

BENCHMARKING ASSESSMENT REPORT

SPA BENCHMARKING

Six Senses Spa at Evason Hideaway at Ana Mandara Natrang, Vietnam


Report Date: 26 October 2007
Benchmarked Certificate Expiry: 26 October 2008

Benchmarking Data Collection Period: 1 July 2006 – 30 June 2007



OVERVIEW

This annual assessment of **Six Senses Spa at Evason Hideaway at Ana Mandara** was undertaken against Earthcheck benchmarking indicators and checklists developed for Green Globe and listed below.¹ They have been carefully selected to track performance in key areas of environmental and social performance impact. Their outcomes which are presented in this report are used by Earthcheck to evaluate whether the operation has reached the standards necessary to use the Green Globe Benchmarked Bronze logo.²

		Indicator Measure (Benchmark)
1	Sustainability Policy	Policy is produced and in place
2	Energy Consumption	Energy used (MJ / Treatment Hour)
		Renewable energy used (%) ³
3	Water Consumption	Water used (L / Treatment Hour)
		% of total water used is that is recycled/captured (%) ³
		Water saving (Checklist rating)
		Water source (Checklist rating)
4	Waste Sent to Landfill	Waste landfilled (L / Treatment Hour)
		% of total waste that is recycled/reused (%) ³
5	Community Commitment	Waste recycling (Checklist rating)
		Local employment (Employees living within 20 km of operation / Total employees)
6	Paper Products	Community contributions (Checklist Rating)
		Paper product types used (Checklist Rating)
7	Treatment & Cleaning Products	Treatment & Cleaning product types used (Checklist rating)
		Pesticide product types used (Checklist Rating)
8	Pesticide Products	Staff Wellness (Checklist Rating)
9	Wellness	

¹ Please refer to the relevant Green Globe Sector Benchmarking Indicator (SBI) document for more details. For frequently asked questions (FAQs) about benchmarking or specific help, please log on to 'My EC3 Home' and visit your Earthcheck Benchmarking software.

² To meet the requirements that allow the right to use the Green Globe Benchmarked Bronze logo, the benchmarks for all the submitted Earthcheck indicators should be at, or better than, the Baseline level. Baseline and Best Practice performance levels are set with reference to the type of activity and appropriate national and international data which take into account social, geographical and climatic impacts.

If an operation fails to meet the minimum requirements for up to two submitted Earthcheck indicators (Baseline performance or better), but achieves Baseline performance or better in all the other Earthcheck indicators, then the operation is allowed to use the Green Globe Benchmarked Bronze logo. It is, however, given a maximum of 12 months to improve performance in at least one of the indicators to Baseline performance or better. If on the next submission this is not achieved without substantiated evidence that the situation was beyond the control of that operation (e.g., occurrence of a natural disaster), then the right to use the Green Globe Benchmarked Bronze logo will be withdrawn.

As a standard policy, all Earthcheck indicators are continuously reviewed, along with the performance levels which operators have to achieve in order to use the Green Globe Benchmarked Bronze logo. This review takes into account "business-as-usual" changes in practices and equipment, and is used to update where appropriate Baseline and Best Practice levels. Advanced warning will be given of changes in any benchmarking related requirements and data.

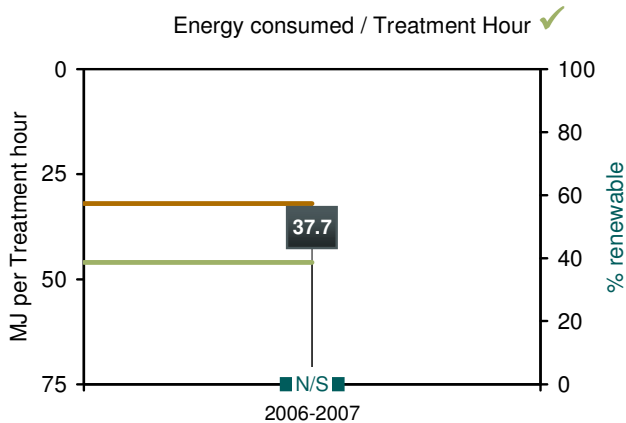
³ These indicators are for guidance only and do not affect the overall benchmarking evaluation.

earthcheck

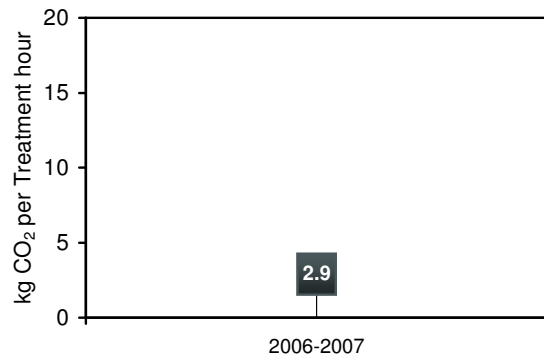
SPA PERFORMANCE BENCHMARKS

1 Sustainability Policy ★

2 Energy Consumption



Carbon dioxide (CO₂) produced / Treatment Hour

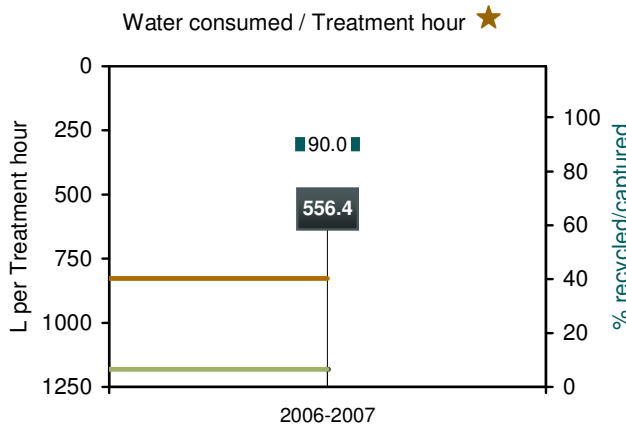


Six Senses Spa at Evason Hideaway at Ana Mandara consumed 37.7 MJ per Treatment Hour for the year 2006 - 2007 (01/07/06 – 30/06/07), which was 18% better than the Baseline level.

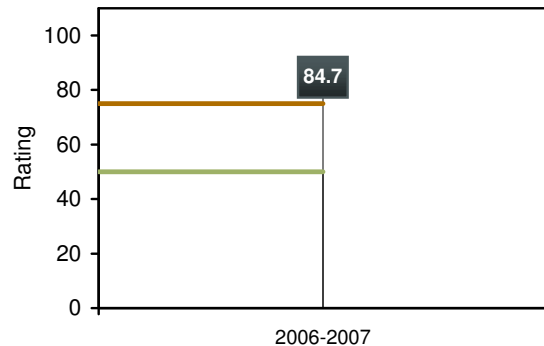
Reported Energy Consumption for the year 2006 - 2007 (01/07/06 – 30/06/07) produced 2.9 kg of CO₂ per Treatment Hour.

Energy type	Quantity used		Calculated Energy		Calculated CO ₂	
			MJ	% of total	kg	% of total
Diesel	87,346	kWh	314,446	100.0	24,352	100.0
Totals:			314,446	100	24,352	100

3 Water Consumption



Water saving ★



Six Senses Spa at Evason Hideaway at Ana Mandara consumed 556.4 L per Treatment Hour for the year 2006 - 2007 (01/07/06 – 30/06/07), which was 33% better than the Best Practice level.

The Water Saving checklist rating for the year 2006 - 2007 (01/07/06 – 30/06/07), was 9.7 points better than the Best Practice level.

Performance level:	Baseline —	Best Practice —
Current result:	Below Baseline ✖	At or above Baseline ✓ At or above Best Practice ★

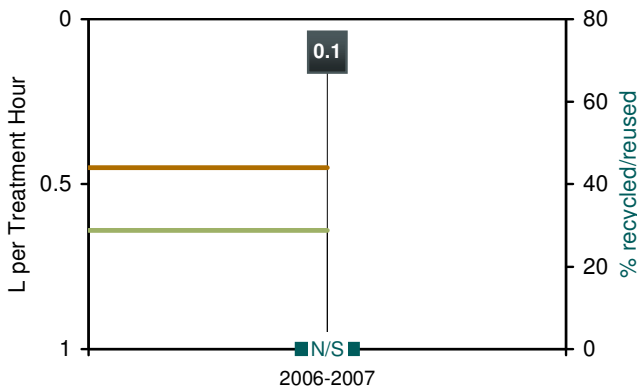
Water Source ✘



The Water Source checklist rating for the year 2006 - 2007 (01/07/06 – 30/06/07) was 50 points below the Baseline level.

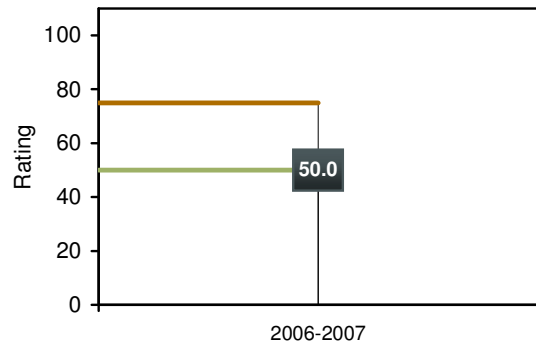
4 Waste Sent to Landfill

Waste landfilled / Treatment hour ★



Six Senses Spa at Evason Hideaway at Ana Mandara produced 0.1 L per Treatment Hour for the year 2006 - 2007 (01/07/06 – 30/06/07), which was 71% better than the Best Practice level.

Waste recycling ✓



The Waste Recycling checklist rating for the year 2006 - 2007 (01/07/06 – 30/06/07) was at the Baseline level.

Performance level:

Baseline —

Best Practice —

Current result:

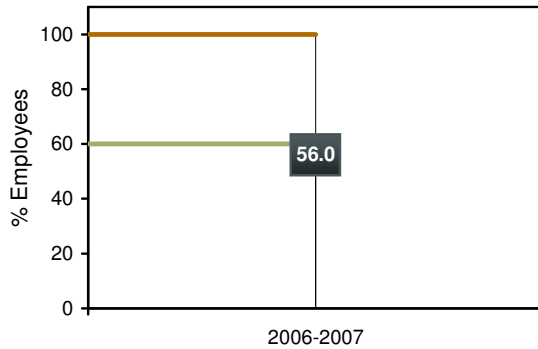
Below Baseline ✘

At or above Baseline ✓

At or above Best Practice ★

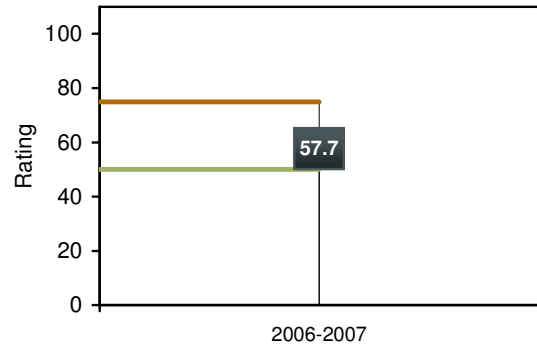
5 Community Commitment

Employees living within 20 km of operation /
Total employees ✘



Community Commitment for the year 2006 - 2007 (01/07/06 – 30/06/07) was 4% below the Baseline level.

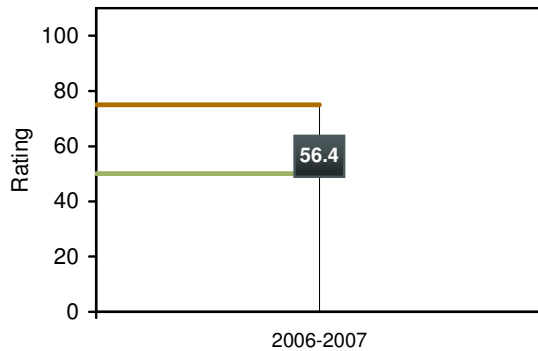
Community contributions ✔



The Community Contributions checklist rating for the year 2006 - 2007 (01/07/06 – 30/06/07) was 7.7 points better than the Baseline level.

6 Paper Products

Product types used ✔



The Paper Products checklist rating for the year 2006 - 2007 (01/07/06 – 30/06/07) was 6.4 points better than the Baseline level.

Performance level:

Baseline —

Best Practice —

Current result:

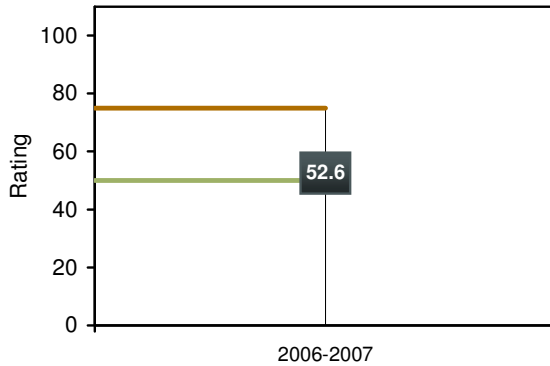
Below Baseline ✘

At or above Baseline ✔

At or above Best Practice ★

7 Treatment & Cleaning Products

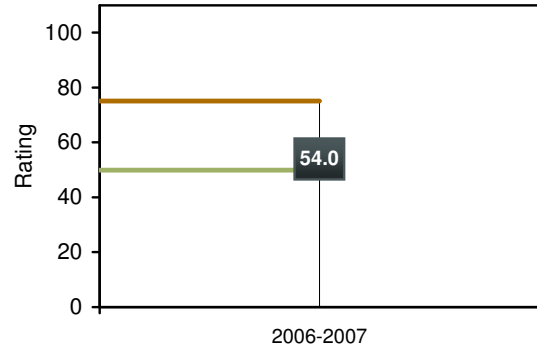
Product types used ✓



The Treatment & Cleaning Products checklist for the year 2006 - 2007 (01/07/06 – 30/06/07) was 2.6 points better than the Baseline level.

8 Pesticide Products

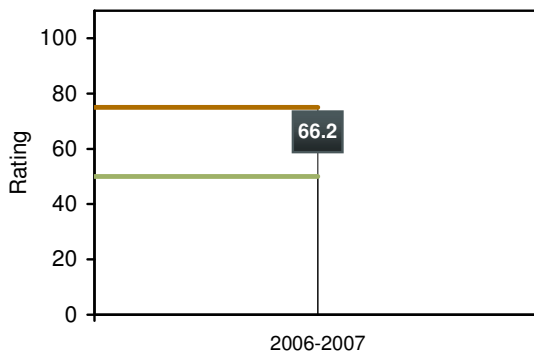
Product types used ✓



The Pesticide Products checklist rating for the year 2006 - 2007 (01/07/06 – 30/06/07) was 4 points better than the Baseline level.

9 Wellness

Staff Wellness ✓



The Wellness checklist rating for the year 2006 - 2007 (01/07/06 – 30/06/07) was 16.2 points better than the Baseline level.

Performance level:

Baseline —

Best Practice —

Current result:

Below Baseline ✖

At or above Baseline ✓

At or above Best Practice ★

The supplied data has been compiled by **Six Senses Spa at Evason Hideaway at Ana Mandara** in the prescribed manner, authorised by a senior executive of the company and submitted for an annual assessment.

CONCLUSION AND RECOMMENDATIONS

Congratulations, **Six Senses Spa at Evason Hideaway at Ana Mandara** has passed the requirements of a first-time benchmarking organisation to become recognised as a Green Globe Benchmarked Spa Operation and retains the right to display the Green Globe Benchmarked Bronze logo until the certificate expiry date.



In addition to having a Sustainability Policy in place, ten of the twelve assessed Earthcheck indicators are above the Baseline level. From the benchmarking data provided, three indicators, *Water Consumption*, *Water Saving* and *Waste Sent to Landfill* are above the Best Practice level, which is an achievement to be commended.

The two indicators that fell below the Baseline level were *Community commitment* and *Water Source*:

Community Commitment

The value for *Community Commitment* was **4%** below the Baseline performance level. However, this remains acceptable as it is within 10% of Baseline performance. The **Six Senses Spa at Evason Hideaway at Ana Mandara** is, therefore, encouraged to continue to look to local recruitment as much as possible (e.g., through operating in-house training programs) and/or increase the use of on-site or local housing for its staff. This will not only help contribute to the local economy, but also reduce the significant negative environmental impacts related to long-distance travel to and from work.

Water Source

The value for *Water Source* was 50 points below the Baseline performance level. **Six Senses Spa at Evason Hideaway at Ana Mandara** is encouraged, therefore, to consider using non-hazardous rain water and/or grey water for watering plants and washing exterior surfaces.

Improvements in all the Earthcheck indicators will not only help the environment, but can also help reduce operational costs. Due to the positive commitment that **Six Senses Spa at Evason Hideaway at Ana Mandara** has demonstrated to the environment, the assessors are confident that they can maintain or improve performance, where appropriate and practical, in all indicators.

In particular over the next 12 months, **Six Senses Spa at Evason Hideaway at Ana Mandara** is encouraged to ensure that their *Community Commitment* and *Water Source* are at Baseline performance or better. In line with Green Globe Policy this would enable Benchmarked Bronze status to be retained.

APPENDIX

WASTE SENT TO LANDFILL

The submitted value of 332 kg (specified by the operator as uncompacted waste) has been converted into a volume by using the standard conversion of 300 kg/m³ for uncompacted waste (i.e. 332 kg / 300 kg/m³ = 1.1 m³ or 1,100 L).

This equates to 0.1 L per treatment hour.



Benchmarks assessed by Earthcheck



Report endorsed by Green Globe



This Report is recognised under the **PATA and Green Globe Co-operative Agreement** that provides PATA with a real impetus to advance the sustainability and goals of the Association.



Under an agreement with Green Globe Asia Pacific (GGAP), the Caribbean Alliance for Sustainable Tourism (CAST) supports the delivery and promotion of the Green Globe program in the Caribbean.

Green Globe is managed by EC3 Global, a wholly owned subsidiary of the Sustainable Tourism Cooperative Research Centre (STCRC), which is the largest sustainable tourism research organisation in the world. The CRC is an Australian Government Initiative.



An Australian Government Initiative

SUMMARY OF SUPPLIED BENCHMARKING DATA

Activity Measure(s)						
Guest Treatment Hours	8,349	treatment hours				
Area Under Roof	560	m ²				
Energy Consumption			Community Commitment			
	Indicator			Indicator		
Supplied	314,446	MJ		Supplied	56	%
Calculated	37.7	MJ per th		<i>Baseline</i>	60	%
<i>Baseline</i>	46	<i>MJ per th</i>		<i>Best Practice</i>	100	%
<i>Best Practice</i>	32	<i>MJ per th</i>		<i>% difference</i>	4.0	<i>below BL</i>
<i>% difference</i>	18	<i>better than BL</i>				
				Checklist		
Renewable	N/S	%		Rating	57.7	
				<i>Baseline</i>	50	
Total CO ₂	24,352	kg		<i>Best Practice</i>	75	
	2.9	kg per th		<i>points difference</i>	7.7	<i>better than BL</i>
Water Consumption			Paper Products			
	Indicator			Checklist		
Supplied	4,645	m ³		Supplied Rating	56.4	
Calculated	556.4	L per th		<i>Baseline</i>	50	
<i>Baseline</i>	1181	<i>L per th</i>		<i>Best Practice</i>	75	
<i>Best Practice</i>	827	<i>L per th</i>		<i>points difference</i>	6.4	<i>better than BL</i>
<i>% difference</i>	33	<i>better than BP</i>				
				Treatment & Cleaning Products		
Recycled/captured	90.0	%		Checklist		
				Supplied Rating	52.6	
	Water Saving Checklist			<i>Baseline</i>	50	
Supplied Rating	84.7			<i>Best Practice</i>	75	
<i>Baseline</i>	50			<i>points difference</i>	2.6	<i>better than BL</i>
<i>Best Practice</i>	75					
<i>points difference</i>	9.7	<i>better than BP</i>		Pesticide Products		
				Checklist		
Waste Sent to Landfill				Supplied Rating	54	
	Indicator			<i>Baseline</i>	50	
Supplied	1.10	m ³		<i>Best Practice</i>	75	
Converted	1,100	L		<i>points difference</i>	4.0	<i>better than BL</i>
Calculated	0.1	L per th				
<i>Baseline</i>	0.64	<i>L per th</i>		Water Source		
<i>Best Practice</i>	0.45	<i>L per th</i>		Checklist		
<i>% difference</i>	71	<i>better than BP</i>		Supplied Rating	0	
				<i>Baseline</i>	50	
Recycled/reused	N/S	%		<i>Best Practice</i>	80	
				<i>points difference</i>	50.0	<i>below BL</i>
	Checklist					
Supplied Rating	50.0			Wellness		
<i>Baseline</i>	50			Checklist		
<i>Best Practice</i>	75			Supplied Rating	66.2	
<i>points difference</i>	0.0	<i>at BL</i>		<i>Baseline</i>	50	
				<i>Best Practice</i>	75	
				<i>points difference</i>	16.2	<i>better than BL</i>

N/S - Not submitted.

DETERMINATION OF BASELINE AND BEST PRACTICE LEVELS

General

The values for the Baseline and Best Practice levels for each indicator are derived from extensive worldwide research into available and appropriate case studies, industry surveys, engineering design handbooks, energy, water and waste audits, and climatic and geographic conditions.

National and regional data for per capita energy use, greenhouse gas and other emissions, wastes to landfill and water consumption, where available provide background data for normalisation of the expected performance values for per customer or employee, and/or overall performance of an enterprise being benchmarked. They are used to gauge the regional or national situation and environmental performances that an enterprise is based in, and hence what are reasonable levels to expect the enterprise to achieve.

A benchmarking result at, or above, the Baseline level demonstrates to all stakeholders that the enterprise is achieving above average performance. A result below the Baseline level indicates that an enterprise can and should carry out actions that will make beneficial improvements in performance.

Consideration of Climate

A major determinant of energy consumption in some sectors, primarily those centred on buildings such as accommodation, visitor centres and administration offices will be the dominant climatic conditions in which the enterprise is located. In general, to maintain the same level of indoor comfort, enterprises operating in hot or cold climates will consume more energy than those in temperate climates.

Similarly, it is recognised that in certain sectors a major determinant of potable water consumption will be the climate in which an enterprise is located, in particular those with large grounds and/or significant water-based facilities or activities. That is, enterprises located in hot climates are more likely to consume more potable water than equivalent ones located in cooler climates. Factors that are likely to lead to a higher level of potable water consumption, for example in the accommodation sector, include increased evaporation rates of swimming pools, personal bathing and irrigation demands of grounds. In consideration of this factor, Baseline and Best Practice levels can vary in relation to country location.

Waste Sent to Landfill

The benchmark indicator used for solid waste production (sent to landfill) is given in litres as waste bins are usually calibrated by volume, and it has been found that the majority of operations do not have access to the weight of material disposed of. However, if a weight is supplied, standard factors are used to convert from weight (e.g., kilograms (kg)) to volume (e.g., litres (L)). These are 300 kg/m³ for uncompacted waste or 650 kg/m³ for lightly compacted waste.

Operations should make note of the level of compaction when submitting data for assessment by Earthcheck.

Review of Performance Levels

The Baseline and Best Practice performance levels for Earthcheck indicators are continuously reviewed and are likely to change over time. This review by a team of international experts, takes into account "business-as-usual" changes in practices, equipment and facilities, as well as regulations and general improvement trends in performance and procedures. This review is used to update the levels of Baseline and Best Practice, and provides useful feedback to the user of the indicators.

The list below summarises the basic generic rules used to determine Baseline and Best Practice levels for Earthcheck indicators.

- If relevant enterprise sector specific case studies are not available for a type of activity in a designated region, then national averages will be used to ascertain the Baseline level. In this case, the Best Practice level will be set at a minimum of 30% better performance than the Baseline.
- If case study or national data are not available for a specific indicator, then the first enterprise that benchmarks will have its results set as 15% better than Baseline (i.e., half way between Baseline and Best Practice).