

SUSTAINABILITY REPORT

Reporting Period: June 2025 – May 2026

1. INTRODUCTION

Mai Chau Ecolodge officially opened its doors to guests in 2014 with 21 bungalows, equivalent to 43 rooms. Since November 2025, the property has expanded by adding 8 Superior rooms and 3 Romance Pool View rooms. This expansion brings the total to 54 rooms spread across a hillside, covering a total area of 21.200 m².

The architecture of Mai Chau Ecolodge is modeled after an ancient Thai ethnic village. Its thatched-roof stilt houses stretch along the hillside, overlooking vast rice fields and lush green mountains.

Mai Chau Ecolodge is a member of the Asia Ecolodge chain, a collection of eco-resorts spanning the North, Central, and South regions of Vietnam.

With over 15 years of experience in the eco-tourism industry, we understand that people, nature, and culture are the most important elements. In the face of changes over the past two decades, we have dedicated ourselves to developing sustainable accommodations and activities to protect the environment and local community traditions. Our role in the tourism industry is to establish an effective approach toward conservation. We apply innovative ideas to minimize our ecological footprint and build a stronger future.

In 2019, Mai Chau Ecolodge achieved the "Gold Certification for Accommodation Sustainability." Since then, we have consistently aligned our operations with our commitments to Travelife. Due to the impact of the pandemic and periods of upgrades and renovations, we temporarily paused our certificate renewal application. Now that everything has stabilized, we would like to invite Travelife for a second audit to reaffirm that sustainable development is not only Ecolodge's core value but also the key for us to promote sustainability as an inevitable trend in modern tourism.



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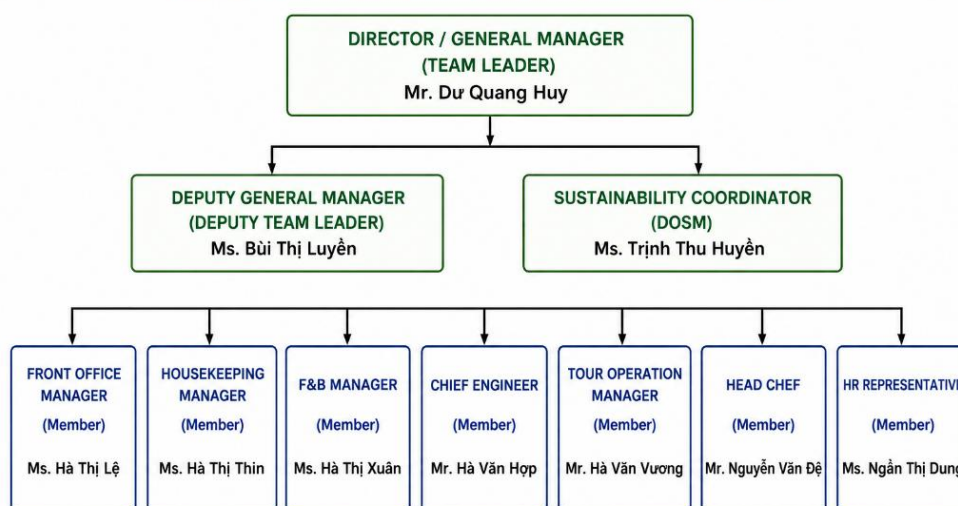
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2. SUSTAINABLE MANAGEMENT

2.1 – Sustainability Team

Since deciding on the second audit, Mai Chau Ecolodge—while continuing to operate under sustainability criteria—has reactivated the Sustainability Team. This team includes the participation of the Board of Directors and representatives from all departments.

MAI CHAU ECOLODGE SUSTAINABILITY TEAM STRUCTURE



** All team members collaborate to implement and achieve Mai Chau Ecolodge's sustainability goals.*

The main tasks will remain:

- Tracking and assessing sustainability metrics.
- Ensuring alignment with long-term eco-friendly objectives.
- Re-establishing training workflows due to high turnover after the Covid pandemic; although we have hired a significant number of new staff, our workforce remains predominantly local.
- Actively participate in community support activities
- Conduct regular reporting

2.2 – Issued Policies and Commitments

1. Sustainability Policy
2. Equal Opportunity & Human Rights Policy
3. Child Protection Policy
4. Local Community Policy
5. Health and Safety Policy
6. Biodiversity Protection and Support Commitment
7. Greenhouse Gas Emissions Reduction Commitment
8. Supplier and Partner Commitment on Children and the Environment

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3. LABOUR AND FAIR WORKING ENVIRONMENT

SUSTAINABLE DEVELOPMENT STARTS WITH PEOPLE



At Asia Ecolodge in general, and Mai Chau Ecolodge in particular, we believe that the most critical factor driving the success and sustainable development of the resort is not the infrastructure or scenery, but our staff.

Many team members have been with Mai Chau Ecolodge for years, standing by the hotel through various development phases, challenging times in the tourism industry, as well as the recovery period following the pandemic and natural disasters. This loyalty clearly demonstrates the stable, fair, and respectful working environment that our Board of Directors constantly strives to build.

We remain fully committed to providing all employee benefits in accordance with Vietnamese labor laws, including:

- Employment contracts
- Social insurance
- Health insurance
- Unemployment insurance
- Paid leave, maternity leave, and other benefits.

We consistently focus on improving both the material and spiritual well-being of our staff through annual company trips, internal team-building activities, professional career training, and special programs dedicated to employees' families.

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Every year, the hotel organizes special activities for employees' children on International Children's Day (June 1st) and the Mid-Autumn Festival. We also host events on International Women's Day (March 8th) and Vietnamese Women's Day (October 20th) to honor our female staff.



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We believe that when employees feel respected, heard, and empowered to grow, they will deliver the best experiences to our guests, contribute positively to the community, and become a vital driving force for Mai Chau Ecolodge's sustainability journey.

3.2 – List of Employees (updated 2025)

Content	Number
Total of Employees	84 people
Local Employees	81/84 people, accounting for 96%
Female Employees	51/84 people, accounting for 60%

3.3 – Training and Development

During the 2025–2026 period, training programs are regularly implemented across multiple departments:

Topic	Time	Number of attendants
Food & Beverage (Kitchen and Restaurant) Department Training	for new employees and based on work demands	
Housekeeping Department Training	for new employees and based on work demands	

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Front Office Department Training	khi có nhân viên mới và theo nhu cầu công việc	
Periodic Fire Prevention and Fighting (FPF) Training	1/10/2025	61 staffs
Regular Meetings on Sustainable Tourism and announcement of the 2nd Travelife assessment participation.	20/12/2025	9 managers
Review Meetings on the 2026 Sustainable Tourism Policy Implementation after more than one month of reactivation according to Travelife criteria.	12/2/2026	9 managers
Internal Training on Child Protection and child abuse prevention.	15/5/2026	61 staffs
Internal Training on Occupational Safety and Health (OSH) for the year 2026.	28/5/2026	80 staffs



F&B & Kitchen training



Housekeeping & Front Office training

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Regular internal training on sustainability activities

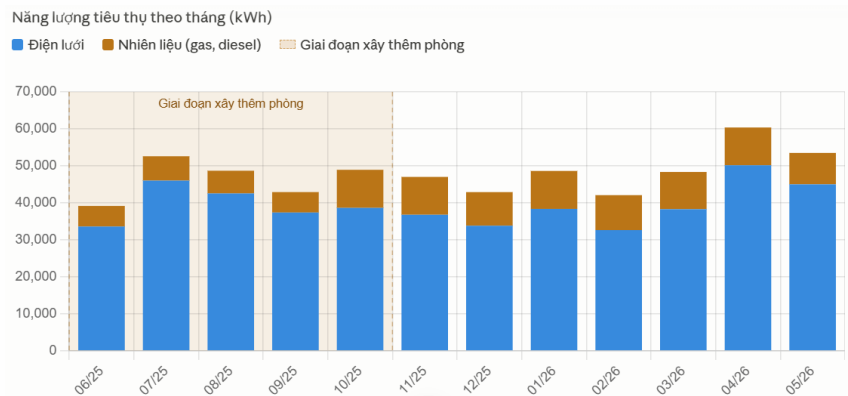
4. ENVIRONMENTAL RESULTS

This is Mai Chau Ecolodge's first reporting period following the Covid pandemic and the implementation of the EPIT system starting in June 2025. Because we previously operated with only 43 rooms, historical data is no longer available due to the recent operational system updates. Therefore, the figures below are established as the baseline for monitoring and comparison in subsequent reporting periods.

4.1 Energy Consumption

During the reporting period:

- Total energy consumption: 575,106 kWh
- Total guest nights: 28,808
- Average: 19.96 kWh/guest night



Notes:

- Grid electricity is about 80–87% of monthly use, much higher than gas or diesel.
- April 2026 used the most (60,369 kWh, with 2,985 guest nights). This is because summer started and there were two big holidays. The resort was very crowded, so guests used much more air conditioning.

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- June 2025 used the least (39,162 kWh), which was the slowest month of the year with the fewest guests.

From June to October 2025, the resort only used 37 rooms. However, power use was still high because of on-site construction work.

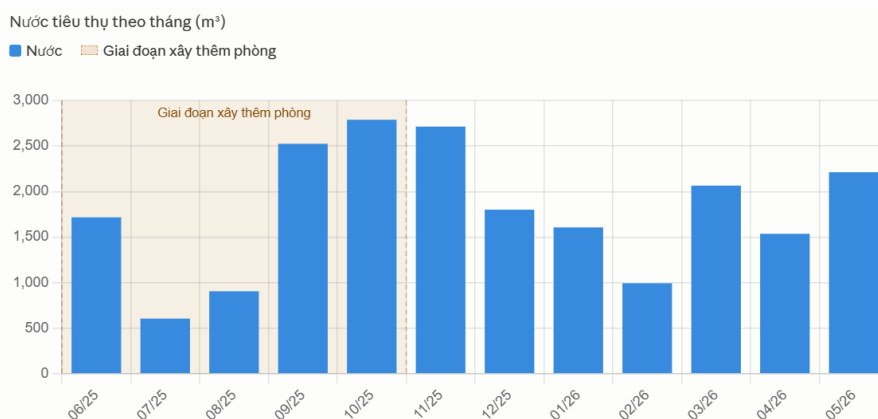
Energy-saving measures:

- 100% of rooms use inverter air conditioners and get regular monthly or quarterly maintenance.
- Open traditional stilt-house design helps rooms use natural light and fresh air, reducing the need for lights and air conditioning.
- 100% of rooms have ceiling fans with messages encouraging guests to use them instead of air conditioning when it is not too hot.
- We use energy-saving LED lights across the resort.
- Large windows and open layouts maximize natural light and airflow.
- We train our staff to save electricity every day.
- We share energy-saving messages with guests in rooms and public areas.
- 100% of rooms do not have TVs to save power and reduce electronic and plastic waste.

4.2. Water

During the reporting period:

- Total water consumption: 21,465 m³
- Average: 0.74 m³/guest night



Notes:

- From June to October 2025, the resort built new rooms. During this time, water (and some electricity) was used for both guests and construction. This explains why water use was high even with fewer guests.
- June, July, and August were for building frameworks, which did not need much water.

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- September and October were for plastering and pouring concrete, which used the most water.

Outside the construction period, water use went down because of colder weather and fewer guests. It went up again in March, April, and May due to the peak season for both domestic and international tourists.

Water-saving measures:

- We check regularly and fix leaking pipes and faucets immediately.
- We maintain the water supply and drainage systems often.
- We encourage guests to reuse towels and change bedsheets every two days.
- We water garden plants carefully based on actual needs and weather to avoid wasting water.
- We use water-saving steps in daily operations, such as low-flow faucets and using outside laundry services.

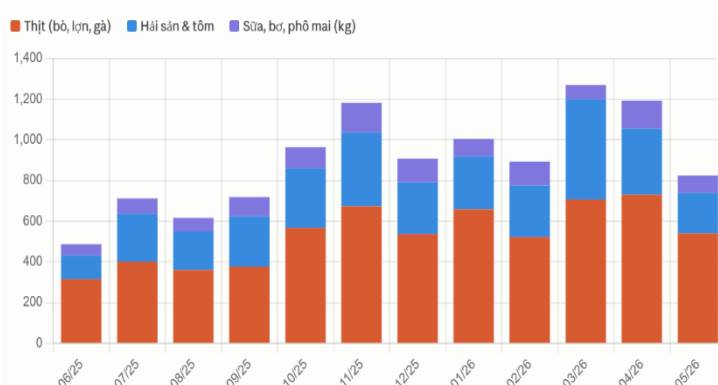
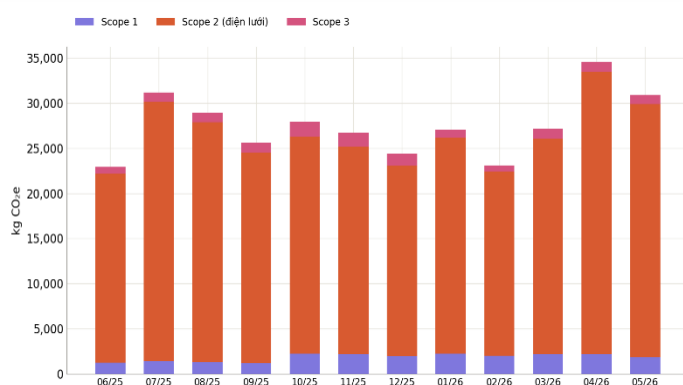
4.3 Greenhouse Gas Emissions

During the reporting period:

- Total emissions: 330,246.35 kg CO₂e
- Average: 11.46 kg CO₂e/guest night

We track emissions from:

- Electricity
- Fuel
- Water
- Waste
- High-emission foods



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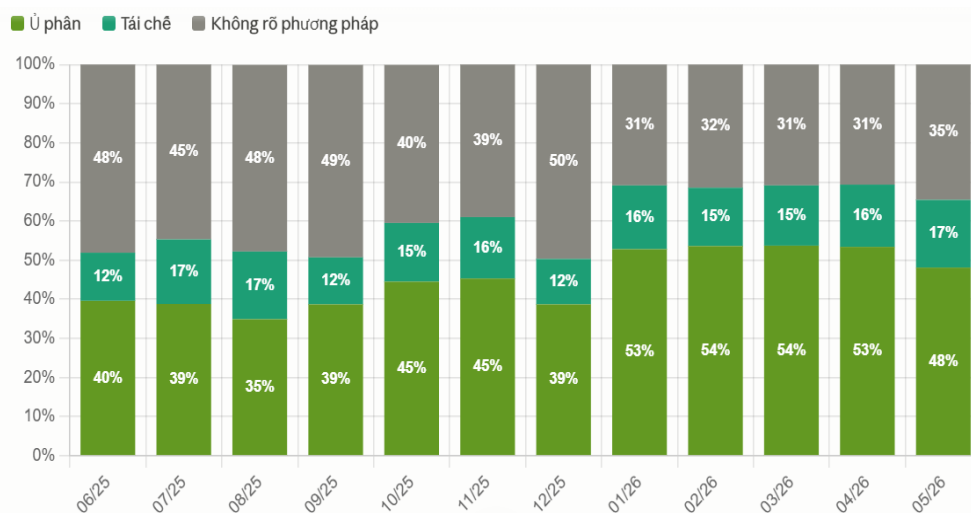
Notes:

- Emissions charts look like energy charts, because Scope 2 (grid electricity) makes up 80–91% of total monthly emissions.
- Scope 1 (on-site fuel burning) is higher during cooler months (October 2025–April 2026).
- Scope 3 (including water emissions) is the smallest part (about 3–4%) and changes along with water use.
- For emissions per guest night, June 2025 was the highest (17.40 kg CO₂e/guest) and March 2026 was the lowest (9.32 kg CO₂e/guest).

4.4 Waste

Total waste generated:

- 43,691.7 kg



Notes:

- Waste with "unknown disposal methods" went down from 40–50% (June–December 2025) to 31–35% (January–May 2026). At the same time, composted waste went up. This shows that our waste sorting and tracking are improving over time.
- Recycled waste is still the smallest part throughout the period (about 10–17%).
- For total weight, the highest months were October and November 2025 (nearly 4,800–4,960 kg, during the peak tourist season). The lowest month was June 2025 (1,720 kg, during the off-peak season).

From June to November 2025, Mai Chau Ecolodge had construction waste. However, because the contractor handled most of it, we do not have data to report on the EPIT system. A short summary is as follows:

- Soil, rocks, and debris were collected by the builder.
- A part of them was reused for foundation filling.

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- Steel formwork was completely reused.
- No construction waste was buried inside the resort.

Waste management activities

- We sort waste right at the source.
- We separate recyclable waste.
- We track the amount of waste generated every month.
- Leftover food is reused as animal feed for local families in the village.

Most general waste (after separating compostable and recyclable parts) is collected by the local urban environmental company. This waste goes to a transfer station or a major local collection point for deeper sorting. Then, it is sent to factories for proper treatment, such as sanitary landfilling, waste-to-energy incineration, or composting.

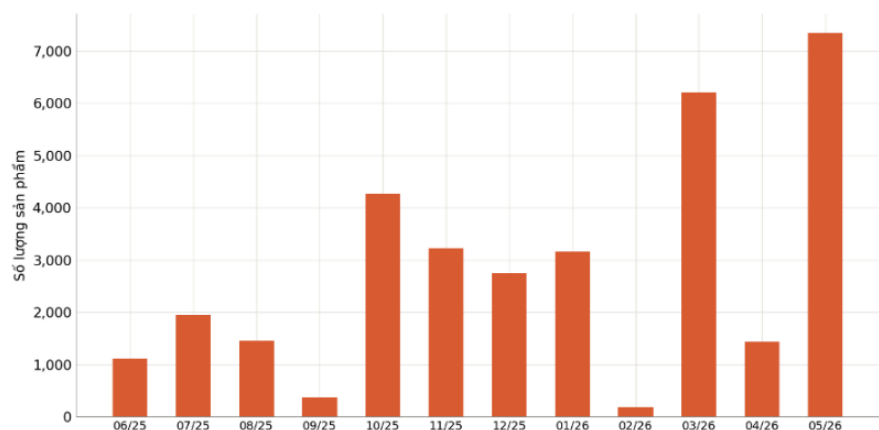
According to Vietnam's Environmental Law (Decree 08/2022/ND-CP and Circular 35/2024/TT-BTNMT): "For household solid waste treatment, the State recognizes the following methods:

- Making organic fertilizer (compost)
- Incineration with energy recovery
- Incineration without energy recovery
- Sanitary landfilling
- Other appropriate treatment methods according to regulations"

4.5 Single-use Plastics

Main products:

- Toothbrushes
- Combs
- Shower caps
- Cotton swabs
- Plastic bags
- Plastic water bottles



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Notes:

- The data shows a big change from 185 products (February 2026) to 7,342 products (May 2026). This large difference does not match the number of monthly guests. The reason is that the data shows bulk buying times, not actual daily use by guests. We usually buy new stock in large batches during the off-peak season, after using up everything from the previous peak season.

For example, May 2026 had the highest purchase volume of the year. This happened right after the peak tourist season in March and April 2026

Right from the start, Mai Chau Ecolodge has taken steps to reduce single-use plastics:

- We replace free plastic water bottles in rooms with reusable glass bottles. This significantly cuts down on yearly plastic waste.
- We replace plastic straws with paper straws.
- We minimize single-use plastic items in daily operations.
- We encourage guests to use personal water bottles during tours and activities.

Single-use plastic items in the EPIT system include guest-purchased water bottles for off-site use, requested room amenities, and products lacking suitable, hygienic alternatives. These items remain in use despite efforts to phase out single-use plastics.

5. ENVIRONMENTAL INFRASTRUCTURE

5.1. Infrastructure for Wastewater and Clean Water Management

- The resort has its own wastewater treatment system with a capacity of about 15–25 m³/day. The system is directly operated, checked, and maintained regularly by the internal engineering team.
- Wastewater from guest rooms, the restaurant, the kitchen, and service areas is collected and treated before being discharged into the environment according to regulations. Mai Chau Ecolodge stores regular environmental monitoring results and system photos for tracking, evaluation, and inspection when needed.
- The kitchen area is equipped with a grease trap to reduce the amount of oil and grease entering the wastewater system. The trap is cleaned and emptied regularly about once every 5 months by an external contractor. Maintaining the grease trap helps limit the risk of pipe blockages, reduces the load on the wastewater treatment system, and supports pollution control from food preparation activities.

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Grease trap area



Pool pH & Chlorine Tester

5.2. Infrastructure for Waste Management and Sorting

Mai Chau Ecolodge sets up a separate waste collection area and practices waste sorting at the source into main groups:

- Organic waste: One part is given to local people for animal feed; the remaining part is reused for composting to fertilize plants.
- Recyclable waste: Such as plastic bottles, cans, paper, and reusable materials, is collected and sold to purchasing units for recycling.
- Remaining waste: Collected and transferred to the environmental company for treatment.
- Hazardous waste: Stored separately and transferred to authorized units for proper collection and treatment.

This approach helps reduce the final amount of waste to be treated, encourages resource reuse, and limits impacts on the local environment.



Waste sorting in the kitchen & restaurant area



Trash bins in public areas and walkways

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5.3. Infrastructure for Safe Chemical Management and Storage

- The resort has a separate chemical store, which is equipped with warning signs and stores SDS/MSDS for the chemicals currently in use.
- Staff who access or use chemicals are equipped with appropriate personal protective equipment (PPE) such as gloves, masks, safety glasses, and protective clothing when needed.
- Chemicals are managed to limit the risk of leaks, product mix-ups, or negative impacts on the health of staff, staying guests, and the environment.



Chemical tray



PPE

5.4. Waste Oil and Grease Collection

Used cooking oil is collected in separate containers and is not poured directly into the drainage system. Waste oil is transferred to purchasing units for recycling according to contracts or collection agreements.

This measure helps reduce the risk of water pollution, limits blockages in the drainage system, and promotes the reuse of recyclable waste.

5.5. Swimming Pool Water Quality Management

Pool water quality is checked daily, including basic indicators such as Chlorine and pH. The test results are recorded in a monitoring log to ensure the pool water maintains sanitary and safe conditions for guests.

The resort keeps water testing kits and applies a regular monitoring process for pool operations.

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5.6. Backup Generators

Mai Chau Ecolodge uses a 250 KVA backup generator operated with diesel fuel. The generator is maintained regularly about once a month to ensure operation in case of power outages.

Regular maintenance helps reduce the risk of fuel leaks, limits unnecessary emissions, and maintains the continuity of essential operations at the resort.

5.7. Fire Prevention, Fighting and Emergency Safety

The resort is equipped with fire extinguishers in necessary areas, has evacuation maps, and conducts fire safety system inspections according to regulations. Fire inspection records and minutes are stored for internal management and official inspections by authorities.

Evacuation signs and fire fighting equipment are arranged to help guests and staff respond quickly in emergency situations.



Fire extinguishers and evacuation signs in the guest room area

6. BIODIVERSITY

Mai Chau Ecolodge is located in the middle of Mai Chau valley and surrounded by the natural scenery of the Northwest region. The resort keeps a diverse green ecosystem to help protect the local landscape, improve the climate, and create a friendly home for local wildlife.

There are thousands of trees and plants inside the resort, including flowers, fruit trees, shade trees, and local plants. Some famous examples are Ban flowers (the signature flower of the Northwest), peach trees, mango, jackfruit, betel nut trees, green bamboo, yellow bamboo, purple rose myrtle, Ngau flowers, and green tea.

Beside that, Mai Chau Ecolodge runs a small organic vegetable garden with different plants like water spinach, Malabar spinach, jute vegetables, gourds, luffas, pumpkins, bananas,

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papayas, and sweet potatoes. This garden provides fresh ingredients for the restaurant and lets guests learn about local traditional farming.

The hotel does not use chemical weed killers for the landscape. We clear weeds by hand to protect the soil, water, and local biodiversity.

Also, we reuse fruit peels and organic food waste from the kitchen to make compost fertilizer for trees and the vegetable garden. This helps reduce waste and supports a circular economy model.

Mai Chau Ecolodge promises to keep growing and protecting our green trees and plants. This is a very important part of our long-term plan for sustainable tourism.



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7. CHEMICAL MANAGEMENT AND ENVIRONMENTAL PROTECTION

The resort promises to control all chemicals strictly from buying to disposing of empty bottles. This protects our staff's health and the local ecosystem:

- Product choice: 100% of cleaning chemicals for Housekeeping, Kitchen, and Laundry come from trusted suppliers. We prefer biodegradable products. The resort does not use toxic chemical weed killers for the landscape and vegetable garden.
- Storage and Guides: Chemicals are kept in a separate, well-ventilated storeroom with a safety lock. Safety Data Sheets (SDS) in Vietnamese are clearly posted for every chemical.
- Work safety (PPE): Staff receive regular training on chemical safety. They must wear full Personal Protective Equipment (PPE) like gloves, masks, and safety goggles while working.
- Waste treatment: Used chemical cans and bottles are collected in the hazardous waste area. They are regularly handed over to licensed companies for proper treatment. We never dump remaining chemicals into the groundwater.

8. LOCAL COMMUNITY SUPPORT

Mai Chau Ecolodge prefers to buy farm products, food, and services from local suppliers.

Key activities:

- We buy farm products from local people, who make up over 50% of our suppliers.
- We support traditional craft families by bringing guests to learn about weaving, farming, vegetable growing, beeswax painting, and visiting 3-generation ancient houses.
- We create local jobs, with over 90% of our staff coming from villages around Mai Chau town.
- We work with local dance teams to host traditional Thai music shows, bamboo dancing, and Ruou Can (local straw wine) tasting.

We believe our business grows together with the local community. In 2024–2025, the resort worked with local authorities and neighbors on many community projects. Some main projects include: giving money to plant betel nut trees, building a wild sage flower road in Na Chieng, supporting village road maintenance, and paying for street lights for local people.



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Honoring sponsors of the "Flower Road" project



Welcoming local primary school students to visit Mai Chau Ecolodge

Beside that, we often support children's activities like the Mid-Autumn Festival and International Children's Day (June 1st). We also welcome local students to visit the resort and learn about eco-tourism.

To support the community for a long time, Mai Chau Ecolodge is working with local authorities to start English classes for local children. We hope this program will help young people in Mai Chau improve their language skills and get better school and job opportunities in the future.

9. 3R CORNER – RECYCLING FOR THE COMMUNITY

Beside supporting the local community, Mai Chau Ecolodge built a 3R Corner to help guests learn about reducing waste and reusing resources. Here, guests can join activities like making brocade bracelets and seeing recycled crafts made from used materials like bottle caps, plastic tubes, and other items.

Many items are recycled into useful things like keychains, pen holders, and souvenirs. All or part of the money from selling these products is used to help poor local children.

This activity helps reduce waste and lets guests understand the circular economy model. It also allows them to give back directly to the local community.

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10. LOCAL CULTURE CONSERVATION

Protecting and promoting local culture is always a part of our business and guest experiences at Mai Chau Ecolodge.

The resort is built in a style inspired by traditional Thai stilt houses. This helps keep the unique features of Mai Chau and gives guests a chance to learn about the local culture.

By working with local people, we host traditional music shows, Xoe dancing, traditional instrument performances, and cultural activities for guests. These activities help protect traditional culture and create more jobs and income for local neighbors.



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Local food is also an important part of the guest experience. The resort's restaurant prefers to serve traditional dishes of the Northwest region. We use local ingredients and honor the food culture of the Thai ethnic community.

Through these activities, we want to help protect local cultural identity. We also want to give guests a more real and meaningful experience when they visit Mai Chau.

11. COMMUNICATIONS AND COMMUNITY ENVIRONMENTAL ACTIVITIES

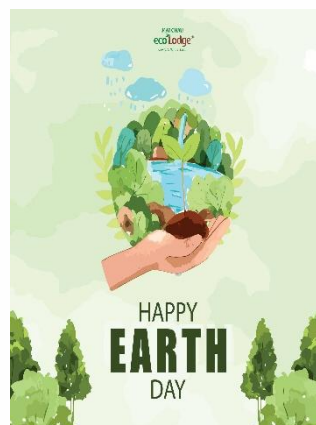
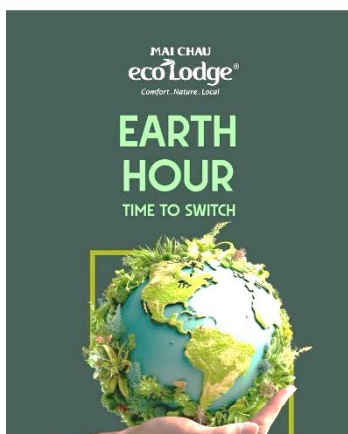
We regularly communicate with our guests about environmental protection, saving energy, reducing single-use plastics, and protecting local culture. We share this through our website, social media, information boards, and resort activities.

Every year, Mai Chau Ecolodge organizes the "Green Day" program, usually in May and September.

Activities include:

- Collecting waste at the resort and around the local area within a 3km to 5km radius.
- Cleaning up the environment.
- Raising awareness about environmental protection.
- Encouraging participation from staying guests and the local community.

This is one of the resort's key environmental activities.



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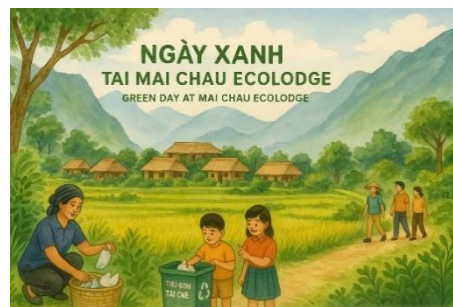
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Also, Mai Chau Ecolodge actively joins international days to ask people to save energy, like Earth Hour. We ask guests and staff to turn off unnecessary lights and electrical devices for one hour. At the restaurant, we only use candles and turn off unnecessary lights in hallways and walkways. 100% of staying guests join this activity.

We also post on our Fanpage, Instagram, and LinkedIn to call on everyone to join Earth Hour and Earth Day.

12. GOALS FOR THE 2026 - 2027 PERIOD

- Reduce electricity use by 3% per guest night.
- Reduce water use by 3% per guest night.
- Reduce single-use plastics by 10%.
- Maintain the Green Day program at least twice a year.
- Continue prioritizing local buying.
- Train 100% of staff on sustainable development.
- Continue protecting green trees and biodiversity inside the resort.

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13. CONCLUSION

In 12 years of operation, Mai Chau Ecolodge has always focused on eco-tourism. We protect the environment, support local people, and preserve the Thai ethnic culture.

We understand that sustainable development is not a short-term project or just a certificate to get. It is a continuous improvement in our daily work.

The results in this report are the baseline for us to improve our green, social, and economic goals in the future. We promise to work together with our staff, neighbors, partners, and guests to build a responsible and sustainable destination for future generations.

BAN GIÁM ĐỐC

Managing Director

Acting AGM

**Sustainability Coordinator
(DOSM)**

MR. DU' QUANG HUY

MS. BÙI THỊ LUYẾN

MS. TRINH THU HUYỀN

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SOME HIGHLIGHTED IMAGES & ACTIVITIES



Annual fire safety training, practical and theoretical testing



Provide internal training on company activities



Communication signs for cultural preservation and native culture

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Minimize single-use plastics and promote energy and water saving



*“Green day”
in some past
years*



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*“Green day”
2025*



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Departmental Training: Housekeeping - Restaurant - Kitchen - Front Office

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Eco-tours: Guests learn traditional weaving, making snail cakes (banh oc), and planting vegetables



Local people collect leftover food from the kitchen for livestock feed

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