



Zannier Bai San Ho

Sustainability Management Plan 2026

Introduction:

Zannier Bai San Ho is in Dak Lak, 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 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. Apart from covering a total of 98ha of land this property also includes with 25ha of the sea with Coral garden. The total resort was built by 8 tons of rattan, 15 tons of sedge (coi), 700 natural coconut leaves, 100.000 bamboo sticks, 30.000 tons of thatched grass.

Purpose:

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

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Last year 2025 we achieved the below:

- Renovate of 655 solar panels maintaining 25% of renewable energy versus total consumption.
- Removed 98% 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 2025.
- Partnered with SASA Marine Animal Rescue to protect and restore coral reefs.
- Removal of 24 specimen of Crown of thorn starfish and applying the biological method by releasing the giant triton snails into the sea for long term guardian.
- Continue to develop our own rice paddies, successfully cultivating one ton of rice.
- Updated our purchasing policy to prioritize local and domestic suppliers, reducing imported food produce to approximately 10%.
- Enhanced restaurant menus by incorporating a wider selection of vegetarian and vegan dishes, while favouring organic and biodynamic wines across all beverage offerings.
- Implemented comprehensive preventative maintenance programs covering all areas of the resort.
- Designed and delivered various training programs to enhance awareness of occupational health and safety.
- Refined the recruitment process to increase the proportion of local hires from surrounding communities.
- Provided extensive training and development opportunities for resort team members across all operational departments.
- Established formal partnerships with local universities and vocational schools to create career pathways for the local workforce.
- Actively participated in charitable initiatives, supporting ethnic minority communities and disadvantaged 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.

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

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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 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.

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.

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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.
- 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.

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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

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.

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- 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.

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 180 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.

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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:

- 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 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

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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 on 5th 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 Bai San Ho is situated in the province “Dak Lak”. 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.

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 allow 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 2026 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.

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- 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.
- 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.

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- 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.

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

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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.

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 Bai San Ho

Annex 1

Green Team Committee Members:

- General Manager
- Executive Assistant Manager
- Director of Finance & Administration (On behalf of Finance & Purchasing)
- Director of Engineering

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- Acting Executive Chef
- F&B Manager
- Executive Housekeeper
- Front Office Manager
- Assistant Security Manager
- Regional Spa & Wellness Manager
- Reservations Manager
- Assistant Recreation Manager

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ANNEX 2

Sustainability Plan Review & Approval

No.	Title	Name	Signature
1	General Manager	Atain Kurt Bachmann	
2	Executive Assistant Manager	Marthin Christian	
3	Director Of Finance & Administration (On behalf of Finance & Purchasing)	Phạm Thị Bích Ngọc	
4	Director Of Engineering	Michael Dizon Catan	
5	Food and Beverage Manager	Cao Thị Kiều	
6	Acting Executive Sous Chef	Nguyễn Văn Hoài	
7	Executive Housekeeper	Tô Trường Khải	
8	Assistant Security Manager	Nguyễn Huỳnh Niên	
9	Front Office Manager	Lâm Đức Hoài Nhân	
10	Reservations Manager	Lê Thị Hạnh	
11	Assistant Recreation Manager	Thái Lục Tân	
12	Regional Spa & Wellness Manager	Angelina d'Alberto	

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ANNEX 3: MP GOALS 2026

ENVIRONMENTAL	Strategies	Goals
Conservation of resources	1) Installed Solar PV generates no pollution and emits no greenhouse gases (400 kW capacity). 2) Consider implementation of Electric & Water Efficiency Cost Saving Project for 2025-2026	1) Continuous Production of renewable energy to meet up to 50% of energy consumption. 2) Reduction of energy and water cost consumption yearly by 30%
Consumable goods	1) Replace plastic garbage bags with recyclable alternatives, as well as purchasing agreements with suppliers with a focus on reusable, recyclable & returnable goods &	1) Reduction of single use plastics by ~90% by 2026
Reducing pollution & waste	1) Yearly diversion to landfill reduction of 5% 2) The A 100% organic garden featuring over 15 varieties of herbs and fresh rice fields, perfect for culinary creations and spa treatments. 3) Continue the monitoring of STP (Sewage treatment Plant) upgrading & development of waste audit programs 4) Consider implementation of LPG efficiency cost savings, minimize CO2 emissions	1) Planted over 10,000 bags of vetiver grass to effectively cover the land, contributing to enhanced soil stability and ecological balance. Achieved an annual reduction of 5% in landfill diversion. 2) Establishing a new recycling cycle significantly improves the treatment of organic waste. By utilizing microorganisms to break down green waste and kitchen scraps, we enhance sustainability and minimize our environmental impact. The resulting product serves as a high-quality organic fertilizer, enriching the soil and promoting healthy plant growth. 3) The development of new technologies and strategies in wastewater treatment will be vital for safeguarding water quality and sustainability. 4) Reduction of LPG consumption in favor of alternative fuels
WELLNESS	Strategies	Goals
Wellness in the workplace	1) Implementation of wellbeing programs accessible to all team members. 2) Promote wellness practices to our guests and associates through our activities	1) Increased sense of wellbeing for all stakeholders. 2) Participate in at least three international wellness events each year to showcase our wellness practices to our guests and team members. The events include Global Wellness Day, International Mind-Body Wellness Day, and World Wellness Weekend.
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.	3) Host a wellness hour for our associates once a month, in collaboration with Human Resources department. 4) Conduct a wellness session for the management team once a week to instill HEALTH, SAFETY & equity the concept of wellness into the fundamentals of the company
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.
Preserving local supply	Establish networks with local communities and further policies to prioritize responsibly-sourced indigenous products to connect with a local sense of place.	Spa products are locally sourced and 100% vegan and cruelty-free, with no sulphates, parabens, or coloring. 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 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, Engineering, Spa, F&B, room service, etc.)
Continuous improvement	Sustainability efforts are a continuous process and will be review based on quantifiable data & established	Continuous development of sustainable initiatives under the green globe guidance to achieve gold certification within 5 years.

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Zannier 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 98%. 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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