



LETTER FROM THE GM

Dear Value guest and Partners,

At Eastin Hotel Vientiane, sustainability is more than a goal it is a responsibility we embrace with pride and purpose. As a member of the hospitality industry in one of Southeast Asia's most culturally rich and naturally beautiful countries, we understand the importance of protecting our environment, preserving local heritage, and contributing positively to our community.

Our commitment to sustainability is woven into every aspect of our operations—from reducing single-use plastics and conserving energy and water, to sourcing locally and supporting regional artisans and farmers. We are also focused on providing meaningful experiences for our guests that are both responsible and respectful of the unique cultural fabric of Laos.

We recognize that true sustainability is a journey, and we are continuously working to improve our practices, invest in eco-conscious innovations, and engage both our team and guests in this shared mission. By doing so, we not only help protect our environment but also ensure that future generations can experience the same natural and cultural beauty that makes Laos such a special destination.

On behalf of our entire team, thank you for joining us in this journey. Together, we can make a difference one thoughtful choice at a time.

Warm regards,

Raajdeep Singh Dhillon

General Manager

Eastin Hotel Vientiane Laos

Impact Report 2025 - Index

01 Letter from the GM	02 Who we are
03 Index	04 Business Philosophy
05 Vision	06 Overall Facts
07 Sustainability development and green initiatives	08 Environmental policy and impact -List Eco Reward results
09 List Eco Reward results	10 Green Experience
11 Healthy/Local Food menu	12 AHS Green Star
13 Further sustainability development The Green Road continues	14 Green Vendors
15 Sustainable Amenities our Journy with Guava	16 Environmental policy and impact -List Eco Reward results
17 Green meetings -	18 Review Pro
19 Single use plastic	20 Social Responsibility and Employee Engagement
21 Biodiversity and Wildlife conservation policy	22 Conservation of Natural Areas and Community Engagement
23 Local community support	24 Exchange Towel Guest awareness
26 Awareness Employee	27 We welcome everybody to our Garden
28 Sustainable suppliers	29 Code of Conduct -Anti Bribery & Ethical Behaviors policy
31 Sustainability targets for 2025 and beyond	33 Sustainability targets for 2026 and beyond



WHO ARE WE

Eastin Hotel Vientiane is a distinguished 4-star hotel located in a peaceful part of the Vientiane capital where natural beauty sits alongside the Mekong River, blending comfort, luxury, and environmental responsibility. Since opening in 2022, we have welcomed travelers worldwide.

As part of our commitment to responsible tourism, we embed sustainability into our operations—ranging from energy and water conservation to community engagement and eco-friendly amenities. We strive to create memorable experiences that also safeguard our local environment and cultural heritage.

BUSINESS PHILOSOPHY

1

Efficiency

Implementing energy-saving technologies and optimizing resource use.

2

Responsibility

Partnering with sustainable suppliers, reducing waste, and ensuring fair labor practices.

3

Community

Collaborating with local artisans, farmers, and environmental organizations.

4

Transparency

Monitoring and sharing our environmental performance with stakeholders.

We believe that excellence in hospitality and environmental responsibility can go hand-in-hand. By integrating sustainability into our core strategies, we aim to reduce our ecological footprint while enhancing guest satisfaction.

We are driven by the conviction that consistent, small actions can lead to significant, long-term positive impact.



VISION

To be recognized as a leading sustainable hotel in Vientiane with the partnership of Green Globe , delivering outstanding guest experiences while championing environmentally and socially responsible hospitality. We envisage a future where every stay contributes positively to the planet, innovative green practices are central to our operations, and guests, employee, and partners unite in the shared mission to protect our environment for generations to come.

Eastin Vientiane Hotel
Overall Facts in 2025

16,943
Overnight Guests

93.5% Guest Satisfaction Score
by Review Pro

3
Certificates

70
Employees

66
Local Employees

4
Charity Events

3
Awards Received

SUSTAINABILITY DEVELOPMENT AND GREEN INITIATIVES



ENVIRONMENTAL POLICIES AND IMPACT

Eco Reward Campaign (September 2024)

This year, we launched the Eco Reward campaign:



ECO REWARD – EcoSaver Rewards

We all make an impact on the environment, but making small changes and informed decision can help reduce the negative aspect of that impact.

50 hotel guest are using the Eco Reward moving forward we will further emphasis on this initiatives to increase the usage



Opt Out of Housekeeping Today!

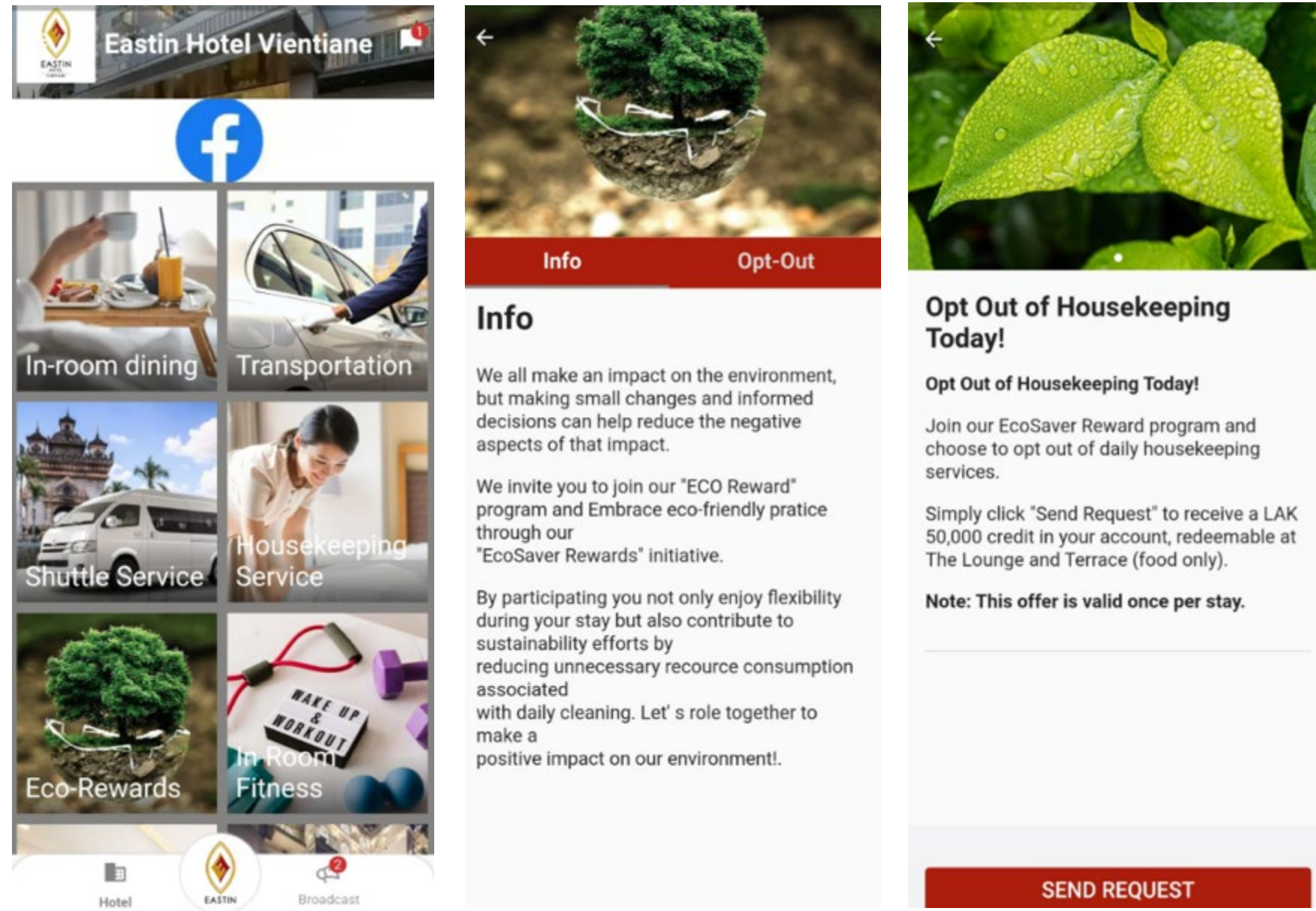
Opt Out of Housekeeping Today!

Join our EcoSaver Reward program and choose to opt out of daily housekeeping services.

Simply click "Send Request" to receive a LAK 50,000 credit in your account, redeemable at The Lounge and Terrace (food only).

Note: This offer is valid once per stay.

ENVIRONMENTAL POLICIES AND IMPACT



This initiative encourages guests to adopt eco-friendly practices by offering the option to opt out of daily housekeeping in exchange for an F&B credit redeemable at our restaurants. By reducing unnecessary resource consumption and collateral room items, we promote sustainability throughout our operations.

THE GREEN EXPERIENCE

Bringing Nature Indoors – Sustainably

Our space is thoughtfully decorated with beautiful terrarium plants, adding a refreshing touch of nature while reflecting our commitment to sustainability.

Since March 2025, we have transitioned from traditional fresh flower arrangements to low-maintenance terrarium plants in all hotel public areas—including the lobby, restaurants, library bar, restrooms, foyer, and executive lounge.

The Result: This eco-friendly change not only enhances the overall ambiance, but also supports local suppliers and contributes to cost efficiency
- reducing the use of approximately 150 fresh flower stems and saving 200 USD per month.



HEALTHY FOOD MENU

In response to health-conscious guests, our in-room dining now features Power Bowls and Energizing Superfoods with a focus on plant-based and local ingredients.



Power Bowls

Signature Oatmeal : Power foods are nutrient-rich items that give your body extra energy and support overall health. These include fresh fruits, nuts, seeds, whole grains, and lean proteins. They are packed with vitamins, minerals, and antioxidants to help you feel energized and balanced throughout the day



Energizing Superfoods

Vitamins booster: Our vitamin booster juices are freshly prepared blends of fruits and vegetables designed to strengthen your immune system, improve digestion, and refresh your body. Each glass provides a natural source of essential vitamins to keep you healthy and energized.



ROAD TO THE ABSOLUTE HOTEL SERVICES

GREEN STAR AWARD

The Absolute Hotel Services Green Star will be granted to the hotel that demonstrates the greatest commitment to achieving the Green Globe certification. This competition involves all participating hotels and will culminate with the award being presented at the Absolute Hotel Services Leadership Conference in November 2025. Each hotel is enthusiastically striving to excel in this challenge. Eastin Hotel Vientiane is dedicated to securing the esteemed Absolute Hotel Services Green Star award by the end of 2025, aiming to fulfill our sustainability objectives while promoting eco-friendly practices among our employee and in our facilities, thereby minimizing our environmental impact.



Further Sustainable Development – The Green Road Continues

Eastin Hotel Vientiane is committed to ongoing improvements, focusing on responsible resource use and waste reduction:



Plastic Elimination

Eliminating single-use plastics, replacing them with glass bottles, and promoting reusable water containers.



Eco-Friendly Toiletries

Switching to eco-friendly toiletries in refillable dispensers.



Energy Conservation

Promoting energy conservation through key card systems and energy-efficient lighting, including potential renewable sources like solar panels.



Organic Sourcing

Sourcing organic produce from our own garden or trusted suppliers.



Sustainable Transport

Exploring sustainable transportation options, like bicycles for guests.

We will continue to implement innovative solutions that benefit the environment and enhance guest experiences.

Eastin Hotel Vientiane Green Vendors

In February 2025, Eastin Hotel Vientiane introduced a comprehensive Purchasing Policy to reinforce responsible sourcing and sustainability throughout our supply chain.

This policy emphasizes partnerships with vendors who demonstrate genuine commitment to eco-friendly practices, social responsibility, and transparency. Our core principles include reducing waste, utilizing sustainable packaging (Green Seal, FSC, Energy Star), and adhering to environmental laws. We also require vendors to uphold fair labor standards, respect human rights, and support community engagement.

The policy mandates rigorous supplier evaluation, including sustainability credentials, environmental management, and ethical practices. We may conduct audits and request documentation to ensure compliance.

We encourage suppliers to set sustainability goals, report progress regularly, participate in training, and share innovative practices. The policy also highlights categories such as food and beverage (favoring organic, local, and sustainably farmed products) and housekeeping (eco-friendly cleaning supplies, biodegradable packaging).

✔ Result:

Over 3 vendors are now on our approved green vendor list.

Sustainable Amenities and Our Journey with Guava

Our Story: Ecogenesis

Ecogenesis® is founded on the belief that personal care should be pure and kind to both your skin and the planet. We create wholesome products free from harmful compounds that can disrupt your skin's natural balance or harm the earth over time, supporting a stress-free, carefree lifestyle rooted in simplicity.

Crafted to celebrate nature in its most authentic form, thoughtfully curated to meet your body's needs by harmonizing nature and minimalism. Every ingredient is carefully selected to nourish your skin and uplift your senses.

With a commitment to sustainability, all our packaging and processes are eco-conscious and cruelty-free. Ecogenesis® products are fragrance-free, paraben-free, gentle, and never tested on animals.



Sustainable Amenities Catalogue

The World Leader in Sustainable Guest Amenities

Global Consistency | Local Accessibility | Scalable Sustainability

GUEST ROOM – PUBLIC AREA – CREATIVE PARTNERSHIPS – GIFTING – MARKETING
SUSTAINABILITY STORYTELLING – ARTS – SOCIAL IMPACT – RECYCLING

GUAVA

FSC Certified Paper Packaging



The FSC label is the world's most trusted mark for sustainable forestry. FSC is a non-profit organization, providing trusted solutions to help protect the world's forests and tackle today's deforestation, climate, and biodiversity challenges.

Currently, over 150 million hectares of forest worldwide is certified according to FSC standards, designed to address a broad range of environmental, social, and economic factors.

150+ million
certified
hectares of
forest

1,100+
individuals and organizations
from 93 countries who make up
our governing body

60K+
certifications verifying
sustainable sourcing

1,700+
companies licenced to
promote FSC-labeled products

46%
of consumers globally recognize
the FSC label

A small label making a big impact

When you purchase FSC-labelled products, you're helping forests, and the people that rely on them, thrive by supporting:

- **Zero deforestation**
Trees are harvested responsibly so there is no net loss of forest over time. Forests with irreplaceable values, such as old-growth forests, are identified and maintained. Reversing deforestation and maintaining irreplaceable forests are crucial to fighting climate change.
- **Fair wage and work environment**
All workers are provided with proper training, adequate safety protocols, and fair wages.
- **Support the change from preservation to conservation**
Plant and animal species are protected.
- **Community rights**
Local communities living in and around forest areas are consulted, and their legal and cultural rights to land and forest resources are respected.



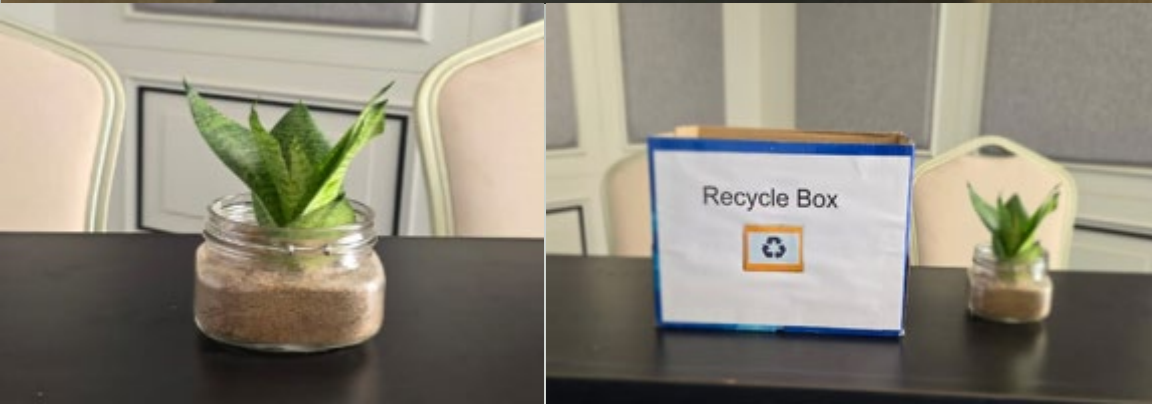
On January 31, 2024, we proudly received our Carbon Emission Reduction certificate from Guava, marking a significant milestone in our commitment to sustainability.

This accomplishment is achieved in collaboration with the United Nations' Sustainable Development Goals (SDGs), specifically SDG 11: Sustainable Cities and Communities, SDG 12: Responsible Consumption and Production, SDG 13: Climate Action, and SDG 17: Partnerships for the Goals.

We are thrilled to showcase the beginning of our green journey, reflecting a substantial decrease in our carbon emissions and reinforcing our dedication to building a more sustainable future.

✔ Result:

The certificate highlights our achievements in 2024, with a reduction of **59 kg CO₂e** for our lower carbon branded dry amenities and **918 kg CO₂e** for our liquid amenities



Earth-Friendly Event Package

Meet with purpose, Save the planet

A Eastin Hotel Vientiane, our Green Meeting option is designed for eco-conscious clients reducing paper use, choosing sustainable materials, and supporting local communities.

Because great meetings should make a positive impact not just on people, but on the planet too.

Sustainability Impact Report: Earth-Friendly Event Package Implementation



Result: Since January 2025, we have sold **31** Green Meeting packages, hosting **826** guests.

This initiative helped reduce linen washing costs and provided water through dispensers and glass containers instead of single-use bottles.

Review Pro

Since last year, we've utilized Pro, our online guest satisfaction platform, to gather feedback on our sustainability efforts:

- How do you evaluate our sustainability initiatives?
- Suggestions for improvement (local products, energy, water, waste management, communication, etc.)
- Do you believe the hotel supports the planet, people, and community?

Guest comments are reviewed monthly, guiding us toward continuous improvement.

Action items include:

- ✅ Result: We distributed a guest questionnaire about sustainability through Review Pro in January 2025. The guest satisfaction score has remained at 93.5 % through June 2025, indicating strong guest awareness and willingness to support our sustainability initiatives.



Single-Use Plastic Policy

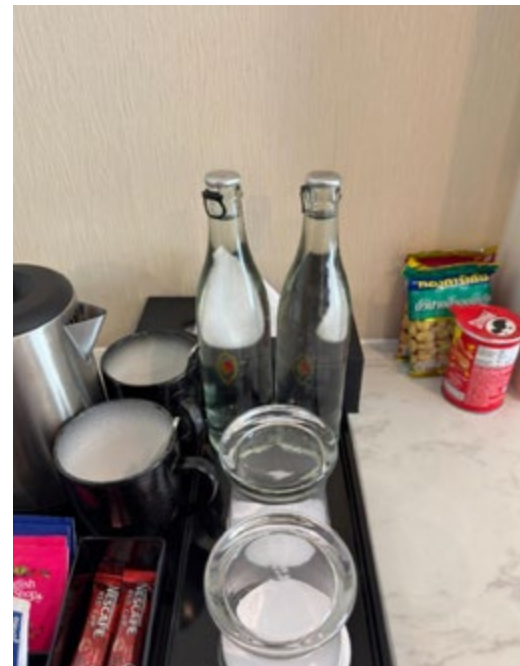
✓ Result: we used dispensers for shampoo and shower gel, By Assumed we have reduced the use of 25,258 plastic tubes.

We take pride in having eliminated plastic straws and significantly reduced single-use plastics across our operations, reinforcing our commitment to environmental sustainability.



Bio Straws and Take away cup

Since May 2025, we have eliminated plastic straws and transitioned to biodegradable takeaway containers, which are offered only upon guest request — a step forward in our commitment to sustainability.



Refillable Bottles

Since Feb 2024, we have eliminated single-use plastic water bottles and now provide glass water bottles, reinforcing our commitment to reducing plastic waste and promoting sustainable hospitality.



Sustainable Containers

Since Dec 2022, we use eco-friendly materials for all toiletries and amenities, ensuring a more sustainable experience for our guests.

Social Responsibility and Employee Engagement

Eastin Hotel Vientiane is committed to respecting and preserving local cultural assets. Our policy emphasizes intangible elements (like arts, traditions, and customs). We actively engage with local communities to incorporate their perspectives, ensuring responsible tourism that minimizes cultural disruption.

Development Assessment

Careful assessment of development projects, integrating traditional architectural elements where appropriate

Employee Training

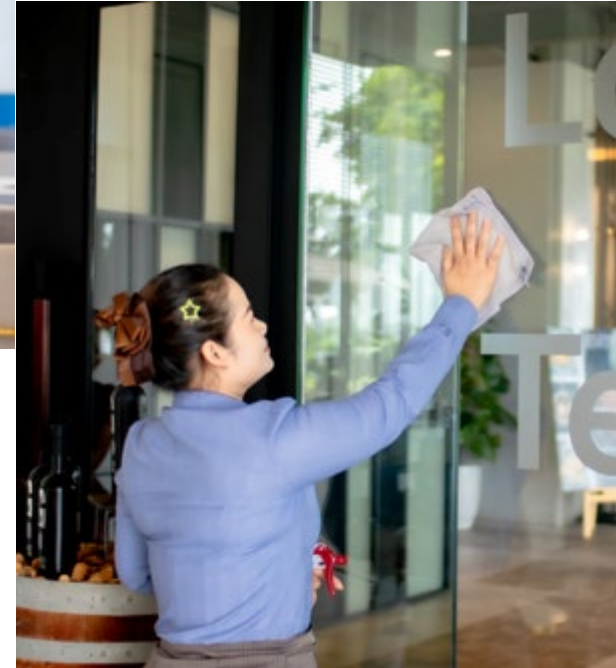
Comprehensive training on heritage preservation and cultural sensitivity

Authentic Experiences

Promotion of authentic cultural experiences by supporting local artisans

Regular Evaluation

Ongoing assessment to ensure effectiveness, with annual policy reviews to stay aligned with best practices



Biodiversity and Wildlife Conservation Policy

Sustainability Interaction with Wildlife and Landscaping Policy



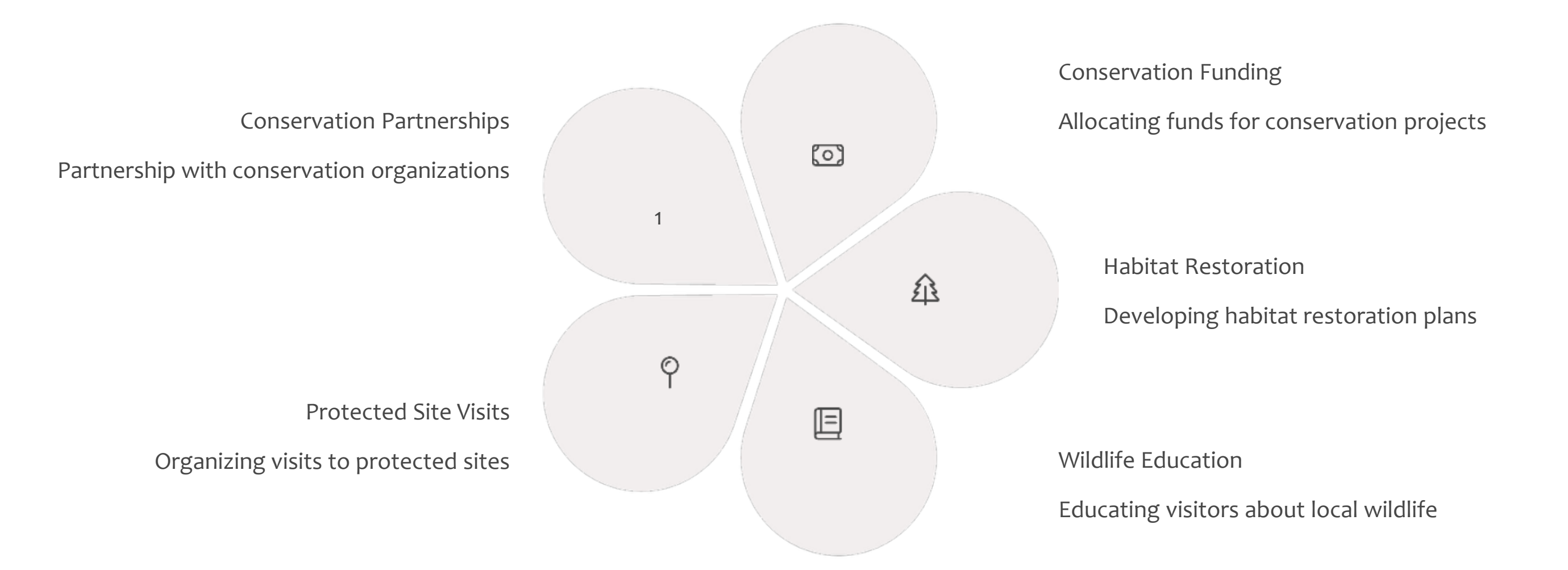
Eastin Hotel Vientiane prioritizes responsible coexistence with local ecosystems through sustainable landscaping, wildlife preservation, and eco-friendly pest control. This policy emphasizes native plant sourcing, water and chemical reduction, and the avoidance of invasive species.

We promote drought-tolerant landscaping and minimal light pollution to protect local wildlife. Harm to native animals is prohibited, and guest education focuses on supporting biodiversity.

Employee training, regular monitoring, and updates ensure ongoing compliance. In line with our commitment to wildlife preservation, we have chosen insect traps over harmful chemicals or pesticides. This method protects both the environment and local wildlife, ensuring that our operations do not negatively impact the surrounding ecosystem.

Conservation of Natural Areas and Community Engagement

This year, we issued a **Natural Areas Conservation and Biodiversity Policy** to promote conservation, habitat restoration, and guest engagement:



Regular monitoring and guest feedback are used to enhance these initiatives, ensuring ongoing impact and success.

EHVL Give Back

✔ Result: We currently have 8 student trainees for internships in 2025. We also give back to community by sharing for the student in Nakham Church.

Eastin Hotel Vientiane believes every action counts. Through community service, environmental initiatives, and guest engagement, we aim to make a meaningful difference locally and globally.



Community Education

Sharing sustainable practices with local schools.
Pakpasak Collage



Environmental Action

Organizing cleanup events in natural areas



Resource Sharing

Donating reusable items to community organizations

Exchange Towel Guest Awareness

In our "Every Drop Counts" guest awareness campaign, we actively encourage our guests to participate in our sustainability efforts.

To request a change of bed sheets, guests are invited to place a designated card on their bed. This initiative helps make guests aware that bed linens are not automatically changed daily, fostering an eco-friendlier approach.

Similarly, our Towel Exchange program aims to promote the reuse of towels.

A towel left on the rack signals the guest's intention to use it again, while a towel placed on the floor indicates the desire for an exchange.

By adopting these practices, our guests contribute to conserving millions of gallons of water otherwise used for washing linens that have been minimally soiled.

Through these initiatives, we strive to create awareness and encourage environmentally conscious choices among our guests.



Every Drop Count Guest Awareness

Discover Vientiane's Hidden Place: Support Local Community & Experience Authentic Vibes Nearby Eastin Hotel Vientiane

Explore hidden place and authentic local vibes just a few steps from Eastin Hotel Vientiane - your gateway to unforgettable Vientiane and Local traditional.

Through this initiative, we aim to support our vibrant local community and promote sustainable tourism, enriching your experience while fostering strong connections with the neighborhood.

Start your journey with us and discover the true spirit of Vientiane's rich culture and welcoming neighborhoods.

The concierge will offer the shuttle service to connect hotel to the city or suggesting different activities such as green restaurant, and tourist attraction.



SHUTTLE SERVICE

PLEASE BOOK AT LEAST 30 MINUTE PRIOR YOUR BOOKING TIME

DROP OFF AND PICK UP POINTS

- Night Market** [QR Code]
- Nam Phou Fountain** [QR Code]
- Eastin Hotel Vientiane** [QR Code]

From Hotel	To Hotel
10:00 hrs	10:20 hrs
11:00 hrs	11:20 hrs
12:00 hrs	12:20 hrs
13:00 hrs	13:20 hrs
14:00 hrs	14:20 hrs
15:00 hrs	15:20 hrs
16:00 hrs	16:20 hrs
17:00 hrs	17:30 hrs
18:00 hrs	18:30 hrs
19:00 hrs	19:20 hrs
20:00 hrs	20:20 hrs
21:00 hrs	21:20 hrs

Maximum 13 seats drop off pick up are the same place
Please book in advance before using the service
Contact Front Desk for more detail or call Ex. "0."

***Please book at least 30 minute prior your booking time**



Awareness –Employee Training

All new staff receive orientation on their first day, which includes training on sustainability practices and waste separation.

In addition, we provide access to information via a QR code to enhance staff awareness and engagement with our sustainability initiatives.

All new staff receive orientation on their first day, which includes training on sustainability practices and waste separation.

In addition, we provide access to information via a QR code to enhance staff awareness and engagement with our sustainability initiatives.



All new staff receive orientation on their first day, which includes training on sustainability practices and waste separation.

In addition, we provide access to information via a QR code to enhance staff awareness and engagement with our sustainability initiatives.



We Welcome Eastin's Garden

This year, we proudly launched Eastin Garden, our kitchen will plant in this raining season dedicated to supporting our eco-waste philosophy.

We extend a warm welcome to everyone to visit and participate in this green initiative, which reflects our commitment to sustainability and responsible living.

Through Eastin Garden, we aim to promote eco-conscious practices and foster a deeper connection with nature, all while reducing waste and cultivating fresh, organic produce for our community.

F&B SUSTAINABLE SUPPLIERS



Result: 80% of products used in our Silk Road restaurant are locally sourced.



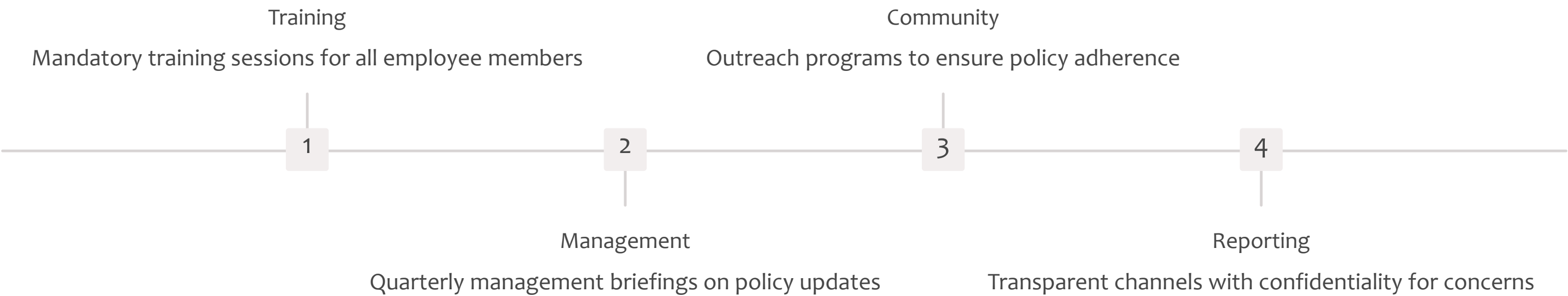


Code of Conduct & Responsible Business

Anti-Bribery & Ethical Behavior Policy

Eastin Hotel Vientiane maintains a robust Code of Ethics and Code of Conduct focused on ethical, respectful, and safe environments for employee, guests, and partners.

This policy emphasizes preventing exploitation, human trafficking, child abuse, and harassment.



Responsibilities are clearly defined: HR manages training, management enforces policies, and front desk employee assist with guest reporting. We regularly review and update our procedures to uphold high ethical standards, fostering a safe and responsible environment.

Sustainability Targets for 2025 and Beyond

Our long-term strategy comprises specific goals to be achieved by 2025, 2026, and up to 2030. This includes:



Transportation

Transitioning to electric shuttle services and promoting employee carpooling



Water Conservation

Reducing towel sizes and water use in guestrooms



Pest Control

Adopting eco-friendly pest control methods



Renewable Energy

Installing solar panels or investing in renewable energy certificates



Certification

Achieving green building certifications such as LE

Eastin Hotel Vientiane Sustainability Goals

Our commitment to environmental responsibility is underpinned by measurable goals. We track key resource consumption and waste generation, aiming for continuous reduction across our operations.

Category	Scope	Baseline	Unit	Reduction Target
LPG Gas	Scope 1	0.2	kg	5%
Electricity	Scope 2	39.88	kWh	10%
Water	Scope 3	140	liters	10%
General Waste	Scope 3	0.3	kg	3%
Energy Consumption for Events (CEO e-Emission Per Guest)				
Half Day (2 hrs)	kgCO2-e	1.56 (Baseline)	-	5%
Full Day (4 hrs)	kgCO2-e	0.78 (Baseline)	-	5%

These targets reflect our dedication to reducing our environmental footprint across all hotel operations and services, including event management.

Sustainability Targets for 2026

Energy Efficiency & Carbon Reduction :

- Reduce energy consumption through efficient equipment, regular maintenance, and staff training.
- Adopt energy-saving practices including smart lighting, air-conditioning management, and renewable energy initiatives where possible.

Waste Management & Recycling :

- Minimize single-use plastics and promote reusable or biodegradable alternatives.
- Segregate waste for recycling and safe disposal.
- Work with suppliers and partners to reduce packaging waste.

Biodiversity & Community Care:

- Support local environmental initiatives such as clean-up projects, tree planting, and community awareness programs.
- Protect local flora and fauna by ensuring our operations do not harm the natural environment.

Water Conservation:

- Implement water-saving technologies and regular monitoring to reduce consumption.
- Encourage guests to participate in towel and linen reuse programs.
- Ensure wastewater is treated responsibly before discharge.

Sustainable Procurement :

- Prioritize purchasing from local suppliers to reduce transport emissions and support the community.
- Use eco-friendly cleaning products and sustainable materials wherever possible.

Awareness & Engagement :

- Train and engage all employees in sustainable practices.
- Provide information to guests encouraging participation in our environmental initiatives.
- Regularly review and improve our sustainability practices.