



LAGUNA LĂNG CÔ **SUSTAINABILITY** JOURNEY 2020

lagunalangco.com

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

- *Creating exceptional design-led experiences for guests and customers through our services and products*
- *Providing fair and dignified employment for our associates which enhances their ability to contribute to the company's growth and elevates their job prospects with Banyan Tree Group and beyond*
- *Enabling long-term prosperity for communities in which we operate through business conduct, operations and harnessing our competencies to address issues facing the community*
- *Exercising the precautionary approach to environmental impacts of our operations, and taking an active role in the protection and remediation of global ecosystems*
- *Conducting business with suppliers and vendors in a fair and transparent manner while working in partnership to enhance societal benefits*
- *Generating sustained, long-term returns for our shareholders*

“Brand for Good” and “Stay for Good” (\$4G)

To deliver our mission, Banyan Tree Group have conceptualized our values based on a “for Good” framework. All aspects of our business have a positive impact to 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”). Our Stay for Good efforts continue to be supported by our Green Imperative Fund: where our hotels and resorts match the commitment of guests dollar-for-dollar, and the Banyan Tree Global Foundation directs funds to impactful projects supporting external communities and environments.



Our 2020 Associate Snapshot

Criteria	Banyan Tree Lang Co	Angsana Lang Co	Laguna Lang Co Golf Course	Laguna Lang Co Service Center	Total Laguna Lang Co Resort
Percentage of local staff (living within 50 km)	73.64%	65.22%	83.49%	55.10%	66.78%
Percentage of female staff	54.55%	50.54%	61.47%	55.10%	49.25%
Percentage of female in the management team	57.14%	44.44%	50.00%	63.16%	56.41%

LEADERSHIP STATEMENTS



Mr. Ho Kong Ping

Executive Chairman
Banyan Tree Holdings Limited

This is a critical time to reassert our purpose, to ensure we bounce back with more resilience and sustainability in a post-pandemic world. We look to move from preservation to aspiration, and being resilient means constantly adapting towards a purpose that guides evolution. Purpose is the compass for business, and our original purpose of “Embracing the Environment, Empowering People” is more meaningful than ever.



Mrs. Claire Chiang

Chairperson
Banyan Tree Global Foundation

No man or woman, no community, business, city or country is an island, isolated or independent of one another. No nation remains unscathed by the impact of the pandemic, and often it is those less fortunate in Least Developed Countries or at risk of societal exclusion that experience the greatest impacts. The interconnectedness of society means we not only share the consequences of the global pandemic, but we also collectively can engineer a positive future through impactful partnership.



Mr. Gavin Herholdt

Managing Director
Laguna Lăng Cô

Tourism is a spearhead of Vietnam so COVID-19 resulting in closure of international borders, all tourist attraction sites and leisure activities during the social distancing period has caused significant loss for the economy, businesses and people working in tourism and hospitality industry. Thousands of people lost their jobs and funding for biodiversity conservation where mainly depends on tourism was cut. It also means that marginalized communities more than ever need much of our help. Despite challenges, Laguna Lang Co still commit to support local community as much as we can and our sustainability journey will keep going to deliver impactful projects and initiatives aligned with UN Sustainable Development Goals.

2020 HIGHLIGHTS

24 Sustainability (SUST) Activities	1838 hours that all guests and associates spent for SUST activities	1187 participations of Laguna Lang Co associates in SUST activities	81% suppliers signed Code of Conduct	US\$ 36,223 spent for SUST activities	US\$43,203 raised to help community
--	--	--	---	--	--



3 new Seedlings mentees.
Total: 15 mentees



Sustained income for Nuoc Ngot Social Protection Center by planting 12,750 trees



Support Hue mentee to have 6 times of chemotherapy and 35 times of radiation therapy treatments.



Donated 2.8 tons of rice and basic necessities to 178 families



Retain EC Gold certificate

RESOURCE CONSERVATION

Gold EarthCheck Certificate

In May 2020, we are delighted to retain the Gold EarthCheck Certification which was first achieved in 2019. EarthCheck is the world's leading scientific benchmarking, certification and advisory group for travel and tourism. Amid COVID-19 impacts, this achievement shows our commitment to sustainability and maintains our place as a leader in the unique worldwide group of sustainable tourism operators.

2020

THIS IS TO CERTIFY THAT

LAGUNA LANG CO

HAS BEEN ASSESSED AS MEETING GOLD CERTIFICATION
(6 YEARS) REQUIREMENTS OF THE EARTHCHECK
v4.0

PRECINCT

ANGSA NA LANG CO HOTEL - CERTIFIED GOLD YEAR 6
 BANYAN TREE LANG CO HOTEL - CERTIFIED GOLD YEAR 6
 LAGUNA LANG CO CENTER SERVICE - CERTIFIED GOLD YEAR 6
 LAGUNA LANG CO GOLF COURSE - CERTIFIED GOLD YEAR 6

CERTIFICATION INCLUDES THE FOLLOWING ELEMENTS:
 BANYAN TREE HOTEL: 63 VILLAS, 1 POOL, 1 SALON, 6 SPA, 1 GALLERY, 1 GYM, 4 RESTAURANTS.
 ANGSA NA HOTEL: 229 ROOMS, 1 BALLROOM, 1 GYM, 10 SPA, 3 RESTAURANTS, 1 POOL.
 GOLF COURSE: 18-HOLE COURSE, 1 RESTAURANT, 1 CLUB HOUSE, TENNIS COURT.
 CENTRAL SERVICE: 1 SPORT CENTER, 1 LAUNDRY, 1 CANTEEN, 1 WASTEWATER TREATMENT.



Stewart Moore, CEO
EarthCheck
5/189 Grey Street
South Brisbane
Queensland, 4101
Australia

Certification Date: 12/05/2020
Expiry Date: 12/05/2021

Laguna (Viet Nam) Co.,Ltd
Cu Du Village
Loc Vinh Commune, Phu Loc District, Hue Province
Loc Vinh commune
Phu Loc, Thua Thien Hue 530000
Viet Nam



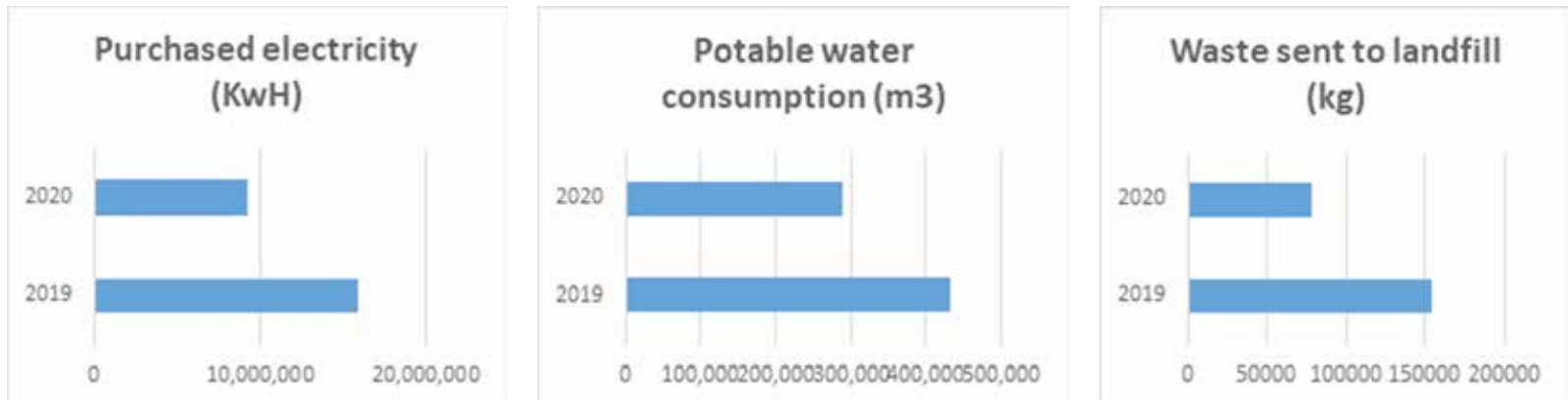
EARTHCHECK

GOLD CERTIFIED

Efficient operation

Due to low occupancy caused by COVID-19, our associates actively saved energy, water and reduced waste sent to landfill. Our total electricity consumption went down significantly by 42%. 33% reduction in potable water consumption and 50% decrease of waste sent to landfill. As a result, our Greenhouse Gas Emissions went down by 3,929 t CO₂-e which is equivalent to 1,318 cars worth of annual emissions.

RESOURCE CONSERVATION



Earth Hour

Earth Hour is an annual campaign of the international community to raise public awareness about saving energy; increasing the use of renewable energy; reducing the use of plastic products and plastic bags; no use of wildlife products and other actions to adapt to climate change. This year, Laguna Lăng Cô joined Earth Hour event on 28 March by turning off the light within one hour and inspires and saved 384 kwh at Angsana Lang Co and 56 kwh at Banyan Tree Lang Co.

In addition, 30 associates participated in the "RUN FOR EARTH - 60KM CHALLENGE", a virtual run campaign to spread out the message of green and healthy living style connected to nature and were challenged to complete the 60km run within 10 days (18 to 28 March 2020).



According to the results recorded by Strava application, we were very proud to have the performances as follows:

- Total running distance of Laguna Lang Co staff: more than 1451 KM.
- Total time Laguna Lang Co staff spent running: nearly 11641 minutes.
- There are 17 associates who successfully completed the 60KM challenge and had the great achievement.
- The day with the highest number of members practicing is Earth Hour on March 28, 2020

While running and participating in the virtual running campaign, on March 22, several associates also voluntarily collected garbage along the way and at the top of Hai Van Pass - a local tourist attraction place. A small action by small groups of people but truly valuable to raise people's awareness about environmental protection.

RESOURCE CONSERVATION



Plastic free

Despite difficulties in business, Laguna Lang Co insisted in investing in a glass water bottling plant inside our resort to reduce the amount of single-use plastic bottles used in our operation. The installation of the plant started in April and starting from October 2021, the system has been put into operation to provide water in glass bottles as well as big water gallon for guests and associates. It applies modern Reverse osmosis (RO) technology to purify water. Within one hour, 500 litres of water can be purified and produced into 360 one liter glass water bottles.



GREENING COMMUNITIES

As part of the long-term partnership between Laguna Lang Co and Nuoc Ngot Social Protection Center and under CSR 2 theme - Greening Communities of Laguna Lang Co, on 6TH May 2020, we launched the project entitle "Trees for Charity 2020 - Planting Melaleuca quinquenervia trees to sustain finance to children in disabilities at Nuoc Ngot Social Protection Center". This project received funding from Banyan Tree Global Foundation and aimed at increasing tree cover for local unused land and investing in a new income source for Nuoc Ngot Social Protection Center. In addition, with the technical support of Green Alliance, we introduced a new species Melaleuca quinquenervia that is suitable for local climatic, more efficient in oil production and bring higher economic values than traditional species.



12,750 trees were grown, 265 concrete pillars were built and 402 kg of steel wire were bought to make the fence to protect the trees against cattle over 1.5 hectare of land. Nuoc Ngot Social Protection Center can harvest and sell the tree leaves just after one year and this is expected to be a sustainable income source for the Center to maintain their educational and caring activities for children of disability and poor children from ethnic minority groups.

Despite continuous flood at the end of the year, the tree survival rate still reach 80% proving that Melaleuca quinquenervia can be a potential tree crops helping to increase local resilience to climatic impacts. Several local households, though not funded by the project but seeing high tree survivor rate, have used their own money to plant this new species on their land.



EDUCATION

Seedlings Mentorship Program

The Seedlings Mentorship Program is a long term commitment of the Banyan Tree group, giving underprivileged youths an equal chance of achieving their meaningful life through scholarship and mentorship. In 2020, we welcomed three new students adding up to 15 students benefiting from our program since 2015. Banyan Tree Global Foundation commits to cover these students' tuition fee, uniform, textbooks and extra classes costs since they are at Grade 6 till Grade 12.



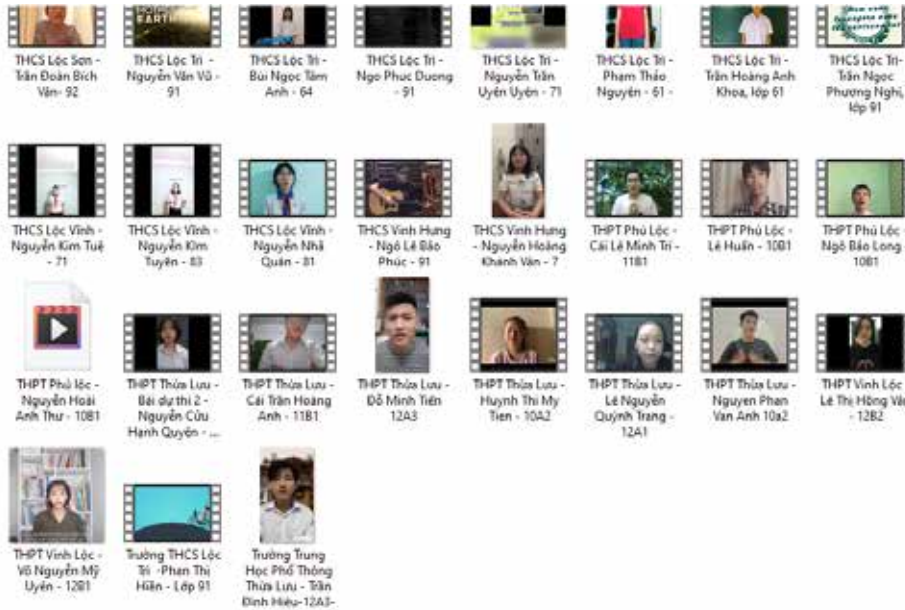
In additions, mentees in 2020 had a great opportunity to participate in extra-curricular programs such as a training delivered by HIPE project (Healthy Initiatives through Peer Education) on gender equality and reproductive health, a seminar led by Laguna Sustainability Officers about internet safety for children and a visit to Hue eco-homestay - a live museum of recycled materials. With an aim to providing career guidance, on 20th December 2020, we also held an experience day for the kids to visit our F&B and Kitchen Department. Mentees had chance to listen to our F&B Director's introduction about job positions available in this department as well as met our Executive Chef to learn how to make cupcakes and get his advice to overcome difficulties in life.

In response to the second outbreak of COVID-19, we also donated masks and hand-washing soap to mentees as well. More than 150 face masks and 30 soap bars were given to 15 mentees and some children in difficult families.



Raise your voice for the Earth - an English speaking contest

COVID-19 caused school closures so we decided to launch an English speaking contest to maintain our English education program and reconnect with our students during pandemic time. On the occasion of Earth Day, from April 10 to 24, 2020, an online English Speaking Contest called "Raise your voice for the Earth" took place with the attendance of 29 students from three high schools and five secondary schools in Phu Loc District. The students were asked to present their ideas about environmental problems and their proposed solutions in English and shared on facebook to spread out green messages. The students' presentations received a great attraction from facebook users with nearly 7000 shares, 240,000 views and reached more than 400,000 people on Facebook.



<< #English_Online_Contest >>

LAGUNA
LĂNG CÔ
CENTRAL VIETNAM

CLEANING COMMUNITIES

Social distancing requirements made us impossible to gather people in big clean-up events as before. Thus, our associates carried out small scale activities to collect trash along beaches, especially after tropical storms in October. The majority of the waste are plastic bottles, Styrofoam buoys, food packaging and plastic straws, which shows plastic pollution has become a pressing environmental issue that needs urgent action from everyone.



OTHER EFFORTS

DONATION TO HUE

On February 18th 2020, we called for kind donation to one local student currently receiving the scholarship from our company's Seedlings mentorship programme named Nguyen Hai Hue. He was diagnosed with Nasopharyngeal cancer but has a very difficult living condition. After 21 days of calling for donation, we received VND 91,920,000 in total from 385 associates and departments in Laguna Lang Co as well as from other sponsors.

Banyan Tree Global Foundation also approved to provide an additional fund of \$3000 to cover the treatment and post-treatment care in 8 months for Hue. The kind support of everyone helped Hue to go through 6 times of chemotherapy and 35 times of radiation therapy treatments and prolonged his life.

"I felt very grateful for Laguna's support when my son is in sickness. We had to sell part of our asset but still cannot afford the medical fee. Thanks to your donation, my son can receive treatments now" - said Hue's father.



ELDERLY CARE

Vietnam is one of the fastest ageing countries in Asia with the increasing number of people 60 years and over. Despite the growing aging population, there is not enough attention from the public to issues related to elder people, especially lonely elder.

The impact of lockdown caused by COVID-19 made people hesitant to visit each other and the feeling of isolation can sorrow lonely people. As such, more than ever, lonely elders need us.

59 Laguna Lang Co associates participated in our monthly Elderly care activities when we came to the houses of Mother Thu - aged 91 in Loc Vinh Commune and Mother Vang - aged 77 in Loc Hoa Commune. In all visits, we brought along food, water, jokes and joy of caring and sharing. All we want is a warmer home to the local lonely seniors and wishes for their long life.



RICE DONATION

With an edible golf course designed by Sir Nick Faldo, rice donation is a regular activity from Laguna Lang Co Golf Course to help poor people. In two days on 27 - 28 August 2020, leading by Mr. Adam Calver - Director of Golf Course and Ms. Figen Bulut - Hotel Manager, the company donated 2.2 tons of rice harvested to 76 local poor families including Seedlings mentees' families and people with disabilities that were badly affected by the Covid-19 epidemic in Phu Loc district. Phuoc Son Pagoda and three local schools helped us to reach people in need of help.



MEDIA



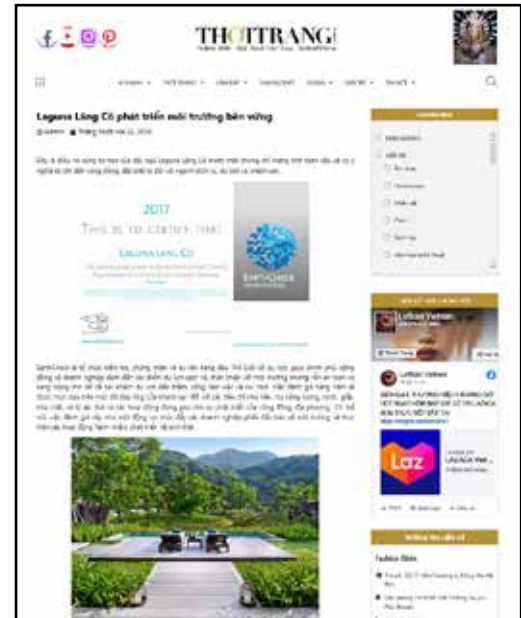
Source: <https://golfviet.vn/canh-dong-lua-doc-dao-o-san-laguna-lang-co-vao-mua-thu-hoach-d3845.html>

Source: <https://ktds.vn/laguna-lang-co-khuyen-khich-cac-du-an-ben-vung-dang-ky-nhan-tai-tro>



Source: <https://www.lofficielvietnam.com/voyage-gourmet/laguna-lang-co-mo-huong-di-moi-trong-nganh-du-lich-ben-vung-tai-viet-nam>

Source: <https://kinhthuchungkhoan.vn/laguna-lang-co-dan-loai-bo-nhua-su-dung-mot-lan-84073.html>

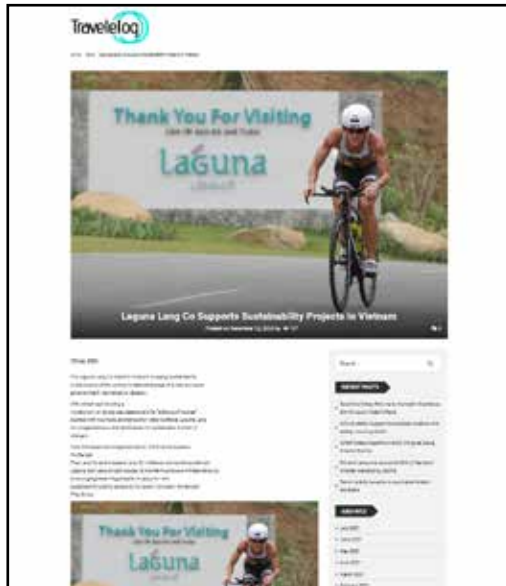


Source: <https://fashionbible.vn/tin-moi/tin-van-hoa-doi-song/laguna-lang-co-phat-trien-moi-truong-ben-vung.html>

Source: <https://thebureauasia.com/2020/08/17/buffalo-power-at-laguna-golf-lang-co-helps-boost-local-communities-in-vietnam/>



MEDIA



Source: <https://travelelog.com/laguna-lang-co-supports-sustainability-projects-in-vietnam/>



Source: <https://www.planetgolf.com/news/laguna-lang-co-works-towards-the-greater-good>



Source: <https://golfbusinessnews.com/news/management-topics/laguna-lang-co-offers-grants-to-boost-vietnams-eco-golf-credentials/>

Source: <https://www.boutiquehotelnews.com/news/industry/banyan-tree-group-launches-sustainability-grant-scheme>

Source: <https://www.edgeprop.sg/property-news/banyan-tree-global-foundation-launches-sustainability-grants>



FUTURE DIRECTIONS

SARS-CoV-2 will continue to be a pandemic in 2021 with larger impacts so we need to adapt to the new normal situation and emerge from the pandemic, stronger than ever. Tourism will continue to be hit hard so given constraint resources, we will look out for synergy opportunities and partnership with individuals and organizations who share the same interest in community work. Our business needs to shift to focus on domestic markets and CSR engagement activities, as a result have to tailor to Vietnamese people's interests.

Environmental responsibilities

Coronavirus was said to be likely originated in bats or pangolins or the habit of hunting wild animal for bush meat. As such, more awareness raising on stopping illegal wildlife poaching and trade is essential and at a critical time to avoid any similar devastating pandemic.

The impacts of continuous typhoons hit Central Vietnam at the end of 2020 also made us rethink of how to be resilient to climate change and reduce the risk of natural disasters. We need to restore the natural ecosystem and find a better tree species and a more sustainable planting and harvesting practices to be able to cope with more extreme and unfavorable weather condition. If Laguna Lang Co is successful with such new experiment, we can turn ourselves into a learning hub for local farmers who live in areas prone to natural disasters such as Central Coastal provinces.

The funding for biodiversity in national parks might be cut due to reduction in tourism revenue so through our BTGF's Greater Good Grants scheme, we can partner with local conservation agencies to contribute more to biodiversity conservation.

Social responsibilities

The pandemic has caused thousands of job loss, especially for women. People will need us more than ever so we will continue to call for donation and support from golfers, hotel guests and associates to establish a revolving fund to lend poor people with micro-credit. With this money, people who lost jobs can invest in new livelihood such as agriculture productions or small scale business. We will pilot the program with Seedlings mentees' family first and then collaborate with Women Union, Farmer Union and charity centers to expand the program and target to more disadvantaged groups such as people with disabilities and poor women.

Our career orientation training program to local youth has received many positive feedbacks from Seedlings mentees and their parents. As such, we will continue to organize more experience days to bring mentees to the resort as well as work with local schools to engage more students in the program. We are also planning to develop the program into an activity for guests engagement called "future hoteliers".

Good governance

Amid the pandemic, Banyan Tree Group has launched the Safe Sanctuary Program, an integrated health and well-being initiative to ensure a Safe Sanctuary for both associates and guests. The program demonstrates the rigor of Protect, Provide and Prevent incorporating over 40 protocols of heightened assurance and well-being standards throughout the guest and associate experience. Our core service philosophy- expressed simply in 'I am with you', encourages unity and compassion. We are here for you. We also stand firmly together with governments and health authorities, as well as all our stakeholders, during this time.

Our supply chain remains a priority and we will continue sustainable practices are applied among our suppliers and responsible procurement is in place. EarthCheck benchmarking will remain an important tool to measure the efficiency of our operation and make sure no harm to the environment.

Despite challenges, we must stay focused on the brand core values including sustainability, Embracing the Environment, Empowering People as a company can only grow when there is improvement in local community and our environment.

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

CSR CALENDAR 2021



Month	Projects	Frequency
Jan	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Elderly Care	Every 10th
	Support poor students affected by 2020 natural disasters	Monthly
Feb	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Elderly Care	Every 10th
Mar	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Elderly Care	Every 10th
	English Is Fun	Every Mon, Thu & Fri
	Gender equality campaign	Mar 8th
	Earth Hour	TBC
Apr	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Microcredit to support livelihood of local poor women and people of disability	TBC
	Earth Day and 8th celebration of Laguna Lang Co	Apr 22rd
	Elderly Care	Every 10th
May	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Elderly Care	Every 10th
	World Biodiversity Day	Online Campaign
Jun	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	TBC
	World Environment Day	TBC
	Elderly Care	Every 10th
	World Oceans Day	Online Campaign

Month	Projects	Frequency
Jul	Earth Check Benchmarking	Monthly
	Seedlings mentorship - New scholarship granting ceremony	TBC
	Elderly Care	Every 10th
Aug	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	TBC
	Elderly Care	Every 10th
Sep	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	World Tourism Day	TBC
	Elderly Care	Every 10th
Oct	Mid-autumn Festival for Children	TBC
	Earth Check Benchmarking	Monthly
	Seedlings Mentorship	Monthly
	Elderly Care - International Day of Older Person	TBC
Nov	English Is Fun	Every Mon, Thu & Fri
	Earth Check Benchmarking	Monthly
	Seedlings Mentorship - Picnic	TBC
	Clean Up Campaigns	TBC
	Elderly Care	Every 10th
Dec	Vietnam Teachers' Day Celebration	Nov 20th
	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

Cu Du Village, Loc Vinh Commune, Phu Loc District, Thua Thien Hue Province, Vietnam

T: +84 (0) 234 3695 881 | E-mail: CSR-Officer@lagunalangco.com

Facebook: <https://www.facebook.com/lagunacsrlangco/>

lagunalangco.com