

Audit findings

Initial/ Renewal

Date (month/year): 5/2021

"Type": Major Nonconformity (Maj NC), Minor Nonconformity (Min NC), Area of Concern (AOC), Opportunity for Improvement (OFI), Strength (S)
 "X/>>": NCs, AOCs closed (X) or renewed or with follow-up (>>)


Processes/ Principles/ Organization	Type/	No.	Wording of the finding	ISO 14001 V2015	X/>>
Management	S	1	<i>Main the commitment & leadership of management in maintaining and improving EMS to achieve sustainable development</i> Duy trì sự cam kết của Ban lãnh đạo trong việc duy trì & cải tiến hệ thống quản lý môi trường nhằm thực hiện chiến lược kinh doanh ...	5.1 Leadership and commitment	
Management	S	2	<i>EMS is certified continuously since 2002 according to ISO 14001</i> Hệ thống quản lý môi trường theo ISO 14001 được chứng nhận liên tục từ 2002	5.1 Leadership and commitment	
Management	S	3	<i>Invest & maintain the solar energy systems & use the power-saving LED lights</i> Tiết kiệm năng lượng thông tin đầu tư và vận hành hệ thống năng lượng mặt trời, sử dụng đèn chiếu sáng Led ...	7.1 Resources	
Management	S	4	<i>Environmental monitoring is done periodically. The environmental criteria are achieved standards committed. No cases of violations relating to environment requirements</i> Kết quả quan trắc môi trường thực hiện đúng định kỳ & đạt các quy chuẩn môi trường như cam kết.	9.1 Monitoring, measurement, analysis and evaluation	
Management	S	5	<i>Certified the Asean Green Hotel Standards 2016-2018, Green Lotus Label Level 5 valid to 2015, Energy Efficiency Building 2012 ...</i> Đạt các chứng chỉ liên quan bảo vệ môi trường (tòa nhà hiệu quả năng lượng, khách sạn xanh ...)	9.1 Monitoring, measurement, analysis and evaluation	
HK, F&B, Kitchen ...	AOC	1	Biện pháp kiểm soát các khía cạnh môi trường liên quan đến các quá trình tác nghiệp của khách sạn đã xác định và cập nhật ngày cập nhật ngày 15/1/2021, tuy nhiên văn bản này chưa được cập nhật đầy đủ các biện pháp kiểm soát hướng đến phòng ngừa sự cố, giảm phát thải/tiêu thụ tài nguyên đang áp dụng (Vd. SOPs, kiểm soát tồn kho, FIFO, kiểm soát định mức ...) <i>Measures to control environmental aspects related to hotel operational processes identified and updated in writing on 15/1/2021, the documents has not been fully updated with the current control measures focus on preventing incidents, reducing waste/emissions/resources consumption (E.g SOPs, inventory control, FIFO, norm control). ...)</i>	6.1.4 Planning action	>>
Environmental Section	AOC	2	Danh mục yêu cầu pháp luật & yêu cầu bên quan tâm khác về môi trường lập & cập nhật ngày 15/1/2021, tuy nhiên, chưa cập nhật thay thế đầy đủ các văn bản hết hiệu lực áp dụng (Vd.49/2020/TT-BCA thay thế 66/2014/TT-BCA.) <i>The list of legal & other requirements updated on 15/1/2021, however, lists not yet fully updated to replace expired documents (E.g. 49/2020/TT-BCA replaces 66/2014/TT-BCA)</i>	6.1.3 Compliance obligations	>>

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Engineering Dept.	AOC	3	<p>Kế hoạch bảo trì MMTB năm 2021 chưa rõ thời gian kế hoạch bảo trì/thiết bị theo định kỳ quy định</p> <p>Nội dung bảo trì hệ thống solar cung cấp nước nóng thiếu các hạng mục: vệ sinh bề mặt tấm pin, hệ thống gia nhiệt</p> <p>Thiếu duy trì thông tin kiểm tra ống khói thải bếp, hệ thống hút hơi (quạt hút, đường ống ...) khu vực kho chứa rác thải/hóa chất.</p> <p><i>2021 equipment maintenance approved, contents of plan is not clear when equipment will be maintained as period specified.</i></p> <p><i>Maintenance items of the solar system to provide hot water lacks the items as heating system, cleaning the surface of the panels ...</i></p> <p><i>Lack of information on checked the condition of the chimney from the kitchen, the exhaust system (exhaust fan, pipes ...) in the waste/chemical storage areas.</i></p> 	8.1 Operational planning and control	>>
Kitchen	AOC	4	<p>Nhiệt độ tủ mát/tủ đông được duy trì phù hợp theo định để bảo quản thực phẩm, tuy nhiên nhiệt độ cài đặt & duy trì chưa đảm bảo tối ưu hóa sử dụng điện (Vd. nhiệt độ bảo quản thực phẩm yêu cầu 2oC-8oC, thực tế hiển thị gần 3oC)</p> <p><i>Refrigerator/freezer temperature is maintained in accordance with regulations for food preservation, however, the set & maintained temperature is not ensured to optimize electricity consumption (E.g. food storage temperature required 2oC - 8oC, the actual temperature maintained near 3oC)</i></p>	8.1 Operational planning and control	>>
Admin. & HR (including Fire Fighting, Security)	AOC	5	<p>Các biện pháp phòng cháy chữa cháy đã xác định và thực hiện theo đúng yêu cầu, tuy nhiên, chưa cập nhật tổng hợp kết quả xác định các khu vực có khả năng cháy nổ và mức độ rủi ro/từng khu vực (khả năng xuất hiện, hậu quả) theo đúng hiện trạng để xem xét, cải tiến nguồn lực & hoạt động cần thiết (kiểm tra giám sát, diễn tập, giảm thiểu mức rủi ro ...) tương ứng nhằm tiếp tục nâng cao hiệu quả áp dụng theo mong đợi.</p> <p><i>Fire fighting & prevention measures determined & implemented in accordance with the requirements, however, not maintained clear data on potentially fire areas and risk level/each area (likelihood of occurrence, consequences) corresponds to related current contexts for reviewing & improving the needed resources & control measures (E.g. site inspection & monitoring, testing/drills, risk reduction, etc.) for effective application as expected.</i></p>	8.2 Emergency preparedness and response	>>
Admin. & HR (including Fire Fighting, Security)	OFI	1	<p>Diễn tập PCCC đã thực hiện & được báo cáo bao gồm đánh giá theo đúng quy định, tuy nhiên, nội dung biên bản chưa rõ thông tin về đánh giá tính khả thi của nguồn lực & phương án PCCC đã tuân thủ (Vd. Biên bản giám sát diễn tập PCCC ngày 27/4/2021)</p> <p><i>Fire drills done & reported including evaluation results as required, however, the content of reports is not clear information of feasibility assessment of resources & the fire prevention plan complied with to address risks adequately as expectation (E.g. fire drill report on 27/4/2021)</i></p>	8.2 Emergency preparedness and response	

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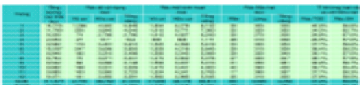



Processes/ Principles/ Organization	Type/	No.	Wording of the finding	ISO 14001 V2015	X/>>
HK and Lobby	AOC	6	Phiếu kiểm tra làm phòng của SUB thiếu hạng mục kiểm tra liên quan đến kiểm soát môi trường đang áp dụng (Vd. Nhiệt độ phòng, thùng rác, nhãn khuyến cáo môi trường như yêu cầu vệ sinh phòng ...) <i>Room inspection form done by SUB lacks the items related to the applicable environmental control measures (E.g. room temperature, dustbin, environmental warnings ...)</i>	8.1 Operational planning and control	>>
HK	OFI	2	Tái đào tạo SOP tác nghiệp ... đã thực hiện theo định kỳ (6 tháng ...), tuy nhiên cần tăng cường tái kiểm tra xác nhận kiến thức & kỹ năng thay thế dần hoạt tái đào tạo nhằm nâng cao hiệu quả áp dụng <i>Re-training of operational SOPs related to environment done periodically (6 months ...), it is necessary to strengthen re-verification of knowledge & skills to gradually replace re-training activities for improving the effective implementation.</i>	7.2 Competence	
Food & Beverage	AOC	7	Tiếng ồn là khía cạnh môi trường phát sinh từ quá trình tổ chức tiệc/sự kiện ..., checklist để kiểm tra trước/trong và sau kết thúc tiệc/sự kiện đã thiết lập & thực hiện, tuy nhiên, nội dung checklist này chưa bao gồm tiếng ồn. <i>Noise is an environmental aspect from the process of providing the parties/events ..., the checklist to check before/during and after the parties/events has been developed & implemented, however, the content of checklist does not include noise</i>	8.1 Operational planning and control	>>
IT	OFI	3	Hệ thống thông tin liên lạc được bảo trì và báo cáo hàng tháng theo quy định, nội dung biên bản bảo trì chưa thể hiện rõ kết luận. <i>Communication system is maintained and reported monthly as planned, the content of the maintenance reports has not clearly shown the conclusion for valid results</i>	8.1 Operational planning and control	
Management & Environmental Section	Note		Procedure for internal audit PRO-ENV-04 dated 5/2/2018. internal audit planed once per year, the last one done & documented on 22/10/2021 with 5 AOC, 1 OFI. Actions to address these findings determined & completed as plan approved	9.2 Internal audit	
Management & Environmental Section	Note		Management review planned once per year under PRO-ENV-10 dated 5/2/2018. The last one done & documented on 29/2/2021	9.3 Management review	
Management & Environmental Section	Note		Environment performance monitoring determined in PRO-ENV-06 dated 5/2/2018, 2021 performance moinitoring plan determined which complied with legal requirements & PRO-ENV-06	9.1 Monitoring, measurement, analysis and evaluation	
Management & Environmental Section	Note		Verify the performance of actions to address previous findings issued 2020, all of them maintaining which are effective (management review dated 29/2/2021 ...)	10.2 Nonconformity and corrective action	
Management & Environmental Section	Note		Environment monitoring done & reported once per year under legal requirements. Environment performance & status in 2020 are monitored & reported on 15/1/2021 > Its resluts are satisfied with vietnam technical regulations committed.	9.1 Monitoring, measurement, analysis and evaluation	

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Environmental Section	Note	Microclimate monitoring results reported on 1/4/2021 > satisfied with QCVN 22:2016/BYT, QCVN 26:2016/BYT ... 	9.1 Monitoring, measurement, analysis and evaluation	
Environmental Section	Note	Emissions monitoring results reported on 1/4/2021 > satisfied with QCVN 02:2019/BYT, QCVN 03:2019/BYT, QCVN 19:2009/BTNMT ...	9.1 Monitoring, measurement, analysis and evaluation	
Environmental Section	Note	Waste water monitoring results reported on 1/4/2021 > satisfied with QCVN 14:2008/BTNMT 	9.1 Monitoring, measurement, analysis and evaluation	
Environmental Section	Note	Waste are treated as legal requirements, its results are reported yearly 	9.1 Monitoring, measurement, analysis and evaluation	
Management	Note	Environment Policy determined & documented on 8/1/2018 which communicated to all staffs for understanding ...	5.2 Environmental policy	
Management	Note	Environment program 2021 determined for EMS implementation appropriately 	6.1.4 Planning action	
Environmental Section	Note	Legal & other requirements determined updated on 15/1/2021 under PRO-ENV-03 	6.1.3 Compliance obligations	
Environmental Section	Note	Evaluation of compliance with legal & other requirements planned twice per year, the last one done & documented on 15/1/2021 > complied > next planned in 6/2021 which determined in Environment program 2021	9.1.2 Evaluation of compliance	
Management & Environmental Section	Note	Labour safety plan 2020, 2021 determined & done under legal requirements which to prevent the accidents/incidents related to environment	8.1 Operational planning and control	
Management & Environmental Section	Note	Scope determined in SPEC-ENV-01, not changed to previous audits	4.3 Determining the scope of the environmental management system	
Management & Environmental Section	Note	Organization contexts re-analyzed & updated on 15/1/2021 under PRO-ENV-01 	4.1 Understanding the organization and its context	

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Management & Environmental Section	Note		Need & expectations of interested parties (E.g customers, SG Tourist, community, government, tourism department, BOD ...) re-determined & updated on 15/1/2021 > focus on legal compliance, certify green certificates, no accidents, Optimize resource consumption ...)	4.2 Understanding the needs and expectations of interested parties	
Management & Environmental Section	Note		Processes map, procedures & regulations determined & documented for EMS' implementations ...	4.4 Environmental management system	
Hotel	Note		Action plan 2021 to address risk & opportunity determined & approved, e.g. Opportunity OE06 concerned on reducing resource consumptions # 5% > Actions determined as improving service plan, replaced old equipment, led lights ... 	6.1 Actions to address risks and opportunities	
Management & Environmental Section	Note		2021 environment objectives with actions plans determined & approved in 15/1/2021, environment objectives are allocated to the relevant departments (E.g. electricity consumption 253 kWh/day > allocated to HK, F&B, KIT ... Its results monitored & reported monthly 	6.2 Environmental objectives and planning to achieve them	
Management & Environmental Section	Note		Effectiveness of actions to address risks & opportunities 2021 reported 15/1/2021 & reviewed on 29/2/2021 	6.1 Actions to address risks and opportunities	
Hotel	Note		Environment aspects of all processes/activities at all areas re-identified & updated yearly & any changed, the last one updated on 15/1/2021, significant aspect only related to domestic waste water 	6.1.2 Environmental aspects	
Management & Environmental Section	Note		Env awareness of employees (policy, significant aspects, objectives, env performance ...) provided by training, meeting, information sign/label at workplaces ...	7.3 Awareness	
Environmental Section	Note		Procedure for internal & external communication PRO-ENV-08 dated 5/2/2018 with communication matrix clearly 	7.4 Communication	
Engineering Dept.	Note		2021 equipment maintenance plan determined & done strictly  	8.1 Operational planning and control	
Engineering Dept.	Note		Inspection of equipment have strict safety requirements monitored & done fully. Its inspection reported retained as required	8.1 Operational planning and control	
Admin. & HR (including Fire Fighting, Security)	Note		2021 training plan, e.g. environment policy & awareness planned in 6/2021, environment aspects & measure to control them planned in 6/2021, fire fighting training planned & done 4/2021, green standards & legal requirements planned & done 2/2021 ...	7.2 Competence	

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Engineering Dept.	Note		Hot water tank (West) - 2123 inspected on 15/12/2020, elevators (PL1-V5070053 ...) with inspection valid to 10/11/2022, Anti-lightning system with inspection valid to 22/08/2021, Boiler Miura-Indonesia, EI- 1000GH - inspection valid to 22/10/2022, VRV Hitachi Refrigeration System with inspection valid to 10/05/2022, GAZ system for kitchen - 15/12/2023 ...	8.1 Operational planning and control	
Admin. & HR (including Fire Fighting, Security)	Note		Responsibility & authority framework of each position/all departments determined in SPEC-ENV-02, not changed compared to previous audits	5.3 Organizational roles, responsibilities and authorities	
Admin. & HR (including Fire Fighting, Security)	Note		Knowledge framework determined in SPEC-ENV-03	7.2 Competence	
Management & Environmental Section	Note		Procedure for handling complaints, violations, nonconformity ... PRO-ENV-07 dated 5/2/2018 Since 2020, no any nonconformity, violations or complaints issued	10.2 Nonconformity and corrective action	
Environmental Section	Note		Procedure for control of documented information PRO-ENV-11 approved 5/2/2018 > e.g. - List of documents updated, documents approved by authority person as specified before issuing ... - List of records which be retained under legal & application standard requirements > E.g report on env. monitoring retained since 2012 ...	7.5 Documented information	
Sales & Marketing	Note		Environmental protection requirements as part of services (E.g. noise, fire fighting, smoking, use of electric ...) which reviewed and provided stably > service log maintained in 2021 ... items of monitoring checklist including env performance defined ...	8.1 Operational planning and control	
IT	Note		Communication system are maintaining through daily checking/maintenance monthly > E.g. operation log, report on maintenance in 4/2021	8.1 Operational planning and control	
Accounting	Note		Focus on control of purchasing, norm, food cost, inventory as measures to control of environment impacts strictly	8.1 Operational planning and control	
Accounting	Note		Purchase order/contract include requirements of env protection under compliance with legal requirements ...	8.1 Operational planning and control	
Kitchen	Note		Inventory control, near expiry date: rotation & FIFO/FEFO compliance...	8.1 Operational planning and control	
HK and Lobby	Note		check the room through the checklist by Supervisor > E.g Room 477 on May 13, 2021...	8.1 Operational planning and control	


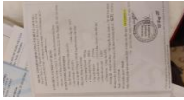




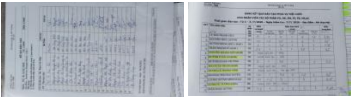
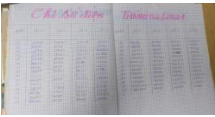


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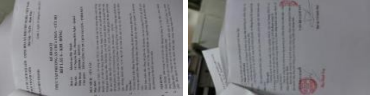
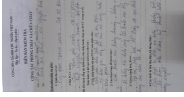
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Planning	Note	Investment of equipments ... focused on environment protect via product criteria (electricity, water, waste, life cycle ...). Since 2019, no investment projects due to covid19, strategy ..	8.1 Operational planning and control	
Admin. & HR (including Fire Fighting, Security)	Note	No case of fire incidents/near miss issued since 2017	10.2 Nonconformity and corrective action	
Kitchen	Note	Waste identified, collected & preserved as required 	7.2 Competence	
Kitchen	Note	Equipment have strict safety requirements are inspected under legal requirements fully  	8.2 Emergency preparedness and response	
Admin. & HR (including Fire Fighting, Security)	Note	Fire fighting & alarm equipment are equipped & maintained monthly strictly 	8.2 Emergency preparedness and response	
Engineering Dept.	Note	Control of operation of waste water treatment system monitored & updated daily > checked operation log retained as planned 	8.1 Operational planning and control	
Engineering Dept.		Monthly maintenance of waste water treatment system taken & reported 	8.1 Operational planning and control	
Food & Beverage	Note	Re-trained in SOPs as measures to control of env impacts to staffs planned & done yearly 	7.2 Competence	
HK and Lobby	Note	Electricity, water consumption monitored & reviewed daily 	9.1 Monitoring, measurement, analysis and evaluation	

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HK and Lobby	Note		Monitor and arrange rooms according to specified areas to optimize electricity consumption, cleaning activities.... 	8.1 Operational planning and control	
Admin. & HR (including Fire Fighting, Security)	Note		Fire drill plan approved 14/4/2021, fire drill reported on 17/4/2021 ... (fire drills planned at least 6 times/year) 	8.2 Emergency preparedness and response	
Admin. & HR (including Fire Fighting, Security)	Note		Self-inspection of fire protection planned & done monthly 	8.2 Emergency preparedness and response	
Admin. & HR (including Fire Fighting, Security)	Note		Fire fighting team are trained with certificates retained as required (E.g. Huynh Kim Vuong trained on 3-4/3/2021 ...)	7.2 Competence	