

An aerial photograph of the Laguna Lăng Cô resort in Central Vietnam. The image shows a long, curved sandy beach separating a clear turquoise lagoon from a dense green forest. Several resort buildings with red-tiled roofs are nestled within the forest, some closer to the beach and others further inland. In the background, a range of rugged mountains stretches across the horizon under a blue sky with light clouds.

laGuna
LĂNG CÔ
CENTRAL VIETNAM

LAGUNA LĂNG CÔ
SUSTAINABILITY
JOURNEY 2019

lagunalangco.com

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INTRODUCTION

Laguna Lăng Cô is a leading world-class holiday and premium second home destination development in Central Vietnam by the Banyan Tree Group. The 280-hectare community which resides at Cu Du Village, Loc Vinh Commune, Phu Loc District, Thua Thien Hue Province near Lang Co Bay, is home to Banyan Tree and Angsana branded hotels and spas with its own world class 18-hole championship golf course designed by Sir Nick Faldo, private villas and residences available for sale, convention facilities and a plethora of recreational activities for guests of all ages.

Our Mission

We want to build globally recognised brands which, by inspiring exceptional experiences among our guests, instilling pride and integrity in our associates, and enhancing both the physical and human environment in which we operate, allowing us to deliver attractive returns to our shareholders.

Our Vision

As a socially responsible business, Laguna Lang Co was founded with the core value of driving sustainable development and seeking to create long term value for multiple stakeholders and destinations. The Company's triple bottom line of economic, social and environmental success helps direct sustainable development through inspiring associates, guests and partners to take a wider consideration encompassing a long-term view when making business decisions. We employ an integrated and participatory approach to minimise our impacts while safeguarding and enhancing the human and physical environment for present and future generations.

Our Responsibilities

With the technical support of Banyan Tree Global Foundation, we implement activities and projects focusing on environmental protection, social responsibilities and good governance. These projects are divided into five CSR initiatives:

- 1) Resource Conversation*
- 2) Greening Communities*
- 3) Seedlings Mentorship*
- 4) Cleaning Communities*
- 5) Guest Engagement*

CSR 1
**Resource
Conservation**
PURPOSE:

Minimize environmental impact by reducing energy emissions, water use and waste.

GOAL:

1 resource conservation initiative per year.

CSR 2
**Greening
Communities**
PURPOSE:

Restore natural habitat to raise awareness of climate change and offset carbon emissions.

GOAL:

Plant 2,000 trees per property per year.

CSR 3
**Seedlings
Mentorship**
PURPOSE:

Empower future generation via scholarship, social enterprise and vocational training.

GOAL:

Support 3 students every 2 years.

CSR 4
**Cleaning
Communities**
PURPOSE:

Remediate and cleanse natural environments, promote behavioral change in communities.

GOAL:

Conduct 4 community clean-ups per year.

CSR 5
**Guest
Engagement**
PURPOSE:

Promote responsible travel and engage stakeholders with the transformative power of tourism.

GOAL:

5 Guest sustainability activities per year.



BANYAN TREE



ANGSANA



CASSIA



DHAWA

“Brand for Good”

Being part of Banyan Tree Group, our main goal is to deliver our mission; Laguna Lăng Cô has conceptualized our values based on a “for Good” framework. All aspects of our business have a positive impact on our stakeholders, so when guests support us, they are creating positive inspiration to the communities and ecosystems. This starts with design and construction (“Build for good”), runs through a guest’s time at our resort (“Stay for good” along with “Meet for good” and “Eat for good”), and extends to Spa and Gallery outlets across the globe (“Spa for good” and “Gift for good”).



Laguna Lang Co's "edible" Golf course designed by Sir Nick Faldo is a great example of how sustainability is integrated into our design and operation. Rice paddy fields covering four hectares were laid fallow for many years before the golf course was constructed and have been brought back into existence and maintained by a unique group of greenkeepers: water buffalos who help to eat excess weeds that would otherwise require machinery and manpower to do the job. The paddies and these bio-mowers are spectacular visual elements of the course as well as enabling us to harvest around 9 tons of rice per year to support misfortunate families and seniors in the area.

"We looked at various methods to increase the aesthetics of the rice paddies between the harvests as continually mowing the fields to maintain vast rice terraces can consume a large amount of labor. The water buffalo act as bio-mowers while also protecting the traditional Vietnamese landscape"

- said Adam Calver, Director of Laguna Lăng Cô Golf Course -



LEADERSHIP STATEMENTS



Mr. Kwon Ping **Mrs. Claire Chiang**

Banyan Tree
Holdings Limited
Executive Chairman

Banyan Tree
Global Foundation
Chairperson

"Sustainability is not philanthropy, marketing or green washing but indispensable from business success. It is a mindset, and it is the right thing to do ... for people, planet, prosperity, peace and partnership."

Mr. Ho Kwon Ping

“

The sustainability agenda requires leadership to walk the talk by developing a management infrastructure to execute the various strategies in achieving the goals set in creating value for the environment, business, and community. It is a collective effort, one step at a time, that the Banyan Tree community, including our associates, partners, and hotel guests, together contributed in creating a quality environment for all."

Mrs. Claire Chiang



LEADERSHIP STATEMENTS



Gavin Herholdt

Managing Director
Laguna Lăng Cô

Laguna Lang C, as part of the Banyan Tree Group has embraced the principles of sustainable development since the very first days. Together with the locality and local authority, we continue our commitment to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as of the local community and society at large. We keep reminding our associates that if you work for Banyan Tree, you need to undertake Corporate Social Responsibilities activities. If not, you are not Banyan Tree employees.

In 2019, beside our annual community activities, Laguna Lang Co is proud to have been part of great efforts to make differences to the local education infrastructure through the Binh An Primary School project and life of a lonely elder Mrs. Huynh Thi Vang in Loc Hoa commune. I hope these projects will lead to greater successes and look forward to many future projects that create positive impacts on the community and environment in which we operate.



Brett Burton

Area Hotel Manager
Banyan Tree & Angsana Lang Co,
Central Vietnam

Banyan Tree and Angsana Lăng Cô are dedicated to minimizing our environmental footprint and constructively contributing to our local communities by operating in a responsible and sustainable way.

The accomplishments achieved in 2019 were made possible due to the hard work and dedication of all associates who continue to identify impactful ways to respond to local community and environmental needs. Earthcheck Gold Certification was awarded in 2019, enhancing our reputation as one of Vietnam's foremost resorts and a leader in environment protection, proving that luxury can be sustainable. Furthermore, Banyan Tree Lang Co was awarded the CSR Business of the Year by the Australian Chamber of Commerce in Vietnam, a substantial achievement.

Our resorts take pride in facilitating meaningful CSR guest involvement. In 2019, our guests were inspired with our CSR programs by actively joining us in activities such as English teaching, the Seedlings program, visiting disadvantaged children and the elderly in Lang Co. I would like to personally thank all who have contributed to our successful journey in the past year. The resorts of Banyan Tree and Angsana Lang Co look forward to continuing to minimize our environmental footprint and to constructively contribute to our host communities.



Adam Calver

Director of Golf
Laguna Lang Co,
Central Vietnam

Protecting the environment to which we all belong is a core principle of Banyan Tree Hotels & Resorts and is evident in all that we do. Laguna Golf Lang Co believes that Corporate Social Responsibility (CSR) is Environmental Stewardship and you cannot have one without the other.

The year of 2019 was a monumental milestone in our journey as a leader in the Global Golf Tourism industry and leading by example has been essential as we forge new mindsets and standards. This mindset has fostered numerous initiatives throughout our operations and has raised international awareness. Our "Edible Golf Course" story about protecting ancient rice fields incorporated into the golf course design and how we can provide an organic food source for the local community was a global sensation and was listed on Forbes List 2019 as one of the most quotable stories of the year. Forbes also listed our golf course as one of their "10 Of The World's Most Eco Friendly Golf Courses" all while our team rallied together to be the third golf course in the world to achieved Earth Check Gold Certification.

Working with the Vietnam Professional Golf Association (VPGA) and Lexus we orchestrated, committed and hosted the Lexus Challenge which set the bar for Vietnam as this was the country's first professional golf tournament that was "plastic free" for the entire week long event.

Our entire team at Laguna Lang Co believes there is an intrinsic value in providing assistance to those who need it most and that the reward is in the act itself.

2019 HIGHLIGHTS

OUR KEY FACTS: 2019



42

Activities



1,354

Hours Spent For CSR



1,743

Guests Engaged



3,851

Associates Joined



4,235

Community
Members Attended



US\$195,267

Raised & Spent For CSR Activities

Who we worked with

2019 was a very successful year for Laguna Lang Co to engage with more than 20 local agencies from local authorities, schools, Non-profit organizations and civil society organizations. This strong partnership helped create positive changes in local community and environment quality.

Local Authorities	Local Schools	Civil Society and Mass Organizations
<ul style="list-style-type: none"> Phu Loc District People's Committee Phu Loc District Division of Training and Education Loc Vinh, Loc Thuy, Loc Tien, Loc Binh Communes People's Committee Chan May Lang Co Border Defense 	<ul style="list-style-type: none"> Thua Luu High School Phu Loc High School Loc Vinh Secondary School Loc Tri Secondary School Loc Binh Secondary School Loc Thuy Secondary School Binh An Primary School 	<ul style="list-style-type: none"> Nuoc Ngot Social Protection Center Hue Help Blue Dragon Loc Thuy Women Union Loc Vinh, Loc Thuy, Loc Tien, Loc Binh Communes Association of Persons with Disabilities Loc Vinh, Loc Thuy, Loc Tien, Loc Binh Commune Red Cross

What we did together

- Provided on-job trainings and recruited 38 less fortunate adults to work at the resort after their training as part of the Seedling Internship Programme
- Supported 18 children aged between 12 - 17 living in poor conditions, giving them access to better education in the Seedling Mentorship Programme
- Held 4 clean-up campaigns and collected more than 5.5 tons of trash
- Mentored and trained 171 students in swimming and safety skills
- Organized an online Eco-race through Facebook to promote green living styles among associates, and received more than 100 posts, attracting more than 5000 likes and tagging around 1,600 people
- Donated more than 8 tons of rice to 320 children with disabilities, agent-orange victims and poor families and also 6 hot water machines for the Chan May hospital and Nuoc Ngot Social Protection Center
- Improved English proficiency for nearly 500 local students through English is Fun and Let's Talk programmes
- Constructed two additional classrooms and a library at the Binh An Primary School
- Renovated two houses for lonely elders in the Loc Vinh Commune and the Loc Hoa Commune
- Set up a mini golf course at the Loc Vinh Secondary School and trained 40 local students and their teachers basic golf skills
- Decreased our Potable Water Consumption by 86,852 kL which is equivalent to 35 Olympic sized swimming pools
- Decreased Greenhouse Gas Emissions by 95,780t CO₂-e which is equivalent to 262 cars worth of annual emissions
- Raised US\$16,000 through the Cobra Puma Charity Pro Am for community activities in three continuous years

Our achievements

- Banyan Tree Lang Co proudly received the CSR Award by AusCham in March 2019
- Angsana Lang Co received awards for the 2nd Best Resort in Asia, 12th Best Resort in the World in Condé Nast Traveler's 32nd annual Readers' Choice Awards in October 2019
- Banyan Tree Lang Co received the award for being the awarded 14th Best Resort in Asia in the Condé Nast Traveler's 32nd annual Readers' Choice Awards in October 2019
- Laguna Lang Co Golf was voted as "Vietnam's Best Golf Course of 2019" at the Vietnams Best Golf Course Awards in October 2019 and one of the "Top 10 World's Most Eco-Friendly Golf Courses" by Golfscope in November 2019
- Banyan Tree Lang Co, Angsana Lang Co, Laguna Lang Co Golf Course and Laguna Lang Co Services Centre all achieved the Gold EarthCheck Certificate in November 2019

CSR1 | RESOURCE CONSERVATION

GOLD EARTHCHECK CERTIFICATE

After 6 years of joining EarthCheck, the only global Benchmarking and Certification programme for sustainable travel and tourism, Laguna Lang Co was proud to receive EarthCheck Gold Certification. This is an important milestone recognizing the dedication and endless efforts of our managers and employees over several years to ensure that sustainability principles are constantly applied in the way we conduct our business.



"Together with the locality and local authority, we continue our commitment to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as of the local community and society at large" said Mr. Gavin Herholdt, Managing Director of Laguna Lăng Cô.

"Laguna Lăng Cô is a valued member of a global group of tourism operators who dare to make a difference, taking meaningful steps towards resolving some of the very real issues that face the planet" stated by Mr. Stewart Moore, EarthCheck CEO and Founder.

REDUCTION IN RESOURCES USAGE

Measured by person years, our EarthCheck performance showed our significant improvements in saving energy, water and reducing waste sent to landfill as well as reducing Greenhouse Gas Emissions. This progress is attributed to several initiatives including strengthening electricity saving among associates, altering the time and duration using electrical appliances, gradually replacing high energy-consuming appliances, increasing the amount of food waste and organic waste recycled to produce organic fertilizers and feeding the animals in the organic farm. Regular maintenance of the infrastructure allowed us to improve and avoid water and fuel leakage. Our on-site waste water treatment plant treated sewage responsibly as well as recycled approximately 122,390 m3 of treated water to irrigate our landscape.

Performance

Home // Performance



Here is an overview of your performance compared to the previous year.

◀ 01 Jan 2019 - 31 Dec 2019 ▶

Compared To 01 Jan 2018 - 31 Dec 2018

Activity Measures

Person Years

▼



Energy

Energy Consumption

GJ

YTD

76651,816

112,589 / Person Year

Savings

6930,297 ▲

8,292 % ▲

You have **decreased** your Energy Consumption by 6930 GJ which is equivalent to 291 typical 4 person households per year

[See more Energy details...](#)



Carbon

Greenhouse Gas Emissions (Scope 1 and Scope 2)

t CO2-e

YTD

7829,229

11,5 / Person Year

Savings

779,877 ▲

9,059 % ▲

You have **decreased** your Greenhouse Gas Emissions (Scope 1 and Scope 2) by 780 t CO2-e which is equivalent to 262 cars worth of annual emissions

[See more Carbon details...](#)



Water

Potable Water Consumption

kL

YTD

432335

635,03 / Person Year

Savings

86852,362 ▲

16,729 % ▲

You have **decreased** your Potable Water Consumption by 86852 kL which is equivalent to 35 Olympic sized swimming pools

[See more Water details...](#)



Waste

Waste Sent to Landfill

m3

YTD

526,485

0,773 / Person Year

Savings

-74,766 ▼

-16,551 % ▼

You have **increased** your Waste Sent to Landfill by 75 m3 which is equivalent to 12 Smart Car(s)

[See more Waste details...](#)

save energy - save life

A meeting with the company's top managers and heads of all departments was held every month to review EarthCheck data and ensure the effective implementation of energy saving. Especially, for the first time, this year, we held trainings on environmental regulations with an emphasis on waste management for 861 associates (80% of Vietnamese associates). Our associates had a chance to learn about Banyan Tree Group's Sustainability Programme; identification of hazardous waste treatment and proper collection methods and also legal requirements related to waste treatment and EarthCheck benchmarking.



**EARTH
HOUR**



Earth Hour is an annual campaign to highlight sustainability issues. By participating in Earth Hour, Laguna Lăng Cô inspires and encourages all associates and guests to take action on climate change. This year, on 30th March, we celebrated Earth Hour by coordinating with the Food & Beverage and the Engineering Department to organize Seedling Street night at Central Lawn, Earth Hour Candle light dinner with hand written menus and Candle decoration of Earth 60+.

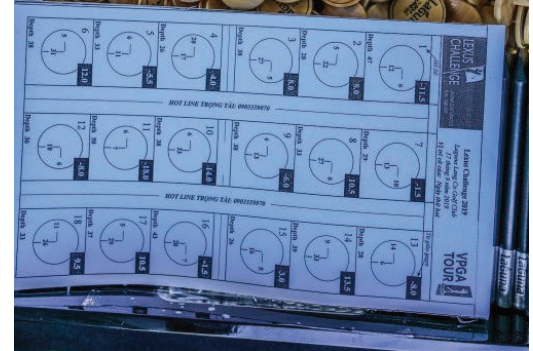
Engaging 137 guests and 60 associates we accomplished a saving of 136.176 kWh in one hour by turning off all unnecessary devices and lights, a truly wonderful and very encouraging experience.



PLASTIC FREE

Laguna Lang Co, in collaboration with Lexus hosted the Lexus Challenge 2019 golf tournament - the first golf tournament in Vietnam to say no to single-use-plastic. Plastic water bottles were replaced with glass cups or tumblers. Tees and ball markers were all made from environmentally friendly materials.

A waste audit was also carried out by Green Champions from different departments to understand the status of single use plastic disposal at the resort. Following the results were a series of activities to raise staff awareness about the issue plastic disposal, including training on the impacts of single-use plastics to 861 associates (80% Vietnamese associates) also an online competition where the associates share their green practices at their work and at their home. The competition attracted more than 100 posts which attracted more than 5000 likes and tagged around 1,600 people on Facebook.



CSR3 | SEEDLINGS INTERNSHIP

Started in 2015, the Seedlings Program is a vocational training program launched by Laguna Lăng Cô, under the Banyan Tree group to provide training and job opportunities for disadvantaged local youth (18 - 24 years old) giving them the necessary skills to forge a successful career in the hospitality industry.

2019 saw the graduation of 17 trainees of Seedlings Batch 8 in April and 21 trainees of Batch 9 in October. All of them were offered job opportunities to work within the Food & Beverage, Kitchen, Spa and housekeeping departments at Laguna Lang Co. To date, we have successfully completed 9 long-term training programs for 104 young people. We strongly believe, “plant a seed” can change lives of the less fortunate from poorer backgrounds, giving the opportunity of a brighter future.



In addition to teaching English, on-job training and soft skills training on various topics like team work, time management, leadership, stress management, etc. were organized once a week for the students of the Seedlings program, giving them the capability to communicate and work well with guests and colleagues. The students also had the chance to practice what they learnt throughout the weekly Seedling dinners where student's served the guests without supervision with the d'hôte menu featuring high-quality Vietnamese food.

CSR3 | SEEDLINGS MENTORSHIP



The Seedlings Mentorship Program is a long term commitment of the Banyan Tree group, giving underprivileged youths aged 12 - 18 an equal chance of achieving their meaningful life, through scholarship and mentorship.

The Banyan Tree Global Foundation committed to increase the number of beneficiaries from the Seedlings mentorship by three youths every year. By the end of 2019, 15 underprivileged students received a scholarship from the company to cover their tuition fee, uniform, textbooks and extra tuition costs until completion of grade 12. In addition, we actively requested donations from associates, guests and individuals to help another three children to receive the same benefits to access better educational services. Such support enables young people with academic potential to not drop out of school due to economic difficulties or personal problems, giving them all the opportunity of a brighter future.



30 Laguna Lang Co associates voluntarily act as mentors for these teenagers. Through monthly visits and constant communication by phone, mentors updated information on the situation of the mentees' family as well as their progress at school. Mentors also provided advice and shared their own experience in solving issues at schools and in daily life which are very useful for the young mentees at the beginning of their adolescence.

"I have gained a lot from the Seedlings programme including confidence and creativity in organizing social activities; love and sharing when I face difficulties; professional working style and optimistic view about future. I hope uncles and aunts from Laguna Lang Co will stand by me forever" shared by Phan Thi Quynh Trang, a 16 year old girl benefiting from the programme



In order to build a close relationship between mentees, mentors and the company, interactive networking activities were also held every quarter through outdoor picnics and meetings at the resort. During each trip, mentees were not only able to sightsee but also gain more knowledge about local history, culture and people's lifestyle, which helped develop their teamwork skills.

CSR4 | CLEANING COMMUNITIES

To address global issues related to plastic waste and create a clean and safe environment, we collaborated with different partners including local government, Chan May Port Border Defense, Women's Union, Youth Union and local schools to hold and participate in four clean-up campaigns over the year. Together, we collected 5,556.5 kg of trash and engaged 885 people. Beyond garbage collection, these campaigns also consisted of information sharing through presentations, providing environmental friendly shopping bags and raising awareness through "Exchange trash for gifts" activity in which local people were motivated to donate recyclable waste, and the revenue from selling these recyclables is being used for the waste bank of Chan May Port Border Defense for charity purpose.



CSR5 | GUEST ENGAGEMENT

To promote responsible travel, guest engagement in Laguna Lang Co CSR activities is achieved through weekly activities like English is Fun, Let's Talk, Golf Clinic, Organic Farm and other events.

ENGLISH IS FUN

Launched in 2014, "English is Fun" aimed at helping young local students aged 12 - 14 improve their English efficiency and build up their passion for learning English through different fun games and interactive lessons. The activity is held three times a week on Monday, Thursday and Friday at three different secondary schools. Each class lasts 1.5 hours and all English speaking guests are invited to visit the schools, do a talk, share their knowledge, exchange culture experiences and play funny games with the Vietnamese students in English. Everyone attending the school has shown great excitement, all part of an innovative education system.

**More than 120 lessons
Engaged 168 Guests and 114 Associates
Benefited 300 students**



LET'S TALK

In order to enhance English speaking skills to high school students aged 16 - 18, "Let's Talk" is led by English speaking volunteers and hotel guests to create a friendly environment, build confidence and inspire students to speak in English while discussing contemporary topics. Both students and guests are given a chance to exchange knowledge and culture while meeting new friends from around the world. The activity is held three times a week on Thursday and Friday at two high schools. Each class lasts 1.5 hours.

**More than 90 lessons
Engaged 31 Guests and 19 Associates
Benefited 180 students**



ORGANIC FARM

Organic farm, covering over 10,000 m². The farm is where hotel guests can learn organic farming practices, how to raise worms for vermicomposting, how to grow different kinds of herbs and vegetables used in Vietnamese cuisine as well as have a fun family eco-experience. They not only discover the diversity of plants and animals but also understand more about the special garden model that affects the environment and human life. Meanwhile, their children have the chance to play and feed animals creating funny moments in a new culture and giving them unforgettable childhood memories. The activity is held every Tuesday and Wednesday morning for a duration of 1.5 hours. A total of 358 guests visited the farm in 2019.



GOLF CLINIC

Since 12th Sept 2017, the golf clinic organized training sessions twice a month with the aim of bringing the popular sport of golf closer to our local children, nurture the potential young talent and also enhance their physical and mental development through playing golf. The intent of the program is to provide additional career options for local children by understanding the large range of jobs available within the golf industry, a significant growth industry in Vietnam. Especially, in March 2019, it was our honor and privilege to have Sir Nick Faldo introduce #GrowGolf during the 13th Faldo Series Asia Grand Final for the young talents from local Loc Vinh Secondary School. It was not just a golf competition, but also an it was also an opportunity for all the juniors to see and experience a world class tournament.



In addition, Laguna Lang Co Golf Course co-operated with teachers from Loc Vinh secondary school to establish a mini golf course creating a playground for their students to practice and improve the skills they had learnt at the golf clinic.

BREAST CANCER DAY

October is Breast Cancer Awareness Month. In order to support patients with breast cancer, Laguna Golf Course launched a donation program in which for every PINK apparel purchased by guests from our ProShop, The company would donate \$2 to the local breast cancer foundation. PINK flags were also used during October in our Golf Course to raise people's awareness about the disease. The campaign attracted many female golfers as well as Laguna Golf associates and helped raise nearly \$150. We hope our small effort can support women in need to battle breast cancer and bring hope for a brighter future.



FEEDING COMMUNITIES TOGETHER

On August 23, 2019, an American couple- Riccinni & Leszek Banham stayed in Laguna Lang Co Resort for 3 days and wished to celebrate their 49th birthday in a very special way that can contribute to the local community. The CSR department had suggested they should visit children of disabilities at Nuoc Ngot Social Protection Center and participate in preparing a nutritious food day for the children. The day went very well with many memorable moments where the couple taught the children how to draw Mickey mouse, singing and together eating delicious food prepared by LLC F&B. Mrs. Riccinni Banham nearly burst into tears when receiving flowers and a birthday gift prepared by the Center's Nuns and disabled children. This visit was certainly an unforgettable memory for both the guests and the children at the center.



OTHER EFFORTS

ELDERLY CARE

Since 2015, the Elderly Care project takes place on the 10th of every month with the aim of bringing a warmer home to the local lonely elderly by monthly visits, house care, basic amenities provision and story sharing. Also in 2019, two mothers in Loc Vinh and Loc Hoa Commune benefited from this programme by having their run down homes renovated, giving them a better standard of living. This was achieved by the kind donations of the hotel guests, golfers and associates. 139 Laguna Lang Co associates also joined with this activity and one of the associates kindly donated a fridge to one of the elderly mothers!



BINH AN SCHOOL PROJECT

Binh An School is the only primary school in Loc Vinh commune, located in the a poor coastal area of Phu Loc district, Thua Thien Hue Province, Vietnam. The school fell well below what was required by national standards with the bare minimum facilities. They had 11 classrooms, 740 students aged between 6 and 11 years old and 42 teachers. With so many students and only 11 class rooms, this resulted in overcrowding with 35-41 students in each class and the class times shortened to give all the students an equal opportunity of education. The Banyan Tree Global Foundation (BTGF) funded 1.55 billion VND (equivalent to US\$ 67,896) for the construction of 2 extra classrooms measuring 56m² and a separate library measuring 112m². For the first time in 26 years, the Binh An Primary School could comfortably house all their students improving the opportunity of all the students to access better education. Mr Tran Xuan Tu, the school headmaster proudly and emotional stated "this is a dream come true".



SWIMMING FOR SAFETY

The local area is prone to flooding, storms and other natural disasters and in past years many children have drowned either while swimming or while attempting to rescue friends in treacherous conditions. However, the local schools of Loc Tien, Loc Thuy and Binh An Primary Schools do not have swimming pools or the means to be able to provide swimming lessons to the children. With a mission to help local students to become more resilient to natural disasters, we collaborated with a local NGO named Hue Help to assess risks and provide swimming lessons for three primary schools. From July 15 to August 10, 171 local students were taught swimming skills as well as how to react and cope in drowning situations from the experienced teachers in open waters at Binh An beach and also in the Laguna Lang Co's pool.



BLOOD DONATION

This is an annual activity of Laguna Lang Co to help local in-need patients. On June 6th, 2019, 105 associates donated 30,450 ml blood to Hue Blood Transfusion Center. Among these associates, 72% has joined the activities more than twice and one particular associate from the Engineering Department has donated blood for eight consecutive times in the past few years.



MID-AUTUMN FESTIVAL FOR DISADVANTAGED CHILDREN

In order to share care and love amongst disadvantaged children including children with disabilities, we organized two separate parties named "The Laguna Lang Co sharing the Full Moon joy with you" for the children of Nuoc Ngot Social Protection Center and the Seedlings mentees to celebrate the Mid-autumn festival with these children. The events are part of a series of activities to celebrate the 25th Anniversary of Banyan Tree. Interactive games between associates and the children, moon cakes, candies and stories created a happy and warm atmosphere for 63 associates, 17 Seedlings mentees, 65 children and 10 nuns from Nuoc Ngot Social Protection Centre.



RICE DONATION

With an edible golf course designed by Sir Nick Faldo, rice donation is a regular activity from Laguna Vietnam to help create awareness, love and care to the local communities. In March and August 2019, we donated more than 8 tons of rice to 320 children with disabilities, agent orange victims, poor families and Seedlings Mentees in Loc Tien, Loc Thuy, Loc Binh and Loc Vinh Communes of Phu Loc District, Thua Thien Hue Province. This activity has been helped out by 89 associates from Golf courses and other departments



WINTER WARMTH

Winter in Phu Loc District where we operate is generally cold and very wet, unfortunately the Chan May local Hospital and Nuoc Ngot Social Protection Center did not have water heating machines. They often had to boil water in pans like the beginning of last century, making it very challenging when it came to personal hygiene trying to have hot showers in such a cold climate. Thankfully with the donation of the golfers who played golf at Laguna Lăng Cỏ Resort in 2018, we installed 6 heater water machines at these two places during June 21st - 25th so that children with disabilities, women and patients can have regular hot water for usage in the winter.

At Christmas time, Laguna Lang Co presented a beautiful Christmas tree with decorations to the nuns, disabled children and the underprivileged children of the Nuoc Ngot Social Protection Center, and also delivered many gifts to the underprivileged children in Phu Loc district.

To celebrate the traditional Luna new year (Tet) in the month of January we cooperated with the Blue Dragon, the non-government organization to bring more than 100 underprivileged children aged from 10-18 years old from the Phu Loc and Phu Vang District to our resort to engage in games and activities where they learned the basics of children's rights, different cultures and also expand on their knowledge on the environmental conservations while touring around the area. The event was a great success and a very special memory of Tet for these underprivileged children that will last for many years to come.

27 associates participated in these events and brought joy for 190 children and many other patients at Chan May Hospital.



GUESTS' FEEDBACK

ML01. Hongkong | Feb 2019

The resort's efforts to being a socially and environmentally responsible operation is also evident though not in-your-face in initiatives such as the Laguna Lang Co resort's organic vegetable farm and its Seedlings dinner program.

1982 Petrus, United Kingdom | 22 Feb 2019

A must for any visitor is to visit the local school for the 'Let's Speak' program, a genuinely Vietnamese experience and truly rewarding.

Hoaily | 7 Mar 2019

"English is fun" - very meaningful activity from #lagunalangco property. It is one of the best activity I have done, for my first time standing and teach English for the kids.

Byron Bay, Australian | 10 Mar 2019

The highlight of our activities for the week was, by far, the chance to participate in an "English is Fun" class, sponsored by Banyan Tree's Corporate Social Responsibility group. Through this initiative, we attended a local primary/secondary school and assisted children in their English language course. The school we visited was in a very small village. There were no computers, just basic pens, paper and blackboards. We all had great fun. Thanks to Ms. Ngoc from BTLC for her passion. Applause to the Banyan Tree Group for their investment in these endeavors.

Canquitravelling, Toronto, Canada | 24 Mar 2019

We also did "English is Fun" where we can go to a local school and help teach English to kids aged 12-13. Day before we went to a local store and bought pens and booklets for the kids. Very cheap to get stuff. They need it as many only had a single sheet to write on. Bring stuff for the kids. They will be happy about it.

658 Darae, New York City | 15 Apr 2019

The trips were great - I highly recommend the fishing village and teaching English at a local school. It was an invaluable experience for our kids.

EunKyung K | 9 Jun 2019

It was very hot weather, but me and my son was most impressed with visit to the Organic Farm. I was greatly impressed by Banyan Tree, who sought sustainable value for the local community

Li2713, Hongkong | 26 Nov 2019

We have also joined some programmes inside the resort. In the organic farm visit, our guide Hang patiently introduced the sustainable system and shared with us the fun facts about the farm. A good chance to get close to the nature and it would definitely an exciting experience for kids and family.

Monique Y | Sep 2019

We had a lovely stay. Our room is by the beachfront and we can watch sunrise every morning. There are a lot of things to do, from exploring their organic farm to tons of water sports. The children absolutely enjoyed it. Highlights - barbecue dinner by the pool side!

Riccinni | 5 Sep 2019

My husband and I stayed for an unforgettable birthday 3 day weekend at the Banyan Tree in August. We researched extensively to a place that could offer the following:

1. Direct flight from our home airport
2. Luxurious and private
3. Water sports activities including SUP
4. Opportunity to give back

We could not believe that we were able to check off everything from our list plus more.

When I found that Banyan Tree Lang Co has community projects, I contacted the email address listed on the website where I was immediately answered by Trinh, CSR Officer. I explained that I was celebrating my birthday during our upcoming stay and my wish was to go and celebrate with local students. Even though our stay did not correspond with the regular visits to the school, Trinh and her department was able to arrange a visit to a special school run by Catholic nuns.

We were able to arrange a lunch for the 25 students that were prepared by Banyan Tree and Angsana. My husband was able to teach the children how to draw Mickey Mouse. And when I originally thought that we were going to be the giver, we were surprised by the song and dance that the children and nuns prepared for us. They even surprised me with beautiful roses as they serenaded me with a happy birthday song. My husband and I are

away from our grown children as we are on an expat assignment in China so the joy that they gave me was PRICELESS! Thank you to Trinh for the countless email correspondence she sent me as well as accompanying us to the school. Big thanks to CSR staff Quang and Thuy for accompanying us as well.

Ajglenn19, Melbourne, Australia | Oct 2019

This resort also works successfully with the environment and local community. Everything is done with the environment in mind, so that everything is sustainable. They also partner with the local community. We were able to be introduced to local foundations that support the young, the ill, the disadvantaged to which we were able to provide support and look forward to doing so in the future.

This is definitely a resort to go to. Our family cannot wait to get back there!

Footloosejasinski | Instagram

How gorgeous is this Vietnamese boy! We were lucky to visit a school in Central Vietnam to help teach the children English. The class of 12-year-old is supported by the Laguna Langco resort and guests are offered the chance to join "English is fun" class. If you visit the resort, don't miss the visit. An absolute highlight!



MEDIA



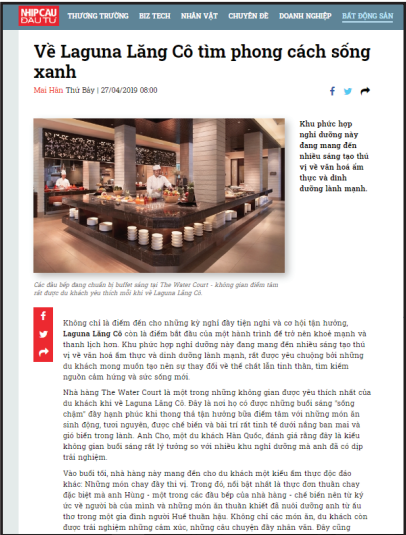
Source: <https://golfscape.com/blog/10-worlds-most-eco-friendly-golf-courses/>



Source: <http://pargolf.my/2019/12/11/vietnam-golf-coast-clubs-reach-final-straw-with-plastics/>

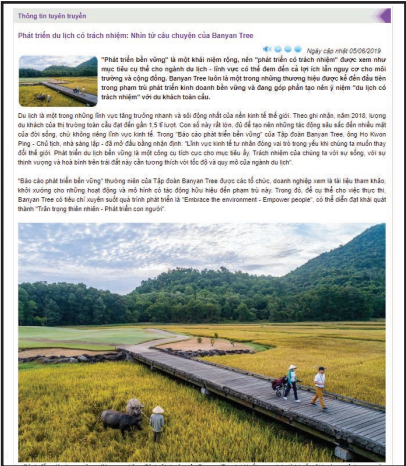


Source: <https://nhipcaudautu.vn/bat-dong-san/banyan-tree-va-the-he-du-khach-co-trach-nhiem-3329214/>



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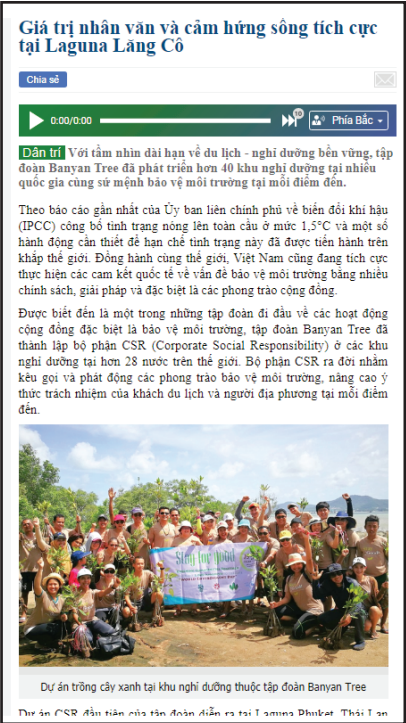
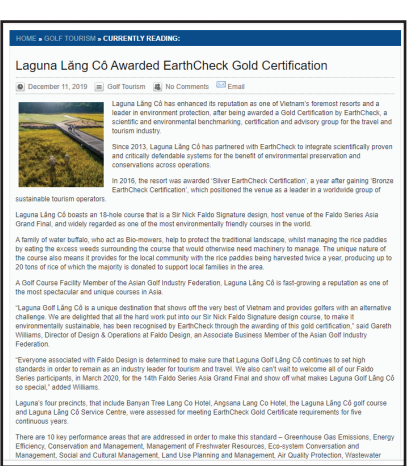
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Source: <https://www.thesaigontimes.vn/289649/-phat-trien-du-lich-co-trach-nhiem-nhin-tu-cau-chuyen-cua-banyan-tree-.html>



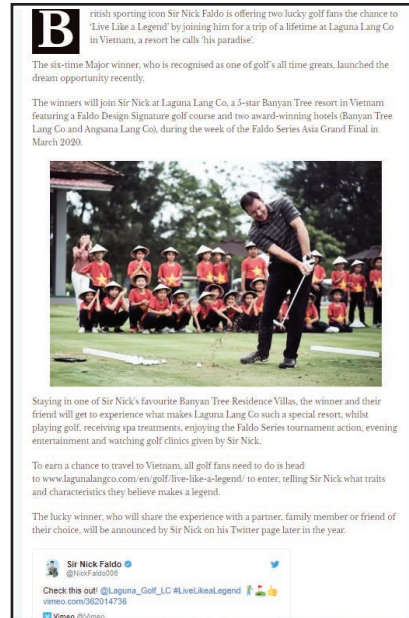
Source: <https://www.eglobaltravelmedia.com.au/laguna-lang-co-awarded-earthcheck-gold-certification/>



MEDIA



Source: <https://golfviet.vn/la-doi-san-golf-laguna-lang-co-cho-thu-hoach-30-tan-gao-moi-nam-d2776.html>



Source: <https://thebureauasia.com/2019/10/02/golf-holiday-banyan-tree-lang-co-vietnam-nick-faldo/>



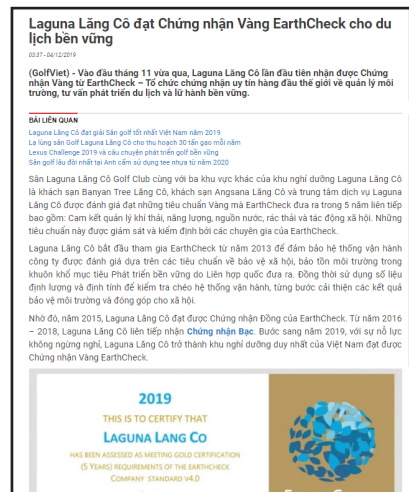
Source: <https://baothuatienhue.vn/trao-hoc-bong-nguoi-dan-duong-cho-hoc-sinh-kho-khan-a75193.html>



Source: <https://www.golfnews.vn/laguna-lang-co-invitational-2019-ung-ho-phong-trao-chong-rac-thai-nhua.html>

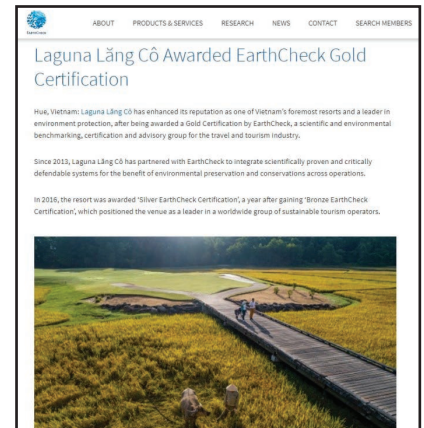
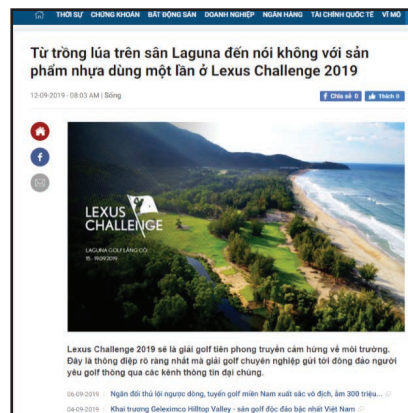
Source: <http://ftvn.toquoc.vn/kinh-doanh/bao-ton-thien-nhien-khi-phat-trien-cac-khu-nghi-duong-la-trong-diem-cua-tap-doan-banyan-tree-42019251013101882.htm>

Source: <https://golfviet.vn/san-golf-tot-nhat-viet-nam-2019-dat-chung-nhan-vang-earthcheck-cho-du-lich-ben-vung-d3239.html>



Source: <http://cafef.vn/tu-trong-lua-tren-san-laguna-den-noi-khong-voi-san-pham-nhua-dung-mot-lan-o-lexus-challenge-ge-2019-20190911162650203.chn>

Source: <https://earthcheck.org/news/2019/december/laguna-l%C4%83ng-c%C3%B4-awarded-earthcheck-gold-certification/>



FUTURE DIRECTIONS

Ms. Claire Chiang - Banyan Tree Global Foundation's Chairperson has said, **"Doing good is not an extra; it must be the rules of business"**, Laguna Lăng Cô, part of the Banyan Tree Group, committed to be a leader of sustainability in Vietnam's hospitality industry, which is both our ambition and core values. In 2020, taking the momentum of previous years, we will continue to work with our guests, associates, partners and local stakeholders to raise funds and carry out initiatives to embrace our environment and at the same time support local communities.

Environmental responsibilities

Partnerships with local stakeholders, especially schools will be strengthened through clean-up campaigns, English is Fun, Let's Talk and other activities and events to raise awareness of the local communities and also facilitating behavior changes about disposing trash at designated locations, trash separation at source, impacts of single-use plastic and biodiversity conservation.

To promote a green agriculture in Vietnam, a plan to replicate our organic farm outside the resort and in residential areas is being considered so that it can become a learning hub to teach local farmers receive support and be inspired about organic agriculture. In addition, a greening community project will be kicked off to increase trees coverage rate in surrounding areas while bringing sustainable income for local people while improving the carbon emissions for climate change mitigation.

Within our resort, we will continue to search for environmental friendly materials to gradually reduce our plastic footprint. In particular, a water bottling plant and refillable stations are planned to setup inside the resort to supply glass bottles for our guests and associates to replace the plastic water bottles. Activities to raise the guests and staff's awareness about social and environmental issues will continue to take place in various forms of online contests, guest talks, meetings, trainings and communication materials.

Social responsibilities

With eleven out of eighteen communes living in extremely poor conditions, Phu Loc District where we operate is facing many socio-economic difficulties. While the quality of life and living conditions of local people are a major concern to our business, Laguna Lang Co is committed to apply more and more efforts to help these unfortunate people have a better life by continuing to invest in education, especially English skills for local students, Seedling mentorships and Elderly care programmes.

Moreover, we will take a further step to find sustainable financing mechanism for our Seedlings internship and other social programmes. Learning valuable lessons from our past experience of Seedling Café shop in Hoi An, a plan to open a new restaurant outside Laguna Lang Co Resort is under discussion, with the intention to provide vocational trainings for local underprivileged adults, creating more job opportunities for them as well as partly finance CSR expenditures. We do hope to have a joint hand from all associates, guests and partners to implement this project successfully.

Good governance

The power of EarthCheck data will be further leveraged for adaptive management and to ensure best practices in energy saving resources are applied, up-scaled and documented for replication and sharing.

Following low engagement with the sustainable supply chain tool created with EarthCheck, a supplier code of conduct has been developed and will be implemented to all of Laguna Lang Co's suppliers to actively seek and favour business relationships with those who share our values and commitment of sustainability. We have set the target of 80% suppliers by cost of purchases signed off to this code of conduct by the end of 2020.

"If you work for Banyan Tree, you need to do CSR. If not, you cannot say you are Banyan Tree employees"
said Mr. Gavin Herholdt, Managing Director, Laguna Lăng Cô

Be part of Laguna Lang Co's effort in giving back to the communities!

CSR CALENDAR 2020



Month	Projects	Frequency
Jan	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Elderly Care	Every 10th
	English Is Fun	Every Mon, Thu & Fri
	Let's Talk	Every Thu & Fri
	Training on Sustainability	TBC
Feb	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Elderly Care	Every 10th
	English Is Fun	Every Mon, Thu & Fri
	Let's Talk	Every Thu & Fri
	World Wetland Day	Online Activities
Mar	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Earth Check Audit	TBC
	Training on reproductive health for Seedlings mentees	TBC
	Elderly Care	Every 10th
	English Is Fun	Every Mon, Thu & Fri
	Let's Talk	Every Thu & Fri
	Guest talk on Biodiversity Values of Phu Loc District	TBC
	Earth Hour	TBC
Apr	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Greening community launching	TBC
	1st Clean Up Campaign - Earth Day	TBC
	Elderly Care	Every 10th
	English Is Fun	Every Mon, Thu & Fri
	Let's Talk Graduation	TBC
May	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Elderly Care	Every 10th
	English Is Fun Graduation	TBC
	World Biodiversity Day	Online Campaign
Jun	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	TBC
	International Children's Day	TBC
	World Environment Day	TBC
	2nd Cleaning Up Campaign	TBC
	Elderly Care	Every 10th
	World Oceans Day	Online Campaign

Month	Projects	Frequency
July	Earth Check Benchmarking	Monthly
	Seedlings mentorship - New scholarship granting ceremony	TBC
	Elderly Care	Every 10th
	English Is Fun	Every Mon, Thu & Fri
	Golf Clinic For Local Children	TBC
Aug	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	TBC
	Elderly Care	Every 10th
	English Is Fun	Every Mon, Thu & Fri
	Golf Clinic For Local Children	TBC
Sep	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	3rd Clean Up Campaigns - World Tourism Day	TBC
	Elderly Care	Every 10th
	English Is Fun	Every Mon, Thu & Fri
	Golf Clinic For Local Children	TBC
	Mid-autumn Festival for Children at Nuoc Ngot Social Protection Center and Seedling Mentees	TBC
Oct	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Elderly Care - International Day of Older Person	TBC
	English Is Fun	Every Mon, Thu & Fri
	Golf Clinic For Local Children	TBC
Nov	Earth Check Audit	Event
	Seedlings Mentorship - Outdoor Act	TBC
	4th Clean Up Campaigns	TBC
	Elderly Care	Every 10th
Dec	English Is Fun	Every Mon, Thu & Fri
	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Elderly Care	Every 10th
	English Is Fun	Every Mon, Thu & Fri
	Winter Warmth	TBC



SHARE,
LOVE,
CARE

Laguna Lăng Cô - Corporate Social Responsibility

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