

## INTRODUCTION

### About Le Méridien Saigon Hotel

Address: 3C Ton Duc Thang Street, Ben Nghe Ward, District 1, Ho Chi Minh City.

Phone number: +84 286-2636688

Situated on the banks of Saigon River in District 1, Le Méridien Saigon Hotel features panoramic views of the river as well as the city landscape, we are the first Le Méridien hotel in Vietnam. We invite you to discover the illuminating experiences that abound at our one-of-a-kind hotel. When it's time to explore, the sights and sounds of Ho Chi Minh City beckon, visit Ben Thanh Market and other attractions just moments from our hotel. Step inside and enjoy contemporary interiors and exclusive artwork. Delight in our hotel's culinary options, showcasing artfully prepared cuisine from Vietnam and around the world.

The hotel features 344 well-equipped rooms and spacious suites comprising:

ROOM CATEGORIES				
ROOM	SQM	KING	TWIN	TOTAL
Premier Classic City View	38	59	38	97
Premier Classic River View	38	80	8	88
Premier Classic City View-Accessible	38	3		3
Studio Suite	55	12	13	25
Club Classic City View	38	37	25	62
Club Classic River View	38	38	5	43
Grande Suite	68	21		21
Serviced Residence	118	4		4
Presidential Suite	200	1		1
<b>TOTAL</b>		255	89	<b>344</b>

The 344 contemporary, residence-style hotel rooms at Le Méridien Saigon in Ho Chi Minh City include 26 suites. Every room at the hotel is furnished with ample work spaces, stylish ergonomic seating and views of the meandering waterways of vibrant Ho Chi Minh City. All hotel rooms and suites in Saigon's District 1 feature Le Méridien signature beds, and modern artwork highlighting Ho Chi Minh City's scenery and culture.

Le Méridien Saigon offers six flexible meeting rooms, spacious foyer, and local-inspired cuisine; provides 995 square meters of conference and meeting rooms. Our business hotel in Ho Chi Minh City is uniquely designed with a pillar-less Grand Ballroom, comprised of five stylish boardrooms, a spacious foyer. All meeting rooms and event spaces at the hotel are fully wired for business with state-of-the-art audio and visual technology including built-in LCD projector.

Meeting Room	Area (SQM)	Dimensions	Height (SQM)	Stage Size	Theater	Cocktail	Classroom	Banquet	U-shape	Boardroom	Hollow
Lemeriden Ballroom	365	(24)24.6 x 14.85(15)	4.2	3,6m x 7,2m x 0,4m	350	300	210	240	78	84	108
Le Meridien Ballroom 1	182	(12)12.27 x 14.85 (15)	4.2	2,4m x 4,8m x 0,4m	160	150	84	96	42	42	54
Le Meridien Ballroom 2	183	12.27 x 14.85	4.2	2,4m x 4,8m x 0,4m	160	150	84	96	42	42	54
Khanh Hoi	57	(8,5)8.66 x 6.62(6,5)	4.2	No	40	30	12	24	14	16	20
Nha Rong	69	(9)9.15 x 7.53(7,5)	4.2	No	27	30	27	28	14	16	20
Khanh Hoi + Nha Rong	127	(14)14.16 x 9.00(9)	4.2	2,4m x 4,8m x 0,4m	80	60	42	70	35	24	30
Tan Thuan	51	(6,5)6.66 x 7.64(7,5)	4.2	No	21	30	18	24	12	14	18
Hiep Phuoc	38	5.00 x 7.61(7,5)	4.2	No	20	20	12	12	15	16	18
Tan Thuan + Hiep Phuoc	89	(11,5)11.66 x 7.68(7,5)	4.2	2,4m x 4,8m x 0,4m	70	50	35	60	25	24	30
Ben Nghe	41	(6,3)6.35 x 6.33(6,3)	4.2	No	30	25	12	30	15	14	18
Master Foyer	350		4.2	No	N/A	N/A	N/A	140	N/A	N/A	N/A
Foyer 1	108	(19)19.3 x 5.06(5)	4.2	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Foyer 2	140	(25)25.20 x 5.54(5,5)	4.2	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Foyer 3	125	(21)21.14 x 5.90(6)	4.2	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A

## SUSTAINABILITY AT LE MÉRIDIEN SAIGON

Le Méridien Saigon is committed to a green and sustainable future and works hard to minimize its waste and energy consumption. Over the year, the hotel has worked tirelessly for continual improvement initiatives to aid this goal.

The hotel partners with Marriott International initiatives through its Marriott Business Council in Vietnam (MBC) in various environmental initiatives such as,

- Operation Smile
- Blood Bank donations
- Earth Hour
- Road to Give Campaign
- Wish Upon a Star
- Tree Planting (part of reforestation in Can Gio)
- Serve 360
- Old batteries collection
- Cluster Procurement & Sourcing

In addition to the MBC activities the hotel visits community centers and works along with charitable organizations to assist in environmental and social cultural causes.

- Supporting disadvantaged children through the Christina Noble Foundation
- Support and visits to Binh Chanh Inclusive Education Development Support Center
- Student workshops on Sustainability in Conjunction with local universities

Working together with Marriott APEC (Asia Pacific) to streamline our approach, we are actively working towards completion of our Sustainability Toolkit, aimed to provide all our hotels with a clear direction, alignment, framework, and focus areas on actionable operational initiatives going forward. As part of this approach, we have formed an on-property Sustainability Committee including key members of the leadership team, and track all progress of our 15 sustainability focal points through our Marriott Environmental Sustainability Hub (MESH), under our Sustain Responsible Operations guidelines (SRO).

- Conducting Yearly Energy Audits
- Sourcing Renewable Energy
- Attaining Hotel Sustainable Certification
- Reducing Water Usage
- Food Waste Tracking
- Residential Bath Amenities
- Linen & Terry Re-Use Program
- Removing Plastic Water Bottles in Rooms
- Sourcing Cage Free Eggs
- Monthly Recycle Waste Sorting with a local community
- Implementing 30% Vegetarian Menus

The hotel actively works towards creating a sustainable environment and culture by fostering a consolidated worth ethic and team culture for a sustainable future.

## OUR PURPOSE

Over the years Le Méridien Saigon, led by General Manager Lars Kerfin, have been actively involved in the participation of sustainable practices through various events, activations, and ongoing initiatives. Continuously improving environmental performance and reducing the environmental impact of our activities, especially in the areas of energy and water use.

- Ensuring water quality monitoring systems and documented procedures are in place.
- All the technical equipment is maintained regularly & inspections are documented through our Transcendent Tool.
- Preventive Maintenance Program of all hotel rooms thrice yearly.
- The energy consumption calculated in relation to turnover, number of guests through the MESH management system.
- The energy consumption is recorded and documented every day through Engineering Department.

- Minimize our consumption of natural resources, especially where non-renewable.
- Replacement our light bulbs with new ones (LED technology - light-emitting diode), providing reduced energy consumption.
- Installation of movement sensors in all public toilets.
- Monitoring and adjustment of the temperature of the central air conditioning system, according to the external weather conditions using Building Management System.
- Hotel air conditioning system (AHUs, PAUs, and Guest Room AC) working with occupied and unoccupied temperature set points.
- Recover the FCU and AHU condensate water to reuse in cooling tower.
- Install VFD (Variable Frequency Drives) for machines above high Kw loading saving on electricity energy from the actual power consumption of the motors.
- Installation of Heat Pumps to generate hot water and reduce diesel consumption.
- Installation of additional solar panels to reduce electricity consumption.
- Installation of Water restrictor to reduce the water flow in guest bathroom washing basin, public restrooms.

## VISION

The team at Le Méridien Saigon are committed to creating a positive and sustainable impact wherever we do business, reducing our carbon footprint and demonstrating our work resilience to be sustainable leaders in the hospitality industry in not only Ho Chi Minh City but Vietnam and Asia Pacific.

With a focus on four major areas of interest; environmental, socio-cultural, quality, and health & safety.

Today, business plays an increasingly critical role in taking on our world's most pressing social, environmental, and economic issues. With our hotel's reputation, size, and scale, we have a global responsibility and a unique opportunity to be a force for good. Guided by our 2025 Sustainability and Social Impact Goals, as well as the United Nations Sustainable Development Goals.

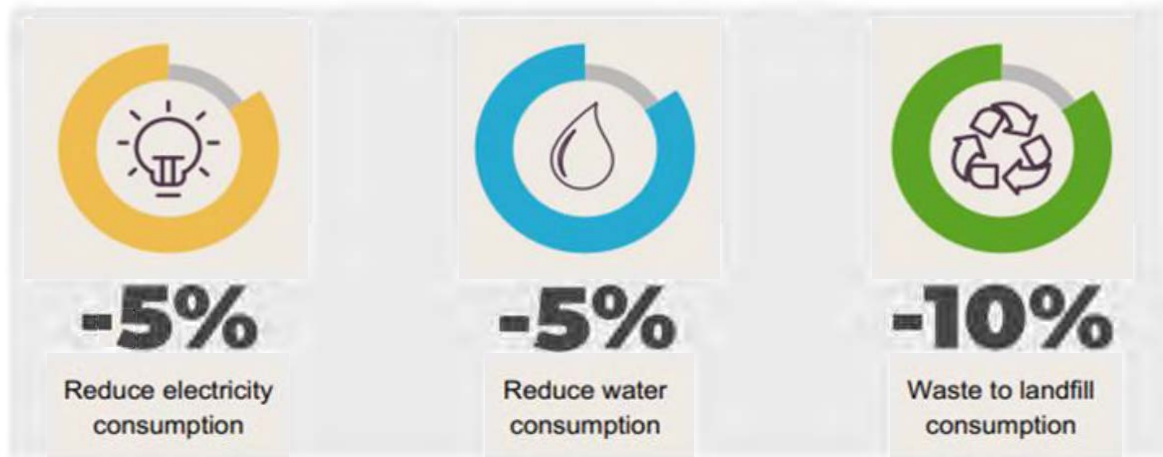
## MISSION

Le Méridien Saigon aims to develop and instill a sustainable management plan and policy that creates awareness to both guests and associates to care for our surrounding community and environment.

## STRATEGY

With a detailed sustainable management plan, training to our associates and awareness campaigns for our guests, we aim to for our goal completion in line for 2025.

## GOAL



## SUSTAINABILITY MANAGEMENT PLAN

We are very aware that sustainability is an ongoing journey; therefore the Sustainability Management Plan will be reviewed annually, and driven by 4 key pillars.

The Sustainability Management Plan is communicated to all hotel associates and our customers; fully integrated at decision-making level and includes monitoring analysis/evaluation with the monthly scorecard report.



## SUSTAINABILITY MANAGEMENT PLAN: ENVIRONMENTAL

Our Environmental pillar focusses on being actively involved in conserving resources, reducing carbon footprint and pollution, conserving biodiversity, ecosystem and landscapes.

### Consumable Goods

- Focus on locally sourced products
- Focus on local vendors supporting the community
- Use of Cage free Eggs
- 30% vegetarian menus
- Strong preference is given to fair trade and eco-certified suppliers
- Reduction of single use plastic containers in areas such as Food & beverage
- Implementation of Residential Bath amenities to reduce single use plastics

### Conserving Resources

- Reduce Electricity consumption by 5.0 % aided by new installed solar panels
- Reduce Water consumption by 5.0 %
- Reduce Diesel consumption by 10.0 % aided by newly installed Heat pump systems
- Measure, monitor, and record our energy usage (electricity, water, and gas)
- Property-wide Computer Shutdown Policy - all back-of-house offices.
- Motion sensors on all basins, toilets in public areas, and restrooms.
- Towel and Linen reuse programs

### Conserving Biodiversity, Ecosystems and Landscapes

CSR activities allow us as a hotel to further promote awareness of environmental issues

- Marriott's 12-point Climate Action Plan
- Earth Hour
- Serve 360
- Wish upon a star program

### Reducing Pollution & Waste

- MESH Waste Management Plan
- Printing Paper consumption reduced by 3%
- Recycling program
- Cooling Tower descaling program
- Water condensation recycling
- Responsible disposal of Battery waste recycling

### Introduction of Go-Green initiatives

- Water Dispensers in all Banquet rooms to reduce single use plastics
- Clutter-Free and Linen free Meetings
- Use of potted botanical plants in hotel public areas
- Sustainable straws and retail packaging

- Used Soap collection and recycle program
- Plant based locally sourced menu initiatives
- Recycling programming
- Used Cooking oil recycling

## SUSTAINABILITY MANAGEMENT PLAN: SOCIO-CULTURAL

Socio-cultural initiatives, recognize our roles and responsibility to contribute to the sustainable development of our local and surrounding community in which we operate.

Le Méridien Saigon Hotel aims to maximize the return on our Community Investment programming and the impact on our local community. Through these initiatives, we have identified unique areas of involvement where we can actively support our local and engage in a mutually rewarding way with our stakeholders.

- Serve 360 (Serving our communities)
- Donation of good condition used clothes
- Donation of meals, mooncakes, recycled soaps, towels, and linen to the local community
- Blood Bank Donations
- Orphanage visits and offerings
- Xmas gifts to special needs children
- House-made gifts (cakes, pastries) for associates' children on International Children's Day
- Engaging children with special needs in Christmas carol singing
- Take Care programs to promote physical, mental, and financial wellbeing

## SUSTAINABILITY MANAGEMENT PLAN: QUALITY

Le Méridien Saigon focus on many activities that can sustain itself economically by creating competitive advantages within the industry, with inspired service that not only meets but exceeds guest expectations; continuing to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc.

A sustainable business should benefit its colleagues, customers, business partners, owners, and other stakeholders.

### Quality

We ensure the hotel's sustainability performance and commitment is continually improving by measuring our guests' satisfaction based on corporate standards, setting a high priority on the development and training of our associates, nurturing excellence amongst us, and creating regular property maintenance plans.

- Guest Voice and Guest Experience Platform (GXP) feedback and communication
- Social media feedback and communication
- Marriott.com feedback and communication
- Routine Preventive Maintenance (RPM) programming
- Property Improvement Programming
- Capital Expenditure Plan
- Associate Training hours

- Operational Department Skilled based trainings
- Integrated Job programming (i-JOB)
- Brand Standard Audit
- Brand Immersion Workshop

Our quality focus ensures we create the ultimate atmosphere for relaxation, refreshment, and renewal for our guests, maintaining healthy business and integrity ethics among our associates, management, and business contacts.

## SUSTAINABILITY MANAGEMENT PLAN: HEALTH & SAFETY

The Le Méridien Saigon adheres to all environmental, health, and safety laws, regulations, and procedures, to conserve and protect the environment.

### Training

- Train the Trainer
- Health & Safety tabletop exercises
- Daily Safety and Security topic
- Crisis management training
- Emergency Response Training
- First Aid Training
- Local Authority Workplace Environment inspections

### HACCP (Hazard Analysis Critical Control Point)

- Marriott Global Food Safety Audit Program
- Serve Safe certification
- Allergen Training
- Local Authority Hygiene Audit

### Fire Life and Safety

- Monthly Safety Meetings
- Monthly Internal Fire Life Safety Inspections
- Safety and Security Briefings for In-House Events
- In-room evacuation plans
- Quarterly Fire Drill activation
- Yearly Fire Drill and Evacuation jointly conducted with local authorities
- First Response Team with certificate from local authorities
- Annual OSH (Occupational safety and health) audit by the local authorities
- Upgraded Multi-Lingual Audio announcement enhancements
- Marriott Emergency Threat Condition program

### Facilities

- Monthly property walk-through and rectification program



- Routine Preventative Maintenance program
- Capital Expenditure Plan
- Renovation and Improvement Projects
- Pest control
- Maintenance & Upkeep program
- Daily defect rectification program

Our associates are continuously trained to ensure their awareness of the health and safety issues that may occur while on duty, to ensure they can provide and assist our guests, other associates, and stakeholders in ensuring the safety and security of the hotel and our guests.

## ENVIRONMENT POLICY

Le Méridien Saigon is fully committed to provide a better future for all our guests and team members by guiding our operating philosophy to a more efficient and sustainable manner and minimizing the negative impacts on Mother Nature, with a continued commitment to the promotion of an environmentally friendly culture amongst our associates and guests both during hotel operations and once they leave the hotel.

This environmental policy states the commitment of our organization towards the law, regulations and other policies concerning the environment. This policy is the foundation to direct and oversee activities taken by associates and guests to prevent any harmful effects on the environment and natural resources, focusing on ensuring that changes in the environment will in return not have a harmful effect on human life around the globe.

Our key environmental activities for the Le Méridien Saigon are:

- Comply with all necessary environmental rules, regulations, legislations, and policies.
- Protect the environment by preventing the pollution of land, air, and water.
- Involve the community in and around the hotel to participate in environmental activities that minimize waste and prevent pollution to land, air and water.
- Work together to maximize the use of recyclable and reusable materials.
- Adopt renewable energy resources that are used for sustainable practices.
- Optimize the utilization of resources to reduce wastage by associates and guests.
- Use environmentally friendly cleaning chemicals.
- Ensure that all waste is disposed of through a proper waste management system.
- The schedule of waste collection and transportation as well as items to be picked-up are modified based on the hotel occupancy and low guest traffic.
- Train and educate associates and guests about sustainable living and to communicate this onwards to the public highlighting environmental issues.
- Create an environmental culture where the whole organization follows sustainable practices at work and at home.
- Encourage associates to use staircases upon moving without carrying heavy items in the Back-of-house, and utilize public transportations where possible.
- Identify any hazardous materials to associates, guests, and the environment. MSDS
- Measure the consumption of the hotel in terms of waste, water, electricity, gas, and natural resources.
- Prohibits the use of invasive alien species in gardens, landscapes, and other areas of operation. In sensitive areas, measures are taken to prevent the introduction of pests and exotic species.

## POLLUTION MANAGEMENT

The architecture and planning of the renovation of the All-day-dining restaurant, meeting rooms and function area, and all guest rooms in 2025 will promote the use of natural building materials to reduce the effects of natural heating incurred by hotels, we are also able to offset this with the introduction of the additional installation of rooftop solar panels on top of the hotel roofs which offset our diesel costs in hot water production.

Our generators are run at the highest efficiency levels possible. With the installation of new heat pumps in the boiler rooms and 2 in chiller plantrooms, we will be able to offset further diesel consumption as well as recycle cold air from these heat pumps that will then offset air conditioning costs across the executive lounge and kitchen areas, saving over 30% of electricity usage. We are in the process of switching out all lighting across the property to LED lights. By using AHU and FCU units, we recycle the AC condensate water and store in the water storage tanks. This water is recycled back into the cooling tower to enhance our energy level efficiency. Our Genset smoke emissions are treated by a water nozzle treatment for smoke emissions.

As a HACCP requirement we check regularly the cold room and fridge temperatures as well the condition of the freezer doors and curtains.

The energy consumption of the hotel is recorded daily. Water, power and gas records are taken each day and mapped to ensure no wastage of electricity or water. In addition, to maintain high efficiency, regular servicing on all technical appliances is required. Our preventive maintenance program records and ensures conducting of regular check-ups on all equipment. We follow the guidelines for servicing provided by the supplier as well as using external companies come for equipment servicing to ensure maximum efficiency.

To reduce our incoming waste, a focus on locally sourced goods had become a priority focus, our receiving of goods policy includes that local products are delivered in reusable or returnable containers whilst then sorted into hotel reusable storage options. All our recycling is conducted in liaison with local authorities to include not only papers, plastics, glass and aluminum, but also food waste and recycling.

As well as used oil recycling programs. This has benefited by our food waste reduction program to reduce food costs and waste hauling expenses, to decrease the environmental impact of food waste - a significant contributor to greenhouse gas emissions - and to increase employee awareness and engagement.

All chemicals used on the site are purchased through an accredited vendor, these chemicals are bio-degradable and only used in the kitchens and laundries.

## LE MERIDIEN SAIGON ACTION PLANNING

The following table provides a summary of the hotels commitment to continue to improve sustainability

THEME	ACTIONS PLANNED	2024	2025	2026
<b>General management and operation at the hotel</b>	Annual review of all sustainability, environmental, and purchasing policies	√	√	√
	Annual continuous improvement report detailing new initiatives and activities		√	√
	Regular meetings of sustainability committee	√	√	√
	Sustainability information posted in back-of-house areas and daily packets	√	√	√
<b>Sustainable waste management</b>	Undertake regular waste audit	√	√	√
	Reverse Vending Machine set up in back-of-house area	√	√	√
	Staff training in recycling	√	√	√
	Investigate new ways of recycling and waste reduction	√	√	√
<b>Sustainable water management</b>	Eliminate single-use plastic bottles in guest rooms, meeting rooms		√	√
	Install water restrictor in public restroom basin and guest bathroom basin	√	√	√
<b>Energy conservation and efficiency</b>	Install heat pumps to reduce hotel diesel use		√	√
	Property-wide computer shutdown policy	√	√	√
	Adhere to preventative maintenance programs to ensure equipment efficiency	√	√	√
	Complete yearly energy audits	√	√	√
	Install and use of increase PV solar energy		√	√
	Install EV chargers		√	√
<b>Associate welfare training</b>	Re-training and enforcement of current hotel local standard operating procedures	√	√	√
	Special training sessions on sustainability plans and issues		√	√
	Development of two internal sustainability champions	√	√	√
<b>Conservation of local diversity and ecosystems</b>	Continued participation in Marriott's Serve 360 program	√	√	√
	Participate in Earth hour	√	√	√
	Drive Marriott International 16 points of Sustainability Scorecard	√	√	√
<b>Food sustainability</b>	Continue to source locally grown and sustainable food sources	√	√	√
	Continue to source locally caught seafood options	√	√	√
	Continue use of cage free eggs	√	√	√
	Move to greater influence on vegan or vegetarian menu options	√	√	√
	Adhering to responsible seafood program	√	√	√
<b>Local community partnerships</b>	Continue work with local underprivileged program	√	√	√
	Continue work with Marriott's Serve 360	√	√	√
	Donate to local blood banks	√	√	√
	Associate Take Care programs	√	√	√
	Continue work with Operation Smile	√	√	√
<b>Enhancing guest experience</b>	Integrated jobs development (i-JOB)	√	√	√
	Guest satisfaction surveys to include sustainability aspects		√	√
	Rooms, All-day-dining restaurant, and meeting rooms renovation		√	√

## **GREEN TEAM COMMITTEE POLICY AND ACTION PLAN**

### **Green Team Members:**

1. Lars Kerfin - General Manager
2. Maximo Ares - Director of Operations
3. Châu Thanh Lâm - Chief Engineer
4. Đỗ Thị Huyền Trang - Director of Human Resources
5. Trương Thị Hồng Xuân - Human Resources Manager/Training
6. Lê Thị Thu Hà - Director of Finance
7. Cù Hồng Hải - Purchasing Manager
8. Nguyễn Thị Ngọc Hạnh - Director of Sales & Marketing
9. Hoàng Hải Yến - Director of Marketing
10. Nguyễn Huy Hoàng - Rooms Division Manager
11. Nguyễn Xuân Thanh - Executive Housekeeper
12. Nguyễn Như Cam Thảo - Front Office Manager
13. Steve Braun - Assistant Food & Beverage Director
14. Nguyễn Phi Công - Executive Chef

### **Green Team Committee Responsibilities:**

- Committee members will be nominated and assigned on an annual basis
- Actively participate in committee meetings and discussions
- Actively participate in committee meetings and discussions
- Serve as ambassadors for sustainability within their respective departments
  - o Facilitate the monthly Green Committee meeting at a minimum and set agendas
  - o The monthly Green Committee Meeting agendas are as follows:
    - o Review the hotel's sustainability goals and its progress as of the prior month
    - o Review relevant tracking associated with the sustainability goals
    - o Review any green initiatives/activities proposed by the Green Team Committee and Associates
    - o Sent out relevant communication between the committee members and employees
    - o Report progress and outcomes to relevant parties
    - o Promote a culture of sustainability within the hotel
- Ensure that meeting minutes are recorded for each meeting. If the meeting is combined with the Operations
- Meeting, make sure to include the Green Team Meeting information in the Operations Meeting Minutes.

### **Associate Resource Group:**

- Engage in sustainability initiatives and provide feedback by submitting anonymous questions via QR Code directly to the General Manager; and attend the monthly meeting with the General Manager.
- Implement sustainable practices in daily operations as assigned and applicable.

### **Monitoring and Reporting**

- Establish key performance indicators to measure progress toward sustainability goals.
- Regularly report progress to management and employees through newsletters, meetings, and presentations.
- Timeline: Monthly dashboard reporting through each department and the hotel's main dashboard

### Review and Continuous Improvement

- Annually review the effectiveness of sustainability initiatives and update the action plan as needed.
- Solicit feedback from employees and stakeholders to identify new opportunities for improvement

### Sustainability Plan Review and Approval

Signatures and Sign-off



**Lars Kerfin**  
General Manager



**Maximo Ares**  
Director of Operations



25-07-2024

**Châu Thanh Lâm**  
Chief Engineer



**Xuân Trương**  
25-07-2024

**Đỗ Thị Huyền Trang**  
Director of Human Resources