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Bãi San Hô

Zannier Hotels Bai San Ho Sustainability Management Plan 2022/23

Introduction:

Zannier Hotels Bai San Ho is located 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 abundant wealth of fruits, vegetables, and rice. The ocean is fronting the resort with 1,000 meters 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:

Over the past years 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.

- Established our rice paddies where we have grown & donated in excess of one ton of rice to the local community.
- Removed 95% of all single use plastic from guest villas.
- Set out environmental due diligence templates to aid with the establishment of quantifiable benchmarks for our goals in 2023.
- 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.

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- 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 multiple 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.

- 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.

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- IV. **Health & Safety** – to ensure that guests, team members and our local communities are able to 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 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 in order to best serve our stakeholders and the community as outlined in Annex 1.

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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, Labor, 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 on a monthly basis. Induction is provided for all joining team members where they cover all aspects of the company, its culture, policy and procedures, do's 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 place for all employees in the area of safety and security.

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.

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A.5 Accuracy of Promotional Materials

All communication is channeled through our PR and Communications Department in the head Office and takes into account 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.
- 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.

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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

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 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 how to use the kitchen equipment, and have constant training on hygiene standards above government requirements and in line with HACCP standards.

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- 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.

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, provides assistance 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, medicine and herbs, we have guided tours to these special locations where they can look into the lives of the local crafts people and have the opportunity to join in and see how items are made.

B.2 Local Employment

Bai San Ho employs 145 Staff currently out of which (3) are foreigners, each year we endeavor 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 door step.

B.5 Respect local Population

Zannier Hotels as a brand designs and promotes each hotel around the local community culture and environment as with Bai San Ho most of the elements center 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 Vietnamese labor Law. Guests are educated on the do's and don't, 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,

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competence, qualification and experience. Zannier Bai San Ho follows the Vietnamese labor 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 labor 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 neighborhood, 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 Behavior

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

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.

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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.

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.

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- 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.

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 that help to meet the set objectives and track our environmental performance through appropriate indicators.

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- Raising awareness among customers and stakeholders and responding to their growing expectations in regard to 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.
- 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.

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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
- 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

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- 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.

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

Michael Wirz

Resort Manager

Environmental Officer for Zannier Hotels Bai San Ho

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Annex 1

Green Team Committee Members:

- General Manager
- Resort 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

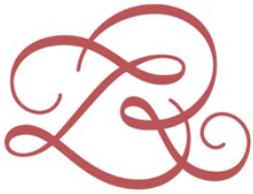
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Annex 2
Sustainability Plan Review & Approval

Title	Name	Signature
General Manager	David Ashworth	
Resort Manager	Michael Wirz	
Human Resources Manager	Bui Kim Hoang	
Director of Finance (on behalf of Finance & Purchasing)	Pham Thi Bich Ngoc	
Chief Engineer	Nguyen Van Phuong	
F&B Manager (on behalf of F&B services & Kitchen)	David Castillo	
Executive Housekeeper	Ho Van Toan	
Security Manager	Nguyen Truong Hoa	
Front Office Manager	Huynh Bao Tri	
Reservations Manager (on behalf of Sales & Reservations)	Le Thi Hanh	

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Annex 3 SMP Goals

ENVIRONMENTAL	Strategies	Goals
Conservation of resources	1) Complete solar panel installation (430 kWp capacity) by end of 2022. 2) Monitor & analyse water & electricity consumption based on quantitative data to identify resource conservation potential.	1) Production of renewable energy to meet up to 50% of energy consumption. 2) Reduction of water & energy consumption yearly by 2%
Consumable goods	1) Replace plastic garbage bags with recyclable alternatives. 2) Revisit purchasing agreements with suppliers with a focus on reusable, recyclable & returnable goods & packaging. 3) Reduce consumables by re-considering current ways of working & policies	1) Elimination of all single use plastics in guest villas by 2023. 2) Reduction of single use plastics by ~50% by 2025 3) Yearly diversion to landfill reduction of 2-5%
Conserving biodiversity	Develop a program for coral conservation and regrowth with local experts.	Preservation & expansion of house reef for protection & promotion of local economy
Reducing pollution & waste	1) Increase farm to table production of in house produce by expanding organic gardens. 3) Further development of waste audit programs to reduce waste in all areas. 2) Consider implementation of anaerobic digestion unit to recycle food waste to Bio Gas for resort usage. 4) Reduce overall Greenhouse Gas & CO2 emissions by following through all the goals & strategies in the SMP	1) Yearly diversion to landfill reduction of 5% 3) Reduction of LPG consumption in favor of alternative fuels 2) Long term goals of reducing food waste by 30% and diversion to landfill by 50% 3) Reduction of Greenhouse Gas & CO2 emissions based on the set out quantitative measures by 45% by 2030.
HEALTH, SAFETY & WELLNESS	Strategies	Goals
Wellness in the workplace	Implementation of wellbeing programs accessible to all team members.	Increased sense of wellbeing for all stakeholders .
Occupational health & safety	1) Continuous focus on occupational health & safety trainings both internally & externally. 2) Provision of all relevant health & safety information to our guests.	
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
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.
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.
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 form producers and suppliers in the region our country.
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.)
Continuous improvement	Sustainability efforts are a continuous process and will be reviewed based on quantifiable data & established benchmarks.	Continuous development of sustainable initiatives under the green globe guidance to achieve gold certification within 5 years.

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