



SHERATON

Saigon Hotel & Towers

INTRODUCTION

About Sheraton Saigon Hotel & Towers

Address: 80 Dong Du Street and 88 Dong Khoi Street, Ben Nghe Ward, District 1, Ho Chi Minh city

Phone number: +84 28 3827 2828

Sheraton Saigon Hotel & Towers welcomes you to Vietnam with five-star accommodations, award-winning facilities and an enviable location. Nestled on the famous Dong Khoi Street in the heart of Ho Chi Minh City, our hotel is surrounded by vibrant shopping and entertainment, and just a short walk from popular attractions like the Opera House, Ben Thanh Market, the War Remnants Museum and Reunification Palace.

The hotel features 485 over sized rooms and suites comprising of:

ROOM CATEGORIES				
ROOM	SQM	KING	TWIN	TOTAL
Superior Deluxe	37	174	78	252
Superior Studio	55	10	23	33
Sheraton Club	37	24	9	33
Club Studio	55	28	17	45
Executive Suite	91	15	-	15
Presidential Suite	210	-	-	1
Grand Tower Studio	53	42	4	46
Grand Tower Junior Suite	65	30	-	30
Grand Tower Suite	83	29	-	29
Grand Tower Presidential Suite	160	-	-	1
TOTAL		352	131	485

Those traveling on business will find our hotel near top restaurants, attractions and corporate offices. After exploring Dong Khoi Street, unwind and relax in one of our stylishly renovated hotel rooms or suites, boasting a Sheraton Signature Sleep Experience Bed and stunning views of either Ho Chi Minh City or the Saigon River. Dine at one of our on-site restaurants, make use of our 24-hour fitness center or lounge by our scenic outdoor pool.

A harmonious balance of lively ambience and delectable indulgences, guests at Sheraton Saigon Hotel & Towers can treat their palate to unexpected yet intriguing culinary delights. The hotel offers a variety of restaurants and bars, highlighting a show case of international flavors, our all-day venue hosting our famous evening Seafood buffet, Li Bai for authentic Cantonese fare, The Lounge located on the ground

floor for all things, coffee, cocktails and afternoon tea; and don't miss out on our level 23 Wine Bar with handcrafted beverages enhanced by amazing city-wide rooftop views.

Our unique event venues at our business hotel set the stage for memorable gatherings in Vietnam. Come discover it all at Sheraton Saigon Hotel & Towers

Find success in our versatile event space located on the iconic Dong Khoi Street of Ho Chi Minh City at one of our 14 meeting rooms well-suited for corporate functions in the heart of Ho Chi Minh City. 2,500 square meters of event space can be customized to different layouts to host business meetings and events of varying complexity. The dedicated space is as versatile as it is eye-catching, promising a classy, elegant venue for any occasions.

Inspire your guests in our pillar-less ballroom, one of the largest meeting rooms in Ho Chi Minh, accommodating up to 1000 guests, or one of the hotel's many meeting rooms boast the latest audio-visual equipment, with a comprehensive range of modern amenities and facilities to ensure a successful event. A dedicated events and meetings team helps plan, supervise and executes any meeting or conference with precision and exceptional attention to detail.

Meeting Room	Dimension (LxWxH)	Area (SQM)	Theater	Schoolroom	Conference	U-Shape	Reception	Banquet
Grand Ballroom	24x30x5.1	720	1000	450	-	120	800	650
Ballroom 1	24x10x5.1	240	300	150	-	60	200	216
Ballroom 2	24x10x5.1	240	300	150	-	60	200	216
Ballroom 3	24x10x5.1	240	300	150	-	60	200	216
Grand Ballroom & Pre-function Area	12x30x-	360	-	-	-	-	1200	800
VIP 1	7.2x7.3x2.8	52.56	40	18	-	15	20	40
VIP 2	7x6.5x2.8	45.5	40	18	-	15	20	30
VIP 3	6.2x9.3x2.8	57.66	60	30	-	18	30	40
VIP 4	6.2x10.3x2.8	63.86	70	42	-	18	40	50
VIP 3 & 4	6.2x19.6x2.8	121.52	140	84	-	42	70	100
SAIGON	7.9x7.1x2.8	56.09	50	24	-	12	30	40
DALAT	7.9x7.9x2.8	62.41	60	27	-	15	40	50
SAIGON & DALAT	7.9x15x2.8	118.5	110	60	-	36	60	100
DANANG	7.3x7.9x2.8	57.67	50	24	-	18	40	40
HUE	6.8x8.1x2.8	55.08	40	12	-	12	20	30
DANANG & HUE	7.9x14x2.8	110.6	90	42	-	30	50	70

Meeting Room	Dimension (LxWxH)	Area (SQM)	Theater	Schoolroom	Conference	U-Shape	Reception	Banquet
HALONG	6.2x8.6x3	53.32	50	24	-	18	20	40
HANOI	7x8.2x3	57.4	50	24	-	18	20	40
SAPA	6.6x7x3	46.2	-	-	-	15	-	-

SUSTAINABILITY AT THE SHERATON SAIGON HOTEL AND TOWERS

The Sheraton Saigon Hotel & Towers 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 Vietnam and Cambodia Business Council (MBC) in various environmental initiatives such as,

- Operation Smile
- Blood Bank donations
- Earth Hour
- Road to Give Campaign
- Tree planting (part of reforestation in Can Gio)
- Serve 360
- 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 Christina Noble Foundation
- Support and visits to Khai Tri Duc Special Needs School
- Support and visits to Go Vap SOS village, Association of Agent-Orange Victims in Go Vap
- Student workshops on Sustainability in Conjunction with local universities

Working together with Marriott APEC (Asia Pacific) in order 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 12 sustainability focal points through our Marriott Environmental Sustainability Hub (MESH), under our Sustain Responsible Operations guidelines (SRO).

- Completing 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
- Adhering to a Responsible Seafood Sourcing Program
- Implementing 30% Vegetarian Menus
- Installation of EV Chargers

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 Sheraton Saigon Hotel & Towers, led by General Manager Julian Wong, 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 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 condensation 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

VISION

The team at Sheraton Saigon Hotel & Towers 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 and 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

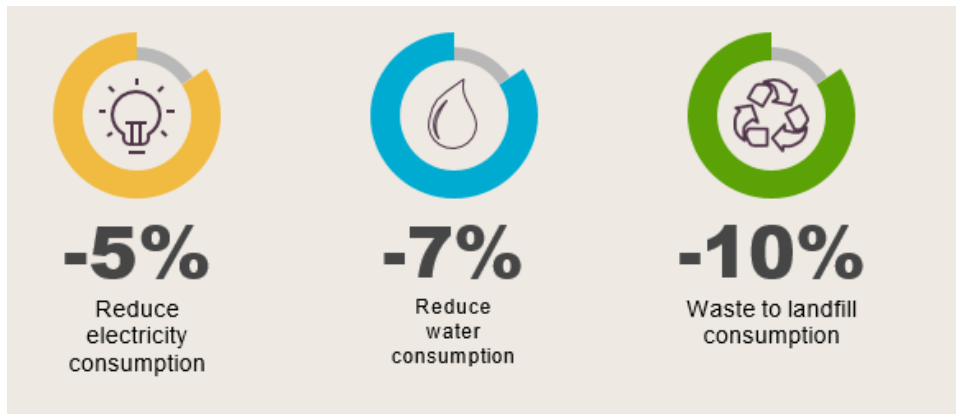
MISSION

Sheraton Saigon Hotel & Towers 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

Our sustainability management plan is driven by 4 key pillars.

ENVIRONMENTAL

The Environmental pillar focusses on aspects such as reducing carbon footprint, pollution, conserving resources, conserving biodiversity, ecosystem and landscapes.

SOCIO-CULTURAL

The socio-cultural pillar focusses on being actively involved in corporate social responsibility (CSR) actions, community development, support to local entrepreneurs, respect local communities, implement a policy against exploitation, human trafficking, diversity and equitable hiring, and employee protection.

QUALITY

This pillar focusses on 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. We continue to contribute to the economic well-being of the surrounding community

through local ownership, employment, arts and crafts, with an underlying sustainable business structure that will benefit our colleagues, customers, business partners, owners and other stakeholders.

HEALTH AND SAFETY

Sheraton Saigon Hotel & Towers complies with all established health and safety regulations, and ensures that both guest and colleagues protection instruments are in place.



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 120 installed solar panels
- Reduce Water consumption by 7.0 %
- 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 re use programs
- 3M solar film installations

Conserving Biodiversity, Ecosystems and Landscapes

CSR activities allow us as a hotel to further promotes 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
- Paper waste reduced by 5%.
- 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 re use program
- Plant based locally sourced menu initiatives
- Recycling programming
- Used Cooking oil recycling

SUSTAINABILITY MANAGEMENT PLAN: SOCIOCULTURAL

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

The Sheraton Saigon Hotel & Towers 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 with in a mutually rewarding way with our stakeholders.

- Serve 360 (Serving our communities)
- Donation of good condition used clothes
- Donation of meals, mooncakes, toothbrush and paste, towels and linen for Operation Smile
- Chiropractor, mindfulness yoga, Tibetan Bowl singing therapy for associates
- Blood Bank Donations
- Orphanage visits and offerings
- Xmas gifts to special needs children
- Engaging children with special needs in Christmas carol singing
- Take Care programs to promote physical, mental and financial wellbeing

Extra Activities

- To develop and promote at least 2 internal associates to Sustainability Champions
- Detailed sustainability program
- Associate engagement score increased from 92% to 97%
- 100% PDP in place and completed
- 100% HCP completed for high potential associates
- Focusing on internal hiring and promotions
- Trainee conversion to FTE or casual

- Marriott Vietnam and Cambodia Business Council and Junior BC
- Sports & Recreational Club establishment
- Donation program for colleagues in need

SUSTAINABILITY MANAGEMENT PLAN: QUALITY

Sheraton Saigon Hotel & Towers focusses on many activities that can sustain itself economically through 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, 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
- 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 Sheraton Saigon Hotel & Towers 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
- Annual Health Check Ups
- Local Authority Workplace Environment inspections

HACCP (Hazard Analysis Critical Control Point)

- Marriott Global Food Safety Audit Program
- Serve Safe certification
- Allergen Training
- Yearly HACCP Audit
- 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 Drills activation
- Yearly Fire Drill and Evacuation jointly conducted with 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 whilst on duty, to ensure they can provide and assist our guests, other associates and stake holders in ensuring the safety and security of the hotel and our guest.

ENVIRONMENT POLICY

Sheraton Saigon Hotel & Towers 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 to 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 Sheraton Saigon Hotel & Towers 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 in order 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.
- 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.
- 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.

POLLUTION MANAGEMENT

The architecture and planning of the renovation of each hotel tower, Main Tower in 2018 and Grand Tower in 2024 onwards has and will promote the use of natural building materials in order 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 96 additional rooftop solar panels on top of the 80 pieces in place on 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 6 brand 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 on 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.

The hotel is investing in UV water filters to ensure that we adhere to a single use plastic free environment within our guest rooms. Other areas of the hotel such as restaurants are providing water in either recyclable glass bottles or aluminum cans, that are then integrated into our hotel recycling program. All our water goes under regular testing by local authority laboratories, testing both the safety of our guest use water and ice after passing through our own series of filtration systems. As well as. our effluents are tested regularly by the same authorities to ensure that no bodies of water are polluted or affecting public health.

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.

SHERATON SAIGON HOTEL AND TOWERS ACTION PLANNING

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

THEME	ACTIONS PLANNED	2023	2024	2025
General management and operations at the hotel	Annual review of all sustainability, environmental and purchasing policies	X	X	X
	Annual continuous improvement report detailing new initiatives and activities		X	X
	Regular meeting of sustainability committee	X	X	X
	Sustainability information posted in back of house areas and daily packets		X	X
Sustainable waste management	Undertake regular waste audits	X	X	X
	Recycling bins set up in public areas	X		
	Staff training in recycling		X	X
	Investigate new ways of recycling and waste reduction		X	X
Sustainable water management	Eliminate single use plastic bottles in food and beverage		X	
	Eliminate single use plastic bottles in guest rooms		X	
	Install hands free basins in kitchen areas			X
Energy conservation and efficiency	Installation of heat pumps to reduce hotel diesel use		X	
	Property wide computer shut down policy	X	X	X
	Adhere to preventative maintenance programs to ensure maximum equipment efficiency	X	X	X
	Complete yearly energy audits		X	X
	Installation of EV chargers		X	
Associate welfare and training	Installation and use of increased PV solar energy	X		
	Re training and enforcement of current hotel local standard operating procedures	X	X	X
	Special training sessions on sustainability plans and issues		X	X
Conservation of local diversity and ecosystems	Development of two internal sustainability champions		X	
	Continued participation in Marriott's serve 360 programming	X	X	X
	Participate in earth hour	X	X	X
Food sustainability	Drive Marriott international 12 point climate action plan		X	X
	Continue to source locally grown and sustainable food sources	X	X	X
	Continue to source locally caught seafood options	X	X	X
	Continued use of cage free eggs	X	X	X
	Move to greater influence on vegan or Vegetarian menu options		X	X
Local community partnerships	Adhering to responsible seafood programming	X	X	X
	Continued work with local underprivileged programs	X	X	X
	Continued work with Marriott's serve 360 program	X	X	X
	Donate to local blood banks	X	X	X
	Associate take care programs	X	X	X
Enhancing guest experience	Continued work with Operation smile	X	X	X
	Implementation of Sheraton gatherings programming		X	
	Guest satisfaction surveys to include sustainability aspects			X
	Integrated jobs development		X	
	Grand tower renovation		X	X

Sheraton Saigon Hotel & Towers commits itself as an entire team, led by the Green Committee to strive for continuous improvement of our Sustainability plan and policies.

Green Team Committee Members.

1. General Manager
2. Executive Assistant Manager

3. Director of Engineering
4. Director FO Human Resources
5. PR & Marketing
6. Human Resources/ Training
7. Housekeeping
8. Food & Beverage
9. Front Office
10. Sales/Events
11. Purchasing
12. Health & Safety
13. Kitchen
14. Revenue/ Reservation

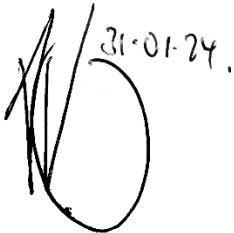
Sustainability Plan Review and Approval

Signatures and Sign off

Julian Wong
General Manager



Stephen Wright
Executive Assistant Manager



Tan Ling
Chief Engineer



Thu Nguyen
Director of Human Resources

