



## **SUSTAINABILITY AT RENAISSANCE RIVERSIDE HOTEL SAIGON**

Renaissance Riverside Hotel Saigon aligns with Marriott International initiatives through its Vietnam Business Council in various environmental initiatives such as:

- Operation Smile
- Blood Bank donations
- Earth Hour
- Road to Give
- Reforestation
- Serve 360
- Cluster Procurement & Sourcing
- Love Travels celebrating LGBTIQ+ community

In addition to the Vietnam Business Council activities the hotel visits community centers and works along with charitable organizations to assist in environmental and social cultural causes:

- Supporting disadvantaged children
- Support and visits to Khai Tri Duc Special Needs School
- Support and visits to Bình Chánh Inclusive Education Center
- Completing every 3-year Energy Audit
- Sourcing Renewable Energy
- Attaining Hotel Sustainable Certification
- Reducing Water Usage
- Food Waste Tracking
- Residential Bath Amenities
- Linen & Terry Re-Use Program
- Removing Plastic Water Bottles in Rooms
- Sourcing Cage Free Eggs
- Adhering to a Responsible Seafood Sourcing Program
- Implementing 30% Vegetarian Menus
- On-property Sustainability Committee including key members of the leadership team to track all progress of our 12 sustainability focal points through our Marriott Environmental Sustainability Hub (MESH), under our Sustain Responsible Operations guidelines (SRO).

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

### **OUR PURPOSE**

Over the years Renaissance Saigon has been actively involved in the participation of sustainable practices through various events, activations and ongoing initiatives. Continuously improving

environmental performance and reducing the environmental impact of our activities, especially in the areas of energy and water use.

- Ensuring water quality monitoring systems and documented procedures are in place.
- All the technical equipment maintained regularly & inspections are documented through our Transcendent Tool.
- Preventive Maintenance Program of all hotel rooms thrice yearly.
- The energy consumption calculated in relation to turnover, number of guests through the MESH management system.
- The energy consumption is recorded and documented every day through Engineering Department.
- Minimize our consumption of natural resources, especially where non-renewable.
- Replacement our light bulbs with new ones (led technology - light-emitting diode), providing reduced energy consumption.
- Installation of movement sensors in all public toilets.
- Monitoring and adjustment of the temperature of the central air conditioning system, according to the external weather conditions using Building Management System.
- Hotel air conditioning system (AHUs, PAUs and Guest Room AC) working with occupied and unoccupied temperature set points.
- Install VFD (Variable Frequency Drives) for high electricity consumed equipment in saving energy consumption of the motors.
- Installation of Heat Pumps to generate hot water and reduce diesel consumption
- Installation of additional solar panels to reduce electricity consumption

## **OUR VISION**

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

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

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

## **OUR MISSION**

Renaissance Saigon aims to develop and instill a sustainable management plan and policy that creates awareness to our guests, vendors and associates to care for our surrounding community and environment.

## **OUR STRATEGY**

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

## **OUR GOALS**

### **A. SUSTAINABILITY MANAGEMENT PLAN**

*Our sustainability management plan is driven by 4 key pillars:*

#### **1. ENVIRONMENTAL**

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

#### **Consumable Goods**

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

#### **Conserving Resources**

- Reduce Water consumption by 5.0 %
- Reduce Diesel consumption by 10.0 % aided by installation of Hot Water Heat pump systems
- Measure, monitor and record our energy usage (electricity, diesel and water)
- Property wide Computer Shutdown Policy - all back of house offices.
- Sensors water faucets on all basins, toilets in public areas and restrooms.
- Towel and Linen re-use programs

#### **Conserving Biodiversity, Ecosystems and Landscapes**

- CSR activities allow us as a hotel to further promotes awareness of environmental issues
- Marriott's 12-point Climate Action Plan
- Earth Hour

- Serve 360
- Wish upon a star program

### **Reducing Pollution & Waste**

- MESH Waste Management Plan
- Paper waste reduced by 5%.
- Recycling program
- Cooling Tower descaling program
- Water condensation recycling
- Responsible disposal of Battery waste recycling

### **Introduction of Go-Green initiatives**

- Water Dispensers in all Banquet rooms to reduce single use plastics
- Clutter-Free and Linen-free Meetings
- Use of potted botanical plants in hotel public areas
- Sustainable straws and retail packaging
- Used Soap Collection and re use program
- Plant based locally sourced menu initiatives
- Recycling programming
- Used Cooking oil recycling

## **2. SOCIOCULTURAL**

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

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

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

### **Extra Activities**

- To develop and promote at least 2 internal associates to Sustainability Champions
- Detailed sustainability program
- Associate engagement score is maintaining between 94% and 96%
- 100% PDP in place and completed
- 100% HCP completed for high potential associates
- Focusing on internal hiring and promotions
- Trainee conversion to casual labor and full time associate
- Sports & Recreational Club establishment
- Donation program for colleagues in need
- Vietnam Business Council and Marriott Next Gen Business Council Vietnam

### 3. QUALITY

Renaissance Saigon focusses on many activities that can sustain itself economically through creating competitive advantages within the industry, with inspired service that not only meets, but exceeds guest expectations; continuing to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders.

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

- Guest Voice and Guest Experience Platform (GXP) feedback and communication
- Social media feedback and communication
- Marriott.com feedback and communication
- Routine Preventive Maintenance (RPM) programming
- Property Improvement Programming
- Capital Expenditure Plan
- Associate Training hours
- Operational Department Skilled based trainings
- Integrated Job programming
- Brand Standard Audit
- Brand Immersion Workshop

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

#### **4. HEALTH & SAFETY**

The Renaissance Riverside Hotel Saigon adheres to all environmental, health and safety laws, regulations and procedures, to conserve and protect the environment.

##### **Training**

- Train the Trainers
- Health & Safety tabletop exercises
- Daily Safety and Security topic
- Crisis management training
- Emergency Response Training
- Annual Health Check Ups
- Local Authority Workplace Environment inspections
- Recognize signs of human trafficking training to all associates
- Non harassment at work place training
- Training on Climate change
- Marriott Global Food Safety Audit Program
- Serve Safe certification
- Allergen Training
- Local Authority Hygiene Audit

##### **Fire Life and Safety**

- Monthly Safety Meetings
- Monthly Internal Fire Life Safety Inspections
- Safety and Security Briefings for In-house Events
- In room evacuation plans
- Quarterly Fire Drills activation
- Yearly Fire Drill and Evacuation jointly conducted with local authorities
- Upgraded Multi Lingual Audio announcement enhancements
- Marriott Emergency threat condition program

##### **Facilities**

- Monthly property walk-through and rectification program
- Routine Preventative Maintenance program
- Capital Expenditure Plan
- Renovation and Improvement Projects
- Pest control
- Daily defect rectification program

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

## **B. ENVIRONMENT POLICY**

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

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

## **C. GREEN KEY GLOBAL SUSTAINABILITY CERTIFICATION**

The Green Key certificate is the leading standard for excellence in the field of environmental responsibility and sustainable operation within the tourism industry. This prestigious certificate represents a commitment by businesses that their premises adhere to the strict criteria set by the Foundation for Environmental Education. A Green Key assures guests that, by choosing to stay with a Green Key establishment, they are helping make a difference for the environment. The high environmental standards expected of these establishments are maintained through rigorous documentation and frequent audits. Green Key is eligible for hotels, hostels, small accommodations, campsites, holiday parks, conference centers, restaurants and attractions.

**Our key environmental activities & get Green Key Global award for the Renaissance Saigon are:**

- Comply with all necessary environmental rules, regulations, legislations and policies.
- Protect the environment by preventing the pollution of land, air and water
- Involve the community in and around the hotel to participate in environmental activities that minimize waste and prevent pollution to land, air and water.
- Work together to maximize the use of recyclable and reusable materials
- Adopt renewable energy resources that are used for sustainable practices.
- Optimize the utilization of resources in order to reduce wastage by associates and guests.
- Use environmentally friendly cleaning chemicals.
- Ensure that all waste is disposed of through a proper waste management system.

- Train and educate associates and guests about sustainable living and to communicate this onwards to the public highlighting environmental issues.
- Create an environmental culture where the whole organization follows sustainable practices at work and at home.
- Identity any hazardous materials to associates, guests and the environment, MSDS.
- Measure the consumption of the hotel in terms of waste, water, electricity and diesel oil.

#### **D. POLLUTION MANAGEMENT**

The architecture and planning of the renovation of hotel guestrooms in 2024 onwards will promote the use of energy efficiency materials & equipment in order to reduce the effects of heating incurred by hotels.

Hot water heat pumps in the boiler rooms and laundry workshop are able to offset diesel consumption as well as recycle cold air from these heat pumps that will then offset air conditioning costs in Atrium Lounge & laundry workshop leading to saving over 10% of electricity usage. We are almost fully switching out all lighting across the property to LED lights.

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

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

The hotel is investing in UV water filters to ensure high water quality across the hotels. Restaurants and function spaces are provided with water in either recyclable glass bottles or aluminum cans, that are then integrated into our hotel recycling program. All our water goes under regular testing by local authority laboratories, testing both the safety of our guest use water and ice after passing through our own series of filtration systems. As well as our effluents are tested regularly by the same authorities to ensure that no bodies of water are polluted or affecting public health.

To reduce our incoming waste, a focus on locally sourced goods had become a priority focus, our receiving of goods policy includes that local products are delivered in reusable or returnable containers whilst then sorted into hotel reusable storage options. All our recycling is conducted in liaison with local authorities to include not only papers, plastics, glass and aluminum, but also food waste and recycling as well as used oil recycling programs. This has benefited by our food waste reduction program to reduce food costs and waste hauling expenses, to decrease the environmental impact of food waste - a significant contributor to greenhouse gas emissions - and to increase employee awareness and engagement.





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

**GREEN TEAM COMMITTEE MEMBERS:**

1. General Manager/ Hotel Manager
2. Director of Engineering/ Engineering leader
3. Human Resources & Training Leader
4. Housekeeping Leader
5. Director of Food & Beverage
6. Front Office Leader
7. Purchasing Leader
8. Culinary Leader
9. Marketing Leader
10. Finance Leader

**RENAISSANCE RIVERSIDE HOTEL SAIGON**

8-15 TON DUC THANG STREET, DISTRICT 1, HO CHI MINH CITY, VIETNAM

T +8428 3822 0033

E: [rhi.sgnbr.reservations@renaissancehotels.com](mailto:rhi.sgnbr.reservations@renaissancehotels.com)

W: <https://www.marriott.com/SGNBR>