



SUSTAINABILITY MANAGEMENT PLAN

1. INTRODUCTION

When we discovered the waterfall running through this land, we decided to build the Avana Retreat. Since then, the area has been nurtured and reforested to revitalize its natural beauty.

You can find here villas perched on hillsides, half-hidden in the dense foliage; streams & cascades coursing through the retreat giving life; rice terraces donning mountain slopes; and of course the magnificent landscape of Vietnam's Northwest.

Visitors come to Avana to be with nature and discover the calming happiness it brings.

FACTS IN FIGURES

- 1 Waterfall running through the retreat
- 15 Hectares of land
- 36 Private Villas
- 1 Infinity-heated pool
- 3 Ethnic groups around the retreat
- 35 experiences for adults & kids

At Avana Retreat, sustainability is not a policy, it is our philosophy. We operate at the intersection of luxury and responsibility, ensuring every guest experience honors the cultural heritage and natural beauty of our home. From empowering local communities to rigorous environmental stewardship, we are dedicated to minimizing our footprint while maximizing our positive impact. This Sustainability Management Plan serves as our roadmap for continuous evolution and radical transparency.

2. SCOPE

The scope of this Sustainability Management Plan encompasses all operations at Avana Retreat, ensuring seamless integration across our guest experiences and partner collaborations.

3. LEADERSHIP & RESPONSIBILITIES

To ensure our sustainability goals are met with precision and integrity, we have established a clear hierarchy of accountability across all levels of our organization:

- General Manager: Drives strategic vision and serves as the final authority for all sustainability initiatives.
- Sustainability Team: A cross-functional task force dedicated to the seamless execution, monitoring, and reporting of our goals.
- The Avana Team: Every staff member is an active stakeholder, committed to continuous learning, policy adherence, and proactive improvement.



4. POLICIES

4.1 Environmental Stewardship

We are dedicated to minimizing our ecological footprint through rigorous resource management and zero-waste initiatives. Our procurement strategy prioritizes organic, fair-trade, and locally-sourced goods to ensure our operations exist in harmony with the pristine nature.

4.2 Social Impact & Responsibility

We champion the well-being of our people and neighbors. By fostering fair labor practices, active community engagement, and ethical business standards, we ensure that our success directly contributes to the prosperity of our local ethnic communities and partners.

4.3 Cultural Preservation

We act as guardians of the rich Northwest heritage. We are committed to celebrating and protecting local ethnic traditions and artifacts, ensuring all cultural promotions are authentic, respectful, and fully compliant with Vietnam's national heritage regulations.

4.4 Sustainable Procurement

We build partnerships with purpose. Our supply chain is guided by a preference for suppliers who mirror our values, prioritizing biodegradable materials, ethical production, and regional craftsmanship to support a circular economy.

4.5 Health, Safety & Well-being

We maintain a gold standard for safety. Through continuous training, robust emergency preparedness, and strict adherence to national health protocols, we provide a secure and nurturing environment for every guest and our team.

5. COMMUNITY IMPACT

5.1 Community Engagement

We actively invest in the well-being of our neighbors through:

- **Environmental Action:** Leading regular local clean-up campaigns to preserve our shared landscapes.
- **Educational Support:** Providing essential school supplies and resources to empower local youth.
- **Compassionate Outreach:** Directing aid and charitable donations to vulnerable families and individuals in need.

5.2 Local Employment



With 98% of our onsite staff recruited from local ethnic groups, we focus on transforming agricultural backgrounds into hospitality expertise. Through free professional training, we empower our team to build sustainable livelihoods and careers without leaving their ancestral lands.

5.3 Human Rights & Protection

Avana Retreat maintains a zero-tolerance policy toward all forms of exploitation. In full compliance with Vietnamese legislation and international human rights standards, we have implemented rigorous safeguards to protect our team and community.

- **Child Protection & Anti-Exploitation:** Strict policies prohibiting child labor and all forms of harassment.
- **Ethical Conduct:** All team members are governed by a comprehensive Code of Business Conduct and Ethics.
- **Empowerment Training:** Ongoing mandatory programs focusing on social responsibility, anti-trafficking, and ethical hospitality.

5.4 Equitable Hiring & Workforce Welfare

Diversity is our strength. Avana Retreat is an equal-opportunity employer that champions meritocracy and local empowerment.

- **Inclusive Recruitment:** We hire based on competence, with a strong focus on providing opportunities for ethnic minority candidates and promoting women across all leadership levels.
- **Fair Wages & Benefits:** Our compensation structure is aligned with national regulations, offering competitive pay and benefits to ensure a stable livelihood for all employees.
- **Full Compliance:** We strictly adhere to the Vietnamese Labor Law, ensuring all social insurance, retirement contributions, and overtime pay are managed with absolute transparency and punctuality.

5.5 Local Sourcing

We are committed to a sustainable food system by partnering exclusively with certified organic suppliers and local producers. Our kitchen honors the abundance of Vietnamese ingredients, utilizing farm-fresh vegetables and responsibly sourced meats and seafood to create fresh, seasonal creations.

5.6 Fair Trade

Our procurement strategy is built on a foundation of integrity and mutual growth. Avana Retreat strictly adheres to a purchasing policy that prioritizes suppliers who share our commitment to ethical standards. We ensure that every good and service is sourced with careful consideration of quality, fair pricing, and environmental impact. By selecting partners who value transparency, we protect our guests' interests while fostering a supply chain that empowers local and sustainable producers.

5.7 Community Respect

Our identity is inseparable from the land and its people. With a team comprised almost entirely of local ethnic members, we possess an innate understanding of the region's customs and sacred traditions. This



deep-rooted connection ensures that every interaction within and beyond the retreat is guided by genuine respect, cultural integrity, and a shared sense of belonging.

6. CULTURAL HERITAGE PRESERVATION

We are committed to the responsible promotion of local ethnic cultures. Our team guides guests toward authentic cultural experiences that honor regional traditions while ensuring all interactions remain respectful and non-political. We maintain strict compliance with Vietnamese regulations on cultural heritage; the sale, trade, or display of historical artifacts is strictly prohibited within our premises. Our operations are designed to support and protect the enduring legacy of the surrounding communities.

7. ENVIRONMENTAL MANAGEMENT

7.1 Resource Conservation

Our procurement strategy is designed to minimize resource depletion through a multi-faceted approach:

- **Supplier Partnership:** We prioritize registered suppliers who comply with Vietnamese trade laws. For our small-scale local partners who operate under traditional cultural models, we provide guidance to help them integrate into modern, sustainable business practices.
- **Locally-Sourced Gastronomy:** Our menus celebrate regional flavors, prioritizing local produce to reduce "food miles." We actively substitute imports with high-quality local alternatives whenever available.
- **Sustainable Packaging:** We have transitioned to natural and biodegradable packaging across our operations to eliminate single-use plastics.
- **Energy & Water Management:** Utility consumption is rigorously monitored as part of our environmental due diligence. Our drinking water is filtered and purified from the provincial water supply. Furthermore, we continue to invest in renewable energy solutions to significantly offset our carbon footprint and meet our long-term energy goals.

7.2 Pollution management & sustainable waste monitoring plan

Strategic objectives

- **Absolute Control:** 100% of pollution sources (emissions, wastewater, waste, noise, and odor) are quantified and treated to meet regulatory standards before discharge into the environment.
- **Digitalization & Quantification:** Clearly define reduction targets using specific mass/weight indicators, updated regularly in the monitoring system.

7.2.1 Waste management & minimization

Target Settings



- Domestic & Office Waste: Set a target to reduce total annual waste generation by 10%. Reduce single-use plastic waste by 90%.
- Food Waste (Composting): Optimize kitchen waste collection processes, aiming for 100% diversion of organic waste into compost for the on-site gardens.
- Hazardous Waste (Batteries, ink cartridges, e-waste): Achieve 100% compliance in collection and contractual disposal with licensed entities; strictly prevent mixing with general waste.

Recording & Monitoring

- Waste Volume Records: The waste collection service provider is responsible for weighing waste and conducting periodic collections: weekly for domestic waste, and annually for hazardous waste (or increasing the collection frequency if volumes are high).
- Periodic Data Reporting: Monthly data consolidation is conducted to monitor, benchmark against set targets, and ensure timely interventions in the event of anomalies or sudden spikes.

7.2.2 Air, odor, and noise pollution control measures

Emissions & Aerosols Mitigation

- HVAC & Generator Maintenance: Perform routine cleaning and filter replacements for central air conditioning and ventilation systems to minimize particulate matter (PM) and harmful emissions.
- Hazardous Chemical Restriction: Completely replace conventional industrial cleaning agents and air fresheners with eco-friendly, bio-based products to reduce harmful aerosols affecting guests' and employees' respiratory health.
- Electric Vehicle (EV) Promotion: Prioritize the use of on-site electric buggies, strictly limiting the operation of internal combustion engine vehicles within the resort grounds.

Odor Control

- Kitchen & Restaurant Areas: Install and perform periodic maintenance on commercial exhaust hoods integrated with activated carbon filters to eliminate grease and cooking odors before venting outside.
- Waste & Wastewater Treatment Areas: Design enclosed waste storage areas.

Noise Mitigation

- Technical Area Soundproofing: Install acoustic insulation panels or sound barriers in zones housing high-capacity machinery (generators, water pumps, central HVAC units).
- Regulated Operational Hours: Maintenance, heavy cargo transport, or repairs generating high noise levels must only be conducted during designated timeframes to avoid disturbing guest relaxation areas.

7.2.3 Wastewater management

- Source Segregation: Separate stormwater runoff, domestic greywater/blackwater, and grease-contaminated kitchen wastewater (the latter must pass through grease traps before entering the central system).



- Sewage Treatment Plant (STP) Operation: Strictly monitor internal biological and physicochemical treatment processes. Treated effluent must satisfy QCVN (Vietnam Technical Regulations) before discharge or reuse for landscape irrigation.
- Periodic Compliance Testing: Coordinate with accredited environmental monitoring agencies for scheduled wastewater sampling and analysis, maintaining comprehensive legal compliance records.

7.2.4 Implementation & responsibility

- Management / Environmental Department: Responsible for data consolidation, overseeing pollution control equipment maintenance, and delivering quarterly plan performance reports.
- Department Heads (Kitchen, Engineering, Housekeeping): Prompt and supervise employees to strictly adhere to Standard Operating Procedures (SOPs) to minimize emissions and waste at the source.
- Disciplinary Sanctions: Any intentional violations regarding illicit discharge, illegal dumping, or chemical leaks will be strictly penalized in accordance with the Company's Internal Labor Regulations.

7.3 Biodiversity Preservation

Dedicated to biodiversity, Avana Retreat preserved its primary forest throughout construction and reclaimed 10 hectares of barren hills with new greenery. We operate in total harmony with the wildlife that shares this valley with us.

- Ecosystem Preservation: We actively protect our forest canopy, natural springs - the lifeblood of our local ecosystem.
- Organic Landscape Management: Our landscape is maintained using organic farming principles, strictly prohibiting harmful chemicals to protect the soil and pollinators.
- Expert Collaboration: We collaborate with Guardians of Earth, a pioneering platform using technology to measure positive environmental outcomes and foster healthy communities. Their team, led by CEO Mr. Andrew Robinson, surveyed Avana in 2025 to deliver a comprehensive biodiversity report, ensuring the long-term health of our forest. View full report [here](#).
- Awareness & Education: We foster a culture of conservation by inspiring both guests and staff to appreciate and protect our unique mountain habitat.

8. GUEST ENGAGEMENT

We encourage guests to participate in our sustainability efforts by embracing the following practices:

- **Plastic-Free Retreat:** To preserve our pristine environment, we kindly ask guests to refrain from bringing single-use plastics into the resort.



- **Conscious Linen & Towel Use:** Bed linens and towels are refreshed upon request or when necessary, helping us conserve vital water resources.
- **Complimentary Tote Bags:** A reusable fabric bag is provided in your room for use during your stay; please feel free to take it home as a keepsake from Avana.
- **Customized Lighting:** In-room lighting features multiple adjustable modes, allowing you to create the perfect ambiance while optimizing energy consumption.
- **Eco-friendly Amenities:** From biodegradable trash liners to bathroom essentials, all in-room amenities are crafted from sustainable, nature-friendly materials.
- **All-Natural Personal Care:** Our shower gel, shampoo, conditioner, body lotion, and bath salts are formulated with 100% natural ingredients.
- **Avana Aluminum Bottles:** Complimentary aluminum water bottles are provided for your hydration needs during all off-site activities and excursions.
- **Glass-Bottled Water Service:** To eliminate plastic waste, fresh water is served exclusively in glass bottles during our limousine transfer services.
- **Nature Preservation:** We kindly request that guests adhere to all environmental guidelines when exploring the natural landscapes and wilderness areas.

9. SUSTAINABILITY ACHIEVEMENTS 2025

Caring for Our Environment

- 100% of the Avana Team participated in regular training on environmental preservation and impact reduction.
- We steadfastly avoided single-use plastics from the outset, utilizing reusable glass bottles throughout our guest rooms and other venues.
- All in-room amenities, including shower caps, vanity kits, and dental kits, were crafted from eco-friendly materials.
- Nespresso coffee machines were provided in all guest rooms to balance premium quality with portion-controlled efficiency.
- We invited guests to join our linen and towel reuse program to help conserve water and energy resources.
- The retreat utilized high-efficiency lighting throughout the premises to minimize energy consumption.
- Our architectural design prioritized glass panels to maximize natural light in guest rooms and communal spaces.

Energy Efficiency & Natural Harmony



- The retreat utilized high-efficiency LED lighting throughout its premises to minimize energy consumption.
- Exterior lighting was dimmed during evening hours to protect the local ecosystem and minimize light pollution for nocturnal wildlife.
- Our architectural design maximized floor-to-ceiling glass panels, utilizing natural light to illuminate guest rooms and communal spaces.
- We planted 125 canopy trees and 345 shrubs and flowering plants, enhancing the local ecosystem across multiple layers.
- We repurposed old bed linens, hand towels, and face towels into cleaning cloths to extend their lifecycle.
- Our average monthly electricity consumption is optimized at 124,643 kWh, achieving an efficient benchmark of just 183 kWh per room night, reflecting a 7.26% reduction compared to 2024. Furthermore, 3.01% of our total power demand is sustainably generated from our on-site hydropower system. This energy efficiency has successfully prevented approximately 11 tons of CO₂ emissions from entering the atmosphere each month.
- Average water consumption stood at 4,508 m³ per month, up slightly by 33% compared to 2024. This increase was due to the retreat opening a new outlet (Cloud Dining) and experiencing a 12.41% rise in room nights.

Social Responsibility & Cultural Stewardship

- We were deeply committed to corporate social responsibility, focusing on community development, local employment, fair trade, equitable hiring, and robust employee protection.
- Avana hosted annual traditional Tet (Lunar New Year) celebrations to preserve and promote the rich folk culture of our local ethnic communities and Vietnam.
- We proudly showcased curated artworks in guest rooms and public spaces to support and amplify the voices of local artists.
- We offered a daily schedule of authentic cultural experiences led by local artisans, allowing guests to engage deeply with traditional crafts and indigenous heritage.
- We maintained the living heritage of the H'Mong community, who continued to till, plant, and harvest on the resort's terraced landscapes.
- We conducted scheduled environmental clean-ups in neighboring ethnic communities to promote waste management and local hygiene.
- We have delivered Tet gifts to underprivileged families and provided essential support to those affected by storms and floods.

10. SUSTAINABLE MANAGEMENT GOALS 2026 – 2027

Caring for Our Environment

- 100% of the Avana Team continues to participate in regular training on environmental preservation and impact reduction.



- We maintain our steadfast commitment to avoiding single-use plastics, utilizing reusable glass bottles throughout our guest rooms and all venues.
- All in-room amenities, including shower caps, vanity kits, and dental kits, remain crafted from high-quality, eco-friendly materials.
- Nespresso coffee machines are provided in all guest rooms to balance premium quality with portion-controlled efficiency.
- We continue to invite guests to join our linen and towel reuse program to further conserve water and energy resources.
- We remain committed to utilizing high-efficiency lighting throughout the premises to minimize energy consumption.
- Our architectural design continues to prioritize glass panels to maximize natural light in guest rooms and communal spaces.

Energy Efficiency & Natural Harmony

- The retreat continues to utilize high-efficiency LED lighting throughout its premises to minimize energy consumption.
- Exterior lighting remains dimmed during evening hours to protect the local ecosystem and minimize light pollution for nocturnal wildlife.
- Our architectural design continues to maximize floor-to-ceiling glass panels, utilizing natural light to illuminate guest rooms and communal spaces.
- Achieve a 7% reduction in electricity consumption per room night compared to 2025; maintain an average annual water consumption of 4,500 m³ per month; and minimize waste to 12 tons/month during peak season (October to April) and 10 tons/month during off-peak season (May to September).
- On special occasions, we will donate food supplies to local schools or disadvantaged communities.

Social Responsibility & Cultural Stewardship

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- We proudly showcase curated artworks in guest rooms and public spaces to support and amplify the voices of local artists.
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11. GENERAL STATEMENT

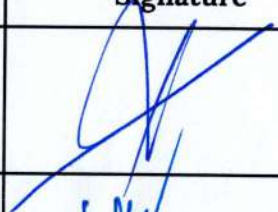
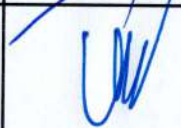
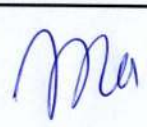
At Avana Retreat, our vision for a sustainable future is woven into every guest experience, focusing on these core pillars:

- **Energy Stewardship:** Enhancing efficiency and transitioning toward renewable energy sources.
- **Zero-Plastic Legacy:** Maintaining our commitment to eliminating single-use plastics across the retreat.
- **Ethical & Local Sourcing:** Prioritizing organic, fair-trade, and regional products to support a circular economy.
- **Cultural Guardianship:** Preserving and celebrating the heritage, traditions, and lifestyles of our local ethnic communities.
- **Community Empowerment:** Fostering active engagement and creating sustainable livelihoods for our neighbors.
- **Shared Awareness:** Inspiring our team members and guests to become active participants in our environmental journey.
- **Continuous Evolution:** Setting rigorous objectives and transparent targets to monitor and enhance our sustainability performance.

This statement reflects our foundational position on environmental and social responsibility. Our Sustainability Policy is shared with all Avana Family members through dedicated immersion programs and is available to our guests and partners upon request.

12. ANNEX

This Sustainability Management Plan has been reviewed and approved by the Green Team Committee Members as listed below:

No	Title	Name	Signature
1	Chief of Operation	Mr. Thai Dam Quynh	
2	Director	Mr. Le Xuan Chien	
3	Marketing Manager	Mrs. Nguyen Thi Hien Luong	

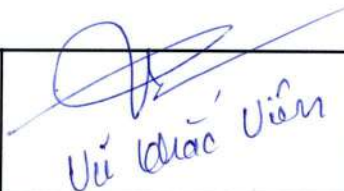
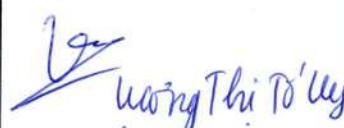
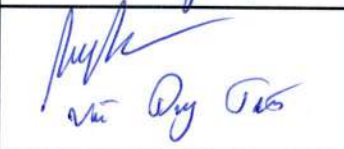
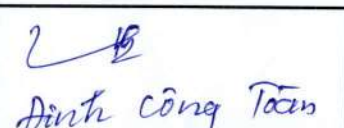
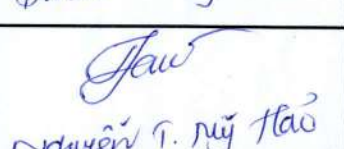
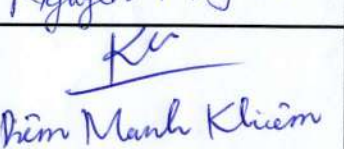
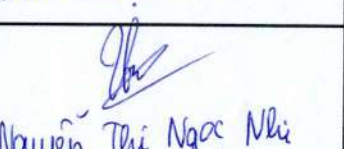


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4	Operation Manager	Mr. Vu Khac Vien	 Vu Khac Vien
5	Human Resources Manager	Mrs. Luong Thi To Uyen	 Luong Thi To Uyen
6	Chief Engineer	Mr. Vu Duy Tien	 Vu Duy Tien
7	Food and Beverage Manager	Ms. Nguyen Thi Quynh Anh	 Quynh Anh
8	Guest Relation Manager	Mr. Dinh Cong Toan	 Dinh Cong Toan
9	Assistant HR Manager	Ms. Nguyen Thi My Hao	 Nguyen T. My Hao
10	Marketing Executive	Mr. Diem Manh Khiem	 Diem Manh Khiem
11	Environmental Officer	Ms. Nguyen Thi Ngoc Nhi	 Nguyen Thi Ngoc Nhi