

Fairmont
HANOI

TABLE *of* CONTENTS

1. MAINTENANCE OF SUSTAINABILITY MANAGEMENT PLAN

2. FAIRMONT HANOI ENVIRONMENT POLICY

3. OVERVIEW OF FAIRMONT HANOI

4. SUSTAINABILITY MANAGEMENT PLAN

I. PURPOSE AND SCOPE

II. VISION

III. FOCUS KEY AREAS OF SMP

1. ENVIRONMENTAL

2. SOCIOCULTURAL

3. QUALITY

4. HEALTH & SAFETY

IV. SUSTAINABLE OPERATION MANAGEMENT

A. SUSTAINABLE MANAGEMENT

B. SOCIOECONOMIC

C. CULTURAL HERITAGE

D. ENVIRONMENTAL

E. TRAINING AND DEVELOPMENT (INTERNAL AND EXTERNAL)

F. ENVIRONMENTAL RISK AND POLLUTION MANAGEMENT PLAN

G. OVERVIEW OF 2026 SUSTAINABILITY GOALS

FOR FAIRMONT HANOI

MAINTENANCE 1. OF SUSTAINABILITY MANAGEMENT PLAN

This Sustainability Management Plan has been prepared and reviewed by the following key Fairmont Hanoi personnel who are responsible for its yearly maintenance and continual improvement:

NAME	ROLE
JEAN FRANCOIS BRUN	GENERAL MANAGER
ADA TOLENTINO AUBREY	HOTEL MANAGER
QUYNH NGUYEN	DIRECTOR OF ENGINEERING
CHIEN HOANG	DIRECTOR OF FINANCE
ALEX TRAN	DIRECTOR OF BANQUET
VAN NGUYEN	EXECUTIVE HOUSEKEEPER
TAI TA	DIRECTOR OF SECURITY
TU ANH NGUYEN	DIRECTOR OF PEOPLE & CULTURE
GIANG TRAN	DIRECTOR OF MARCOM
LE TRUNG	DIRECTOR OF CULINARY
NHAT PHAM	ASSISTANT DIRECTOR OF FB
HA TRAN	FRONT OFFICE MANAGER
PATRICK MAURER	DIRECTOR OF ROOM
TU ANH MAI	PURCHASING MANAGER
KEN NGUYEN	GUEST EXPERIENCE & SUSTAINABILITY MANAGER

2. FAIRMONT HANOI ENVIRONMENT POLICY

POLICY

Fairmont Hanoi is committed to sustainability and is proud to contribute to Accor's commitment to net positive hospitality. We aim to follow and promote good sustainability practices, to reduce the environmental and social impacts of all our activities and help our guests, colleagues and partners to do the same.

PROCEDURE

To deliver this ambition, Fairmont Hanoi will:

- Comply with all applicable sustainability regulations.
- Ensure compliance with Accor's mandatory sustainability actions to responsibly manage the environmental and social impacts of operations. This includes following Accor's Ethics and CSR Charter, Responsible Procurement Charter, Human Rights Policy and Health & Sustainable Food Charter.
- Appoint a 'Sustainability Champion' to oversee and drive the integration of sustainability practices.
- Utilize Accor's sustainability reporting tool to, at a minimum, report on carbon, energy, water, and waste measurements including food waste and single-use plastic waste reduction.
- Implement strategies to reduce carbon, energy, water and waste consumption through efficiency measures and integrating reduction strategies into annual CAPEX planning.
- Train colleagues on sustainability practices relevant to their role, including Accor's mandatory Human Trafficking training.
- Obtain an approved third-party sustainability certification to support validating sustainability claims.
- Continue to strive to do better by implementing a continuous improvement plan to ensure the property is able to meet and uphold Accor and Fairmont's evolving sustainability ambitions.

REFERENCES

- Accor Ethics and Corporate Social Responsibility Charter
- Accor Human Rights Policy
- Accor Responsible Procurement Charter
- Accor Climate Policy
- Accor Water Policy
- Accor Good Food Policy



Jean-François Brun

General Manager of Fairmont Hanoi

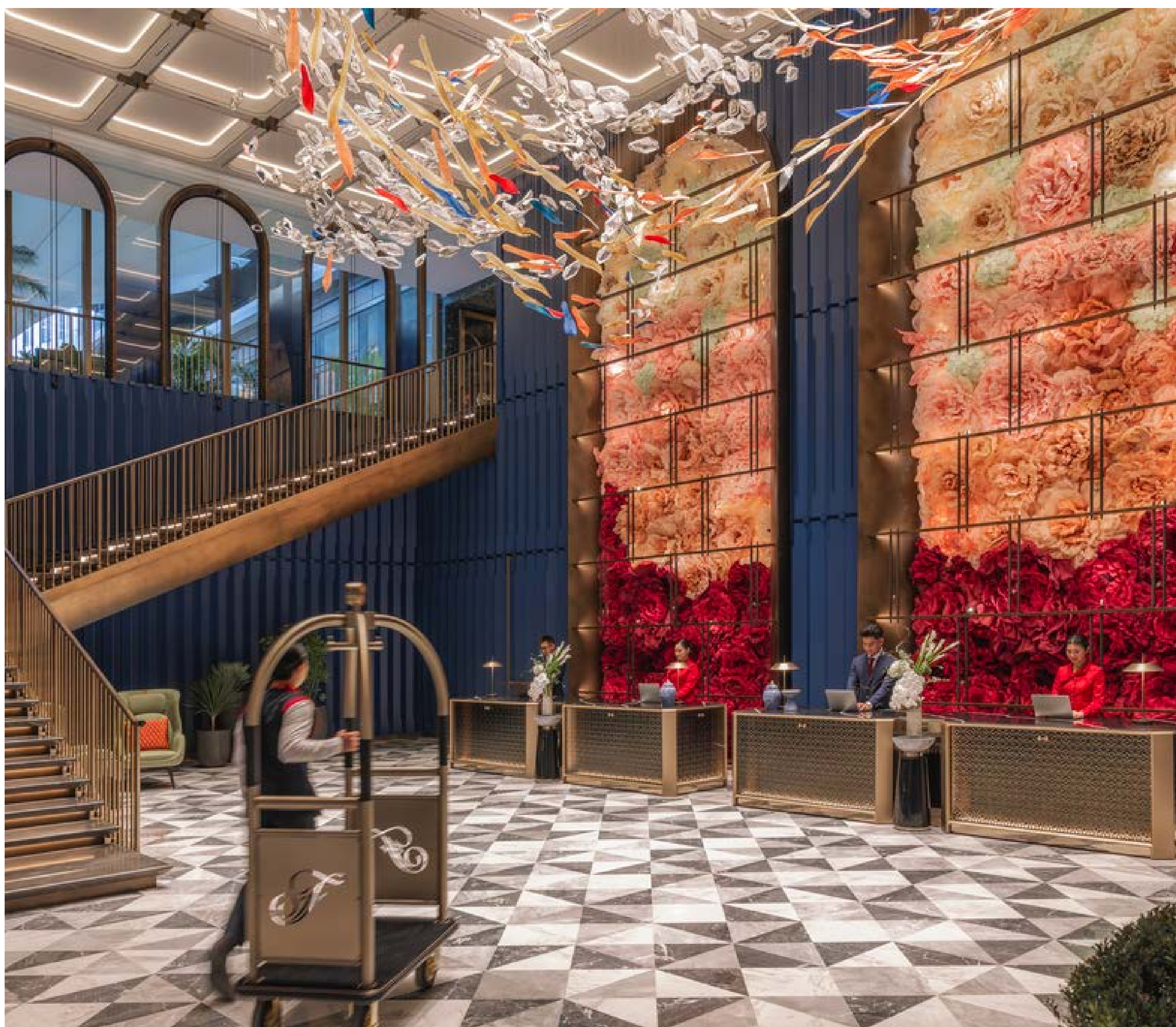
3. *OVERVIEW OF FAIRMONT HANOI*



Fairmont Hanoi was opened on March 30, 2026 and is perfectly located in the historic Old Quarter, just steps from Hoan Kiem Lake and the iconic Opera House. Nestled between the French Quarter and the Red River, the hotel offers unrivaled access to Hanoi's cultural landmarks, vibrant 36 streets, and thriving business district.

Architecture and Design

Fairmont Hanoi is a contemporary interpretation of Hanoi's architectural identity. Designed by Perkins Eastman (architecture) and Aston Design (interiors), the building reflects the rhythm of the surrounding French Quarter while introducing a distinctly modern silhouette.



The architecture draws inspiration from

- The layered urban fabric of Hanoi's Old and French Quarters
- French Colonial colonnades reimagined in a contemporary form
- The Red River, symbolizing movement and connection throughout the property
- Traditional Vietnamese craftsmanship, including lacquer art, weaving, and artisanal detailing
- The city's vibrant street culture and everyday rituals such as coffee, markets, and communal gathering

Throughout the hotel, guests encounter curated local artworks, rich textures, warm materials, and subtle Vietnamese motifs that create a sophisticated sense of place rather than a literal interpretation of heritage.

Accommodation

Fairmont Hanoi offers 241 luxurious guestrooms and suites, thoughtfully designed to balance residential comfort with contemporary elegance.

Accommodation features include:

- Spacious marble bathrooms with deep soaking bathtubs
- Premium Le Labo bath amenities
- Bluetooth speakers
- Nespresso coffee machines
- 65-inch smart televisions
- Nightly turndown service
- Floor-to-ceiling window



Dining and Culinary Excellence

Fairmont Hanoi has established itself as one of Hanoi's newest culinary destinations, offering multiple restaurants and bars that celebrate both Vietnamese traditions and international cuisine.

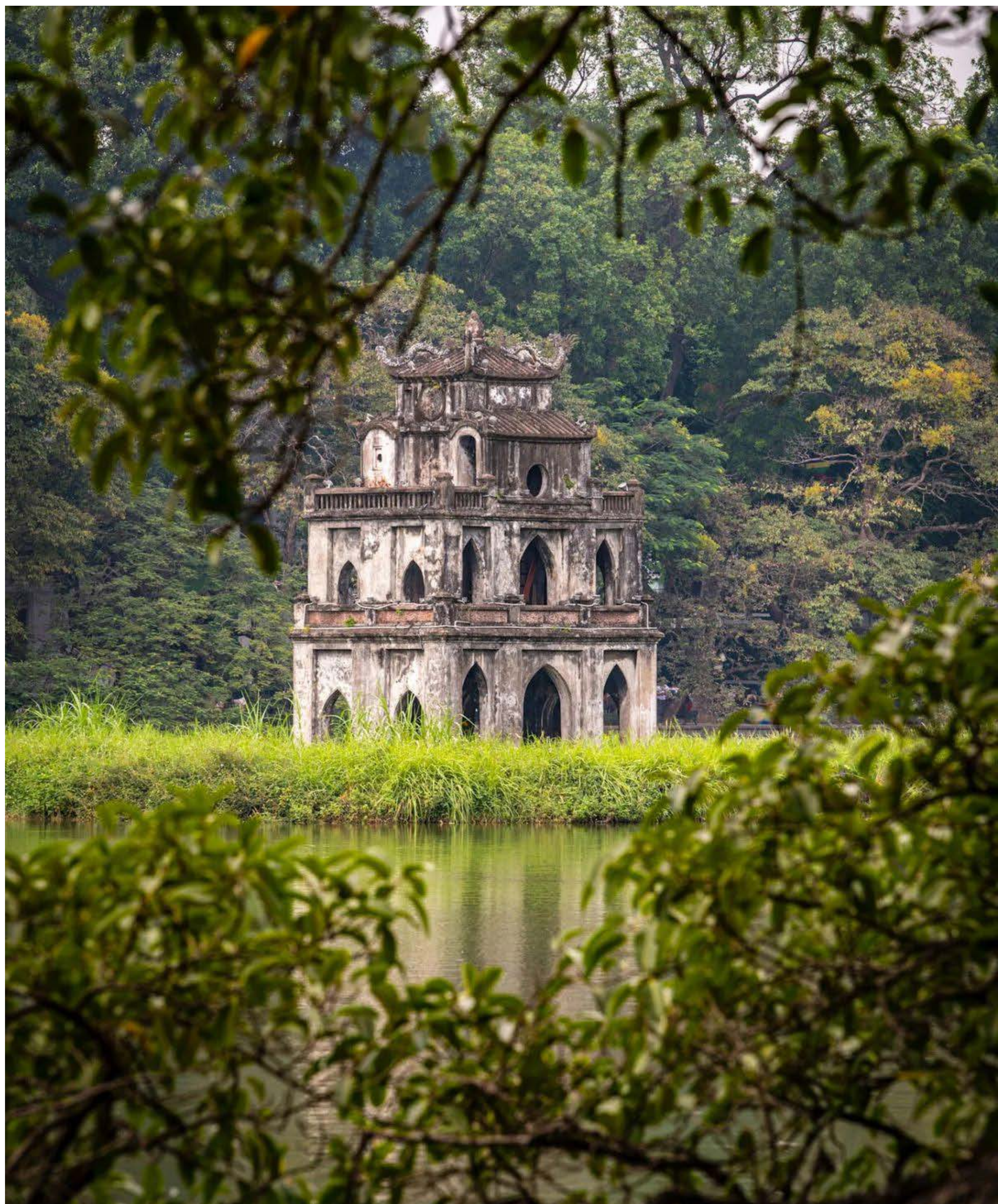
Highlights include

- **The Tran Dynasty:** Contemporary Vietnamese fine dining celebrating the country's royal culinary heritage with modern interpretation.
- **Bacco:** Italian restaurant serving handcrafted pasta, premium seafood, and wood-fired specialties.
- **Hiryu:** Japanese dining experience featuring teppanyaki and refined Japanese Omakase.
- **10 Central:** Elegant café and lounge offering specialty coffee, pastries, and afternoon tea.
- **YY Bar:** Fairmont Hanoi's signature cocktail bar, where innovative drinks inspired by Vietnam's landscapes and botanicals are paired with live entertainment and elevated bar bites.
- **Pool Terrace & Bar:** A stylish rooftop poolside venue serving refreshing cocktails, light bites, and panoramic city views, perfect for relaxing by day or enjoying sunset drinks in the evening.

The culinary philosophy emphasizes:

- Seasonal ingredients
- Local Vietnamese produce
- International culinary techniques
- Storytelling through food
- Elevated social dining experiences

Dining is designed not only for hotel guests but also as a destination for Hanoi's local community, reinforcing Fairmont's role as a social hub within the city



Cultural and Historical Significance

Fairmont Hanoi is deeply connected to the city's identity rather than simply located within it.

Situated between the French Quarter, Old Quarter, and the Red River, the hotel provides immediate access to many of Hanoi's most iconic landmarks, including:

- Hoan Kiem Lake
- Hanoi Opera House
- St. Joseph's Cathedral
- The 36 Ancient Streets
- National museums and cultural institutions

The hotel's design philosophy reflects Hanoi's evolution, from its imperial heritage and French colonial influence to its emergence as a dynamic, cosmopolitan capital.

Rather than recreating history, Fairmont Hanoi interprets it through contemporary design, local artistry, cultural programming, and authentic guest experiences that celebrate the city's living traditions.

Signature Experiences

Fairmont Hanoi offers curated experiences that showcase the spirit of modern Hanoi while embracing the city's cultural richness.



CIRUA Wellness

One of the hotel's defining features is the 3,500-square-meter wellness center, inspired by traditional Vietnamese wellness rituals and modern hydrotherapy. The wellness sanctuary includes thermal bathing experiences, hydrotherapy pools, meditation spaces, relaxation lounges, holistic treatments, and fitness facilities.



Fairmont Gold

An elevated luxury experience featuring exclusive lounge access, bespoke service, curated culinary offerings, and a dedicated team focused on personalized hospitality

4 • *SUSTAINABILITY MANAGEMENT PLAN*

I. PURPOSE AND SCOPE

The primary purpose of the Sustainability Management Plan is to guide decision-making, management, and the daily operations of the business in a sustainable manner.

- To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health & safety issues.
- To demonstrate management commitment to comply with the environmental laws and regulations of Vietnam.
- To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business
- To outline mitigation measures to minimize the impact of the business activities on the surrounding environment.
- To present mitigation strategies and actions for the control of pollution, waste minimization and resource conservation by effectively practicing Reduce, Reuse and Recycle wherever possible.
- To establish a framework for environmental management to ensure the implementation of the identified mitigation measures.

The Scope of the sustainability management plan covers all activities at Fairmont Hanoi and its integration with all Colleagues, guests, business partners, owners, and other stakeholders.

II.VISION

Accor is firmly committed to setting an example in its relations with host communities and the natural environment. While the global economy offers considerable opportunities for development, it also gives us special responsibilities. Now more than ever we are faced with the challenge of ensuring that our practices respect the Earth and its inhabitants.

At Fairmont Hanoi, we acknowledge that striving to be an excellent hotel includes ensuring that sustainable practices are one of our top priorities. We support Accor Group's commitment to developing our business while respecting the planet. Our extensive global presence provides us with the opportunity to reduce the negative impact of our operations and lead our industry toward more environmentally friendly practices.

1. Reinforcing Sustainable Hotel Operations

When it comes to sustainable operations, we focus on three priority areas of action to preserve natural resources and reduce our footprint: contributing to carbon neutrality and optimizing our energy consumption, preserving water resources, and reducing waste

We do this by:

- Developing and deploying Accor's environmental improvement initiatives to help meet their objectives and track our environmental performance through appropriate indicators.
- Raising awareness among Colleagues and guests.
- Use resources developed by Accor to ensure an effective, aligned approach.
- Leverage the support of our suppliers and other partners.

a) Transitioning to Carbon Net Zero:

We optimize our energy consumption by:

- By integrating the notion of total cost and by considering energy savings when deciding on spending for the hotel.
- By ensuring energy-saving solutions introduced by Accor are deployed with urgency.
- By giving priority to renewable energies where possible.

b) Preserving Water Resources

We conserve water resources by:

- By involving our teams in finding ways to conserve water within the hotel.
- By testing innovative solutions designed to reduce consumption.
- By promoting the use of washing, cleaning and personal hygiene products that are more respectful of water resources than others.

c) Reducing and Recycling Waste

We manage waste by:

- By encouraging our Colleagues to sort, waste and use a local recycling channel to do so.
- By providing our guests with waste sorting solutions.
- By ensuring that the hazardous waste is effectively treated at the government-approved waste treatment facilities.
- Using Orbisk Food waste tracking system to monitor daily food waste.
- Eliminating single-use plastics from our hotels' guest experience progressively since 2026

2. Putting People at the Heart of Our Sustainability Approach

Hospitality is intrinsically linked to welcoming, serving and connecting people. Our strength is our people and caring for them runs deep in our DNA. It infuses our vision and guides us in our commitment to sustainable progress and empowerment

a) Promote local development

- By leading the fight against poverty through our business agreements. One example is to offer fair trade products whenever possible.
- By sharing our commitments with our business partners, notably by asking suppliers to sign the Sustainable Procurement Charter.
- By forging partnerships with local communities, with the backing of non-profit organizations. For example: supporting Blue Dragon Children's Foundation – an organization that helps children and vulnerable people from exploitation, abuse, and human trafficking, while helping them build safe, independent lives.
- By participating in meaningful community activities that contribute to the growth of the local destination. For example Blood donation to the National Institute of Hematology and Blood Transfusion.

b) Protect vulnerable and abused children

- By ensuring the business respects the Code of Conduct drafted by the World Tourism Organization and ECPAT (End Child Prostitution, Pornography and Trafficking of Children for Sexual Purposes), of which Accor is a member of the ECPAT executive committee.
- By training Colleagues on WATCH (We Act Together for Children) program by Accor, to help team members recognize and respond to situations in which there is a risk of child abuse or sexual tourism.

c) Promoting Diversity, Equity & Inclusion

- By striving to cultivate a forward-thinking culture and multicultural workplace where innovation can flourish
- By training Colleagues on Accor's Diversity and Inclusion Commitment
- By preventing inequalities and discrimination and giving all of our teams the fair and equitable opportunities they need to grow through meaningful careers.
- By fostering women's employment and empowerment everywhere

3. Embracing Sustainability in Our Food Chain

The commitment to a more sustainable food model is an essential focus of our sustainable development strategy. We are investing in more sustainable practices across three axes: increasing local sourcing, reducing food waste, and promoting responsible consumption, ensuring we are respectful of local communities, protect biodiversity, and reduce our environmental impact.

a) Promoting Reasonable and Local Sourcing

- By raising employee awareness of the importance of biodiversity in the natural world for people as a source of medication and food and a means of preventing epidemics.
- By taking biodiversity concerns into consideration in our consumption of wood, fish, plant-based products and other natural resources.
- By supporting local farmers and businesses, and sourcing food closer to the hotel, thus reducing the environmental impact of transport

b) Eliminate food waste

- By using an Artificial Intelligence system (Orbisk) to measure Food waste.
- By reducing food waste in the kitchen and implementing a hybrid breakfast model.
- By training our teams and improving our communications with our guests to raise awareness of food waste and change mindsets
- By partnering up with local charity organization – VietHarvest to donate unconsumed food items.

c) Shifting eating habits

- By inspiring shifts in guests' eating habits through increasing our offer of healthier, plant-based, local and organic options
- By improving communication on this eating habit shifting, promoting an eating habit that is more respectful of the planet, favoring better quality products, from organic farming to short supply chain.

III. FOCUS KEY AREAS OF SMP

1. Environmental – to be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems, and landscapes.
2. Sociocultural – to be involved in corporate social responsibility actions, community development, local employment, fair trade, respect for local communities, equitable hiring, and employee protection.
3. Quality - 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. A sustainable business should benefit its Colleagues, customers, business partners, owners and other stakeholders.
4. Health & Safety - Fairmont Hanoi complies with all established health and safety regulations, and ensures that both guest and staff protection instruments are in place.

IV. SUSTAINABLE OPERATION MANAGEMENT

A. SUSTAINABLE MANAGEMENT

A.1 Implement a Sustainable Management Plan

Fairmont Hanoi shall establish and maintain the SMP complying with the requirements included in this section. Fairmont Hanoi shall formulate policies and procedures that:

- Are appropriate to the nature and scale of the organization's activities.
- Are aligned with the four key Sustainability Management Plan areas (I.e. Environmental, Sociocultural, Quality, and Health & Safety issues)
- Include a commitment to continual improvement of the Sustainability Management Plan.
- Include a commitment to comply with all applicable legislation.
- Provide a framework for setting and reviewing objectives and targets.
- Are documented, implemented, maintained and communicated to all employees.
- Are reviewed periodically to remain relevant and appropriate to the organization's SMP.

A.2 Legal Compliance

The hotel is licensed according to Vietnamese law and in compliance with all relevant international or local legislation and regulations, including health, safety, labor, and environmental aspects, and insurance policies and other guest and staff protection instruments are up to date and in order.

A.3 Employee Training

Employee hiring, training, annual appraisal and performance review, at Fairmont Hanoi; is in line with the corporate competencies and competency models.

All colleagues, prior to their employment, are given guidelines on:

- House Rules
- Grooming Standards
- Accor Anti-Bribery and Corruption Policy
- Accor Diversity & Inclusion Commitment
- Accor Ethics & CSR Charter
- Accor Gift Policy
- Accor Social Media Employee Guidelines and Tips
- Accor Human Rights Policy
- Accor WATCH Policy
- Discrimination and Harassment Protection
- General Data Protection Regulation
- Information Security Policy
- Personal Data Protection Policy for Job Applicant/Colleague
- Job Description

Once on board, all colleagues are trained face-to-face on the following aspects as part of their 2-day orientation:

- Fairmont History and Culture
- Fairmont Employee Policies (Those listed above)
- Accor Recruitment Charter and Recruitment without Discrimination (for hiring managers)
- Emergency Preparedness and Occupational Health and Safety
- Fairmont Hanoi Sustainability Policy & Sustainability Management Plan
- Environmental impacts in relation to their roles and how colleagues can do their part to reduce the impact

A.4 Customer Satisfaction:

At Fairmont Hanoi, the Guest Experience department manages guest engagement. Guest Experience department helps Fairmont Hanoi to operate in a way that focuses on continuous improvement and long-term sustainability. It works with all departments and areas of the business to ensure that our guests are always our first priority by having a system in place that allows us to measure how well we are doing and to respond quickly when we are not getting the desired results.

Besides guest engagement, we also review and monitor internal quality performance. Some of the tools used for monitoring and reviewing the same are:

VOICE of Guest, Leading Quality Assurance (LQA) audits, Vision Reservation Audits, guest internal feedback and other third-party on-line platforms such as TripAdvisor, Google, Booking.com and all social media channels.

A.5 Accuracy of Promotional Materials:

All communication regarding promotional material at Fairmont Hanoi goes through the Marketing team and is in line with Hotel Brand Group guiding principles, local regulations and cultural norms. Any dissatisfaction from our guests is tracked through the Guest Priority Log.

A.6 Local Zoning, Design and Construction

The Fairmont Hanoi Sustainable Designs & Structure. Key Efficiency Features:

- High efficiency chilled water plant
- High efficiency motors
- Fan and pump selections
- Variable air volume (VAV) air distribution
- Efficient lighting and control
- Good facade performance
- Energy and water metering and monitoring
- Unoccupied guest room control – lighting and air conditioning
- Heat recovery on guest room exhaust/ventilation
- Lighting – The majority of the building is using LED light fittings.

A.7 Interpretation

We inform our guests about the local environment, local culture and cultural heritage through various means. It can be introduced through paintings, items, local food descriptions, or something as simple as Turndown gifts.



A.8 Communications Strategy

Fairmont commits to engage all relevant stakeholders in our Sustainability Management Plan and initiatives by ensuring that:

- Plan is made accessible to the general public via our own website
- Plan is made available for guests in-house through our in-room digital devices

To be actively part of our initiatives, we encourage our guests to:

- Engage with in-room marketing materials around sustainability
- Take part in sustainability initiatives organized by the hotel
- Give feedback on how the stay for other guests and events can be held more sustainably
- Reduce waste and reuse amenities as much as possible
- Communicate information about our experiences which are tied to a sustainability element such as the Giving Bag program and local delicacies found at all hotel outlets

We market our initiatives through the following channels:

- Social media channels:
 - **Facebook:** [**https://www.facebook.com/FairmontHanoi/**](https://www.facebook.com/FairmontHanoi/)
 - **Instagram:** [**https://www.instagram.com/fairmonthanoi/?hl=en**](https://www.instagram.com/fairmonthanoi/?hl=en)
 - **Hotel website:** [**https://www.fairmonthanoi.com/**](https://www.fairmonthanoi.com/)
- Partnerships with community development programs and organizations like Blue Dragon Children's Foundation, centered around socioeconomic benefactors
- Promotion of partnerships through website and social media channels
- Menus which are kept up to date for locally sourced or seasonal ingredients
- Colleague Engagement
 - Involving colleagues and communicating about the ongoing activities geared towards sustainability initiatives via regular email communications, daily briefings, notice boards and the weekly colleague newsletter
 - Ensuring colleague activities are tied to the key pillar of sustainability

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 Colleagues whilst avoiding the risk of injury.

Colleagues are appropriately trained so as to make them aware of health and safety issues while working, and guests are made aware of hazards by using appropriate signage.

Highlights:

- Guests are instructed verbally and by signs to take care when the floor is wet.
- Swimming pool depth is clearly marked.
- If any large events are to be held within the property by external organizers, a clear method statement risk assessment, floor plans, and insurance policies are requested from the organizer. Such that a clear gap analysis is conducted, and appropriate preventative measures from our end are also taken.
- Hotel established an Emergency Response Team to react immediately in case of emergency
- Diversey automatic chemical mixing stations are implemented for housekeeping and kitchen team
- Fairmont Hanoi is HACCP certified, ensuring hygiene standards are in place throughout the hotel operations

A.10 Monitoring and Reporting

To maintain the outlined SMP, Fairmont Hanoi will ensure:

- All energy, water and gas usage are tracked daily
- Waste (diverted and non-diverted) is measured monthly for individual waste streams
- Food waste is measured weekly from all venues and digested as much as feasible
- Monthly energy, water, gas, general waste and food waste are recorded on Accor's sustainability tracking system – Gaia 2.0
- Daily Service Recovery Reports are annotated and discussed at Operations meetings, including sustainability and quality related issues
- Sustainability Management Plan is reviewed annually for compliance with local, international and Green Globe benchmarks and for improvement opportunities.

B. SOCIOECONOMIC

B.1 Community Development

At Fairmont Hanoi, we are aiming to find unique areas of involvement where we can actively support our Local Communities and engage in a mutually rewarding way with our Stakeholders.

- Healthcare: Supporting initiatives aimed at enhancing the health and well-being of Local Communities.
- Education: Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector.
- Cultural Preservation: Supporting initiatives aimed at preserving local culture and heritage and promoting cultural diversity.
- Economic Development: Supporting initiatives aimed at enhancing the ability of small and medium enterprises (“SMEs”) that are strategically linked to business needs to perform more effectively in order to create economic growth.
- Environmental Protection: Supporting initiatives that help protect the integrity of the environment. We also want to support initiatives that use innovative products and services to help solve environmental problems.

B.2 Local Employment

Fairmont Hanoi proactively supports the recruitment and development of local Colleagues at various managerial level positions across its operational and support function.

B.3 Fair Trade

Fair trade at Fairmont Hanoi is guided by our Purchasing Policy, which ensures that suppliers are selected through a fair and transparent process. The Purchasing team is responsible for procuring goods and services at the right quality, price, time, source, and delivery while protecting the interests of the company and promoting ethical and responsible sourcing.

B.4 Local entrepreneurs

Fairmont Hanoi is positioned as a luxury hotel, offering travelers an exceptional hospitality experience. As such, Fairmont Hanoi does not engage with local entrepreneurs dealing in historical artifacts, as this is also prohibited by law. However, we actively support and promote local culture by organizing events and experiences that celebrate and showcase Vietnam’s rich cultural heritage.

B.5 Exploitation

Fairmont Hanoi is in strict compliance with local legislation. Hence, appropriate policies are in place against the employment of children, sexual harassment, and exploitation.

- Equal Employment Opportunity Policy
- Business Conduct and Ethics Policy
- Accor Human Rights Policy

B.6 Equitable hiring

Fairmont Hanoi promotes diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled on the basis of competence. Our hotel adheres to all local laws and regulations concerning labour laws, and offers conditions and wages superior to the minimum requirements. We employ people of many nationalities and women candidates are encouraged to apply across all levels of the business

B.7 Employee protection

Salaries and benefits at Fairmont Hanoi exceed the minimum requirements set by national regulations, and all statutory insurance contributions are paid on behalf of our employees in accordance with Vietnamese law. Overtime is compensated for all hours worked beyond the standard working schedule, in compliance with the Vietnam Labour Code. Working hours and weekly schedules do not exceed the legal limits; however, as part of the hospitality industry, operational needs may occasionally require additional working hours, for which colleagues are fairly remunerated in accordance with company policies and applicable labor regulations.

B.8 Basic services

The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect positive influence in the community.

C. CULTURAL HERITAGE

The Colleagues at Fairmont Hanoi are trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that guests are most interested in. Historical and archaeological artefacts are not sold, traded or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage.

D. ENVIRONMENTAL

At Fairmont Hanoi, we always try to work towards a greener future, and we strive to implement innovative technologies that are best for our guests, the environment, and Accor.

D.1 Energy and Carbon Management Plan

Key Focus Areas & Initiatives for Energy and Carbon Management

1. Building Operations & Systems

- Conduct regular energy audits for HVAC, lighting, and kitchen systems
- Use BMS (Building Management System) for real-time energy monitoring and control, especially for banquets and functions
- Retrofit back-of-house and public area lighting with high-efficiency LED fixtures

2. Guest Experience & Engagement

- Utilize the Guest Room Management System (GRMS) to centrally monitor and control in-room equipment, including air conditioning, lighting, curtains, and other electrical devices, optimizing energy consumption while maintaining guest comfort
- Introducing sustainability efforts for guests through Hudini – a digital guest experience platform that has a sustainability segment
- Actively promote electric transportation options for guests

3. Staff Training & Awareness

- Every month, orientation for new colleagues includes a presentation on sustainability which touches on how each department can save energy in their respective roles
- Regularly update the Sustainability and CSR notice board outside staff canteen with educational posters on energy saving habits and practices

4. Data-Driven Decision-Making

- Daily and monthly electrical and gas consumption is tracked
- Regular Preventive Maintenance (PM) to ensure equipment and machinery are in good condition and working efficiently
- Annual carbon scope emissions survey by Accor to estimate amount of Scope 1, 2 and 3 emissions emitted by the hotel for the preceding year

D.2 Water Management Plan

Key Focus Areas & Initiatives for Water Management

1. Operational Efficiency

- Conduct regular water audits focusing on high-use areas: laundry, kitchen, spa, and cooling systems in accordance with local laws and regulations.
- Optimize cooling tower operations to reduce blowdown frequency and improve recycling of water
- Install low-flow rate taps, showers, and other fittings in suites and kitchens

2. Water Recycling & Alternative Sources

- Reusing condensate water from the cooling system in accordance with local laws and regulations
- Collaborate with suppliers for water-efficient and more environmentally friendly laundry solutions and cleaning chemicals

3. Guest Education & Involvement

- Introducing sustainability efforts for guests through Hudini – a digital guest experience platform that has a sustainability segment
- Linen & towels reuse program communication to allow guests to opt out of daily linen and towel replacement

4. Staff Training & Culture

- Every month, orientation program for new colleagues includes a presentation on sustainability which touches on how each department can save water in their respective roles
- Regularly update the Sustainability and CSR notice board outside staff canteen with educational posters on water saving habits and practices

5. Monitoring & Reporting

Daily and monthly water consumption by sub-metered zone (cooling, irrigation, F&B, guest floors)

- Upload monthly water bills to Gaia and conduct quarterly reviews to identify anomalies or savings

D.3 Waste Management Plan (Solid Waste)

Key Focus Areas & Initiatives for Waste Management

1. Waste Segregation & Infrastructure

- Segregation of all diverted and non-diverted waste streams at all major sources (kitchen, banquet, housekeeping, admin), including e-waste
- Ensure clearly labelled color-coded bins for general, recyclable, food, and hazardous waste at back-of-house
- Train staff on general and food waste sorting protocols and track compliance monthly

2. Single-Use Plastic & Packaging Reduction

- Elimination or alternative sourcing for 100% of non-exempted single-use plastic items
- Replace single-use plastic in all guest-facing areas.
- Work with suppliers to reduce incoming plastic packaging, using bulk or returnable containers where possible

3. Guest & Staff Engagement

- Every month, orientation for new colleagues includes a presentation on sustainability which touches on how each department can cut down general solid waste in their respective roles
- Regularly update the Sustainability and CSR notice board outside the staff canteen with educational posters on general waste reduction habits and practices

4. Tracking & Analytics

- Daily and monthly water consumption by sub-metered zone (cooling, irrigation, F&B, guest floors)
- Upload monthly water bills to Gaia and conduct quarterly reviews to identify anomalies or savings

D.4 Food Management Plan

Key Focus Areas & Initiatives

1. Food Waste Management

- Food waste baseline to be established through quarterly weighing by Orbisk,
- Carbon menu assessment through FoodStep, for Bacco and In Room Dining.
- Reduction of breakfast buffet food waste by introducing hybrid-style breakfast with à la carte main options
- Introduction of at least one plant-based meal per F&B outlet per meal period.
- Repurpose bar nibbles ritual – to have at YY bar
- At least 50% of all food ingredients sourced locally
- Explore composting solutions
- Explore indoor vertical farming

2. Guest & Staff Engagement

- Every month, orientation for new colleagues includes a presentation on sustainability which touches on how each department can cut down food waste in their respective roles
- Regularly update the Sustainability and CSR notice board outside staff canteen with educational posters on food waste reduction habits and practices

3. Tracking & Analytics

- Daily and monthly food waste volumes are tracked
- Upload quarterly food waste data to Gaia with internal review for improvement opportunities
- Use data obtained from Orbisk to inform food procurement, menu planning, and waste reduction strategy

D.5 Sustainable Procurement Plan

Our Commitment

As custodians of a legacy brand within the Accor Group, we are committed to upholding the highest standards of ethical, environmental, and social responsibility in every part of our value chain, including how we select and work with suppliers.

We expect all suppliers, service providers, and subcontractors to follow the sustainability principles below in alignment with Accor's Responsible Procurement Charter, and we encourage all suppliers to make continuous improvement in these areas by working together with us.

D.6 Corporate Social Responsibility (CSR)

Key Focus Areas & Initiatives

1. Community Engagement & Giving

- Through collaboration with VietHarvest, the hotel reuses food items through their food donation program to the local NGO in Hanoi
- Through our partnership with Blue Dragon, develop cooking skills for their canteen staff to help improve the daily meal quality for the children.

2. Staff Engagement & Volunteerism

Encourage department-led volunteering with optional group-based activities or support for NGO-organized events

- Blood donation
- Gardening at Blue Dragon Foundation's farm
- Blue Dragon marathon walks for cause

3. Guest-Facing Social and Cultural Responsibility

Through our partnership with The Giving Bag, guests are invited to donate unwanted clothing and personal items at the end of their stay. These donations are distributed to local non-governmental organizations (NGOs).

4. Measurement & Transparency

- Each donation is tracked and recorded
- Track volunteer hours and participation rates

E. TRAINING AND DEVELOPMENT (INTERNAL AND EXTERNAL)

Internal training

- Sustainability training given to 168 colleagues in preparation for Green Globe audit
- Own It Workshop given to 253 colleagues for them to understand and embrace what luxury hospitality means as well as the service recovery culture
- Online modular Accor training
 - Human Rights – 541 colleagues
 - Preventing & Combating Gender-based violence – 541 colleagues
 - Personal Data Protection – 541 colleagues
 - Anti-Bribery & Corruption – 541 colleagues
 - Anti-Trust/ Fair Competition – 541 colleagues
 - WATCH (We Act Together for Children) – 541 colleagues
- Monthly orientation designed for new colleagues which covers sustainability, health and safety, brand culture

External engagement

Learning Journey for University students

The hotel was honored to host a group of undergraduate students from 8 Universities in 2026 for their learning journey at Fairmont Hanoi. Led by our Learning and Development (L&D) team, the students learned about career opportunities in Vietnam's hotel sector and our hotel brand culture

At the end of the learning journey, the students were given a tour of the hotel to observe and understand the various operations of a hotel business. Through such learning journeys, we aim to inspire budding hoteliers to join the industry and shape the future of Vietnam's hospitality scene.

F. ENVIRONMENTAL RISK
AND POLLUTION MANAGEMENT PLAN

Environmental risk factor identified	Current mitigation measures
Improper storage of hazardous waste such as fluorescent lamps, batteries, electronic waste and printer cartridges.	• Hazardous waste is stored separately in designated areas. • Collection is undertaken by licensed contractors. • Disposal records are retained for audit purposes.
Urban heat effect due to location in downtown area surrounded by high-rise buildings	• Placement of plants and greenery all around the hotel helps to absorb heat, cooling the surrounding area. Vegetation generally creates a more comfortable microclimate all around the hotel. • Presence of shade structures at the courtyard to provide shade and reduce solar heat gain.
High electricity consumption leading to increased carbon emissions.	• Building Management System (BMS) optimizes HVAC operations. • LED lighting is installed throughout the hotel. • Occupancy sensors and energy-saving controls reduce unnecessary consumption. • Monthly energy consumption is monitored through Accor Gaia.
Excessive water consumption associated with hotel operations.	• Water-efficient fixtures are installed throughout guestrooms and public areas. • Preventive maintenance detects and repairs leaks promptly. • Linen and towel reuse program encourages guest participation. • Monthly water consumption is monitored through Gaia.
Noise pollution from surrounding traffic, construction activities, and hotel mechanical equipment.	• Double-glazed guestroom windows minimize external noise. • Mechanical equipment is maintained to reduce operational noise. • Guest complaints relating to noise are monitored and corrective actions implemented. • Maintenance activities are scheduled to minimize guest disturbance.

G. OVERVIEW OF 2026 SUSTAINABILITY GOALS
FOR FAIRMONT HANOI

Legend for personnel responsible:

- ADFB**: Assistant Director of Food & Beverage
- DOE**: Director of Engineering
- HM**: Hotel Manager
- DOC**: Director of Culinary
- GESM**: Guest Experience and Sustainability Manager
- DOB**: Director of Banquet
- DOPC**: Director of People & Culture
- DOR**: Director of Room

Parameter	Goals	Res - possible	Target /Deadline
Fairmont Hanoi 2026 Sustainability Goals (STIP)			
Energy / Carbon	Establishment of a reliable energy baseline	DOE / GESM	Dec 31, 2026
Water	Establishment of a reliable water baseline	DOE/ GESM	Dec 31, 2026
Eco Certification	Eco-certification obtained (Green Globe)	All	Sep 30, 2026
Waste	Establishment of a reliable waste baseline	HM / DOC / EHK / GESM	Dec 31, 2026
Food Waste	Establishment of reliable food waste baseline	DOC / GESM	Aug 15, 2026

Parameter	Goals	Res - ponsible	Target /Deadline
Fairmont Hanoi 2026 Sustainability Goals (non-STIP)			
CSR	Establishment of a reliable energy baseline	DOPC / GESM	Dec 31, 2026
Water reduction	Establishment of a reliable water baseline	DOPC / GESM	Sep 1, 2026
Gaia 2.0 Reporting	Eco-certification obtained (Green Globe)	DOE / DOC / GESM	On Going
Single Use Plastics	100% Single-use plastic elimination (non-exempted items)	HM / GESM	Dec 31, 2026
Waste	Segregation of all diverted and non-diverted waste streams at all major sources (kitchen, banquet, housekeeping, admin)	DOC / GESM / ADFB / DOR	Aug 30, 2026
Sustainable Food	Implementation of carbon menu assessment and action plan	DOC / ADFB	Dec 31, 2026
Training	A conference services leader to hold the Sustainable Event Professional Certificate Program Completion of mandatory School for Change modules	DOB /DOPC /GESM	Aug 30, 2026
Compost	Assessment of composting machine feasibility	HM/ GESM	Dec 31, 2026
Indoor Farming	Implement an indoor farming (Hydroponic)	HM/ GESM / DOC	Dec 31, 2026

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HANOI