



HOIANA CARES

Hoiana Resort & Golf has advocated the growth of the project needs to be in parallel with the local socio-economic development since day one. Despite opening during the Covid-19 pandemic (June 2020), we have conducted around 45 CSR activities and programs, with a total value of up to USD 1 million (~VND 25 billion) through the HOIANA CARES Program, to enrich educational, social, health, and economic growth.

Hoiana also established a CSR Committee with participants being top leaders across business units of the resort to ensure all CSR initiatives are effective.

About our educational activities:

We believe that education is the key to a brighter future, therefore, we have cooperated with some non-profit organizations and local authorities to conduct educational programs in Da Nang City and Quang Nam Province.

❖ Quang Nam - Hoiana Tourism Vocational Training Center

Quang Nam Province is in the center of Vietnam where the dearth of human resources in the hospitality is a big challenge. Thus, in March 2019, under the collaboration between Hoiana and provincial authorities, Hoiana Tourism Vocational Training Center (ACT) was established with the sponsorship value of USD 370 thousand (~VND 9 billion).

ACT enables residents to sharpen professional skills by providing tourism industry training, such as golf course maintenance and operations, housekeeping, F&B service, and foreign language. At ACT, unprivileged students receive financial support from Hoiana, including tuition fees, living expenses, training allowances, and insurance. After 5 years, ACT was handed over back to provincial authorities. Around 400 graduates from ACT now have stable jobs, which enables them and their families to escape poverty sustainably.



Picture 1. Quang Nam - Hoiana Tourism Vocational Training Center

❖ Supporting educational infrastructure

Many schools in the province are deteriorating and lack modern teaching equipment, leading the teaching and learning process. To help address the issue, in 2018, we completed 2 computer rooms for Ngo Quyen Secondary School and Nguyen Van Troi Secondary School along with

support technology in Duy Hai and Duy Nghia wards, respectively. Additionally, we implemented 4 clean water systems for 2 kindergartens and 2 elementary in Duy Xuyen district.

In the next 3 years, we handed over new teaching & learning equipment and financially supported to build more facilities in 3 schools in Quang Nam Province including Duy Hai Kindergarten, Duy Hai Primary School, and Ngo Quyen Secondary School. The sponsorship value of USD 167,880 (~VND 4 billion) was the revenue from the 6-month Preview Play Period of Hoiana Shores Golf Club (September 2019 – March 2020).

❖ Scholarships for unprivileged students

Annually, Hoiana awards scholarships to unprivileged students with the hope of reducing the financial burden on them. More than 250 scholarships have been given with a total amount of approximately USD 41,970 (~VND 1 billion).

Through Children of Vietnam Fund, we commit to sponsoring 14 poor students for 3 years from 2021, with a total value of around USD 11,550 (~VND 275 million). The scholarship was to help them buy new uniforms, books, and partially pay the tuition fee.



Picture 2. The ceremony of awarding scholarships to the students

Previously in 2019, 38 students received scholarships thank to a memorandum of understanding (MoU) between Hoiana and Dai Loc District to sponsor educational programs. In 2022, Hoiana awarded 200 scholarships to poor students of Thang Binh district. Our support is a driver for them to overcome difficulties, pursue an academic path for a better future.

About our healthcare activities:

Started operating amid the Covid-19 pandemic, we completely understood the importance of individual health and the healthcare system. As a result, bettering healthcare facilities for residents is one of Hoiana's top priorities.

We made significant contributions to support the local community in its fight against Covid-19 by donating more than 40,000 masks for healthcare staff and people in Quang Nam Province, USD 20,985 (~VND 500 million) in disease prevention activities, one Covid-19 testing machine worth more than USD 62,900 (~VND 1.4 billion) to the provincial healthcare system.



Picture 3. The handover ceremony of 2 ventilators and personal protective equipment

At the end of 2019, we provided modern equipment for the treatment of premature infants at Duy Xuyen and Thang Binh Health Centers. The sponsorship valued at USD 50,000 (~VND 1.15 billion) including CPAP ventilators, infant warmers, phototherapy, monitors, and more.



Picture 4. The ceremony of giving hospital premature infant equipment donation

In December 2022, we contributed USD 8,700 (~VND 200 million) to the fund Scar of Life 10 – an annual fundraising event organized by VinaCapital Foundation (VCF) which is equivalent to the cost of congenital heart surgery to bring new life for them.

About our environment activities:

Hoiana has been conducting many projects that have long-lasting influence besides regular green activities like picking up trash, cleaning surrounding areas.

❖ Solar project

About 4,500 m² panel of solar power has been installed at Hoiana since 2022, to reduce 1,200 tons of emissions per year. In 2023, we continues to expand to 15,000 m², which is expected to generate more than 2.5 million kW of electricity every year and reduce more than 3,700 tons of greenhouse gas emissions released into the air.



Picture 5. A part of the solar panel system in Hoiana

❖ Waste treatment process

At Hoiana, we have collected, separated, and treated our daily waste based on a closed process. some types of waste such as organic one, glass bottles... can be recycled at our facility. With an organic waste recycling machine, by-products from restaurants, and leftovers are altered into organic compost after being removed water. From 1- 3 days, the machine can recycle 500 kg of waste into 200-300 kg of organic fertilizer.

Other community support

Besides the above outstanding CSR activities and programs, Hoiana always support local people whenever they are in need. For example, due to the Noru storm in 2022, we helped to evacuate approximately 300 people from dangerous areas to our resort and provided them rooms and meals. We also gave USD 20,900 (VND 500 million) to the support for families affected by natural disaster in Quang Nam province in 2020.



Picture 6. People evacuated from dangerous areas to Hoiana due to Noru storm

Every Lunar New Year occasions, in collaboration with local authorities, we give the poor in Quang Nam gifts and necessities so that they can have a warm and happy holiday. In 2023 only, more than 75 poor household received our support with the value of up to USD 6,900 (VND 158 million).



Picture 7. Giving gifts to poor people before Lunar New Year 2023

Recently, a presentative group of Hoiana visited and handed over USD 11,500 (~VND 270 million) to the Center for supporting Victims of Agent Orange/dioxin and Disabled Children in Quang Nam Province on the Action Month for Victims of Agent Orange in August. The money was raised through the charity auction event named "Hoiana Love" organized this February by Hoiana, to support one year of food cost for more than 45 disabled students there.



Picture 8. The representative of Hoiana handed over USD 11,500 to the Center

As one of the largest hospitality complexes in the region, Hoiana Resort & Golf sets up a fundamental ground for not just on business growth but also to support and contribute to the well-being of the surrounding environment and society.