

ENVIRONMENTAL AND SOCIAL SUSTAINABILITY POLICY

Park Hyatt Saigon is committed to achieving best practice environmental and social sustainability and is commencing its EarthCheck project as a structured pathway for benchmarking, certification readiness, responsible operations, and continual improvement.

This policy applies to all hotel operations, including guest rooms, restaurants and bars, culinary operations, events, spa and wellness, engineering, housekeeping, laundry and outsourced services where applicable, offices, purchasing, contractors, suppliers, and guest activities within the hotel.

As a luxury hotel in the centre of Ho Chi Minh City, Park Hyatt Saigon recognises that hospitality can create positive value for guests, colleagues, owners, suppliers, and the local community when environmental and social impacts are managed responsibly.

We recognise that hotel operations may affect the environment and community through energy and water use, food and beverage procurement, waste generation, chemicals, transport, construction and maintenance activities, guest consumption, employment practices, and supplier practices.

To manage these impacts, Park Hyatt Saigon will implement an Environmental and Social Sustainability Management System aligned with EarthCheck requirements and supported by Hyatt policies, local legislation, and internationally recognised sustainable tourism principles.

GOVERNANCE AND ACCOUNTABILITY

The General Manager is accountable for this policy.

Our World of Care Committee will meet regularly and include representatives from Engineering, Food and Beverage, Culinary, Rooms, Housekeeping, Spa, Human Resources, Purchasing, Finance, Sales and Marketing, Security, and other departments as required.

Each department head will translate this policy into practical departmental actions, monitor progress, keep evidence, and involve colleagues through training, briefings, and service rituals.

COMPLIANCE AND RISK MANAGEMENT

Park Hyatt Saigon will comply with all applicable environmental, health, safety, labour, food safety, fire safety, waste, water discharge, procurement, and other relevant legislation and regulations.

The hotel will maintain a legislation register, assess compliance at least annually, and take corrective action where gaps are identified.

The hotel will include climate resilience and business continuity considerations in its sustainability programme, including flood awareness, heat stress considerations, water supply continuity, emergency preparedness, and supplier continuity planning for critical goods and services.

MEASUREMENT AND CONTINUAL IMPROVEMENT

Park Hyatt Saigon is committed to continual improvement measured through annual EarthCheck benchmarking assessments, internal audits, action plans, and management review.

The hotel will track energy, water, waste, greenhouse gas emissions, food waste, recycling, chemical management, training, sustainable sourcing, community engagement, and guest communication indicators where data is available.

ENVIRONMENTAL STEWARDSHIP

We will strive to minimise our footprint by improving energy efficiency, reducing unnecessary water use, preventing pollution, reducing waste, and managing materials responsibly.

Priority actions will include efficient operation of plant and equipment, preventive maintenance, leak detection, responsible laundry practices, waste segregation, recycling and composting opportunities, responsible chemical storage and dosing, and preference for efficient equipment during replacement or renovation.

FOOD AND BEVERAGE, CULINARY AND PROCUREMENT COMMITMENTS

Park Hyatt Saigon will give preference, wherever practical and commercially responsible, to local and sustainable products and services, in accordance with fair and ethical purchasing principles.

Food and Beverage and Culinary teams will prioritise seasonal local ingredients where feasible, reduce food waste through forecasting and production control, explore donation or redistribution options, avoid endangered species, support responsible seafood, reduce single use items, and align with Hyatt responsible sourcing expectations.

Suppliers and contractors will be encouraged to support the hotel sustainability objectives through packaging reduction, safe product handling, efficient deliveries, ethical labour practices, and transparent product information.

SOCIAL SUSTAINABILITY AND COMMUNITY VALUE

Special consideration will be given to employing, developing, and empowering local colleagues and supporting Vietnamese talent, culture, producers, artisans, and community organisations.

The hotel will promote a safe, respectful, inclusive, and ethical workplace, and will not tolerate discrimination, harassment, forced labour, child labour, human trafficking, or exploitation in its operations or supply chain.

We will respect local culture and heritage by presenting Vietnamese stories, cuisine, craftsmanship, and community partnerships authentically and responsibly.

STAKEHOLDER ENGAGEMENT AND COMMUNICATION

We encourage colleagues to present our commitment to environmental and social sustainability to all key stakeholders including guests, suppliers, contractors, owners, event organisers, tenants, and business partners.

POLICY REVIEW AND PUBLIC AVAILABILITY

This policy is a public document and will be reviewed annually.

It will also be reviewed when there are material changes to hotel operations, applicable laws, EarthCheck requirements, Hyatt corporate guidance, stakeholder expectations, or sustainability risks.