Fruits and other available goods & services.
- By cultivation of organic gardens and rice fields, growing farm to table produce with assistance from local farmers in ploughing our lands.
- Sourcing of local craftsmen to repair and re-build our furniture, fabrics for uniforms.
- Sourcing consumables domestically through local suppliers. Wherever possible.

B.4 Local Entrepreneurs

Bai San Ho, supports local entrepreneurs through its purchasing policy, raw materials, seafood, vegetables, and fruits we continue to work together with our local partners. Our Guests are encouraged to try the local seafood restaurants and purchase the local arts and crafts, creating small business entrepreneurs on our doorstep.

B.5 Respect local Population

Zannier Hotels as a brand design and promotes each hotel around the local community culture and environment as with Bai San Ho most of the element's centre around historic crafts, respecting its surrounding, in a low-density building structure, with respect to nature and the local population in the surrounding areas.

B.6 Exploitation

Bai San Ho prides itself on looking after its team members, providing competitive salaries and packages, good benefits that are in line with industry standards. Our colleague accommodation is very comfortable and of a good standard, air-conditioned, fitness and leisure facilities provided, a first-rate associate kitchen serving healthy local food. Our hosts are also protected by the

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Vietnamese labour Law. Guests are educated on the dos and don'ts, how to respect the cultural values when in Vietnam.

B.7 Equitable Hiring

Zannier Bai San Ho recruitment policy addresses and or promotes equality, applicants are not submitted to any discrimination, recruitment is based on, competence, qualification, and experience. Zannier Bai San Ho follows the Vietnamese labour Law, employment conditions, minimum wages are all in line with Trade Union requirements. Zannier Bai San Ho employs mostly local team member, currently almost evenly split between men and women.

B.8 Employee protection

At Bai San Ho Salaries and Benefits are in line with the labour and government regulations, social insurance and medical cover is compulsory and meets all required standards of the law. Employees work a 5 day a week with 2 days off and are entitled to public holidays. All salaries are paid at the end of each month into the team members bank account. The collected service charge, in line with applicable regulations, is distributed fairly and evenly to all local team members.

B.9 Basic Services

The activities of Bai San Ho have not in any way impacted the environment or the surrounding neighbourhood, in reverse they have provided important employment and opportunity for many families in this province. Right of way is granted to local residences where required.

C - Cultural Heritage

Zannier Hotels Bai San Ho is situated in the province "Phu Yen". The province is home to great natural diversity and 30 ethnic groups. Bai San Ho draws design inspiration from the traditional architecture used in many of these ethnic groups and aims to promote and protect the local cultural heritage.

C1 Code of Behaviour

Guests are informed of cultural etiquette as part of our guest care.

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C.2 Historical Artefacts

Are not present in the resort.

C.3 Protection of Sites

We are fully committed to the preservation of sites and intangible cultural heritage.

C.4 Incorporation of Culture

Local architecture and culture guide the resort operations in all aspects of operation from the architecture, service offerings to food and beverage selection.

D – Environmental

D.1 Conserving Resources

Our purchasing policy outlines various sustainable goals to ensure resources are conserved through different approaches. Suppliers are registered and follow the trading laws of Vietnam. Some local suppliers are not registered and still do business the old-fashioned way according to local culture where we aim to help them adapt to new business models.

Food & beverage menus favour local produce wherever available, imported food and beverages are to be substituted for locally available products where the quality and availability allows to do so. Natural and biodegradable packaging is used wherever possible.

Water and electricity consumption is measured & recorded in line with our environmental due diligence efforts. Water is entirely sourced from our vast landscape and the installation of renewable energy production is to be completed by the end of 2022, providing up to 50% of the resort's energy needs.

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D.2 Reducing Pollution

We aim to reduce greenhouse gas emissions as part of our sustainability goals for 2023 by:

- Substituting energy needs with renewable energy sources.
- Using battery or human powered vehicles in all feasible areas.
- Treating and testing wastewater above the required government standards to be safely used for our organic gardens.
- Conducting yearly environment assessment reports to identify possible challenges with a 3rd party provider.
- Analysis of waste audits outlined as part of our environmental due diligence to explore options for sustainable waste management in the absence of existing infrastructure.
- Reducing print collateral in all operational areas in favour of electronic collaterals.
- Recycle & reuse policies to increase the diversion to landfill.
- Food waste collection is provided to local farmers.
- Replacing harmful substances with certified products where available.

D.3 Conserving Biodiversity, Ecosystems, and Landscapes

Our landscape provides habitat to a variety of fauna and flora, 90% of our landscape was left untouched during the construction process, the remaining 10% consists of only native species. We live in harmony with all wildlife that calls Bai San Ho their habitat.

Our coral reef is looked after and protected while we aim to partner with experts to further grow and develop the reef and all life forms related to it.

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Sustainability Management Plan

We want to ensure we have a culture of environmental responsibility on all levels of the organization, to motivate our team members, suppliers, partners, and guests to reflect this in all they do. We aim to communicate this message to all stakeholder through a variety of channels, including training, promotional materials and as part of our services. We want to achieve measurable results through defined standards & benchmarks that are reflected in our policies.

I – Environmental

We support Zannier Hotels commitment to develop business while respecting the planet in all our endeavours by:

- Prioritizing the development & deployment of environmental initiatives that help to meet the set objectives and track our environmental performance through appropriate indicators.
- Raising awareness among customers and stakeholders and responding to their growing expectations regarding environmental concerns.
- Assisting our team members to integrate resource conservation measures into their day-to-day life, both in- and outside of the work environment.
- Leveraging the support of suppliers and local communities to pool efficiencies.

Conserving resources by

- considering the notion of total cost & resource consumption for all projects.
- prioritizing renewable energy sources wherever feasible.
- promoting the use of products that are respectful of resource consumption.
- Producing our entire water needs through our system of sustainable deep wells.

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- Involving teams at all levels to identify areas to where consumption can be reduced.

Reduction of consumables by

- Implementing structures that entice all stakeholders to act thoughtfully reducing the consumption of single use plastics or non-recyclable goods.
- Rethinking the operational needs and options favouring technology over paper-based solutions.

Manage waste by

- Auditing our waste output and contractors.
- Lobbying local governments to improve available infrastructure.
- Considering further investments to self-provide the missing infrastructure.
- Promoting the ideologies of recycling, composting, and reusing.

Protect Biodiversity by

- Raising awareness of the importance of biodiversity and the impact of harmful chemicals.
- Promoting landscape management practices that follow the principles of organic farming with only native plants.
- Partnering with experts of their respective field to expand our rich fauna and flora.

II – Socio-cultural

We want to play an active role in society to aid in development of local communities and by means of engagement, support, employment opportunities and education.

Developing communities by

- Sourcing locally.
- Supporting local development initiatives.
- Encouraging guests to visit local areas and interact with its inhabitants.
- Forging partnerships and lasting, mutually beneficial relationships in the local community.

Supporting livelihoods by

- Acting upon the fair-trade principles.
- Promoting local employment at all levels

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- Ensuring policies and procedures are always in line with local requirements.
- Providing above legally required benefits and protection to our team members

III – Quality

We strive to exceed expectations and create an atmosphere of ultimate relaxation and cultural discovery by:

- Measuring & analysing feedback from both guests and team members on a regular basis.
- Providing training & tools to ensure our quality standards are always met.
- Nurturing a culture of excellence.
- Upkeeping regular preventative maintenance efforts.
- Continually reviewing and improving based on newly obtained information.

IV – Health & Safety

We aim to provide a safe place of work and accommodation by:

- Ensuring all laws & regulations are followed.
- Providing guests with access to information on the established emergency protocols.
- Maintaining regular training that covers occupational health & safety, natural disasters, and other crisis protocols.
- Ensuring cleanliness standards are reflective of our image and in line with internationally recognized systems.
- Maintaining all equipment in line with required standards set out by manufacturers, suppliers, or internal policies.

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We are committed to constantly improve and evolve in our sustainability efforts, working with dedicated partners across the industry who will help us to grow our knowledge on how to make Bai San Ho and the local community ever more sustainable.

Alain Bachmann
General Manager
Environmental Officer for Zannier Hotels Bai San Ho



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Annex 1

Green Team Committee Members:

- General Manager
- Executive Assistant Manager
- Human Resources Manager
- Director of Finance
- Purchasing Manager
- Executive Chef
- F&B Manager
- Chief Engineer
- Chief Gardener
- Executive Housekeeper
- Front Office Manager
- Security Manager
- Spa Manager
- IT Manager
- Reservations Manager
- HR & Training

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Annex 2

Sustainability Plan Review & Approval

No.	Title	Name	Signature
1	General Manager	Alain Kurt Bachmann	
2	Executive Assistant Manager	David Francisco Castillo	
3	Human Resources Manager	Bùi Thị Kim Hoàng	
4	Director of Finance (on behalf of Finance & Purchasing)	Phạm Thị Bích Ngọc	
5	Chief Engineer	Nguyễn Văn Phương	
6	Food and Beverage Manager	Trần Minh Trung	
7	Executive Chef	Mai Xuân Dũng	
8	Executive Housekeeper	Hồ Văn Toàn	
9	Assistant Security Manager	Nguyễn Huỳnh Niễn	
10	Front Office Manager	Huỳnh Bảo Trị	
11	Assistant Reservations Manager (on behalf of Sales & Reservations)	Ngô Thị Hoài Phương	

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Annex 3: SMP GOALS 2024

ENVIRONMENTAL	Strategies	Goals	Achievement 2023	TARGET 2024
Conservation of resources	1) Complete solar panel installation (430 kWp capacity) by end of 2022.	1) Production of renewable energy to meet up to 50% of energy consumption.	Installation of 655 solar panels producing 25% of renewable energy VS total consumption	Keeping a similar ratio consumption/villa occupied
	2) Monitor & analyse water & electricity consumption based on quantitative data to identify resource conservation potential.	2) Reduction of water & energy consumption yearly by 2%	Water usage was decrease by 30% this year by monitoring valves daily, fixing broken pipes and fixing swimming pools	Keeping a similar ratio consumption/villa occupied
Consumable goods	1) Replace plastic garbage bags with recyclable alternatives.	1) Elimination of all single use plastics in guest villas by 2023.	Target of 99% reached	Keeping same standards
	2) Revisit purchasing agreements with suppliers with a focus on reusable, recyclable & returnable goods & packaging.	2) Reduction of single use plastics by ~50% by 2025	Target reached	Keeping same standards
	3) Reduce consumables by re-considering current ways of working & policies	3) Yearly diversion to landfill reduction of 2-5%	Maintenance villa program was made inhouse with intense care on protecting current material and extending their life.	Keeping a similar work flow
Conserving biodiversity	Develop a program for coral conservation and regrowth with local experts.	Preservation & expansion of house reef for protection & promotion of local economy	N/A	Meeting has been set for Q1. Adding animal farm into our resort: Buffalo, duck, chickens
Reducing pollution & waste	1) Increase farm to table production of in house produce by expanding organic gardens.	1)Yearly diversion to landfill reduction of 5%	Our kitchen garden is supplying herbs and some vegetables for our cooking class.	Our kitchen garden is supplying herbs and some vegetables for our cooking class.
	2) Further development of waste audit programs to reduce waste in all areas.	3)Reduction of LPG consumption in favor of alternative fuels	Decrease of petrol use by 45% last year.	Keeping a similar ratio consumption/villa occupied
	3)Consider implementation of anaerobic digestion unit to recycle food waste to Bio Gas for resort usage.	2)Long term goals of reducing food waste by 30% and diversion to landfill by 50%	Not started	Doing yearly compost to be used to improve of rice field soil
	4)Reduce overall Greenhouse Gas & CO2 emissions by following through all the goals & strategies in the SMP	3)Reduction of Greenhouse Gas & CO2 emissions based on the set out quantitative measures by 45% by 2030.	Decrease of petrol use by 50% last year.	Keeping same standards
HEALTH, SAFETY & WELLNESS	Strategies	Goals		
Wellness in the workplace	Implementation of wellbeing programs accessible to all team members.		12 activities organized	To maintain 1 monthly activity
Occupational health & safety	1)Continuous focus on occupational health & safety trainings both internally & externally.	Increased sense of wellbeing for all stakeholders .	- Completed OHS (132 pax), Firefighting & prevention (30 pax), First aid (50 pax) - 100% new team member joined orientation - 1,573 hours recorded as OTJ training from departments (as of Oct 2023)	To keep same standards
	2)Provision of all relevant health & safety information to our guests.		Guests understand and acknowledge their liability of their health and safety; to know that health and safety of our staff are taken care. T&C of registration card, health & safety of employee to be taken care. DOs & DONTs	To keep same standards
SOCIO-CULTURAL	Strategies	Goals		
Youth development	Provision of mentorship & scholarships to local youth in collaboration with educational institutions, providing valuable learning experiences.	Promoting careers in the hospitality industry to develop local communities by providing mentorship, internships or scholarships to a minimum of 5 young people per year	- Received 15 trainees across FO, F&B, Kitchen departments - Have career talk with Quy Nhon University on job orientation and skills - Join job fair at Quy Nhon University	To keep same standards. Doing sustainable presentation and sensibilization in local elementary schools near our resort
Supporting ethnic minorities	As Bai San Ho draws inspiration from the local ethnic minorities we aim to support their communities through charitable contributions and promotion of local culture.	Establishing connection with local minority communities to provide; educational support, charitable donations, promotion & display of culture to a wider audience by providing a platform to promote cultural heritage.	Official meetings this year with Da Na community. Established collaboration for festive season, promoting their craft in our boutique	Set a specific tour into their location for guests to discover their tradition and lifestyle
Cultural understanding	Through our inclusive guest experiences, we continue to grow cultural competence and deliver tailored, inclusive experiences for the diverse populations of guests that we serve.	Increase understanding of local culture through our website, marketing materials & guest experiences.	Reviewed the tours and experience offer to promote local culture and Phu Yen lifestyle	To keep same standards
Promoting local supply	Establish networks with local communities and further policies to prioritise responsibly-sourced indigenous products to connect with a local sense of place.	1)Spa products are locally sourced and 100% vegan and cruelty-free, with no sulphates, parabens, or colouring. 2)Long term we aim to produce 10% of our food supplies ourselves via farm to table concepts 80% we aim to source locally from producers and suppliers in	New luxury brand election. Cocoon. 100% organic and made in Vietnam. Without any chemical addition Standards meet for sourcing locally.	Promote it into our boutique shop. Keep finding local sustainable products or practice for our wellbeing program Keeping implementing organic or sustainable Vietnamese supplier to our market list to encourage the practice.
QUALITY	Strategies	Goals		
Training & Development	Developing and nurturing our associates ensures a consistent and effective approach to personnel sourcing and retention, and is reinforced by a promotion strategy to positions of responsibility.	Provide six hours of training per associate per month (Language learning program, professional short-term course, spa, F&B, room service, etc.)	- Training plan is in place and deployed - Internal promotion are encouraged where possible (12 cases)	To keep same standards
Continous improvement	Sustainability efforts are a continuous process and will be revised based on quantifiable data & established benchmarks.	Continuous development of sustainable initiatives under the green globe guidance to achieve gold certification within 5 years.	2023 was the first full complete cycle. We have debriefed and set new goals for 2024	Monthly debriefing of green globe achievements

contact@baisanho.com

Hoa Thanh Hamlet
Xuan Canh Commune
Song Cau District
Phu Yen Province
Vietnam

*Thôn Hòa Thanh
Xã Xuân Cảnh
Thị xã Sông Cầu
Tỉnh Phú Yên
Việt Nam*

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ZANNIER HOTELS
Bãi San Hô

Zannier Hotels Bai San Ho Environment Commitment

We are committed to protect the environment while providing authentic and memorable experiences to all our guests.

In line with this we provide a variety of options to our guests to support our commitment to planet earth.

- We reduce lighting & air-conditioner settings upon arrival, we will respect your preferences and not modify your settings during your stay.
- We only change bed & bath linen upon request, please place your linen change request card on the bed should you wish new bed linen or place your bath linen on the floor or in the bathtub should you wish to have them changed.
- Our amenities are natural and refillable, should you wish to purchase them they are available in the resort gallery.
- We reduce print collateral as much as possible, should you prefer information on paper our team will be happy to assist.
- Lights in the villas are dimmed, should you prefer a brighter setting please contact our team. By switching off lights and air-condition units when not in use you can help to reduce CO2 emissions.
- We use low flow fixtures in our bathrooms, by using water mindfully you can help to reduce water consumption.
- We recycle and re-use what we can, we have reduced single use or non-recyclables in our villas by 95%. Please do not dispose of coffee capsules in the bin our team will recycle them.

Please do not hesitate to contact your Guest Assistant for more information on other sustainability initiatives we support.

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