



VINGROUP'S 2024 SUSTAINABILITY REPORT

GREEN TRANSITION  
GREEN FUTURE

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# Glossary

Abbreviation	Definition
BOD	Board of Directors
CDP	Carbon Disclosure Project
CIT	Corporate Income Tax
COP	Conference of the Parties
ESG	Environment, Social, and Governance
EU	European Union
EV	Electric Vehicle
GHG	Greenhouse Gases
GMS	General Meeting of Shareholders
GRI	Global Reporting Initiative
HVAC	Heating, Ventilation, and Air Conditioning
ISO	International Organization for Standardization

Abbreviation	Definition
IT	Information Technology
kWh	kilowatt hour
P&L	Profit and Loss Center
PIT	Personal Income Tax
SB	Supervisory Board
SBTi	Science Based Targets Initiative
SDG	Sustainable Development Goal
TCFD	Task Force on Climate-Related Financial Disclosures
tCO <sub>2</sub> e	tons of Carbon Dioxide Equivalent
TCP	The Climate Pledge
UN	United Nations

# 01 Overview

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# Message from CEO

**MR. NGUYEN VIET QUANG**

Vice Chairman  
cum Chief Executive Officer



## At Vingroup, the sustainability of our business operations is **built and reinforced through effective and sustainable governance strategies**

Dear Shareholders and Stakeholders,

The year 2024 was marked by significant challenges, yet it also opened valuable opportunities for Vingroup. With the strong spirit of Vietnam at our core, we closed the year with outstanding achievements, affirming our pioneering position and readiness to embrace the green era.

At Vingroup, the sustainability of our business operations is built and reinforced through effective and sustainable governance strategies. In 2024, we continued to implement the “Six Transformations” principle (Systemization – Empowerment – Standardization – Simplification – Automation – Optimization) to adapt to evolving operational conditions and practical needs, in which the core “Three Transformations” (Empowerment –

Standardization – Simplification) remain our strategic focus, ensuring agility and resilience to real-world conditions. Our sustainable governance strategy was strengthened, business operations recorded many positive results, and the set targets were successfully achieved. In 2024, Vingroup recorded net revenue of VND 189.1 trillion and profit before tax of VND 16.7 trillion, contributing approximately 1.6% to Vietnam’s GDP. Vingroup closed 2024 with remarkable achievements in growth and economic development, firmly aligned with its sustainability objectives. Internationally, Fortune recognized Vingroup as the leading private enterprise in Vietnam and ranked the Group 45<sup>th</sup> among Southeast Asia’s largest enterprises.

# Message from CEO

As the nation advances decisively into the green era, Vingroup recognizes the critical importance of the “green transition” as the cornerstone of a sustainable “green future”. By pioneering green vehicles, clean energy, breakthrough technologies, large-scale urban developments, and an environmentally friendly service ecosystem, Vingroup not only pursues sustainable growth but also inspires collective action toward a greener future. At COP26 in 2021, Vietnam made a strong impression when Prime Minister Pham Minh Chinh announced the country’s commitments on climate change response. Aligned with the Government’s agenda, Vingroup is firmly committed to advancing the Sustainable Development Goals and to taking meaningful action on climate change response. VinFast reinforced this commitment by joining The Climate Pledge, setting a target to achieve net-zero emissions by 2040. In 2024, Vingroup implemented greenhouse gas emission reduction solutions across all P&Ls, including improving energy efficiency and expanding renewable energy adoption. As a result, the Group’s GHG emissions intensity per unit of revenue decreased by 4.2% compared to 2023. Over 6.6 thousand tCO<sub>2</sub>e were offset via solar energy generation at Vinpearl, Vinhomes, and VinUni. In public passenger transport, VinBus contributes to directly reducing over 12.8 thousand tCO<sub>2</sub>e into the atmosphere compared to diesel buses. Waste management practices were strengthened with waste segregation at source, leading to 33.3% of total waste being recycled. Member companies also actively adopted water efficiency measures, achieving a 7.2% reduction in water consumption year-over-year. Digital transformation initiatives were advanced to reduce resource

consumption and minimize single-use plastics. VinFast, Vinpearl, and Vinhomes reused treated wastewater for irrigation, landscaping, and internal road cleaning. Vinpearl Safari actively engaged in wildlife rescue, conservation, and animal care programs, contributing to the preservation of ecosystems and species diversity.

Establishing its position as one of the leading corporations in Vietnam, Vingroup prioritizes the development of sustainable human resources through comprehensive training and upskilling programs. We adopt outstanding human resource policies, offering attractive compensation packages and equitable career development opportunities for employees at all levels, while fostering a workplace culture that is diverse, equitable, and inclusive. The Group is committed to research and development of community-oriented products and apply practical initiatives to continuously enhance customer satisfaction. Guided by our mission, “To create a better life for people,” Vingroup strives to uphold its corporate social responsibilities to partners, customers, and the broader community, delivering on business objectives while contributing to a more just and sustainable society. We have established and maintained non-profit foundations dedicated to humanitarian and charitable purposes, aimed at “most promptly and efficiently transfer Vingroup employees’ kindness to the community”.

As transparency remains central to Vingroup’s approach, we provide shareholders, customers, and communities with transparent public disclosures, aligned with international sustainability reporting standards. Our 2024 Sustainability Report, prepared in accordance with the GRI framework, offers stakeholders clear insights into Vingroup’s approach and efforts in realizing its sustainability goals and commitment to advancing the green transition toward a greener future.

Sincerely yours,



**Nguyen Viet Quang**  
Vice Chairman  
cum Chief Executive Officer

# Sustainability Highlights

## Sustainable Governance



Contributed approximately  
**1.6%** to Vietnam's  
GDP



**53%**  
of governance body  
members are women



Total tax and other  
legal obligations  
**56,163** billion  
VND



Diversity in Management  
**04** nationalities | **09** majors



# Sustainability Highlights

## Environmental Sustainability



Greenhouse gas emissions intensity/  
revenue reduced by

**4.2%** compared to 2023



**33.3%**  
of the total waste generated was  
recycled



**824,989** m<sup>3</sup>  
of treated wastewater were reused,  
accounting for 3.9% of total water  
consumption



VinFast saved over  
**2.7** million kWh  
(equivalent to reducing approximately  
1.8 thousand tCO<sub>2</sub>e) through energy  
efficiency initiatives



Waste emission intensity/revenue  
reduced by

**2%** compared to 2023



Water consumption decreased by  
nearly  
**7.2%** compared to 2023



More than  
**6.6** thousand tCO<sub>2</sub>e  
offset by solar power usage at Vinpearl,  
Vinhomes and VinUni



VinBus contributed to directly reducing  
more than  
**12.8** thousand tCO<sub>2</sub>e  
into the atmosphere compared to  
diesel buses.



# Sustainability Highlights

## Environmental Sustainability



VinUni avoided

**~321,000**

plastic bottles annually through a direct drinking water system



Average plastic bag consumption per customer at Vinmec pharmacy decreased by

**39%** compared to 2023



Vinpearl Safari Phu Quoc successfully bred

**21** endangered and rare species



Vinmec has fully digitized all medical imaging films, reducing approximately

**660**

thousand hardcopy films per year



Vinhomes successfully implemented and obtained the ISO

**14001:2015**

certification



Vinpearl River Safari Nam Hoi An rescued over

**1,300** animal individuals



**80%**

of Tier 1 suppliers signed commitment to comply with VinFast's Sustainable Supply Policy and Supplier Code of Conduct



Vinpearl replaced 100% of plastic water bottles in hotel rooms with glass bottles, reducing nearly

**150** thousand plastic bottles

equivalent to over 2,500 kilograms of plastic waste.



Vinpearl Safari Phu Quoc was honored as one of the

**TOP 2** leading safaris in Asia



**50-100%**

sustainable alternative materials applied in Vinhomes' high-rise construction projects



Vinmec limits the use of single-use plastics every Wednesday by switching to ceramic cups and fabric bags, reducing

**4,752** kilograms of plastic waste

equivalent to **3,168 kilograms per month** after 6 weeks of campaign implementation from the end of November 2024



Vinpearl Safari Phu Quoc has been recognized as **the world's most species-rich island safari with the highest number of animal individuals**

# Sustainability Highlights

## Social Sustainability

The average employee salary increased by **3.6%** compared to 2023

Female employees account for **37.3%** of the workforce

Vinhomes successfully implemented and obtained **SA8000** certification for social accountability

VinHMS established **Career Consultation Team (CCT)**, and VinCSS launched **"Humans of VinCSS"** series to enhance employee engagement

Vinhomes sponsored **31** scientific research projects

The VinIF Innovation Foundation granted nearly **30** billion VND to 7 science and technology projects

The VinIF Innovation Foundation provided nearly **65** billion VND in funding for master's and doctoral scholarships, as well as projects and events aimed at preserving Vietnam's cultural and historical heritage

Vinschool raised **5** billion VND through EDURUN 2024 to build schools for underprivileged children in mountainous areas

Vinhomes funded the construction of 5 schools in remote areas and donated **6,450** computer sets to 220 economically disadvantaged schools nationwide

VinUni implemented the community project "Khanh Hoa Residents Speak English," with more than 770 vibrant clubs and more than **37,000** participants



# Sustainability Highlights

## Social Sustainability



Constructed a five-story school building with

**30** well-equipped classrooms

to welcome back over 500 students as part of the reconstruction of the semi-boarding area at Bat Xat Secondary and High School



Built a new block with

**8** classrooms

and restored the damaged parking area for 300 students at Tan Dong Primary and Secondary School (Tan Dong, Tran Yen, Yen Bai).



Performed cataract surgeries for

**2,000** elderly individuals



Built

**5** swimming pools to prevent child drowning



Built **9 new schools** and boarding houses, **12 school sanitation** facilities; awarded over **9,300 scholarships** and **330 bicycles** to underprivileged but high-achieving students — in partnership with the Son La Center for Inclusive Education Development



Provided funding for congenital defect surgeries for

**400** underprivileged children



# Sustainability Highlights

## Social Sustainability

Sponsored medical treatment for **360 children** with cancer and prosthetic limbs for **200 people** with limb disabilities

Maintained and expanded a network of **1,500** village midwives in ethnic minority communities

Vinhomes donated **12.4** billion VND worth of medical equipment to Huong Khe Medical Center, Ha Tinh Province

Provided free genetic screening for drug response capacity for over **3,300** patients

Vinmec Central Park organized free health screenings for **200** children under 12 year old to detect growth delays and early puberty, along with consultation on appropriate interventions

Successfully expanded the program "Cooperatives linked with poor farming households for sustainable economic development and poverty alleviation," with **66 exemplary cooperatives** across **32 provinces**

Contributed **300** million VND to a program supporting the replacement of makeshift and dilapidated homes for poor households in Luc Ngan, Bac Giang

Vinhomes continues to develop affordable housing projects for low-income earners under the "**Happy Home**" brand



# Sustainability Highlights

## Social Sustainability

Sponsored specialized medical training for

**100** young doctors

working in district-level hospitals in mountainous, border, and island areas

Donated

**8** billion VND

to the Vietnam Fatherland Front Committee of Hung Yen Province to support housing construction for poor households and victims of Agent Orange

Donated

**200** thousand Tet gift packages

to people in difficult circumstances

Continued to provide monthly support for nearly

**400** Vietnamese Herotic Mothers

Provided ongoing support to

**56**

shelters for orphans and the homeless

Raised

**22** billion VND

through the Sowing Seeds of Kindness event series to support recovery efforts from Typhoon Yagi



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# About the report

## Reporting purpose and relevant frameworks

This Sustainability Report has been prepared with reference to the Global Reporting Initiative (GRI) Standards and the United Nations Sustainable Development Goals (UN SDGs). The report presents an in-depth analysis of material issues across three aspects: Environment – Social – Governance (ESG). This marks the third year of Vingroup having produced a sustainability report independent from the Annual Report, aiming to share and provide stakeholders with insights into Vingroup's approach and efforts in our journey toward achieving our sustainability targets for 2024.

## Reporting Scope

The report covers the period from January 1, 2024, to December 31, 2024, encompassing the activities of the Group and its member companies.

## Information Resources

The information and data cited in this report are sourced from official documents, annual reports of the Group and member companies, as well as other ESG information collected and compiled by Vingroup.

## Access to the report

The electronic version of this report is available in both Vietnamese and English. Please view and download this report from the official website of Vingroup.



# About the Vingroup

## General information

<b>Company name</b>	VINGROUP JOINT STOCK COMPANY
<b>Stock Code</b>	VIC
<b>Charter capital</b>	VND 38,785,833,060,000 (as of December 31, 2024)
<b>Business registration number and tax code</b>	0101245486
<b>Head Office</b>	No. 7, Bang Lang 1 Street, Vinhomes Riverside Urban Area, Viet Hung Ward, Hanoi, Vietnam

## Contact Information

<b>Phone</b>	(84-24) 3974 9999
<b>Fax</b>	(84-24) 3974 8888
<b>Website</b>	<a href="http://www.vingroup.net">www.vingroup.net</a>



# About the Vingroup

## Vingroup Ecosystem

Vingroup Joint Stock Company (abbreviated as “Vingroup” or “the Group”) is one of the largest companies by market capitalization on the Vietnam Stock Exchange. Vingroup originated in Vietnam in the Tourism and Real Estate sectors with the Vinpearl and Vincom brands. With a commitment to sustainable and professional development, Vingroup continuously develops and expands its business areas. Vingroup operates in 03 core pillars:



Vingroup is one of the largest companies by market capitalization on the Vietnam Stock Exchange.

### Industrials - Technology

01

**VINFAST** | [vinfastauto.com](http://vinfastauto.com)  
A smart all-electric vehicle manufacturer with a mission for a green future for everyone

02

**VINBIGDATA** | [vinbigdata.com](http://vinbigdata.com)  
Researches and develops advanced products and solutions based on Big Data and Artificial Intelligence

03

**VINHMS** | [www.vinhms.com](http://www.vinhms.com)  
Provides high-quality technology products to optimize business operations

04

**VINAI** | [www.vinai.io](http://www.vinai.io)  
Conducts in-depth research, builds and develops AI applications

05

**VINCSS** | [vincss.net](http://vincss.net)  
Provides comprehensive cybersecurity services and passwordless strong authentication solutions

06

**VINITIS**  
Provides IT services and infrastructure foundation for the Group's operations

07

**VINROBOTICS**  
Research, design, manufacturing, and integration of humanoid and intelligent robots

08

**VINMOTION**  
Research and development of robotics technology

# About the Vingroup

## Vingroup Ecosystem

### Real Estate and Services

01

**VINHOMES** | [vinhomes.vn](http://vinhomes.vn)  
System of apartments, villas, and commercial townhouses with premium services

02

**VINHOMES SERVICED RESIDENCES** | [vinhomes.com](http://vinhomes.com)  
System of high-end serviced apartments and villas for lease

03

**VINHOMES OFFICE LEASING** | [vinhomes.com](http://vinhomes.com)  
Premium office leasing system

04

**VINHOMES IZ (VHIZ)** | [vinhomes.com](http://vinhomes.com)  
Industrial real estate system

05

**VINPEARL** | [vinpearl.com](http://vinpearl.com)  
System of five-star hotels and resort destinations

06

**VINWONDERS** | [vinpearl.com](http://vinpearl.com)  
Vietnam's leading entertainment brand

07

**VINPEARL GOLF** | [vinpearl.com](http://vinpearl.com)  
Premium golf course system

### Social Enterprises

01

**VINMEC** | [vinmec.com](http://vinmec.com)  
International general hospitals and clinics system

02

**VINSCHOOL** | [vinschool.edu.vn](http://vinschool.edu.vn)  
High-quality kindergarten and inter-level education system

03

**VINUNI** | [vinuni.edu.vn](http://vinuni.edu.vn)  
Elite University - Training ground for future talents

04

**VINBUS** | [vinbus.vn](http://vinbus.vn)  
Pioneering, promoting, and creating modern, civilized green public transportation trends in Vietnam



# Vision, mission and core values



## Vision

With the aspiration to be a pioneer and the capability to deploy sustainable investment and development strategies, Vingroup focuses on 03 pillars: Industrials - Technology, Real Estate and Services, and Social Enterprises; and will continue to innovate in building an ecosystem of high-quality products and services that improve the lives of all people and enhance the international reputation of Vietnamese brands.

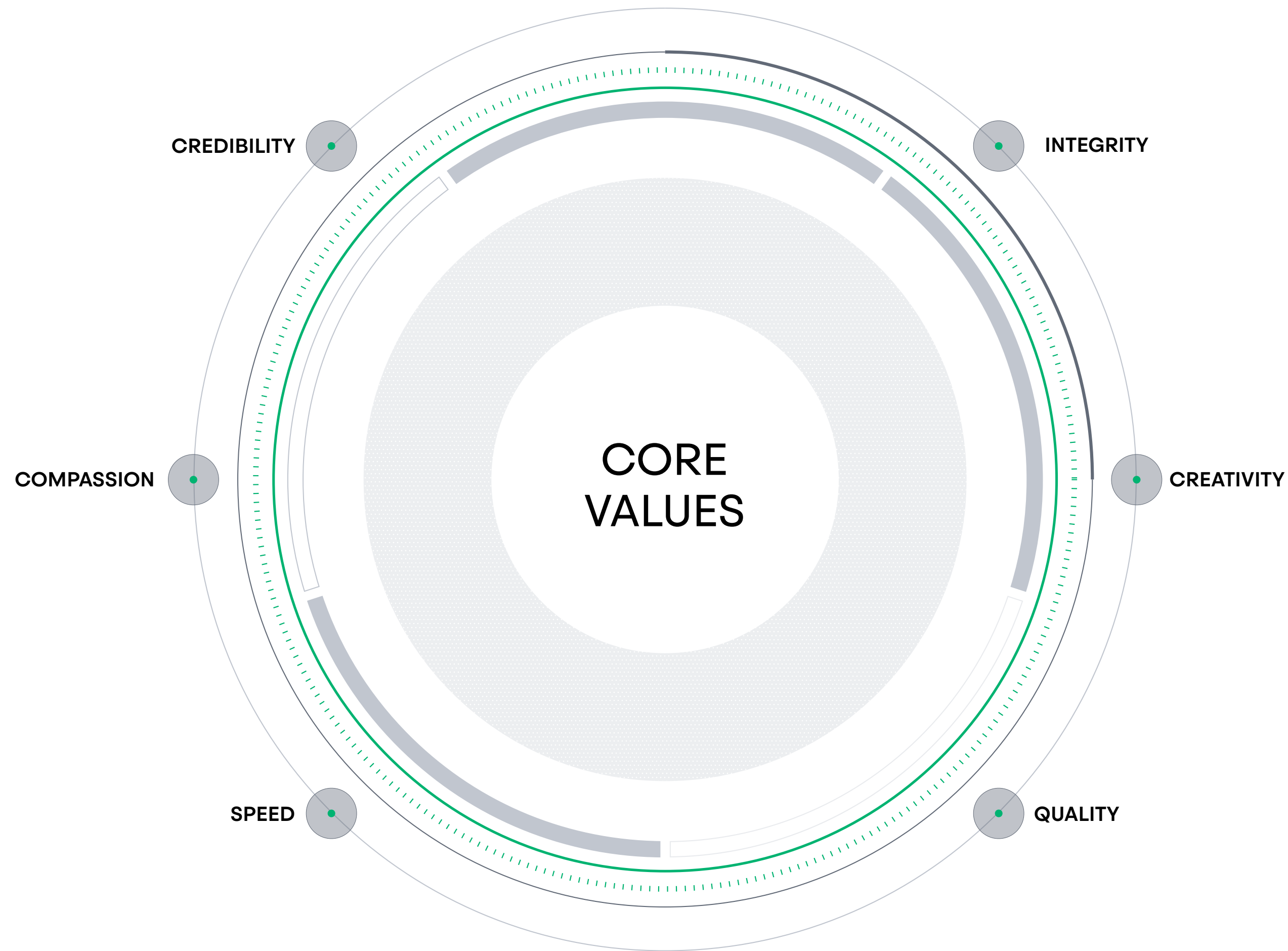


## Mission

To create a better life for all people.



# Vision, mission and core values



## Core values

Embracing discipline and professionalism, Vingroup strives to uphold these six core values.

### 01 CREDIBILITY

Vingroup protects its CREDIBILITY as one would protect one's honor, continuously strengthening its deployment readiness and competence in execution, sparing no effort in delivering on its commitments.

### 03 CREATIVITY

Vingroup sees CREATIVITY as a vital catalyst for growth, embracing its entrepreneurial spirit to build an enterprise of continuous improvement.

### 05 QUALITY

Vingroup's commitment to high quality in its operations is expressed as: "Best in People, Best in Products and Services, Best in Quality of Life, and delivering the Best for Society".

### 02 INTEGRITY

INTEGRITY lays the foundation for Vingroup where we strictly respect and comply with all applicable laws and ethical standards, putting the interests of our customers first.

### 04 SPEED

Vingroup values Speed and Efficiency as the principles of decision-making – "Fast to Decide, Fast to Invest, Fast to Deploy, Fast to Sell, Fast to Change, and Fast to Adapt".

### 06 COMPASSION

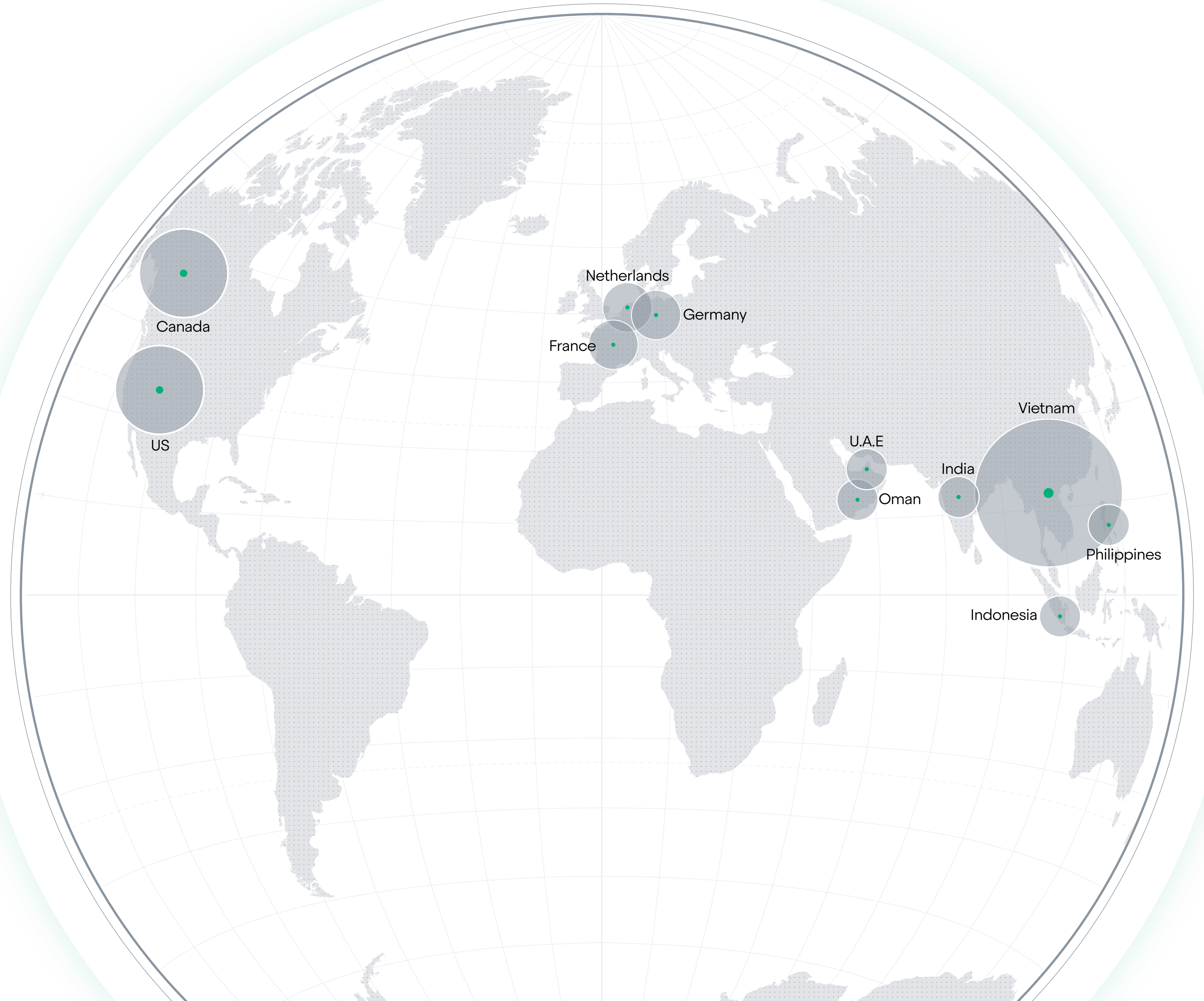
Vingroup nurtures its relationships with compassion, treasuring human capital as its most valuable asset and harmonizing benefits to all the stakeholders on the basis of fairness, integrity and solidarity.

# Our footprint

Vingroup's business network extends across all key regions of the country. As of December 31, 2024, Vingroup and its subsidiaries have projects or operations in all 63 provinces and cities nationwide.

For details about notable companies in Vingroup's ecosystem, please refer to Appendix 1. The presence of notable companies in Vingroup's ecosystem in 2024.

**In 2024, the Group continued to expand its operations internationally** with VinFast electric vehicles as its core business product entering new markets including Indonesia, the Philippines, India, and the Middle East.



# Footprint highlights in 2024

## Industrials - Technology

### VINFAST

VinFast became the best-selling automotive brand in Vietnam just two years after transitioning to electric vehicle production. The year 2024 marks a major milestone as VinFast rose to the No.1 position in the Vietnamese automobile market with nearly 88,000 vehicles delivered. Among them, the VF5 and VF3 are the top-selling models in VinFast's lineup and topped the domestic market in 2024.

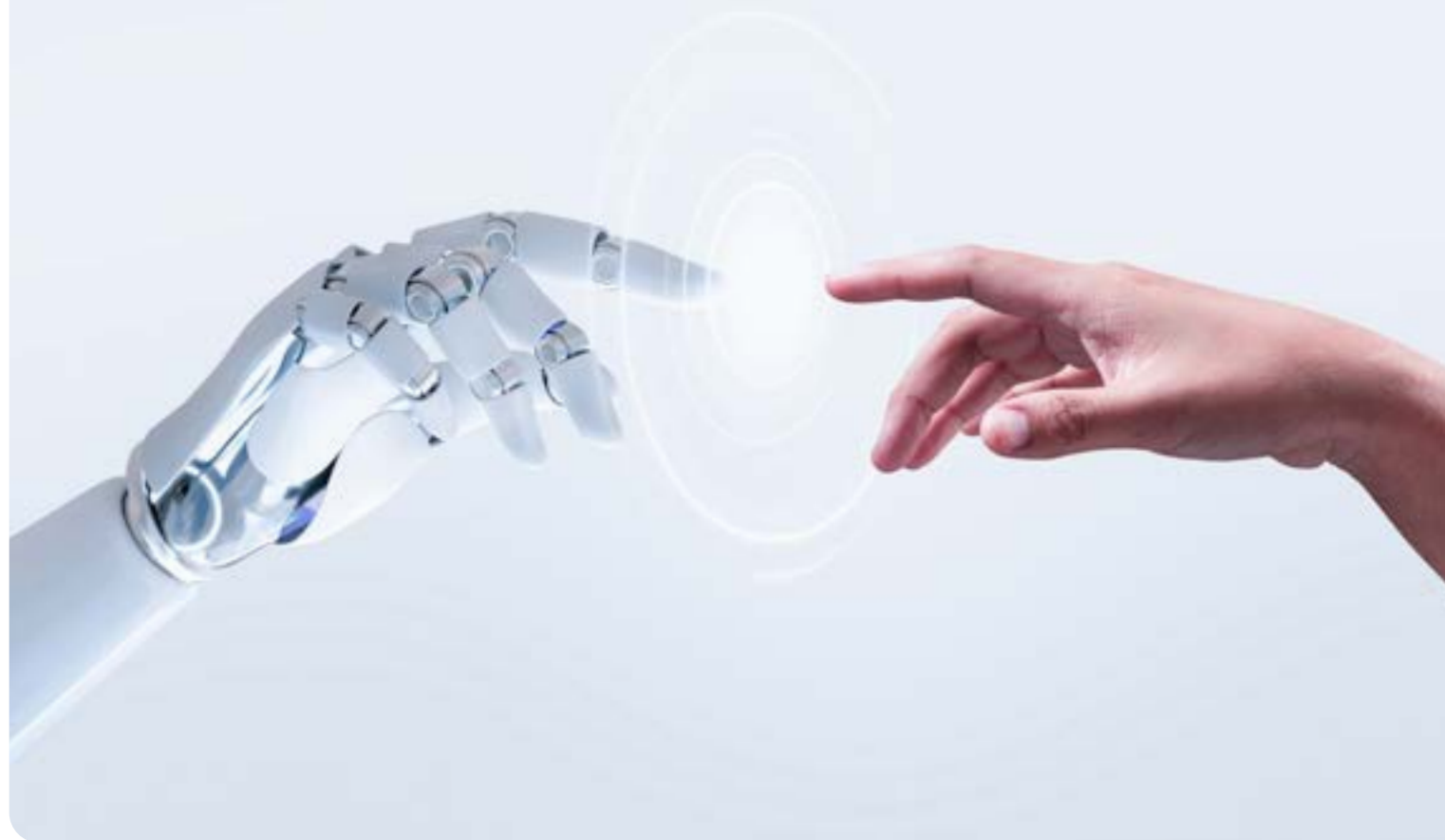
In 2024, VinFast actively expanded its global footprint by launching in key and high-potential markets such as Indonesia, India, the Philippines, and the Middle East, while also breaking ground on assembly plants in India and Indonesia.



### VINBIGDATA

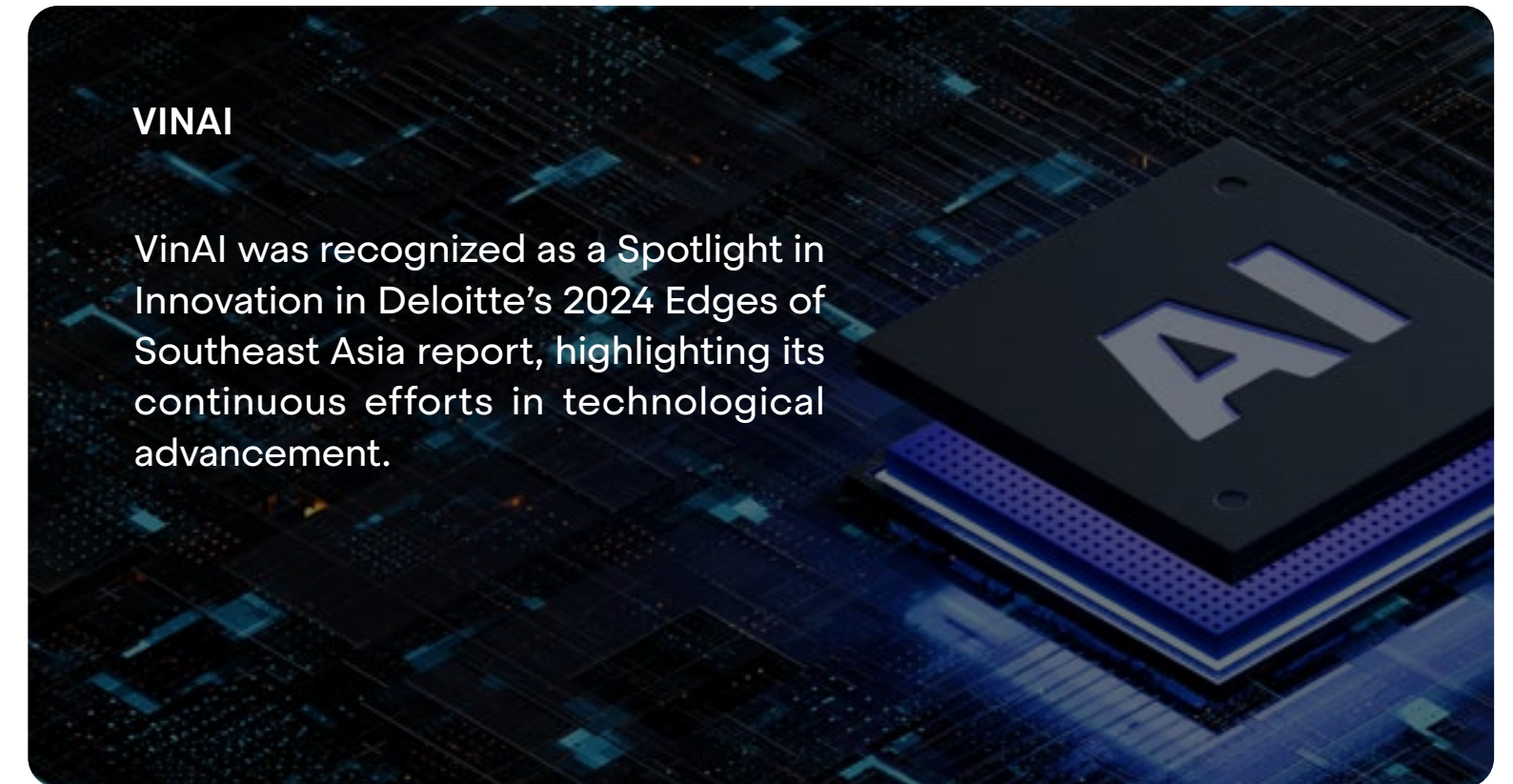
**Top 10**  
in facial recognition  
technology

VinBigdata achieved an impressive milestone by entering the global in facial recognition technology, as ranked by the U.S. National Institute of Standards and Technology (NIST). Top 10 in facial recognition technology, as ranked by the U.S. National Institute of Standards and Technology (NIST) in the most challenging category – “Mugshot Webcam” – of the FRTE 1:N Identification benchmark. This marks the first time a Vietnamese company has reached such a ranking.



### VINAI

VinAI was recognized as a Spotlight in Innovation in Deloitte's 2024 Edges of Southeast Asia report, highlighting its continuous efforts in technological advancement.



### VINCSS

VinCSS continues to successfully conquer the Japanese market in 2024, consecutively exporting two batches of strong passwordless authentication products and earning positive feedback from customers.



# Footprint highlights in 2024

## Real Estate and Services

### VINHOMES

#### Leading position in the real estate market

Vinhomes continues to solidify its leading position in the real estate market with the launch of Vinhomes Royal Island — a groundbreaking project that sets a new standard of living in Vietnam, offering residents an exclusive private beach and a collection of world-class luxury amenities.



### VINPEARL

In 2024

**50%**  increase in visitors

**10.9** million guest arrivals

Vinpearl reaffirms its pioneering role in the tourism and hospitality industry, steadfastly pursuing a strategy of developing festival destinations and premium service offerings. With strategic vision and market leadership, Vinpearl not only delivers exceptional travel experiences but also stimulates new demand, contributing to the rapid recovery of Vietnam's tourism sector. In 2024, Vinpearl recorded a 50% increase in visitors, reaching 10.9 million guest arrivals.



# Footprint highlights in 2024

## Social Enterprises

### VINMEC

Vinmec has taken the lead in successfully implementing numerous advanced medical techniques aligned with global trends. In 2024, Vinmec achieved remarkable milestones in healthcare through a series of groundbreaking surgeries and treatments. These include a successful liver transplant for a child with congenital biliary atresia, pelvic and femur replacement surgery for a bone cancer patient, and endoscopic heart surgery on a three-year-old — placing Vinmec among the few cardiovascular centers in the world capable of performing such advanced procedures on young children. Other notable achievements include life-saving interventions for patients with cardiac arrest and esophageal cancer, showcasing Vinmec's professionalism and cutting-edge medical expertise. The hospital also applied 3D technology in chest reconstruction surgeries and successfully treated rare conditions, such as the world's

second recorded case of pseudotumor caused by metal poisoning.

Beyond medical achievements, Vinmec expanded its footprint with the grand opening of Vinmec Smart City International General Hospital in Hanoi, bringing its nationwide network to eight hospitals. Two flagship hospitals – Vinmec Times City and Vinmec Central Park - successfully renewed their Joint Commission International (JCI) accreditations, maintaining world-class healthcare standards. Notably, Vinmec Central Park became the second hospital in Vietnam to join the Cleveland Clinic Connected program, marking a significant step toward delivering global-standard medical care in Vietnam.



### VINSCHOOL

Vinschool has achieved many outstanding achievements in expanding its scale and improving the quality of education. In 2024, the system opened 04 new campuses in Hung Yen and Phu Quoc, bringing the total number to 54 campuses nationwide, serving approximately 48,300 students. Not only expanding its scale, Vinschool also achieved many educational successes, with students

winning more than 2,280 national and international awards during the year. Notably, according to Brand Finance 2024, the brand value of Vinschool increased by 109% compared to the previous year, reaching USD 45 million and rising 20 places to 75<sup>th</sup> in the Top 100 most valuable brands in Vietnam.



# Footprint highlights in 2024

## Social Enterprises

### VINUNI

VinUni was appointed by UNESCO as the first UNESCO Chair in Vietnam under the model of a Research and Training Center for Environmental Leadership, Cultural Heritage, and Biodiversity. This recognition is part of the UNITWIN/UNESCO Chairs Programme, established in 1992 to foster collaboration among universities and research centers worldwide.

This appointment not only elevates VinUni's role in global academic cooperation and knowledge exchange but also supports the achievement of Sustainable Development Goals in education, science, culture, and communication. Becoming the first UNESCO Chair established in Vietnam marks a significant milestone in developing research capacity and training leaders and experts in environmental stewardship, cultural heritage, and biodiversity — affirming VinUni's academic reputation just five years after its founding.



# Awards and Accolades

VINGROUP



## Top 50 Largest Enterprises in Southeast Asia

Vingroup was honored by the U.S. magazine Fortune as the leading private enterprise in Vietnam and ranked 45<sup>th</sup> among the largest companies in Southeast Asia.

VINGROUP



## Top 10 Largest Enterprises in Vietnam

Vingroup ranked fourth in the Top 500 Largest Enterprises in Vietnam, as announced by Vietnam Report.

VINGROUP



## Top 10 Strong Brands in Vietnam 2023-2024

Vingroup was recognized by Vietnam Economic Times – VnEconomy as one of the Top 10 Strong Brands in Vietnam 2023-2024, thanks to its outstanding and impressive business performance, pioneering innovation, strong commitment to sustainable development, environmental improvement initiatives, and enhanced policies focused on employees and the community.

VINFAST



## Top 100 Most Influential Companies in the World 2024

VinFast became the first Vietnamese company in history to be named among the Top 100 Most Influential Companies in the World by TIME magazine. VinFast was included in the “Pioneers” category - recognizing companies that are making a mark with disruptive models and unconventional approaches - and was praised as a groundbreaking electric vehicle manufacturer, marking a major leap for Vietnam on the global automotive industry map.

VINFAST & VINHOMES



## Vietnam National Brand Product and Brand Recognition

VinFast was honored for its smart electric vehicle ecosystem that spans all market segments, positioning the company as one of the leaders in the transition to green mobility.

Vinhomes was recognized for its outstanding real estate products featuring modern design, integrated infrastructure, and green living spaces - promoting sustainable real estate development and driving the green transformation of urban areas.

VINPEARL



## Vietnam's Strongest Brand and Top 3 Strongest Brands in Southeast Asia

Vinpearl reaffirmed its reputation and superior position by achieving the highest AAA+ brand rating from Brand Finance, placing it among the Top 3 Strongest Brands in Southeast Asia.

Previously, Brand Finance also recognized Vinpearl as the leading brand in Vietnam in terms of brand strength index.

VINHOMES



## Real Estate Developer of the Year 2024

Vinhomes proudly received the “Real Estate Developer of the Year 2024” award at the Dot Property Vietnam Awards 2024, affirming its exceptional efforts in sustainable development and positive contributions to Vietnam’s real estate sector.

VINMEC



## Top 100 Most Valuable Brands in Vietnam 2024

Vinmec is the only medical unit on the list of Top 100 Most Valuable Brands in Vietnam, ranking 97<sup>th</sup>.

# Awards and Accolades

VINMEC



## Best Companies to work for in ASIA and Most Caring Company Award

Vinmec was honored with two prestigious awards at the HR Asia Awards 2024: “Best Companies to work for in ASIA” and “Most Caring Company Award”.

VINMEC



## Best Places to Work in Healthcare/ Pharmaceuticals/ Healthcare

Vinmec was honored as the Best Place to Work in the Healthcare/Pharmaceuticals/Medical Services sector, ranking first in the list announced by Anphabe – a reputable professional networking platform.

VINMEC



## Best in Vietnam, Best Community Programme Award, Empowerment of Women Award, Best Workplace Practises

Vinmec was recognized with four major Platinum Awards at the Global CSR & ESG Summit and Awards 2024: Best in Vietnam, Best Community Programme Award, Empowerment of Women Award, Best Workplace Practises.

VINMEC



## JCI Accreditation

Vinmec continued to achieve JCI Accreditation – the world’s leading standard for healthcare quality and patient safety: Vinmec Times City (Hanoi) earned JCI Accreditation for the fourth time and became the first hospital in Vietnam to achieve accreditation under the Academic Hospital Standards; Vinmec Central Park (Ho Chi Minh City) earned JCI Accreditation for the third time and is the first hospital in Vietnam and the first healthcare facility in the world to apply several key criteria from JCI Standards, 8<sup>th</sup> Edition.

VINMEC



## RTAC Accreditation

Vinmec IVF Center Times City achieved RTAC Certification for the third time – the most prestigious standard in assisted reproductive technology in the Asia-Pacific region.

VINMEC



## UCARE Accreditation

Vinmec Clinical Immunology & Allergy Center – Center of Excellence at Vinmec Times City became the first unit in Vietnam to achieve UCARE Certification, affirming outstanding expertise in diagnosing, treating, and managing urticaria in accordance with international standards from GA2EN – the Global Allergy and Asthma European Network.

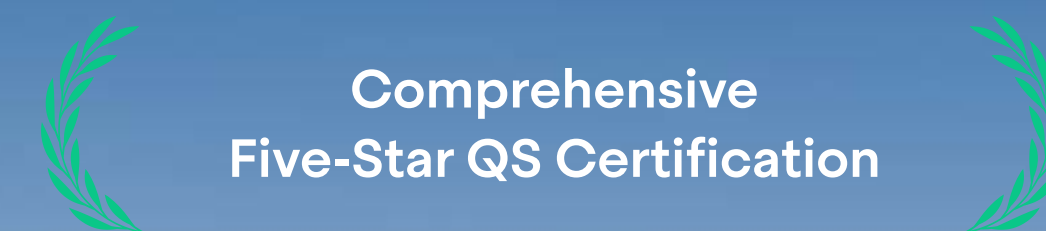
VINMEC



## Sports Medicine Center of Excellence

Vinmec Orthopedics & Sports Medicine Center at Vinmec Times City (Hanoi) became the first in Vietnam to be recognized as a Center of Excellence for Sports Medicine under the standards of the Asian Football Confederation (AFC).

VINUNI



## Comprehensive Five-Star QS Certification

VinUni was awarded the prestigious overall Five-Star QS certification from QS, the leading UK-based higher education ranking organization, becoming the youngest university in the world to receive this distinction in QS history. VinUni earned five stars in nine categories: global engagement, good governance, programme strength, academic development, teaching, employability, facilities, arts, and social impact.



# Stakeholder engagement

Stakeholder engagement is an important component of the sustainable development process, ensuring that all stakeholders participate in decision-making, strengthening relationships between the Group and stakeholders, thereby bringing symbiotic values.

Vingroup's six key stakeholder groups include: Shareholders and investors; Customers and residents; Local communities; State management agencies; Employees; Partners and Suppliers. Each stakeholder has different ways of engagement. The Group always listens to and incorporates contributions from all stakeholders to ensure that development goals are achieved with sustainable efficiency.

**Table 1. Stakeholder engagement**

Stakeholders	Stakeholder concerns	Engagement forms	Vingroup's goals and actions
<b>Shareholders &amp; Investors</b>	<ul style="list-style-type: none"> <li>• Business performance;</li> <li>• Dividend payment;</li> <li>• Corporate governance;</li> <li>• Transparency and regulatory compliance;</li> <li>• Environmental impact;</li> <li>• Supply chain management;</li> <li>• Human resource management;</li> <li>• Community engagement.</li> </ul>	<ul style="list-style-type: none"> <li>• Organize annual general meetings of shareholders;</li> <li>• Organize meetings to report business results and publish quarterly financial reports;</li> <li>• Attend seminars organized by major domestic and foreign securities companies to update information for investors;</li> <li>• Organize tours of Vingroup enterprises and ecosystems;</li> <li>• Organize seminars to facilitate investor engagement, providing opportunities to learn about and visit Vingroup's businesses and ecosystem;</li> <li>• Exchange programs, Vingroup website, answer questions and concerns of shareholders and investors via email at <a href="mailto:ir@vingroup.net">ir@vingroup.net</a></li> </ul>	<ul style="list-style-type: none"> <li>• Implement transparent and fair governance to protect shareholders' interests;</li> <li>• Disclose information and promptly seek shareholders' opinions on important decisions through the annual general meeting of shareholders or in writing;</li> <li>• Create opportunities for shareholders and investors to meet with the Board of Directors to learn about the Group's business strategy;</li> <li>• Ensure transparency in social and environmental strategies.</li> </ul>
<b>Customers &amp; Residents</b>	<ul style="list-style-type: none"> <li>• Commitment to product/service quality;</li> <li>• Easy access to product/service information through channels;</li> <li>• Supported with fast, accurate information, quality advice to make decisions on choosing products/services;</li> <li>• Ensuring health and safety;</li> <li>• Sustainable materials and products;</li> <li>• Good customer care, quick and convenient complaint and warranty resolution, clear terms.</li> </ul>	<ul style="list-style-type: none"> <li>• Website and newsletter;</li> <li>• Direct interaction and social media with customers;</li> <li>• 24/7 hotline for customer care;</li> <li>• Loyalty program;</li> <li>• Vingroup ecosystem programs;</li> <li>• Customer/resident satisfaction surveys;</li> <li>• Vinhomes: Condominium conference meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Make commitments on product and service quality;</li> <li>• Bring the best experience to customers;</li> <li>• Improve design, landscape, living environment and amenities. Collaborate within the Group's ecosystem to encourage customers to create convenience and superior value for customers/residents;</li> <li>• Consider integrity as the foundation for business operations and put customers first. Maintain a friendly, respectful and supportive attitude towards customers;</li> <li>• Listen to customers to understand their needs and balance their interests with the Group's interests, while providing a team of highly qualified consultants to provide accurate information;</li> <li>• Demonstrate trustworthiness in all interactions with customers. Make every effort to fulfill commitments to customers;</li> <li>• Predict market trends to improve service quality and provide superior products and services, and customize products based on customer needs;</li> <li>• For tenants in the Commercial and Retail Center: regularly organize large-scale events to attract customers;</li> <li>• For residents of Vinhomes urban areas: regularly organize community programs to connect residents, creating a civilized living environment.</li> </ul>

# Stakeholder engagement

Table 1. Stakeholder engagement

Stakeholders	Stakeholder concerns	Engagement forms	Vingroup's goals and actions
<b>Local communities</b>	<ul style="list-style-type: none"> <li>• Environmental, climate, waste, energy issues;</li> <li>• Community engagement, volunteering;</li> <li>• Employment and labour;</li> <li>• Economic development, local infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteering and philanthropic investment;</li> <li>• Meetings, conferences, forums and dialogues with communities/regulatory agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct research and assess environmental and community impacts before implementing projects;</li> <li>• Build iconic projects in localities where Vingroup operates, thereby actively enhancing the image and promoting a high-quality, cultural, and unique lifestyle;</li> <li>• Fully comply with legal regulations on environmental protection, climate, waste and energy. Conserve natural resources and protect the natural environment, develop ecological, green and smart cities, and aim for zero net emissions by 2050;</li> <li>• Promote commitment to social responsibility and sustainable development of products and services, focusing on people, for a better life for everyone;</li> <li>• Regularly exchange and coordinate with local management agencies to improve the environment and invest in developing local infrastructure;</li> <li>• Mobilize local labor force, create new jobs and improve social welfare in areas where Vingroup operates;</li> <li>• Participate in social and charitable activities, helping disadvantaged people in society.</li> </ul>
<b>State management agencies</b>	<ul style="list-style-type: none"> <li>• Compliance with environmental, climate, waste and energy laws;</li> <li>• Employment and labor;</li> <li>• Taxes;</li> <li>• Compliance with anti-corruption laws;</li> <li>• Contribution to the development of public policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings with local authorities;</li> <li>• Official written or oral statements;</li> <li>• Trade associations and public policy organizations.</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in conferences and seminars organized by state management agencies or organizations and associations to contribute ideas to develop the industries in which Vingroup is actively participating;</li> <li>• Closely monitor compliance with Government policies and regulations;</li> <li>• Contribute ideas to draft policies and legal documents;</li> <li>• Propose appropriate solutions and policies that have an impact on businesses, customers, industries and communities to management agencies.</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Competitive salaries and benefits;</li> <li>• Diverse and comprehensive employment opportunities;</li> <li>• Opportunities to learn and grow;</li> <li>• Charity;</li> <li>• Health and safety;</li> <li>• Employee benefits.</li> </ul>	<ul style="list-style-type: none"> <li>• E-newsletters, team and company-wide meetings, social media;</li> <li>• Management emails and letters;</li> <li>• Hotlines;</li> <li>• Personal and professional development training.</li> </ul>	<ul style="list-style-type: none"> <li>• Consider employees as Vingroup's most valuable asset;</li> <li>• Build a professional, dynamic, creative and humane working environment;</li> <li>• Apply superior human resources policies, good treatment and fair career development opportunities for employees at all levels;</li> <li>• Focus on organizing collective activities, cultural and sports activities to increase cohesion among employees.</li> </ul>
<b>Partners &amp; Suppliers</b>	<ul style="list-style-type: none"> <li>• Environmental impact;</li> <li>• Human rights;</li> <li>• Raw materials;</li> <li>• Supplier diversity;</li> <li>• Supply chain management;</li> <li>• Transparency and disclosure.</li> </ul>	<ul style="list-style-type: none"> <li>• Email, letter;</li> <li>• Hotline;</li> <li>• Meetings, conferences;</li> <li>• Periodic evaluation.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain relationships with suppliers and business partners based on respect, fairness, transparency and mutual benefit;</li> <li>• Select suppliers based on criteria including compliance with laws and human rights as well as commitment to environmental protection and sustainable development;</li> <li>• Respect and commit to ensuring the security of partners' information.</li> </ul>

# Sustainability Strategy and Goals

Vingroup's sustainable development strategy ensures balance and harmony of stakeholder interests to optimize economics and drive effective and sustainable growth, focusing on 3 pillars: Environment – Social – Governance (ESG).



**Table 2. Sustainability strategy and goals**

Pillar	Commitment	Sustainability Strategy and Objectives
<b>Environmental</b>	<ul style="list-style-type: none"> <li>Creating a green future</li> </ul>	<ul style="list-style-type: none"> <li>Fully complying with environmental protection regulations in business operations.</li> <li>Implementing circular economy through on-site waste sorting and material recycling; Gradually phasing out and completely eliminating single-use plastics in business operations by 2030.</li> <li>Targeting net-zero emissions by 2050 as committed by the Vietnamese Government at COP26.</li> <li>Increasing renewable energy use to contribute to building a sustainable future.</li> <li>Conserving resources, limiting emissions, creating green products, nature-friendly living spaces, contributing to biodiversity protection.</li> <li>Continuously improving environmental performance, minimizing impacts through environmentally friendly technologies.</li> <li>Developing and implementing supply-related policies for sustainable, responsible procurement.</li> </ul>
<b>Social</b>	<ul style="list-style-type: none"> <li>Creating a united, strong work environment for community prosperity</li> </ul>	<ul style="list-style-type: none"> <li>Implementing superior HR policies, good benefits, and fair career development opportunities for employees at all levels;</li> <li>Creating a united, strong, diverse, equitable, and inclusive work environment for all Vingroup employees.</li> <li>Fostering unity through collective and community activities.</li> <li>Aiming for a future with zero accidents and injuries in the workplace.</li> <li>Focusing on sustainable human resource development through training for all employees.</li> <li>Developing community-friendly products.</li> <li>Improving social welfare in areas where Vingroup operates.</li> <li>Demonstrating social responsibility towards partners, customers, colleagues, and communities.</li> </ul>
<b>Governance</b>	<ul style="list-style-type: none"> <li>Sustainable Corporate Governance</li> </ul>	<ul style="list-style-type: none"> <li>Continuously innovate and improve the corporate governance system.</li> <li>Comply with legal regulations, implement ethical standards in business activities, ensure transparency and integrity.</li> <li>Improve risk management capacity and information security.</li> </ul>

Sustainable development goals based on the three pillars E-S-G are “core elements” of the Group's development strategy, promoting competitive advantages to achieve long-term, comprehensive prosperity and sustainability.

# Materiality assessment

Vingroup conducts materiality assessments based on stakeholder expectations and with references to relevant sustainability frameworks including but not limited to:

- Global Reporting Initiative (GRI)
- Task Force on Climate-related Financial Disclosures (TCFD)
- SEC reporting initiatives
- 17 UN Sustainable Development Goals (SDGs)
- the Carbon Disclosure Project (CDP).

## Materiality assessment process

### 01 Identifying material topics

Build a list of material topics based on 3 main sources:

#### General issues

- Sustainability frameworks: GRI, TCFD, UN SDGs, CDP, among others.
- Legal regulations, economic and social issues.
- Latest trends in sustainable development.

#### Industry issues

- Business characteristics of the Group's sectors and fields.
- Reporting issues of Groups and businesses in the same field.

#### Organizational issues

- Group's sustainable development strategy.
- Feedback from stakeholders.

### 02 Assessing the importance of material topics to stakeholders

- Create a list of material issues for stakeholders.
- Interact with and understand stakeholder perspectives.
- Evaluate the importance of material topics to stakeholders.

### 03 Assessing impact of material topics on Vingroup's business operations

- Evaluate impacts (both negative and positive) of material topics on social, environmental, and financial aspects of the Group in the short and long term.
- Assess the financial impacts of sustainability in creating economic value for the Group.

### 04 Selecting important material topics

- Select and shortlist important material topics for the Group.
- Develop and implement sustainable development action plans for these material topics.

The identification and assessment of material topics in sustainability practices enables Vingroup to focus on the most important topics while improving its ability to meet stakeholder requirements and enhance long-term reputation and value for the Group. Material topics will be reviewed and updated annually by the Group to ensure alignment with business operations and stakeholder expectations.

# List of material topics

Vingroup has identified 11 material topics through the materiality assessment process. The topics are divided into 3 sustainability pillars: Environment - Social - Governance.

**Table 3. List of Material Topics**















No.	Material Topic	Context
<b>Environmental</b>		
01	Climate Resilience	<ul style="list-style-type: none"> <li>Climate resilience is organizations' ability to cope with, adapt to, and recover from climate change impacts. This includes both minimizing damage from extreme weather events and long-term climate change, as well as taking advantage of opportunities that climate change may bring.</li> <li>For the material topic of "climate resilience", Vingroup will focus on aspects including:                             <ul style="list-style-type: none"> <li>Measurement of direct and indirect greenhouse gas emissions;</li> <li>Greenhouse gas emission mitigation;</li> <li>Energy conservation;</li> <li>Green transportation.</li> </ul> </li> </ul>
02	Water and Biodiversity Stewardship	<ul style="list-style-type: none"> <li>Water stewardship includes water consumption and solutions for efficient water use.</li> <li>Biodiversity stewardship includes the Group's solutions and contributions to wildlife conservation efforts.</li> </ul>
03	Waste Management	<ul style="list-style-type: none"> <li>Wastewater and waste management includes managing and treating wastewater, solid waste, and air pollutants generated from Vingroup's operations through minimizing, recycling, and reusing waste, treating wastewater to meet standards and reuse of treated wastewater.</li> </ul>
04	Material Sourcing and Efficiency	<ul style="list-style-type: none"> <li>Vingroup's capability in effectively managing consumption of critical resources through product design, manufacturing, and end-of-life management, such as promoting procurement from local suppliers, using recycled and renewable materials, reducing use of primary materials (dematerialization), maximizing resource efficiency in production, and investing in research and development of alternative materials.</li> </ul>
<b>Social</b>		
05	Human Capital Development	<ul style="list-style-type: none"> <li>Vingroup's capability in maintaining widely accepted labor standards in the workplace, including compliance with labor laws as well as international norms and standards.</li> <li>Addressing discrimination issues based on race, gender, ethnicity, religion, and other related factors.</li> <li>Vingroup's ability to ensure cultural activities, recruitment, training, and promotion includes building a diverse and competent workforce.</li> </ul>
06	Employee Welfare and Well-being	<ul style="list-style-type: none"> <li>Vingroup's capability in creating and maintaining a safe and healthy work environment, free from injuries, fatalities, and illnesses.</li> </ul>
07	Diversity, Equity and Inclusion	<ul style="list-style-type: none"> <li>Vingroup's capability in creating and maintaining a non-discriminatory work environment in recruiting, training, and promoting individuals regardless of race, color, religion, or any other status.</li> </ul>
08	Product Quality and Customer Satisfaction	<ul style="list-style-type: none"> <li>Managing products and services to meet customer expectations regarding health and safety, including issues related to legal liability as well as managing product recalls and chemical content.</li> </ul>
09	Social Responsibility	<ul style="list-style-type: none"> <li>Managing relationships between Vingroup and communities where the Group operates, such as socio-economic impacts, community engagement, environmental justice, prioritization of recruitment and training local workforce, and impact on the local business environment.</li> </ul>
<b>Governance</b>		
10	Responsible Corporate Behavior	<ul style="list-style-type: none"> <li>Vingroup's capabilities related to business ethics in risk and opportunity management, including issues such as fraud, corruption, bribery and facilitation payments, fiduciary responsibility, and conflicts of interest.</li> <li>Vingroup's views and practices on compliance with domestic and international environmental laws.</li> <li>Tax strategy, economic development contribution, and transparency of Vingroup.</li> </ul>
11	Cybersecurity and Data Privacy	<ul style="list-style-type: none"> <li>Protecting organizational and customer information to enhance trust and manage risks related to breaches and leaks of sensitive and confidential information (e.g., personally identifiable information (PII), proprietary data, intellectual property).</li> </ul>

# Supporting the UN SDGs

With the ambition to become a global corporation, we understand that integrating the United Nations Sustainable Development Goals (SDGs) into our value chain and operations is essential. This not only generates positive impacts on society but also strengthens our business activities by aligning with our strategic direction.

The most relevant SDGs and Vingroup's corresponding contributions to these goals are presented in Table 4.

**Table 4. Supporting the UN SDGs**

No.	Material Topic	Context
   	<ul style="list-style-type: none"> <li>We focus on health and well-being in our operations by promoting welfare in the workplace for employees and contractors. Furthermore, we continuously develop and improve products for a better life and better health for customers.</li> <li>At Vingroup, we prioritize gender diversity and aim to increase the percentage of women leaders at all levels. In addition, we are committed to empowering women in society through various social investment projects.</li> <li>With operations in all of Vietnam's 63 cities and provinces, we created work for more than 67.3 thousand employees.</li> <li>We also protect labor rights in the workplace, equal pay for work, and equal value.</li> <li>Last but not least, we promote social inclusion of all people, regardless of age, gender, disability, race, ethnicity, origin, religion, or status.</li> <li>Find out more on pages 100-132.</li> </ul>	<ul style="list-style-type: none"> <li>Human Capital Development</li> <li>Employee Welfare and Well-being</li> <li>Diversity, Equity and Inclusion</li> <li>Product Quality and Customer Satisfaction</li> <li>Social Responsibility</li> </ul>
 	<ul style="list-style-type: none"> <li>We create green products, and living spaces close to nature, contributing to environmental protection.</li> <li>We also support community activities and bring a positive impact to society.</li> <li>We utilize technology in our operations to practice responsible production.</li> <li>Find out more on pages 121-132.</li> </ul>	<ul style="list-style-type: none"> <li>Social Responsibility</li> </ul>
     	<ul style="list-style-type: none"> <li>We manage and minimize GHG emissions to address climate change. At Vingroup, we provide training programs, and educational campaigns to raise awareness among Vingroup's employees and leadership about climate change and encourage sustainable practices. We also invest in and apply technology to increase resource efficiency.</li> <li>The Group collaborates with relevant stakeholders including government agencies, local communities, nongovernmental organizations, Universities and Research Institutions to develop innovative solutions and share best practices in, aligning with our sustainability targets in environmental protection.</li> <li>Find out more on pages 68-94.</li> </ul>	<ul style="list-style-type: none"> <li>Climate Resilience</li> <li>Water stewardship and biodiversity</li> <li>Waste Management</li> <li>Material Sourcing and Efficiency</li> </ul>
 	<ul style="list-style-type: none"> <li>Integrity and ethics are at the heart of Vingroup's business operations. We have established the Code of Conduct to enable employees at all levels to work with ethics, transparency and equality. We have also established the Risk Management Process to prevent and minimize inherent risks that are able to incur to manage unpredictable incidents.</li> <li>Furthermore, we recognize that it is crucial to provide protection for data on our suppliers, partners, customers, employees, and operational processes. Therefore, we strive to develop and enhance cyber data protection systems for all our stakeholders.</li> <li>Find out more on pages 37-60.</li> </ul>	<ul style="list-style-type: none"> <li>Responsible Corporate Behavior</li> <li>Cybersecurity and Data Privacy</li> </ul>

03

# Sustainable Governance

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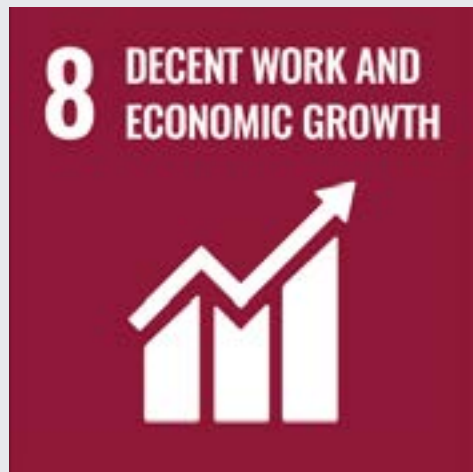
# Management Approach

In today's increasingly complex global economic and environmental landscape, sustainable corporate governance is no longer a choice but a necessity to ensure long-term and stable growth. Businesses are now expected not only to pursue profits but also to consider their social and environmental impacts, shaping a sustainable business model.

Vingroup consistently adheres to the principles of corporate governance upholding ethics, transparency, integrity, and accountability to drive operational efficiency and create

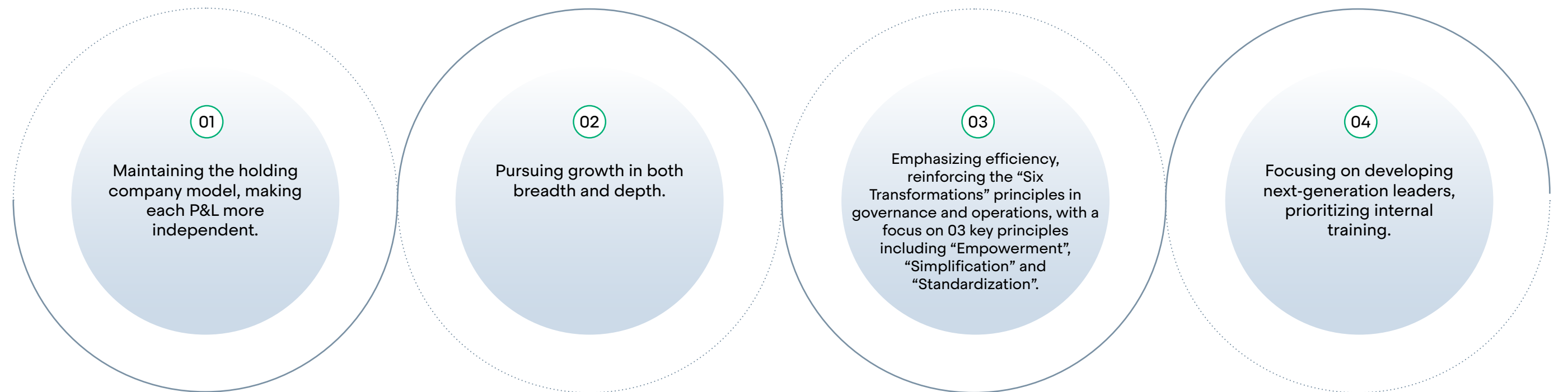
long-term sustainable value for all stakeholders. Corporate governance, risk management, and regulatory compliance are incorporated into a unified framework aimed at systematic and effective management, enhancing competitiveness and long-term sustainability. At the same time, we are committed to generating value for the environment, society, and other stakeholders, in pursuit of sustainable development and fulfilling our mission of "To create a better life for people".

Vingroup's sustainable governance is referenced to 03 of the 17 UN SDGs.



## 2024 Directions and Objectives for Sustainable Governance

During 2024, we have proceeded to set the following 04 sustainable governance directions



to fulfill the following objectives:

- 01 Diversify product and service offerings, improve business performance, and positively contribute to the national economy.
- 02 Continue to standardize the governance model, promote corporate culture, ethical standards to base a solid foundation for sustainable development.
- 03 Commit to complying with the law, preventing risks, ensuring benefits, and a transparent and equal business environment for stakeholders
- 04 Continue to strengthen cybersecurity governance and the protection of stakeholders' privacy.

# Management Approach

## Material Topics and Initiatives

The sustainability of our business operations is built and reinforced through a robust and effective Board of Directors, sound corporate governance, prudent risk management, and a secure cybersecurity system. Following our materiality assessment, we have defined 02 material topics in terms of Governance, including **G1 - Responsible Corporate Behavior** and **G2 - Cybersecurity and Data Privacy**.



Table 5. Material topics and initiatives – Governance pillar

Material topics	Code	Initiatives
<b>G1 – Responsible Corporate Behavior</b>	G1.1	<b>Corporate governance:</b> We promote greater autonomy and decentralization, as well as the continuous restructuring of the centralized governance model, to create a system that provides more autonomy for each business segment. Under the new model, subsidiaries will become independent profit-and-loss centers, or “P&Ls”, while their parent company, Vingroup Joint Stock Company, plays the role of strategizing, evaluating, and managing subsidiaries.
	G1.2	<b>Risk management and compliance:</b> We build a risk management framework in accordance with international rules and standards (ISO 31000) while ensuring that it is suitable to the Group’s corporate structure and the business environment in Vietnam.
	G1.3	<b>Transparency:</b> We adhere to the law to assure honesty, transparency, and consistency in handling inquiries, disclosing information, and managing communications with shareholders, investors, and other interested parties.
	G1.4	<b>Contributing to economic development:</b> We constantly improve the efficiency of production and business activities, actively contribute to the development of the economy, and commit to complying with regulations and financial obligations to the State.
<b>G2 – Cybersecurity and Data Privacy</b>	G2.1	<b>Information Security:</b> We digitize the governance operation not only to simplify and standardize the business model but also to protect the data and information of Vingroup and our stakeholders.
	G2.2	<b>Privacy Protection:</b> We established the Privacy Policy to ensure that all business activities of the Group meet international standards on data protection.

# Topic G1. Responsible corporate behavior

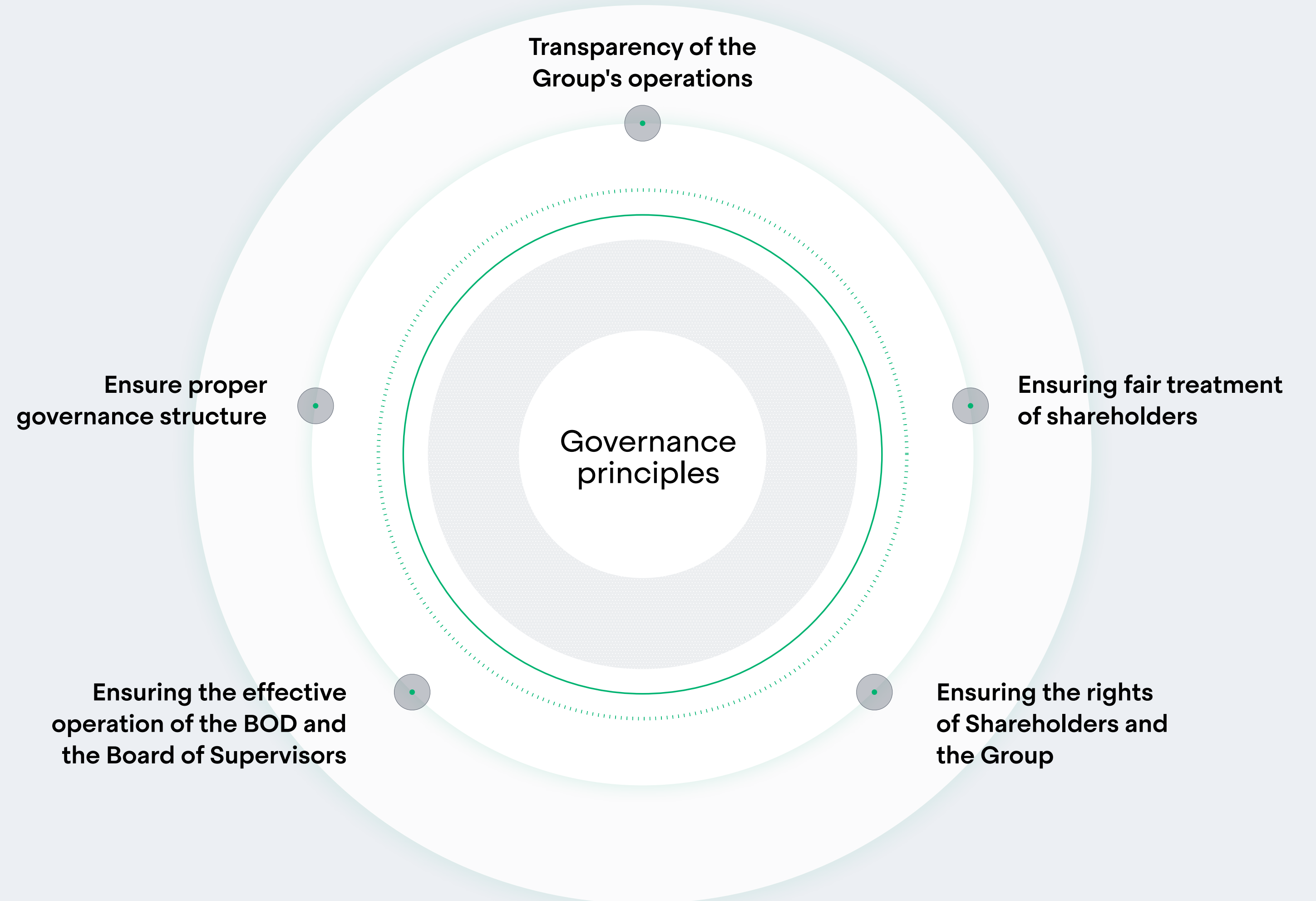
## Corporate governance

### Governance principles

At Vingroup, we are committed to robust corporate governance practices that are designed to uphold high standards of oversight, accountability, integrity, and ethics, while promoting long-term growth in shareholder value.

These standards are reflected in our Code of Conduct and the Core Values, applying to all employees. We provide our employees with training on the application of the Code of Conduct and annual assessments to ensure full understanding and compliance.

Vingroup's governance is built upon 05 principles:



# Topic G1. Responsible corporate behavior

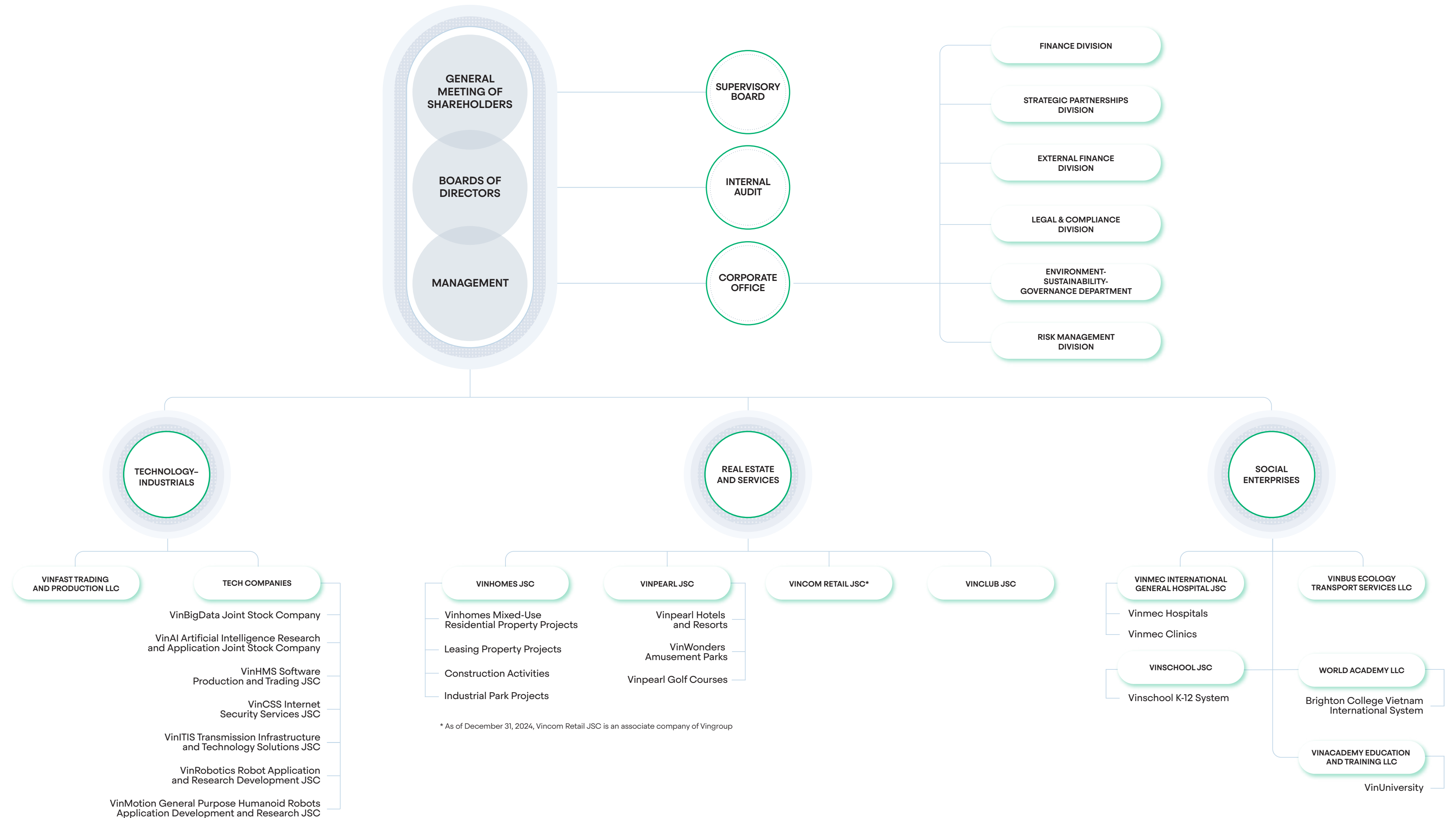
## Governance model

Vingroup's core areas are operated autonomously by independent profit and loss centers (P&Ls), with separate accounting and self-responsibility for business plans and results. The corporate divisions of Vingroup JSC, the parent company, provide support, supervision, and operational guidance to the P&Ls. They also play a leading role in the committees and working groups to assess, monitor, and make decisions regarding the Group and its business units.

Vingroup's corporate governance model adheres to management layers as recommended by international best practices and is tailored to our specific business context. In 2023, Vingroup conducted regular reviews and implemented necessary adjustments, adopting agile digital management methods aligned with the Group's growth potential and business requirements to optimize performance.

The corporate governance structure of Vingroup is illustrated in the diagram below:

Figure 1. Governance structure of Vingroup



# Topic G1. Responsible corporate behavior

**Table 6. Roles and responsibilities of Governance Body**

No.	Governance Body	Roles and Responsibilities
01	General Meeting of Shareholders (“GMS”)	The GMS has the highest level of authority within Vingroup and determines our organization and dissolution, decides on the direction of the Group, determines key governance structures, and has the power to appoint members of the Board of Directors and Supervisory Board.
02	Board of Directors (“BOD”)	The BOD is our highest management body, elected by the GMS and entrusted with the authority to make business decisions for the Group and exercise rights and responsibilities that do not fall within the jurisdiction of the GMS. The Board consists of nine members(*), with three independent members. This structure ensures transparency and is in line with prevailing Vietnamese legislation and international standards.
03	Internal Audit Committee	<p>The Internal Audit Committee under the BOD of Vingroup shall advise and assist the BOD in inspection, evaluation, and consulting activities, including the provision of independent and objective recommendations. The Internal Audit Committee consists of three members. On a regular basis, the person in charge of the Internal Audit Committee shall report to the BOD on its purpose, powers, responsibility, and performance. The reports also cover significant risks and risk management issues, including fraud risks, governance issues, and other matters as required by Management and the BOD.</p> <p>Beyond Internal Audit, the BOD does not establish any other sub-committees, because the Group's structure is designed to integrate risk control and management functions directly into the Corporate Office, enabling more flexible oversight or direct involvement in the operations of subsidiaries and projects.</p>
04	Supervisory Board	The Supervisory Board is elected by the GMS and operates independently from the Board and Management.

No.	Governance Body	Roles and Responsibilities
05	Management	The Management includes the CEO and Deputy CEOs who are appointed by the BOD. The Management implements the plans and strategies outlined by the BOD for the Group. The CEO is the legal representative of the Group and has the highest authority in managing our daily operations.
06	Corporate Office	<p>The Corporate Office is the professional unit functioning to consult and support the BOD, the CEO, and the Management in formulating the Group's business strategies and directions as well as overseeing subsidiaries to ensure that they operate most effectively.</p> <p>The Corporate Office also carries out functions that have far-reaching effects on the whole Group, including governance, human resource policy-making and training, legal advice, brand-building, investor relations, communications, corporate advertising, capital allocation, fundraising, mergers and acquisitions, investments - all aimed at ensuring effective investment returns and maximizing benefits for shareholders.</p> <p>Additionally, certain departments within the Corporate Office oversee and interact with subsidiaries to ensure their optimal performance by reviewing, evaluating, and approving the business plans of each subsidiary.</p>
07	P&L	They are the units tasked with executing the Group's strategies and decisions within their designated business domains. The P&Ls directly carry out Vingroup's day-to-day business operations and prepare reports in accordance with legal requirements and internal regulations. In addition, the P&Ls are responsible for presenting to the Group for consideration and decision-making on matters under the Group's authority as a shareholder/owner.

Note: (\*) – Ms. Chun Chae Rhan was officially discharged from the position of BOD member following approval by the General Meeting of Shareholders on February 25, 2025. The number of members on the Group's BOD has been reduced to eight, which includes three independent members.

# Topic G1. Responsible corporate behavior

## Core Values of Vingroup's Governance Structure

Vingroup's Governance Model is built on four pillars: **Fairness – Efficiency – Accountability – Transparency**. These Core Values determine all business activities, control business operations,

and delegate responsibilities to the constituent business units. These are the fundamental basis to help the Group meet its business goals.

These Core Values are **the fundamental basis to help the Group meet its business goals.**

## Governance Body's Activities in 2024

### Members, Competence, and Diversity

We believe that diversity is a fundamental cornerstone of building a strong corporate governance structure. Diversity is reflected in various aspects such as educational background, gender, age, race, ethnicity, nationality, and depth of professional experience.

It brings a wide range of perspectives, viewpoints, and insights to the decision-making process crucial to the success of the Group and ensures that the Group is led by talented leaders with diverse and rich knowledge and experience.



# Board of Directors

The BOD is the governing body of Vingroup and has the authority to make decisions and perform duties on behalf of the Group that are not within the authority of the GMS or as delegated by the GMS.

The BOD consists of nine members, including one Chairman and three independent Board members. However, Ms. Chun Chae Rhan was officially discharged from the position of BOD member following approval by the General Meeting of Shareholders on February 25, 2025. The number of members on the Group's BOD has been reduced to eight, which includes three independent members.

**Table 7. Board of Directors Members\***

<p><b>Mr. Pham Nhat Vuong</b> Chairman</p>	<p>Mr. Pham Nhat Vuong was elected to the Board in 2002 and elected Chairman in 2011. He has an established track record as an entrepreneur both inside and outside Vietnam. He established the Group's core businesses, starting with its two initial brands, Vincom and Vinpearl. In 2012, Mr. Vuong was honored as the first billionaire in Vietnam by Forbes and has retained the position as the billionaire with the highest net worth in Vietnam since then.</p>
<p><b>Ms. Pham Thuy Hang</b> Vice Chairwoman</p>	<p>Ms. Pham Thuy Hang was elected to the Board in 2005 and elected Vice Chairwoman in 2010. Ms. Pham Thuy Hang is a graduate of Hanoi University with a B.A. degree in Russian Linguistics and Literature.</p>
<p><b>Ms. Pham Thu Huong</b> Vice Chairwoman</p>	<p>Ms. Pham Thu Huong was elected to the Board as Vice Chairwoman in 2011. She is a graduate of the National University of Kiev (Ukraine) with a B.S. degree in International Law.</p>
<p><b>Ms. Nguyen Dieu Linh</b> Vice Chairwoman and Authorized Spokesperson</p>	<p>Ms. Nguyen Dieu Linh has been a member of the Board since 2008 and Deputy CEO of the Group from 2005 to August 2016. She was also appointed as the authorized person for information disclosure of the Group. Prior to joining Vingroup, she was a legal expert at Ngo Miguere &amp; Partners in Hanoi from 1996 to 1999. She graduated from Hanoi University with a B.A. degree in English and French. She also received a B.A. in Law from the University of Social Sciences and Humanities. Ms. Nguyen Dieu Linh is the Chairwoman of Vinhomes Joint Stock Company.</p>
<p><b>Mr. Nguyen Viet Quang</b> Vice Chairman and Chief Executive Officer ("CEO")</p>	<p>Mr. Nguyen Viet Quang has been elected to the Board since 2017. He was appointed to the position of CEO of the Group from February 2018. Prior to joining Vingroup in 2010, he was a Board Member and Head of the Supervisory Board of Y Cao Company Limited during the period from 1996 to 2009. Mr. Nguyen Viet Quang graduated from the National Economics University with a B.A in Business Administration.</p>

**Mr. Adil Ahmad**  
Independent Board Member

Mr. Adil Ahmad has been elected as an independent Board member since 2021. He is currently a Board member of the FIDE Forum and Liberty General Insurance Bhd. He has nearly 40 years of experience in the banking and insurance sectors. He served as the CEO of Kuwait International Bank from 2006 to 2009 and as the CEO and Country Manager of ANZ Bank in Vietnam from 2000 to 2005. He has also held senior executive positions with ANZ Banking Group in the UK, Australia and Pakistan. He holds a Master's degree in Business Administration (Finance & Accounting) from Cornell University, USA.

**Mr. Ronaldo Dy-Liacco Ibasco**  
Independent Board Member

Mr. Ronaldo Dy-Liacco Ibasco has been elected as an independent Board member since 2021. He is currently the President, Chief Executive Officer, and Board Member at Emerging Power Inc. (Philippines), and the Founder & Managing Partner at Treetop Lane Capital Ltd. (Hong Kong). He was a Board Member & Treasurer at Boldr (Philippines), and an Independent Board Member at Cebu International Finance Corp (Philippines). Mr. Ronaldo has nearly 40 years of experience in areas of investment finance in different countries, including those in Asia and the Americas, having held senior positions at Barclays Capital, Goldman Sachs or Credit Suisse First Boston. He holds a Master's degree in Business Administration with Distinction from the Kellogg School, Northwestern University, USA.

**Mr. Chin Michael Jaewuk**  
Independent Board Member

Mr. Chin Michael Jaewuk has been elected as an independent Board member since 2021. He is currently serving as an Independent Director at Pepper Savings Bank and a Non-Executive Director at Line Man Corporation Pte. Ltd. He has more than 30 years of experience in investment banking, securities, and investment management, having served as the CEO and Senior Director at prestigious investment institutions such as Kakao Bank, Lumen Capital Investors, UBS, Credit Suisse AG, Schroders & Co. and Lehman Brothers. In particular, he spent 22 years with UBS in Hong Kong, Seoul, Taipei, and Singapore in various functions including Global Head of Asian Equity Distribution and CEO of UBS Asset Management in Seoul as well as Singapore. He holds a Senior Management Certificate from the Korea National University of Arts and a Bachelor's Degree in International Relations from the University of Virginia.

(\*: Information related to the Board of Directors' members is updated as of August 2025)

# Board of Management

The BOD appoints a member of the Board or another individual as the CEO and signs an employment contract specifying the salary, bonuses, benefits, and other labor regulations applicable to the CEO. The CEO cannot concurrently hold the position of the Chairman of the Board. The term of office for the CEO is five years, unless otherwise determined by the BOD and the CEO may be reappointed.

Table 8. Board of Management Members



## Mr. Nguyen Viet Quang

Vice Chairman cum Chief Executive Officer

For details, see Table 7. Board of Directors Members.

## Ms. Mai Huong Noi

Deputy CEO

Ms. Mai Huong Noi has been a Board Member since 2008 and CEO from 2006 to 2012. She was also Deputy CEO of the Group since 2012. Prior to joining Vingroup, she was Deputy Director of the Customer Service Division at Hanoi Post Office from 2004 to 2006. Ms. Mai Huong Noi received a B.S. degree in Economics and Banking from the National Economics University.

## Mr. Pham Van Khuong

Deputy CEO

Mr. Pham Van Khuong was appointed Deputy CEO in 2007. He has nearly 40 years of experience in construction and industrial technology. From 1996 to 2003, he was the General Director of the Construction and Water Resources Equipment Technology Company in the Ministry of Construction. He started his career in 1982 as a design engineer at Vietnam Water, Sanitation, and Environment JSC. He received a B.S. degree in Engineering from Hanoi Architecture University.

## Ms. Duong Thi Hoan

Deputy CEO

Prior to being appointed Deputy CEO in 2016, Ms. Hoan held the position of the Head of Vingroup Communication Division since 2007. She was General Director of Hung Viet Company from 2005 to 2007. Ms. Hoan received a B.S from Vietnam University of Commerce and completed her Joint B.A. degree and Master's degree in Business Administration degree between Hanoi National University and Benedictine University of Illinois, USA.

## Ms. Nguyen Thi Thu Hien

Chief Accountant

Ms. Nguyen Thi Thu Hien has been Vingroup's Chief Accountant since 2008. She was Chief Financial Officer of Ha Viet Investment JSC from 2005 to 2008 and Chief Accountant from 2003 to 2005. She graduated from Hanoi University of Finance and Accounting with a B.A. degree in Economics and from the University of Languages and International Studies with a B.A. degree in English. She is also a member of ACCA.

# The Supervisory Board

The Supervisory Board of the Group is elected by the GMS. The current Supervisory Board consists of three members, including one independent member, each serving a five-year term.

**Table 9. Members of the Board of Supervisors**

**Mr. Nguyen The Anh**  
Head of the Supervisory Board

Mr. Nguyen The Anh was elected to the Supervisory Board in 2007. Prior to joining the Supervisory Board, he was a Deputy Head of the Corporate Office of the Joint Stock Commercial Bank for Foreign Trade of Vietnam (Vietcombank) from 2005 to 2007 and Assistant to the General Director from 2001 to 2005. From 1997 to 2000, he worked at Vietnam Financial Leasing Company and Vietcombank's Secretariat Office from 1995 to 1997. He received a Master of Political Economics from the National University of Vietnam.

**Ms. Nguyen Hong Mai**  
Member of Supervisory Board

Ms. Nguyen Hong Mai was elected to the Supervisory Board in 2021. Previously, she was an Auditor at Deloitte Vietnam Co., Ltd from 2007 to 2016. She holds a Master's Degree in Corporate Finance and Management Control from the University of Toulon (France). She also holds a Bachelor's Degree in Finance and Accounting and is a certified public accountant.

**Ms. Do Thi Hong Van**  
Independent Member of Supervisory Board

Ms. Do Thi Hong Van was elected as an Independent Member of the Supervisory Board in 2011. She is currently Chief Accountant at Nghe An Sugar Pte. Ltd. (previously known as Nghe An Tate & Lyle Sugar Co. Ltd.) since 2008 and was a Financial Controller with Shell Vietnam Ltd. from 1998 to 2007. Ms. Do Thi Hong Van holds a B.S. degree in Economics and Accounting and is a senior member of ACCA. She is also a licensed auditor recognized by the Vietnam Association of Certified Public Accountants (VACPA).

We respect and uphold the values of diversity, equity, and inclusion in our governance structure, which is first and foremost reflected in the participation of female members in our governing bodies. At Vingroup, women make up 53% of the governance structure. Experience shows that companies with female participation in leadership often achieve better financial results, demonstrate stronger innovation capabilities, and foster a more diverse corporate culture. At various P&Ls, the proportion of women in leadership is also very high, such as: Vinschool – 90%; VinFast, VinBigdata – 50%; Vinpearl, VinUni – 43%; Vinmec – 38%; Vinhomes – 37.5%; VinHMS – 33%; VinCSS – 27%.

However, it is important to emphasize that removing barriers for women does not equate to overlooking or diminishing the role of men. Therefore, Vingroup always

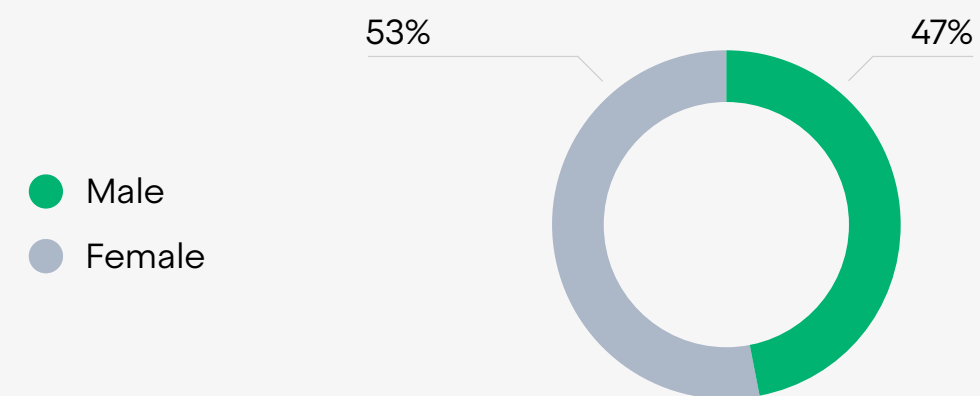
prioritizes gender equality to achieve a balanced and sustainable management approach.

Ethnic and national diversity within the governance structure is also a priority for Vingroup, as it serves as a means to maintain objective and well-rounded evaluations, especially as the Group expands its business into international markets.

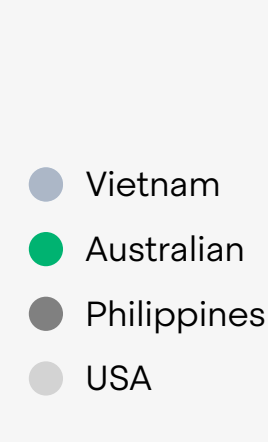
In particular, diversity in thinking, skills, and professional experience is considered a fundamental foundation for a successful governance body. With expertise spanning multiple fields, Vingroup's governance team is confident in its ability to lead the Group towards achieving sustainable business goals.

The figures below illustrate the diversity in the governance structure of Vingroup Corporation:

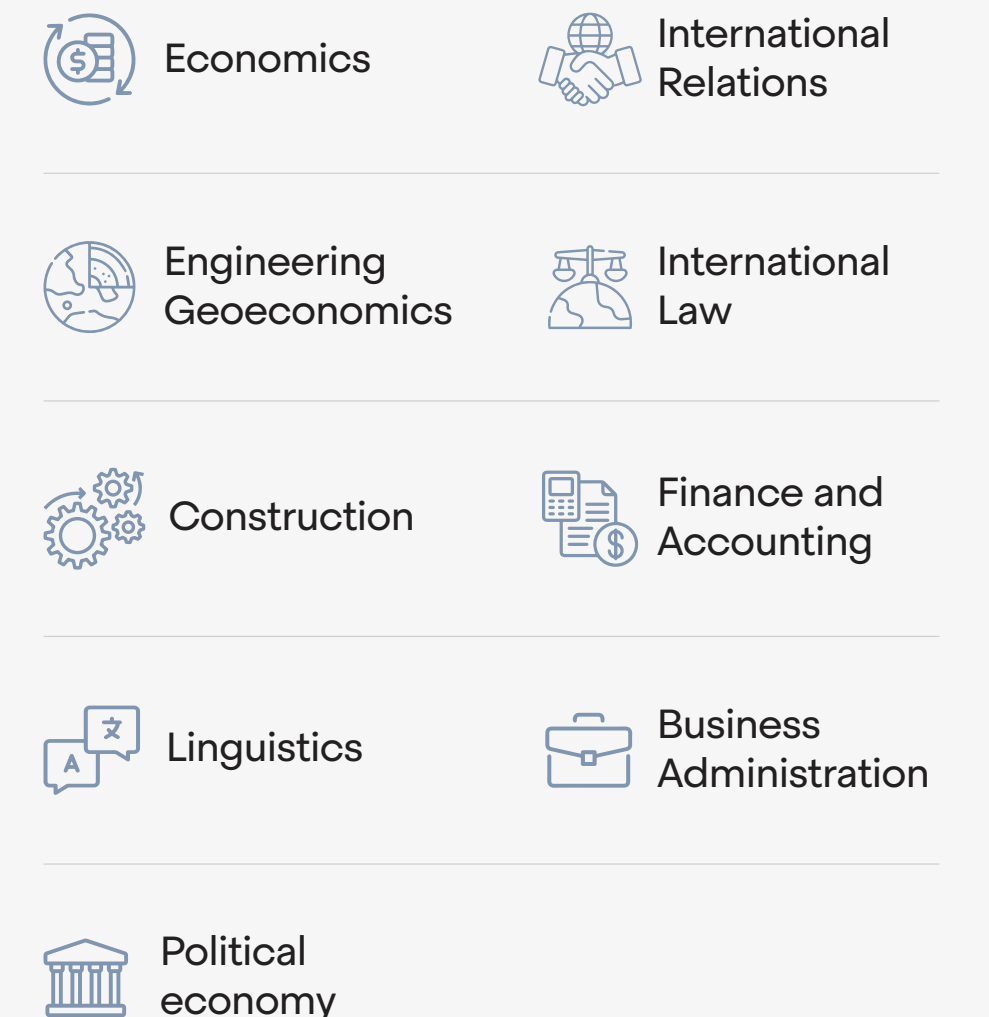
**Figure 2. Gender Ratio of the Governance Body**



**Figure 3. Nationality diversity of the Governance Body**



**Figure 4. Skills, knowledge, expertise and experience of the Governance Body**



# Topic G1. Responsible corporate behavior

## Truthfulness and Avoidance of Conflict of Interest

The Vingroup Charter dated April 24, 2025 (as amended and supplemented at the 2025 Annual General Meeting of Shareholders) sets out provisions on honesty and the avoidance of conflicts of interest by members of the BOD, the Supervisory Board, and the Management:

- Members of the BOD, the Supervisory Board, and the Board of Management must disclose any related interests in accordance with the Law on Enterprises and other relevant laws.
- Members of the BOD, the Supervisory Board, the Board of Management and their Related Persons may only use information obtained through their positions to serve the interests of the Group.
- Members of the BOD, the Supervisory Board, and the Board of Management must provide written notice to the BOD and the Supervisory Board of any transactions between the Group, its subsidiaries, and other companies in which the Group holds more than 50% of the charter capital, and themselves or their Related Persons, in accordance with the law. For transactions requiring approval by the General Meeting of Shareholders or the BOD, the Group must disclose relevant resolutions in accordance with securities laws on information disclosure.
- BOD members must not vote on transactions that bring benefits to themselves or their Related Persons, as stipulated by the Law on Enterprises and the Company Charter.
- Members of the BOD, the Supervisory Board, the Board of Management and their Related Persons must not use or disclose internal information to others for the purpose of conducting related transactions.

These provisions are established to ensure adherence to governance principles and legal regulations applicable to the Group's governance and control activities, protect the legitimate rights and interests of shareholders and the Group, and minimize risks for the Group.



# Topic G1. Responsible corporate behavior

## Remuneration for Members of the Board, Supervisory Board, and Board of Management

### REMUNERATION POLICIES

Remuneration for members of the BOD, the Supervisory Board, and the Board of Management complies with regulations on compensation, incentives, and operating expenses prescribed in the Group's Charter. Remuneration is further approved periodically by the GMS and complies with applicable laws.

In 2024, the total remuneration paid to the BOD was VND 12.0 billion, to the Board of Management was VND 53.0 billion, and to the Supervisory Board was VND 2.9 billion.

In addition, the Group applied other benefits to members of the BOD such as regular health check-ups, health insurance, and discounts when using the Group services.

### OTHER BENEFITS FOR MEMBERS OF THE BOARD, THE SUPERVISORY BOARD, AND THE BOARD OF MANAGEMENT

- **Regular health check-up:** Full reimbursement is provided for the actual cost of the annual health examinations at any Vinmec International Hospital.
- **Health Insurance:** In addition to the social and medical insurance required by law, members of the Board, the Supervisory Board, and Management are provided with health insurance.
- **Company telephone:** Members of the Board, the Supervisory Board, and Management are supplied with reimbursement for cell phone service costs.
- **Discount for using Group services:** Members of the Board, the Supervisory Board, and Management receive free-of-charge or preferential pricing for certain Group products

and services. Such discounts are applicable to services at Vinmec International Hospitals, Vinpearl Hotels and Resorts, Vinschool, and VinUniversity, purchase of VinFast e-motorcycles/cars.

- **Business trip-related expenses:** Actual expenses for business trips are reimbursed for members of the Board, the Supervisory Board, and Management as follows: business class air ticket, free car pickups, and related services during the trip, entitlement to free services at Group hotels or dormitories (if available locally), and other business trip fees.



# Topic G1. Responsible corporate behavior



## Governance Body's Activities

### BOD'S ACTIVITIES

In 2024, the BOD held meetings (in person, online, and via written consultation) and issued 29 Resolutions, approving various key policies and adjustments related to the operations and development orientation of Vingroup. The main contents include:

**Table 10. Content and number of Resolutions issued by the Board of Directors in 2024**

Content	Number of resolutions
Strengthening, reorganizing corporate management and its operational structure, establishing P&Ls, and appointing authorized representatives and management team to manage contributed capital in P&Ls	19 resolutions
Fund raising from bank loans and issuance of corporate bonds, pledging of assets	06 resolutions
Others	04 resolutions
<b>Total</b>	<b>29 resolutions</b>

### SUPERVISION ACTIVITIES

In 2024, in accordance with the Charter, Vingroup's Corporate Governance Regulations, internal rules and regulations, and applicable laws, the BOD carried out the following supervisory activities over the Board of Management:

- Supervised the implementation of projects where Vingroup was the investor or co-investor, as well as the investment and business activities of member companies/subsidiaries within the Group;
- Directed and supervised strict compliance with the preparation and disclosure of the 2023 Annual Report, the 2023 Financial Statements, and the quarterly Financial Statements for 2024;
- Led, directed, and successfully organized the 2024 Annual General Meeting of Shareholders on April 25, 2024;
- Directed and supervised the restructuring and establishment of subsidiaries; the implementation of measures to secure obligations (including mortgage, pledge, and guarantee); and financial support for subsidiaries;
- Monitored the implementation of Resolutions/Decisions issued by the General Meeting of Shareholders and the BOD, and reviewed the Board of Management's business operations;
- Supervised and directed information disclosure to ensure transparency and timeliness in accordance with regulations;
- Supervised the Board of Management activities to improve business performance and achieve the set targets and plans.

# Topic G1. Responsible corporate behavior

## Supervision Results

At the end of fiscal year 2024, the Group's business segments continued to record growth on the recovery momentum of 2023, in the context of Vietnam's continued economic growth. Net revenue reached **VND 189,068 billion**. Profit before tax and after tax reached **VND 16,739 billion** and **VND 5,276 billion**, respectively, up 21.6% and 156.6% over the same period in 2023, exceeding the plan set at the 2024 Annual General Meeting of Shareholders.

## Overall Economic Performance<sup>(1)</sup>

<p><b>Net revenue</b></p> <p><b>189.1</b> trillion VND</p>	<p><b>Total assets</b></p> <p><b>836.6</b> trillion VND</p>
<p><b>Profit before tax</b></p> <p><b>16.7</b> million VND</p>	<p><b>Profit after tax</b></p> <p><b>5.3</b> million VND</p>

## Business Performance of Three Pillars<sup>(2)</sup>



### INDUSTRIALS - TECHNOLOGY

- **VinFast rose to the number one position in the Vietnamese market with nearly 88,000 vehicles delivered.** In the international market, VinFast delivered 97,399 electric cars, an increase of 192% compared to 2023.
- In the Asian market, two VinFast factories in Indonesia and India were started in 2024 and are expected to be operational in 2025.
- **Touch2Park from VinAI** won the AutoTech Breakthrough 2024 award, Smart Parking Technology of the Year category.
- **VinBigdata's FaceID** technology is in the world's **Top 10** in facial recognition technology according to the evaluation results of the US National Institute of Standards and Technology (NIST).



### REAL ESTATE AND SERVICES

- **VND 94.2 trillion** confirmed bookings
- **4,700** real estate units were handed over
- **An 80.5% increase in net revenue** from hospitality, tourism, and entertainment services<sup>3</sup>
- Vinpearl welcomed **1.3 million** international visitors, a **58% increase** compared to 2023



### SOCIAL ENTERPRISES

- **Vinmec** successfully performed Southeast Asia's first 3D-printed titanium chest reconstruction surgery.
- **Vinschool** continued to receive recognition for its education quality, with 14 campuses accredited by CIS.
- **VinUni** affirms its pioneering role in developing Vietnam's first exemplary green transition models in Khanh Hoa and Binh Dinh provinces – with a combined population of over 17 million – through strategic consulting, leadership training, technology implementation, and policy recommendations. This effort was honored with the **Vietnam ESG Awards 2024**.

<sup>(1)(2)</sup> The data above is presented as of 31 December 2024  
<sup>(3)</sup> Excluding revenue from beachfront villas and condotels

# Topic G1. Responsible corporate behavior

## Topic G1.2 – Risk Management and Compliance

### Risk Management Objectives

Vingroup has developed a risk management framework in accordance with international practices and ISO 31000 standards, while aligning with the Group's corporate structure and the business operating environment in Vietnam. Risk management at Vingroup is based on these principles:

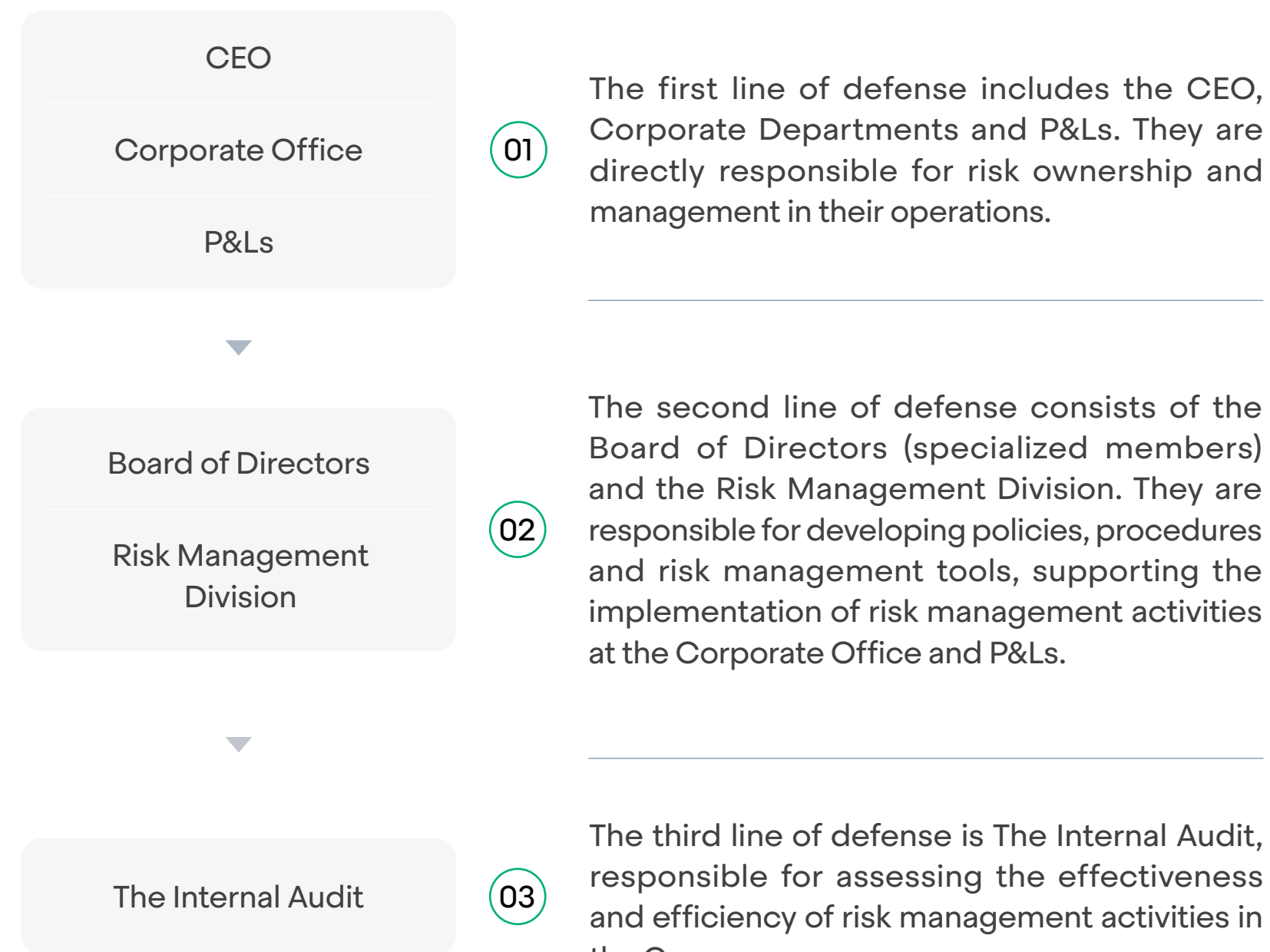
- 01** Support business development strategy through the effective and consistent implementation of Risk Management Processes throughout the Group.
- 02** Timely detect risks and assess opportunities to minimize adverse effects, at the same time leverage favorable opportunities for business operations.
- 03** Clearly define roles and responsibilities within risk management, establish regular risk supervision and report mechanisms.
- 04** Establish a unified risk management system to strengthen risk management culture at Vingroup.

Vingroup believes that opportunities arise from risks. Therefore, risk management does not only include risk minimization, but also requires a comprehensive risk analysis to optimize the balance between risks and opportunities, and accept risks within the pre-defined risk appetite. Vingroup is prepared to take selective risks in a prudent manner for justifiable business rationales.

### Risk Management Structure

The risk management structure of Vingroup is constructed with three lines of defense to ensure the independence and objectiveness of the Risk Management Division.

Figure 5. Risk Management Structure



Based on the 03 lines of defense listed above, Vingroup's Risk Management Structure is assigned as follows:

Table 11. Risk Management Responsibilities

Responsible Party	Risk Management Responsibility
Board of Directors	Issues risk management regulations, strategies, and policies; determines the risk management model's organizational structure, functions and responsibilities.
CEO	Supervises and ensures that risk management activities are carried out in line with related strategies and policies.
The Risk Management Division, Internal Audit Division at Corporate Office, and Risk Management Departments at P&Ls	Coordinate with other Divisions to manage risks by utilizing tools, limits, and procedures appropriate for the Group and P&Ls.

The risk management model operates throughout the Group, from the Parent Company to P&Ls, to ensure coherent and continuous management of risk.

# Topic G1. Responsible corporate behavior

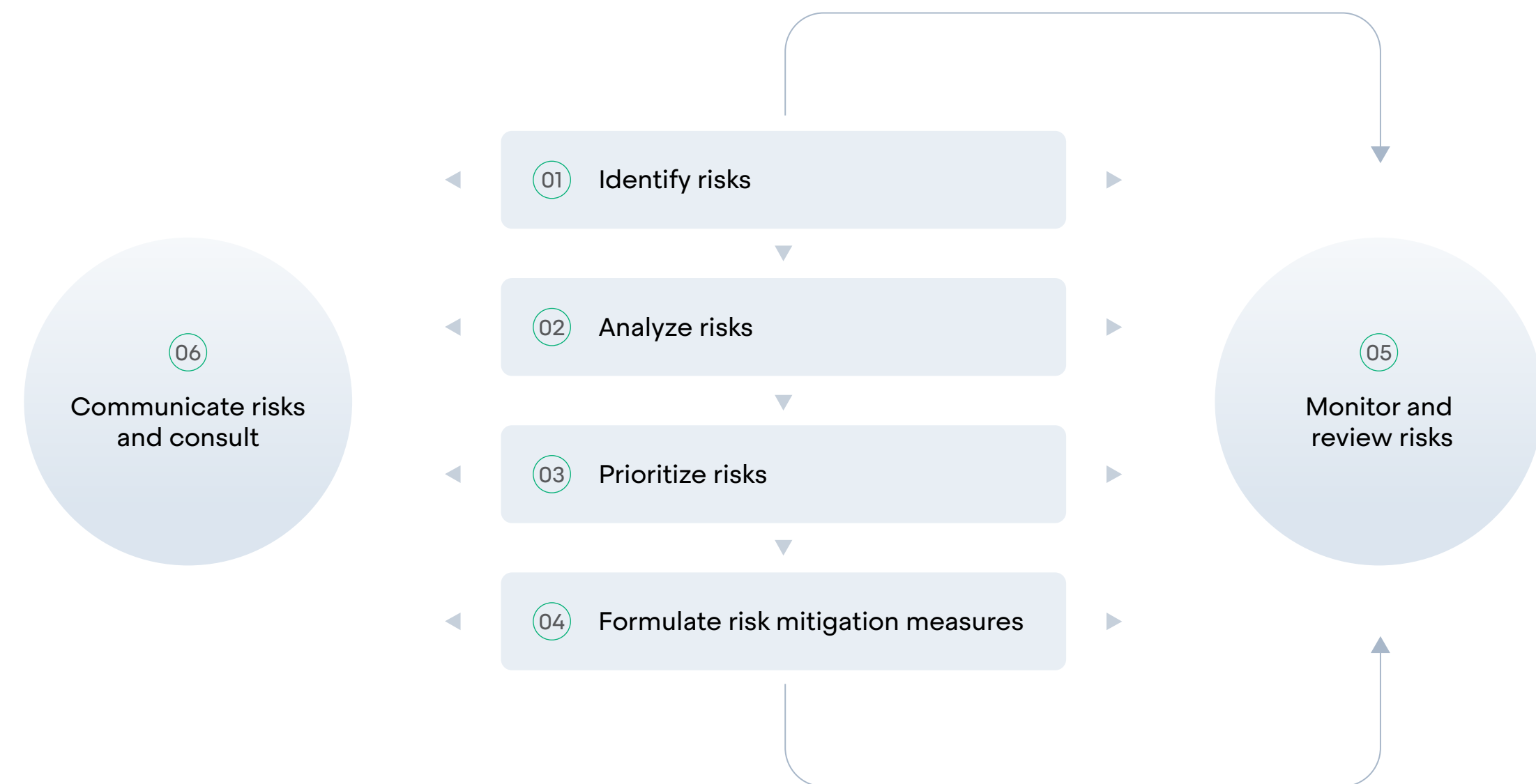
## Topic G1.2 – Risk Management and Compliance

### Risk Management Process

The Group uses a risk management process consisting of six components. This process provides a logical and systematic approach to identify, analyze, assess risk priority, formulate risk mitigation measures, monitor and review, as well as to communicate risks in order for the Board of Management to respond timely and make decisions in the face of risks and opportunities.

This six-component risk management system is constructed based on the principles and guidelines of ISO 31000 standards as well as best risk management practices in the industry. The CEO proposes risk management policies to the BOD for approval at least once a year. The major risk factors of the Group are reviewed and assessed at least once a quarter.

Figure 6. Risk Management Process Diagram



#### 01 Identify risks

Identify all the risks that can potentially affect the Group's objectives, including their roots and potential impacts through in-depth research and knowledge in each business area; compile the risk portfolio and groups, identify risk factors and update the Group's risk portfolio regularly.

#### 02 Analyze risks

Analyze the roots, impacts, likelihood and frequency of each risk factor both quantitatively and qualitatively.

#### 04 Formulate risk mitigation measures

Identify risk mitigation strategies; evaluate, select, and implement the risk mitigation plan to capture opportunities while offsetting the negative impacts of each identified risk factor.

#### 03 Prioritize risks

Rank and assess priority level of risks based on predetermined criteria based on multiple aspects, quantitatively and qualitatively.

#### 05 Monitor and review risks

Monitor risk mitigation measures continuously to ensure that they remain relevant and effective, in order to:

- Continuously improve the Group's risk management activities;
- Ensure the effectiveness of risk management activities;
- Monitor the progress and effectiveness of risk mitigation strategies;
- Forecast and react to risk events (if they occur) and identify root causes for better management in the future

#### 06 Communicate risks and consult

Organize communication and education activities to raise awareness and vigilance of employees in risk management and related policies. Risk owners solicit and consider the opinions of the related parties to ensure that all stakeholders are fully aware of the roles and responsibilities in risk management.

# Topic G1. Responsible corporate behavior

## Topic G1.2 – Risk Management and Compliance

### Analysis of Risk Factors

The Group has analyzed, assessed, monitored and managed the risks that are considered to have a material impact on the Group's business operations and strategies, listed as follows:

**Table 12. Analysis of risk factors in 2024**

No.	Risk Factors	Risk Responses
01	Macroeconomic Risks	<p>Key macroeconomic factors such as growth rates, inflation, credit growth, exchange rates, consumer indexes, savings rates, investments, and unemployment rates all have an impact on Vingroup's operations and business performance. Specialized divisions monitor the macroeconomic environment and consult the Board of Management. The P&amp;Ls forecast macroeconomic trends and their impacts on key business sectors, thereby carrying out appropriate decisions and strategies.</p> <p>After seven years of investing and expanding into new business segments, the Group has successfully diversified revenue sources from multiple business areas, largely from Technology - Industrials. This has enabled the Group to swiftly align with global technological advancements, while proactively mitigating the risk of business concentration within its business system.</p> <p>Real estate remains the primary contributor to Vingroup's revenue, though it is subject to fluctuations based on macroeconomic trends. Through continuous innovation, the Group seeks to diversify both its real estate products and revenue streams within the sector. A notable example is Vinhomes' transition to the Vinhomes Township model, with major projects such as Vinhomes Ocean Park 1, 2, and 3, Vinhomes Grand Park, and Vinhomes Royal Island. Simultaneously, Vinhomes is actively seeking partners to co-develop small project components while continuing direct sales to homebuyers, ensuring both revenue diversification and a broader product offering for end-clients.</p>
02	Financial Risks	<p>Financial risks for Vingroup include liquidity, interest rates and foreign currency risks. Quarterly, the Finance Division and External Finance Divisions assess and review conditions in the capital and financial markets to proactively manage the debt portfolio and other commitments of the Group. The Finance Department consults with the External Finance Division and local and international banking and finance experts to propose and implement risk management solutions, such as using derivatives, especially ahead of large transactions or transactions in foreign currencies. In order to manage liquidity risks, Vingroup always actively manages and supervises its receivables and ensures that cash flows are carefully controlled.</p>

No.	Risk Factors	Risk Responses
03	Competition Risks	<p>Vingroup operates in highly competitive business segments, especially Industrial Manufacturing, Real Estate, and Resort Tourism. In each segment, Vingroup competes with multinational groups and domestic rivals offering similar products and services. To maintain its competitive edge, the Group relentlessly innovates to launch new and high-quality products. A notable example is the launch of smart EVs to international markets. In 2024, VinFast introduced the VF3 model, successfully tapping into an emerging market segment and winning widespread consumer support. Additionally, Vingroup's P&amp;Ls continuously cooperate with leading domestic and international partners to expand their competitive advantages. In Resort Tourism, since 2023, Vingroup has partnered with two of the world's leading hotel management brands, Marriott and Meliá, leveraging the brand prestige of international partners while capitalizing on Vinpearl's deep understanding of the domestic market.</p> <p>At the same time, Vingroup optimizes its multi-sector ecosystem, fostering synergy in product and service offerings to maximize cost efficiency and enhance competitiveness through cross-selling initiatives.</p>
04	Production Risks	<p>In the Technology - Industrials segments, the Group's manufacturing plants may be exposed to supply chain risks such as shortages of components and raw materials, as well as operational risks such as industrial accidents or equipment failures. To minimize supply chain risks, the Group conducts annual production planning, proactively establishes ancillary industrial zones, and expands vertically integrated operations to secure control over the supply chain. Vingroup always abides by strict quality assurance standards, inspection processes, alongside performing regular reviews and inspections to minimize operational risks during production.</p>

# Topic G1. Responsible corporate behavior

## Topic G1.2 – Risk Management and Compliance

Table 12. Analysis of risk factors in 2024

No.	Risk Factors	Risk Responses
05	Investment Risks	Strategic business planning and investment in new projects are carried out at the beginning of the year. Every investment has to be financially viable compared to the average cost of capital of the Group or the vertical P&Ls, or meaningful to the Group's overall strategy. Besides investment efficiency, prior to implementing each new project, potential risks such as market conditions, legal framework, licensing, tax or operational risks have to be carefully assessed, and risk mitigation solutions are proposed if necessary. The Group regularly consults with reputable financial, legal, and tax advisors and follows rigorous due diligence for each potential merger and acquisition transaction.
06	Project Development Risks	Vingroup developed a thorough project management system, comprising several components for budgeting, cost management, quality and progress control, regulatory compliance and execution review. Stringent criteria of experience and reputation are put in place to select highly qualified vendors who are frequently monitored and reassessed. Senior executives in the Construction Supervisory department at entities in the Group are experienced architecture, mechanics, and engineering practitioners and experts in their fields, capable of thoroughly reviewing designs and the quality of external contractors.
07	Personnel Risks	The Group's compensation framework is transparent, competitive and results-driven, to attract and motivate talent, especially experienced managers. Vingroup has successfully built its own distinctive culture through various cultural and team-building activities. This has made the Group a Common Home for all employees, promoting long-term staff commitments. To maintain high quality and stable human capital while continuously striving for breakthrough growth, Vingroup has launched learning campaigns throughout the Group. The Human Resource unit at each P&L frequently organizes large-scale training programs and online learning for employees. In addition, the Group emphasizes developing the next generation of leaders, in particular young talent.

No.	Risk Factors	Risk Responses
08	Environmental and Social Risks	The Group pays close attention to the potential environmental impact of each project (air, noise or water pollution, etc.) that may impact the surrounding ecological environment or economic, social, and human environments of nearby areas. Therefore, projects undertaken by Vingroup follow the strictest standards in design and material selection and undergo rigorous social and environmental analysis by reputable local and international experts before development begins.
09	Natural Disaster and Disease Risks	Natural disaster and disease are force majeure risks which are beyond the control of the Group. For these risks, Vingroup closely monitors the developments, takes timely and relevant preventive measures, and applies business initiatives that could minimize the impact of any events on the Group's business performance.

# Topic G1 - Responsible corporate behavior

## Topic G1.3 – Transparency

### Transparency Compliance



Transparency is a fundamental requirement to ensure the health of the businesses, especially for economic groups. Experience from nations worldwide has shown that economic groups are most likely to develop sustainably when transparency and information disclosure are upheld.

Vingroup strongly embraces this philosophy and has been implementing a Transparency Policy to enhance

discipline and ethical standards across the Group. The Policy is applied to all employees (including those on probation period and trainees), suppliers may be required to follow, and other relevant people as regulated therein. The Policy covers: (i) anti-money laundering, (ii) anti-bribery and anti-corruption, (iii) internal transaction control, and (iv) sanctions in accordance with international law.

#### Anti-money laundering, anti-bribery and anti-corruption

Reality shows that corruption remains a significant barrier to healthy business growth. From an economic perspective, corruption increases costs and drastically reduces business profit, promotes unhealthy business practices, and distorts the true nature of economic relations. Anti-corruption, anti-bribery as well as anti-money laundering are therefore crucial to businesses.

Regarding anti-money laundering, the Group's Policy sets out regulations for customer identification, customer classification, and handling processes according to risk categories, procedures to review, detect and handle suspicious transactions, in addition to regulations on record keeping, confidentiality, internal control and internal audits for proper implementation of the Policy.

Regarding anti-corruption and anti-bribery, apart from anti-bribery clauses in purchasing agreements, Vingroup and its P&Ls also encourage all employees to renounce fraud and corruption within their companies and suppliers in accordance with the Policy. Employees who strongly oppose bribery will be rewarded. Anti-corruption components are incorporated into corporate culture training programs, and these messages are repeated on a regular basis to maintain a high level of compliance among employees.

#### Internal Transaction Control

The purpose of internal transaction control is to ensure fairness to shareholders and investors. The Policy clearly outlines the responsibilities of insiders to keep confidentiality and refrain from engaging in insider transactions in accordance with regulations.

#### Sanctions in accordance with International Law

Given the Group's expansion into the international markets, the Policy also provides information on provisions regarding foreign sanctions laws.

In the Industrial Manufacturing sector, with the ambition of expanding globally, VinFast, as a noticeable case, is committed to complying with all domestic and foreign anti-corruption laws, especially the American Anti-Corruption Act. VinFast is developing and will soon introduce its "Ethics and Compliance" Program, which includes an Anti-Corruption Policy in Foreign Countries, covering such areas as Compliance Policy Coordination, Auditing and Reporting, Training, Document Retention, and Violation Reporting. Anti-bribery and Anticorruption sample clauses are standard clauses for all contracts signed by and between the Company and its partners.

In addition, Vingroup also establishes and implements an Internal Policy on safeguarding privacy rights aiming to protect the privacy and confidentiality of the Group's customers, employees, and partners. The detailed Policy is available on the Investor Relations website.

# Topic G1 - Responsible corporate behavior

## Topic G1.3 – Transparency

### Raising awareness of transparency

The Group organizes periodic training and communications to all employees in order to ensure sufficient knowledge and strict compliance with applicable regulations and procedures. Moreover,

tests are also conducted regularly to evaluate employees' understanding of transparency in particular and the Group's Internal Policy as a whole.

### Internal control for transparent corporate governance

In 2024, the Supervisory Board implemented the following:

- Supervised the implementation of Resolution/Decision(s) of the GMS, BOD, and Chairman of the BOD issued in 2024;
- Monitored and voiced opinions on the implementation of business and production objectives to ensure that the Group not only achieves its revenue and profit targets but also maintains financial safety, legal compliance, and operational, labor, and environmental standards;
- Inspected the 2023 Financial Statements and the quarterly Financial Statements for 2024 to assess the accuracy and fairness of the financial data, in compliance with current Vietnamese accounting standards, accounting regimes, and financial policies;
- Supervised the Group's compliance with information disclosure regulations and obligations in accordance with applicable laws;
- Reviewed and assessed transactions between the Group and its subsidiaries/ member units with related parties.

The internal control results did not record any serious violations that could affect the reputation and branding of the Group in 2024.



# Topic G1 - Responsible corporate behavior

## Topic G1.4 – Contribution to Economic Development

As one of the largest multi-industry private economic groups in Vietnam, Vingroup plays a significant role in the economy, contributing approximately 1.6% to Vietnam's GDP in 2024.

Vingroup contributes approximately

**1.6%** to Vietnam's GDP in 2024

Net revenue

**189,068** VND billion

reached in 2024

**27,640** VND billion

increase year-on-year

### Revenue

Net revenue reached VND 189,068 billion in 2024, an increase of VND 27,640 billion (17.1%) year-on-year, primarily driven by a VND 21,615 billion increase in Manufacturing revenue and an additional VND 8,128 billion in General Contractor Services revenue.

Revenue from Real Estate Transfer reached VND 93,174 billion in 2024, a slight decrease of 1.3% compared to 2023. However, when including bulk sales transactions recognized under financial income, adjusted revenue from Real Estate Transfer reached VND 116,450 billion. Notably, real estate handovers gained momentum in the second half of 2024, with the continuous completion of large-lot sales transactions, mainly at major projects such as Vinhomes Ocean Park 3 and Vinhomes Royal Island.

Revenue from Rental of Investment Property in 2024 was VND 3,486 billion, a decrease of 60.5% compared to 2023. This was primarily due to the Group's divestment of a 41.5% stake in Vincom Retail Joint Stock Company through subsidiaries, resulting in revenue from Vincom Retail no longer being consolidated from quarter II of 2024 onwards.

Revenue from Hospitality and Entertainment reached VND 8,642 billion, a slight decrease of 0.5% compared to 2023. However, this decline was mainly due to the Group's strategic divestment of its beachfront villa and condotel portfolio, which are now operated by Vinpearl and no longer consolidated in the Group's Financial Statements in 2024. If revenue from villas and condotels in 2023 are excluded for a like-for-like comparison, revenue from Hospitality and Entertainment will be seeing a strong year-on-year growth of 80.5% in 2024.

Revenue from Manufacturing in 2024 surged to VND 49,696 billion, marking a robust 77% increase compared to 2023. This was largely driven by VinFast's exceptional EV delivery performance, with significant contributions from the VF 3 and VF 5 models, particularly in the domestic market. The strong sales performance allowed VinFast to become the best-selling automotive brand in Vietnam in 2024.

Revenue from Healthcare reached VND 4,487 billion, a year-on-year increase of 1.6%, while Education services revenue recorded a solid growth of 15.9% compared to 2023, reaching VND 5,944 billion.

### Profit

The Group's profit before tax reached VND 16,739 billion in 2024, an increase of 21.6% from the previous year. Profit after was VND 5,276 billion, representing a substantial 156.6% increase compared to 2023. These results reflect the Group's strong recovery and sustainable growth across all business sectors, underpinned by continued efforts to optimize operations, enhance business efficiency, and adapt flexibly to the constantly fluctuating market dynamics.

Group's profit before tax

**21.6%** increase from previous year

### Total assets

Total assets in 2024 amounted to VND 836.6 trillion, an increase of 25% compared to 2023.

Total assets in 2024

**25%** increase compared to 2023

# Topic G1 - Responsible corporate behavior

## Topic G1.4 – Contribution to Economic Development

### Taxation

Vingroup is committed to adhering to prevailing laws on tax, as well as requirements on reporting and information disclosure by implementing standardized, cost-effective, and automated compliance processes. As a result, all taxes are paid in an accurate and timely manner, and comprehensive information is provided to tax authorities upon request.

Vingroup believes that compliance with tax obligations and contribution to the State budget are not only liabilities but also bring significant benefits to the business, which demonstrates corporate responsibility and lays the foundation for sustainable development.

The table below presents the Group's taxes, payables, and receivables to the State in 2024:

Table 13. Taxes and Statutory obligations in 2024

Currency: VND million

Transformational Principles	Beginning balance	Payables/offset/changes for the year	Payments made during the year	Ending balance
<b>Payables</b>				
Value added tax	2,604,809	15,391,735	(5,709,805)	12,286,739
Special consumption tax	163,657	1,333,157	(853,556)	643,258
Corporate income tax	14,249,166	11,407,382	(11,832,667)	13,823,881
Personal income tax	790,586	3,166,453	(2,970,353)	986,686
Land use fee, land rental fee and obligations under build-transfer contracts	30,952	32,208,557	(28,797,365)	3,442,144
Others	1,558,513	6,015,465	(5,999,028)	1,574,950
<b>Total</b>	<b>19,397,683</b>	<b>69,522,749</b>	<b>(56,162,774)</b>	<b>32,757,658</b>
	Beginning balance	Receivables for the year	Offset in the year	Ending balance
<b>Receivables</b>				
Corporate income tax	273,363	12,390	(2,967)	282,786
Others	18,973	11,444	(607)	29,810
<b>Total</b>	<b>292,336</b>	<b>23,834</b>	<b>(3,574)</b>	<b>312,596</b>

Note: Please refer to Vingroup 2024 Annual Report for detailed information on taxes and financial obligations.

# Topic G2 – Cybersecurity and Data Privacy

The risk of information security breach is one of the most serious problems for businesses in current times. When information is stolen, leaked or illegally changed, businesses can face serious consequences such as loss of reputation, customers, business opportunities, and even lawsuits or criminal prosecution. Therefore, ensuring information security and data privacy is one of the key factors in maintaining sustainable business development.

In 2024, Vingroup did not record any violations of the laws related to network security and information security.

Based on the Group's general strategy, the P&Ls develop their information security policies and standards applicable to their respective business sectors.

In 2024, Vingroup did not record any **violations of the laws related to network security and information security.**



# Topic G2 – Cybersecurity and Data Privacy

## Topic G2.1 – Information Security

The Group has regulations on information security to control and manage issues related to cybersecurity. These security regulations are reflected in human resource management, third-party resource management, end-user management, access and account controls, IT operations, and product/application development.

### Information security in human resource management

- Labor contracts include provisions on the employee's confidentiality obligations, covering both the contract terms and the time following the termination of employment.
- New employees receive security awareness training, followed by assessments.
- Allocate access rights to documents and IT systems to each employee based on their roles to ensure accuracy and appropriateness while preventing information leakage

### Information security in managing third-party resources

- Contracts/agreements with third parties include clauses which explicitly specify responsibilities regarding security and confidentiality, as well as non-disclosure agreements (NDAs) from all parties.
- Security assessments or minimum compliance checks are conducted on third-party devices that have access to Vingroup's IT systems.
- The divisions working with third parties must notify the Security Department of any changes in personnel, start/end dates, and scope of work so that appropriate monitoring measures can be implemented. The IT Department monitors the granting of access rights to the third party's IT systems.

### Information security for end-users

- Immediately notify the Security Department upon detecting any security risks, such as signs of phishing emails, social engineering attacks, user account breaches, or excessive access rights beyond the scope of work.
- Users must safeguard account passwords in accordance with safe password regulations.
- Do not access IT systems without proper authorization.
- Comply with intellectual property laws, avoid using pirated software, and do not connect unfamiliar devices, etc.

# Topic G2 – Cybersecurity and Data Privacy

## Topic G2.1 – Information Security

### Information security regarding access control and accounts

- Access rights must be established based on the principle of least privilege, granting only the minimum necessary access for work purposes.
- Administrator accounts should be set up separately from user workstation login accounts. User accounts must not be used for administrative or privileged access.
- Implement proactive mechanisms to detect and limit unauthorized access systems that provide internet services.

### Information security in IT operation

- Regarding IT infrastructure in general: apply security measures to minimize risks and ensure readiness to respond to cyberattacks.
- Regarding physical security: high-security locations, such as server rooms and data centers, etc., must be separated from other areas and have physical access control systems in place to guarantee that only authorized workers have access, etc.
- Regarding servers/workstations: conduct centralized management of servers/workstations to monitor updates and address security vulnerabilities; apply regular patching of security holes, etc.

### Information security in product/application development

- The Security Department participates from the design phase when developing products/applications to provide proper security requirements.
- Products/applications being developed must meet proper security requirements.
- Products/applications must be evaluated and authorized before being made available to the public or officially utilized.

It is a mandatory requirement that security is taken seriously in a systematic way from building processes and solutions, bringing awareness and responsibility regarding security to employees for sustainable development, at the same time bringing about practical benefits, while avoiding related legal risks. Training courses on raising awareness of information security and protecting personal data are deployed to fully equip employees with the necessary knowledge.

In particular, artificial intelligence (AI) has become a prominent technological trend, creating breakthroughs in automation, data analysis and decision making. Many AI applications have been developed to support users in researching and interpreting information. Yet besides the perks, AI applications also pose risks of data leakage. Therefore, the Group has strict regulations on the usage of AI applications at work to ensure information security, which include:

- Do not upload or enter any personally identifiable information (PII) of any employee or customer.
- Do not integrate genAI into software without prior approval.
- Do not upload or import any confidential company information, etc.

Data and Security are the two indispensable aspects in the digital age. As a result, guarding data security equates to protecting the company and its stakeholders.

# Topic G2 – Cybersecurity and Data Privacy

## Topic G2.2 – Protection of Personal Data

Vingroup has issued a Privacy Policy to protect the privacy and information security of our customers, employees, and partners. The policy has been implemented on all of the Group's businesses.

The policy is as follows:

No.	Content	Details
01	What We Collect	The categories of collected personal information (identity, image, voice, Personal Identification Number, contact information, credit history, etc.)
02	How We Use and On What Legal Basis	The purpose of personal information collected and used is to operate, provide, and improve Vingroup's products.
03	Collection and use of cookies	The method of personal information management
04	When We Share and How We Share With	The guideline for sharing personal information
05	Where We store	The location of personal information storage
06	How we secure	The approach of personal information protection
07	Internet Advertising and Third Parties	The guideline of personal information advertising for third party
08	Access and Option	The applications of personal information accessing
09	Minor's Personal Information	the guideline for minors using personal information
10	How Long We Store Personal Information	The duration of personal information storage
11	Contacts, Notices, and Amendments	The information of supportive channels
12	Additional Information for the EU	The privacy, collection, and use of personal information is provided for prospective and current customers of Vingroup Products in the European Economic Area, as well as for websites operated by Vingroup's affiliates or subsidiaries in the EU
13	California Consumer Privacy Act Notice	The privacy, collection, and use of personal information is provided for prospective and current customers of Vingroup Products in California
14	Examples of Information	The example of personal information used

Table 14. Main contents of the Privacy Policy

# Topic G2 – Cybersecurity and Data Privacy

## Topic G2.2 – Protection of Personal Data

Under the Technology - Industrials pillar, VinFast believed data security in vehicles is critical to ensuring optimum protection for vehicle owners. Hence, VinFast collects and uses information related to vehicle operation and safety to evaluate, address issues, upgrade services, and develop new products.

More importantly, VinFast is fully committed to implementing the highest standards, measures, guidelines, and cybersecurity controls to safeguard vehicles and the service ecosystem from unauthorized access. Additionally, VinFast regularly conducts examinations to promptly detect any potential cybersecurity incidents within the network and provides timely response solutions in order to protect customers.

VinFast is fully committed to implementing the highest standards.



# 2025 Directions and Objectives for Sustainable Governance in 2025

In 2025, the Group will continue to maintain the same governance orientation as in 2024. By continuing to develop and perfect the model for P&Ls operations under clear strategic orientation and strict management of the Corporate Office, we aim to maximize the growth of our unified ecosystem. In particular, we focus on the Three Transformational Principles to implement sustainable governance goals.

**Table 15. Directions and Objectives for Sustainable Governance in 2025**

Transformational Principles	Orientation	Objectives	Actions to take
Empowerment	Empowerment is the process of developing human factors in the system to ensure long-term sustainable development.	<ul style="list-style-type: none"> <li>Each leader of Vingroup must be an excellent pioneer with Heart and Vision.</li> <li>Each employee will be a Vingroup Ambassador and a role model for society.</li> </ul>	<p><b>The leading role of leaders:</b></p> <ul style="list-style-type: none"> <li>Enhance the awareness of the LEADING role of each leader.</li> <li>Enhance problem-solving capabilities of each leader in a comprehensive, complete, and effective manner, based on the common goals of the organization.</li> <li>Foster the responsibility of leaders in training and developing their teams.</li> </ul> <p><b>Seeking and developing leadership nuclear:</b></p> <ul style="list-style-type: none"> <li>Recruit talents and connect them with a common vision and goals.</li> <li>Standardize requirements on capabilities and conduct training to upgrade leadership standards.</li> <li>Implement training programs for successors to increase internal appointment rates.</li> <li>Empower, and create challenges for leaders at workplace.</li> <li>Encourage leaders to actively follow the “Self-learning &amp; Self –development program”.</li> </ul>
Standardization	Standardization is the process of establishing and implementing various standards, rules, regulations, and processes in order to ensure the alignment, consistency and quality of the organization's activities.	<ul style="list-style-type: none"> <li>Standardize all tasks, from the simplest tasks such as purchasing office supplies and tools to support construction projects and core elements of the system.</li> <li>Continue to standardize the governance model, promote corporate culture and ethical standards, creating a solid foundation for sustainable development.</li> </ul>	<ul style="list-style-type: none"> <li>Standardize general product and services standards offered to external and internal customers.</li> <li>Standardize technical processes, especially processes/touch points along the customer experience journey.</li> <li>Standardize employees' titles, salaries, and competency framework.</li> <li>Standardize productivity.</li> <li>Standardize legal documents, report templates, proposals, compliance checklists, control checklists.</li> </ul>
Simplification	Simplification is the process of removing complications, bureaucracy, waste, and unnecessary elements of the system, or within processes, tasks or in products and services to make them easy to understand and use, optimizing cost and improving work quality and efficiency.	<ul style="list-style-type: none"> <li>Simplification of thinking, with the aim of delivering outstanding performance.</li> <li>Simplification in building the system; in processes and procedures to increase productivity and efficiency.</li> <li>Simplify problem solving. Always look at problems from multiple perspectives, think creatively to come up with thorough yet simple solutions.</li> </ul>	<ul style="list-style-type: none"> <li>Train and communicate to first make Simplification a thinking and working habit, and then an integral part of P&amp;Ls and Vingroup's culture.</li> <li>Review the system and processes/procedures.</li> <li>Minimize the number and complexity of processes and regulations.</li> <li>Reduce steps in the working process while meeting all standards.</li> <li>Minimize the number of middle layer leaders.</li> <li>Simplify reporting templates and schemes; training documents/methods.</li> </ul>

# 04 Environmental Sustainability

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# Management Approach

At Vingroup, we believe that a truly successful business is defined by its ability to generate sustainable value and ensure continuous development in the future. At the same time, we are deeply aware of the importance of protecting the environment and responding to climate change. Upholding strong environmental stewardship is not only Vingroup's responsibility but also a key driver in enhancing competitiveness, expanding our presence in international markets, and ensuring long-term sustainable development.

Vingroup's environmental sustainability framework is aligned with six of the United Nations' 17 Sustainable Development Goals (SDGs).



With an unwavering commitment to upholding the law, we place environmental regulatory compliance at the foundation of our operations. This commitment underpins a broad range of initiatives, from waste management wastewater management to energy efficiency, greenhouse gas emissions inventory and mitigation, and responsible investment practices. The Group strictly adheres to all applicable environmental regulations, encompassing environmental impact assessments, permits, monitoring and surveillance programs, statutory reporting to regulatory authorities, and incident response protocols. To ensure effective and timely compliance, we maintain a rigorous system for regulatory review and updates. Our Legal Department is responsible for monitoring and communicating relevant legislative updates to the Environmental Department, which in turn analyzes and implements necessary operational changes. This review process is conducted on a monthly basis,

with additional ad-hoc reviews for Medium and High-priority regulatory changes, ensuring that Vingroup consistently operates at the highest level of compliance.

In environmental protection activities, ISO 14001 is considered a highly effective tool that delivers timely results and is an indispensable part of our management strategy. At Vingroup, we encourage our subsidiaries to adopt and implement this international standard to ensure that the environmental management systems are applied in a structured and efficient manner. VinFast successfully renewed its ISO 14001 certification, effective from June 11, 2023, to March 16, 2026. Notably, in 2024, Vinhomes successfully applied and achieved the ISO 14001 certification for building management and operation services, valid from December 28, 2024 to December 27, 2027.



# Management Approach

Vingroup also places strong emphasis on responsible investment. Our investment portfolio program not only aims to maximize profits but also incorporates sustainable development goals and social responsibility. Sustainable development criteria are always considered in the process of evaluating, making investment decisions and implementing projects.

Sustainability factors are reflected in Vingroup's investment activities right from the stage of project evaluation and selection. By conducting thorough research, assessment, and risk management, the Group is able to identify and minimize potential risks that could negatively affect the environment and society. In the project feasibility report, the impact on the environment and the community is an area of special concern for the Group. During the project implementation process, sustainability considerations are consistently integrated across all stages. For example, from the design stage, green buildings have been one of the top goals, with emphasis on energy-efficient design, open and well-ventilated spaces, and high greenery density.

In addition, Vingroup actively engages with a wide range of stakeholders, including local communities, NGOs, and government agencies, to enhance the effectiveness and responsiveness of our environmental initiatives. We provide training and awareness programs for employees and stakeholders on environmental best practices.

In 2024, Vingroup took the lead in advancing Vietnam's green transition by launching the nationwide campaign "**Strong Vietnamese Spirit - For a Green Future**". As part of this initiative, Vingroup has announced an action program with a strong commitment to accelerating the green transition. VinFast electric vehicle buyers benefit from the entire Vingroup ecosystem such as free and priority parking at facilities in the ecosystem, along with complimentary charging at V-GREEN stations. In parallel, Vingroup also closely coordinates with local authorities to promote "green transition" with two flagship community programs **For a Green Capital** and **Green Wednesday** to call on the public to join hands in reducing air pollution, especially in urban transportation.

Responding to the Government's Net Zero goal by 2050 and contributing to spreading green lifestyle for a sustainable future, VinBus launched the **Green Environment Day** program on November 22, 2024. The mission of building a green future requires great participation and strong engagement from the community. The Green Environment Day event encouraged everyone to participate in environmental protection activities such as green commuting, tree planting, waste collection and classification, replacing plastic bags with cloth bags, and switching from plastic products to reusable items made of metal, wood, etc. The program received a positive response from the community, attracting nearly 1,000 participants and helping to spread the message of green living for a green environment.



# Management Approach

## Strategic Direction and Sustainability Objectives for the Environmental Pillar in 2024

In 2024, the Group established the following strategic priorities for environmental sustainability:

 <p><b>ENSURING FULL COMPLIANCE</b></p>	 <p><b>OPTIMIZING RESOURCE EFFICIENCY</b></p>	 <p><b>GREENHOUSE GAS EMISSIONS REDUCTION</b></p>	 <p><b>CONTINUOUSLY ENHANCING ENVIRONMENTAL PERFORMANCE</b></p>	 <p><b>PARTICIPATING IN AND ADVANCING CIRCULAR ECONOMY INITIATIVES</b></p>	 <p><b>FOSTERING GREEN</b></p>
<p>Ensuring full compliance with environmental regulations across all business operations</p>	<p>Optimizing resource efficiency, minimizing emissions, developing eco-friendly living spaces, and advancing biodiversity conservation</p>	<p>Reducing greenhouse gas emissions, accelerating renewable energy adoption, enhancing energy efficiency, and fostering sustainable development</p>	<p>Continuously enhancing environmental performance and minimizing impacts through the implementation of green technologies</p>	<p>Participating in and advancing circular economy initiatives, maximizing recycling and reuse opportunities</p>	<p>Fostering green, sustainable consumption patterns and responsible procurement practices</p>

... to achieve the following objectives:

<p><b>01</b></p> <p>Reduce greenhouse gas emission intensity by 4% per VND billion in revenue</p>	<p><b>02</b></p> <p>Increase installation and use of solar power to reduce emissions by 6,500 tCO<sub>2</sub>e</p>	<p><b>03</b></p> <p>Maintain and enhance waste classification at source, with a recycling rate of at least 30%</p>	<p><b>04</b></p> <p>Restrict and gradually phase out single-use plastics in production and business operations</p>
<p><b>05</b></p> <p>Increase the reuse of treated wastewater at VinFast, Vinhomes, and Vinpearl</p>	<p><b>06</b></p> <p>Maintain and enhance wildlife conservation, care and rescue efforts at Vinpearl Safari</p>	<p><b>07</b></p> <p>Progressively implement sustainable procurement by selecting responsible suppliers</p>	

# Management Approach

## Strategic Direction and Sustainability Objectives for the Environmental Pillar in 2024

Monitoring and measurement results in 2024 show that the Group has largely achieved its set environmental targets, including: a 4.2% reduction in greenhouse gas emissions intensity per VND billion in revenue compared to 2023; nearly 8.4 million kWh generated of solar power, equivalent to reducing more than 6,600 tCO<sub>2</sub>e emissions; a waste recycling rate of 33.3% of total waste generated; several P&Ls (VinFast, Vinhomes, Vinpearl, Vinschool, VinUni) reusing treated wastewater for irrigation and sanitation purposes; gradual transition and reduction in the use of single-use plastics across P&Ls; continuous implementation of wildlife conservation, care, and rescue by Vinpearl Safari; and progressive adoption of sustainable procurement practices, with 80% of tier-1 suppliers signing commitment to comply with VinFast's Sustainable Procurement Policy and Supplier Code of Conduct. These results reaffirm the Group's commitment to implementing our sustainable development strategy in alignment with environmental stewardship.

Reduction in greenhouse gas emissions intensity per VND billion in revenue

**4.2%** compared to 2023

Reducing more than

**6,600** tCO<sub>2</sub>e emissions

A waste recycling rate of

**33.3%** total waste generated





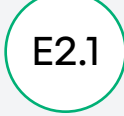



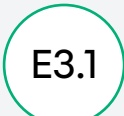



# Management Approach

## Material Topics and Initiatives

Through our materiality assessment process, we have identified four material environmental topics: E1 - Climate Resilience, E2 - Water and Biodiversity Stewardship, E3 - Waste Management, E4 - Material Sourcing and Efficiency.

**Table 16. Material topics and initiatives – Environmental pillar**

Material topics	Code	Initiatives
<b>E1 – Climate Resilience</b>	 E1.1	<b>GHG Measurement &amp; Monitoring:</b> Conducting regular GHG inventories and assessments to accurately measure Vingroup's emissions.
	 E1.2	<b>GHG Reduction and Mitigation:</b> Implementing various initiatives to reduce GHG across Vingroup's operations. These include investing in energy-efficient technologies, adopting renewable energy, and optimizing processes. Additionally, Vingroup also engages external consulting firms to identify additional mitigation solutions.
	 E1.3	<b>Energy Efficiency:</b> Implementing energy-efficient practices across the Group's business facilities to reduce operational costs and carbon footprint.
	 E1.4	<b>Green Transportation:</b> Promoting sustainable transportation options for employees and customers, such as electric vehicles or public transportation incentives, to reduce GHG emissions from transportation activities.
<b>E2 – Water and Biodiversity Stewardship</b>	 E2.1	<b>Water Stewardship:</b> Implementing water conservation measures and advancing water recycling initiatives to minimize freshwater consumption.
	 E2.2	<b>Biodiversity Stewardship:</b> Implementing solutions for the reception, conservation, and development of wildlife at Vingroup's biodiversity conservation facilities.

Material topics	Code	Initiatives
<b>E3 – Waste Management</b>	 E3.1	<b>Wastewater management:</b> Ensuring compliant collection and treatment of wastewater, meeting quality standards before discharge; implementing treated water reuse solutions.
	 E3.2	<b>Solid Waste Management:</b> Implementing comprehensive collection, classification, treatment, and management of solid waste in accordance with regulations, advancing toward circular economy principles. Investing in research and new technologies for waste management, recycling, and reuse to minimize natural resource extraction.
<b>E4 – Material Sourcing and Efficiency</b>	 E4.1	<b>Material Sourcing:</b> <ul style="list-style-type: none"> <li>Diversifying supply sources by exploring alternative sources of raw materials, including local suppliers, to reduce reliance on imported materials and mitigate risks associated with price volatility;</li> <li>Evaluating suppliers by focusing on assessment and selection of reputable suppliers based on quality, reliability, and ethical practices; incorporating health, safety and environmental criteria into the evaluation process;</li> <li>Utilizing recycled, reused, green, and environmentally friendly materials.</li> </ul>
	 E4.2	<b>Material Efficiency:</b> Implementing advanced solutions for business & production process optimization and intelligent inventory management.

# Topic E1 – Climate Resilience

As one of the countries most severely affected by climate change, Vietnam has proactively implemented a wide range of activities to strengthen climate resilience and advance green development.

However, the evolving global context presents both opportunities and challenges for businesses, especially in light of Vietnam's international commitment to achieve Net Zero emissions by 2050, announced at COP26.

At the corporate level, Vingroup has aligned with this national commitment, pledging to reach net zero by 2050. VinFast has gone a step further, joining The Climate Pledge (TCP) and committing to achieve net zero emissions by 2040 (ten years

ahead of the Paris Agreement target adopted at the 2015 United Nations Climate Change Conference). Enterprises are not only affected by climate change but also play a vital role in transforming these challenges into opportunities for sustainable production and business development. With such strong commitments, we understand that pursuing production and business towards green growth and a low-carbon economy is essential to our long-term sustainability journey.



# Topic E1 – Climate Resilience

## Topic E1.1 – GHG Measurement & Monitoring

In accordance with Environmental Protection Law No. 72/2020/QH14 dated 17 November 2020, greenhouse gases (GHGs) are defined as atmospheric gases that contribute to the greenhouse effect. The primary GHGs include carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), and nitrous oxide (N<sub>2</sub>O). Other gases present in smaller concentrations but possess high global warming potential, include hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF<sub>6</sub>), and nitrogen trifluoride (NF<sub>3</sub>).

As part of our commitment to reducing GHG emissions and maintaining regulatory compliance, the Group implements GHG inventories across all P&Ls. Our inventory methodology aligns with the Intergovernmental Panel on Climate Change (IPCC) guidelines and current Vietnamese regulatory requirements. All GHG emissions are measured in metric tons of carbon dioxide equivalent (tCO<sub>2</sub>e).

### Direct GHG Emissions (Scope 1)

Scope 1 emissions encompass all direct GHG emissions from sources owned or controlled by the business, including fuel consumption (gasoline, diesel, fuel oil, coal, LPG, etc.) for vehicles, equipment, and backup generators; refrigerant leakage from cooling systems; and emissions from wastewater treatment facilities. In 2024, the Group's total Scope 1 emissions amounted to 218,876 tCO<sub>2</sub>e, attributed to gasoline, diesel, and LPG consumption, wastewater treatment operations, and refrigerant leakage.

### Indirect GHG Emissions (Scope 2)

Scope 2 emissions cover indirect GHG emissions from purchased electricity, heat, and other forms of energy. In 2024, Vingroup's electricity consumption from the national grid accounted for 468,739 tCO<sub>2</sub>e.



# Topic E1 – Climate Resilience

## Topic E1.1 – GHG Measurement & Monitoring

### Other Indirect GHG Emissions (Scope 3)

Scope 3 emissions encompass all other indirect emissions across our value chain, not owned or directly controlled by the Group. This category includes both upstream activities (related to purchased goods and services) and downstream activities (related to the use of our products and services). Examples include emissions from distribution of goods, employee commuting, business travel, and product lifecycle impacts.

Currently, the calculation and measurement of Scope 3 emissions is very complex, requiring extensive data collection and collaboration of all stakeholders in the value chain. Nonetheless, we recognize that Scope 3 represents the greatest potential for significant emissions reductions.

Currently, Vingroup maintains the measurement and inventory of GHG according to Scope 1 and 2 and is developing a plan to gradually implement Scope 3 inventory. For VinFast, the company completed the Scope 3 emissions inventory in 2024, laying the foundation for tracking progress toward its Net Zero 2040 commitment.

The detailed breakdown of our Scope 1 and Scope 2 GHG inventory is presented below:

Note

- The above figures exclude VinAI, VinBigdata, and VinHMS as these entities operate in leased facilities and are not under direct operational control.
- VinFast's GHG data reflects emissions from its manufacturing facility in Hai Phong and Ha Tinh, Vietnam.
- Vinhomes' GHG data encompasses emissions from urban management and operations.
- Net revenue excludes investment in property leasing and related services. As of 2024, Vincom Retail JSC is no longer a subsidiary of Vingroup JSC.

**Table 17. Scope 1 and Scope 2 GHG emissions**

Unit: tCO<sub>2</sub>e

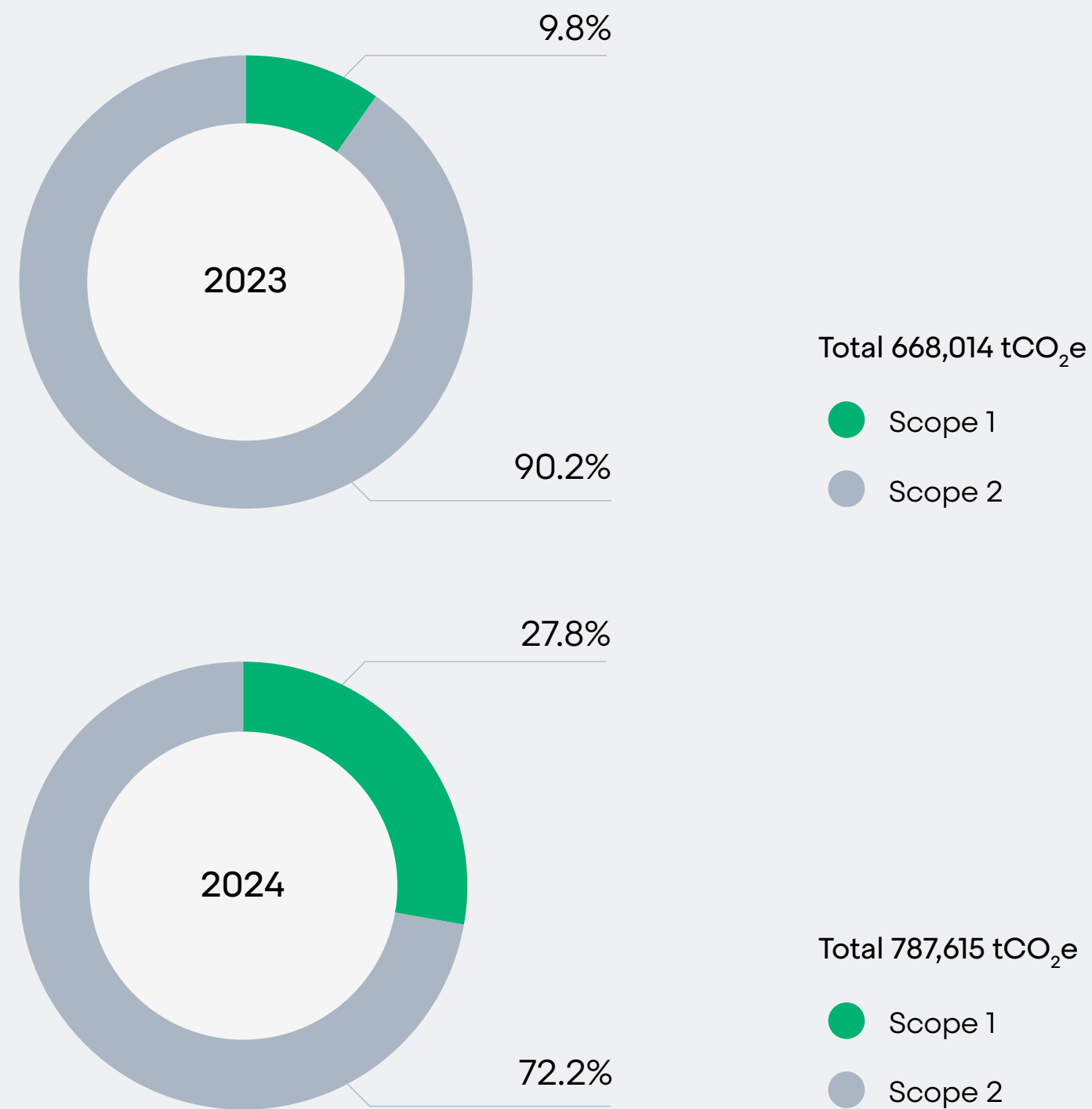
Vingroup Ecosystem		2024		2025	
		Scope 1	Scope 2	Scope 1	Scope 2
<b>Industrials - Technology</b>	VinFast	11,121	131,275	7,785	131,215
	VinITIS	50	2,431	50	4,009
	VinCSS	2	116	2	114
<b>Real Estate &amp; Services</b>	Vinhomes	4,513	215,600	3,695	231,948
	Vinpearl	197,643	146,094	51,064	171,520
<b>Social Enterprises</b>	Vinmec	2,160	35,299	2,126	32,961
	Vinschool	2,569	20,990	734	16,942
	VinUni	102	3,831	103	2,697
	VinBus	716	13,104	193	10,855
<b>Total Scopes</b>		<b>218,876</b>	<b>568,739</b>	<b>65,753</b>	<b>602,261</b>
<b>Total of Scope 1 and 2</b>			<b>787,615</b>		<b>668,014</b>
<b>Net Revenue (VND trillion)</b>			<b>186,942</b>		<b>151,398</b>
<b>GHG Emission Intensity (tCO<sub>2</sub>e/VND trillion)</b>			<b>4.2</b>		<b>4.4</b>

# Topic E1 – Climate Resilience

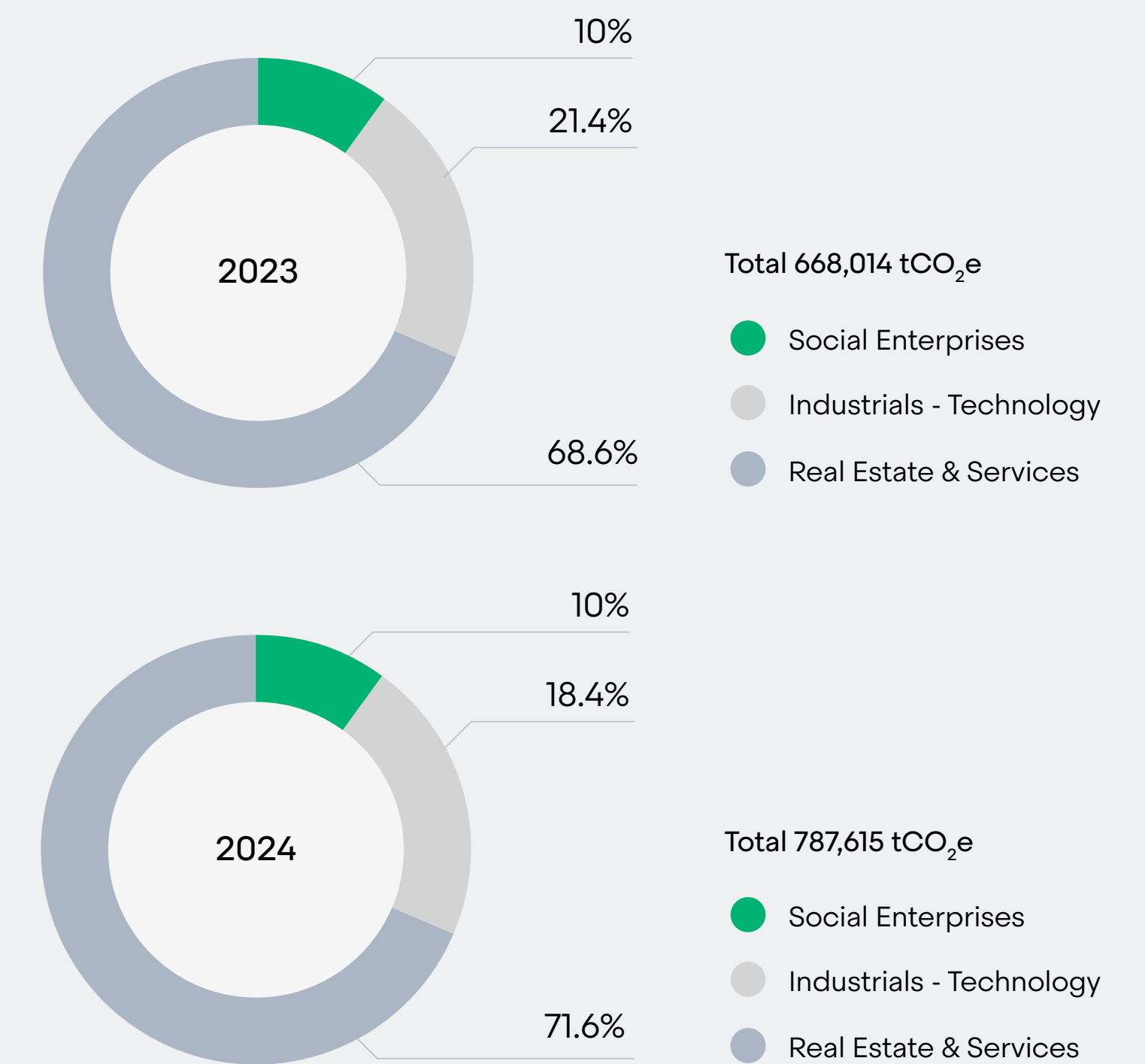
## Topic E1.1 – GHG Measurement & Monitoring

In 2024, Vingroup's total Scope 1 and Scope 2 emissions reached 787,615 tCO<sub>2</sub>e, of which Scope 1 accounting for 27.8% and Scope 2 for 72.2%. Across the Group's three business pillars, Real Estate & Services pillar contributed the largest share at 71.6%, followed by the Industrials - Technology at 18.4%, and the Social Enterprises at 10%.

**Figure 7. Vingroup's total greenhouse gas emissions – Breakdown by scope**



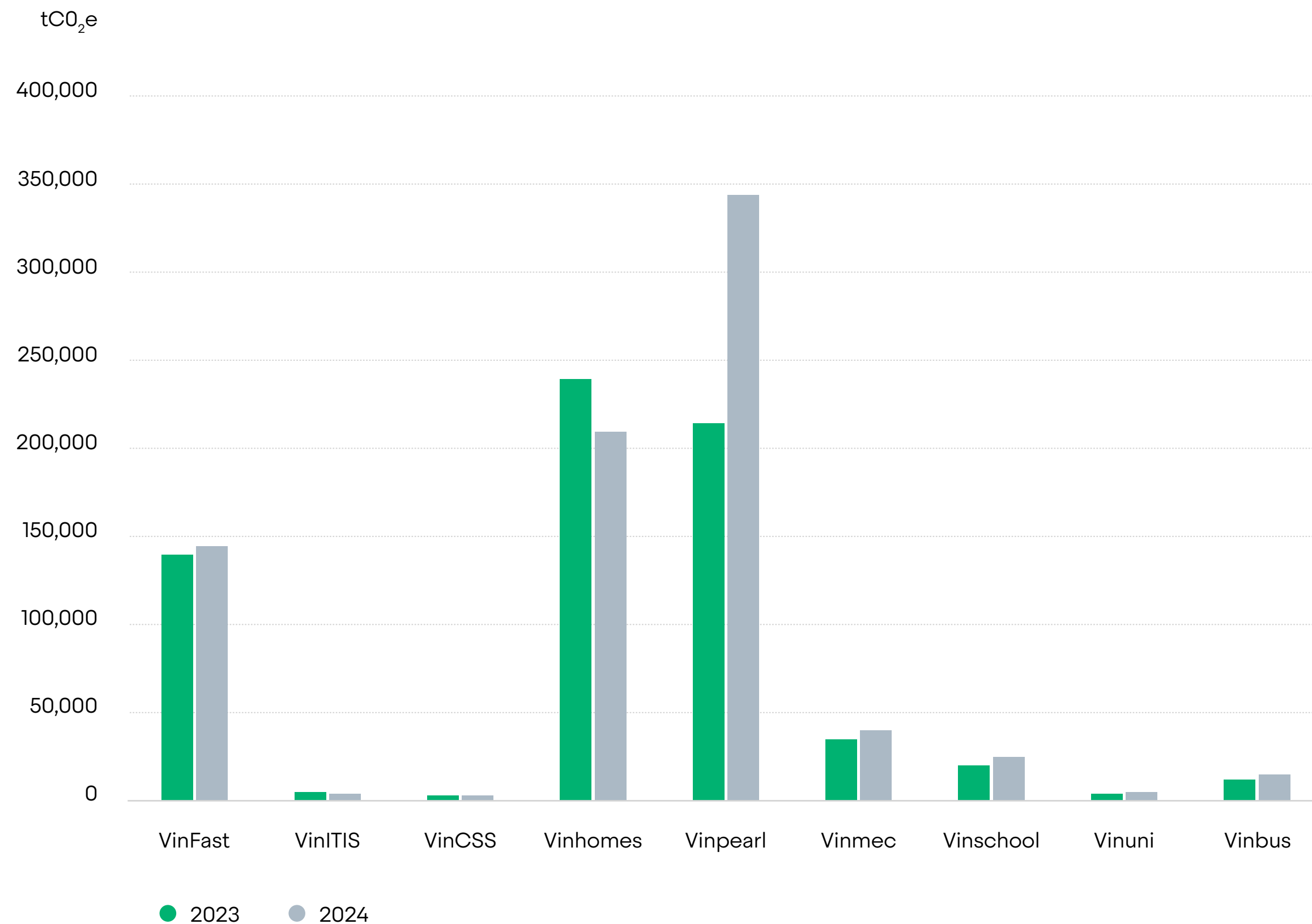
**Figure 8. Vingroup's total greenhouse gas emissions – Breakdown by ecosystem**



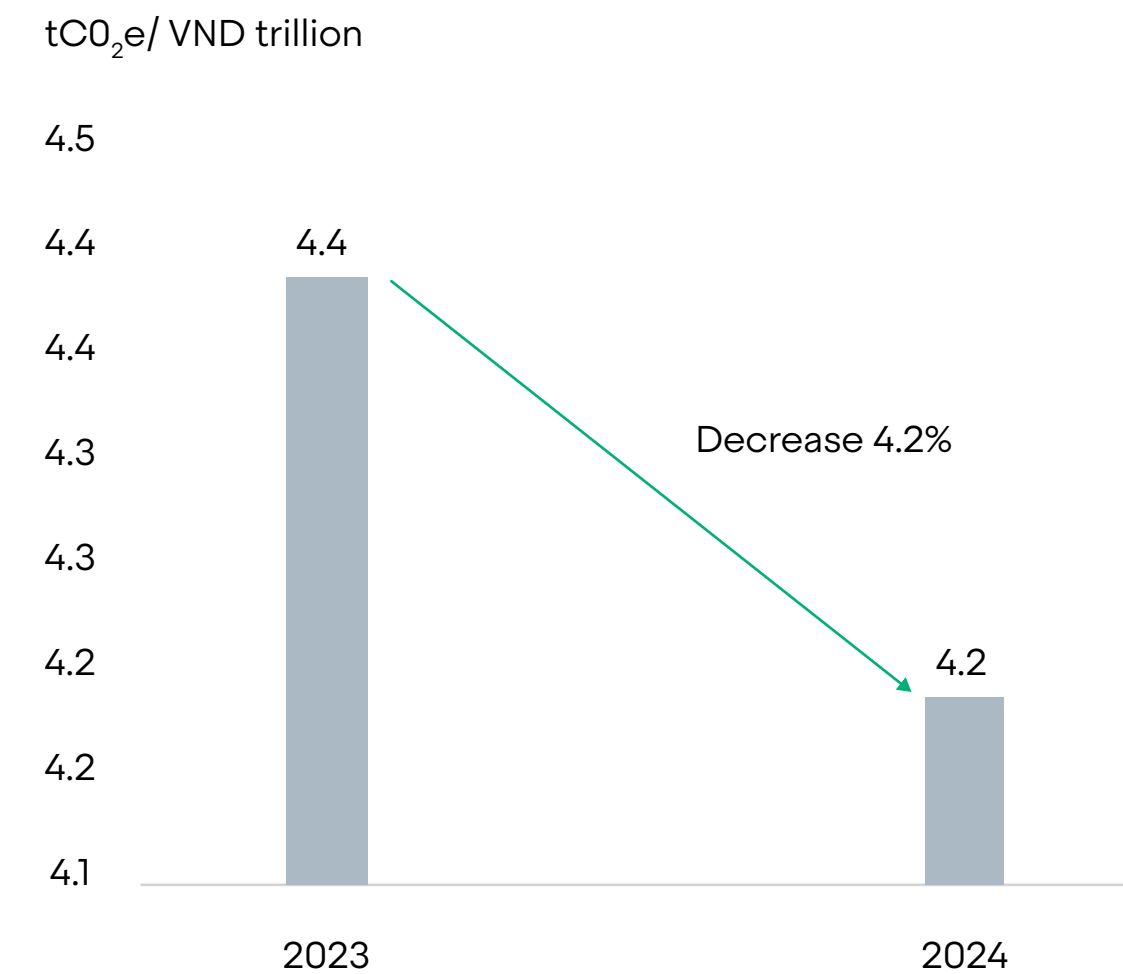
# Topic E1 – Climate Resilience

## Topic E1.1 – GHG Measurement & Monitoring

**Figure 9. Greenhouse gas emissions of P&Ls in 2023-2024**



**Figure 10. Greenhouse gas emissions intensity by revenue**



Based on the results of measuring and monitoring greenhouse gas emissions, it can be seen that:

- In 2024, Vingroup's total GHG emissions increased by 17.9% compared to 2023, mainly due to most P&Ls expanding their operations and increasing production output to meet market demand: VinFast reported record-breaking sales, with electric cars and buses sales reaching 97.4 thousand vehicles, up more than 179% year-on-year; Vinpearl welcomed 10.9 million visitors, marking an increase of 50% compared

to 2023; Vinhomes launched new projects and subdivisions such as Vinhomes Ocean Park 2, Vinhomes Ocean Park 3, and Vinhomes Royal Island; Vinmec expanded its scale by opening Vinmec Ocean Park 1 General Clinic and Vinmec Smart City General Hospital in Hanoi; Vinschool opened two new campuses.

- However, through the synchronized solution implementation to improve energy efficiency, optimize production processes, and gradually shift to cleaner energy sources, the Group's GHG emission intensity per unit of revenue has shown a downward trend. In 2024, the Group's GHG emission intensity was 4.2 tCO<sub>2</sub>e per VND trillion, down 4.2% from 4.4 tCO<sub>2</sub>e per VND trillion in 2023. This development reflects the Group's commitment to sustaining business growth while pursuing GHG emissions reduction and long-term sustainable development goals.

- By P&L, Vinpearl, Vinhomes, and VinFast remained the largest contributors to the Group's total emissions, accounting for 43.6%, 27.9%, and 18.1% respectively, while the remaining P&Ls contributed 10.3%. Notably, Vinpearl recorded a 50% growth compared to 2023, with a 26% increase in total guest nights and a 39% increase in visitors to VinWonders. As a result, Vinpearl's total GHG emissions rose significantly, increasing by 54.4% year-on-year.

Greenhouse gas emissions intensity/revenue reduced by

**4.2%** compared to 2023

# Topic E1 – Climate Resilience

## Topic E1.1 – GHG Measurement & Monitoring

### VinFast's Scope 3 GHG Emissions Results:

VinFast Hai Phong Factory (excluding battery cell and battery pack manufacturing workshops) coordinated with the consultant (FPT Software Company Limited) to conduct a comprehensive Scope 3 GHG emissions inventory in 2024, in accordance with ISO 14064-1:2018 and the Greenhouse Gas Protocol (GHG Protocol). VinFast assessed all 15 categories in Scope 3 emission and identified 08 material categories relevant to the factory's operations, including:

- Category 4: Purchased goods and services;
- Category 4: Capital goods;
- Category 3: Upstream transportation and distribution;
- Category 4: Waste generated in operations;
- Category 3: Business travel;
- Category 3: Employee commuting;
- Category 4: Upstream leased assets;
- Category 5: Use of sold products.

The remaining categories were excluded as they are not applicable to VinFast's business model and value chain.

The results of the Scope 3 GHG inventory for 2024 of VinFast Hai Phong Factory are shown below:

**Table 18. Scope 3 GHG emissions of VinFast Hai Phong Factory**

Unit: tCO<sub>2</sub>e

No.	Category	Result	Contribution Rate
1	Category 4: Purchased goods	18,706.6	1.0%
2	Category 4: Purchased services	444,297.0	22.9%
3	Category 4: Capital goods	76,196.8	3.9%
4	Category 3: Upstream transportation and distribution	33,306.6	1.7%
5	Category 4: Waste generated in operations	16,648.8	0.9%
6	Category 3: Business travel	2,245.8	0.1%
7	Category 3: Employee commuting	5,552.1	0.3%
8	Category 4: Upstream leased assets	2,283.8	0.1%
9	Category 5: Use of sold products	1,338,907.3	69.1%
<b>Total</b>		<b>1,938,144.8</b>	

Scope 3 GHG emissions of VinFast Hai Phong Factory amounted to 1,938,144.77 tCO<sub>2</sub>e, accounting for 94% of the factory's total GHG emissions (including all 3 scopes). Within Scope 3, the largest source of emissions came from the use stage of sold products (electric vehicles) in charging electric vehicles and refrigerant leakage during the vehicle life cycle, representing 69.08% of total Scope 3 emissions, followed by supply chain-related categories such as purchased goods, services, and capital goods.

Quantifying Scope 3 helps VinFast improve transparency with stakeholders, while reflecting the risks and opportunities that the company faces, including the cost of carbon in the supply chain, reliance on the decarbonization pace of the power grid, as well as customers' increasing expectations for low-emission electric vehicles. This is also the foundation for VinFast to deploy mitigation solutions such as cooperating with low-carbon suppliers, designing vehicles with improved energy efficiency, promoting the use of renewable energy for electric vehicle charging and applying the circular economy models. These initiatives contribute to VinFast's commitment to achieving Net Zero by 2040 across Scopes 1, 2 and 3.

# Topic E1 – Climate Resilience

## Topic E1.2 – GHG Reduction and Mitigation



In the context of responding and adapting to climate change, reducing GHG emissions has become an urgent global priority. Vietnam has committed to achieving Net Zero emissions by 2050 and reducing GHG emissions by 43.5% by 2030 with international support. Realizing these commitments requires the joint efforts of the Government, businesses, and other stakeholders. Under forthcoming regulations, the Government will allocate emission quotas to enterprises, allowing them to emit a certain amount of greenhouse gases within a defined timeframe. Therefore, reducing GHG emissions, transitioning to green and renewable energy sources, and enhancing carbon absorption in business operations are not merely trends but mandatory requirements. In alignment with the Government's efforts, Vingroup has implemented both technical and administrative measures to contribute to climate action. In 2024, Vingroup generated nearly 8.4 million kWh of solar power, equivalent to reducing more than 6,600 tCO<sub>2</sub>e emissions.

In parallel, the Group has developed a strategy to participate in the carbon market to increase value from emission reduction projects, through measuring - verifying - certifying carbon credits according to international standards and trading them in both mandatory and voluntary markets. Vingroup has identified four key carbon markets that are either currently accessible or expected to become operational in the near future:

- Nationally Determined Contribution (NDC) Compliance Market.
- Carbon Offsetting and Reduction Scheme for International Aviation (CORSA) Compliance Market: Vietnam has announced its voluntary participation in the CORSA scheme beginning on 1 January 2026, one year ahead of the official commencement of Phase II.

- Domestic Emissions Trading System (ETS): The domestic ETS is anticipated to become operational in 2025. Vingroup is actively monitoring its development and intends to participate as a carbon credit provider. Current regulations permit enterprises to offset up to 30% of their emission allowances through carbon credits.
- Voluntary Carbon Markets (VCM).

Vingroup aims to engage in all four markets, subject to prevailing market conditions and emerging opportunities. The Group's objectives are two fold:

- To formally quantify its contributions to sustainable development and climate resilience, and;
- To establish a new revenue stream through the monetization of carbon credits. Vingroup is committed to maximizing the value derived from its carbon credit portfolio.

To facilitate market participation, Vingroup will begin registering carbon credit projects in 2025 with internationally recognized crediting programs, including the Verified Carbon Standard (VCS) by Verra and the Gold Standard for the Global Goals (GS4GG) by Gold Standard. Initial efforts will focus on the transportation sector. The Group anticipates successful registration of these projects between Q4 2025 and Q1 2026, with carbon credit issuance expected in 2026.

As a diversified conglomerate with a strong emphasis on sustainable development and green transition, Vingroup possesses significant potential for carbon credit generation across its subsidiaries. The Group will continue to assess and identify suitable opportunities for project registration aligned with its various business lines.

# Topic E1 – Climate Resilience

## Topic E1.2 – GHG Reduction and Mitigation

### Industrials - Technology

At VinFast, efficient energy use is considered as a “two-in-one” solution that both reduces greenhouse gas emissions and enhances the company’s competitive advantage.

Energy optimization solutions have enabled VinFast to save over 2.7 million kWh, equivalent to a reduction of more than 1,780 tCO<sub>2</sub>e (see more the Energy-saving initiatives section, page 79). In 2025, VinFast is installing a solar power system aimed at reducing approximately 25,000 tCO<sub>2</sub>e annually.

In January 2025, VinFast announced its Net Zero strategy, marking its commitment to achieving net-zero emissions by 2040. To realize this goal, VinFast will focus on executing the 3E mission - “Electrification - Energy Efficiency - Energy Greening” - driven by four enablers: “Solar Energy - Battery - Smart Energy - Collaboration.”

#### Electrification

Promoting VinFast's core business areas, including EV manufacturing and sales, charging station infrastructure, and participation in the Battery Energy Storage System market.

#### Energy Efficiency

Forming and developing a corporate culture of efficiency and continuous improvement, applying advanced technology to optimize all activities, focusing on energy and carbon.

#### Energy Greening

Expanding into renewable energy as the missing element in its business model, while fostering comprehensive cooperation based on a customer-centric philosophy to create shared value for society.

Across its technology P&Ls (VinITIS, VinCSS, VinHMS, VinBigdata, VinAI), energy-saving awareness activities are also instructed for employees. At VinITIS, solutions such as optimizing equipment operating hours, limiting lighting in server rooms only during inspection or operation, and adjusting air conditioner settings, etc. have been implemented, achieving nearly a 39% reduction in GHG emissions. Meanwhile, VinHMS leverages cloud computing storage services (AWS) to reduce energy consumption and minimize emissions.



# Topic E1 – Climate Resilience

## Topic E1.2 – GHG Reduction and Mitigation

### Real Estate and Services

In the real estate sector, Vinhomes practices monitoring energy consumption and optimizing energy in urban construction and operation activities, increasing the use of solar energy. Vinhomes always ensures control of operating hours and deploys new high-efficiency equipment to limit resource loss and save energy. Some energy-saving solutions maintained by Vinhomes include: using energy-saving LED lights, using energy-saving Low-E glass in some projects, operating the SCADA system to monitor and optimize electricity consumption, and adopting 100% electric vehicles for daily operational needs, replacing gasoline vehicles, etc. (see more the Energy-saving initiatives section, page 79).

In Vinhomes Ocean Park 1 and Vinhomes Grand Park, solar power systems have been installed and are currently in use. In 2024, solar power output decreased compared to 2023, mainly due to the impact of Typhoon Yagi, which damaged a floating solar panel on the lake surface at Vinhomes Ocean Park 1, causing disruptions in operations for about 2 months. In addition, extended rainy periods and fewer sunshine hours throughout the year also significantly affected the solar power output.

The amount of tCO<sub>2</sub>e offset at Vinhomes Ocean Park 1 and Vinhomes Grand Park thanks to the use of solar power is as follows:

**Table 19. Carbon Offset Achievement at Vinhomes**

Category	2024	2023
<b>Total electricity consumption (kWh) (grid and solar power combined)</b>	56,806,994	32,176,193
<b>Grid electricity emissions (tCO<sub>2</sub>e)</b>	37,447	23,234
<b>Solar power generation (kWh)</b>	971,066	1,026,567
<b>Carbon offset through solar power (tCO<sub>2</sub>e)</b>	767	741
<b>Offset percentage (%)</b>	<b>2.1</b>	<b>3.2</b>

According to the results of GHG emission calculations, the total amount of GHG emissions from Vinhomes' urban management and operation activities decreased by 7.1% compared to 2023.

In the hospitality sector, Vinpearl continues a range of energy-saving solutions, such as treating cooling tower water using E-water electromagnetic technology to enhance chiller efficiency, reduce operating costs, save energy, and minimize chemical discharge into the environment; replacing traditional room locks with chip-based magnetic locks to save electricity when guests leave the room; setting air conditioner temperatures appropriately; regularly maintaining equipment and monitoring refrigerant leakage; and adjusting operating times of air compressors, exhaust fans, central air conditioning systems, elevators. Notably, in 2024, multiple greenhouse gas reduction initiatives were implemented:

- Installed and replaced 495 outdoor air conditioning units using R32 refrigerant, which has a low Global Warming Potential (GWP), at locations such as Beachfront Nha Trang, Resort & Spa Nha Trang Bay, Resort & Spa Phu Quoc, Wonderworld Phu Quoc, Resort & Spa Ha Long, and Almaz Hanoi. R32 has a significantly lower GWP compared to previous refrigerants such as R410A. The use of R32 not only helps reduce direct greenhouse gas emissions in the event of leaks but also improves cooling efficiency, thereby contributing to energy efficiency and reducing indirect emissions from electricity consumption.
- Converted certain internal combustion engine equipment to battery/electric-powered machines.

- Expanded the installation of solar power systems at facilities in Da Nang - Quang Nam, Nha Trang, and Phu Quoc. These facilities have adopted energy storage solutions to minimize reliance on the national grid during peak hours, thereby reducing grid pressure and optimizing costs. In 2024, solar power consumption at Vinpearl increased by 73.4% compared to 2023.

The amount of tCO<sub>2</sub>e offset by Vinpearl through solar power usage is as follows:

**Table 20. Carbon Offset Achievement at Vinpearl**

Category	2024	2023
<b>Total electricity consumption (kWh) (grid and solar power combined)</b>	228,886,503	241,172,480
<b>Grid electricity emissions (tCO<sub>2</sub>e)</b>	150,882	171,520
<b>Solar power generation (kWh)</b>	7,264,035	3,642,919
<b>Carbon offset through solar power (tCO<sub>2</sub>e)</b>	5,736	2,631
<b>Offset ratio (%)</b>	<b>3.8</b>	<b>1.5</b>

# Topic E1 – Climate Resilience

## Topic E1.2 – GHG Reduction and Mitigation

### Social Enterprises

In the healthcare sector, **Vinmec** is also a pioneer in ESG practices. Vinmec has implemented green healthcare initiatives such as the electronic medical records project, electronic contracts, and digitalization of diagnostic imaging films. These efforts significantly reduce the use of paper records, thereby indirectly contributing to the reduction of greenhouse gas emissions.



In the education sector, **VinUni** has installed a rooftop solar system covering a total area of 1,000 square meters, generating an average of 600 kWh per day. In 2024, VinUni's solar power consumption reached 149,735 kWh, helping to reduce over 118 tCO<sub>2</sub>e of emissions into the environment.



# Topic E1 – Climate Resilience

## Topic E1.3 – Energy Efficiency

Energy is considered a decisive component in achieving the Group's Net Zero emissions commitment. Therefore, the implementation of energy-efficient solutions remains fundamental to our greenhouse gas reduction strategy.



### Energy Consumption

In 2024, Vingroup's total energy consumption, including renewable energy (solar power) and non-renewable energy (electricity purchased from the grid, gasoline, diesel, lubricants, LPG) is 6,074 TJ, an increase of 82.5% compared to the consumption in 2023 of 3,328 TJ.

Table 21. Vingroup's energy consumption in the period 2023-2024

Unit: TJ

Vingroup Ecosystem		2024		2023	
		Renewable energy	Non-renewable energy	Renewable energy	Non-renewable energy
<b>Industrials - Technology</b>	VinFast		879.7		764.2
	VinITIS		13.3		20.0
	VinCSS		0.7		0.6
<b>Real Estate &amp; Services</b>	Vinhomes	3.5	1,217.8	3.7	1,172.7
	Vinpearl	26.2	3,511.4	13.1	1,015.4
<b>Social Enterprises</b>	Vinmec		213.8		185.3
	Vinschool		114.7		84.5
	VinUni	0.5	20.9	0.6	13.4
	VinBus		71.7		54.3
<b>Total</b>			<b>6,043.9</b>		<b>3,310.5</b>
<b>Grand total</b>			<b>6,074</b>		<b>3,328</b>

The rate of renewable energy use (solar power) in 2024 is quite similar to that in 2023, accounting for 0.50% of total energy use. Meanwhile, renewable energy in 2023 accounts for 0.52% of total energy use.

At the P&L level, large P&Ls (Vinpearl, Vinhomes, VinFast) have large energy consumption, together accounting for 92.8% of the Group's total energy consumption in 2024.

# Topic E1 – Climate Resilience

## Topic E1.3 – Energy Efficiency

### Energy-saving initiatives

In the Industrials - Technology ecosystem, the Energy Committee of VinFast plays a pioneering role in researching and implementing energy-saving solutions across electrical, cooling, and lighting systems. Total estimated savings exceeded 2.7 million kWh, equivalent to cost savings of nearly VND 5.7 billion.

**Table 22. VinFast's energy-saving initiatives in 2024**

No.	Initiatives	Results
1	Optimize the lighting system by turning off excess lights in hallway areas and above production lines where localized task lighting is present (applied across General Assembly, Stamping, Body Shop, Metal Assembly, Machining, Motorbike Assembly, Motorbike Painting, Interior, Car Painting, Aluminum Casting, DC Warehouse, and Plastic Molding)	Energy savings: 1,037,021 kWh
2	Optimize the operating mode of the Chiller and HVAC systems in production workshops by reducing the ventilation fan speeds, turning off some air conditioners in the canteen area, and adjusting the Chiller temperature appropriately.	Energy savings: 1,014,377 kWh
3	Optimize the operating mode of production equipment systems: <ul style="list-style-type: none"> <li>• Set up timer functions to control the on/off operation of the oil pump in the Stamping workshop;</li> <li>• Optimize boiler operations in the Painting workshop;</li> <li>• Optimize the cooling system</li> </ul>	Energy savings: 652,306 kWh

In the real estate sector, Vinhomes always strives to implement energy-saving solutions and initiatives to both reduce operating costs and contribute to environmental protection. In addition to using renewable energy, Vinhomes controls operating hours and uses new high-efficiency equipment to save energy. Some key solutions include:

- Replacing fluorescent and compact lamps with LED fixtures;
- Installing occupancy sensors in public areas to enable automatic lighting on/off;

- Using Low-E glass in construction: Low-E glass with heat-insulation, low-radiation, energy-saving and highly aesthetic features, helps optimize visibility and natural lighting. Low-E glass has been applied in projects such as Vinhomes Skylake, Vinhomes Golden River, Vinhomes Metropolis, Vinhomes Ocean Park, etc.

- Adding SCADA systems to control the operation of the power grid and construction equipment, enabling better monitoring of operations and optimizing power consumption.



# Topic E1 – Climate Resilience

## Topic E1.4 – Green transportation

Vingroup encourages employees and customers to choose sustainable means of transport, such as VinFast electric vehicles, Xanh SM services or public transport (VinBus) to reduce greenhouse gas emissions from transportation activities. During employees' business trips, the Group also maximizes the conversion to electric taxis.

With the mission of pioneering, promoting and creating a trend of civilized and modern green public transport in Vietnam, VinBus has made great contributions to the journey towards Net Zero. Currently, VinBus has more than 280

vehicles, operating in Hanoi, Ho Chi Minh City, Phu Quoc, Hai Phong and Nha Trang. Electric buses do not use internal combustion engines, so they do not emit greenhouse gases and other pollutants during operation. This helps protect the fresh air, especially in crowded urban areas. Based on calculations, a large diesel bus on average will emit about 77.34 kg of CO<sub>2</sub>e/100km, while an electric bus with the same size does not have this direct emission source. According to statistics, the VinBus buses' travel distance in 2024 is more than 24.5 million km, contributing to a direct reduction of 12,832 tCO<sub>2</sub>e into the atmosphere.

In terms of indirect emission reduction, VinBus buses only emit about 52.29 kg CO<sub>2</sub>e/100km from using grid electricity to charge the battery. Meanwhile, diesel buses emit about 78.30 kg CO<sub>2</sub>e/100km. Thus, in 2024, VinBus buses contributed to avoiding emissions of about 6,382 tCO<sub>2</sub>e into the atmosphere compared to equivalent diesel buses.



# Topic E2 – Water and Biodiversity Stewardship

## Topic E2.1 – Water Stewardship

Vingroup recognizes that water resources directly impact sustainable development, therefore we consistently look for solutions to achieve efficient and economical water usage. The Group's business operations primarily source water from clean water supply companies. Additionally, in Vinhomes

urban areas, reservoirs/lakes are constructed to collect rainwater for landscape irrigation and internal road cleaning.

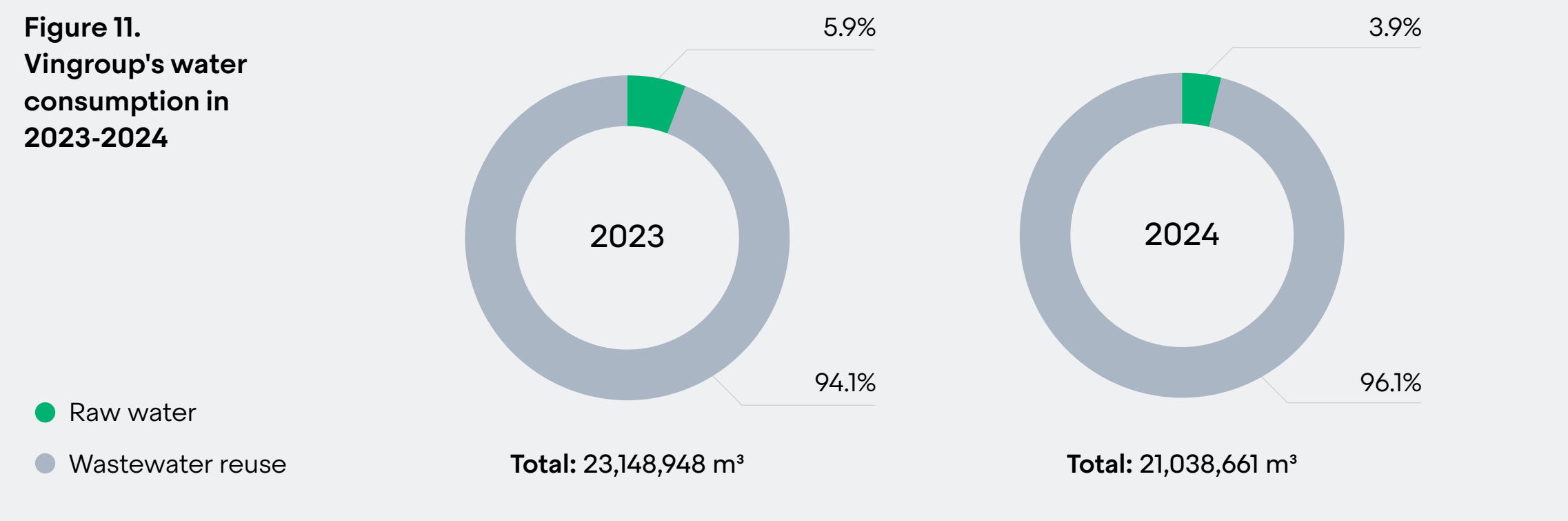
In 2024, Vingroup's raw water consumption was 20,213,672 m<sup>3</sup>, down nearly 7.2% compared to 2023.

**Table 23. Vingroup's water consumption and reuse in 2023-2024**

Unit: m<sup>3</sup>

Vingroup Ecosystem		2024		2023	
		Raw water consumption	Wastewater reuse	Raw water consumption	Wastewater reuse
Industrials - Technology	VinFast	1,089,411	29,344	909,135	44,459
	VinCSS	198	-	220	-
Real Estate & Services	Vinhomes	14,466,546	247,958	13,954,728	45,197
	Vinpearl	3,670,100	372,721	6,007,247	1,279,420
Social Enterprises	Vinmec	460,419	-	430,022	-
	Vinschool	479,631	6,312	426,540	3,135
	VinUni	35,327	168,654	36,640	-
	VinBus	12,040	-	12,204	-
<b>Total</b>	<b>20,213,672</b>	<b>824,989</b>	<b>21,776,737</b>	<b>1,372,211</b>	
<b>Grand total</b>	<b>21,038,661</b>		<b>23,148,948</b>		

**Figure 11. Vingroup's water consumption in 2023-2024**



The P&Ls in the field of Real Estate and Services (includes real estate and hospitality) with operating areas spread across the country, so the amount of water consumed is large, accounting for 89.2% of the total amount of water used by the Group.

loss in Vinhomes urban areas. Vinhomes also periodically performs ultrasound on pipelines to promptly repair leaking underground pipes to avoid losses.

Water-saving solutions are deployed and maintained by P&Ls to minimize exploitation, contributing to the conservation of water resources. In addition, some P&Ls also reuse treated wastewater to minimize input water consumption. Some water-saving solutions that P&Ls are maintaining are as follows:

- Vinpearl frequently adjusts toilet floats and automatic/semi-automatic irrigation systems to reduce water consumption.

- Sensor and automatic shut-off faucet systems, adjusting the amount of water discharged from the faucet to an appropriate level.
- Float system to warn of water levels in hot water tanks and cold-water tanks to avoid overflow, minimizing water

In addition, water saving propaganda is also carried out by P&Ls to raise employees' sense of responsibility. To enhance social responsibility, VinFast also supports the provision of clean water to local communities and kindergartens around the project sites. These activities have supported community development and improved environmental sanitation in the locality. At the same time, we regularly organize environmental campaigns with the active participation of the community to raise awareness of the importance of conserving water resources.

# Topic E2 – Water and Biodiversity Stewardship



## Topic E2.2 – Biodiversity Stewardship

Along with societal development and increasing environmental exploitation and degradation, the preservation of biodiversity has become extremely urgent. Before undertaking any investment activity, the Group conducts environmental impact assessments in accordance with regulations to identify, forecast, and propose measures to mitigate negative impacts on the environment and biodiversity. The results of these assessments are used to adjust project designs, select appropriate technical solutions, and develop environmental management plans throughout the project's lifecycle, contributing to the protection of natural ecosystems, biodiversity conservation, and sustainable development.

In particular, the Group has developed wildlife conservation areas to protect and allow endangered species to live in their natural habitats. At Vinpearl Safari, the care and protection of animals is always a top priority, with the goal of creating an environment as similar to the wild as possible. Through veterinary care and adherence to high animal welfare standards, Vinpearl Safari aims to ensure the health, growth, and well-being of all species. The success of these efforts is demonstrated by the continued births of many rare and endangered animals at both Vinpearl Safari Phu Quoc and Vinpearl River Safari Nam Hoi An.

# Topic E2 – Water and Biodiversity Stewardship

## Topic E2.2 – Biodiversity Stewardship

In 2024, Vinpearl Safari Phu Quoc successfully bred several endangered native species listed, including one Eld's deer, two Roosevelt's muntjacs, one binturong, and one silvered langur. For non-native endangered species listed, the park recorded the births of four scimitar-horned oryxes, three Arabian oryxes, one chimpanzee, five ring-tailed lemurs, and three Bengal tigers. Vinpearl Safari Phu Quoc also signed a Memorandum of Understanding with Berlin Zoo (Germany) and VietNature Conservation Center to support the conservation of the critically endangered Edwards's pheasant. The facility is expected to receive ten breeding pairs from Germany to prepare for future reintroduction of the Edwards's pheasants into the wild.

For its achievements in animal care and species development, Vinpearl Safari Phu Quoc was honored by Bloolooop — the world's leading tourism platform — as one of the Top 2 Safaris in Asia. In 2024, Vinpearl Safari Phu Quoc was also recognized by the World Records Union (Worldkings) as the island-based safari with the highest species diversity and the largest number of animal individuals in the world.

By the end of 2024, nearly 1,300 animals across 50 species had been rescued at Vinpearl Safari South Hoi An. Notably, during the 2024 Lunar New Year, the staff traveled over 1,500 km to relocate more than 1,000 animals from Pu Mat National Park and transferred them to a more suitable environment that closely mimics their natural habitat.

Vinpearl Safari is a zoological park in Vietnam that serves as a "green home", capable of receiving, caring for, and conserving diverse animal species from various environments around the world. Beyond its mission in wildlife conservation and development, Vinpearl Safari also directly engages in rescue efforts while enhancing education and communication to raise public awareness about protecting the environment, nature, and wildlife species.

Vinpearl has always considered marine conservation as a key component of its sustainable development strategy. Monthly coastal cleanup activities are regularly conducted at all Vinpearl hotels. Notably, at Hon Tam Resort Nha Trang and Vinpearl Resort Nha Trang, conservation efforts are further strengthened through initiatives such as weekly seabed cleanups, feed and attract fish by natural food sources, thereby contributing to the restoration of ecosystems and marine biodiversity. The hotels also actively plant new coral and implement marine conservation experience programs, including guiding guests in hands-on coral planting with the aim to raise awareness about ocean protection in a meaningful way to as many individuals as possible.



**1,300** animals

had been rescued at Vinpearl Safari South Hoi An



# Topic E3 – Waste management

Waste treatment and management are crucial tasks for protecting the environment and human health. With the principle of placing Environmental factors at the center, Vingroup commits to adhering to all applicable waste management laws and regulations while actively seeking and researching scientific solutions to ensure the efficient implementation of our waste management initiatives.



# Topic E3 – Waste management

## Topic E3.1 – Wastewater management

At Vingroup, there are 3 main sources of wastewater generated from business operations, including:



### Industrial wastewater

From the production of cars, electric motorcycles, and batteries for electric vehicles at VinFast;



### Medical wastewater

From medical treatment activities at Vinmec



### Domestic wastewater

From business activities of the remaining P&Ls

All wastewater sources are treated to meet the standards prescribed in the Environmental Permit/Discharge Permit for each company and facility

### Technology - Industrials

In the Technology - Industrials pillar, **VinFast Hai Phong Factory** has built local wastewater treatment systems at workshops before connecting to the centralized wastewater treatment system. The centralized wastewater treatment system has a capacity of 3,200m<sup>3</sup>/day, treating both production and domestic wastewater. Wastewater is treated to ensure compliance with QCVN 40:2011/ BTNMT - National Technical Regulation on Industrial Wastewater (column A, coefficients Kq = 1.0 and Kf = 1.0) before being discharged into the receiving source - the coastal waters of Cat Hai Island in Van Phong commune, Cat Hai district, Hai Phong city. At the monitoring tank of centralized wastewater treatment system No. 01, VinFast has installed an automatic, continuous wastewater monitoring system with 14 monitoring parameters (flow, temperature, pH, TSS, COD, NH4+, Total P, Cd, As, Hg, Pb, Fe, Cr3+, Cr6+). Monitoring results are continuously transmitted to Hai Phong City's Department of Natural Resources and Environment for tracking and supervision to ensure transparency and objectivity in the company's discharge activities.

In 2024, VinFast Hai Phong factory treated and discharged 578.139 m<sup>3</sup> of wastewater. During VinFast's operations, cooling wastewater is also preliminarily treated and internally recycled during the production process to reduce input water consumption.

At Vung Ang battery factory, a centralized wastewater treatment plant with a capacity of 330 m<sup>3</sup>/day has been built to treat production wastewater and domestic wastewater to meet the required standards. Before being discharged into the receiving source, which is the Quyen River, the wastewater will be monitored automatically and continuously for the following parameters: flow, pH, temperature, TSS, COD, ammonium. These monitoring results are transmitted frequently back to the Department of Natural Resources and Environment of Ha Tinh province (now the Department of Agriculture and Environment) for monitoring and supervision. In 2024, the Vung Ang battery factory treated and discharged 9,264 m<sup>3</sup> of wastewater.

### Real Estate and Services

In the Real Estate and Services pillar, **Vinhomes** and **Vinpearl** have built a domestic wastewater treatment system to treat wastewater to meet the standards and comply with periodic monitoring regimes. Vinpearl has installed automatic and continuous wastewater monitoring stations at resorts in Nha Trang and Phu Quoc to

monitor the parameters of flow, pH, TSS, COD and ammonium before discharging into receiving sources. Monitoring results are transmitted to the data reception center of the Department of Agriculture and Environment.

### Social Enterprises

In the Social Enterprises pillar, wastewater from **Vinmec's** medical treatment activities is treated to ensure compliance with QCVN 28:2010/ BTNMT - National Technical Regulation on Medical Wastewater. Wastewater from VinUni's operations is treated to ensure compliance with QCVN 14:2008/ BTNMT - National technical regulation on domestic wastewater.

In addition to complying with regulations on wastewater treatment to meet the required standards, P&Ls also implement solutions to reuse treated wastewater. VinFast, Vinhomes, Vinpearl, Vinschool and VinUni reuse treated wastewater to water trees, lawns, and clean internal roads. Vinschool utilizes wastewater after the RO filtration system to clean the floors and water plants. In 2024, the total amount of wastewater reused by Vingroup was 824,989 m<sup>3</sup>, accounting for 3.9% of the total water consumption.

# Topic E3 – Waste management

## Topic E3.2 – Solid waste management

Effective solid waste management through effective collection and classification for treatment will support resources conservation and reduction of environmental pressure.

In 2024, VinFast factory kept on implementing on-site waste classification, while other P&Ls gradually incorporated waste sorting processes into their practices.

**Table 24. Waste generation volume in 2023-2024**

Vingroup's ecosystem		2024				2023			
		Recyclable waste	Hazardous waste	General solid waste	Total	Recyclable waste	Hazardous waste	General solid waste	Total
Technology - Industrials	VinFast	63,385	4,246	4,785	72,416	33,309	2,723	3,240	39,272
	Vinhomes	1,252	35	98,835	100,122	3,593	24	101,594	105,211
Real Estate & Services	Vinpearl	860	60	16,942	17,861	357	52	9,286	9,695
	Vinmec	65	95	2,187	2,347	63	234	2,089	2,386
Social Enterprises	Vinschool	15	0.4	2,359	2,374	115	0.3	5,188	5,303
	VinUni	2.8	3.8	1,548	1,555	2	0.7	1,213	1,216
	VinBus		2.9	3.7	6.7			6	6
<b>Total</b>		<b>65,581</b>	<b>4,443</b>	<b>126,660</b>		<b>37,440</b>	<b>3,034</b>	<b>122,616</b>	
<b>Grand total</b>		<b>196,683</b>				<b>163,090</b>			
<b>Net Revenue (VND trillion)</b>		<b>186,942</b>				<b>151,938</b>			
<b>Waste emission intensity (tons/VND trillion in revenue)</b>		<b>1.05</b>				<b>1.07</b>			

In 2024, the total amount of waste generated was 196,683 tons, of which general solid waste (domestic waste, organic waste, other general waste) accounts for a large proportion (64.4%), recycled waste accounts for 33.3% and hazardous waste accounts for 2.3%.

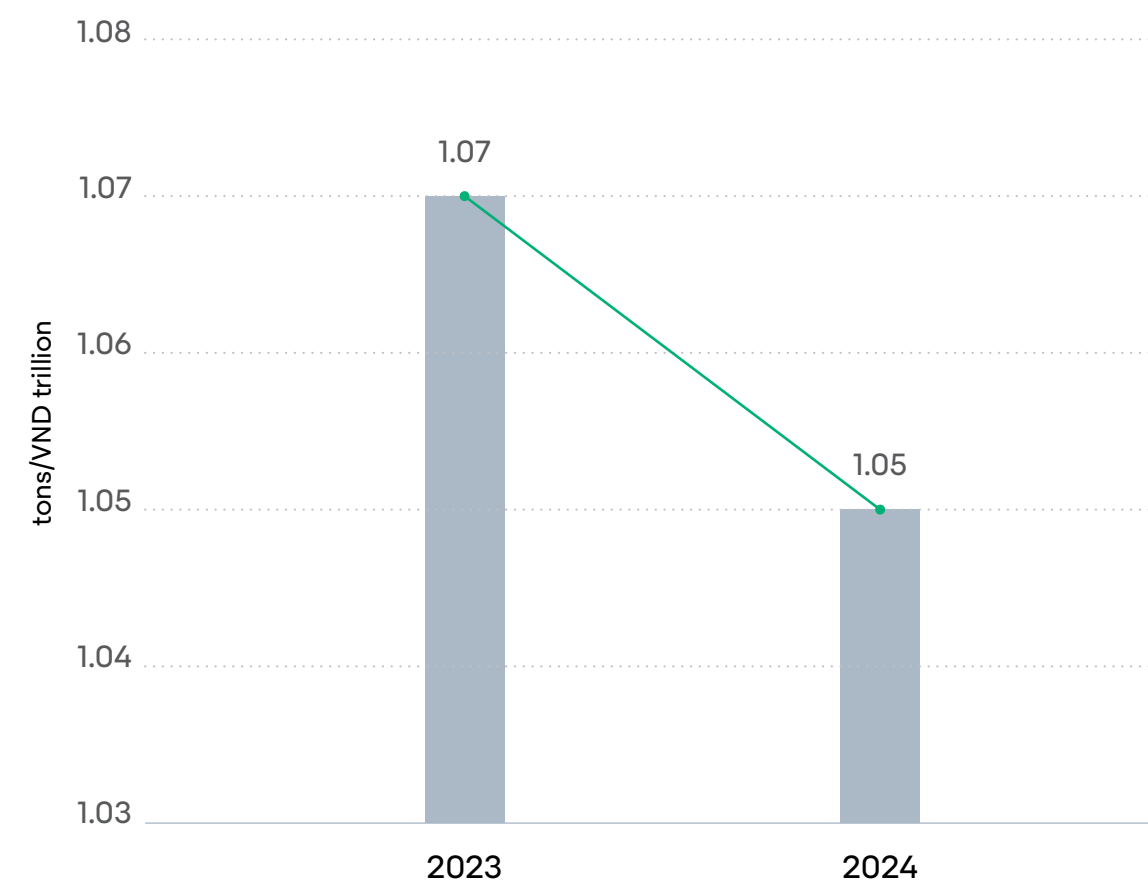
# Topic E3 – Waste management

## Topic E3.2 – Solid waste management

Similar to greenhouse gas emissions, due to the expansion of production and business scale, the total amount of waste generated in 2024 increased by 20.6% compared to 2023. However, the Group's net revenue in 2024 reached VND 186,942 billion, an increase of 23.04% compared to 2023. In terms of ratio, the intensity of waste emissions per unit of revenue in 2024 was 1.05 tons/billion VND, down 2% compared to 1.07 tons/billion VND in the previous year. This development shows positive signs in improving the efficiency of resource use and waste management to reduce emission intensity and move towards a sustainable, circular production model.

P&Ls have synchronously deployed training on on-site waste classification for employees, in order to raise awareness as well as practice good waste classification. The rate of recycled waste in 2024 increased by 75.2%, from 37,440 tons to 65,581 tons, compared to 2023.

Figure 12. Waste emission intensity by revenue



At **VinFast**, the Company implements waste reduction programs with priority lines: Reducing waste on-site - Reuse - Recycle. In particular, the collection and classification on-site to sort out each type of waste are strong focus points. Hazardous waste and ordinary waste that cannot be recycled will be transferred to licensed treatment contractors in accordance with the law. Recyclable waste will be transferred to qualified recycling units to be processed into raw materials for other production processes, bringing in significant financial revenue to offset environmental service costs. In 2024, VinFast's recycled waste will be 63,385 tons, accounting for 87.5% of the total waste generated.

The Group's batteries, inner tubes and tires are on the list of products that must be recycled according to the provisions of Decree 80/2022/ND-CP. In 2024, the battery recycling rate reached 1%, and no inner tubes or tires required recycling. According to the roadmap, the Group will continue to make efforts to implement the recycling requirements for these products in the following years in accordance with the regulations.



On April 5, 2024, **VinITIS** officially put the CContract system into operation. This system supports the digital signing between VinITIS and partners, as well as the signing of Labor Contracts between the Human Resources Department with employees.

Contract has brought about multiple benefits related to security for the company's operations, alongside reducing paper consumption, carbon emissions, and promoting the progress towards a paperless office.

In addition to on-site waste classification, **VinBigdata** has implemented the "Green Living with VinBigdata" program to collect batteries, cardboard, plastic bottles, and to encourage the use of recycled items, and take public buses/XanhSM taxis.

Collecting waste batteries at the office helps VinBigdata promote the construction of a green office. Used batteries contain many toxic substances. If not properly disposed of, they will pollute the soil and water. Therefore, the collection not only helps us safely dispose of batteries but also raises awareness of waste classification and sustainable lifestyles among each employee.

**VinHMS** has also implemented the "Used Battery Collection" campaign to collect used batteries at offices/homes, then the batteries will be handed over to specialized treatment units, ensuring proper disposal that causes no harm to the environment. This meaningful activity has attracted the participation of many employees.


# Topic E3 – Waste management

## Topic E3.2 – Solid waste management



**100%** of urban area  
have signed contracts for household waste treatment



**22%**  increase in total amount of household waste

In the field of Hospitality, we are aware of our responsibility to maintain the high living quality environment for the community, customers, and stakeholders. And Vinpearl proves commitment by practicing sanitation, collection, and waste treatment through implementing collection programs and encouraging on-site waste classification. Accordingly, waste collection activities are carried out daily and dry waste/wet waste/hazardous waste are classified. Waste after classification will be kept separately and transferred to a unit with sufficient functions for treatment according to regulations. In addition, for green waste, Vinpearl has also utilized tree trunks to reinforce/build cages for animals at the zoo; the rest is composted to fertilize other plants. Vinpearl has piloted converting 100% of plastic water bottles placed in rooms into glass bottles, helping to reduce the demand for nearly 150,000 plastic bottles, equivalent to more than 2,500 kg of plastic waste. This action contributes tremendously to limiting environmental pollution and raising awareness of green tourism for tourists.

At its hotel chains, to minimize food waste during buffet service, Vinpearl has conducted a thorough review and inspection of all stages, from food preparation and cooking to plating, serving, and clearing. As a result, each step has been adjusted to optimize material usage, while maximizing the reuse or recycling of leftover ingredients to create safe and high-quality products. Concurrently, food waste tracking is carried out regularly using sources such as dish cancellation logs and waste from the F&B department. This allows us to assess and adjust buffet presentation and portion sizes to ensure adequacy, minimize waste, maintain aesthetic appeal, and heighten customer experience. In addition, to remind customers of food consumption awareness, small, subtle informational signs are placed at dining tables to promote responsible consumption and reduce food waste.

In Vinhomes urban areas, the units always comply with current environmental regulations, criteria and state legal standards on waste management. 100% of urban areas have signed contracts for the collection, transportation and treatment of household waste and hazardous waste with companies with full functions licensed by the Ministry of Natural Resources and Environment. In 2024, the total amount of household waste in Vinhomes will increase by 22% compared to 2023, mainly due to the increase in the number of residents living in new urban areas or new subdivisions coming into operation in existing urban areas such as Vinhomes Ocean Park 1, 2, 3, Vinhomes Royal Island and Vinhomes Grand Park project clusters. In addition, the amount of waste after Typhoon Yagi in September 2024 also increased sharply, leading to increased waste treatment costs in 2024. Moreover, Vinhomes implements propaganda activities, encourages residents to practice waste classification, and organizes meaningful programs such as “Exchange waste for gifts”.



# Topic E3 Waste management

## Topic E3.2 – Solid waste management

In the Healthcare sector, Vinmec's network of hospitals and clinics have invested in standardized equipment for on-site storage, collection, and sorting of solid wastes. These wastes are then transferred to licensed units authorized by the Ministry of Natural Resources and Environment. Vinmec has also implemented electronic contracts for customers, digitized diagnostic imaging films, enhanced on-site repair of medical equipment, and minimized the use of plastic bags in business operations and pharmaceutical management to significantly reduce waste generation.

In particular, Vinmec has launched the Vinmec Go Green Project to promote sustainable development in the healthcare sector, aiming toward a green – clean – smart hospital model.

At VinUni, the university uses a direct-drinking water system, reducing approximately 321,000 plastic bottles generated each year. VinBigdata has installed direct water filtration systems in its offices to replace the use of single-use 19-liter water bottles, thereby contributing to reducing plastic waste generated during operations.

### Electronic medical record

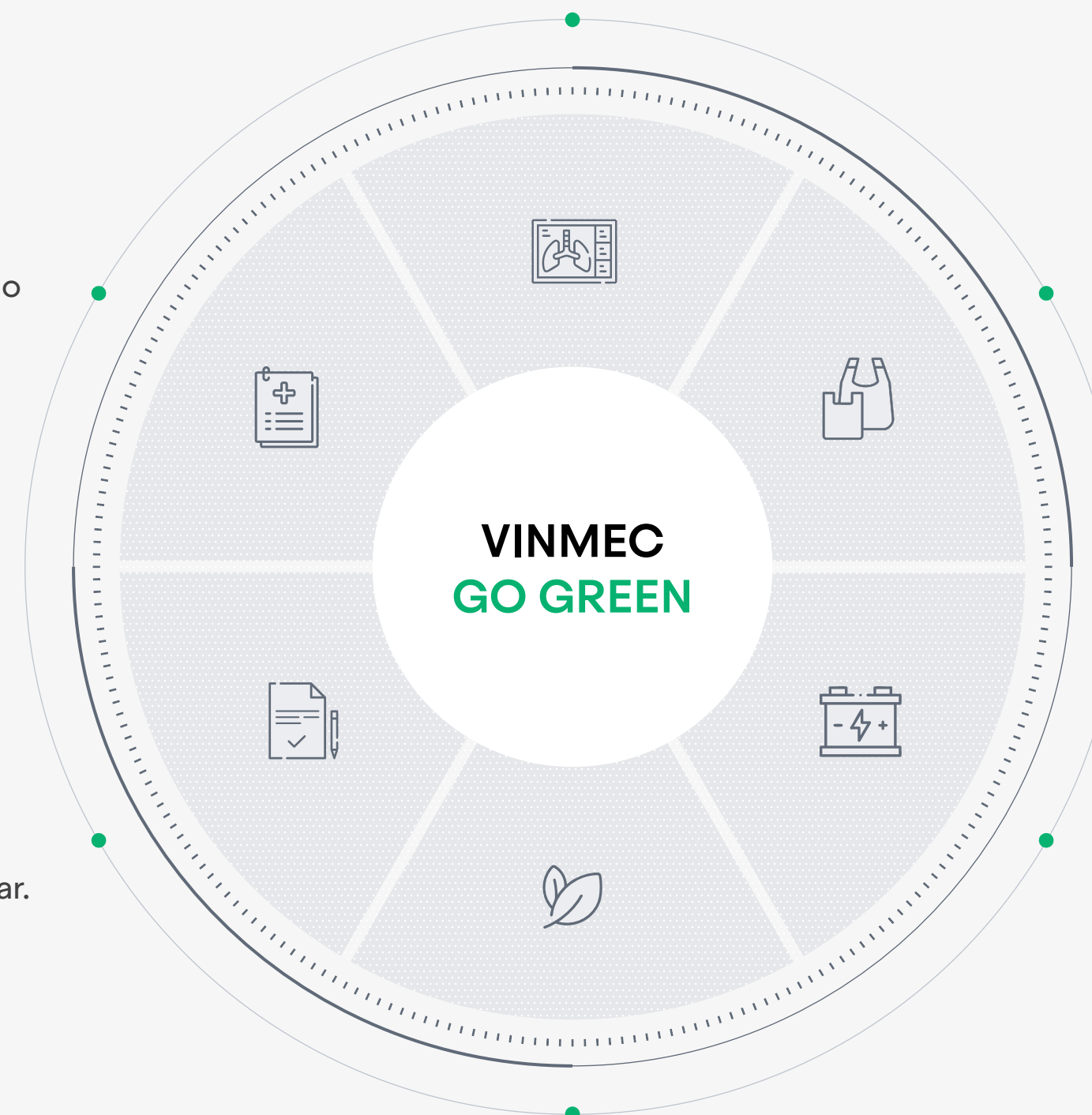
- Implemented at Vinmec Smart City
- Preparation underway at Vinmec Can Tho
- Planned for implementation at the remaining facilities in 2025

### Electronic contract

- Reduction of approximately 28,000 sets of paper contracts in 2024, equivalent to 4 tons of paper per year.

### Digitization of medical imaging films

- Full digitization of diagnostic imaging films
- Reducing 660,000 hardcopy films/year



### Reducing single-use plastic

- Reducing the use of single-use plastics every Wednesday by replacing them with ceramic cups and fabric bags
- Reduced 4,752 kg of plastic waste, equivalent to 3,168 kg/month

### Battery collection and disposal

- Installation of specialized battery containers at nine hospitals and one clinic
- Collected and disposed of 91 kg of batteries by proper safety procedures

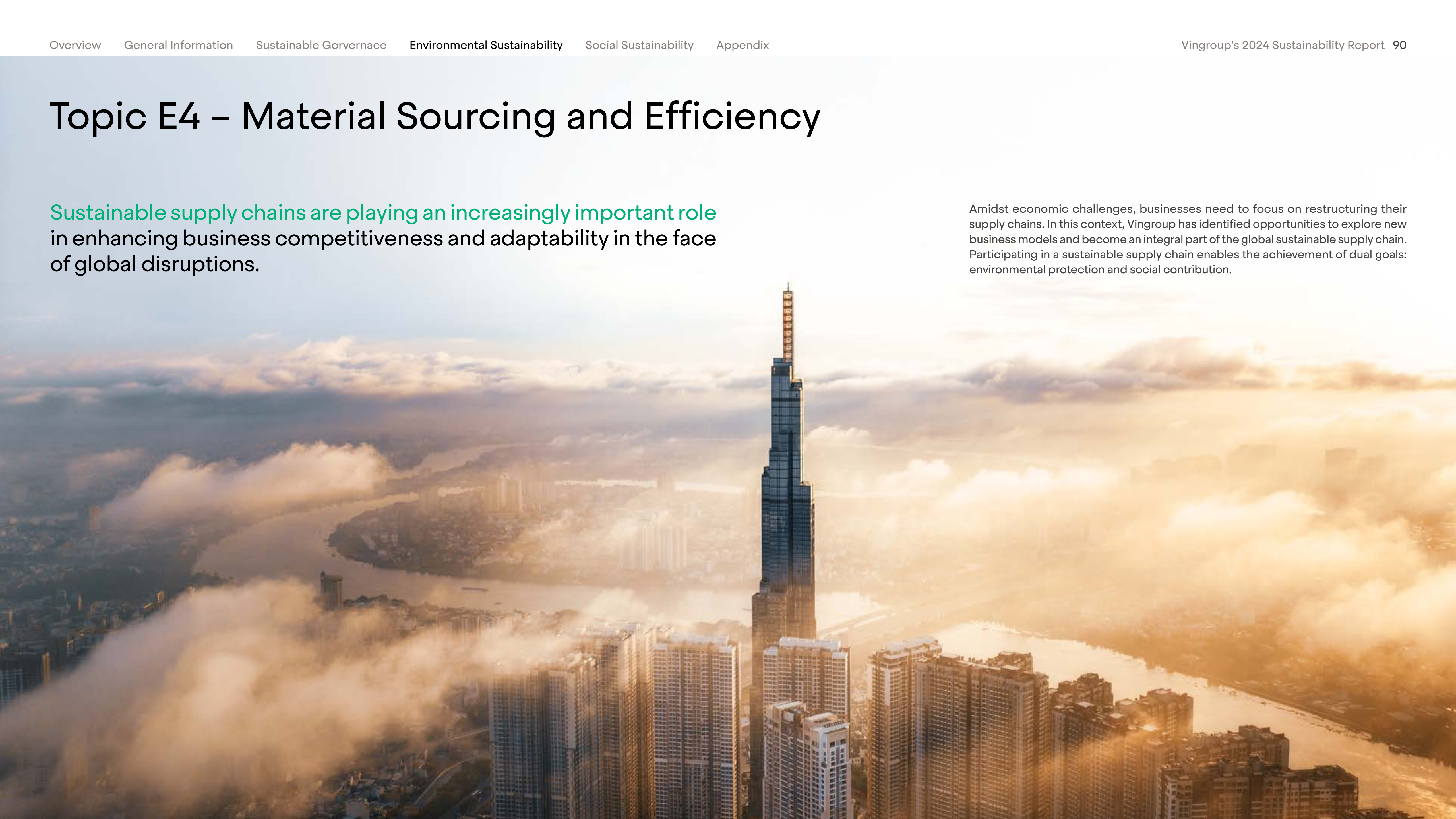
### “Green Pharma” project

- The number of plastic bags used by customers at pharmacies decreased by 39% compared to 2023
- The number of plastic bags at all pharmacy counters across the system decreased by an average of 3% month-over-month in 2024

# Topic E4 – Material Sourcing and Efficiency

**Sustainable supply chains are playing an increasingly important role in enhancing business competitiveness and adaptability in the face of global disruptions.**

Amidst economic challenges, businesses need to focus on restructuring their supply chains. In this context, Vingroup has identified opportunities to explore new business models and become an integral part of the global sustainable supply chain. Participating in a sustainable supply chain enables the achievement of dual goals: environmental protection and social contribution.



# Topic E4 – Material Sourcing and Efficiency

## Topic E4.1 – Material sourcing

### Supply Chain Diversification

To mitigate risks in the supply chain, Vingroup actively seeks out multiple sources of supply, especially in the context of material shortages or disruptions caused by natural disasters, political instability, or pandemics. In particular, we prioritize sourcing domestic materials for our construction projects. This not only supports the local economy but also reduces transportation costs and the carbon emissions associated with long-distance material transport. This approach has been widely communicated to all P&Ls. Given our business and production operations span across Vietnam and some other countries, leveraging local supply sources plays a significant role in contributing to economic development and reducing the carbon footprint of our products.

For VinFast, the company prioritizes local sourcing, fostered by partnerships with more than 1,700 suppliers. Currently, at VinFast Hai Phong factory, the localization rate is up to 75% (excluding batteries). This is a remarkable achievement as Vietnam is still a new player in the supporting industries. VinFast also aims to gradually increase the localization rate by implementing strategies and solutions such as: collaborating with existing partners in Vietnam to leverage the local supporting industry network and reduce reliance on imported parts; partnering with companies specializing in the design and manufacture of complex components to facilitate technology transfer; and attracting FDI from foreign partners.

Vinpearl has focused on diversifying its product supply by developing and upgrading the “Spice Garden” model within the hotel premises. The garden not only grows various herbs and short-cycle vegetables such as cilantro, Malabar spinach, chili, lime, bitter melon, gourd, and squash, etc., but also serves as a unique destination for guests to visit, take photos, and enjoy a green space experience. In addition to providing fresh, clean ingredients for staff canteens, restaurants, bars, and kitchens, Vinpearl hotels have also developed the “Chef Garden” model, creating a direct connection between farming and food preparation. This approach enhances the quality of dishes, reduces dependency on external supply sources, and promotes internal consumption. The programs and featured activities organized at the Spice Garden also strengthen customer engagement and affirm Vinpearl’s commitment to sustainability and environmentally friendly business practices.



# Topic E4 – Material Sourcing and Efficiency

## Topic E4.1 – Material sourcing

### Supplier Assessment

**Vingroup** collaborates and partners with thousands of reputable suppliers both domestically and internationally. Supplier and partner management is a key element in the Group's sustainable development strategy. Suppliers and partners selected by Vingroup must meet various criteria, including compliance with legal regulations, high-quality standards for input materials and components, as well as adequate capabilities and meeting sustainability standards related to labor, social impact, and environmental protection. The selection process is carried out through a rigorous evaluation procedure. Within this process, the proposal to nominate suppliers for industrial production activities and the evaluation report on safety, health, and environment are carefully reviewed.

**VinFast** is committed to promoting and building a sustainable supply chain, as demonstrated through the policies that were developed to guide its business operations, such as the Sustainable Sourcing Policy, the Supplier ESG Assessment Procedure, and the Supplier Code of Conduct, etc. In its sustainable and responsible business practices, VinFast considers supply chain due diligence as a vital component and encourages suppliers to conduct similar assessments to implement measures that mitigate any adverse impacts on human rights, labor rights, environmental protection, and anti-corruption practices. VinFast's Supplier ESG Assessment Procedure is conducted with the goal of verifying supplier compliance with sustainability-related topics through risk

assessment and mitigation, as well as enhancing the maturity level of VinFast's sustainable supply chain management. ESG evaluations are carried out during tendering, supplier selection, or through annual periodic assessments. Evaluation criteria include compliance with legal regulations, human rights and working conditions, health and safety, business ethics, environmental protection, and responsible supply chain management, etc. Based on the ESG assessment results, suppliers are categorized into different risk levels: low, medium, and high. Suppliers with inadequate ESG systems are required to implement necessary improvements before becoming official suppliers of VinFast. This ESG evaluation process helps VinFast not only comply with international standards but also build a transparent, sustainable, and trustworthy supply chain. Currently, 80% of Tier 1 suppliers have signed a commitment to comply with VinFast's Sustainable Supply Policy and Supplier Code of Conduct.

**Vinhomes** selects and collaborates with leading architectural and planning consulting firms that consistently rank among the world's Top 100 architecture consultancies to ensure exceptional quality, such as Gensler, Nikken Sekkei, GMP Architekten, and 10 Design.

For **Vinpearl**, traceability and supplier assessment are also implemented to select responsible partners, especially food suppliers for its hotels.



# Topic E4 – Material Sourcing and Efficiency

## Topic E4.2 – Material Efficiency



Efficient use of materials in production and business operations brings multiple benefits to enterprises, including cost optimization, improved product quality, ensured production continuity, increased productivity, and enhanced environmental sustainability.

Table 25. Substitution rates of alternative materials at Vinhomes

Alternative materials	2024			2023		
	High-rise	Low-rise	Landscape	High-rise	Low-rise	Landscape
Non-fired brick replacement rate	55%	0%	-	55%	0%	-
Acotec/Autoclaved Aerated Concrete (AAC) replacement rate	55%	0%	-	55%	0%	-
Engineered wood, wood-like tiles, wood-effect coated steel replacement rate	100%	100%	100%	100%	100%	100%

Note: “-”: Not applicable.

At **Vinhomes**, our engineering departments, design institute, procurement and bidding department, and R&D team are continuously researching and exploring new materials and construction technologies. We selectively test and apply these technologies in line with global sustainable development

trends, such as gradually replacing traditional fired bricks, which contribute to increased emissions, with non-fired bricks, Acotec panels, autoclaved aerated concrete, engineered wood, wood-like tiles, wood-effect coated steel, Low-E glass, and solar tiles.

# Topic E4 – Material Sourcing and Efficiency

## Topic E4.2 – Material Efficiency

At **VinFast**, the company implements a battery leasing and swapping policy, which not only offers numerous benefits to customers but also allows VinFast to maintain control over the battery lifecycle and disposal. The Company has discontinued the battery leasing policy and now provides support packages for all vehicle models with batteries included. Regardless of the scheme, end-of-life batteries are collected and recycled by the Company in compliance with applicable laws and regulations. End-of-life batteries are recycled to conserve materials and reduce electronic waste. All surplus materials and scraps are handed over to recycling contractors to maximize resource efficiency. In 2024, recycled waste accounted for 87.5% of VinFast's total waste and scrap generated.



# 2025 Directions and Objectives for Environmental Sustainability

In 2025, the Group will continue to maintain its environmental sustainability orientation as set out in 2024 to build a green and sustainable future.

**Table 26. 2025 Directions and Objectives for Environmental Sustainability**

Category	Orientation	Objectives	Actions
Climate Resilience	Mitigate GHG emissions, increase the use of renewable energy, promote energy efficiency, and build a sustainable future.	Achieve Net Zero by 2050, as committed by the Vietnamese Government at COP26.	<ul style="list-style-type: none"> <li>Utilize energy efficiently;</li> <li>Install solar power systems;</li> <li>Gradually transition from HFC/HCFC refrigerants to environmentally friendly HFO refrigerants.</li> </ul>
Water Stewardship	Efficiently use water and raise employee awareness of water stewardship.	Reduce water consumption.	<ul style="list-style-type: none"> <li>Optimize water consumption and efficiency;</li> <li>Provide training to raise employee awareness of water stewardship.</li> </ul>
Biodiversity Stewardship	Create living spaces close to nature, contributing to biodiversity conservation.	Maintain and enhance the conservation, care, and rescue of animals at Vinpearl Safari.	<ul style="list-style-type: none"> <li>Maintain the stable operation of Vinpearl Safari;</li> <li>Enhance animal rescue and conservation activities.</li> </ul>
Wastewater Management	Ensure wastewater treatment meets standards and increase wastewater recycling and reuse.	Increase the reuse of treated wastewater at VinFast, Vinhomes, and Vinpearl.	<ul style="list-style-type: none"> <li>Treat wastewater to standards before discharge;</li> <li>VinFast, Vinhomes, and Vinpearl reuse a portion of treated wastewater for greenery and lawns, and internal road cleaning</li> </ul>
Solid Waste Management	Participate in and promote a circular economy, increase recycling and reuse, while phasing out single-use plastics.	<p>Sort waste at the source and increase the recycling rate.</p> <p>Phase out single-use plastics in production and business operations by 2030, adhering to all relevant regulations.</p>	<ul style="list-style-type: none"> <li>Sort waste at the source;</li> <li>Train employees on on-site waste sorting;</li> <li>Strengthen cooperation and seek waste recycling units to extend product life and reduce environmental pressure;</li> <li>Use recycled, reused, green, and environmentally friendly materials, and limit the use of single-use plastic products.</li> </ul>
Material Sourcing and Efficiency	Promote supply chain diversification, responsible procurement, and build a sustainable supply chain.	Implement sustainable procurement, encourage the selection of local and responsible suppliers.	<ul style="list-style-type: none"> <li>Diversify material sourcing, encourage the use of local and responsible suppliers;</li> <li>Use recycled, reused, green, and environmentally friendly materials.</li> </ul>

05

# Social Sustainability

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# Management approach

With the mission “to create a better life for people,” Vingroup constantly strives to innovate, research and develop high quality products and services, bringing value to life while enhancing our credibility. Vingroup set out 06 core values “Credibility – Integrity – Creativity – Speed – Quality – Compassion” which are clearly reflected in our culture and spirit.

Vingroup is deemed one of the pioneers in corporate social responsibility, especially evident in the transition of our international-standard education, healthcare, and public transport systems to non-profit models and the establishment of non-profit funds to support societal needs. These initiatives stand as Vingroup’s positive community contributions, demonstrating our commitment to corporate social responsibility.

With the core value of “Compassion” Vingroup regards its employees as its most valuable asset and a key factor in the Group’s sustainable development. Therefore, we are committed to providing growth opportunities for our staff, while fostering an equal, diverse, and inclusive working environment.

Vingroup understands that human resource development is central to sustainable growth. As such, we consistently invest in people, build a leadership team with strategic vision, and

steer the Group toward long-term sustainability. Employee well-being is safeguarded by creating a safe, healthy working environment and offering fair compensation. In addition, we promote diversity, equity, and inclusion to cultivate a positive workplace where employees feel connected and are empowered to contribute to the Group’s development.

Besides ensuring employee welfare, Vingroup also enhances its social responsibility year by year. We expanded the presence of our Vingroup brands across provinces and cities nationwide, integrating our operations with the local efforts for social improvements, and developing community-friendly products. Specifically, we have established and sustained non-profit foundations dedicated to giving back to society. With the mission of building a bright future, the VinFuture Foundation is where human-centered scientific research and technological innovations are carried out, promoting positive changes in life and working toward a more equitable and sustainable world for future generations. The “For Green Future” Foundation aims to implement practical projects and action programs for green and sustainable development through green transformation programs in Vietnam. The Vingroup Innovation Foundation (VINIF), under Vingroup Big Data Institute (VinBDI), supports scientists and young talents at universities and research institutes in conducting scientific,

technological and innovative research across Science, Technology, Engineering, Medicine, Economics and Education, in order to bring about positive and sustainable changes for Vietnam. VinIF sponsors projects, research and training activities aiming to create technological products and solutions that bring practical benefits to the community. The Kind Heart Foundation operates for humanitarian and philanthropic purposes, aiming to “most promptly and efficiently transfer Vingroup employees’ kindness to the community”.

In 2024, Vinhomes completed the development and implementation of its social responsibility management system in accordance with the SA8000 standard, ensuring that its real estate business and building operation services strictly adhere to principles regarding employee rights, and safe and fair working conditions. Following an independent assessment by an international certification body, Vinhomes was officially awarded the SA8000 certification, effective from December 27, 2024, to December 26, 2027. This marks a significant milestone that affirms Vinhomes’ commitment

to implementing social responsibility in a structured and sustainable manner, while also enhancing its brand reputation and competitive edge in both domestic and international markets.


Vingroup's framework for social sustainability takes reference from 07 out of the 17 Sustainable Development Goals of the United Nations.




# Management approach

## 2024 Directions and Objectives for Social Sustainability


In 2024, Vingroup set out the following strategic priorities for Social sustainability:

- 
**DEVELOPING ELITE HUMAN CAPITAL**
  - Focus on sustainable human resource development through training, up-skilling, and capacity enhancement courses for employees.
  - Build solid next-gen leadership and management team to support the Group's development plans.


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- 
**ENSURING EMPLOYEE WELFARE AND WELL-BEING**
  - Ensure and improve employee welfare.
  - Comprehensive care, ensuring employee health and safety, aiming towards a future without accidents and injuries in the workplace.


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- 
**DIVERSITY, EQUITY, AND INCLUSION WORK ENVIRONMENT**
  - Implement superior HR policies, good benefits, and fair career development opportunities for employees at all levels.
  - Create a united, strong, diverse, equitable, and inclusive work environment for all employees.

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- 
**DEVELOPING COMMUNITY-FRIENDLY PRODUCTS**
  - Develop good quality, community-friendly, and environmentally friendly products, increasing customer satisfaction.

---

- 
**CORPORATE SOCIAL RESPONSIBILITY**
  - Continuously improve social security in Vingroup's operating areas, while demonstrating social responsibility towards business partners, customers, colleagues, and the community.

... to achieve the goals:

- 100% of employees are provided with training and learning courses to meet and develop in accordance with the capacity standards and working regulations at Vingroup.
- Full compliance with employee welfare as per regulations.
- Fair wages for 100% employees, based on actual contribution. Maintain the diversity, equity, and inclusion work environment.
- Committed to developing products for community benefits, contributing to green and digital economy transformation.
- Committed to creating positive social impacts by addressing social challenges and improving the community's quality of life. Actively participating in community development projects such as social housing, rural infrastructure development, and supporting vulnerable communities.



# Management approach

## Material Topics and Initiatives

Through our materiality assessment process, we have identified the following 05 material social topics. **S1 – Human Capital Development; S2 – Employee Welfare and Well-being; S3 – Diversity, Equity, and Inclusion; S4 – Product Quality and Customer Satisfaction; S5 – Social Responsibility.**



**Table 27. Materiality topics and initiatives – Social Pillar**

Material topics	Code	Initiatives
<b>S1 – Human resource development</b>	S1	Focus on talent acquisition and retention by cultivating a positive and productive work environment. This involves implementing a recruitment strategy, providing specialized training, and learning opportunities for all employees, enhancing core values, and nurturing next-gen leaders.
<b>S2 – Employee Welfare and Well-being</b>	S2	Ensure and improve employee well-being by complying with regulations for physical health and organizing mental health improvement programs.
<b>S3 – Diversity, equality and inclusion</b>	S3	Maintain a non-discriminatory workplace—recruit, provide training, and promote employees regardless of their race, skin color, religion, or any other status. A portion of the Code of Conduct for all companies in the Group's ecosystem addresses non-discrimination, explicitly prohibiting all forms of workplace discrimination and affirming the equal rights and voices of every individual.
<b>S4 – Product Quality and Customer Satisfaction</b>	S4	Develop high-quality and community-friendly products, increasing customer satisfaction.
<b>S5 – Social responsibility</b>	S5	Improve community welfare through philanthropic activities across the country.

# Topic S1 – Human Capital Development

**Vingroup attracts and welcomes all candidates** who have the aspiration, capability, and readiness to work in a dynamic, fast-paced, creative, and results-oriented environment.

Human resource development is considered a key factor in ensuring sustainable growth and competitiveness in the market. Vingroup has built and developed a team of top experts in key areas through an effective recruitment strategy and a sustainable human resource development approach.

Vingroup attracts and welcomes all candidates who have the aspiration, capability, and readiness to work in a dynamic, fast-paced, creative, and results-oriented environment.

We maintain a simple and convenient recruitment process and a fair remuneration policy based on each individual's competence and contributions.

We are committed to investing in and providing professional training courses and learning opportunities for all employees to enhance work performance, strengthen employee engagement, and foster satisfaction with the Group.

**Provide specialized training and create learning opportunities for all employees**

Offer professional development training programs to enhance employees' skills and facilitate internal promotion.

Enrich employees' experience in different positions through job rotation and internal recruitment.

Frequently organize seminars and workshops with the participation of esteemed scholars and researchers to update information and share knowledge with Vingroup employees.

**Enhance employees' core values**

Provide employees with training in corporate culture, the Group's core values of honor and commitments to stakeholders, respect and compliance with laws and ethical standards, and put customers' interests first; and promote employee creativity.

**Nurture next-gen leaders**

Train potential employees to assume leadership positions within the Group.



# Topic S1 – Human Capital Development



**“Training is a priority and should be carried out in an efficient manner”** is one of the criteria for the Work Environment at Vingroup.

Training materials, as well as programs, are appropriately planned, designed, regularly updated, and aligned with both practical needs of employees and market demands. Training methods are constantly innovated through the application of advanced technology and techniques. To be specific, training materials are digitized, and online courses are initiated to encourage employees to continuously update their knowledge and upgrade their skills, thereby enhancing their personal capacity and work efficiency. Additionally,

testing and assessment of employees' skills are rigorously organized by P&Ls to evaluate, screen, and classify skill levels. Internal training and development programs for leaders and industry specialists are properly designed and implemented, which, in turn, earned the engagement of leaders at all levels. In 2024, Vingroup maintains its spirit and culture of “Self-learning – Beyond yourself” by hosting inspirational workshops and internal corporate culture programs for the Group's employees.

The Vingroup Leadership Development Academy continues to operate as a platform for training, capability building and raising standards of the leadership team. In 2024, the Group organized a series of "Breakthrough Leadership" seminars alongside the Leaders20 program, aimed at advancing management thinking, developing leadership competencies, and offering hands-on experience through practical projects.

# Topic S1 – Human Capital Development



In 2024, **VinFast** conducted 6,940 training courses, with the participation of 482,087 employees worldwide, averaging 24.4 training hours/employee. At the VinFast manufacturing plant, the 2024 training program supported 9,293 new employees and delivered intensive coaching for 792 team leaders and supervisors, ensuring a broad training network. A total of 2,092 technical training courses were conducted, attracting 65,799 participants with a cumulative 101,359 training hours. A rigorous skills assessment program was implemented for workers, with customized practical exams designed for 100% of technical positions to ensure strong craftsmanship before any skill-level promotion.

In addition, VinFast organizes reward and recognition programs to motivate employees, foster a spirit of learning, and enhance skills across the entire system. These efforts not only help optimize operational efficiency but also contribute to shaping a sustainable electric vehicle ecosystem, enabling VinFast to achieve its goal of leading the Vietnamese market and expanding globally.


In the technology sector, the P&Ls place strong emphasis on the development of high-quality human resources who embody Vingroup's cultural values. At **VinAI**, training is considered a cornerstone of its human resource development strategy, with over 4,981 training hours delivered through 771 sessions aimed at enhancing professional expertise, management skills, and innovative thinking. The training system is closely aligned with actual needs, covering onboarding, technical skills, and leadership development, and combines theory, practice, professional mentoring, and research workshops.

**VinBigdata** recruits highly qualified professionals, each supported by an annual personal development plan. Selected high-potential employees are offered growth opportunities through 6 to 12 months of training. The company is committed to the comprehensive development of its workforce through specialized training in each domain and a wide range of programs, including executive leadership courses, the 24 Crestcom leadership and management competencies, breakthrough mindset training, soft skills development, and training on customer experience and information security for all employees.

In 2024, VinFast conducted

 **6,940** training courses

The participation of

 **482,087** employees worldwide

# Topic S1 – Human Capital Development

In the Real Estate & Services pillar, the P&Ls consistently implement internal training programs, management capacity-building initiatives, and succession development plans. To attract and retain talent, **Vinhomes** has developed a competitive compensation and bonus policy tailored to each job position, skill set, and professional qualification of its employees.

Individual contributions and work performance are fully recognized, while leadership planning and talent pipeline development remain top priorities. In 2024, 81% of leadership appointments were made internally, reflecting a strong focus on developing a future leadership team from within the company. Vinhomes has also implemented and maintained large-scale training programs at its facilities, combined with online courses, to broaden knowledge, enhance professional skills for employees, and build a pipeline of future leaders, especially young, talented individuals who will drive the Company's future growth.


To assess professional expertise and service skills, Vinhomes conducts an annual competency assessment program for employees in the Operations division. In 2024, the program recorded 100% participation, with 96.6% meeting the required standards. Following the assessment, the company developed tailored training plans and selected outstanding individuals for succession planning and advancement to higher positions.

Vinhomes places strong emphasis on developing its internal trainer team to ensure the quality of in-house training. In 2024, the company organized a Teaching Skills course for 100% of its management staff, enabling them to enhance their knowledge-delivery capabilities. As a result, 95.9% of internal trainers were certified, meeting strict criteria for both teaching hours and training quality.

In addition, Vinhomes launched "The One Thing" course - an exclusive program by Keller Williams - to help the leadership team improve time management, goal setting, and work efficiency. The course spans 18 hours over 2 days, followed by a 66-day real-world application journey, supporting leaders in maintaining focus and achieving sustained performance. In 2024, Vinhomes recorded a total of 675,468 training hours, with 580,737 employee attendances, averaging 51 training hours per employee. This reflects the company's strong commitment to human capital development and the enhancement of professional and managerial capabilities across the organization.

In 2024, Vinhomes recorded a total of

 **675,468** training hours

 **580,737** employee attendances



# Topic S1 – Human Capital Development

In 2024, **Vinpearl** dedicated 549,150 training hours, averaging 41.2 training hours per employee. Hundreds of high-potential staff were provided with structured learning pathways, and dozens of outstanding trainees were promoted following development programs. All leaders became internal trainers, sharing their knowledge and experience through 700 training materials, 5,337 test questions, 29,929 hours of in-person training, and thousands of hours of on-the-job mentoring through various projects. The launch of “NextGen - Young Talent Club” further underscored Vinpearl’s commitment to identifying and nurturing young talent. These achievements reflect not just numbers; they demonstrate Vinpearl’s strong commitment to high-quality human resource development and a supportive working environment.

Vinpearl places strong emphasis on projects aimed at enhancing workforce quality, fostering a positive working environment, and advancing toward a learning organization. Key training programs during the year included:



Enhancing professional capabilities, cultivating craft excellence, and managing careers through programs such as Chief Engineer, Professional Team Leader, and Master Pearl.



Aiming for a culture of service excellence by building and developing the service DNA across all business chains.



Focusing on developing leadership capacity, aiming to create a pool of high-quality leaders



Seeking to provide high-quality, efficient training, ensuring that all training plans and programs are implemented on schedule and with timely improvements.



# Topic S1 – Human Capital Development

In the Social Enterprises pillar, **Vinmec** continues to make strong investments in training to enhance professional expertise and develop soft skills for its workforce. In 2024, Vinmec organized 9,341 training sessions with nearly 210,000 learning hours, marking a 152% increase compared to the previous year. Of these, nearly 137,000 hours focused on professional training and around 72,000 hours were dedicated to soft skills and cultural development, averaging 54.5 hours of training/employee.

In 2024, Vinmec organized

**9,341** training sessions

**210,000** learning hours

**152%**  increase compared to the previous year

In 2024, Vinmec accelerated its structured training programs with several key improvements, highlighted by five flagship programs:

01

### Training high-quality healthcare professionals

Completed the training and provided 24 resident doctors and 50 nurses who met Vinmec's Level 1 professional competency standards, fulfilling the requirements for medical examination, treatment, and patient care in accordance with Vinmec and international standards.

02

### Standardized training by disease group/condition (Mini-internship)

Completed the implementation of standardized training for over 315 doctors, nurses, and technicians, focusing on disease groups/conditions/techniques such as comprehensive emergency response (CERTAIN), difficult airway management, obstetric pathology, anesthesia safety, and optimizing the use of MRI and CT scanners in diagnostic imaging.

03

### International training collaboration

Closely collaborated with renowned medical institutions such as the Cleveland Clinic (USA), Osaka Metropolitan University (Japan), and the University of Montpellier (France) to jointly implement professional exchange programs, training courses, and conferences in the fields of Cardiology, Oncology, Orthopedics, and Anesthesiology & Pain Management. These initiatives aim to update the latest advanced treatment methods worldwide, enhance the quality of healthcare services, and elevate Vinmec's prestige within the medical community.

04

### Advanced Cardiopulmonary Resuscitation training to international standards

Completed the delivery of 25 training courses in Advanced Cardiovascular Life Support (ACLS) for adults and Pediatric Advanced Life Support (PALS), with global certification from the American Heart Association (AHA) awarded to 388 healthcare professionals, meeting international standards for rapid response capabilities in emergency situations.

05

### Clinical integration training

The Clinical Induction program is conducted regularly for 100% of new doctors joining the system, aiming to help them quickly adapt to the Vinmec environment while standardizing technical procedures according to Vinmec's standards and communication culture in the healthcare setting. In addition, in 2024, the Clinical Induction program for nurses was launched for the first time, with the participation of 55 newly recruited nurses across the system and will become a regular activity going forward.

# Topic S1 – Human Capital Development



In the field of education, investing in upgrading the quality of human resources has always been a core strategy of Vinschool since its early days. In 2024, Vinschool continued to implement its teacher pipeline development plan by targeting outstanding students from reputable domestic pedagogical universities. The first cohort, comprising 120 outstanding students from top teacher training institutions nationwide, successfully completed their internship and apprenticeship programs. Among them, 80 students were officially hired by Vinschool for teaching and teaching assistant positions. At the beginning of 2025, a second cohort of 100 carefully selected students, who passed multiple rounds of assessment and interviews, began their internship and apprenticeship programs. They are expected to graduate in the summer of 2025 and be ready to join Vinschool's teaching team. After three years of implementing the Principal Competency Framework and the Teacher Competency Framework, these standards have gradually become embedded and are being applied in daily teaching practices. In 2024, Vinschool focused on strengthening foundational pedagogical knowledge for teachers through a series of training videos covering topics such as the Science of Learning, Student Assessment, and Learning Through Play (for preschool teachers). These efforts aim to help teachers establish a solid foundation for more effectively practicing professional standards. In 2024, Vinschool organized 614 training courses with nearly 256,038 hours, with 76,750 employees participating, an average of 41 training hours/employee.

In 2024, Vinschool organized

**614** training courses

**256,038** hours

# Topic S1 – Human Capital Development

With a strong focus on fostering a culture of lifelong learning and contributing to its goal of becoming an excellent university, **VinUni** continued to promote training programs and learning initiatives in 2024. These efforts were guided by a philosophy centered on outcomes, competency development, and practical skill-building, with a total of 8,135 hours of in-person and online training delivered. Among these, 222 internal/self-learning classes were organized, including

Notable training programs at VinUni in 2024 included:

-  VinUni Culture E-learning - E.X.C.E.L - reinforcing and spreading the EXCEL spirit
-  Peer-to-peer Mentoring with Cornell - providing professional support in admissions, marketing, human resources, finance, and operations
-  Training on Excellence in Operational Thinking with topics such as systems thinking, design thinking, digital experience, and AI
-  Ace AI Workshop Series for faculty – enhancing the ability to apply AI in education
-  Dropout Detective 101 Training for instructors – helps identify early academic warning signs in students.
-  Spark Plug Presentations - creative teaching sharing forum

Continuing initiatives from 2023, VinUni maintained awareness programs on internal regulations, anti-corruption policies, and leadership development. The university also strengthened its professional work culture and created an innovative and sustainable learning environment. A standout initiative was the Excellence Award competition, launched in celebration of VinUni's five-year anniversary. This program significantly impacted the university by fostering creativity, teamwork, and a spirit of innovation, pushing participants beyond their comfort zones through engaging challenges and meaningful bonding activities. The initiative has inspired a culture of excellence and long-term sustainability at VinUni.

**194** classes for staff

**16** classes for faculty

**12** classes for leadership personnel

Averaging **36.8** hours of training/employee



# Topic S1 – Human Capital Development

In the field of public transport, **VinBus** prioritizes employee safety and well-being, ensuring a healthy and sustainable working environment.

The company strictly complies with fire prevention, occupational safety, and hygiene regulations while also organizing cultural development programs such as monthly sports and running events, team-building activities, and driver appreciation day, which enhance both the physical and mental well-being of all employees. VinBus focuses on building a high-quality workforce through a structured training system. In 2024, the total training hours reached 35,102, with specialized programs for management and employees, including:

- Leadership competency training for management to enhance management skills, strategic thinking, and practical application
- Succession training for potential leaders, providing in-depth knowledge in leadership, management, expertise, and soft skills to prepare the next generation of leaders
- Various professional training and English courses for employees
- Conversational English training for Phu Quoc drivers, focusing on common customer interaction scenarios. By the end of 2024, 100% of participating drivers were able to confidently handle basic conversations on the bus.



# Topic S2 – Employee Welfare and Well-being

Vingroup values the contributions and efforts of our employees. As society continues to evolve, we understand that employee benefits are key to attracting and retaining talent.

## Employee Benefits and Working Environment

### Work Schedule

The Group operates on an 8-hour workday system, with Administrative, Office, and Manufacturing divisions working 5.5 days per week, while Operations and Service divisions operate on a 6-day schedule. All employees are entitled to statutory paid leave, including public holidays, annual leave, and personal leave, in full compliance with Vietnam's Labor Law.

### Additional Benefits

Employees receive comprehensive allowances covering mobile phone usage, meals, and mileage reimbursement.

### Welfare policies

The Group has implemented employee benefit policies to foster engagement among staff and enhance workforce productivity:

- Gifts on personal events and milestones such as birthdays, marriages, childbirths, visits and gifts in times of sickness, or on public holidays;
- Multifunctional sports area with attractive landscape and full facilities, where all employees can participate in regular sports activity.
- Rewards for employees' children with outstanding achievements in academic performance, sports, and arts; summer camp featuring life skills training programs for children;
- Corporate teambuilding & family retreats;

### Incentive Scheme

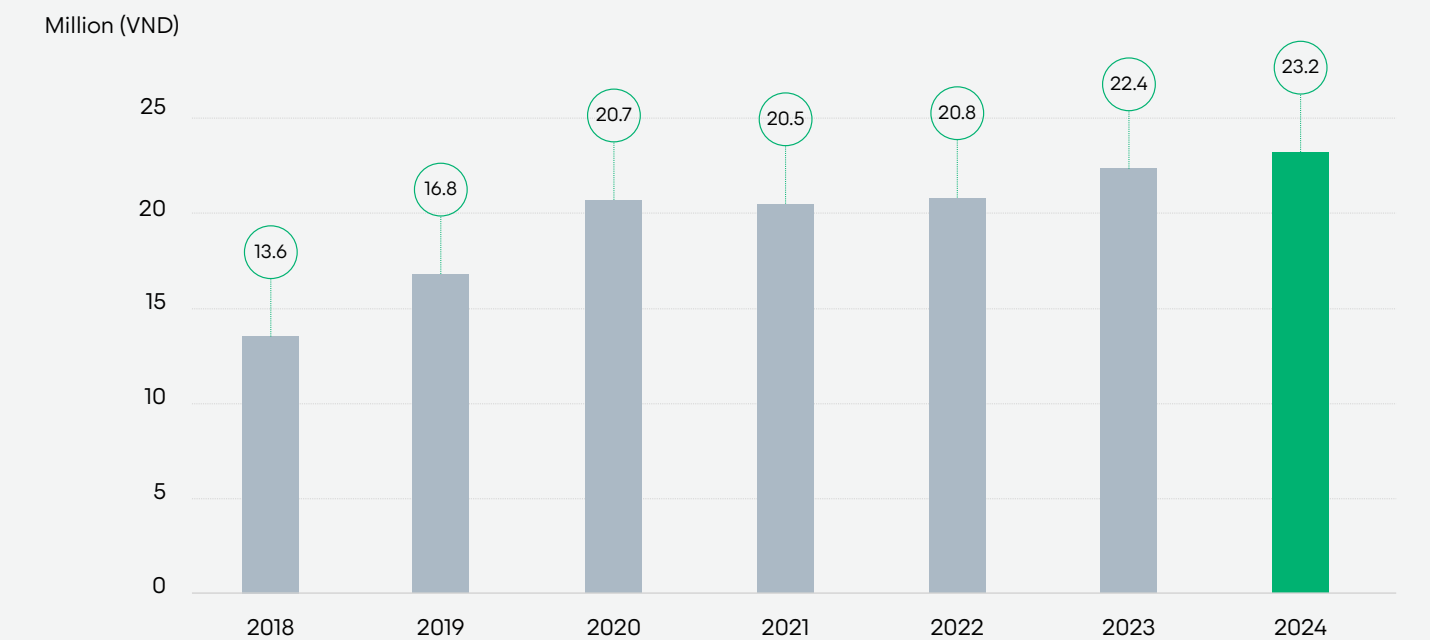
Vingroup has an incentive system for the Corporate Office and all Group companies. We also reward employees with outstanding achievements in the form of performance awards and bonuses.

### Compensation and Insurance Benefits

The Group maintains highly competitive compensation packages benchmarked against industry standards. Our compensation and bonus framework is continuously refined to ensure fair recognition of individual performance, capabilities, and contributions to the Group.

We offer industry-leading compensation packages, performance bonuses, and benefits to attract and retain exceptional talent. This approach reflects our commitment to both nurturing existing talent and drawing skilled professionals from diverse backgrounds to drive the Group's growth and innovation. In 2024, our employees' average monthly salary reached VND 23.2 million, marking a 3.6% increase from 2023.

**Figure 13. Average monthly employee compensation (VND million)**



Beyond fulfilling all statutory obligations for Social Insurance, Health Insurance, and Unemployment Insurance, we have established partnerships with Bao Viet Insurance Group and PVI to offer exclusive premium health coverage for our employees.

The Group regularly reviews and revises welfare policies, offering more practical remuneration for all employees.

# Topic S2 – Employee Welfare and Well-being

## Employee healthcare

Vingroup demonstrates its commitment to **fostering a professional work environment by providing spacious, modern offices for employees.**

Staff members are equipped with advanced tools and facilities and undergo regular health check-ups. For employees in the Operations, Services, and Production divisions, the Group provides full uniforms, and comprehensive personal protective equipment (PPE), and ensures rigorous occupational hygiene standards.



To ensure workplace safety for employees, all Vingroup subsidiaries strictly adhere to legal regulations regarding the establishment of Occupational Safety and Hygiene (OSH) Units and OSH Councils, specifically:

- 01 Occupational Safety and Health Departments:**

  - Companies with fewer than 300 employees: at least one employee is engaged in OSH work on a part-time basis
  - Companies with more than 1,000 employees: must set up an OSH department or have at least two full-time employees in charge of OSH work
  - Companies with at least 300 but fewer than 1,000 employees: at least one employee is in charge of OSH on a full-time basis
  
- 02 Occupational Safety and Health Councils: Companies with more than 1,000 employees, or employ more than 300 employees and do business in construction, must establish an OSH Council with the following functions and duties:**

  - Organize instructions on OSH measures to ensure full briefings for all employees
  - Participate in the development of OSH plans and measures
  - Control the inspection and maintenance of machinery, equipment, and supplies with strict requirements on occupational safety
  - Supervise the implementation of OSH standards, regulations, and rules
  - Handle occupational accident cases
  - Check and review the work of OSH in all areas to ensure that shortcomings are minimized and solutions are planned

# Topic S2 – Employee Welfare and Well-being



## Employee healthcare

At the **VinFast** Hai Phong plant, the occupational health and safety management system in accordance with ISO 45001:2018 is being maintained, with certification valid from June 11, 2023, to March 16, 2026. This certification affirms the plant's ongoing commitment to ensuring a safe working environment, preventing workplace accidents, and protecting the health of all employees. It also serves as evidence of the plant's effective

operations and strict compliance with risk management procedures related to health and safety throughout its entire manufacturing process.

For **Vinhomes**, 2024 marks a significant milestone in safety management. The company successfully developed and implemented an Occupational Health and Safety Management System in accordance with ISO

45001:2018 for its building management and operation services. The ISO 45001:2018 certification is valid from December 28, 2024, to December 27, 2027, representing an important step forward in creating a safe working environment, effectively controlling occupational risks, and enhancing management capabilities.

# Topic S2 – Employee Welfare and Well-being

## Building Employee Engagement and Cultivating Corporate Pride

At Vingroup, we understand that employee engagement is the key to fostering unity and alignment across the organization, thereby enabling us to successfully achieve our shared goals. Engagement plays a vital role in stabilizing our workforce and nurturing a strong corporate culture. Building a meaningful connection between employees and the Group is a long-term commitment rather than a short-term initiative, requiring sustained dedication from both Leadership and staff. To this end, the Group regularly implements and sustains employee engagement activities to cultivate an effective and positive work environment.

In 2024, the Group organized Vin31 to mark the 31st anniversary of the Group's foundation, with the goal of fostering unity and introducing all employees to the culture, values, and spirit of Vingroup. A series of meaningful cultural and sports activities were implemented nationwide in collaboration with various P&Ls, attracting the enthusiastic participation of tens of thousands of employees. The Group publishes a series of monthly and thematic newsletters, in addition to launching the internal communication app ILoveVingroup, to help employees easily connect, update Group information anytime, anywhere, and join hands to spread the positive cultural values of the Vingroup family.



At Vingroup, we understand that **employee engagement is the key to fostering unity and alignment across the organization,** thereby enabling us to successfully achieve our shared goals.

Activities to connect and enhance the working spirit and culture of Vingroup employees are also strongly implemented by P&Ls. At **Vinhomes**, collective bonding activities such as Team building, Year-end Party, International Women's Day Celebration, Company Anniversary... are regularly and periodically organized for the company's employees to increase team spirit as well as solidarity of Vinhomes people.

At **VinCons**, guided by the principle of "putting workers at the center," employee well-being is genuinely respected and thoughtfully cared for - from clean, spacious accommodations and meals,

to proper healthcare services. Workers' incomes are consistently paid in full and on schedule. They also enjoy benefits that were previously uncommon, such as social insurance, retirement schemes, and equal access to welfare policies including bereavement, celebration, and Tet bonuses, on par with other office staff. Cultural and sports activities not only promote health but also strengthen bonds between office and construction teams, fostering a united workforce that grows together. Programs like "Worksite Uniform Day," the "20/10 Blossoms" honoring female staff for their contributions, and storytelling contests showcasing the spirit of construction workers all serve to reinforce

this sense of solidarity and shared purpose.

To honor women – the better half of the world – on International Women's Day (March 8), **VinAI** organized a warm and meaningful gathering, bringing together all team members from both the North and South regions. The event created a space for connection not only for women but for the entire staff, reaffirming the company's commitment to building an equitable and inclusive workplace where women are empowered to pursue their passions, are respected, and have the opportunity to assert themselves.

# Topic S2 – Employee Welfare and Well-being

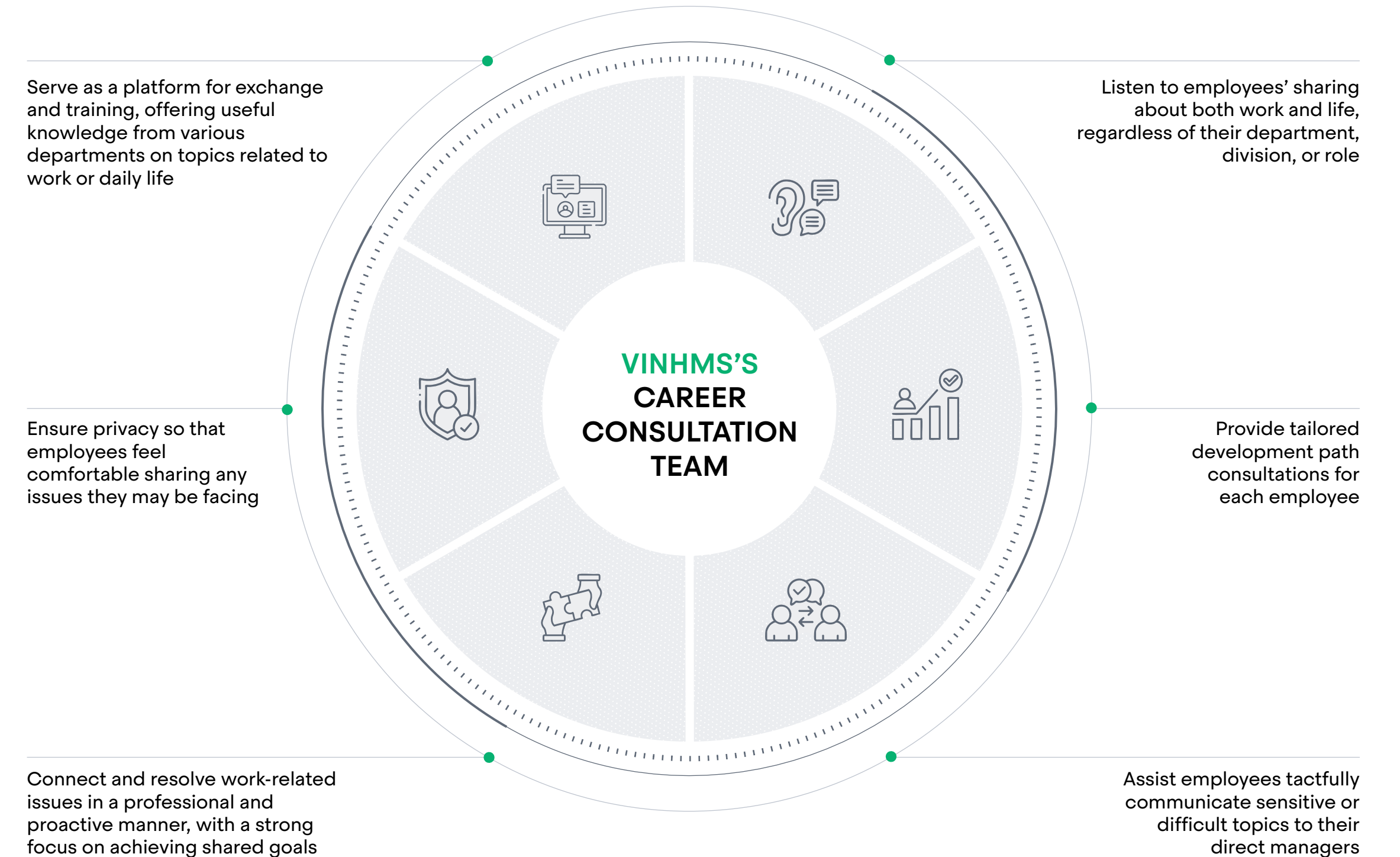
## Building Employee Engagement and Cultivating Corporate Pride



At **VinBigdata**, fostering a positive and engaging work environment remains a priority. In addition to maintaining comprehensive and competitive employee benefits, the company places strong emphasis on enhancing the work experience through internal engagement activities. One standout event is VinBigdata's Sports Days – a great opportunity for team members to improve their physical fitness, showcase their talents, and strengthen camaraderie.

Over two weeks of intense competition, 50 VinBigdata “amateur athletes” took part in badminton and table tennis tournaments, with events including men’s and women’s singles, men’s and women’s doubles, and mixed doubles all held regularly after working hours. VinBigdata’s Sports Days conveyed a powerful message about strengthening both individual and organizational resilience to be ready for and overcome challenges. The program not only helped relieve stress after work but also contributed to building a united, dynamic, and sustainable corporate culture.

With the aim of fostering a positive work environment and creating a space for sharing and consultation for employees, **VinHMS** established the CCT (Career Consultation Team) at the beginning of 2024. The CCT holds regular sessions every Friday afternoon with the mission to:



Through the activities of the CCT, VinHMS demonstrates a holistic commitment to its employees not only focusing on work performance but also on mental well-being and long-term development. This contributes to building a friendly, open, and sustainable work environment.

# Topic S2 – Employee Welfare and Well-being

## Building Employee Engagement and Cultivating Corporate Pride

**VinCSS** has also launched the “Humans of VinCSS” series to honor individuals across all departments. These personal stories share the unique journeys that brought each person to VinCSS and illustrate how they overcome challenges at work and in life. Though each narrative is distinct, they all revolve around a shared passion for technology, a spirit of dedication, and a fearless attitude toward taking on new challenges. Through authentic storytelling, the series helps spread positive values, inspire others, and strengthen internal bonds by fostering a workplace community that is compassionate, empathetic, and rich in team spirit. It is also VinCSS’s way of showing appreciation for every individual – the essential “pieces” that make up the unique fabric of its corporate culture.

In education, **VinUni** achieved the “Great Place to Work” certification in 2024, recognizing the university’s commitment to fostering a workplace culture built on fairness, safety, and inclusion. The university prioritizes creating an environment where empathy and respect are core values, ensuring all faculty and staff receive equal support from colleagues and leadership. Within VinUni’s multicultural setting, the university emphasizes personal growth through creative opportunities, skills development programs, an innovative working environment, and competitive benefits to fairly reward contributions and build a united, strong community.

With the goal of building a happy workplace, **VinBus** organized the “Excellent Employee Experience” workshop to delve into every aspect of the employee journey from recruitment, training, and mentoring to

motivation and talent retention, the true essence of the team. Through the workshop, VinBus staff came to understand that beyond material factors such as salary and benefits, inspiration from leadership and mutual understanding between leaders and employees in addressing challenges are especially important. These are fundamental elements for successfully building an “Excellent Employee Experience” journey.

In addition to hosting engaging activities, the Group and its P&Ls conduct bi-annual employee satisfaction surveys focusing on key workplace dimensions: Organizational pride; Equity, transparency, and discipline; Workplace civility, respect, and collaboration; Leadership excellence and commitment; Competitive salaries, comprehensive benefits, and favorable working conditions; Professional development and career advancement opportunities; Organizational culture strength measurement... The 2024 survey results reflect high satisfaction levels, as follows: Vinhomes – 96.7%; Vinpearl – 96%; VinHMS – 89%; VinCSS – 95%; Vinschool – 82%; Vinmec – 90.6%; VinUni – 96.5%...

These comprehensive survey findings provide invaluable insights into employee sentiment, feedback, and operational challenges in daily work. By understanding the satisfaction levels, needs, and aspirations of employees, the Group can implement targeted solutions to enhance work quality, strengthen employee engagement, and further improve overall satisfaction levels.



# Topic S3 – Diversity, Equity and Inclusion

At Vingroup, we believe that diversity, equity, and inclusion (DEI) are foundational to sustainable development, and also a key component of our ESG strategy. DEI provides a competitive advantage by driving innovation and improving problem-solving capabilities. Guided by our core value of “Compassion”, we strive to create a workplace that offers equal opportunities for all employees, and ensures balanced representation across genders and cultures, particularly in leadership roles.

We maintain strict adherence to key human rights and labor standards, including but not limited to: the 2019 Labor Code of Vietnam (No. 45/2019/QH14); the Labor Regulation of the International Labor Organization; and the United Nations Declaration on the Rights of Indigenous Peoples. We strictly prohibit child labor and forced labor, ensure equality and prevent discrimination based on nationality, race, skin color, social origin, ethnicity, age, gender, education level, or any other status. The Group manages and evaluates employees based on their performance and work efficiency, providing equal opportunities for everyone to realize their full potential. We foster a non-discriminatory work environment across all business operations. Every new employee receives training on diversity, equity, and inclusion to ensure they understand our company’s vision, mission, core values, culture, and policies.

Additionally, non-discrimination is embedded in the Code of Conduct of all companies within our ecosystem, where all forms of workplace discrimination are strictly prohibited, and every individual is granted equal rights and opportunities to make a difference.



# Topic S3 – Diversity, Equity and Inclusion

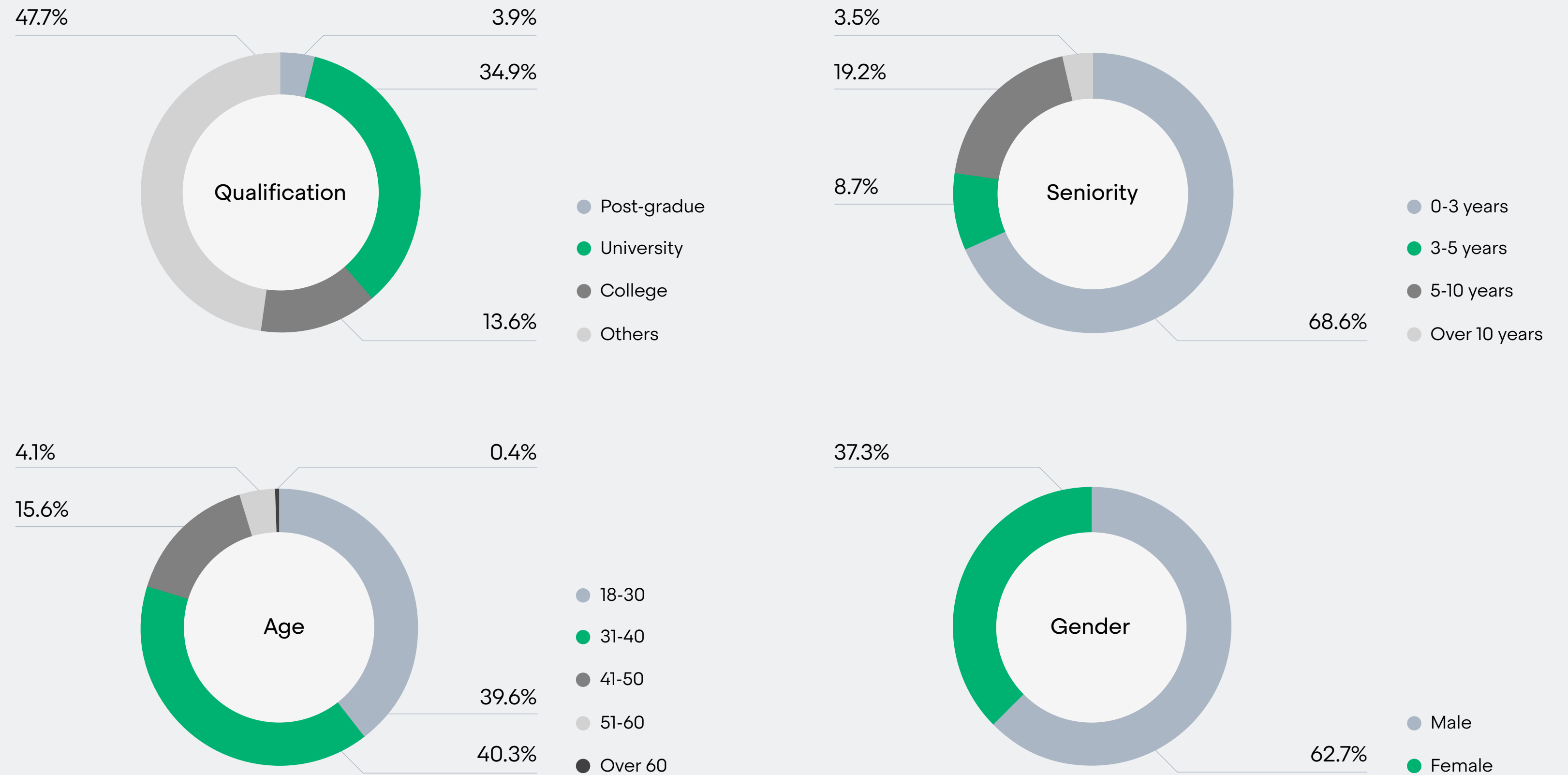
In our diverse, international workplace, VinFast demonstrates its commitment to diversity, equity, and inclusion by celebrating the cultural identity of each team. A notable example is the practice of sending congratulatory messages and sharing information about the national days of the countries represented among its employees. This initiative not only shows respect for diverse cultural backgrounds but also fosters an open and welcoming environment where everyone feels a true sense of belonging. It also gives employees a chance to learn more about one another, strengthening engagement and collaboration across the organization.

Of our total workforce of 67.3 thousand employees at the end of 2024, Vingroup maintains a diverse mix of educational backgrounds, ages, genders, and tenures.

Notably, women account for **37.3%** of the workforce and **53%** of the management team

Vingroup strongly supports gender equality and women's empowerment as key to sustainable development. This aligns with the Group's culture and business vision, which prioritizes diversity and inclusiveness. In a significant step forward, on April 17, 2024, Vingroup became a signatory to the Women's Empowerment Principles at a forum jointly organized by the Vietnam Chamber of Commerce and Industry (VCCI) and UN Women, reinforcing its dedication to advancing gender equality across workplace, marketplace, and community spheres.

**Figure 14. Diversity in Vingroup's human resources structure**



# Topic S4 – Product Quality and Customer Satisfaction

Developing community-oriented products



Vingroup is committed to offering **cleaner, more environmentally friendly products across all its business sectors.**

From Industry and Technology to Integrated Real Estate, Healthcare, Education, and Transportation, Vingroup's products and services are designed to be community-oriented and offer significant social value. With a mission to create a better life for everyone, our products and services are always developed with the community in mind.

Vingroup is fully aware of the importance of the quality and safety of products and services that we offer in three pillars:

Industrials - Technology, Real Estate & Services, and Social Enterprises. **The safety of our customers is our top priority.** We develop our product and service management systems in accordance with international standards such as ISO 14001, ISO 45001, and ISO 9001. We ensure that all our operations are managed and executed with the highest standards of quality, safety, and health, while implementing rigorous risk management practices and supporting social development programs to help build local capacity.

# Topic S4 – Product Quality and Customer Satisfaction

## Developing community-oriented products

In Industrial - Technology pillar, **VinFast** has launched seven all-electric SUV models to the market to fully meet the needs of various customer segments. The Group's attractive sales policies make eco-friendly transportation more accessible to a broader market segment. Looking ahead, VinFast will continue to expand its portfolio with the new Green electric vehicle line, specifically designed and optimized for transport service businesses. This lineup will feature four models across different segments. Among them are two entirely new models debuting for the first time: the Minio Green – a compact urban car, and the Limo Green – a seven-seater with three comfortable rows of seats. The other two models, Herio Green and Nerio Green, are optimized versions based on the VF5 and VF e34 platforms.

**VinFast** is strategically expanding into high-potential markets with low electric vehicle penetration. The company is transitioning from a direct-to-consumer distribution model (which requires high investment costs) to a more cost-efficient dealership model. VinFast is also building a closed loop ecosystem to accelerate the transition from gasoline to electric vehicles in Vietnam and other emerging international markets. Strategic partners such as GSM, V-GREEN, and GF are vital to this effort, helping VinFast expand its market reach and drive the growth of electric mobility:

### VinFast builds a closed ecosystem with important strategic partners

#### GF

Introducing a “flexible ownership” model that allows users to easily experience premium electric vehicles without having to worry about ownership procedures, maintenance, or replacements



#### GSM

Supporting consumers in quickly accessing electric vehicles through electric taxi and car rental models



#### V-GREEN

Rapidly expanding the charging station network with 150,000 charging ports nationwide, ensuring convenience and reinforcing confidence in EV infrastructure



Beyond its domestic market, VinFast is expanding its business network internationally into key regions such as North America, Europe, the Middle East, India, Indonesia, and the Philippines. As of December 31, 2024, VinFast has 269 showrooms globally, including VinFast showrooms, service centers, and dealerships. VinFast has also partnered with various networks, giving its customers access to over one million charging points, including both VinFast stations and those within global partner networks.

VinFast maintains its competitive edge through flexible sales policies, attractive total cost of ownership, and after-sales services that surpass industry standards. Additionally, VinFast offers a lifetime warranty and battery replacement guarantee if battery capacity falls below 70%, providing customers with peace of mind.

# Topic S4 – Product Quality and Customer Satisfaction

## Developing community-oriented products

### VinAI

In the Technology sector, **VinAI**'s Touch2Park product was awarded the “Smart Parking Technology of the Year” at AutoTech Breakthrough 2024. This Level 2 smart parking solution allows drivers to park automatically with a simple touch on the screen. In addition, VinAI has also developed a groundbreaking driver safety product – DrunkSense, the world’s first alcohol-impaired driving detection technology that does not require a breathalyzer. This innovative solution made its debut in Europe at the InCabin & AutoSens event.

### VinBigdata

**VinBigdata** is a key driver of digital transformation across Vingroup’s ecosystem projects, as well as within public sector entities and private enterprises. Its products and solutions are widely applied across various industries, including Banking - Finance - Insurance (BFSI), Automotive, Retail, Tourism – Mining, Real Estate, and Healthcare. VinBigdata’s product ecosystem includes: VinBase – A multi-modal generative AI platform; Vizione – A suite of intelligent image analysis solutions; ViFi – A comprehensive generative AI solution package for the BFSI sector; and Gen AI App – A fully designed and optimized generative AI application suite tailored for enterprises.

### Vinmec

In the healthcare sector, **Vinmec** made a significant impact on Vietnamese medicine, with a series of groundbreaking achievements in 2024, which solidified its reputation as a leader in the healthcare industry. Notably, the hospital successfully performed major operations such as liver transplants for pediatric patients with end-stage liver failure, simultaneous replacement of the pelvis and part of the femur using 3D-printed titanium technology, and fully endoscopic surgery for children with congenital heart defects. These procedures not only helped patients recover but also positioned Vinmec among the world’s leading medical centers capable of performing such cutting-edge techniques.



### VinBus

Regarding the transportation and mobility sector, **VinBus** is transforming public transportation with its core principle of “Serving from the Heart.” In 2024, VinBus made a strong impression, solidifying its reputation as a leader of green public transportation in major cities and tourist destinations. VinBus officially launched an electric bus route connecting Vinhomes Ocean Park to Noi Bai International Airport, along with two free routes linking Vinhomes Royal Island to central Hai Phong. By the end of 2024, VinBus also inaugurated its Nha Trang Depot and began operating two electric bus routes in the city. As of the end of 2024, VinBus had deployed 302 electric buses across 31 routes in Hanoi, Phu Quoc, Ho Chi Minh City, Hai Phong, and Nha Trang. The brand has quickly become a beloved and trusted name among the public. Since the start of its operations, VinBus has served nearly 106 million passengers, covering over 53 million kilometers in total distance traveled.



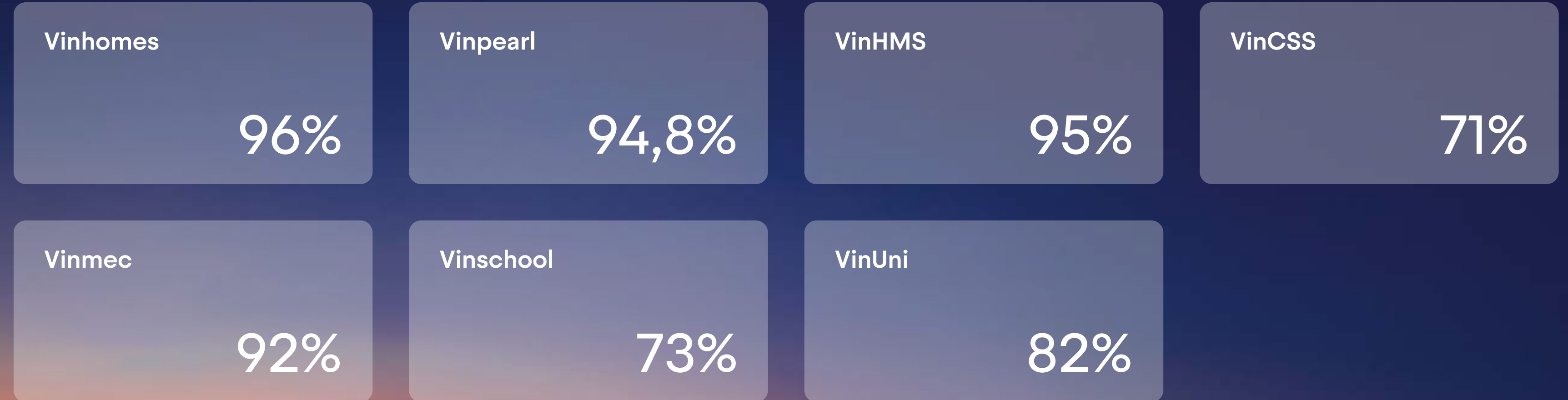
# Topic S4 – Product Quality and Customer Satisfaction

## Customer satisfaction

Customer satisfaction serves as the ultimate benchmark for Vingroup's commitment to developing community-focused products and services. P&Ls conduct satisfaction surveys after delivery service or on a monthly or quarterly basis...

At VinFast in the Vietnamese market, the 2024 customer satisfaction score via the customer service hotline reached an impressive 99.1%, reflecting outstanding service quality and the ability to effectively meet users' needs. The 2024 survey results at other P&Ls also showed generally positive customer satisfaction levels with products and services: Vinhomes – 96%; Vinpearl – 94.8%; VinHMS – 95%; VinCSS – 71%; Vinmec – 92%; Vinschool – 73%; VinUni – 82%...

### 2024 customers satisfaction score



# Topic S5 – Social Responsibility

With the mission "To create a better life for people," Vingroup consistently strives to fulfill its corporate social responsibilities toward partners, customers, and the community, achieving business objectives while contributing to building a more equitable and sustainable society. Our commitment to social responsibility is evident in our efforts to develop community-friendly

products, foster supply chain sustainability, and drive socioeconomic development through philanthropy, infrastructure investments, and support for education, healthcare, culture, and community programs. We are actively involved in meaningful social initiatives, contributing to addressing global challenges such as climate change, poverty reduction, and education.



# Topic S5 – Social Responsibility

## Responsibility to partners and customers

In all partnerships, Vingroup consistently upholds the principles of fairness, transparency, and mutual benefit, ensuring compliance with current regulations and market practices. All contracts between the Group or P&Ls and partners include anti-corruption terms and clearly outline mechanisms for handling any acts of corruption in all Group operations.

With a customer-centric approach, Vingroup is dedicated to providing high-quality products and services, ensuring long-term customer relationships. Our P&Ls have been implementing a wide range of after-sales programs and customer surveys to enhance service quality while establishing data privacy policies to protect the personal information of customers and partners. In addition, the Group places a high priority on the health and safety of customers, regularly reviewing fire safety and food hygiene standards, and implementing programs and products that promote a healthy lifestyle, such as offering healthy food options and wellness activities during their stay.

To keep pace with the rapid expansion of its dealership network and to enhance workforce quality across the system, supporting over 200% growth in both sales points and sales consultants, VinFast has extended its training programs to electric taxi service partners, including Mai Linh, Mekong Xanh, Taxi 122, Thanh Ha, En Vang, Lado, and Mekong. This ensures high-quality customer service from the very first day of operation. Training programs have also been expanded to other vehicle lines, including new electric motorbike dealerships and electric bus operation partners such as Transerco, Newway, and Bao Yen.



# Topic S5 – Social Responsibility

## Responsibility to society



### Developing Young People's Potential

Education is key to driving sustainable development and empowering individuals and communities to address environmental and development challenges, as stated by the United Nations Educational, Scientific and Cultural Organization (UNESCO). This underscores the indispensable

role of education as sustainability becomes one of the most significant global concerns. With this principle in mind, Vingroup is strongly committed to investing in and supporting the education and development of young people.

### Sustainable Development Education

Founded on July 7, 2023, For Green Future Foundation is a non-profit organization dedicated to implementing practical projects and programs to promote sustainable development through green transition initiatives in Vietnam. Within the first few months of operation, the For Green Future Foundation has implemented numerous practical campaigns, contributing to the Government's net-zero target by 2050, promoting green initiatives in daily life, and raising community awareness. In 2024, the For Green Future Foundation implemented 10 key action programs nationwide and participated in sponsoring and organizing community volunteer activities to promote a green lifestyle across society. Some of the Foundation's notable activities include:

- Signing a cooperation agreement with the Ho Chi Minh Communist Youth Union of over 30 universities, institutes, and organizations to launch and promote the Green Summer Campaign in 13 provinces and cities, featuring key activities focused on environmental improvement and promoting a green, sustainable lifestyle.

- Launching the second season of the “Green Voice” public speaking and debate competition for high school students nationwide, aiming to raise public awareness and encourage collective action toward a better future for all.
- Organizing “The Letter to the Green Future 2050” contest, which received enthusiastic participation with over 16,000 entries from students across 664 primary and secondary schools in 51 provinces and cities.
- Sponsoring and collaborating with the Ministry of Natural Resources and Environment (now the Ministry of Agriculture and Environment) to co-organize the ASEAN Eco-Schools Vietnam competition for schools nationwide.

Beyond specific initiatives, the Foundation actively provided sponsorship for green lifestyle promotion programs nationwide. It directly supported Institutes and Universities in various provinces through the Green Semester and Green Summer community projects, allowing students to engage in local environmental protection activities.

# Topic S5 – Social Responsibility

## Responsibility to society

### Developing Young People's Potential

#### Training and developing the young generation

At VinUni, the commitment to excellence is driven by strategic international partnerships. As of December 2024, VinUni proudly collaborates with 59 prestigious institutions and organizations across 20 countries. In 2024 alone, the university welcomed 17 new partners, including National University of Singapore and Columbia University, further strengthening its global position and providing unprecedented academic and cultural exchange opportunities for students.

A total of 145 graduates from the first cohort (2020–2024) of VinUni, representing 14 disciplines in high demand for top quality human resources, completed their studies with remarkable achievements. Among them, 25% received offers to pursue master's or doctoral degrees at prestigious Ivy League institutions (such as Harvard University, Cornell University, and the University of Pennsylvania) and other top universities worldwide. Meanwhile, 32% were offered positions prior to graduation at leading global corporations (such as McKinsey, Boston Consulting Group, National Australia Bank, Woori Bank, Google, Bosch, Akzo Nobel, IBM, Alphasights) as well as top technology companies, conglomerates, and financial institutions in Vietnam, with attractive compensation and benefits.

VinUni continues to implement the Vingroup 1,100 Science and Technology Scholarship Program, reinforcing its commitment to advancing science and technology in Vietnam. Over six years, the program has awarded scholarships to 212 outstanding scholars, including 129 master's students and 83 PhD candidates, with a total funding of USD 27.2 million. By the end of 2024, 86 Vingroup scholars had completed their studies. Among them, 27 scholars are pursuing PhDs with external scholarships at top global universities, such as Harvard University, Carnegie Mellon University, Cornell University, Australian National University, and Tokyo Institute of Technology. Additionally, 23 scholars are gaining practical experience through research at institutions like Australian National University and the University of Southern California, or working at leading corporations such as Apple and Global Energies before returning to Vietnam. The Vingroup Young Scholar's Global Network has now grown to 210 talented members, fostering a dynamic intellectual community dedicated to academic excellence, scientific contributions beyond national boundaries, and global impact.



# Topic S5 – Social Responsibility

## Responsibility to society

### Developing Young People's Potential



### Training and developing the young generation

**Vinmec** also launched various collaborations to train healthcare professionals. In April 2024, Vinmec – VinUniversity– GE Healthcare signed a tripartite agreement to establish international-standard training, medical practice, and data research in diagnostic imaging and ultrasound. Specifically, Vinmec and VinUniversity partnered with GE Healthcare to implement training programs in diagnostic imaging and ultrasound. GE Healthcare actively introduced new technological applications into clinical research to enhance diagnostic and treatment capabilities in key fields such as oncology, neurology, cardiology, musculoskeletal medicine, and sports medicine.

In 2024, **Vinschool** awarded 30 Pioneering Scholarships to 30 ninth- and tenth-grade students from disadvantaged backgrounds across 12 provinces in Vietnam, including Yen Bai, Bac Giang, Quang Tri, Quang Binh, Dong Thap, and Binh Thuan. The scholarship provided financial support for living expenses, laptops, internet access, and online classes at Vinschool, along with remote one-on-one mentorship.

The AI Residency program is one of **VinAI**'s key initiatives to identify, train, and develop outstanding future engineers and scientists in the field of artificial intelligence. The program offers 240 hours of intensive training, enabling interns to conduct research, work alongside leading experts, and participate in innovative scientific projects laying a solid foundation for a career in AI. VinAI also invests in developing its AI engineering team with over 300 training hours per year. A long-term learning and development environment is fostered through activities such as Company Townhall, VinAI Insight, and expert

mentoring. To date, the AI Residency program has nurtured over 110 talents, including 13 outstanding residents in 2024 who earned PhD scholarships at prestigious universities around the world. Additionally, VinAI has signed a Memorandum of Understanding with the Posts and Telecommunications Institute of Technology to enhance AI training quality for Vietnamese students, contributing to the sustainable development of the AI sector in Vietnam.



Vinschool awarded

**30** Pioneering Scholarships to ninth- and tenth-grade students from disadvantaged backgrounds



VinAI invests in developing the AI engineering team with over

**300** training hours per year

# Topic S5 – Social Responsibility

## Responsibility to society



### Financing and Training to Drive Science and Technology

The **VinIF Fund** - VinBigdata actively engages in sponsoring scientific and technological projects, as well as seminars and public lectures, to foster the advancement of science and technology within the country. In 2024, VinIF provided nearly VND 30 billion in funding for seven science and technology projects across various fields, including green energy technology, environmental technology (sustainable development), computer science, semiconductor technology, processing technology, and manufacturing technology. Also in 2024, 16 science and technology projects were successfully completed, bringing about positive and sustainable changes

for Vietnam. Notable projects include Constructing a database and developing platforms to recognize Vietnamese medicinal plants based on morphological image, Provide basic information on halophytes genetic resources along coastal inland salt and island of Vietnam, Production of single-chain gonadotropins for fertility treatment. VinIF sponsored nearly VND 65 billion in funding for master's and doctoral scholarships, projects, and events aimed at preserving Vietnam's cultural and historical heritage, as well as supporting prestigious international conferences and seminars.

**VinBigdata** also advanced its AI Engineer Training Program, selecting top tech talents from leading universities to equip them with foundational technology knowledge and application-oriented expertise in artificial intelligence and data science. This initiative helps develop problem-solving skills for real-world challenges, fostering technological innovation and elevating Vietnam's science and technology landscape.

**Vinhomes** has sponsored 31 scientific research projects, contributing to promoting the development of Vietnamese science.

# Topic S5 – Social Responsibility

## Responsibility to society



### Improving community welfare

**The Kind Heart Foundation** is a non-profit organization established by Vingroup to undertake humanitarian and charity missions and “most promptly and efficiently transfer Vingroup employees’ kindness to the community.” Through its extensive social and humanitarian programs nationwide, the Kind Heart Foundation has been striving to fulfill its mission and has become a prime example of the Vietnamese spirit of mutual support.

The Kind Heart Foundation operates in 04 main areas:

- Culture – Education: Developing society’s core resources
- Community Health Care: Providing high quality health care opportunities for all
- Livelihood Support: “Give a man a fish, he’ll eat for a day; Teach a man to fish, he’ll eat for life”
- Social Security: Timely care and support, delivered to the right people with the right solutions

Building on a long-standing tradition, the Group, through the Foundation, has continued to implement a wide range of charitable and social initiatives across the country.

The P&Ls in the Group also actively demonstrate corporate social responsibility, improving community welfare by accompanying the Kind Heart Foundation or organizing independent support programs.

# Topic S5 – Social Responsibility

## Responsibility to society

### Improving community welfare

#### Culture – Education

Aiming to provide equal learning opportunities and deserving development paths for talented individuals, the Kind Heart Foundation seeks to offer both material and spiritual support. Its annual programs to build schools and boarding houses, along with scholarship initiatives, serve as a foundation for delivering sustainable and long-term educational opportunities. Some of the Foundation's notable activities in the field of culture and education in 2024 include:



Reconstruction Project of the Bat Xat Secondary and High School Boarding Area: Constructed a five-story building with 30 well-equipped classrooms to welcome back over 500 students to school.



Constructed a new building with eight classrooms and restored a damaged parking facility for 300 students at Tan Dong Primary & Secondary School (Tan Dong, Tran Yen, Yen Bai).



Constructed 09 schools, boarding houses, and 12 school sanitation facilities, awarded more than 9,300 scholarships, and provided 330 bicycles to underprivileged yet outstanding students. The foundation also supported the Son La Provincial Center for Inclusive Education Development by funding infrastructure, educational equipment, and teaching materials to establish a professional special education environment aimed at assisting children with developmental delays in the Northwestern mountainous provinces.



Build 05 swimming pools to prevent drowning for children and 50 automatic rain gauge stations.



Organized since 2015 by the **Vinschool** Education System to promote physical activity and support charitable initiatives, the EDURUN race has attracted tens of thousands of participants, spreading a message of compassion and kindness. As part of the 10th anniversary celebrations of Vinschool, EDURUN 2024 marked the largest offline race to date and raised the highest amount of funds ever. The event became a meaningful festival that strengthened the bond among residents, students, teachers, staff, and parents across the Vinschool system. The Foundation also supported the Son La Provincial Center for Inclusive Education Development by funding infrastructure, educational equipment, and teaching materials to establish a

professional special education environment aimed at assisting children with developmental delays in the Northwestern mountainous provinces. A total of VND 5 billion was raised from EDURUN 2024 and used to build schools for underprivileged children in remote mountainous areas.

In 2024, **Vinhomes** also sponsored the construction of five schools in remote areas and donated 6,450 computer sets to 220 economically disadvantaged schools across the country.

In 2024, **VinUni** launched the Khanh Hoa people speaking English community project. This English

communication training program is designed for people of all ages, genders, and professions, aiming to improve international communication skills and, in turn, boost the local economy and tourism. By the end of 2024, the project had established more than 770 active clubs, attracting over 37 thousand engaged members. The program has also been strongly expanded, benefiting more than 250,000 local people, and receiving support from all departments, branches and sectors in the province. Beyond providing access to a global language, the initiative plays a key role in positioning Khanh Hoa as a leading hub for tourism, culture, and economic development in the region.

# Topic S5 – Social Responsibility

## Responsibility to society

### Improving community welfare

#### Community Health Care

To expand access to high-quality healthcare services for all, the Kind Heart Foundation has organized numerous free medical check-ups, surgeries, and medicine distribution. The Foundation also invested in medical equipment and partnered with leading hospitals and experts to enable hundreds of thousands of people to access the best healthcare services.



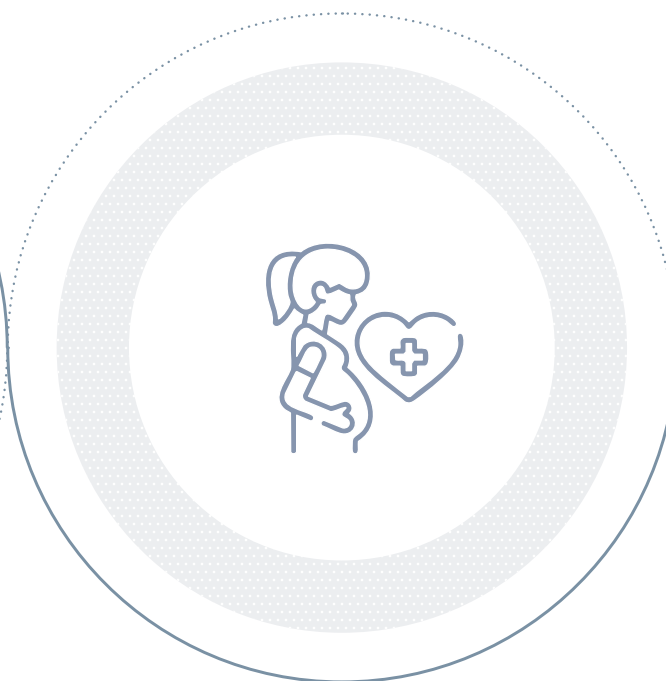
#### MEDICAL TRAINING SPONSORSHIP

Sponsored specialized medical training for 100 young doctors working in district hospitals in mountainous, border, and island areas. Over four consecutive years (2021–2024), a total of 450 doctors have been trained in specialized fields.



#### FREE SURGERIES

Organized cataract surgery programs for 2,000 elderly individuals. Funded congenital defect surgeries for 400 children from underprivileged backgrounds.



#### VILLAGE HEALTH DEVELOPMENT

Maintained and expanded a network of 1,500 village midwives in ethnic minority regions, improving access to healthcare services for pregnant women and newborns in particularly disadvantaged areas.



#### FREE TREATMENTS

Provided financial support for the treatment of 360 children with cancer, along with coverage of prosthetic limbs for 200 individuals with limb disabilities.



#### “RIGHT MEDICINE FOR EVERYONE – LIFELONG HEALTH FROM GENES” PROJECT

Offered free genetic screening to assess drug response for more than 3,300 patients.

In 2024, **Vinmec** continued to implement numerous activities aimed at improving community health across various provinces and cities nationwide, including Hanoi, Ho Chi Minh City, Cao Bang, Lai Chau, Kien Giang, and Vinh Long. One of the key initiatives was Pink Day, a free breast cancer screening event organized annually by the Breast Center of Vinmec Times City. The event welcomed 341 female participants for check-ups and ultrasounds, with over 50% of participants continuing to use other Vinmec services. In April 2024, Vinmec Central Park offered free screenings for growth retardation, early puberty, and provided intervention consultations for 200 children under 12 years old. Vinmec also dedicated significant resources to rare and complex diseases conditions that often receive limited attention, providing life-saving opportunities for patients in need.

**Vinhomes** also sponsored VND 12.4 billion worth of medical equipment for Huong Khe Medical Center in Ha Tinh Province to improve the quality of healthcare services.

# Topic S5 – Social Responsibility

## Responsibility to society

### Improving community welfare

#### Livelihood Support

With the motto of providing opportunities and solutions, the Kind Heart Foundation helps individuals and families in trouble overcome poverty through programs to give them heifers and houses, helping them build confidence in a brighter future. In 2024, the Foundation successfully expanded its “Cooperatives linking with poor farming households for economic development and sustainable poverty alleviation” program to 66 exemplary cooperatives across 32 provinces. The program was highly recognized by the community for its innovation, creativity, and breakthrough approaches to enabling sustainable poverty reduction. Many of the supported cooperatives are now models for locals, with strong endorsements from central ministries to provincial leaders. The Foundation also organized seven short-term capacity-building training courses for over 600 key agricultural figures.

**The Kind Heart Foundation organized**  
**7** short-term capacity-building training courses  
 for over  
**600** key agricultural figures



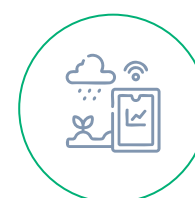
Installing an Israeli-technology irrigation system for Cam Bu trees (an orange variety) in Huong Son, Ha Tinh.



Signing a cooperation agreement with the Ministry of Agriculture and Rural Development (now the Ministry of Agriculture and Rural Development and the Ambassador of Israel to adopt smart irrigation technology and advanced crop variety management models.



Supporting financial support to expand the HDPE cage farming system installation program for shrimp and fish farming households in Khanh Hoa.



Funding research aimed at developing new cassava varieties resistant to diseases and with higher yields.



Sponsoring the development of a data system focused on quality standards of Vietnam's agricultural and aquatic products.



In addition, the Foundation has implemented various meaningful projects that not only provide opportunities to improve livelihoods, income, and quality of life for disadvantaged households across the country, but also make important contributions to the implementation of national target programs and the development of a modern, globally competitive Vietnamese agriculture.

# Topic S5 – Social Responsibility

## Responsibility to society

### Improving community welfare

#### Social Security

Upholding the nation's cherished traditions of "Remembering one's roots" and "The strong protect the weak," the Kind Heart Foundation has sustained its annual charitable activities, offering meaningful gifts to those in difficult circumstances and supporting communities recovering from natural disasters. On the occasion of the Lunar New Year (Tet), the Foundation continues its Tet Gift Program for the poor across the country, with a total of 200,000 gift packages. Each Tet gift represents both a thoughtful present and the heartfelt care of Vingroup people, with the hope of bringing a warm and fulfilling Tet holiday to the less fortunate.

Throughout the year, on occasions such as International Children's Day and the Mid-Autumn Festival, the Foundation organized multiple giving campaigns, delivering thousands of gifts to war veterans, policy beneficiaries, and disadvantaged children. It also provided monthly support to nearly 400 Heroic Vietnamese Mothers and other policy beneficiaries, while maintaining long-term assistance to 56 charitable centers caring for orphans and the homeless. Furthermore, the Foundation responded swiftly to urgent needs, offering aid to over 600 individuals and families, along with livelihood support to help ensure stable employment and long-term poverty reduction.

The Phat Tich Charity and Career Center in Bac Ninh province, established and sponsored by The Kind Heart Foundation, provides care, shelter, and education for orphans and elderly individuals without family support. In 2024, the center housed and nurtured 229 residents, including 220 orphans and nine elderly individuals without a place to live. Also in 2024, the center continued its collaboration with and support for KOTO Co., Ltd., an organization that provides free vocational training for disadvantaged youth, creating opportunities for them to acquire professional skills and build a better future.

#### THE KIND HEART FOUNDATION

Provided monthly support to nearly

**400** Heroic Vietnamese Mothers

Maintaining long-term assistance

**56** charitable centers

Offering aid to over

**600** individuals and families



In 2024, to support recovery from the severe impacts of Typhoon Yagi, Vingroup launched the "Sowing Seeds of Kindness" event series in September 2024. This meaningful initiative aims to rally community support and make a collective effort to assist those in need.

Tens of thousands of Vingroup employees, customers, partners, and philanthropists actively participated in various fundraising events, including the Nurturing Love charity fair, the Sprouting Hope charity walk and run, the Soaring with Pride kite festival, and a modern rendition of the Orchestra Music Night. The highlight of the campaign was the Sowing Seeds of Kindness charity concert, an emotional and

uplifting event featuring SpaceSpeakers Label and many renowned Vietnamese artists. The night resonated with a strong spirit of giving, creating a truly inspiring atmosphere of generosity for those in need. Beyond the music, the event also featured a lively charity auction, symbolizing the belief that giving is everlasting.

By the end of the campaign, over VND 22 billion had been raised through direct donations, event participation, auction proceeds, contributions via a dedicated program account, and the Donate feature on the GSM app. With its meaningful efforts, Sowing Seeds of Kindness was honored in the For My Vietnam category at the WeChoice Awards 2024.

# Topic S5 – Social Responsibility

## Responsibility to society



### Improving community welfare

#### Social Security

Vinhomes donated

**8** billion VND

to the Vietnam Fatherland Front Committee of Hung Yen

Vinhomes contributed

**300** million VND

to a program to eliminate makeshift and dilapidated houses

In 2024, **Vinhomes** advanced its social housing projects under the “Happy Home” brand, offering affordable housing solutions to low-income earners in major provinces and cities, aiming to realize the dream of homeownership for millions of Vietnamese workers. Vinhomes also donated VND 8 billion to the Vietnam Fatherland Front Committee of Hung Yen to build houses for disadvantaged households and victims of Agent Orange and contributed VND 300 million to a program to eliminate makeshift and dilapidated houses for poor households in Luc Ngan, Bac Giang.

# 2025 Directions and Objectives for Social Sustainability

In 2025, the Group will build on the progress achieved in 2024 to further strengthen its commitments to social sustainability.

**Table 28. 2025 Directions and Objectives for Social Sustainability**

Item	Orientation	Objectives	Actions
<b>Developing Elite Human Capital</b>	<p>Focus on sustainable human resource development through training and upskilling for all employees.</p> <p>Develop future leaders and a strong management team to support the Group's development plans.</p>	All employees receive comprehensive training to meet and exceed Vingroup's competency standards and jobs requirements.	<ul style="list-style-type: none"> <li>• Provide professional training courses and learning opportunities for all employees;</li> <li>• Enhance employees' core values;</li> <li>• Nurture a new generation of leaders.</li> </ul>
<b>Employee Welfare and Well-being</b>	<p>Secure and enhance employee welfare.</p> <p>Provide comprehensive care to ensure the health and safety of all employees, aiming for a zero-injury workplace</p>	Guarantee full employee benefits as required.	<ul style="list-style-type: none"> <li>• Comply with regulations to improve the physical health of all employees;</li> <li>• Pay wages and incentives and apply welfare policies fairly;</li> <li>• Organize programs to improve mental health for all employees;</li> <li>• Organize programs to improve mental health for all employees.</li> </ul>
<b>Diversity, Equity, and Inclusion</b>	<p>Implement superior HR policies, attractive benefits, and fair career development opportunities for employees at all levels;</p> <p>Create a united, strong, diverse, equitable, and inclusive work environment for all employees.</p>	<p>Ensure fair compensation for all employees based on their performance.</p> <p>Maintain a diverse, equitable, and inclusive work environment.</p> <p>Women make up at least 30% of the Board.</p>	<ul style="list-style-type: none"> <li>• Comply with regulatory requirements on human rights and employee rights;</li> <li>• Provide diversity, equity, and inclusion training for new employees;</li> <li>• Develop employee engagement index to attract and retain talent, balancing company needs with employee capabilities.</li> </ul>
<b>Community-Friendly Products</b>	Develop high-quality, environmentally friendly products that benefit the community and enhance customer satisfaction.	Commit to developing products for the benefit of the community, contributing to the green and digital economic transformation.	<ul style="list-style-type: none"> <li>• Continue investing in research and development of high-quality, environmentally friendly products and services;</li> <li>• Diversify products and services in each vertical, aiming to provide the most attractive and highest-quality products to consumers.</li> <li>• Maintain and develop superior after-sales service to meet customer satisfaction.</li> </ul>
<b>Social Responsibility</b>	Continuously raise the level of social well-being in areas where the Group operates and demonstrates a sense of social responsibility towards business partners, customers, colleagues, and the communities.	<p>Committed to creating positive social impacts by addressing societal challenges and improving the well-being of communities.</p> <p>Actively engage in community development projects, including affordable housing programs, infrastructure development in rural areas, and support for vulnerable communities.</p>	<ul style="list-style-type: none"> <li>• Maintain and develop the activities of the Kind Heart Foundation and For Green Future Foundation.</li> <li>• The P&amp;Ls in every sector are involved in community initiatives, including communication, funding, and youth development programs.</li> </ul>

# 06 Appendix

The presence of typical companies in Vingroup's ecosystem in 2024	135	List of tables used in the report	138
GRI Indexes	136	List of figures used in the report	139



# The presence of typical companies in Vingroup's ecosystem in 2024

Province City	VinFast <sup>1</sup>	Vinpearl <sup>2</sup>	VinWonder <sup>3</sup>	Vinhomes	VinUni	Vinmec	Vinschool
Ha Noi	24	4	3	16	1	5	33
Hai Phong	8	4	1	2		1	3
Ho Chi Minh	13	2	1	4		2	12
Khanh Hoa	2	9	1			1	
Kien Giang	5	8	3			2	
Other provinces/cities in Vietnam	134	21	3	4		2	6
<b>Vietnam</b>	<b>186</b>	<b>48</b>	<b>12</b>	<b>26</b>	<b>1</b>	<b>13</b>	<b>54</b>
<b>Rest of the world</b>	<b>84</b>						
<b>Total</b>	<b>270</b>	<b>48</b>	<b>12</b>	<b>26</b>	<b>1</b>	<b>13</b>	<b>54</b>

Note:

<sup>1</sup> Including showroom, authorized dealers and manufacturing complex

<sup>2</sup> Including Vinpearl Golf, F&B center

<sup>3</sup> Including amusement parks, entertainment centers, water parks, and equestrian academy

# GRI Indexes

GRI	Description	Chapter	Page
<b>GRI 2: General Disclosures</b>			
GRI 2-1	Organizational details	Chapter 2	16
GRI 2-2	Entities included in the organization's sustainability reporting	Chapter 2	17-18
GRI 2-3	Reporting period, frequency and contact point	Chapter 2	15
GRI 2-6	Activities, value chain and other business relationships	Chapter 2	16-18
GRI 2-9	Governance structure and composition	Chapter 3	37-43
GRI 2-10	Nomination and selection of the highest governance body	Chapter 3	41
GRI 2-11	Chair of the highest governance body	Chapter 3	41
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	Chapter 3	39
GRI 2-13	Delegation of responsibility for managing impacts	Chapter 3	39
GRI 2-14	Role of the highest governance body in sustainability reporting	Chapter 3	39
GRI 2-15	Conflicts of interest	Chapter 3	44
GRI 2-17	Collective knowledge of the highest governance body	Chapter 3	41-43
GRI 2-19	Remuneration policies	Chapter 3	45
GRI 2-20	Process to determine remuneration	Chapter 3	45
GRI 2-22	Statement on sustainable development strategy	Chapter 2	30
GRI 2-29	Approach to stakeholder engagement	Chapter 2	28-29
<b>GRI 3: Materiality topics</b>			
GRI 3-1	Process to determine materiality topics	Chapter 2	31

GRI	Description	Chapter	Page
GRI 3-2	List of materiality topics	Chapter 2	32
<b>GRI 201: Economic Performance</b>			
GRI 201-1	Direct economic value generated and distributed	Chapter 3	54-55
<b>GRI 205: Direct economic value generated and distributed</b>			
GRI 205-2	Communication and training about anti-corruption policies and procedures	Chapter 3	52
<b>GRI 207: Tax</b>			
GRI 207-1	Approach to tax	Chapter 3	55
<b>GRI 302: Energy</b>			
GRI 302-1	Energy consumption within the organization	Chapter 4	78
GRI 302-4	Reduction of energy consumption	Chapter 4	79
<b>GRI 303: Water and Effluents</b>			
GRI 303-3	Water withdrawal	Chapter 4	81
GRI 303-4	Water discharge	Chapter 4	85
GRI 303-4	Water consumption	Chapter 4	81
<b>GRI 304: Biodiversity</b>			
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