

GREEN FOUNDATION

FOR SUSTAINABLE DEVELOPMENT



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Glossary

Abbreviation	Definition
BOD	Board of Directors
BU	Business Unit
CDP	Carbon Disclosure Project
CIT	Corporate Income Tax
COP	Conference of the Parties
EIA	Environmental Impact Assessment
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
IT	Information Technology
kWh	kilowatt hour
P&L	Profit and Loss Center

Abbreviation	Definition
PIT	Personal Income Tax
SB	Supervisory Board
SBTi	Science Based Targets Initiative
SDG	Sustainable Development Goal
TCFD	Task Force on Climate-Related Financial Disclosures
tCO2e	tons of Carbon Dioxide Equivalent
TCP	The Climate Pledge
UN	United Nations

Chapter 1

Overview

- 1 Message from CEO
- 2 2023 Sustainability Highlights



Message from CEO

MR. NGUYEN VIET QUANG
Vice Chairman and 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,

In 2023, we navigated through numerous challenges. As predicted, it proved to be another arduous year globally, with the world economy enduring significant setbacks due to the prolonged impact of geopolitical conflicts, monetary tightening policies in developed nations aimed at controlling inflation, and declining consumption trends. In Vietnam, economic growth momentum remained stagnant, and businesses encountered numerous obstacles. Against this backdrop, Vingroup and its member companies have dedicated tremendous effort throughout the year to achieving multiple positive outcomes, including economic development aligned with sustainable development goals.

At Vingroup, the sustainability of our business operations is built and reinforced through effective and sustainable governance strategies. In 2023, we implemented the “Six Transformations” principle to adapt to operational conditions and practical needs. Our sustainable governance strategy was strengthened, resulting in positive business performance that exceeded expectations. In 2023, Vingroup recorded net revenue of VND 161.4 trillion and profit before tax of VND 13.8 trillion, contributing approximately 1.6% to Vietnam’s GDP. Vingroup stands as a pioneering enterprise in Vietnam’s economy on its journey toward global prominence. Looking back at the proud milestones in our 30-year history with numerous achievements, Vingroup has established itself as a leading enterprise in Southeast Asia and has become a positive representative of Asia in promoting a zero-emission economy.

Vingroup takes pride in its unwavering commitment to creating a green future, persistently pursuing sustainable development goals and strategies to strongly drive the transition towards a cleaner and greener world. In our 30-year journey of development, from the first foundational steps laid in our sustainable development roadmap, 2023 marked a significant turning point. At the Group’s 30th anniversary celebration, we began institutionalizing the Environmental – Social – Governance (ESG) framework and synchronously implementing ESG objectives across member companies from 2024 onwards, marking the establishment of a **“Green Foundation for Sustainable Development”** on our journey towards Net Zero and addressing climate change.

Message from CEO

Recognizing concerns about global warming, Vingroup is committed to adhering to the fundamental principles of the Paris Agreement on emission reduction. VinFast has made a strong commitment to achieve net-zero emissions by 2040 after joining the global climate commitment “The Climate Pledge”. In 2023, greenhouse gas emission reduction solutions were vigorously implemented, ranging from energy efficiency to increased renewable energy adoption. During 2023, 14,271tCO₂e were offset thanks to solar power usage at Vinpearl, Vinhomes, Vincom Retail, and VinUni. 54 out of 83 retail malls of Vincom Retail were equipped with solar panels. In public passenger transport, VinBus directly contributed to reducing 14,944 tCO₂e in atmospheric emissions compared to diesel-powered buses. On-site waste management and sorting were implemented, with recycled waste accounting for 18.4% of total waste generated. Member companies also actively implemented water conservation measures, with water consumption in 2023 reaching 24,515,585 m³, a reduction of nearly 9.8% year-over-year. Additionally, VinFast, Vinpearl, and Vinhomes also reused a portion of wastewater treated for green areas irrigation, lawn maintenance, and internal road cleaning. Wildlife rescue, conservation, and care activities have been actively and effectively implemented by Vinpearl Safari.

Establishing our position as a leading Group in Vietnam, we focus on developing sustainable human resources through training courses and upskilling programs for our employees. We adopt outstanding human resource policies, offering attractive compensation packages and fair career development opportunities for employees at all levels, creating a diverse, equitable, and inclusive work environment. The Group emphasizes research and development of community-oriented products, implementing practical policies to increase customer satisfaction with our products. 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. We have established and maintain non-profit foundations (VinFuture Foundation, For Green Future Foundation, Vingroup Innovation Foundation (VINIF), and Kind Heart Foundation) to serve society and operate for humanitarian and charitable purposes, aiming to “most promptly and

efficiently transfer Vingroup employees’ kindness to the community”.

We at Vingroup believe in providing our shareholders, customers, and communities with transparency through public disclosure in line with international sustainability reporting standards. Our 2023 Sustainability Report, based on the GRI framework, aims to provide stakeholders with insights into Vingroup’s approach and efforts in our journey toward achieving sustainable goals in 2023.

Sincerely yours,



MR. NGUYEN VIET QUANG
Vice Chairman and Chief
Executive Officer



2023 Sustainability Highlights

Sustainable Governance

Contributed approximately
1.6%
to Vietnam's GDP

Total tax and other legal obligations
30,904 BILLION VND

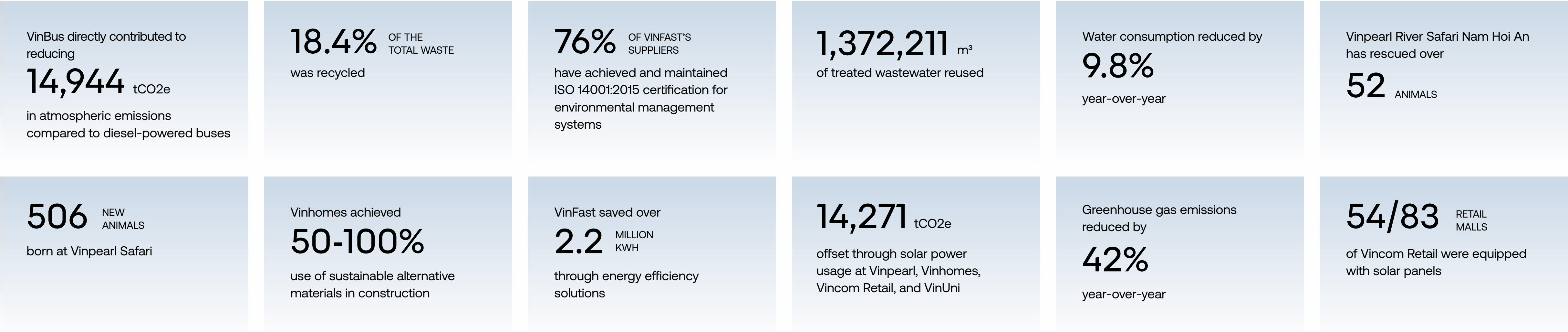
56%
of Governance Body members
are women

Diversity in Management
05 NATIONALITIES
09 MAJORS



2023 Sustainability Highlights

Environmental Sustainability



2023 Sustainability Highlights

Social Sustainability

90% OF EMPLOYEES
are satisfied with the working environment

83.4% OF CUSTOMERS
satisfied with services and products

VinBigdata signed agreements to sponsor

146 CANDIDATES FOR MASTER'S SCHOLARSHIPS

150 CANDIDATES FOR PHD SCHOLARSHIPS

90 CANDIDATES FOR POST-DOCTORAL SCHOLARSHIPS

Kind Heart Foundation sponsored specialized medical training for

200 YOUNG DOCTORS

at district hospitals in mountainous, border, and island regions across 28 disadvantaged provinces

Built **10** NEW SCHOOLS AND BOARDING HOUSES
and
320 BICYCLES
to disadvantaged students with excellent academic performance

Awarded over **9,100** scholarship

Constructed **23** SWIMMING POOL
for children's drowning prevention

Provided free cataract surgeries and eyeglasses to **4,700** ELDERLY AND DISADVANTAGED STUDENTS

Sponsored surgeries for birth defects and cancer treatment for **270** CHILDREN



2023 Sustainability Highlights

Social Sustainability

Maintained and expanded network of

1,500 VILLAGE MIDWIVES

in ethnic minority areas

Launched **“Right Medicine for Children”** project for genetic screening of disadvantaged children with epilepsy

Assisted over

2,500 INDIVIDUALS/ FAMILIES

in difficult circumstances

Constructed

386 CHARITY HOUSES FOR THE POOR

and

11 CLEAN WATER SUPPLY SYSTEMS

03 RURAL BRIDGES IN DISADVANTAGED MOUNTAINOUS AREAS

150,000 TET HOLIDAY GIFT

packages to disadvantaged people

Vinhomes sponsored the renovation of dilapidated houses for

500 HOUSEHOLDS

in Dinh Hoa district, Thai Nguyen province

Provided monthly support for nearly

400 VIETNAMESE HEROIC MOTHERS

Provided monthly living assistance for

1,962 CHILDREN

and regular support for

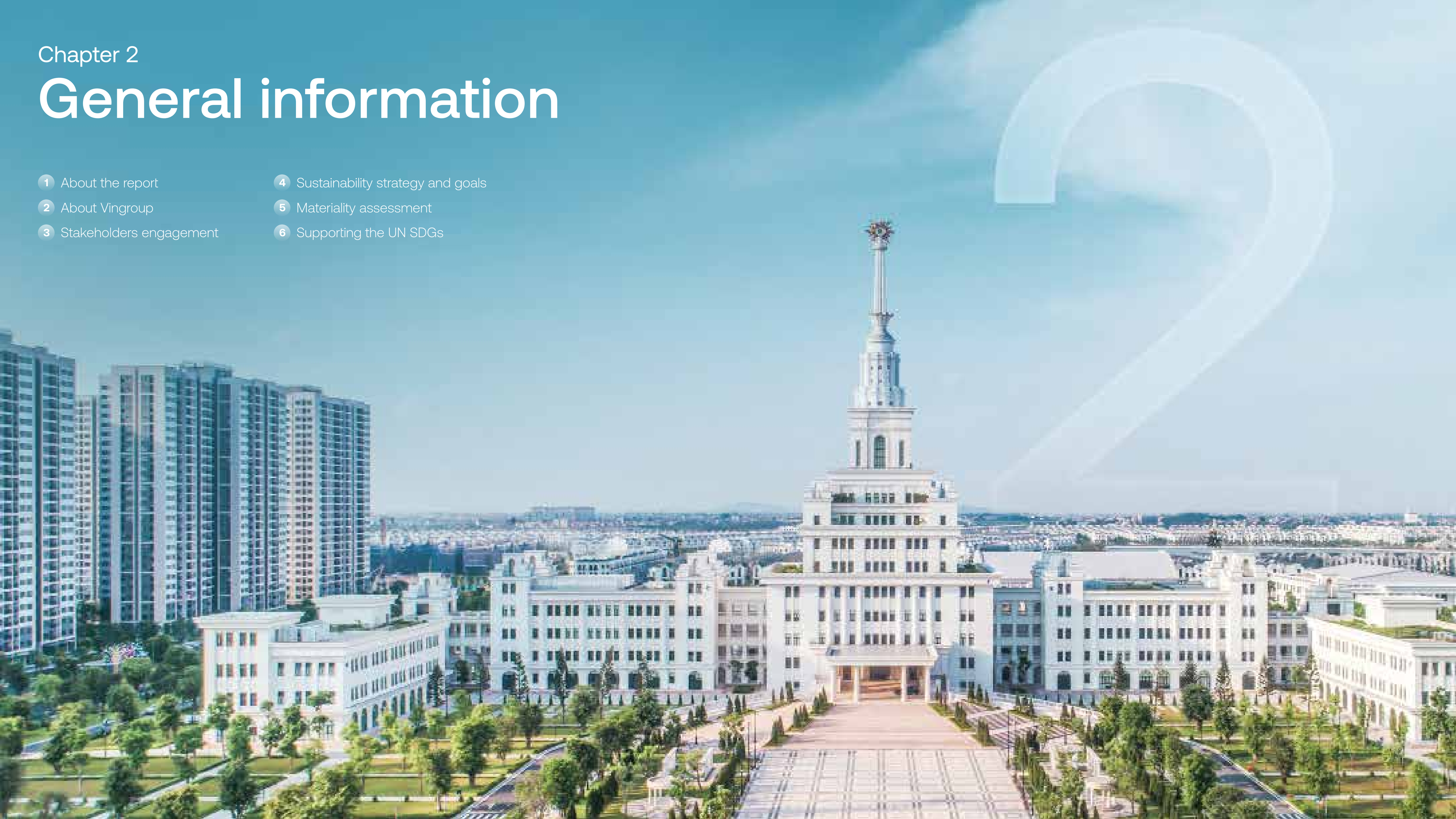
52 CHARITABLE FACILITIES



Chapter 2

General information

- 1 About the report
- 2 About Vingroup
- 3 Stakeholders engagement
- 4 Sustainability strategy and goals
- 5 Materiality assessment
- 6 Supporting the UN SDGs



About the report

Reporting purposes 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 second year of the 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 target in 2023.

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.

Reporting Scope

The report covers the period from January 1, 2023, to December 31, 2023, encompassing the activities of the Group and its member companies.

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



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 Vinhomes

brands. With a commitment to sustainable and professional development, Vingroup continuously develops and expands its business areas.

Vingroup operates in three core pillars



General information

Company name VINGROUP JOINT STOCK COMPANY	Business registration number and tax code 0101245486
Stock Code VIC	Head Office No. 7, Bang Lang 1 Street, Vinhomes Riverside Urban Area, Viet Hung Ward, Long Bien District, Hanoi, Vietnam
Charter capital VND 38,785,833,060,000 (as of January 10, 2024)	

Contact Information

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About the Vingroup

Vingroup Ecosystem

Pillar (A) Industrials - Technology

- 1 **VINFAST**
vinfastauto.com
A smart all-electric vehicle manufacturer with a mission for a green future for everyone. On October 11, 2023, VinES (VinES Energy Solutions JSC) merged with VinFast to strengthen technology control and focus resources on battery research and development for VinFast electric vehicles.
- 2 **VinITIS**
Provides IT services and infrastructure foundation for the Group's operations.
- 3 **VinHMS**
vinhms.com
Provides high-quality technology products to optimize business operations.
- 4 **VinAI**
vinai.io
Conducts in-depth research, builds and develops AI applications.
- 5 **VinBigdata**
vinbigdata.com
Researches and develops advanced products and solutions based on Big Data and Artificial Intelligence.
- 6 **VinCSS**
vincss.net
Provides comprehensive cybersecurity services and passwordless strong authentication solutions.
- 7 **VinBrain**
vinbrain.net
Provides AI-enabled products and platforms for healthcare and human life improvement.



About the Vingroup



Vingroup Ecosystem

Pillar (B) Real Estate and Services

- 1

Vinhomes
[vinhomes.vn](#)
System of apartments, villas, and commercial townhouses with premium services.
- 2

Vincom Retail
[vincom.com.vn](#)
Vietnam’s shopping, entertainment, and dining paradise.
- 3

Vinpearl
[Vinpearl.com](#)
System of five-star hotels and resort destinations.
- 4

Vinhomes Office Leasing
[vinhomes.vn](#)
Premium office leasing system.
- 5

VinWonders
[Vinpearl.com](#)
Vietnam’s leading entertainment brand.
- 6

Vinhomes IZ (VHIZ)
[vinhomes.vn](#)
Industrial real estate system.
- 7

Vinpearl Golf
[Vinpearl.com](#)
Premium golf course system.
- 8

Vinhomes Serviced Residences
[vinhomes.vn](#)
System of high-end serviced apartments and villas for lease

About the Vingroup

Vingroup Ecosystem

Pillar (C) Social Enterprise

1 **Vinmec**
vinmec.com
International general hospitals and clinics system.

2 **Vinschool**
vinschool.edu.vn
High-quality K-12 education system.

3 **Vinbus**
vinbus.vn
Pioneering, promoting, and creating modern, civilized green public transportation trends in Vietnam.

4 **VinUni**
vinuni.edu.vn
Elite University - Training ground for future talents.



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 three 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.



CORE VALUES

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



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.

CREATIVITY

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

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”.

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”.

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

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 in the country. As of December 31, 2023, 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 3. **The presence of notable companies in Vingroup’s ecosystem in 2023.**



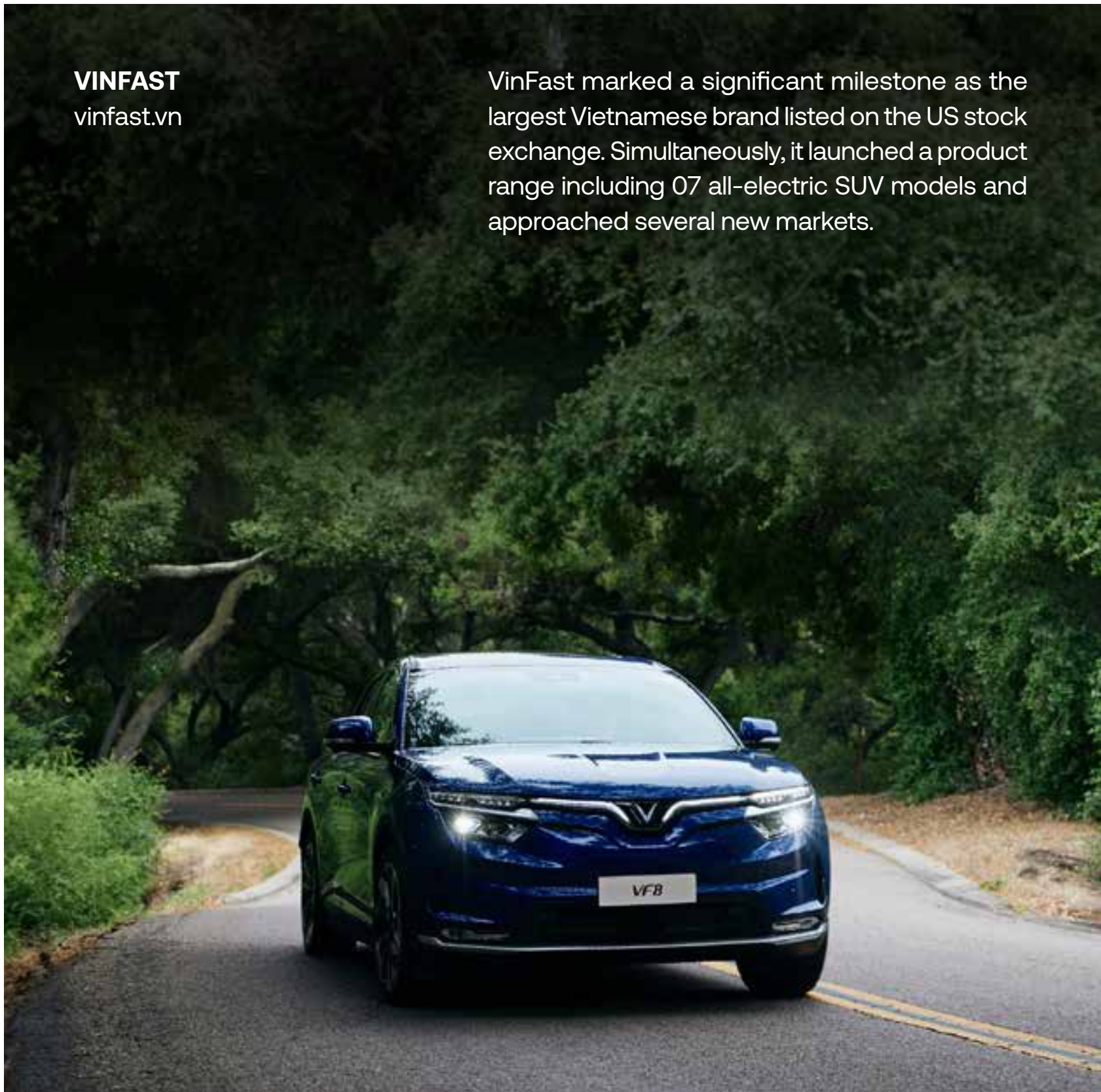
In addition, Vingroup also expanded its business operations internationally, mainly production and distribution of electric cars in North American and European markets.

Other footprint highlights in 2023

Industrials – Technology

VINFAST
vinfast.vn

VinFast marked a significant milestone as the largest Vietnamese brand listed on the US stock exchange. Simultaneously, it launched a product range including 07 all-electric SUV models and approached several new markets.



VINBIGDATA
vinbigdata.com

VinBigdata mastered the core layer of the ChatGPT model with ViGPT, attracting over 22,000 registration users.

VINBRAIN
vinbrain.net

VinBrain collaborated with prestigious partners, launched breakthrough AI solutions in healthcare, and received global recognition for scientific research from reputable organizations, including DrAidTM Cancer Diagnosis and Treatment product suite; DrAidTM Enterprise Data Solution (centralized medical data management).

VINAI
vinai.io

VinAI maintained its position in the Top 20 global technology companies in artificial intelligence research, publishing 27 papers at leading world conferences such as CVPR, ICCV, NeurIPS in 2023, bringing the total number of globally recognized works to over 130 after more than 04 years of operation.

VINCSS
vincss.net

VinCSS achieved new progress in product commercialization in international markets, affirming its leading position in Asia-Pacific for passwordless strong authentication, earning Frost & Sullivan’s 2023 Asia-Pacific New Product Innovation Award.




Other footprint highlights in 2023

Real estate and Services

VINHOMES
vinhomes.vn


Vinhomes marked its 10-year brand anniversary

with notable highlights and prominent projects at Vinhomes Ocean Park 2 and 3, delivering nearly 15,000 housing units across nationwide urban areas, affirming its pioneering leadership position in Vietnam’s real estate sector.



VINPEARL
Vinpearl.com

Vinpearl marked 20 years of creating “Elite Destinations” on Vietnam’s tourism map.



VINCOM RETAIL
vincom.com.vn

Vincom Retail recorded unprecedented revenue and profit since its establishment, while pioneering new experience trends and retail real estate models.




Other footprint highlights in 2023

Social enterprise

VINMEC
vinmec.com

Vinmec Times City and Vinmec Central Park became the first institutions in Southeast Asia to join the Cleveland Clinic network, a world-leading healthcare system; enhancing treatment quality and international-standard doctor training. Vinmec also collaborated with VinUniversity and GE Healthcare to inaugurate the region’s most modern Advanced Imaging Education Center.



VINSCHOOL
vinschool.edu.vn

02 NEW SCHOOL FACILITIES

10 ACCREDITED FACILITIES

Vinschool expanded its scale, inaugurating 02 new school facilities in Thu Duc City and Ho Chi Minh City. In 2023, Vinschool had 02 more facilities accredited by the Council of International Schools (CIS), bringing the total number of accredited facilities to 10, helping affirm the international standards of this education system.



Awards and Accolades



2023 Best Sustainable Development Strategy in Vietnam

Vingroup was recognized by CFI (Capital Finance International, a global media and consulting organization specializing in finance, business, and economic issues) as a multi-sector corporation aiming to bring a better life for everyone, with services and products in three areas: industrials and technology, real estate and services, and social enterprises.



Five gold medals - Best Companies in Vietnam

Vingroup, VinFast, and Vinhomes won 5 gold medals in Asia’s Best Company Awards from FinanceAsia, recognizing these brands’ comprehensive contributions in the Asia-Pacific region. Including: Best Managed Company in Vietnam; Best Investor Relations in Vietnam; Best ESG in Vietnam; Best DEI (Diversity, Equity, and Inclusion) in Vietnam; Best Real Estate Company in Vietnam.



TOP 10 Vietnamese Excellent Brands 2022 - 2023

Vingroup was honored by Vietnam Economic Times in the Top 10 Vietnamese Excellent Brands 2022 - 2023 for its excellent and impressive business operations, pioneering innovation, commitment and implementation of sustainable development action plans, environmental improvement, while strengthening policies toward employees and communities.



Leading Real Estate Enterprise in Sustainable Development

The Dot Property Vietnam Awards 2023 honored Vinhomes in the “Sustainable Leadership Awards” category for its significant contributions to creating Vietnam’s most livable and prestigious urban areas.



ASEAN Sustainable Technology Award 2023

Surpassing many major names across Southeast Asia, including Indonesia, Malaysia, Philippines, Thailand, and Vietnam, Vingroup won the AIBP ASEAN Tech for ESG Award 2023. This is an annual award held by the ASEAN Innovation Business Platform (AIBP). The award demonstrates the Group’s commitment to integrating sustainability standards into core business strategies, contributing to creating a better future across the region.



2023 Best Sustainable Development Strategy in Vietnam

Vinmec received the Best Managed Companies certification for two consecutive years - part of Deloitte’s Global award system for the world’s best-managed companies, with strict evaluation criteria built on nearly 30 years of global operational experience.

Stakeholder engagement

Stakeholder engagement is a crucial part of the sustainable development process, ensuring that all stakeholders participate in decision-making, thereby enhancing support and minimizing potential risks.

Vingroup identifies key stakeholders including shareholders and investors,



customers and residents, local communities, state regulators, employees, partners, and suppliers. The Group applies a tailored engagement approach for each stakeholder group.

The Group always listens and incorporates feedback from all stakeholders to achieve sustainable development goals effectively.





Stakeholder engagement

Table 1. Stakeholder Engagement

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

Stakeholder engagement

Table 1. Stakeholder Engagement

Stakeholders	Stakeholder concerns	Engagement forms	Vingroup’s goals and actions	
<div>Local communities</div> <div></div>	<ul style="list-style-type: none">• Environmental, climate, waste, energy issues;• Community engagement, volunteering;• Employment and labour;• Economic development, local infrastructure.	<ul style="list-style-type: none">• Volunteering, philanthropic investment;• Meetings, conferences, forums and dialogues with communities/regulatory agencies.	<ul style="list-style-type: none">• Conduct research and assess environmental and community impacts before implementing projects;• Build iconic projects in localities where Vingroup operates, thereby actively enhancing the image and promoting a high-quality, cultural, and unique lifestyle;• 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; <ul style="list-style-type: none">• Promote commitment to social responsibility and sustainable development of products and services, focusing on people, for a better life for everyone;• Regularly exchange and coordinate with local management agencies to improve the environment and invest in developing local infrastructure;• Mobilize local labor force, create new jobs and improve social welfare in areas where Vingroup operates;• Participate in social and charitable activities, helping disadvantaged people in society.	
<div>State management agencies</div> <div></div>	<ul style="list-style-type: none">• Compliance with environmental, climate, waste and energy laws;• Employment and labor;• Taxes;• Compliance with anti-corruption laws;• Contribution to the development of public policy.	<ul style="list-style-type: none">• Meetings with local authorities;• Official written or oral statements;• Trade associations and public policy organizations.	<ul style="list-style-type: none">• 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;• Closely monitor compliance with Government policies and regulations; <ul style="list-style-type: none">• Contribute ideas to draft policies and legal documents;• Propose appropriate solutions and policies that have an impact on businesses, customers, industries and communities to management agencies.	

Stakeholder engagement

Table 1. Stakeholder Engagement

Stakeholders	Stakeholder concerns	Engagement forms	Vingroup’s goals and actions	
<div>Employees</div> <div></div>	<ul style="list-style-type: none">• Competitive salaries and benefits;• Diverse and comprehensive employment opportunities;• Opportunities to learn and grow;• Charity;• Health and safety;• Employee benefits	<ul style="list-style-type: none">• E-newsletters, team and company-wide meetings, social media;• Management emails and letters;• Hotlines;• Personal and professional development training.	<ul style="list-style-type: none">• Consider employees as Vingroup’s most valuable asset;• Build a professional, dynamic, creative and humane working environment;• Apply superior human resources policies, good treatment and fair career development opportunities for employees at all levels;• Focus on organizing collective activities, cultural and sports activities to increase cohesion among employees.	
<div>Partners & Suppliers</div> <div></div>	<ul style="list-style-type: none">• Environmental impact;• Human rights;• Raw materials;• Supplier diversity;• Supply chain management;• Transparency and disclosure.	<ul style="list-style-type: none">• Email, letter;• Hotline;• Meetings, conferences;• Periodic evaluation.	<ul style="list-style-type: none">• Maintain relationships with suppliers and business partners based on respect, fairness, transparency and mutual benefit;• Select suppliers based on criteria including compliance with laws and human rights as well as commitment to environmental protection and sustainable development;• Respect and commit to ensuring the security of partners’ information.	

Sustainability strategy and goals

As one of Vietnam's largest private economic groups, we recognize that sustainability strategy plays an extremely important role and is an indispensable component of our business strategy.

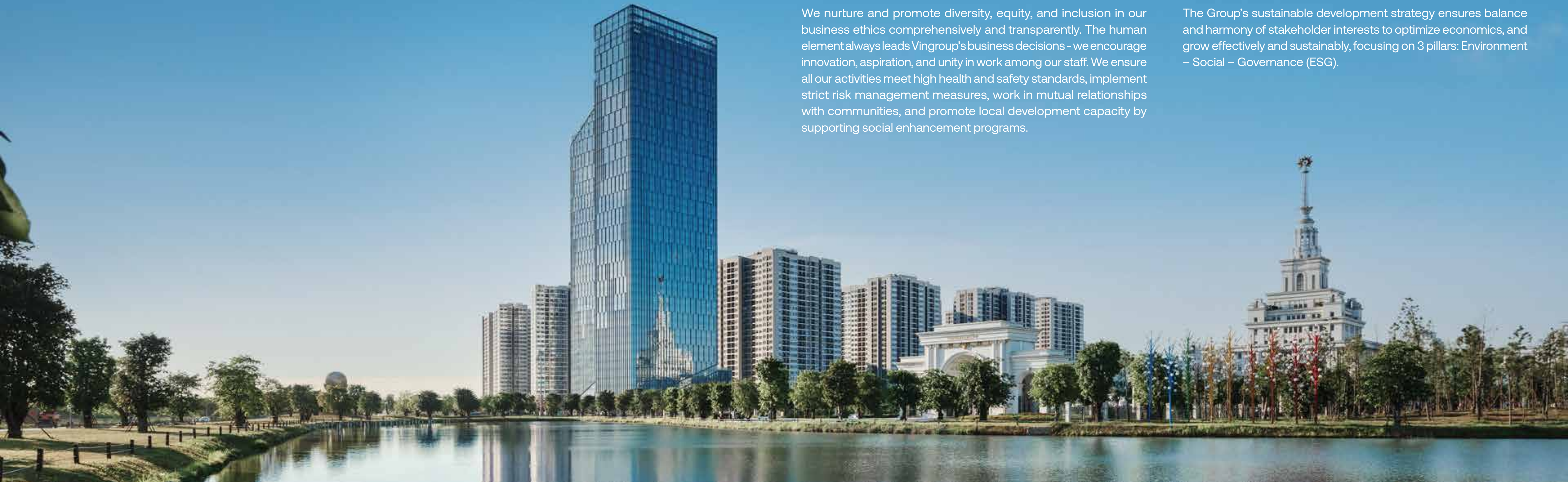
Vingroup focuses on minimizing the negative impacts of business operations on the natural environment, including efficient energy management, sustainable resource use, greenhouse gas emission reduction, and increased use of renewable energy.

We support the UN Global Compact's 10 principles on human rights, labor, environment, and anti-corruption. We also participate in collaborative projects to promote the UN's broader development goals, particularly the Sustainable Development Goals.

We nurture and promote diversity, equity, and inclusion in our business ethics comprehensively and transparently. The human element always leads Vingroup's business decisions - we encourage innovation, aspiration, and unity in work among our staff. We ensure all our activities meet high health and safety standards, implement strict risk management measures, work in mutual relationships with communities, and promote local development capacity by supporting social enhancement programs.

We acknowledge the need to drive our business context toward ESG values and have tangibly adopted strategic ambitions that are both responsible and aligned with recognized international frameworks and voluntary principles such as Global Reporting Initiative (GRI), Task Force on Climate-related Financial Disclosures (TCFD) in line with Securities and Exchange Commission (SEC) reporting initiatives, UN Global Compact's 10 principles (UNGC), Science Based Targets initiative (SBTi), Carbon Disclosure Project (CDP) frameworks and principles, and Greenhouse Gas Protocol.

The Group's sustainable development strategy ensures balance and harmony of stakeholder interests to optimize economics, and grow effectively and sustainably, focusing on 3 pillars: Environment – Social – Governance (ESG).



Sustainability strategy and goals

Sustainable development goals based on the 3 pillars E-S-G are “core elements” in the Group’s development strategy, promoting competitive advantages to achieve long-term, comprehensive prosperity and sustainability.



Table 2. Sustainability Strategy and Objectives

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

Materiality assessment

Vingroup continuously reviews its operations and maintains dialogue with stakeholders to identify material issues facing the Group. These issues are ranked based on stakeholder interests and impact on Group operations, helping us prioritize action plans and resources.

Vingroup conducts materiality assessments based on stakeholder expectations and 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, Carbon Disclosure Project (CDP), etc.

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 shareholders, investors, and other 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.

Materiality assessment

List of material topics








The identification and assessment of material topics in sustainability practice helps Vingroup 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

Table 3. List of Material Topics		
ENVIRONMENTAL	1	<div><div>Climate Resilience</div><div></div></div> <div><ul style="list-style-type: none">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.For the material topic of “climate resilience”, Vingroup will focus on aspects including:<ul style="list-style-type: none">» Measurement of direct and indirect greenhouse gas emissions;» Greenhouse gas emission mitigation;» Energy conservation;» Green transportation.</div>
	2	<div><div>Water and Biodiversity Stewardship</div><div></div></div> <div><ul style="list-style-type: none">Water stewardship includes water consumption and solutions for efficient water use.Biodiversity stewardship includes the Group’s solutions and contributions to wildlife conservation efforts.</div>
	3	<div><div>Waste management</div><div></div></div> <div><p>Wastewater and waste management includes managing and treating wastewater, solid waste, and air pollutants generated from Vingroup’s operations through minimizing, recycling, and reusing hazardous waste, non-hazardous waste, and treating wastewater to meet standards.</p></div>
	4	<div><div>Material Sourcing and Efficiency</div><div></div></div> <div><p>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.</p></div>
	5	<div><div>Responsible Investment</div><div></div></div> <div><p>Vingroup’s environmental impact management capability is achieved through investment activities via screening, selection, monitoring, and cooperation with suppliers to ensure resilience to external risks.</p></div>

Materiality assessment

List of material topics

Table 3. List of Material Topics

SOCIAL	6	Human Capital Development		<ul style="list-style-type: none">Vingroup’s capability in maintaining widely accepted labor standards in the workplace, including compliance with labor laws as well as international norms and standards.Addressing discrimination issues based on race, gender, ethnicity, religion, and other related factors.Vingroup’s ability to ensure cultural activities, recruitment, training, and promotion includes building a diverse and competent workforce.
	7	Employee Welfare and Well-being		Vingroup’s capability in creating and maintaining a safe and healthy work environment, free from injuries, fatalities, and illnesses.
	8	Diversity, equity and inclusion		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.
	9	Product Quality and Customer Satisfaction		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.
	10	Social Responsibility		Managing relationships between Vingroup and communities where the Group operates, such as socio-economic impacts, community engagement, environmental justice, local workforce training, and impact on the local business environment.
GOVERNANCE	11	Corporate Behavior		<ul style="list-style-type: none">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.Vingroup’s views and practices on compliance with domestic and international environmental laws.Tax strategy, economic development contribution, and transparency of Vingroup.
	12	Cybersecurity and Data Privacy		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).

Supporting the UN SDGs

In 2015, the United Nations established the 17 Sustainable Development Goals (SDGs) which provide the goals and roadmap for sustainable development in all three dimensions, namely economic growth, social coverage, and environmental protection.

With the goal to become a global Group, we understand that integrating the United Nations Sustainable Development Goals into our value chain and operations is inevitable, not only helping to bring positive impacts to our society but also helping our activities and operations by following the proposed strategy.

The table below presents the most relevant sustainable development goals and the Group’s contributions to these goals:

Table 4. Supporting the UN SDGs

Relevant UN SDGs	Vingroup’s Contributions	Linked to material topics
<div><div><div>3GOOD HEALTH AND WELL-BEING</div><div>5GENDER EQUALITY</div><div>8DECENT WORK AND ECONOMIC GROWTH</div><div>10REDUCED INEQUALITIES</div></div></div>	<p>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.</p> <p>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.</p> <p>With operations in all of Vietnam’s 63 cities and provinces, we created work for more than 53.5 thousand employees. We also protect labor rights in the workplace, equal pay for work, and equal value.</p> <p>Last but not least, we promote social inclusion of all people, regardless of age, gender, disability, race, ethnicity, origin, religion, or status.</p> <p>Find out more on page 93 - 119.</p>	<ul style="list-style-type: none">• Human Capital Development• Employee Welfare and Well-being• Diversity, equity and inclusion• Product Quality and Customer Satisfaction• Social Responsibility
<div><div><div>11SUSTAINABLE CITIES AND COMMUNITIES</div><div>12RESPONSIBLE CONSUMPTION AND PRODUCTION</div></div></div>	<p>We create green products, and living spaces close to nature, contributing to environmental protection.</p> <p>We also support community activities and bring a positive impact to society.</p> <p>We utilize technology in our operations to practice responsible production.</p> <p>Find out more on page 112 - 118.</p>	<ul style="list-style-type: none">• Social Responsibility
<div><div><div>6CLEAN WATER AND SANITATION</div><div>7AFFORDABLE AND CLEAN ENERGY</div></div></div>	<p>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.</p>	<ul style="list-style-type: none">• Climate Resilience• Water stewardship and biodiversity

Supporting the UN SDGs

Table 4. Supporting the UN SDGs

Relevant UN SDGs	Vingroup's Contributions	Linked to material topics
<div><div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div>13 CLIMATE ACTION</div><div>15 LIFE ON LAND</div><div>17 PARTNERSHIPS FOR THE GOALS</div></div></div>	<p>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.</p> <p>Find out more on page 65 – 92.</p>	<ul style="list-style-type: none">• Waste management• Material Sourcing and Efficiency• Responsible Investment
<div><div><div>8 DECENT WORK AND ECONOMIC GROWTH</div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</div></div></div>	<p>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.</p> <p>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.</p> <p>Find out more on page 34 – 64.</p>	<ul style="list-style-type: none">• Corporate Behavior• Cybersecurity and Data Privacy

Chapter 3

Sustainable governance

- 1 Management approach
- 2 Topic G1 - Corporate Behavior
- 3 Topic G2 - Cybersecurity and Data Privacy
- 4 2024 Directions and Objectives for Sustainable Governance



“

After the COVID-19 pandemic, economic recession, political crisis, and climate change have emphasized the need for businesses to conduct regular health checks and improve governance with a focus on sustainability.

”

Strong governance is key to attracting investment, driving profitability, and achieving sustainable growth for any business.

At Vingroup, we will continue to provide new value to our customers by fully leveraging our strengths, as well as

our originality, and by taking on new challenges. Vingroup strives to not only be addressed for its size and profitability but also for the strong governance, value, and work ethics of its people.



Management approach

Vingroup’s business activities take place on a large scale, not only in Vietnam but also in other countries, in a complex, volatile and constantly changing context. Accordingly, Vingroup must take into account the different laws and regulations imposed by each country and economy. Therefore, the Group faces a key challenge of ensuring stakeholders, particularly the government sector, investors, and society, that our operations will comply with applicable laws, “To create a better life for people”.

corporate governance practices in order to ensure operational efficiency and long-term value creation for all stakeholders. Vingroup has also integrated corporate governance, risk management, and compliance operations in order to enable systematic and efficient management, increase competitiveness, and promote long-term sustainability. At the same time, we aim to create value for the environment, society, and other stakeholders to navigate our business towards sustainable growth.

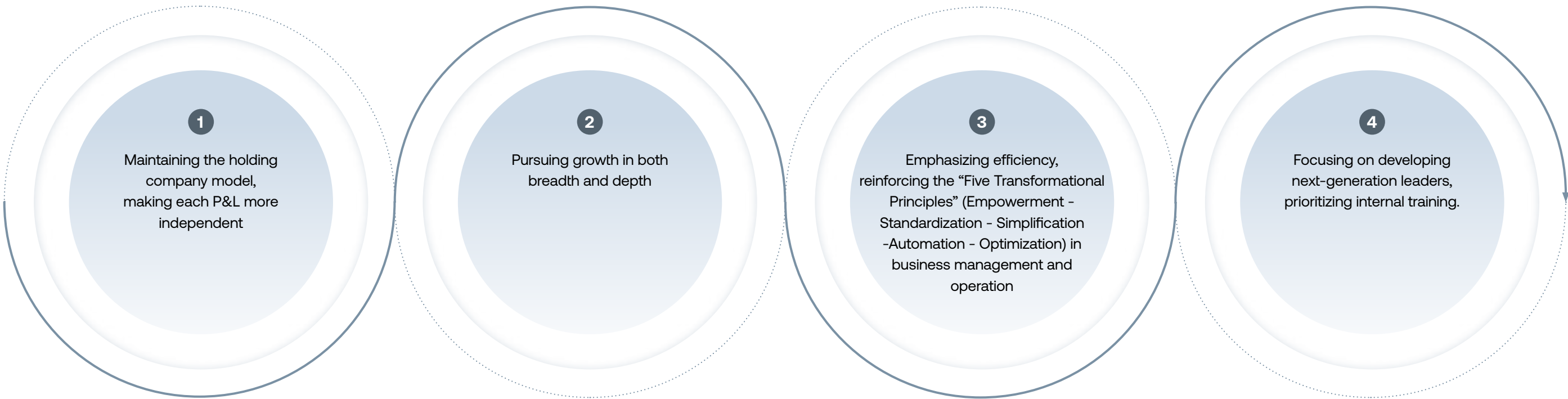
Vingroup has always adhered to ethical, transparent, honest, and responsible



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

2023 Directions and Objectives for Sustainable Governance

During 2023, we have proceeded to set the following four sustainable governance directions



to fulfill the following objectives

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

Management approach

Material Topics and Initiatives

The long-term sustainability of our business is driven at the highest level of the organization through a strong and effective Board, good corporate governance, prudent risk management, and a safe cybersecurity system. Following our materiality assessment, we have defined two material topics in terms of Governance, including G1 - Sustainable Corporate Behavior and G2 - Information Security.

G1 - Sustainable Corporate Behavior

G2 - Information Security



Table 5. Material topics and initiatives – Governance pillar

Materiality topics	Code	Initiatives
G1 – Sustainable Corporate Behavior	G1.1	Corporate governance: 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	Risk management and compliance: 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	Transparency: 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	Contributing to economic development: 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.
G2 – Information Security and Data Privacy	G2.1	Information Security: 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	Privacy Protection: We establish the Privacy Policy to ensure that all business activities of the Group meet international standards on data protection.

G1 – Sustainable Corporate Behavior

G1.1 – Corporate governance

Governance principles

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

These standards are reflected in our Code of Conduct and Core Values of Vingroup,

Vingroup’s governance is built upon five principles:

applying to all employees. We provide our employees with training on how to apply the Code of Conduct and conduct annual assessments to ensure they understand and comply with it.



G1 – Sustainable Corporate Behavior

Governance model

Vingroup’s core areas are operated independently by independent profit and loss centers (P&Ls), with separate accounting and self-responsibility for business plans and results. The corporate divisions in 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 practices and is tailored to our specific business context. In 2023, Vingroup conducted a regular review and implemented necessary adjustments, adopting agile digital management methods aligned with the Group’s growth potential and business requirements to optimize performance.

The governance structure of Vingroup Corporation is described in the diagram below:

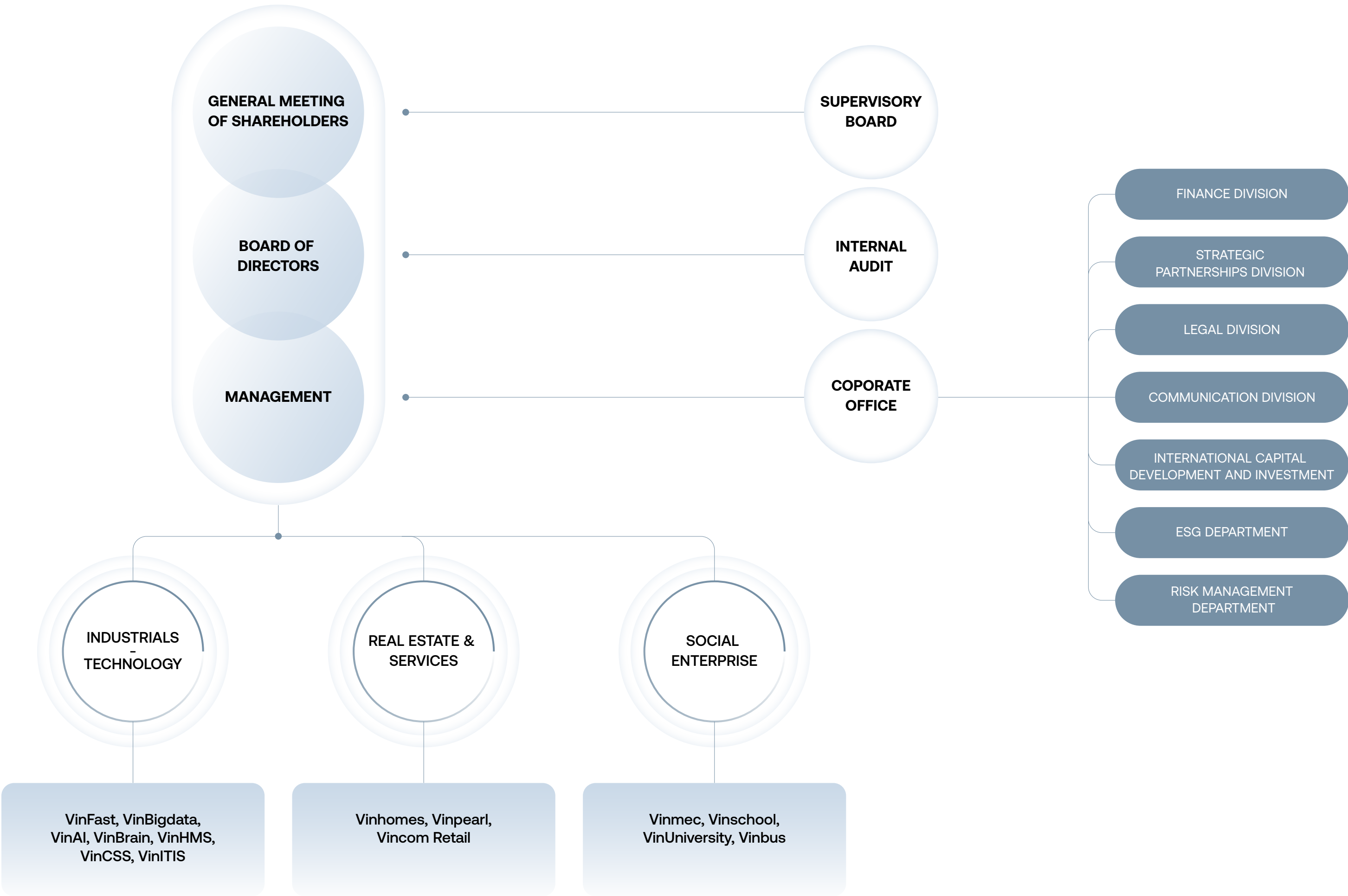


Figure 1. Governance structure of Vingroup in 2023

G1 – Sustainable Corporate Behavior

Table 6. Roles and responsibilities of Governance Body

Governance Body	Roles and Responsibilities	Governance Body	Roles and Responsibilities
General Meeting of Shareholders (“GMS”)	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.	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.
Board of Directors	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.	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>
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>	P&L	They are the units tasked with executing the Group’s strategies and decisions within their designated business domains. 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, 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.
Supervisory Board	The Supervisory Board is elected by the GMS and operates independently from the Board and Management.		

G1 – Sustainable Corporate Behavior

Relationship Between the Corporate Office and P&Ls and affiliates

Relationships between the Corporate Office and the P&Ls and affiliates are managed in accordance with the Enterprise Law, the Charter, Management Code of Conduct, Vingroup regulations, and other prevailing laws. Vingroup exercises its rights and responsibilities as member, owner, or shareholder in the P&Ls in accordance with the internal regulations of the Group.

When processes and projects require coordination between multiple divisions within the Corporate Office or between P&Ls and the Corporate Office, they are managed under the terms of Vingroup’s Responsibility matrix: “Responsible – Approver – Support – Consulted – Informed” or RASCI. This framework is used to clarify responsibility, facilitate cooperation, and promote transparency.



Mechanism for Coordination Between the Corporate Office and the P&Ls

The P&Ls within Vingroup Corporation coordinate with each other to improve operational efficiency on the principle of equality and agreement between independent units on legal status, for the benefit of the unit and the common benefit of Vingroup.

The Group stipulates policies and orientations for coordinating operational areas within the entire Group to effectively utilize resources and strengths, and enhance the professionalism and specialization of the P&Ls.

Core Value of Vingroup’s Governance Structure

Vingroup’s Core Values of Governance Model is based on four pillars: **Fairness – Efficiency – Accountability – Transparency**. The Core Values determine all business activities, control business operations, and delegate the responsibilities to its constituent business units. These are the fundamental basis to help the Group meet its business goals.

Governance Body’s Activities in 2023

Members, Competence, and Diversity

Vingroup recognizes that diversity acts as the root foundation in the composition of the corporate governance structure. Diversity comprises a range of aspects such as educational background, gender, age, race, ethnicity, nationality, and professional experience, which provides a diversified range of perspectives, outlooks, and insights into decision-making so as to ensure that the Group possesses the opportunity to benefit from all appropriate talents.

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.

Table 7. Board of Directors Members

Mr. Pham Nhat Vuong
Chairman

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 retained the position as the billionaire with the highest net worth in Vietnam since then.

Ms. Chun Chae Rhan
Board Member

Ms. Chun Chae Rhan was elected as a Board member since 2023. She has 13 years of experience working at many prominent financial institutions in the world such as Union Bank of California (2003 – 2005), China Construction

(2005 – 2006), Standard Chartered Bank (2006 – 2010) and J.P. Morgan (2013 – 2016). Currently, Ms. Chun Chae Rhan is the Head of Vietnam of SK Supex Council.

Ms. Pham Thuy Hang
Vice Chairwoman

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.

Mr. Adil Ahmad
Independent Board Member

Mr. Adil Ahmad was elected as an independent Board member since 2021. He is currently a Board member of the FIDE Forum, bringing 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 UK, Australia and Pakistan. He holds a Master’s degree in Business Administration (Finance & Accounting) from Cornell University, USA.

Ms. Pham Thu Huong
Vice Chairwoman

Ms. Pham Thu Huong was elected to the Board as the Vice Chairwoman in 2011. She is

a graduate of the National University of Kiev (Ukraine) with a B.S. degree in International Law.

Mr. Ronaldo Dy-Liacco Ibasco
Independent Board Member

Mr. Ronaldo Dy-Liacco Ibasco was 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). 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.

Ms. Nguyen Dieu Linh
Vice Chairwoman and Authorized Spokesperson

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 the authorized person for information disclosure of the Group. Prior to joining Vingroup, she was a legal expert at Ngo Migueres & 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.

Mr. Chin Michael Jaewuk
Independent Board Member

Mr. Chin Michael Jaewuk was elected as an independent Board member since 2021. He is currently the CEO of Shareable Asset. 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, Schrodgers &

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.

Mr. Nguyen Viet Quang
Vice Chairman and Chief Executive Officer (“CEO”)

Mr. Nguyen Viet Quang was 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.

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 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

Ms. Mai Huong Noi
Deputy CEO

Mr. Pham Van Khuong
Deputy CEO

Ms. Duong Thi Hoan
Deputy CEO

Ms. Nguyen Thi Thu Hien
Chief Accountant

For details, see
Table 7. Board of Directors Members

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 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.

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 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.

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).

The figures below show the diversity in the governance structure of Vingroup Corporation

Figure 2. Gender Ratio of the Governance Body

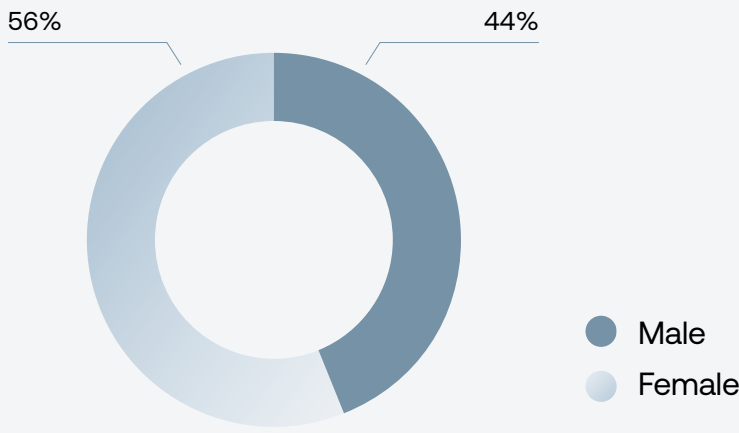


Figure 3. Nationality diversity of the Governance Body

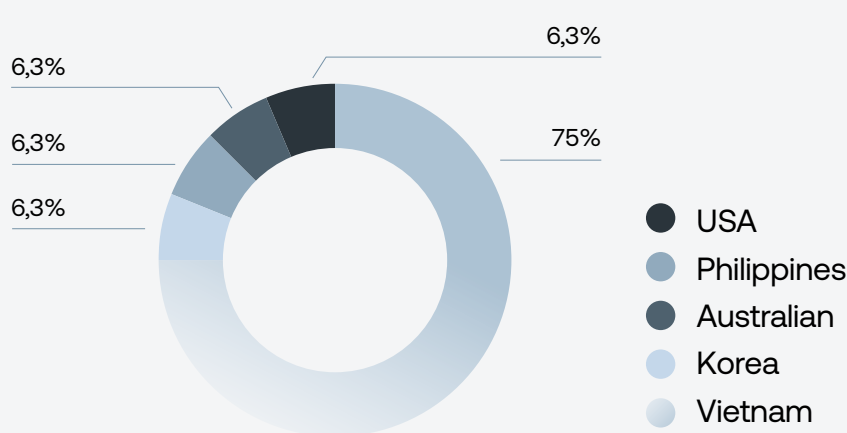
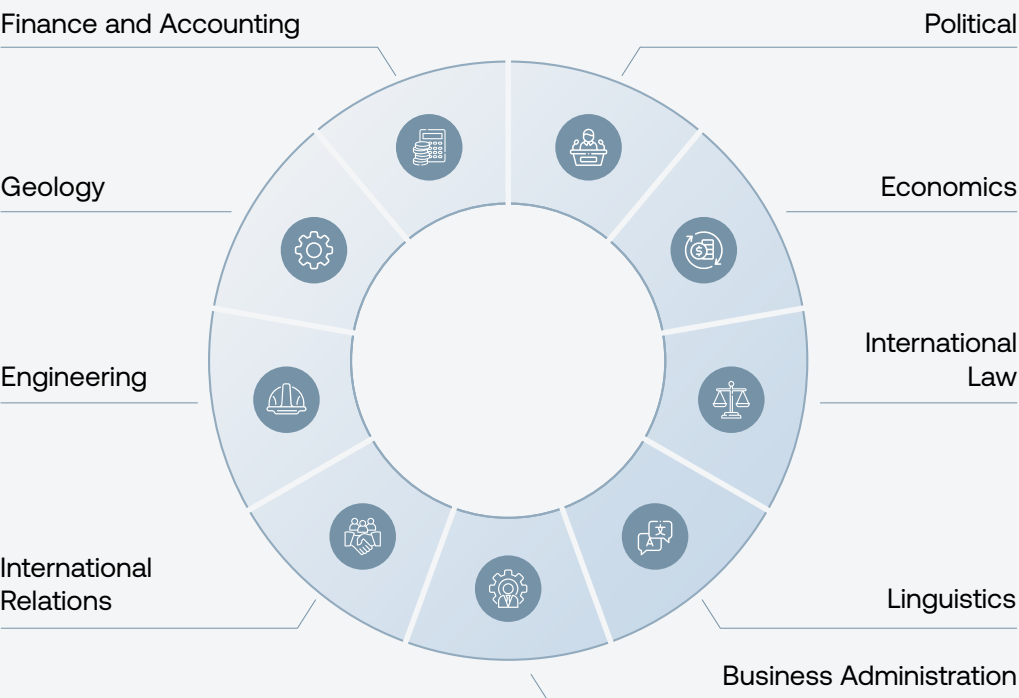


Figure 4. Skills, knowledge, expertise and experience of the Governance Body



A study published in the US journal “Utilities Policy” in August 2023 found that companies with gender diversity in their leadership achieved more sustainability goals. In fact, many studies over the past few years have reached similar conclusions - women-led businesses are more likely to achieve “greening” goals. This perspective is also supported by the United Nations, the Organization for Economic Co-operation and Development (OECD), and the International Labor Organization, which all argue that gender diversity in businesses is key to building a sustainable green future.

At Vingroup, the female ratio in the Governance Body is 56%. P&Ls also exhibit a high percentage of women in leadership roles, specifically: 50% at VinFast, 43% at Vinpearl, 64% at Vincom Retail, 44% at Vinmec, 60% at VinBigdata, 29,4% at Vinhomes, 25% at VinBrain.

However, it is important to emphasize that removing barriers for women does not mean overlooking or diminishing the role of men. Therefore, Vingroup always prioritizes gender equality to achieve a balanced and sustainable management approach.

Vingroup also values ethnic and national diversity in the Governance Body as a means to maintain objective and multifaceted evaluations, especially as the Group expands to foreign markets.

Diversity in thinking, skills, and expertise is essential for building a successful Governance Body. With a wide range of skill sets, Vingroup’s management team is confident in steering the Group towards successful and sustainable business goals.

G1 – Sustainable Corporate Behavior

Truthfulness and Avoidance of Conflict of Interest



The Group Charter effective on April 25, 2018 (amended and supplemented at the 2024 GMS) regulates the responsibility of truthfulness and avoidance of interest conflicts of members of the BOD, the Supervisory Board, and the Management:

- Members of the BOD, the Supervisory Board, and the Management shall disclose the related interests in accordance with the Law on Enterprises and the relevant laws.
- Members of the BOD, the Supervisory Board, and the Management and their Related Persons shall not use the information obtained by virtue of their position for their personal benefit or for the benefit of other organizations or individuals.
- Members of the BOD, the Supervisory Board, and the Management shall notify the BOD, the Supervisory Board of the transactions between the Group, the subsidiaries, the companies which the Group owns 50% or more of the charter capital with such individuals and their Related Persons in accordance with the laws. For the transactions of the above-mentioned persons approved by the

GMS or the BOD, the Group shall disclose the information on those resolutions in accordance with the securities laws on information disclosure.

- Members of the BOD shall not vote on the transactions which may result in benefits for such members or their Related Persons in accordance with the Law on Enterprises and the Charter.
- Members of the BOD, the Supervisory Board, and the Management and their Related Persons shall not use or disclose to other persons the Group’s information which is not yet permitted to be published to conduct the related transactions.

These regulations are designed to ensure compliance with governance principles and legal requirements related to management and control activities, safeguarding the legitimate rights and interests of shareholders and the Group, and mitigating risks to the Group.

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

Remuneration Policies

Remuneration for members of the BOD, the Supervisory Board, and 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 2023, the total remuneration paid to the BOD was VND 11.5 billion, to the Management was VND 53.4 billion, and to the Supervisory Board was VND 2.6 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 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 for 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 ticket for air, free car pickups, and services during the trip, entitlement to free services at Group hotels or dormitories (if available locally), and other business trip fees.

G1 – Sustainable Corporate Behavior

Governance Body’s Activities

BOD’s activities

During the year 2023, the Board held a total of four online/offline meetings with a 100%-member participation rate. The Board issued 35 Resolutions (including solicitations of written opinions), approving important policy changes that impacted the Group’s operations and development prospects. The resolutions can be summarized as follows:

Table 10. Content and number of Resolutions issued by the Board of Directors in 2023

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	12 resolutions
Others	4 resolutions
Total	35 resolutions

Supervision Activities

In 2023, the Board of Directors conducted significant supervision activities in accordance with provisions in the Group Charter and Governance Regulations, internal rules and regulations, and prevailing laws:

- Supervised the implementation of Vingroup development projects, investments, and business operations of the Group’s companies and subsidiaries;
- Ensured completion of the 2022 and 2023 quarterly, semi-annual, and annual financial statements and annual reports;
- Successfully directed the Annual General Meeting on May 17, 2023;
- Directed the Management in the successful completion of domestic and international bond issuances in 2023; implemented the employee stock ownership plan (ESOP) and restructured subsidiaries;
- Supervised the implementation of the GMS and BOD resolutions, oversaw and reviewed the Management operations;
- Presided over information disclosure to stakeholders to ensure timely and transparent reporting;
- Maintained oversight over the activities of Management in order to improve operational performance and meet business targets.



G1 – Sustainable Corporate Behavior

Supervision Results

At the end of the 2023 fiscal year, the Group’s businesses continued to record growth, building on the recovery momentum seen in 2022, following the impacts of the COVID-19 pandemic. Net revenue reached VND 161,428 billion. Profit before tax and profit after tax reached VND 13,769 billion and VND 2,056 billion, respectively, fulfilling the business plan set out at the 2023 Annual General Meeting.

Overall Economic Performance¹:

<div>Net revenue</div> <div>161.4 trillion VND</div>	<div>Total assets</div> <div>667.7 trillion VND</div>
<div>Profit before tax</div> <div>13.8 trillion VND</div>	<div>Profit after tax</div> <div>2.1 trillion VND</div>

Business Performance of Three Pillars²



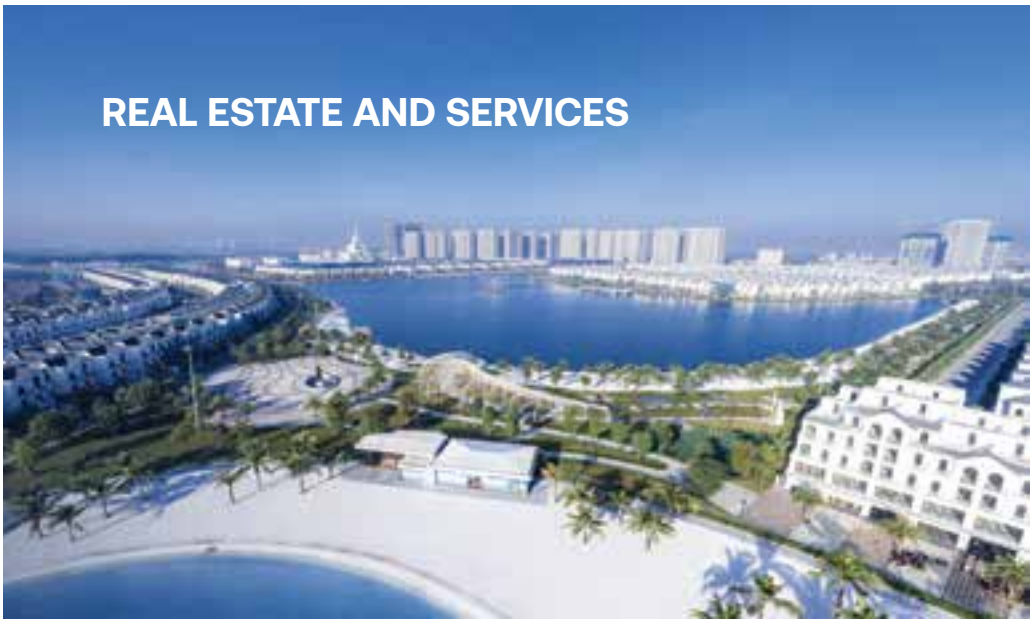
VinFast has been officially listed on Nasdaq Global Select Market, opening up opportunities to access international capital and promoting strong future development.

35 thousand electric cars and over 72 thousand e-scooters were delivered in 2023.

VinFast launched the VF7, a C-segment electric SUV, offering impressive driving experience and garnering significant consumer interest.

VinAI’s MirrorSense, the first AI-powered automatic mirror adjustment technology, received the Innovation Award Honoree in the Vehicle Tech and Advanced Mobility category at CES 2024.

VinBigdata introduced ViGPT - the first “Vietnamese version of ChatGPT” for end users, providing both community and enterprise versions.



87 trillion VND in sales primarily from two Vinhomes’ projects, Vinhomes Ocean Park 2 and VND 99.7 trillion confirmed bookings.

9,800 low-rise units from project cluster Vinhomes Ocean Park 2, 3 were handed over on schedule.

Net revenue from leasing and hospitality entertainment grew by 15% and 29% year-over-year, to VND 8,836 billion and VND 8,689 billion, respectively.



Vinmec is the first hospital in Vietnam to successfully perform awake brain surgery for epilepsy and is also a pioneer in applying 3D printing technology in orthopedic trauma and bone cancer.

Vinschool has gained widespread recognition for its educational quality, with 10 of its schools achieving accreditation from the Council of International Schools (CIS). Net revenue reached VND 5,127 billion, a growth of 36% compared to 2022.

¹The data above is presented as of 31 December 2023
² The data above is presented as of 31 December 2023

G1 – Sustainable Corporate Behavior

Sustainable governance

In August 2022, we established the Environment – Sustainability – Governance (ESG) department with its predecessor, the Vingroup’s Environmental Protection Department.

The ESG department is responsible for all issues related to the Environment, Society, and Governance of Vingroup and its subsidiaries, including:

- Support the Board of Directors in creating goals, metrics, and targets to be included in the long-term sustainability strategy and framework.
- Incorporate policies and standards, materiality topics, climate risks and scenarios, climate-related and global impact platforms (such as CDP, RMI, GRI, SBTi...) into the sustainability strategy and framework.
- Gather ESG data and information and create policies and standards, conduct training and information sections based on the framework, strategy, and critical areas of approved platforms.

- Evaluate, monitor the performance and achievement of the ESG strategy to pursue the Sustainable Development Goals (SDGs) and to meet all stakeholders’ requirements and expectations, and compliances.
- Manage ESG reporting and disclosure, including the creation of annual Sustainability, CDP, and TCFD reports and other approved reporting mechanisms.
- Interdisciplinary auditing and reporting on sustainability framework and strategy as regulated, and regularly re-evaluating against market trends, green bond issuance criteria, and funding opportunities.

- Deploy overall ESG communications strategy. Serve as the subject matter expert and voice for Vingroup’s Sustainability Initiative, representing Vingroup in matters related to ESG.
- Coordinate with P&Ls and divisions of Vingroup to ensure that the above activities are implemented holistically and consistently.

The establishment of the Environment – Sustainability – Governance department to manage ESG issues demonstrates Vingroup’s strategic vision and core values in building a responsible and sustainable business.



G1 – Sustainable Corporate Behavior

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 organizational structure and business operating environment in Vietnam. Risk management efforts aim to achieve the following objectives:



Support business development strategy through the effective and consistent implementation of risk management processes throughout the Group.



Timely detect risks and assessing opportunities to minimize adverse effects and leverage favorable conditions for business operations.



Clearly define risk management responsibilities and ownership, establish a mechanism for continuous risk monitoring and reporting across the entire Group.



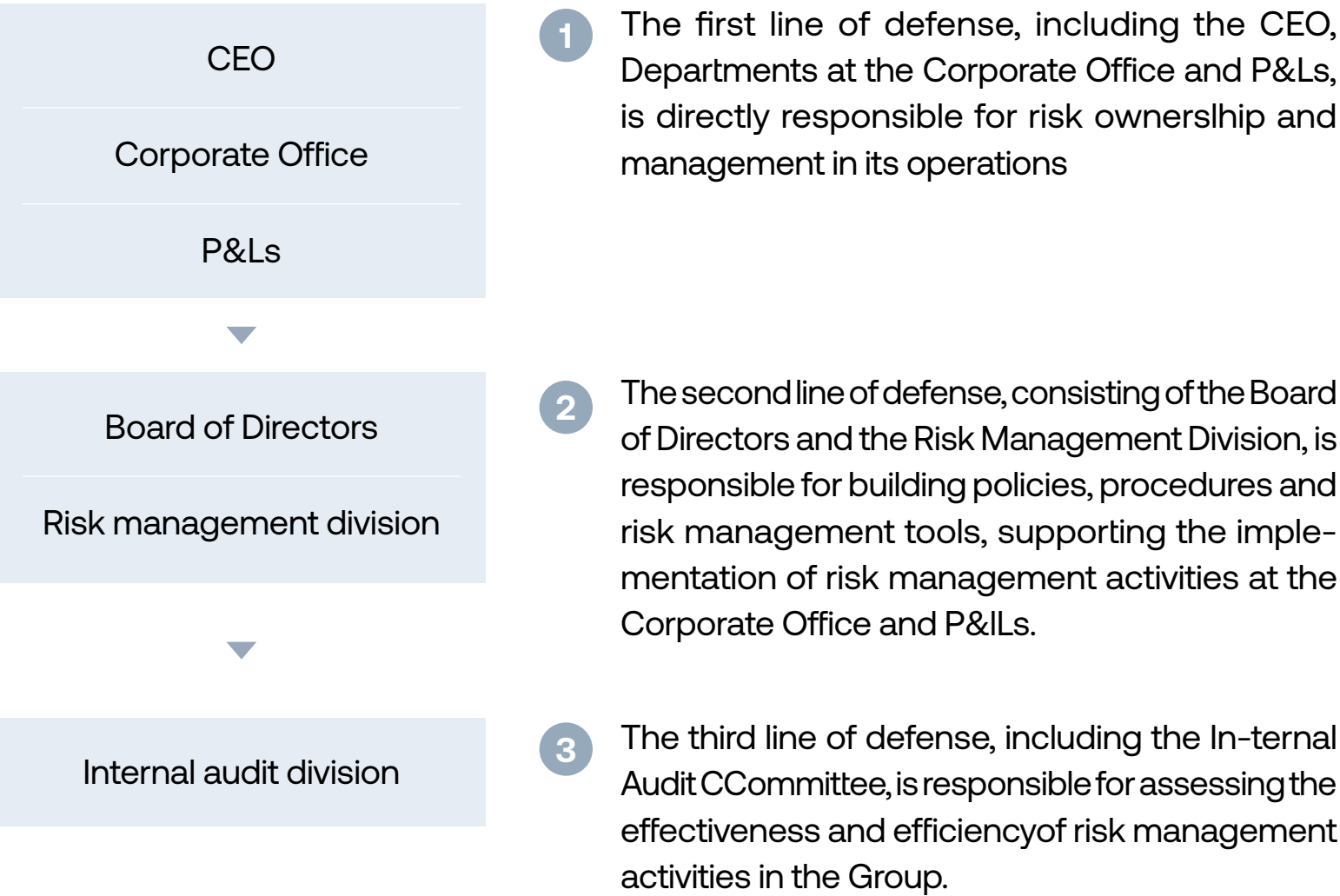
Establish an unified risk management system to strengthen risk management culture at Vingroup.

Vingroup believes that opportunities arise from risk. Therefore, risk management not only includes risk mitigation, but also requires a comprehensive risk analysis to optimize the balance between risk and opportunity, 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 above, the risk management structure of Vingroup is specified as follows:

Table 11. Risk management responsibilities

Responsible party	Risk management responsibility
Board of Directors	Issues risk management regulations, strategies, policies and decides on the organization structure, functions, and responsibilities of the risk management mechanism.
CEO	Supervises and ensures that risk management activities are implemented in line with risk management strategies and policies.
The Risk Management Division, Internal Audit Division, and Risk Management departments at the P&Ls	Coordinate with other divisions to implement risk management by utilizing risk management tools, limits, and procedures across the Group and P&Ls.

The risk management model at Vingroup is structured consistently from the Group level to its subsidiaries, ensuring cohesion and continuity.

G1 – Sustainable Corporate Behavior

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 the level of priority, formulate the risk mitigation measures, monitor and review, and communicate risks to provide information to the Management for decision-making and timely response to both 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



1

IDENTIFY RISKS

The first component of risk management is to identify all of the risks that may affect the Group’s goals, including the sources and potential impacts of all risk factors. Each business area and group is studied in detail to identify risk factors and the Group’s risk portfolio is regularly updated.



2

ANALYZE RISKS

The sources, impacts and likelihood of each risk factor are analyzed both quantitatively and qualitatively.



3

PRIORITIZE RISKS

All risk factors are ranked and weighed based on predetermined risk assessment criteria built on many aspects, including quantitative and qualitative criteria.



4

FORMULATE RISK MITIGATION MEASURES

Risk mitigation strategies and plans are identified. Then, risk management measures are assessed, selected, and implemented to capture opportunities while offsetting the negative impacts of each identified risk factor.



5

MONITOR AND REVIEW RISKS

Risk mitigation measures are continuously monitored 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;
- Anticipate and react to risk events (if they occur), and identify root causes for better management in the future.



6

COMMUNICATE RISKS AND CONSULT

Risks and risk management processes are widely communicated to employees to raise awareness and vigilance. Risk owners solicit and consider the opinions of the various parties involved to ensure that all stakeholders are fully aware of the role and responsibility of risk management.



G1 – Sustainable Corporate Behavior

Managing Material Risks

The Group analyzed, assessed, monitored and managed the risks that are considered to have a material impact on the Group’s operations and strategies, including:

Table 12. Managing Material Risks in 2023

No.	Risk Factors	Risk Responses
1	Macroeconomic risks	<p>Important macroeconomic factors include growth rates, inflation, credit growth, exchange rates, consumer indexes, savings rates, investments, and unemployment rates. All of these factors influence Vingroup’s operations and results. Specialized divisions monitor the macroeconomic environment and advise the Management and P&Ls to forecast future trends and their potential impact on business developments. This analysis helps Management prepare appropriate strategies and policies.</p> <p>After six years of expanding into new business segments, the Group has achieved a higher level of revenue diversification, largely from the Industrials – Technology pillar. This has enabled the Group to align with international trends, as well as to reduce the risk of business concentration.</p> <p>The real estate business, which continues to account for the majority of Vingroup’s revenue, tends to fluctuate with macroeconomic conditions. The Group frequently innovates and diversifies its real estate products, including the launch of Vinhomes mega projects, which contain the Vinhomes Sapphire product line targeting the mid-range segment and develop social housing products under the Happy Home brand.</p>
2	Financial risks	<p>Financial risks for Vingroup include liquidity, interest rates and foreign currency risks. Quarterly, the Finance Department and specialized 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 specialized divisions 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>
3	Competition risks	<p>Vingroup operates in highly competitivebusiness segments, especially industrial manufacturing, residential real estate, commercial property. Competitors include multinational groups and domestic rivals offering similar products and services. To maintain its competitiveness, the Group continuously innovates to launch attractive new and high-quality products and services. This was best seen in its global debut of electric car line-up with many advanced technologies and reasonable pricing thanks to the introductionof a battery rental model.</p>
4	Production risks	<p>In the Industrials – Technology segments, the Group's manufacturing plants may be exposed to supply chain risks such as shortages of components and raw materials, and operational risks such as industrial accidents or equipment failures. To minimize supply chain risks, the Group conducted annual production planning, proactively built ancillary industrial parks, expanded its business segments such as construction of a battery factory in Ha Tinh, to stay in control of input supplies. Vingroup consistently applied strict quality assurance standards and inspection processes and performed regular reviews and inspections to minimize operational risks during production.</p>

G1 – Sustainable Corporate Behavior

No.	Risk Factors	Risk Responses
5	Investment risks	Strategic business and investment planning 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 considering investment efficiency, prior to implementing each project, market, legal, licensing, tax or operational risks have to be carefully assessed, and risk mitigation solutions are accordingly proposed if required. The Group frequently consults with reputable financial, legal and tax advisers and follows rigorous due diligence and mergers & acquisitions processes for potential transactions.
6	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.
7	Personnel risks	The Group’s compensation framework is transparent, competitive, and result-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 commitments. To maintain high quality and stable human capital while continuously thriving 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.
8	Environmental and social risks	The Group closely monitors 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, all 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.
9	Natural disaster and disease risks	Natural disaster and disease risks are force majeure risks which are beyond the control of the Group. For these risks, Vingroup closely monitored developments, took timely and relevant preventive measures, and applied business initiatives that could minimize the impact of any events on the Group’s business performance.

G1 – Sustainable Corporate Behavior

G1.3 – Transparency

Transparency Compliance



Transparency is a fundamental requirement to ensure the health of businesses, especially for economic groups.

The experience of nations worldwide demonstrates that economic groups develop sustainably where transparency and information disclosure are upheld.

Embracing this philosophy, Vingroup has established and implemented a Transparency Policy to enhance discipline and ethical standards across the Group. The latest Policy amended, updated, and issued on April 10, 2023, is applied to all employees (including those on probation period and trainees), suppliers, 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

In reality, corruption remains a significant barrier to healthy business growth. From an economic perspective, corruption increases costs and drastically reduces business profit, promoting unhealthy business practices and distorting 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 Policy sets out regulations for customer identification, customer classification, and handling 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.

In terms of 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 by their suppliers, rewarding employees who strongly “say No” to bribery, integrating anti-corruption components into corporate culture training programs, and repeating these messages on a regular basis to maintain a high level of compliance among employees at all times.

Internal Transaction Control

Regarding internal transaction control 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 an emphasis on growing into worldwide markets, VinFast, as a remarkable case, not only complies with Vietnamese anti-corruption regulations but also pledges to adhere to international laws, notably the anti-corruption legislation of the United States. 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 anti-corruption sample clauses are standard provisions for all contracts signed by and between the Company and its partners.

In addition, Vingroup also established and implemented 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.

G1 – Sustainable Corporate Behavior

Transparency Training Enhancements

The Group organizes periodic training and communications to all employees in order to ensure knowledge and strict compliance with applicable regulations and procedures. Besides, tests are also conducted regularly to evaluate employees’ understanding of transparency and the Group’s Internal Policy as a whole.

Internal audit for transparent corporate governance

In 2023, the Supervisory Board implemented the following tasks:

- Supervised the implementation of Resolutions/Decisions of the GMS, BOD, Chairman of the Board issued in 2023;
- Supervised and gave opinions on the implementation of production and business objectives to achieve the Group’s revenue and profit plans;
- Examined the 2022 Financial Statement and quarterly Financial Statements of 2023 to assess the accuracy and fairness of the financial data, in compliance with the applicable accounting standards, regime, and financial policies of Vietnam;
- Supervised the BOD and Management in implementing the issuance of corporate bonds to the public with total par values of VND 6,000 billion and VND 4,000 billion; the issuance and listing of international bonds valued at USD 250 million on the Singapore Stock Exchange; the issuance of shares under the Employee Stock Option Plan (ESOP); and the restructuring of subsidiaries within the Group;
- Controlled the compliance with regulations and implementation of the Group’s information disclosure obligations in accordance with legal regulations;
- Reviewed and assessed transactions between the Group and its subsidiaries/affiliates with related parties.

In 2023, the internal audit did not record any material violations affecting the Group’s reputation and image.



G1 – Sustainable Corporate Behavior

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 2023.

Revenue:

Net revenue reached VND 161,428 billion, an increase of VND 59,534 billion (equivalent to 59%) compared to 2022. This growth was primarily fueled by a VND 39,453 billion increase in revenue from sales of inventory properties and a VND 15,023 billion increase in manufacturing activities. Meanwhile, revenue from investment property leasing, hospitality, entertainment, hospital services, and education services also showed signs of growth. When including revenue from real estate bulk sales transactions recorded under financial income, adjusted net revenue amounted to VND 187,946 billion.

Revenue from sales of inventory properties saw a substantial increase of 72% compared to 2022, reaching VND 94,374 billion in 2023, which was driven by the handover of low-rise units in the Vinhomes Ocean Park 2 and 3 megacity projects. When including real estate bulk sales transactions recorded under financial income, adjusted real estate transfer revenue reached VND 120,893 billion.

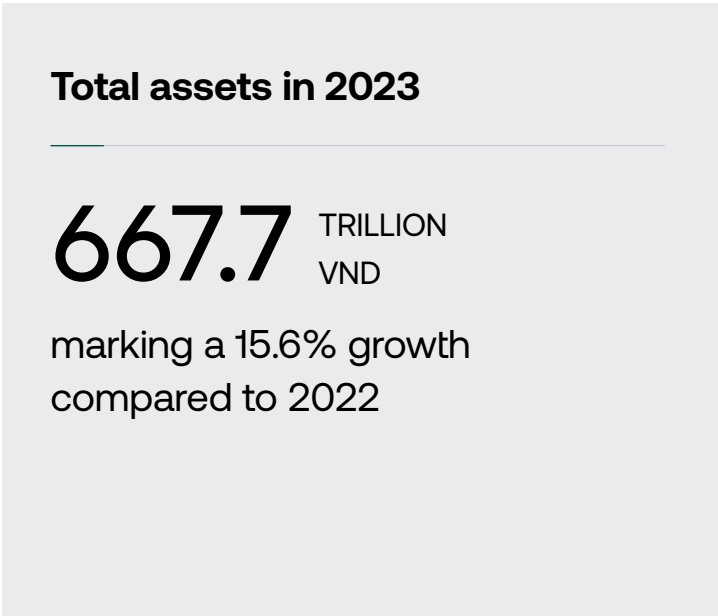
With a 15% increase over 2022, investment property leasing revenue reached VND 8,836 billion in 2023, continuing the recovery trend from 2022. This result was achieved thanks to a rebound in rental rates and improved occupancy rates in 2023.

Revenue from hospitality and entertainment experienced a 29% year-over-year increase, rising from VND 6,274 billion to VND 8,689 billion in 2023. This outcome was driven by the continued strong post-Covid-19 recovery of Vietnam’s tourism sector, along with growth in hotel occupancy rates and the number of visitors to entertainment services.

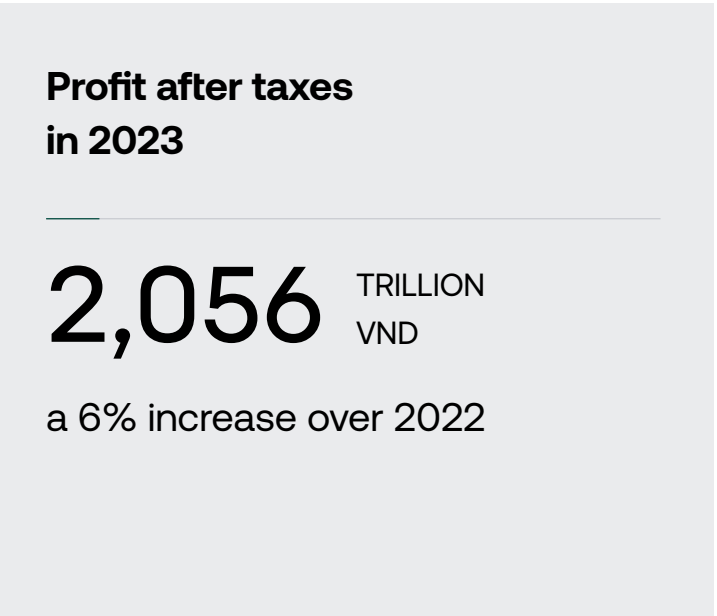
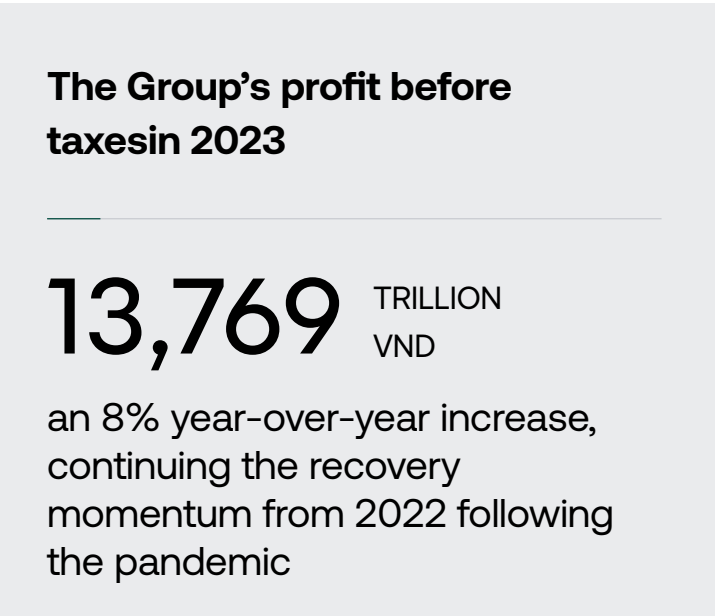
Manufacturing revenue reached VND 28,081 billion, a significant 115% growth from 2022 as VinFast initiated mass deliveries of various electric vehicle models to customers, with the strongest contributions being VF e34, VF 5, and VF 8 models mainly in the domestic market.



Total assets:



Profit:



G1 – Sustainable Corporate Behavior

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, 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 and payables and receivables to the State in 2023:

Table 13. Statutory obligations and receivables from the state in 2023

Currency: VND million

	Beginning balance	Payables for the year	Payment made/ other decrease during the year	Ending balance
Payables				
Value added tax	7,842,589	5,731,787	(10,969,567)	2,604,809
Special consumption tax	1,168,107	909,178	(1,913,628)	163,657
Corporate income tax	9,843,867	11,276,803	(6,871,504)	14,249,166
Personal income tax	631,371	2,763,174	(2,603,959)	790,586
Land use fee, land rental fee and obligations under build-transfer contracts	2,056,432	2,928,918	(4,954,398)	30,952
Others	801,566	4,347,696	(3,590,749)	1,558,513
Total	22,343,932	27,957,556	(30,903,805)	19,397,683
Receivables				
Corporate income tax	324,215	8,816	(59,668)	273,363
Others	14,233	12,768	(8,028)	18,973
Total	338,448	21,584	(67,696)	292,336

Note: Please refer to Vingroup Corporation’s 2023 Annual Report for detailed information on taxes and financial obligations.

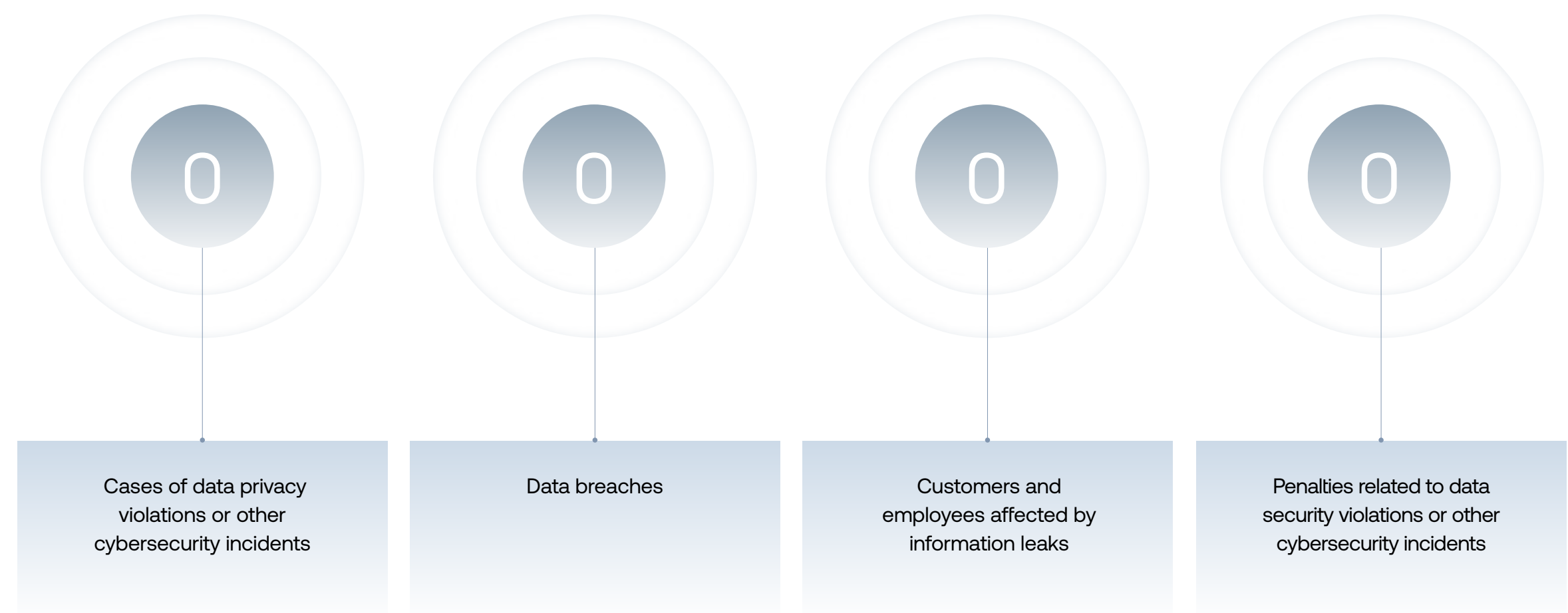
G2 – Information Security and Data Privacy

Based on the Group’s overall strategy, each P&L develops information security policies and standards tailored to their specific industry and business activities.

Information security risks are among the most serious issues facing businesses nowadays. When information is stolen, leaked, or altered without authorization, companies may suffer severe consequences, including loss of reputation, customers, business opportunities, and even lawsuits or criminal charges. Therefore, safeguarding information security and data privacy is one of the

key factors ensuring the sustainable development of a business.

In 2023, no violations regarding cybersecurity and data privacy were recorded.



G2 – Information Security and Data Privacy

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 term and the time following the termination of employment.
- New employees receive security awareness training, which is followed by assessments.
- Access permissions to documents and IT systems are assigned to each employee depending on their position to ensure accuracy and appropriateness while preventing information leakage.

Information security in managing third-party resources

- Contracts/agreements with third parties include clauses that 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 division 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, and the IT Department can review 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.

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, must be separated from other areas and have physical access control systems in place to guarantee that only authorized workers have access.
- Regarding servers/workstations: conduct centralized management of servers/workstations to monitor updates and address security vulnerabilities; apply regular patching of security holes.

Information security in product/application development

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

G2 – Information Security and Data Privacy

G2.1 – Information Security



Ensuring security in a structured manner through the development of processes and solutions, as well as raising employee awareness and responsibility for security, is not only a mandatory requirement for sustainable development but also provides numerous practical benefits, including the prevention of legal risks.

A typical example lies in Pillar A (Industrials & Technology), where VinFast's security procedures are steadfastly and comprehensively enforced. VinFast has a dedicated cybersecurity department with different teams for IT/OT networks and vehicle programs. The Company has a highly experienced team of cybersecurity specialists with world-class credentials from the SANS Institute (USA) in areas including management, defense and response, forensics, penetration testing, threat monitoring, cloud security, etc.

For other IT/OT infrastructures and systems, VinFast continuously performs risk assessments and vulnerability analysis. VinFast has fully implemented monitoring, protection, and defense solutions with Zero Trust and Defense-in-Depth strategy to continuously monitor and early detect abnormal behaviors or cyberattacks in IT/OT systems and networks, as well as to take immediate action

to prevent them and minimize risks and damage. VinFast has implemented a wide range of security solutions, including network protection (external and internal/zone network firewalls, network IDS/IPS, other network sensors, etc.), devices (endpoint security, endpoint threat detection, etc.), application security (app security, email security, cloud security, etc., with continuous vulnerability assessments/penetration testing), data (data encryption, data rights management, data privacy, etc.), users (awareness training, phishing, and ransomware prevention, access and permissions control, etc.), processes (compliance, coordination of security regulations, operational management, etc.) with both industrial/commercial solutions and in-house development "tailored" for VinFast.

G2 – Information Security and Data Privacy

G2.2 – Protection of Personal Data

Vingroup has issued a Privacy Policy to protect the privacy and information security of customers, employees, and partners, which has been implemented across all of the Group’s businesses.

This policy includes the following contents:

Table 14. Main contents of the Privacy Policy

No.	Content	Details
1	What We Collect	The categories of collected personal information
2	How We Use and On What Legal Basis	The purpose of personal information collected and used
3	Collection and use of cookies	The method of personal information management
4	When We Share and How We Share With	The guideline of personal information shared
5	Where We store	The location of personal information storage
6	How we secure	The approach of personal information protection
7	Internet Advertising and Third Parties	The guideline of personal information advertising for third party
8	Access and Option	The applications of personal information accessing
9	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 channel
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

G2 – Information Security and Data Privacy

G2.2 – Protection of Personal Data

The Privacy Policy is published on the Group's website for stakeholders' reference. Under Pillar A (Industrials & Technology), VinFast has identified data security in vehicles as critical to ensuring optimum advantages for vehicle owners. 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 standards, measures, guidelines, and cybersecurity controls to safeguard vehicles and the service ecosystem from unauthorized access. Additionally, VinFast regularly conducts checks to promptly detect any potential cybersecurity incidents within the network and provides timely response solutions to safeguard customers.



2024 Directions and Objectives for Sustainable Governance

In 2024, the Group will continue to maintain the same governance orientation as in 2023, implementing the “Six Transformationals” principle to realize sustainable governance goals.

Table 15. 2024 Directions and Objectives for Sustainable Governance

Transformational Principles	Orientation	Objectives	Actions to take
Systemization	Gather, arrange and organize components, processes, data, and resources into a unified, orderly, and logical structure to ensure consistency, compatibility, and effective operation of the system.	<ul style="list-style-type: none">• Systemic thinking with vision, holistic thinking, goal-oriented.• Overall problem planning before going into details.	<ul style="list-style-type: none">• Production and business activities are based on the Group’s vision, mission, core values and culture.• Continue to systematize processes, regulations and guidelines: operating system, product development system, production and inventory system, customer service system.
Empowerment	Focus on developing human factors in the system to ensure long-term sustainable development of the Group.	<ul style="list-style-type: none">• Each leader of Vingroup must be an excellent pioneer with Heart and Vision.• Each employee will be a Representative of the Group and a role model for society.	<p>Pioneering role of leadership:</p> <ul style="list-style-type: none">• Raise awareness of the PIONEER role of each leader.• Improve the problem-solving ability of each leader in a comprehensive, complete and effective manner, based on the common goals of the organization.• Promote the role and responsibility of leaders in training and developing the team. <p>Find and develop leadership nuclear:</p> <ul style="list-style-type: none">• Recruit talents and connect them with common vision and goals.• Standardize requirements on capabilities and conduct training to upgrade leadership standards appointment rate.• Empower, and create challenges for leaders at workplace.• Shape and promote the role of the “Company Management Board”.• Encourage leaders to actively follow the “Self-learning & Self –development program”.

2024 Directions and Objectives for Sustainable Governance

Transformational Principles	Orientation	Objectives	Actions to take
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">Standardize all tasks, from the simplest tasks such as purchasing office supplies and support tools to construction projects and core elements of the system.Continue to standardize the governance model, promote corporate culture and ethical standards, creating a solid foundation for sustainable development.	<ul style="list-style-type: none">Standardizing general product and services standards offered to external and internal customers.Standardizing technical processes, especially processes/touch points along the customer experience journey.Standardizing employees’ titles, salaries, and competency framework.Standardizing productivity.Standardizing legal documents, report templates, proposals, compliance checklists, control checklists.
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">Simplification of thinking, with the aim of delivering outstanding performance.Simplification in building the system; in processes and procedures to increase productivity and efficiency.Simplify problem solving. Always look at problems from multiple perspectives, think creatively to come up with thorough yet simple solutions.	<ul style="list-style-type: none">Train and communication to first make Simplification a thinking and working habit, and then an integral part of P&Ls and Vingroup culture.Review the system and processes/procedures.Minimize the number and complexity of processes and regulations.Reduce steps in the working process while meeting all standards.Minimize the number of middle layer leaders.Simplify reporting templates and schemes; training documents/methods.
Automation	Automation is the process of applying technology to replace or reduce the participation of human resources in activities, processes or systems for the purpose of increasing performance, optimizing processes, and minimizing errors at work.	<ul style="list-style-type: none">Apply automation solutions in a standardized and simplified system to increase efficiency.Continue to improve the cybersecurity and privacy governance capacity of stakeholders.	<p>Review and Evaluation:</p> <ul style="list-style-type: none">Review the current state and identify opportunities for automation, minimizing manual work.Plan demands, and provide tools/software which are missing for processes to be automated.Increase connectivity and interactivity among IT systems in order to increase the efficiency of tools/software.Provide training and raise awareness and compliance of end-users. <p>Digital transformation at higher level:</p> <ul style="list-style-type: none">Simply apply technology to replace manual work. It is necessary to change our mindset, approach, and business model to meet the increasingly high demand of our customers.Think over a strategy to set up a new business model (with old/new products) in the digital economy.

2024 Directions and Objectives for Sustainable Governance

Transformational Principles	Orientation	Objectives	Actions to take
Optimization	<p>Optimization is the process of optimizing the use of resources (including human resources, finance, knowledge, experience, relationships...) to achieve the best performance and maximize the organization's value.</p> <p>Optimization refers to the improvement of performance and productivity of activities, reducing waste and enhancing the efficiency of the organization or system.</p>	<ul style="list-style-type: none">Revenue – Cost optimization.Ensure and maximize quality and efficiency, diversify products and services, and actively contribute to the development of the economy.Maximize corporate value, commit to complying with the law, preventing risks, ensuring benefits and a transparent and equal business environment.	<p>Cost Optimization:</p> <ul style="list-style-type: none">Consider and get rid of unnecessary items that do not have clear value and waste resources.Re-define standards of commodities or services to be purchased to a reasonable extent, so there is just enough – no more, no less.Review operational processes, ensuring optimization and efficiency.Provide training on optimization mindset, combining both Top-down and Bottom-up optimization methods. <p>Performance Optimization:</p> <ul style="list-style-type: none">At the individual level: overcome personal weaknesses or disadvantages at work (passiveness, lack of responsibility, superficiality and lack of productivity).At the organizational level: P&Ls need to research models of management and constant quality improvement which have been successful in the world and might be suitable for P&Ls, and promote the study of quality improvement.Constant improvement model: Plan – Do – Check – Act. <p>Enterprise Value optimization:</p> <ul style="list-style-type: none">Value to the Customer: Products must be excellent, meeting the demands of customers, addressing social demands and issues in general through the products provided. Services must be excellent.Value to the Investor: Apart from current business performance, it is necessary to keep eyes on the Company's Model, Valuation and the set of indicators for future efficiency assessment, such as IRR, NPV, RNAV.Special capability indicators (exclusively for that Enterprise).Value to the Employee: Not only individual income (remuneration policy), but also Corporate Culture, Working Environment, and Leadership Capabilities, for which employees are always highly appreciated.Value to Society: A good enterprise might be the one creating plenty of profit, but an outstanding enterprise must make significant contributions to society, communities and to humankind.

Chapter 4

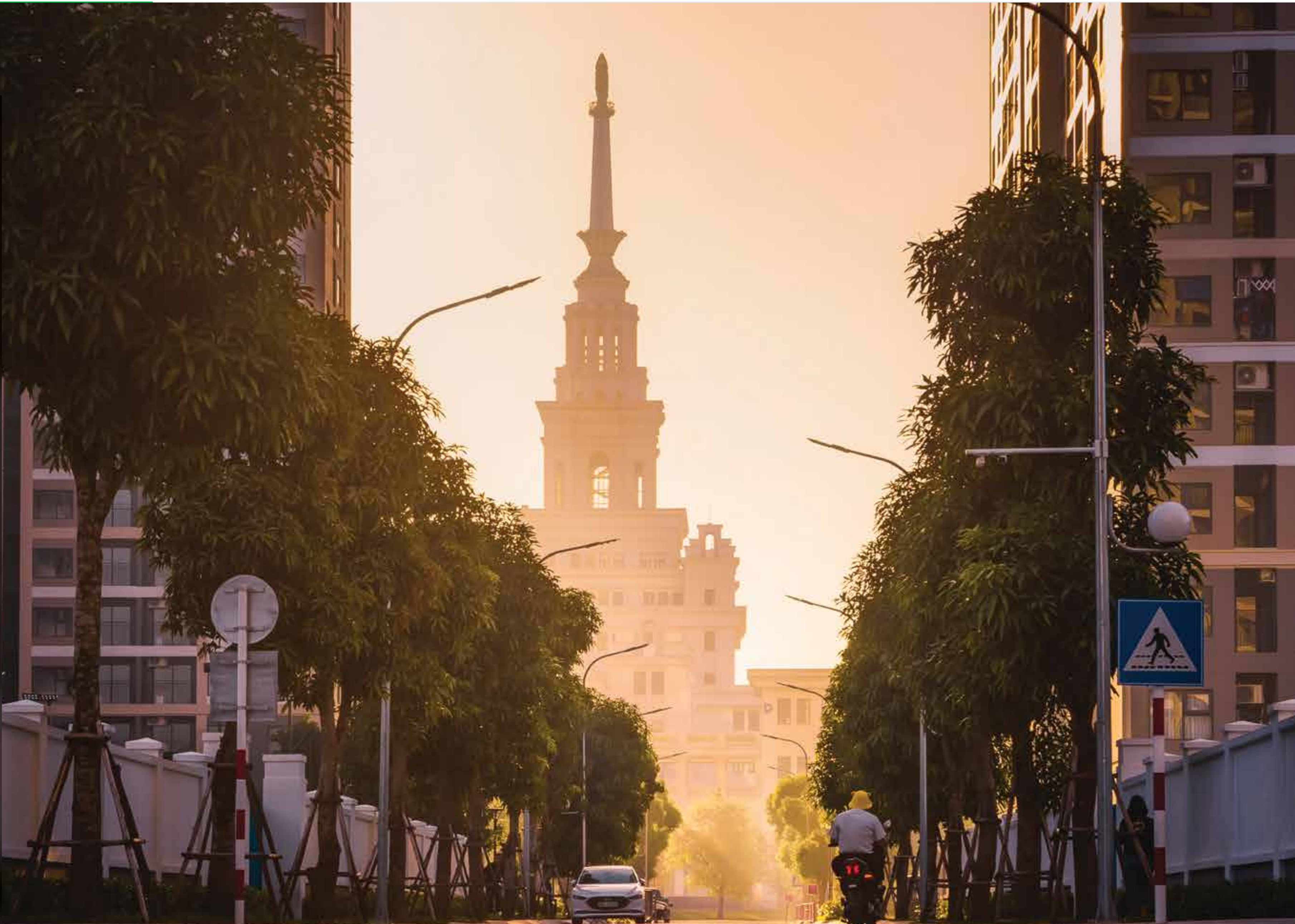
Environmental Sustainability

- 1 Management approach
- 2 Topic E1 – Climate resilience
- 3 Topic E2 – Water and biodiversity stewardship
- 4 Topic E3 – Waste management
- 5 Topic E4 – Material Sourcing and Efficiency
- 6 Topic E5 – Responsible Investment
- 7 2024 Directions and Objectives for Environmental Sustainability



Vingroup is actively developing innovative solutions that both minimize environmental impacts and drive economic value.

Climate change challenges are placing increasingly demanding environmental responsibilities on nations, organizations, and businesses worldwide. As Net Zero becomes a universal imperative, Vietnam stands united with this global mission. In alignment with international enterprises, Vingroup is actively developing innovative solutions that both minimize environmental impacts and drive economic value. We view the journey toward Net Zero not merely as a challenge, but as an opportunity to demonstrate our commitment to sustainable development and participate in the global transition to green business practices.



Management approach

At Vingroup, we firmly believe that business excellence is inseparable from sustainable value creation and long-term growth potential. We recognize our profound responsibility toward environmental stewardship and climate action. Excellence in environmental protection not only fulfills our corporate responsibility but strengthens our competitive position, facilitates international market expansion, and underpins our sustainable growth trajectory.

Our Vingroup’s environmental sustainability framework aligns with six of the United Nations’ 17 Sustainable Development Goals.



With an unwavering commitment to regulatory compliance, environmental regulatory compliance forms the cornerstone of our operations, from which we implement comprehensive initiatives, including waste management and wastewater treatment, energy efficiency programs, greenhouse gas emissions inventory and mitigation, responsible investment practices, etc. The Group maintains strict compliance with all environmental regulations, encompassing: Environmental impact assessment procedures, environmental permits; environmental monitoring and surveillance programs; statutory reporting to regulatory authorities; environmental incident response protocols, among others. To maintain excellence in environmental protection, we have implemented a robust system of continuous regulatory review and compliance. Our Legal Department monitors and communicates relevant legislative updates to our Environmental Department, which analyzes and implements necessary operational changes. This review process

occurs monthly, with additional ad-hoc reviews for Medium and High-priority regulatory changes, ensuring comprehensive information and compliance across our operations.







In pursuit of environmental management excellence, our subsidiary VinFast has successfully developed and implemented an environmental management system certified to ISO 14001:2015 standards. In 2023, VinFast achieved recertification, receiving ISO 14001 certification valid from June 11, 2023, through March 16, 2026. In addition, Vingroup actively engages with a broad spectrum of stakeholders, including local communities, NGOs, and government agencies, to enhance the effectiveness and responsiveness of our environmental initiatives. We provide environmental training and awareness programs for employees and stakeholders about environmental best practices.



Management approach

Strategic Direction and Sustainability Objectives of Environmental Pillar for 2023

In 2023, the Group established the following strategic priorities for environmental sustainability:

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

... to achieve the following objectives:

1	Achieving Net Zero emissions by 2050, aligned with the Vietnamese Government's commitment at COP26	3	Implementing waste segregation at source and improving recycling rates	5	Increasing treated wastewater reuse at VinFast, Vinhomes, and Vinpearl facilities	7	Driving sustainable procurement practices with emphasis on local and responsible sourcing
2	Expanding solar power infrastructure across Vincom Retail and Vinpearl shopping centers	4	Gradually and systematically phasing out single-use plastics across all business operations by 2030 in compliance with regulatory requirements	6	Maintaining and strengthening wildlife conservation and rescue operations at Vinpearl Safari		

Management approach

Material Topics and Initiatives

Through our materiality assessment process, we have identified five (05) material environmental topics: **E1 - Climate Resilience, E2 - Water and biodiversity stewardship, E3 - Waste Management, E4 - Material Sourcing and Efficiency, E5 - Responsible Investment.**

Table 16. Material topics and initiatives – Environmental pillar

Materiality topics	Code	Initiatives
E1 - Climate Resilience	E1.1	GHG Measurement & Monitoring: Conducting regular GHG inventories and assessments to measure Vingroup’s emissions accurately.
	E1.2	GHG Reduction and Mitigation: Implementing various initiatives to reduce GHG across Vingroup’s operations. These include investing in energy-efficient technologies, adopting renewable energy sources, and optimizing processes throughout the organization. Additionally, Vingroup also engages external consulting firms to identify emissions reduction solutions.
	E1.3	Energy Efficiency: Implementing energy-efficient practices across the Group’s business facilities to reduce operational costs and carbon footprint.
	E1.4	Green transportation: Promoting sustainable transportation options for employees and customers, such as electric vehicles or public transportation incentives, to reduce GHG emissions from transportation activities.
E2 - Water an Biodiversity Stewardship	E2.1	Water stewardship: Implementing water conservation measures and advancing water recycling initiatives to minimize freshwater consumption.
	E2.2	Biodiversity Stewardship: Implementing water conservation measures and advancing water recycling initiatives to minimize freshwater consumption.

Materiality topics	Code	Initiatives
E3 - Waste management	E3.1	Wastewater management: Ensuring compliant collection and treatment of wastewater, meeting quality standards before discharge; implementing treated water reuse solutions.
	E3.2	Solid waste management: Implementing comprehensive collection, segregation, 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.
E4 - Material Sourcing and Efficiency	E4.1	Material sourcing: <ul style="list-style-type: none">Diversifying supply sources by exploring alternative sources of raw materials, including local suppliers, to reduce dependence on imported materials and mitigate risks associated with price volatility;Evaluating suppliers by focusing on assessment and selection of reputable suppliers based on quality, reliability, and ethical practices; incorporating healthy, safety and environmental factors into the evaluation process;Utilizing recycled, reused, green, and environmentally friendly materials.
	E4.2	Material efficiency: Implementing advanced solutions for business & production process optimization and intelligent inventory management.
E5 - Responsible Investment	E5	Project Selection and Implementation: Prioritizing projects that balance financial returns with sustainability outcomes and create environmental and social value. Integrate sustainability factors into all processes.

E1 – Climate Resilience

As one of the nation’s most vulnerable to climate change impacts, Vietnam has taken proactive measures to address climate change and pursue green development. The current landscape presents both opportunities and challenges for businesses, particularly in light of Vietnam’s COP26 commitment to achieve Net Zero emissions by 2050.

At the corporate level, Vingroup has aligned with the Vietnamese Government’s commitment by pledging to achieve Net Zero by 2050. Furthermore, VinFast has joined The Climate Pledge (TCP), committing to net-zero emissions by 2040 (a decade ahead of the Paris Agreement timeline established at the 2015 United Nations Climate Change Conference)

These ambitious commitments reflect our understanding that transitioning to green growth and a low-carbon economy is fundamental to our sustainable development journey.



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 major greenhouse gases include carbon dioxide (CO2), methane (CH4), and nitrous oxide (N2O). Additionally, there are gases present in lower concentrations but possessing high global warming potential, namely hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulfur hexafluoride (SF6), and nitrogen trifluoride (NF3).

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 greenhouse gas emissions are measured in metric tons of carbon dioxide equivalent (tCO2e).

Direct greenhouse gas emissions (Scope 1)

Scope 1 emissions encompass all direct GHG emissions from sources owned or controlled by the company, including: fuel consumption (gasoline, diesel, fuel oil, coal, LPG, etc.) for vehicles, equipment, and backup generators; refrigerant leakage from cooling systems; emissions from wastewater treatment facilities, among others. In 2023, the Group’s total Scope 1 emissions amounted to 67,112 tCO2e, 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 associated with purchased electricity, heat, and other forms of energy. In 2023, Vingroup’s purchased electricity consumption from the national grid resulted in emissions of 852,120 tCO2e.



E1 – Climate Resilience

Other Indirect GHG Emissions (Scope 3)

Scope 3 emissions encompass all other indirect emissions throughout our value chain that fall outside business’s direct control or ownership. This category includes both upstream activities (related to purchased inputs) and downstream activities (related to the use of our products and services). Examples include emissions from transportation and distribution of goods, employee commuting, business travel, product use and disposal.

While Scope 3 emissions measurement presents significant challenges due to its complexity and the need for extensive data collection as well as the collaboration across multiple stakeholders, we recognize it as an area offering the greatest potential for emissions reduction.

Currently, Vingroup maintains robust measurement and inventory systems for Scope 1 and 2 emissions, while developing a phased approach to implementing Scope 3 inventory. In 2023, VinFast engaged external consultants to assess its Scope 3 GHG emissions for the year 2022. The findings from this assessment are expected to be finalized in 2024 and will be incorporated into our next sustainability report.

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

Table 17. Scope 1 and Scope 2 GHG emissions

Vingroup’s ecosystem		2022		2023	
		Scope 1	Scope 2	Scope 1	Scope 2
Industrials - Technology	VinFast*	6,291	141,818	7,785	131,215
	VinITIS	-	3,525	50	4,009
	VinCSS	1	118	2	114
Real Estate & Services	Vinhomes	52,106	181,228	3,695	231,948
	Vincom Retail	20,031	217,609	1,359	249,859
	Vinpearl	727,372	159,262	51,064	171,520
Social Enterprise	Vinmec	1,667	35,923	2,126	32,961
	Vinschool	26,076	12,712	734	16,942
	VinUni	31	2,322	103	2,697
	VinBus	3,695	6,216	193	10,855
Total		837,270	760,733	67,112	852,120
Grand total		1,598,003		919,231	

Note:
(*) Following the 2023 merger of VinES into VinFast, VinFast’s 2022 and 2023 data encompasses VinES operations.
The above figures exclude VinAI, VinBigdata, and VinHMS as these entities operate in leased facilities and are not under direct operational control.
VinFast’s greenhouse gas emissions data reflects emissions from its manufacturing facility in Hai Phong, Vietnam.
Vinhomes’ greenhouse gas emissions data encompasses emissions from urban development management and operations.

In 2023, Vingroup achieved a significant 42% year-over-year reduction in total greenhouse gas emissions under Scope 1 and 2, reaching 919,231 tCO2e. Of this total, Scope 1 emissions accounted for 7% and Scope 2 emissions for 93%.

E1 – Climate Resilience

In 2023, Vingroup achieved a significant 42% year-over-year reduction in total greenhouse gas emissions under Scope 1 and 2, reaching 919,231 tCO₂e. Of this total, Scope 1 emissions accounted for 7% and Scope 2 emissions for 93%.

Figure 7. Vingroup’s total Scope 1 greenhouse gas emissions in 2023 – Breakdown by ecosystem

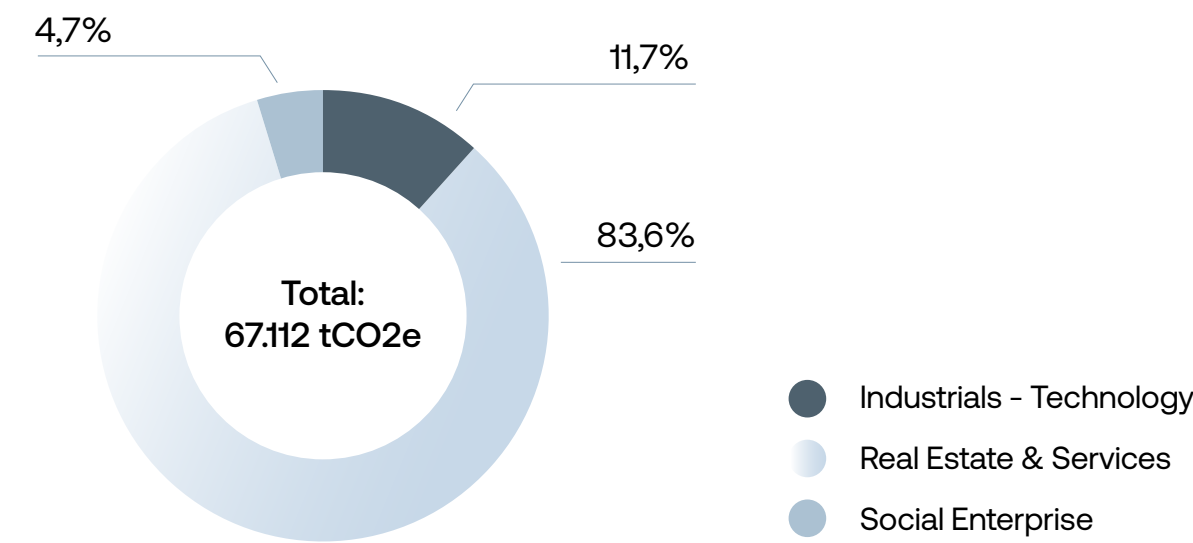


Figure 8. Vingroup’s total Scope 2 greenhouse gas emissions in 2023 – Breakdown by ecosystem

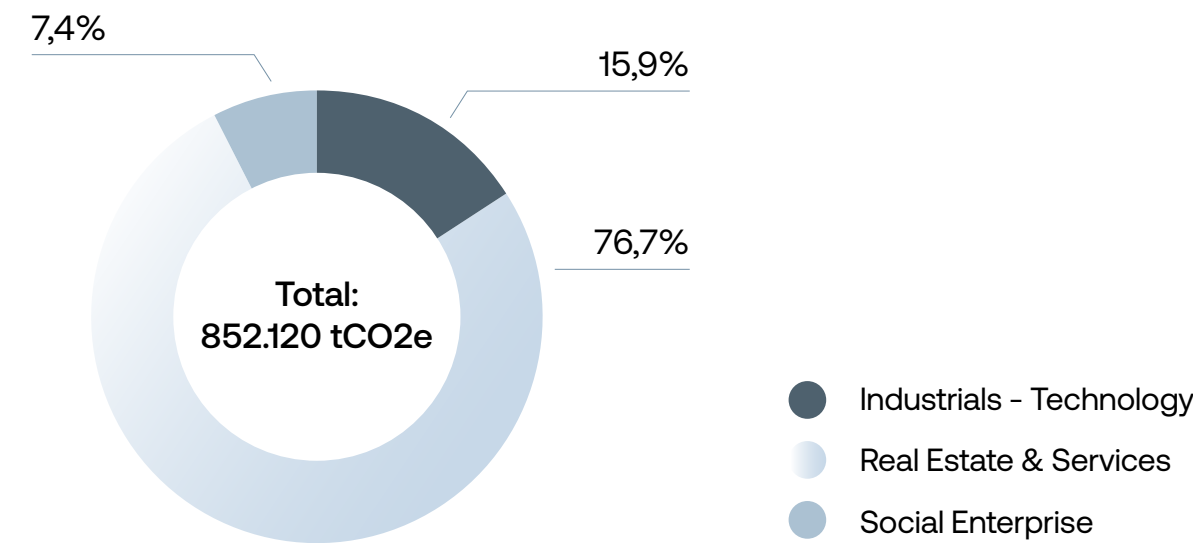


Figure 9. Vingroup’s total Scope 1 greenhouse gas emissions in 2023 – Breakdown by P&Ls

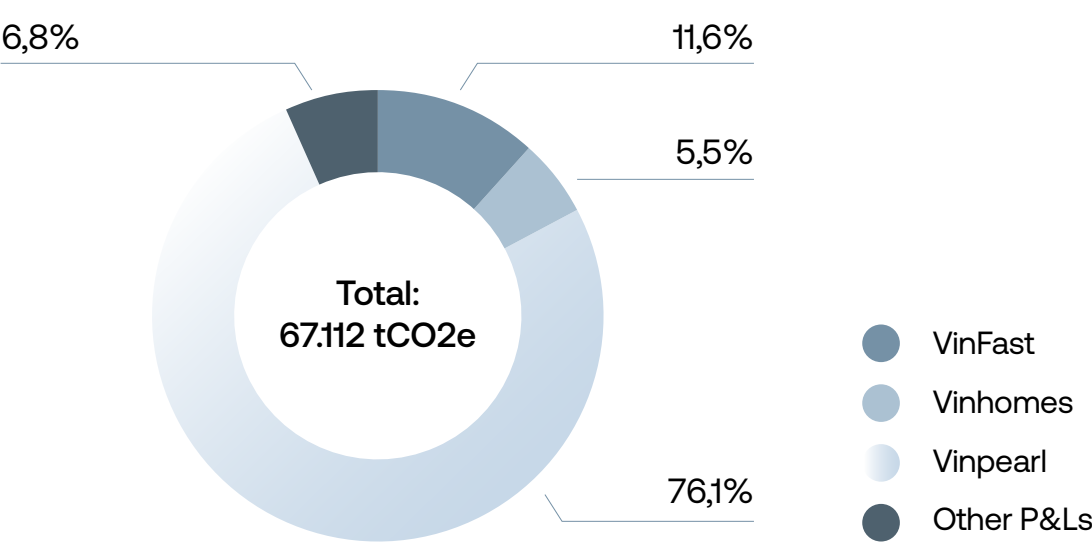
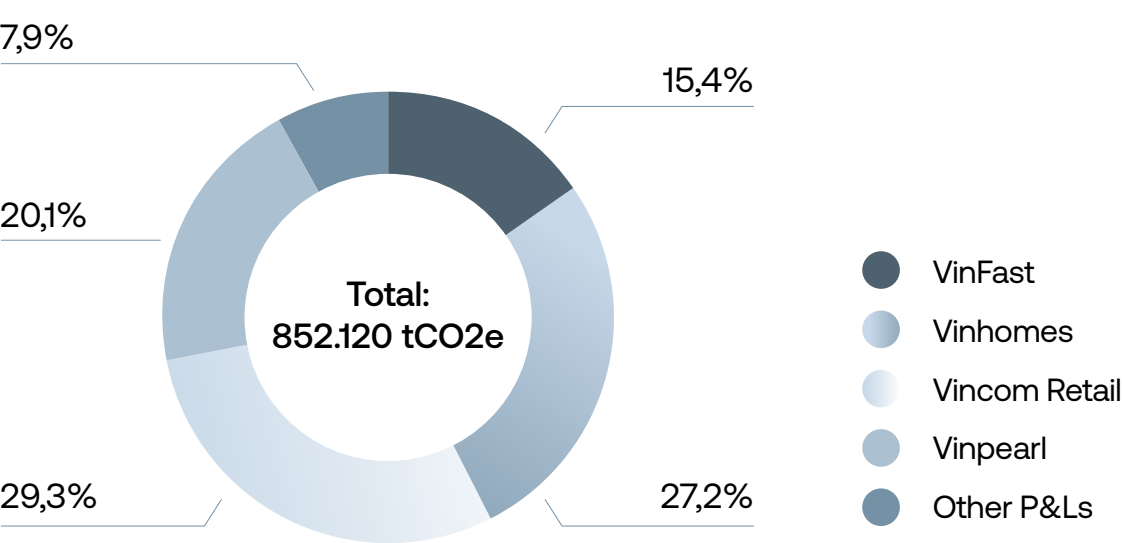
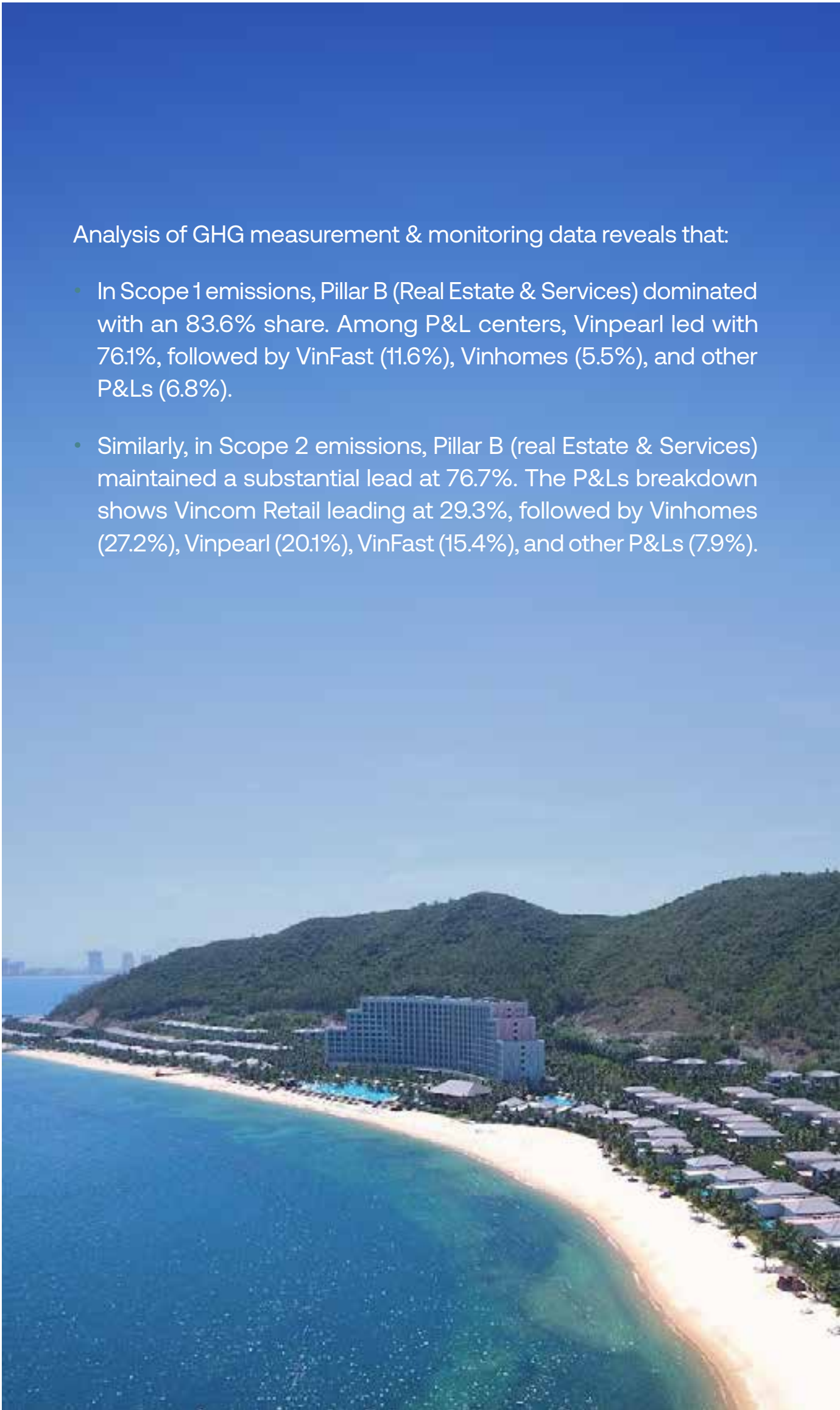


Figure 10. Vingroup’s total Scope 2 greenhouse gas emissions in 2023 – Breakdown by P&Ls



Analysis of GHG measurement & monitoring data reveals that:

- In Scope 1 emissions, Pillar B (Real Estate & Services) dominated with an 83.6% share. Among P&L centers, Vinpearl led with 76.1%, followed by VinFast (11.6%), Vinhomes (5.5%), and other P&Ls (6.8%).
- Similarly, in Scope 2 emissions, Pillar B (real Estate & Services) maintained a substantial lead at 76.7%. The P&Ls breakdown shows Vincom Retail leading at 29.3%, followed by Vinpearl (27.2%), VinFast (15.4%), and other P&Ls (7.9%).



E1 – Climate Resilience

Topic E1.2 – GHG Reduction and Mitigation

GHG emissions reduction is a crucial objective for our environmental stewardship, climate action, and sustainable development. In 2023, Vingroup’s emissions totaled 919,231 tCO₂e, marking a 42% reduction from 2022. This achievement resulted from various greenhouse gas reduction measures across all P&Ls, ranging from technical innovations in energy efficiency and renewable energy adoption to process optimization and environmentally friendly materials usage, complemented by robust employee awareness and training programs.



Pillar A: Industrials – Technology

Energy efficiency serves as the cornerstone of VinFast’s greenhouse gas reduction strategy. Through targeted energy efficiency initiatives, VinFast achieved savings of over 2.2 million kWh, translating to a reduction of more than 1,605 tCO₂e (detailed energy efficiency and conservation measures are outlined in Section E1.3, page 77-80).

Beyond energy efficiency measures, VinFast has also prioritized its supply chain optimization. The company fosters strong supplier partnerships to enhance sustainability throughout the value chain and focuses on local sourcing to minimize transportation-related emissions. Currently, VinFast’s localization rate reaches 60% (excluding battery components).

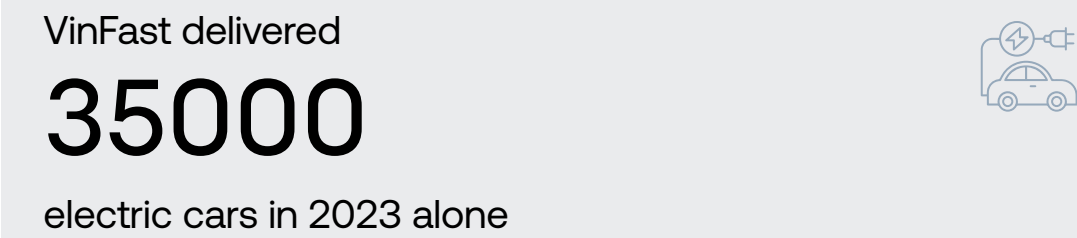
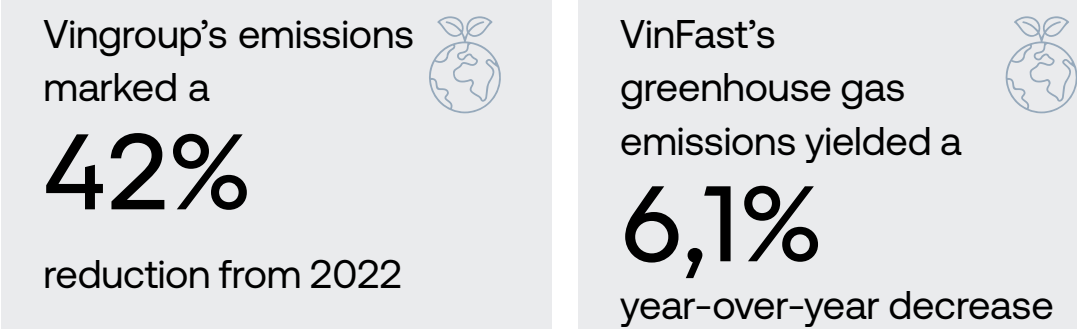
These comprehensive emission reduction initiatives yielded a 6.1% year-over-year decrease in VinFast’s greenhouse gas emissions for 2023.

In addition, VinFast is implementing a 30 MWp solar power installation scheduled for completion in 2024, projected to offset approximately 25,000 tCO₂e annually.

Committed to providing green vehicles for a sustainable future, VinFast officially announced the discontinuation of gasoline vehicle sales on July 15, 2022, pivoting to all electric vehicle manufacturing and sales. The company has successfully expanded into North American and European markets, delivering 35,000 electric cars and over 72,000 electric motorcycles in 2023 alone, marking significant progress in its mission to create a greener future for future generations.

To complement its internal initiatives, VinFast has established strategic partnerships with consulting firms to advance its decarbonization efforts. Currently, VinFast is participating in a Technical Assistance project aimed at reducing energy consumption and CO₂ emissions in manufacturing operations, funded by The Global Climate Partnership Fund (GCPF) and responsAbility Investments AG. The project’s research findings will provide a comprehensive overview of emission reduction measures and strategies for the electric vehicle manufacturing industry, enabling VinFast to implement targeted carbon mitigation solutions.

The technology P&Ls (VinITIS, VinCSS, VinHMS, VinBigdata, VinBrain, VinAI) have executed energy efficiency and conservation awareness programs to employees. Besides, these P&Ls optimize IT equipment to enable automated shutdown protocols for idle devices, use server room lighting only during inspection/operation, adjust air conditioner settings and utilize cloud computing and AWS data storage services to reduce physical infrastructure and hardware requirements, thereby decreasing heat generation and power consumption, contributing to the Group’s greenhouse gas emission reduction.



E1 – Climate Resilience

Pillar B: Real Estate and Services

In the real estate segment, Vinhomes implements comprehensive energy consumption monitoring and optimization across its urban development construction and operations, with a strong emphasis on solar energy adoption. The company maintains strict operational time controls and employs high-efficiency equipment to minimize resource waste and conserve energy. Vinhomes’ ongoing energy-saving and energy efficiency initiatives include energy-efficient LED lighting systems, energy-saving Low-E glass installations in select projects, and SCADA system implementation for optimal power consumption management, etc. (for additional energy-saving and energy efficiency measures, please refer to Section E1.3, page 77-80). Furthermore, Vinhomes prioritizes maintenance and servicing to minimize refrigerant leakage in cooling systems and air conditioning units.

In terms of clean and renewable energy, Vinhomes’ solar rooftop installations across various projects and urban areas have made substantial contributions to greenhouse gas reduction efforts. A notable example is the TechnoPark building, where a 3,000m² solar panel system installed on the adjacent lake surface generates up to 606,000 kWh of green energy annually, achieving potential savings of up to 17.4% in total annual energy consumption. The floating parking facility on Hai Au Street in Vinhomes Ocean Park features 2,200m² of solar panels, generating approximately 531,000 kWh annually. In 2023, solar power generation at Vinhomes Ocean Park saw a 15% decrease compared to 2022, attributed to reduced sunlight hours, an extended winter period, and increased rainfall.

The carbon offset achieved through solar power utilization at Vinhomes Ocean Park is detailed below:

Table 18. Carbon Offset Achievement at Vinhomes Ocean Park

Category	2023	2022
Total electricity consumption (kWh) (grid and solar power combined)	32,176,193	28,053,599
Grid electricity emissions (tCO2e)	23,234	22,558
Solar power generation (kWh)	1,026,567	1,208,296
Carbon offset through solar power (tCO2e)	741	972
Offset percentage (%)	3,2	4,3

Based on greenhouse gas emission calculations, total GHG emissions from Vinhomes’ operations and management activities decreased by 4% compared to 2022.

In the Hospitality and Resort segment, Vinpearl has implemented numerous energy-saving solutions that have significantly reduced greenhouse gas emissions, including: treating cooling tower water with E-water electromagnetic field technology to enhance the efficiency of refrigeration equipment, reduce operating costs, save energy and minimize chemical discharge; transitioning to chip-enabled magnetic key cards for power saving when guests leave rooms; replacing and transitioning to low Global Warming Potential (GWP) refrigerants in cooling and air conditioning systems; setting optimal air conditioning temperatures; regularly performing maintenance and refrigerant leak control; optimizing operational schedules for air compressors, exhaust fans, central air conditioning systems and elevators. Additionally, Vinpearl emphasizes the installation, procurement, and utilization of solar power.

Vinpearl Resort & Spa Phu Quoc and Vinpearl Resort & Golf Nam Hoi An have implemented rooftop solar installations, complemented by energy storage solutions to reduce grid power consumption during peak hours for load reduction and cost optimization.

The carbon offset achieved through solar power utilization at Vinpearl is as follows:

Table 19. Carbon Offset Achievement at Vinpearl

Category	2023	2022
Total electricity consumption (kWh) (grid and solar power combined)	241,172,480	201,019,089
Grid electricity emissions (tCO2e)	171,520	159,262
Solar power generation (kWh)	3,642,919	2,956,420
Carbon offset through solar power (tCO2e)	2,631	2,377
Offset percentage (%)	1,53	1,49

In the retail segment, Vincom Retail has installed additional solar rooftop systems at four shopping centers, bringing the total number of solar-powered facilities to 54 out of 83 centers. In 2023, Vincom Retail’s solar power consumption reached 14,940,158 kWh, resulting in a reduction of 10,788 tCO2e in environmental emissions. The company plans to extend solar installations to four more shopping centers in 2024.

Additionally, Vincom Retail continues to implement enhanced energy-saving measures to reduce greenhouse gas emissions (for detailed energy-saving and energy efficiency measures, please refer to Section E1.3, page 77-80).

E1 – Climate Resilience



Pillar C – Social Enterprise

In healthcare, Vinmec is also a pioneer in ESG initiatives. Vinmec implements green healthcare programs such as electronic medical records, electronic contracts, and digitization of diagnostic imaging films to minimize paper consumption for document printing while contributing to reduced energy consumption and greenhouse gas emissions mitigation.

In education, VinUni has installed a 1,000m² rooftop solar system that generates an average of 600 kWh daily. In 2023, VinUni’s solar power utilization reached 153,351 kWh, achieving a reduction of 111 tCO₂e in environmental emissions.

1000_{M²}

Rooftop solar system VinUni has installed

153.351_{KWH}

VinUni’s solar power utilization

E1 – Climate Resilience

Topic E1.3 – Energy saving

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

Energy consumption

In 2023, Vingroup’s total energy consumption reached 4,678 TJ, marking a 16.5% increase from 3,908 TJ in 2022. This figure encompasses both renewable energy (solar power) and non-renewable sources (grid electricity, gasoline, diesel, lubricants, and LPG).

Table 20. Vingroup’s energy consumption in the period 2022-2023

Unit: TJ

Vingroup’s ecosystem		2022		2023	
		Renewable energy	Non-renewable energy	Renewable energy	Non-renewable energy
Industrials - Technology	VinFast*		723.6		764.2
	VinITIS		15.8		20.0
	VinCSS		0.5		0.6
Real Estate & Services	Vinhomes	4.3	820.5	3.7	1,172.7
	Vincom Retail	48.9	1094.4	53.8	1,257.6
	Vinpearl	10.6	919.6	13.1	1,015.4
Social Enterprise	Vinmec		174.0		185.3
	Vinschool		57.0		84.5
	VinUni	0.6	10.8	0.6	13.4
			27.9		54.3
Total		64.4	3,844	71.2	4,568
Grand total		3,908		4,639	

(* including VinES)



E1 – Climate Resilience

The share of renewable energy (solar power) in our energy mix remained stable, accounting for 1.53% of total consumption in 2023, compared to 1.65% in 2022.

At P&L level, our major P&Ls (Vincom Retail, Vinhomes, Vinpearl, VinFast) collectively accounted for 92.3% of the Group’s total energy consumption in 2023.

Figure 11. Vingroup’s energy consumption in 2022

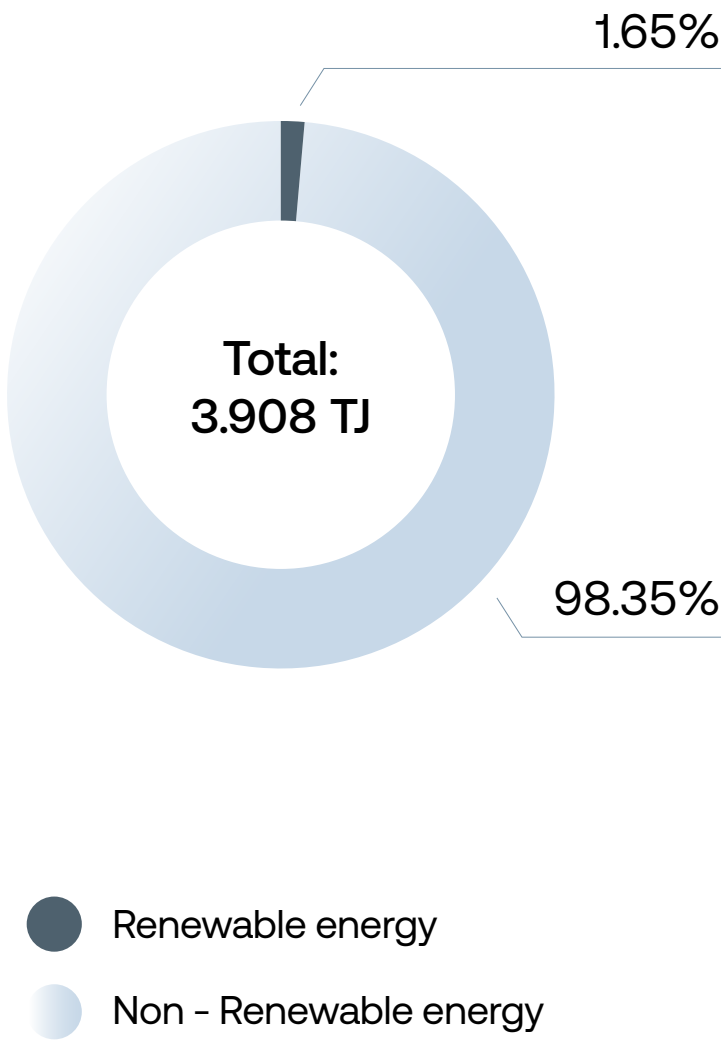


Figure 12. Vingroup’s energy consumption in 2023

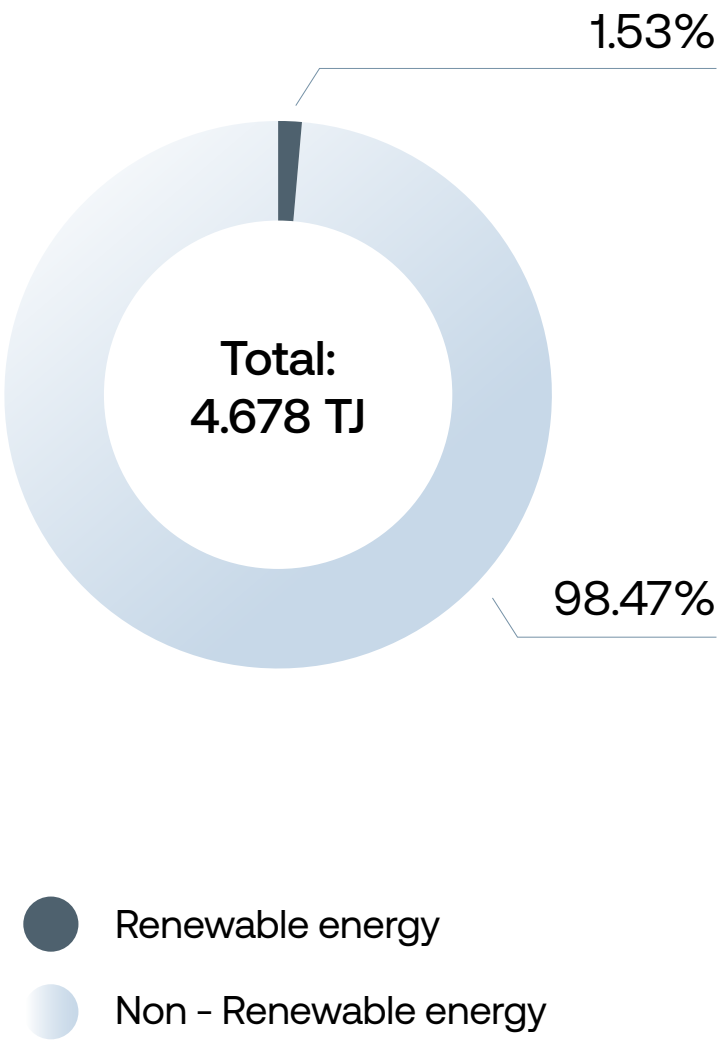


Figure 13. Vingroup’s energy consumption in 2022 – Breakdown by P&Ls

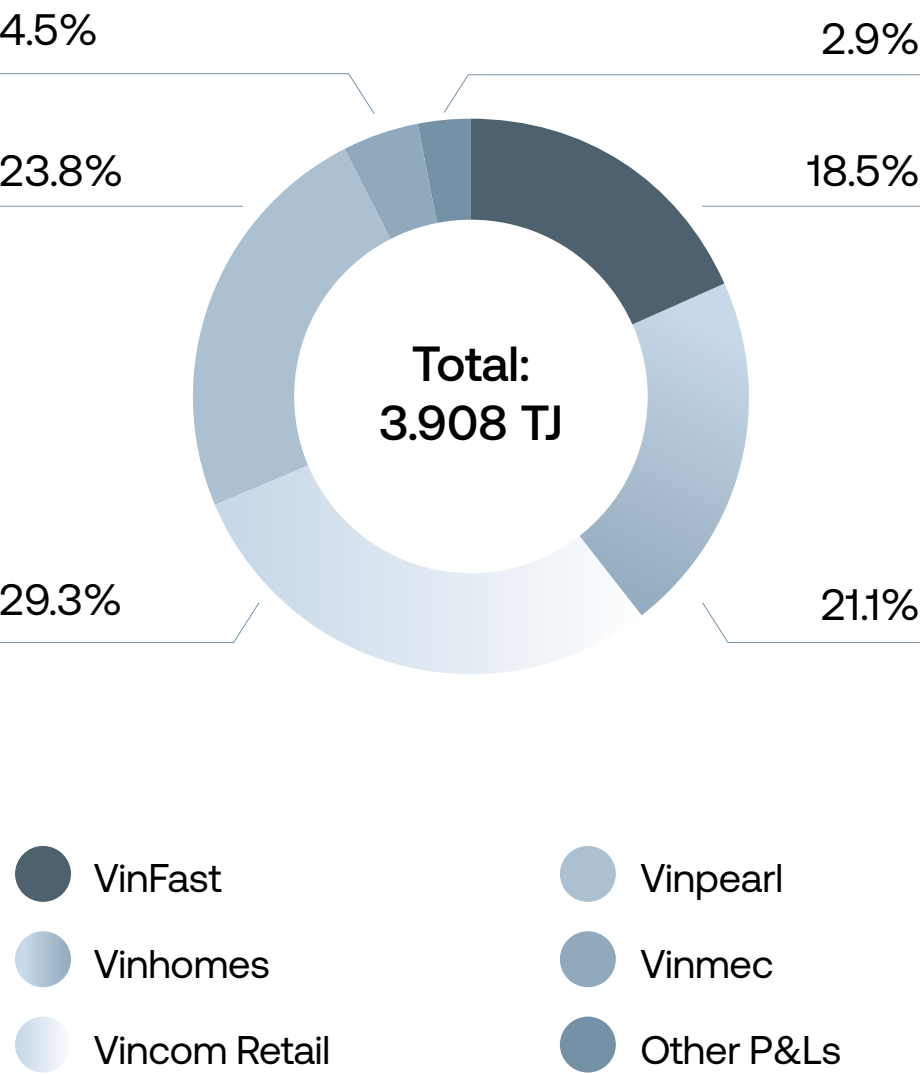
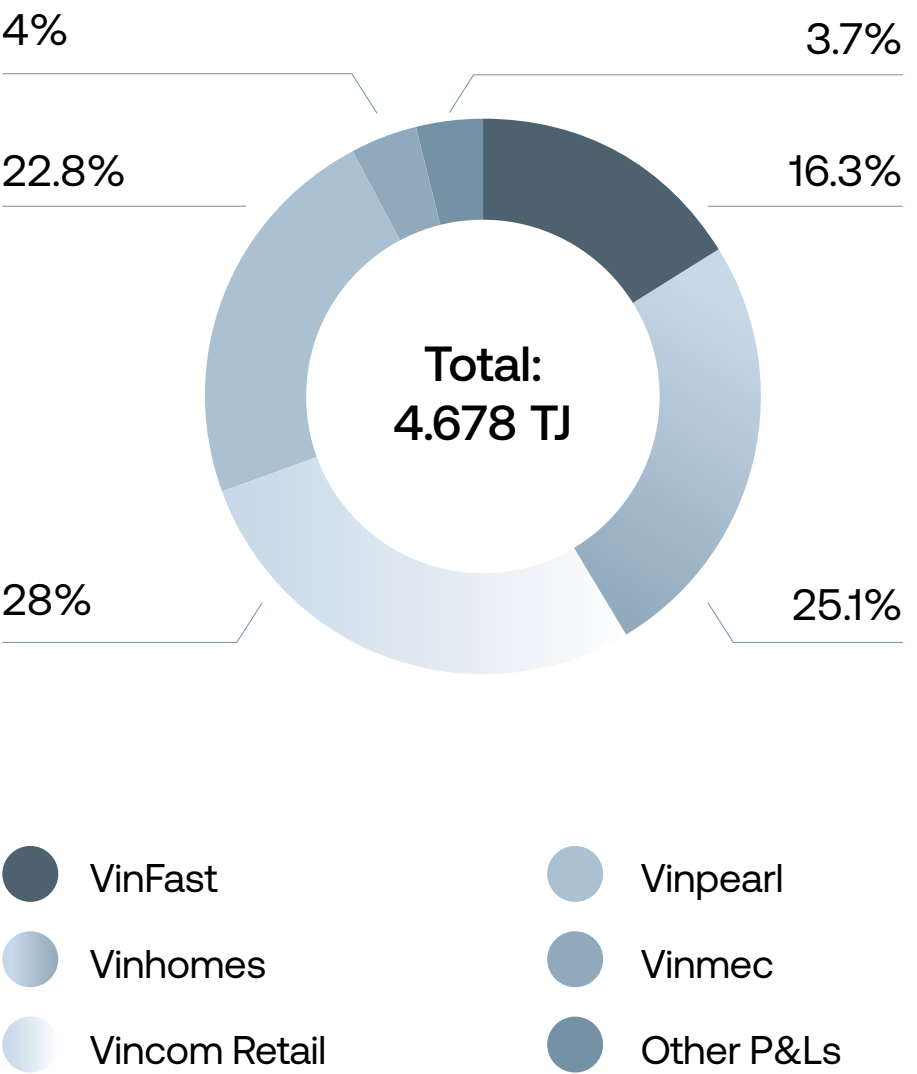


Figure 14. Vingroup’s energy consumption in 2023 – Breakdown by P&Ls



E1 – Climate Resilience

Energy saving initiatives

In Pillar A, VinFast’s Energy Committee plays a pioneering role in researching and implementing energy-saving solutions. Multiple energy-saving and energy efficiency measures were implemented across electrical systems, cooling systems, and lighting, yielding impressive savings of over 2.2 million kWh.

Table 21. VinFast’s energy-saving and efficient initiatives in 2023

No.	Initiatives	Results
1	Optimizing Chiller operations in administrative buildings through: <ul style="list-style-type: none">Implementing smart scheduling (30-60 minutes early shutdown before end of workday)Raising temperature setpoints from 23°C to 25-26°C.	Annual energy savings: 241,000 kWh/year
2	Optimizing AHU, HVAC system, and office lighting in administrative buildings through: <ul style="list-style-type: none">Turning off unused electrical equipment;Optimizing office space utilization;Standardizing office temperature settings to 26-27°C	Annual energy savings: 225,313 kWh/year
3	Lighting Efficiency through: <ul style="list-style-type: none">Seasonal lighting scheduling (Summer: 18:30-6:00; Winter: 17:30-6:30)Reducing pathway lighting intensity by 30-40%.Reducing excess lighting in test drive areas and finished vehicle parking lots.	Annual energy savings: 26,000 kWh/year
4	Optimizing operations of Chiller and HVAC systems in paint shops through: <ul style="list-style-type: none">Maintaining temperature at 27-29°CImplementing after-hours HVAC shutdown protocols	Annual energy savings: 569,000 kWh/year

No.	Initiatives	Results
5	Optimizing Chiller operations in electronics workshop areas through: <ul style="list-style-type: none">Adjusting operational schedulesRaising temperature setpoints from 23°C to 25-26°C.	Annual energy savings: 500,000 kWh/year
6	Optimizing AHU and HVAC systems in electronics workshop areas through: <ul style="list-style-type: none">Establishing consistent 26-27°C temperature zonesImplementing zone-based AHU management	Annual energy savings: 262,000 kWh/year
7	Optimizing working hours to align with production schedules for power savings through: <ul style="list-style-type: none">Extending weekday operational hoursApplying additional Saturday closures per month	Annual energy savings: 400,000 kWh/year

E1 – Climate Resilience

In Pillar B, the real estate segment, Vinhomes continues to advance its energy efficiency solutions and initiatives to reduce operational costs while contributing to environmental protection. Besides utilizing renewable energy, Vinhomes controls operational timing and employs high-efficiency equipment. Key initiatives include:

- Replacing fluorescent and compact lights with LED lighting for power savings;
- Installing sensors in public areas for automatic on/off switching based on occupancy;

- Using Low-E glass in construction: Low-E glass features heat resistance, low radiation, energy efficiency, and high aesthetics, optimizing natural light and visibility. Low-E glass technology is adopted in projects such as Vinhomes Skylake, Vinhomes Golden River, Vinhomes Metropolis, and Vinhomes Ocean Park, etc.
- Implementing SCADA systems to monitor power grid operations and construction equipment, enabling operational monitoring and optimization of power consumption.

In Pillar B, the retail segment, Vincom Retail continues to implement green solutions with positive results:

- Expanding solar power infrastructure to 54 out of 83 shopping centers, with four new installations in 2023. Total solar power consumption at Vincom Retail in 2023 reached 14,940,158 kWh.
- Using energy-efficient LED lighting.
- Partnering with Barghest Building Performance (Singapore) to pilot an air conditioning operational cost control system at Vincom Center Tran Duy Hung from June 2023, achieving approximately 88,796 kWh in electricity savings over 6 months post-installation.

- Standardizing operational procedures through video documentation and implementing asset management software to control periodic maintenance schedule;
- Establishing equipment operation schedules aligned with individual shopping center’s operating patterns to contribute to electricity saving and environmental protection.
- Several shopping centers have installed inverters for air conditioning systems, cooling towers, and cooling water pumps to adjust operational parameters for flow and temperature based on actual peak/off-peak hours and weather conditions, optimizing equipment efficiency and performance.



E1 – Climate Resilience

E1.4 – Green transportation

Vingroup promotes sustainable transportation options for employees and customers, such as VinFast electric vehicles, Xanh SM services, or public transportation incentives (VinBus) to reduce GHG emissions from transportation activities. For employee business trips, the Group also maximizes the transition to using electric taxis. A notable example is VinHMS’s implementation of “Green Movement Day” on December 15, 2023. The company sponsored transportation costs for employees using green vehicles on that working day. The program helped raise employee awareness about green transportation while contributing to environmental pollution reduction. Green movement and green transportation are gradually becoming habits for Vingroup employees.

With the mission of pioneering, promoting, and creating modern, civilized green public transportation trends in Vietnam, VinBus has made significant contributions to the Net Zero journey. Currently,

VinBus operates more than 280 vehicles, primarily in Hanoi, Ho Chi Minh City, and Phu Quoc. Electric buses do not use internal combustion engines, therefore producing no GHG emissions or other pollutants during operation. This helps protect air quality, especially in crowded urban areas. According to calculations, an average large diesel bus emits approximately 77.34 kg CO₂e/100km, while comparable electric buses have no direct emissions. Statistics show that VinBus’s total transportation distance in 2023 exceeded 19.3 million kilometers, directly reducing 14,944 tCO₂e emissions into the atmosphere, equivalent to planting nearly 660,000 trees. Regarding indirect emissions, VinBus electric buses only emit about 53.92 kg CO₂e/100km from using grid electricity for charging,

which is 23.42 kg CO₂e/100km less than equivalent diesel buses. Thus, with a transportation distance of over 19.3 million kilometers in 2023, VinBus contributed to reducing 4,526 tons of CO₂e compared to equivalent diesel buses.



E2 – Water and biodiversity stewardship

E2.1 – Water stewardship

Recognizing that water resources directly impact sustainable development, Vingroup consistently emphasizes solutions for 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 2023, Vingroup’s water consumption was 24,515,585 m3, decreasing nearly 9.8% compared to 2022.

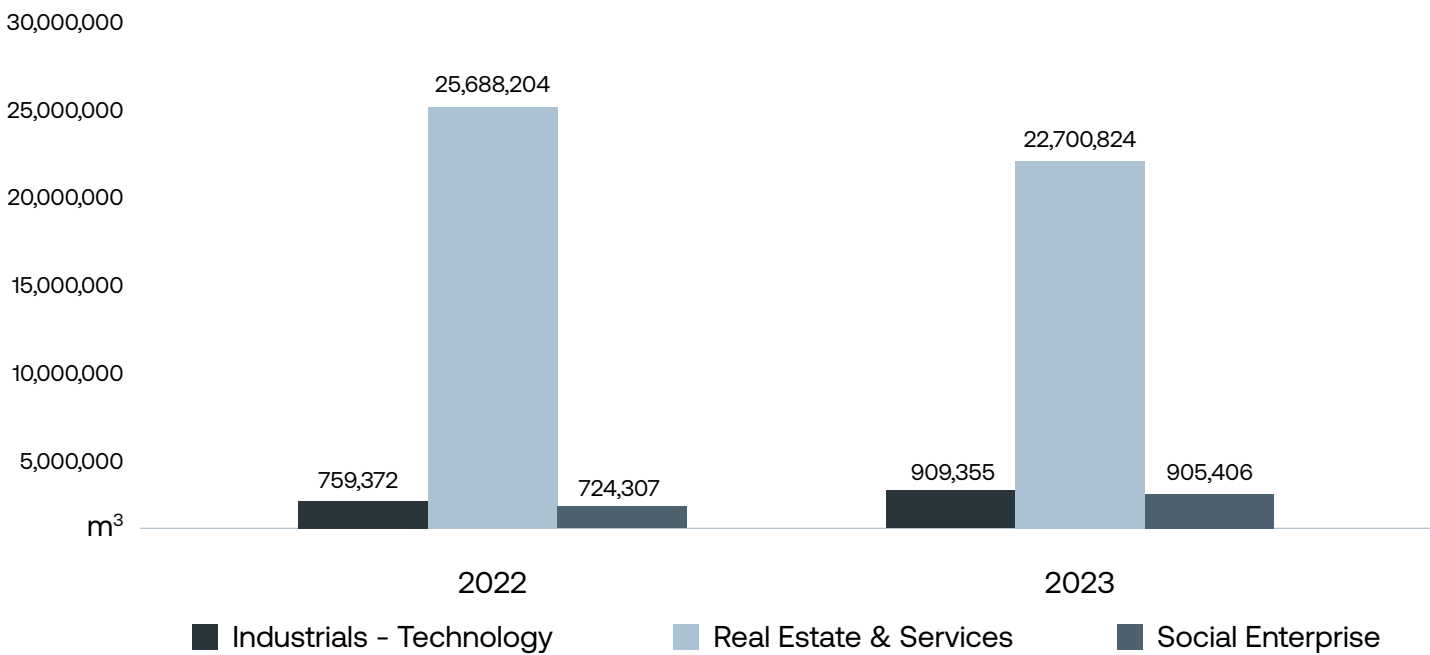
Table 22. Vingroup’s water consumption and reuse in the period 2022-2023

Đơn vị tính: m³

Vingroup’s ecosystem		2022		2023	
		Water consumption	Water reused	Water consumption	Water reused
Industrials - Technology	VinFast*	759,114	32,016	909,135	44,459
	VinCSS	258	-	220	-
Real Estate & Services	Vinhomes	17,592,456	28,422	13,954,728	45,197
	Vincom Retail	2,626,819		2,738,848	
	Vinpearl	5,468,929	1,698,343	6,007,247	1,279,420
Social Enterprise	Vinmec	395,879	-	430,022	-
	Vinschool	281,193	160	426,540	3,135
	VinUni	36,637	-	36,640	-
	VinBus	10,597	-	12,204	-
Total		27,171,883	1,758,941	24,515,585	1,372,211

(* includes VinES)

Figure 15. Vingroup’s water consumption in 2023 – Breakdown by ecosystem



Pillar B, with P&Ls in real estate and services (real estate, hospitality and tourism, retail) operating nationwide, accounts for a substantial 96.5% of the group’s total water consumption. Water conservation solutions are implemented and maintained by P&Ls to minimize extraction and contribute to water stewardship. Additionally, some P&Ls reuse treated wastewater to reduce input water consumption (see Section 4.4.1). Some water conservation solutions maintained by P&Ls include:

- Sensor and auto-shutoff faucet systems, adjusting water flow to appropriate levels.
- Water level warning float systems in hot and cold-water storage tanks to prevent overflow and minimize losses in Vinhomes urban areas. Vinhomes regularly conducts ultrasonic pipe

inspections to promptly repair underground leaks and reduce losses.

- Vinpearl maintains toilet float adjustment solutions and automatic/semi-automatic irrigation systems to reduce water consumption.

Furthermore, P&Ls conduct water conservation awareness campaigns to raise employee responsibility consciousness. To enhance social responsibility, VinFast also supports clean water supply to local communities and sponsors drinking water for kindergartens around the project. These activities have supported community development and improved local environmental sanitation. Additionally, we regularly organize environmental campaigns with active community participation to raise public awareness about the importance of water stewardship.

E2 – Water and biodiversity stewardship

E2.2 – Biodiversity Stewardship

With society’s development as well as environmental exploitation and degradation, the preservation of biodiversity has become a matter of utmost urgency. Wildlife sanctuaries have proven to be one of the most effective solutions, providing safe havens for endangered species and allowing them to thrive in their natural habitats.

Vinpearl’s three state-licensed biodiversity conservation facilities (Vinpearl Safari Phu Quoc, Vinpearl River Safari Nam Hoi An, Vinpearlland Wildlife Aquatic Rescue and Conservation Center) have been at the forefront of wildlife protection.

At Vinpearl Safari, animal care and protection are always top priorities, with the goal of creating the most natural living environment possible. Through veterinary work and care standards, Vinpearl Safari aims to ensure optimal health, growth, and development for all animal species. These efforts have resulted in the successful breeding of numerous rare and endangered species at both Vinpearl Safari Phu Quoc and Vinpearl River Safari Nam Hoi An. The year 2023 saw the birth of a diverse population of 506 new individuals, encompassing species such as Bengal tigers, Asian palm civets, Arabian oryx, scimitar-horned oryx, sambar deer, hog deer, silvery gibbons, white rhinoceros, and chimpanzees.

Vinpearl River Safari Nam Hoi An successfully rescued over 52 animals in 2023, including two Javan pangolins, a critically endangered wildlife species at risk of extinction in the wild and prioritized for protection under law.

Vinpearl Safari proudly stands as one of the first three zoos in the Southeast Asian Zoos and Aquariums Association (SEAZA) to receive certification for animal welfare conditions meeting international standards. Notably, Vinpearl Safari is the only zoo in Vietnam capable of receiving, caring for, conserving, and becoming a “green home” for many animal species from different environments worldwide. Vinpearl Safari’s goals extend beyond wildlife conservation and development to include direct involvement in rescue operations, while also strengthening education and communication to raise community awareness about environmental protection, nature, and wildlife conservation.



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.



E3.1 - Wastewater management

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

- Industrial wastewater: generated from the production of cars, electric motorcycles, and batteries for electric vehicles at VinFast;
- Medical wastewater: generated from medical treatment activities at Vinmec;
- Domestic wastewater: generated from business activities of the remaining P&Ls.

All wastewater sources are treated to meet standards according to requirements in Environmental Permits/Discharge Permits for each company and facility.

In Pillar A, VinFast 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 3,200m3/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 $K_q = 1.0$ and $K_f = 1.0$) 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, NH_4^+ , Total P, Cd, As, Hg, Pb, Fe, Cr^{3+} , Cr^{6+}). 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.

During VinFast's operations, cooling wastewater is also preliminarily treated and internally recycled during the production process to reduce input water consumption.

In Pillar B, Vinhomes, Vinpearl and Vincom Retail have built domestic wastewater treatment systems to treat wastewater, ensuring compliance with QCVN 14:2008 - National Technical Regulation on Domestic Wastewater and adhering to periodic monitoring regimes. Vinpearl has installed automatic, continuous wastewater monitoring stations at resorts in Nha Trang and Phu Quoc to monitor parameters including flow, pH, TSS, COD, and ammonium before discharge to receiving sources. Monitoring results are transmitted to the data reception centers of local Departments of Natural Resources and Environment.

In Pillar C, wastewater from Vinmec's medical treatment activities is treated to ensure compliance with QCVN 28:2010/BTNMT - National Technical Regulation on Medical Wastewater.

Besides complying with regulations on wastewater treatment standards, P&Ls also implement solutions to reuse treated wastewater. VinFast, Vinhomes, and Vinpearl reuse treated wastewater for watering plants, grass, and cleaning internal roads. Vincom Retail utilizes condensate water from cooling systems for cleaning, while Vinschool utilizes wastewater from RO filtration systems for floor cleaning and watering plants. In 2023, the total amount of wastewater reused by Vingroup was 1,372,851 m3, a 22% decrease compared to 2022.

E3 - Waste management

In 2023, total waste generation was 204,396 tons, of which organic waste accounted for the largest proportion (65.4%), recyclable waste 18.4%, other solid waste (domestic waste and other general waste) 14.8%, and hazardous waste only 1.5%.

E3.2 – Solid waste management

Effective solid waste management, from collection and sorting to treatment, helps conserve resources and reduce environmental pressure.

In 2023, the VinFast factory continued implementing on-site waste sorting, while other P&Ls gradually implemented sorting procedures.

Figure 16. Percentage of waste types in 2023

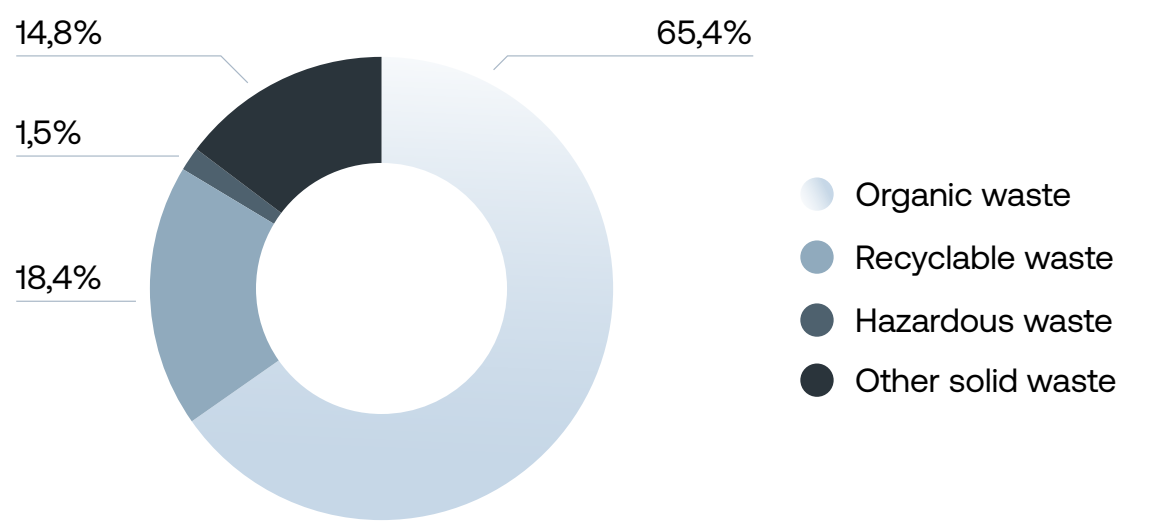


Table 23. Waste generation volume in 2023

Vingroup's ecosystem	Volume (kg)				Total
	Organic waste	Recyclable waste	Hazardous waste	Other solid waste	
VinFast(*)	1,539,861	33,309,181	2,722,722	1,700,564	39,272,328
Vinhomes	85,244,190	3,592,798	24,364	16,349,766	105,211,119
Vincom Retail	37,247,166	81,346	8,473	3,968,880	41,305,865
Vinpearl	4,515,800	356,988	51,637	4,770,428	9,694,853
Vinmec	925,883	63,119	234,349	1,162,785	2,386,135
Vinschool	4,118,445	115,498	344	1,069,073	5,303,360
VinUni	-	1,954	740	1,213,250	1,215,944
VinBus	2,303	-	-	3,787	6,090
Tổng	133,593,648	37,520,885	3,042,628	30,238,532	204,395,693

Note: (*): including VinES

E3 - Waste management

At VinFast, the Company implements waste reduction programs with priority flow: On-site waste reduction - Reusing - Recycling. Particular attention is paid to on-site collection and sorting to separate different types of waste. Hazardous waste and non-recyclable general waste are transferred to licensed contractors for treatment according to legal regulations. Recyclable waste is transferred to capable recycling units for processing into raw materials for other production processes, generating significant financial returns to offset environmental service costs. In 2023, VinFast’s recycled waste volume (excluding VinES) was 32,422 tons, a 58% increase from 20,563 tons in 2022.

To promote circular economy and enhance waste recycling and reusing, VinFast and Marubeni Corporation, Japan, signed a Memorandum of Understanding on EV battery reuse cooperation. According to the agreement, VinFast and Marubeni will cooperate in researching and producing Battery Energy Storage Systems (BESS) from used EV batteries. VinFast will supply EV batteries, while Marubeni will handle feasibility assessments, technical consultation, and BESS installation. Both parties will also cooperate to promote business opportunities in used EV batteries, aiming to establish a circular economy model. Previously, in 2022, VinES and Li-Cycle - a leading company in lithium-ion battery resource recovery and recycling in North America - announced global cooperation on EV battery recycling.

At Vincom Retail’s shopping centers, solid waste generated from mall operations is collected and sorted at source. Additionally, Vincom Retail actively encourages store participation, recording total recyclable waste volume across Vincom Retail reaching over 80 tons/year. Waste is stored in areas compliant with legal waste management regulations before being transported and treated by licensed units approved by the MONRE. Furthermore, Vincom malls have implemented the “No Plastic Waste” program to raise awareness among employees and customers about reducing

plastic waste, ensuring aesthetics, and minimizing environmental impacts of plastic waste. Vincom Retail has also partnered with Alta Media and Aquafina to implement “bottle recycling stations” following the 3R model (Reuse - Recycle - Reduce) at Vincom Megamall and Vincom Center in Hanoi and Ho Chi Minh City, providing solutions for plastic waste treatment (PET bottles and aluminum cans), contributing to the fight against plastic waste.

At Vinhomes urban areas, units always comply with current environmental regulations and state legal criteria and standards for waste management. 100% of urban areas contract with licensed companies approved by the MONRE for collection, transportation, and treatment of domestic and hazardous waste. In 2023, Vinhomes continued implementing the Vinhomes Go Green campaign through strict control and improvement of waste collection and recycling operations. Main activities included exchanging waste for gifts, collecting batteries, gathering, and sorting single-use plastic waste, and transporting recyclable products to authorized recycling management facilities.



In the Tourism and Hospitality sector, recognizing its responsibility for environmental quality to the community, customers, and stakeholders, Vinpearl prioritizes cleaning, collection, and waste treatment activities by implementing collection programs and enhancing on-site waste sorting. Accordingly, waste collection is carried out daily, separating dry waste/wet waste/hazardous waste. Sorted waste is stored separately and transferred to qualified processing units as per regulations. Additionally, for green waste, Vinpearl has repurposed tree trunks to reinforce/build animal enclosures at the zoo; the remainder is composted into organic fertilizer for other plants.

In the Healthcare sector, Vinmec’s hospital and clinic system has invested in synchronized equipment for storing, collecting, and sorting solid waste at source. These types of waste are then

transferred to units licensed by the MONRE. Vinmec also implements electronic contracts with customers, digitizes diagnostic imaging films, enhances on-site medical equipment repairs, and minimizes nylon use in business operations and pharmaceutical management to reduce waste generation to the minimum.

At VinUni, the university uses a direct tap water drinking system, reducing approximately 321,000 plastic bottles generated annually. In the technology sector, VinBrain develops features for sharing diagnostic imaging results via QR Code and medical images on the DrAid™ platform to limit the printing of medical reports on paper and hard films.

E4 - Material Sourcing and Efficiency

Vingroup has identified opportunities to adopt new circular business models and become a part of the global sustainable supply chain.

In the face of the significant challenges posed by the COVID-19 pandemic, geopolitical instability, and climate change, global supply chains have been disrupted. Vingroup has identified opportunities to adopt new circular business models and become a part of the global sustainable supply chain. Joining a sustainable supply chain will enable us to achieve our dual goals of environmental protection and social responsibility.

E4.1 - Material sourcing

Supply Chain Diversification

01

To mitigate supply chain risks, Vingroup has diversified its sourcing, particularly in the face of material shortages or disruptions caused by natural disasters, political instability, or pandemics. We prioritize sourcing materials locally for our construction projects. This not only supports the local economy but also reduces transportation costs and carbon emissions associated with long-haul material transportation. This approach has been widely communicated to all P&Ls. Given our extensive operations across Vietnam and several other countries, leveraging local suppliers significantly contributes to economic development and reduces our products' carbon footprint. For example, 99% of Vinschool's food suppliers are local, and VinFast's localization rate is up to 60% (excluding batteries). Vinpearl and Vinhomes also prioritize local suppliers for their input materials.

02

Vingroup collaborates with thousands of reputable suppliers both domestically and internationally. Supplier and partner management is, therefore, a cornerstone of our sustainable development strategy. Our selected suppliers and partners must meet rigorous standards in areas such as labor practices, social impact, environmental protection, legal compliance, quality standards for raw materials and components, and standards for competency and sustainability. A comprehensive evaluation process is employed for selecting suppliers and partners, involving competitive bidding and assessments conducted by both the Group and individual P&Ls.

We have a Supplier Code of Conduct outlining the requirements for responsible business practices, minimizing adverse impacts on human rights, labor rights, the environment, and anti-corruption activities.

In Pillar A of our assessment, data from 2023 reveals that 76% of VinFast's suppliers have achieved and maintained ISO 14001:2015 certification for environmental management systems. P&Ls also conduct regular supplier assessments based on initial assessment results. For example, Vinpearl assesses suppliers scoring above 90% every two years, those scoring between 75% and 90% annually, and those scoring between 55% and 75% every six months.

Sustainable Materials

03

In the context of the ongoing environmental crisis, the world is actively exploring diverse strategies to reduce emissions and replace plastics with bio-based alternatives.

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.

E4 - Material Sourcing and Efficiency



Table 24. Substitution rates of alternative materials at Vinhomes

Alternative materials	2022			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%	50%(*)	55%	0%	-
Engineered wood, wood-like tiles, wood-effect coated steel replacement rate	100%	100%	100%	100%	100%	100%

Note: “-”: Not applicable; (*): fences, auxiliary works.

The excessive use of single-use plastics is increasingly unsustainable, counteracting the green development trend, and posing a severe threat to ecosystems and human health.

In Vietnam, the government has enacted strong regulations and a clear roadmap to phase out single-use plastic products. Accordingly, after December 31, 2030, the production and import of single-use plastic products will be banned. After 2025, single-use plastic products and non-biodegradable plastic packaging will be prohibited in shopping malls, supermarkets, hotels, and tourist areas, except for products with non-biodegradable plastic packaging. Therefore, the Group and its P&Ls are actively shifting towards green consumption, reducing the use of single-use plastic products:

- P&Ls have stopped using single-use plastic bottles, replacing them with glass bottles and paper cups in meeting rooms and offices;
- Vinpearl has used environmentally friendly products such as straws, food containers made from sugarcane pulp, cutlery made from biodegradable plastic, and combs, brushes, and razors made from bamboo in hotels and restaurants;
- Vinmec has reduced the use of plastic bags in its business and pharmaceutical management, shifting to the use of environmentally friendly cloth/paper bags.

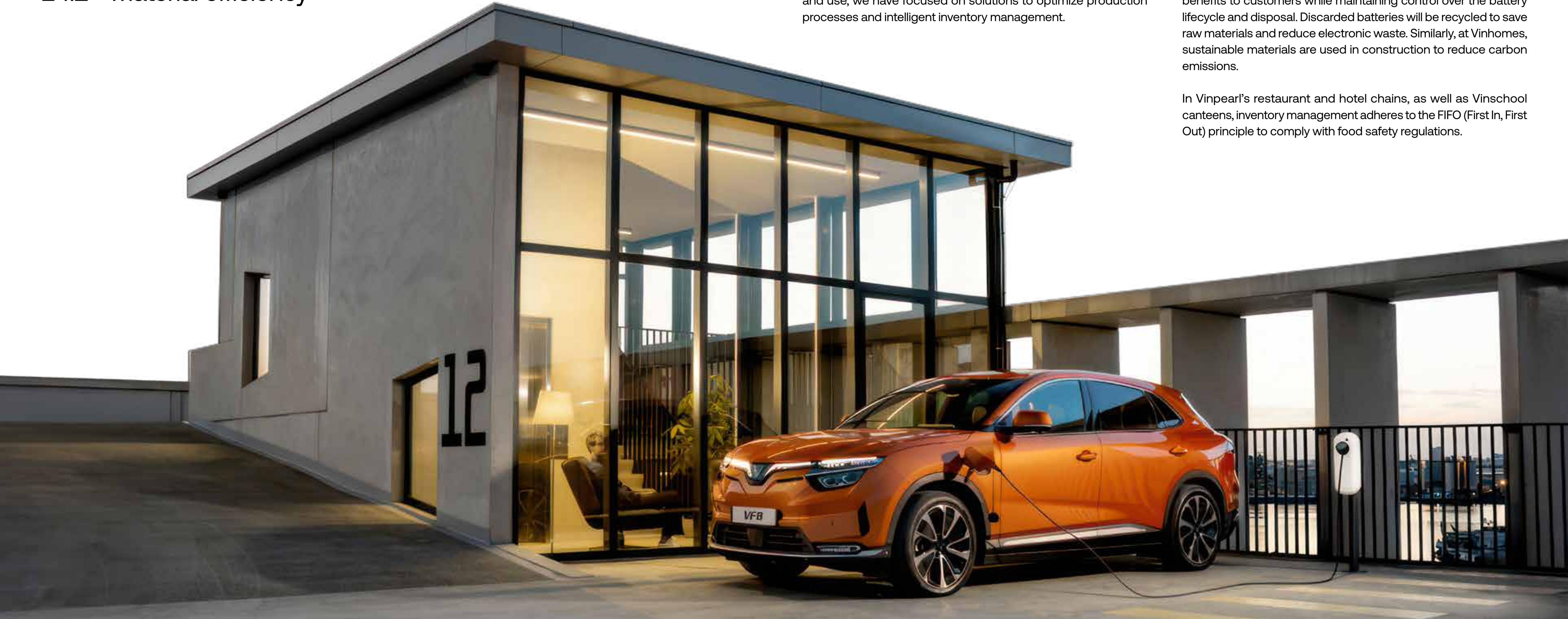
E4 - Material Sourcing and Efficiency

E4.2 - Material efficiency

To optimize the use of raw materials and save energy during storage and use, we have focused on solutions to optimize production processes and intelligent inventory management.

VinFast has a battery leasing and swapping policy, bringing many benefits to customers while maintaining control over the battery lifecycle and disposal. Discarded batteries will be recycled to save raw materials and reduce electronic waste. Similarly, at Vinhomes, sustainable materials are used in construction to reduce carbon emissions.

In Vinpearl’s restaurant and hotel chains, as well as Vinschool canteens, inventory management adheres to the FIFO (First In, First Out) principle to comply with food safety regulations.



E5 – Responsible Investment

At Vingroup, our investment portfolio is not only focused on maximizing profits but also encompasses sustainable development and social responsibility goals.

At Vingroup, our investment portfolio is not only focused on maximizing profits but also encompasses sustainable development and social responsibility goals. Sustainability criteria are considered throughout the investment evaluation, decision-making, and project implementation processes.

Sustainability is integrated into Vingroup’s investment activities from the project evaluation and selection stage. The research, evaluation, and management of investment project risks help the Group identify and mitigate potential risks that could negatively impact the environment and society. In project feasibility assessments, the environmental and community impacts are a particular focus for the Group. Throughout project implementation, sustainability is embedded in all phases. For example, green building design has been a top priority from the design stage, focusing on energy efficiency, open spaces, and high green coverage.

In Pillar A, the Industrial sector, VinFast focuses on modern and environmentally

friendly products such as electric bicycles, electric motorcycles, electric cars, and electric buses. To save energy, VinFast’s manufacturing complex is designed to be environmentally friendly. To fulfill its corporate social responsibility to the surrounding communities affected by its projects, VinFast has implemented a stakeholder consultation plan and participates in the management, conservation, and protection of cultural heritage from potential project impacts. The Company has also established a community grievance resolution process and widely publicizes it to local authorities and stakeholders.

In the Real Estate sector, green spaces are an indispensable highlight of every Vinhomes project. Low building density, large green areas and water surfaces are well-planned within the overall project, creating modern living spaces in harmony with nature. Landmark projects such as Vinhomes Green Bay, Vinhomes The Harmony, Vinhomes Grand Park, Vinhomes Smart City, and Vinhomes Ocean Park all maintain low building density, ranging from only 15% to 19%, with high green coverage,

making the most of the project’s location to build ecosystems, pedestrian streets, green spaces, and public squares within the project. In particular, the Vinhomes Ocean Park mega-urban area, with 117 hectares of green land and water surface out of a total area of 420 hectares, creates a dream living environment for residents. The entire Vinhomes Ocean Park urban area is invested in a wastewater treatment plant with a capacity of 38,000 m3/day and night to treat all wastewater from the entire urban area before discharging it into the river system, contributing to environmental protection in Gia Lam district. In addition, high-rise buildings such as Vinhomes Skylake, Vinhomes Golden River, and Vinhomes Metropolis are designed to optimize views and natural light. Central air conditioning systems and Low-E glass to reduce UV rays and energy consumption are implemented in many projects as part of the environmentally friendly product orientation.



E5 – Responsible Investment



A typical example of Vinhomes' green buildings is the TechnoPark Tower office building in Vinhomes Ocean Park.

A typical example of Vinhomes' green buildings is the TechnoPark Tower office building in Vinhomes Ocean Park. The building is equipped with smart lighting and air-conditioning system, integrating nearly three thousand sensors to allow automatic light switching and adjustment, and control temperature, humidity, and CO/CO₂ concentration in each area, resulting in significant savings in energy costs. TechnoPark Tower is one of the few buildings in Asia designed and operated according to Leadership in Energy and Environmental Design (LEED) Platinum V4 standard – the highest level of the US green building standard system, which is estimated to save up to 17.4% of total annual energy consumption compared to the baseline. The building is covered with 26mm thick Low-E energy-saving double-glazed glass combined with fire-resistant gypsum board inside to prevent two-way heat transfer. The tower's power grid is equipped with a 3,000 m² solar panel system floating on the adjacent

lake, providing up to 1 million kWh of green energy in 2023.

In Pillar C, Vinmec's hospital system has invested in a wastewater treatment system for medical examination and treatment activities that are strictly controlled by regulations. Comprehensive measures for fire prevention, laboratory safety, radiation safety, and food safety are regulated, guided, trained, and closely supervised on a system-wide basis according to the highest international standards.

In the Education sector, VinUni is designed with a very high density of landscape and trees, reaching 84%. Right from the construction stage, VinUni installed a rooftop solar panel system with a total area of 1,000 m² to reduce the amount of electricity purchased from the grid.

2024 Directions and Objectives for Environmental Sustainability

In 2024, the Group will continue to maintain its environmental sustainability orientation as set out in 2023 to build a green and sustainable future.

Table 25. 2024 Directions and Objectives for Environmental Sustainability

Category	Orientation	Objectives	Actions to take
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">Utilize energy efficiently;Install solar power systems;Gradually transition from HFC/HCFC refrigerants to environmentally friendly HFO refrigerants.
Water Stewardship	Efficiently use water and raise employee awareness of water stewardship.	Reduce water consumption	<ul style="list-style-type: none">Optimize water consumption and efficiency;Provide training to raise employee awareness of water stewardship.
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">Maintain the stable operation of Vinpearl Safari;Enhance animal rescue and conservation activities.

Category	Orientation	Objectives	Actions to take
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">Treat wastewater to standards before discharge;VinFast, Vinhomes, and Vinpearl reuse a portion of treated wastewater for greenery and lawns, and internal road cleaning.
Solid Waste Management	Participate in and promote a circular economy, increase recycling and reuse, while phasing out single-use plastics	<div>Sort waste at source and increase the recycling rate.</div> <div>Phase out single-use plastics in production and business operations by 2030, adhering to all relevant regulations.</div>	<ul style="list-style-type: none">Sort waste at source;Train employees on on-site waste sorting;Strengthen cooperation and seek waste recycling units to extend product life and reduce environmental pressure;Use recycled, reused, green, and environmentally friendly materials, and limit the use of single-use plastic products.
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">Diversify material sourcing, encourage the use of local and responsible suppliers;Use recycled, reused, green, and environmentally friendly materials.

Chapter 5

Social sustainability

- 1 Management approach
- 2 Topic S1 - Human Capital Development
- 3 Topic S2 - Employee Welfare and Well-being
- 4 Topic S3 - Diversity, equity and inclusion
- 5 Topic S4 - Product Quality and Customer Satisfaction
- 6 Topic S5 - Social Responsibility
- 7 2024 Directions and Objectives for Social Sustainability



Vingroup set out 06 core values “Credibility – Integrity – Creativity – Speed – Quality – Humanity” which are clearly reflected in our culture and spirit

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 – Humanity” which are clearly reflected in our culture and spirit.

Specifically, with the core value of “Humanity”, Vingroup treasures our human capital as our most valuable asset and an important factor contributing to the Group’s sustainable development. Therefore, we always create opportunities for our employees to grow and build an equitable, diverse, and inclusive workplace.

Vingroup is deemed one of the pioneers in corporate social responsibility, especially evident by 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 are considered Vingroup’s positive community activities, demonstrating our commitment to corporate social responsibility.



Management approach

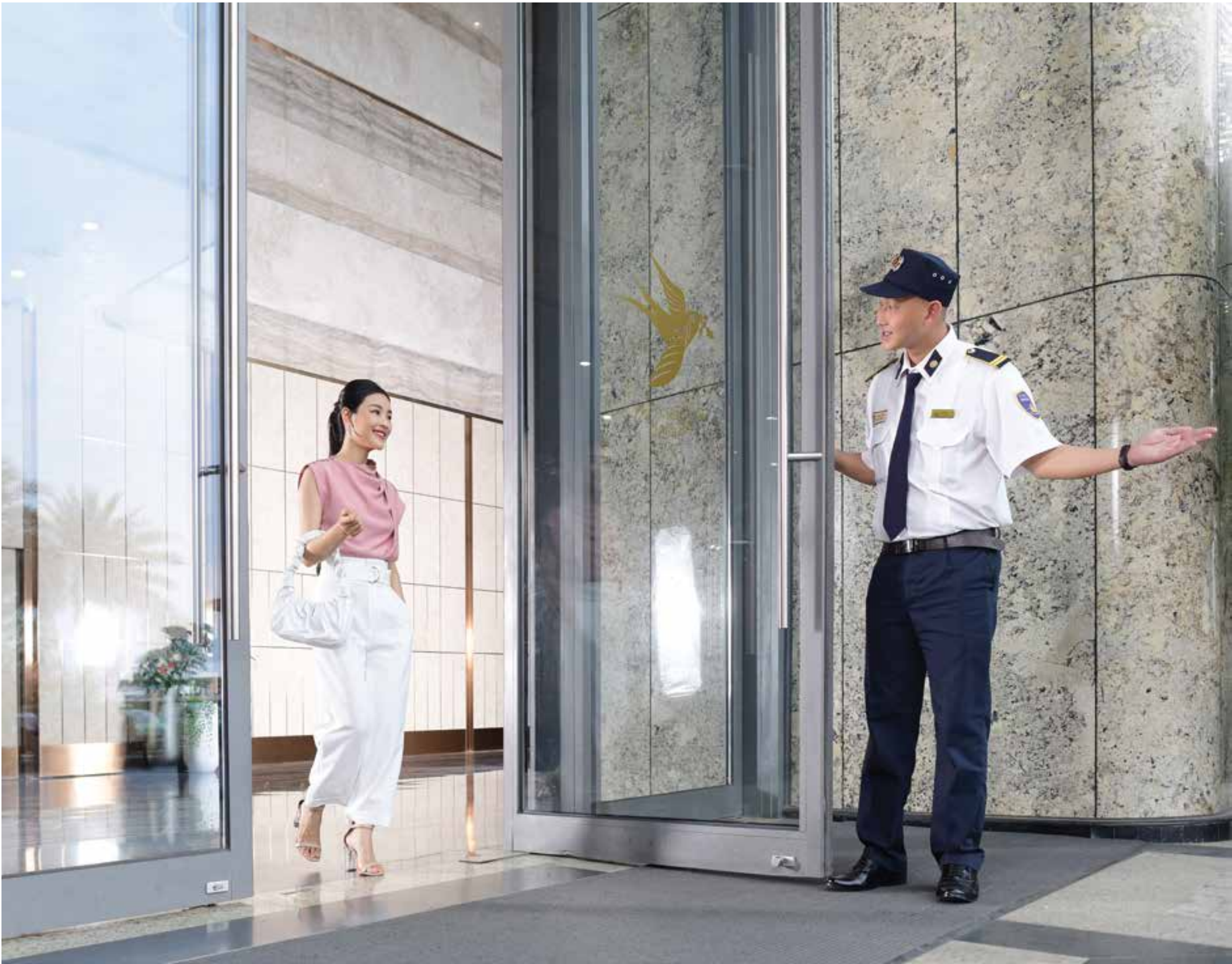
Vingroup’s framework for social sustainability takes reference from 07 out of the 17 Sustainable Development Goals of the United Nations.



Vingroup understands that human capital development is a core element for sustainable growth. Therefore, we always focus on investing in humans, building a leadership team with strategic vision, and orienting the Group towards sustainable development. We ensure our employees’ well-being by building a safe, healthy, and fair-pay workplace. Additionally, we view diversity, equity, and inclusion as a facilitator for a healthy work environment where employees are highly engaged and contribute positively to the Group’s development.

Besides ensuring employee welfare, Vingroup also enhances our 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 established and have been maintaining non-profit foundations to give 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 creating 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), has the objective of supporting scientists and young talents at universities and research institutes in conducting scientific, technological and innovative research in the field of Science, Technology, Engineering, Medicine, Economics and Education, in order to bring about positive and sustainable changes for Vietnam. VinIF shall sponsor 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”.



Management approach

2023 Directions and Objectives for Social Sustainability

In 2023, established the following strategic priorities for Social sustainability:

<div></div> <div>DEVELOPING ELITE HUMAN CAPITAL</div> <div><p>Focus on sustainable human resource development through training, up-skilling, and capacity enhancement courses for employees.</p><p>Build solid next-gen leadership and management team to support the Group’s development plans.</p></div>	<div></div> <div>ENSURING EMPLOYEE WELFARE AND WELL-BEING</div> <div><p>Ensure and improve employee welfare.</p><p>Comprehensive care, ensuring employee health and safety, aiming towards a future without accidents and injuries in the workplace.</p></div>	<div></div> <div>DIVERSITY, EQUITY, AND INCLUSION WORK ENVIRONMENT</div> <div><p>Implement superior HR policies, good 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></div>	<div></div> <div>DEVELOPING COMMUNITY-FRIENDLY PRODUCTS</div> <div><p>Develop good quality, community-friendly, and environmentally friendly products, increasing customer satisfaction.</p></div>	<div></div> <div>CORPORATE SOCIAL RESPONSIBILITY</div> <div><p>Continuously improve social security in the areas where the Group operates, while demonstrating social responsibility towards business partners, customers, colleagues, and the community.</p></div>
... to achieve the goals				
<p>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.</p>	<p>Committed to ensuring full employee welfare as per regulations.</p>	<p>Fair wages for 100% employees, based on actual contribution. Maintain the diversity, equity, and inclusion work environment.</p>	<p>Committed to developing products for community benefits, contributing to green and digital economy transformation.</p>	<p>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, supporting vulnerable communities.</p>

Management approach

Materiality topics and our initiatives

Through our materiality assessment process, we have identified the following five (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 26. Materiality topics and initiatives – Social Pillar

Materiality topics	Code	Initiatives
S1 – Human resource development	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.
S2 – Employee Welfare and Well-being	S2	Ensure and improve employee well-being by complying with regulations for physical health and organizing mental health improvement programs.
S3 – Diversity, equality and inclusion	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.
S4 – Product Quality and Customer Satisfaction	S4	Develop good quality and community-friendly products, increasing customer satisfaction.
S5 – Social responsibility	S5	Improve community welfare through philanthropic activities across the country.

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.

Human capital development is a crucial factor for a business to ensure its sustainable development and competitiveness. Vingroup has built and developed an elite team of experts in key fields through our effective strategy for recruitment and sustainable human capital development.

Vingroup attracts and welcomes all candidates who possess the desire, capacity, and willingness to thrive in a dynamic, fast-paced, creative, and effective environment. We have a simple and favorable recruitment process, and a fair employee compensation policy that is based on individual capacity and level of contribution. We are committed to investing in specialized training along with learning opportunities for all employees to improve efficiency and increase employee engagement and satisfaction.



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.

“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 and designed with frequent updates to meet the practical needs of employees and the market. Training methods are constantly innovated, applying advanced technology and techniques. To be specific, training materials are digitized, and online courses are initiated to encourage employees to constantly update their knowledge and upgrade their skills, thereby enhancing their personal capacity and work efficiency. Additionally, testing and assessment of employees’ skills is 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 2023, Vingroup continued to uphold and extend the culture of “Self-learning – Beyond yourself” by hosting inspirational workshops and internal corporate culture programs for the Group’s employees.

With a special focus on nurturing next-gen leaders, Vingroup officially established the Vingroup Leadership Training Institute on September 8, 2023. The Institute’s core mission is to provide training, enhance capacity, and elevate standards for the Group’s leaders. Its activities will not only cultivate a team of leaders capable of steering production and business operations in the new landscape but also create a solid strategic foundation for Vingroup’s future leadership.

S1 - Human Capital Development

VinFast always prioritizes recruiting from local talent pools as well as the internal upskilling system for automotive employees.

In pillar A, the Industrial sector, VinFast always prioritizes recruiting from local talent pools as well as the internal upskilling system for automotive employees. At the same time, the Company also facilitates the contribution of overseas Vietnamese to VinFast’s general growth. For positions that cannot be filled by the local workforce, foreign personnel will be recruited to support knowledge transfer and enhance learning for local staff, thereby ensuring knowledge retention, all while enhancing the overall quality of the local workforce.

In 2023, VinFast promoted training programs to enhance professional skills, corporate culture and skills, product quality, and customer experience. Specifically, VinFast organized 2,068 training courses including 2,030 in-person and 38 online ones, totaling 5,033 training hours. This equates to an average of 11.8 training hours per staff-level employee and 9.3 hours per management-level employee.

Figure 17. Number of training courses at VinFast

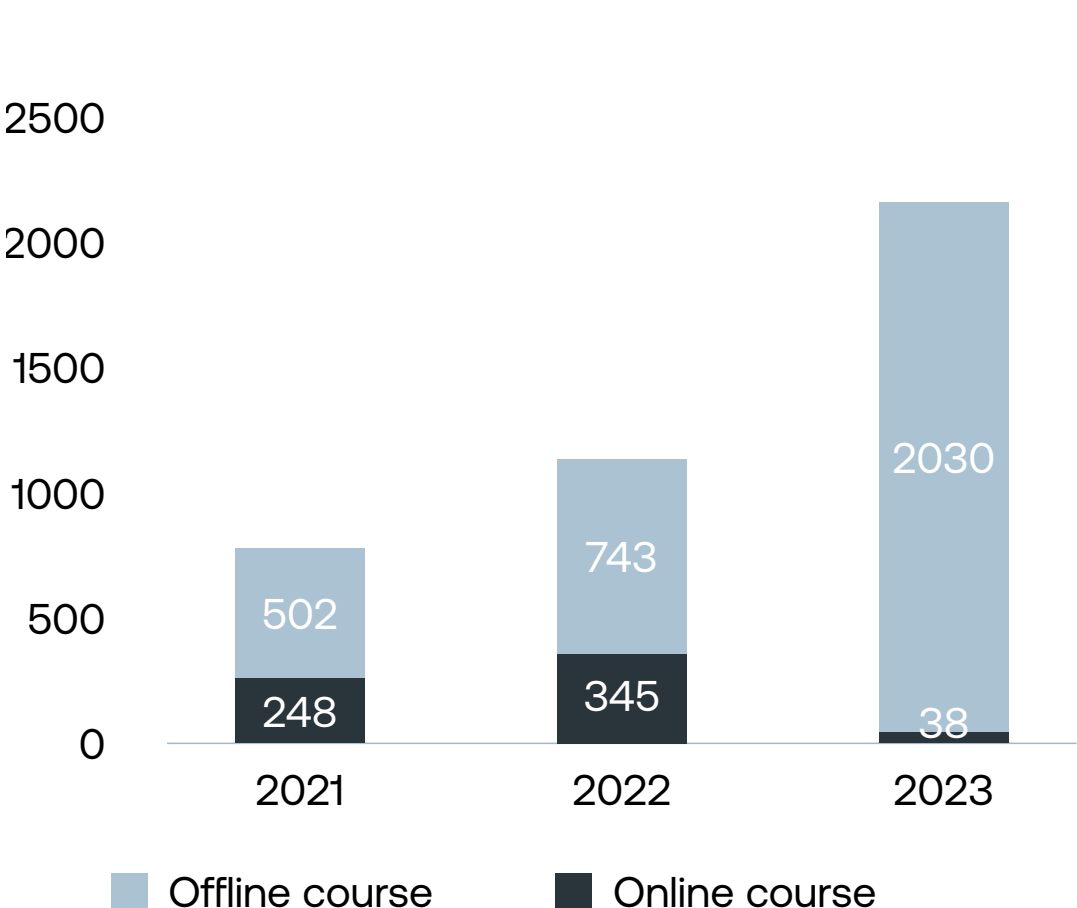
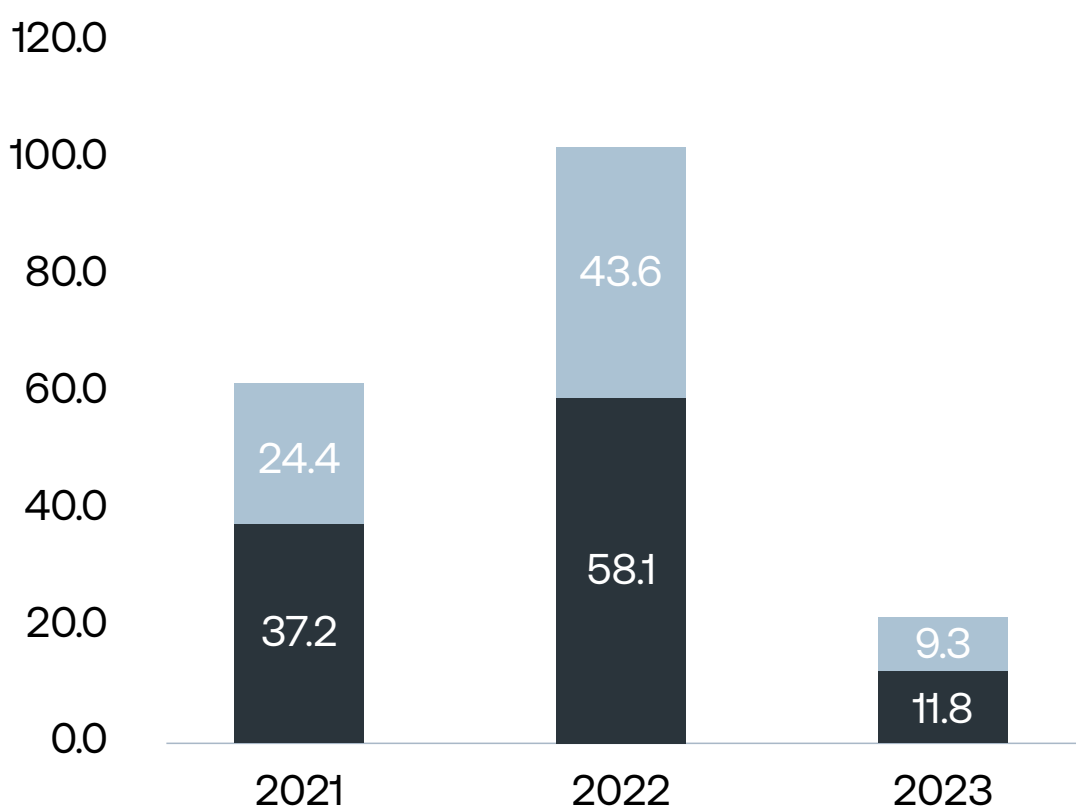


Figure 18. Average training hours at VinFast



S1 – Human Capital Development



VinAI always treasures the values created by its employees and, therefore, always considers recognition, compensation, training, and development as the guiding principles

In technology, P&Ls also aim to develop high-quality human capital and understand that Vingroup's cultural values lie at the heart of effort. **VinAI** always treasures the values created by its employees and, therefore, always considers recognition, compensation, training, and development as the guiding principles for its human resource strategies. With a solid vision of high-quality human resources, VinAI is committed to providing professional development and skills training, offering promotion opportunities, and fostering an ideal workplace for talent – to be a “Home for Talents” with unique and meaningful recurring internal cultural development programs. At VinAI, employees receive regular professional training, continuously discuss work results with management, and participate in leadership, management, and soft skills training courses following the “VinAI Competency Framework”. Those in leadership positions are also internal trainers themselves – the nuclei that improve the effectiveness of employee training and development.

VinAI has launched the training program “Leading high-performance teams” for leaders. The training is a collaboration between VinAI and Dale Carnegie Vietnam, organized to improve leadership capacity and promote team performance, especially in the volatile context of the global economic and human resources situation. After the course, VinAI employees have grasped the portrait of a leader, the important capabilities, and levers in team management, and are ready to conquer the challenging strategic goals of 2024.

VinBigdata is a bright spot among technology companies that focus on human capital development. VinBigdata always prioritizes employee training programs, by organizing internal training programs, professional and soft skills training for employees and leaders, attending international online courses, and hosting sharing sessions between employees and KOLs (influencers) as well as representatives from leading technology companies to provide employees with multi-dimensional perspectives on the field and market. In addition, each employee will receive a personalized development plan and have regular meetings with the General Director to align development goals, formulate strategies, and create both general and detailed action plans. VinBigdata provides a secure, transparent, and growth-oriented workplace for its employees. In 2023, VinBigdata successfully organized 158 training courses – totaling nearly 3,400 hours with 625 employees participating, averaging 22.9 training hours per employee.

VinBrain also proactively designs employee-specific training programs, suitable for the needs of each employee and the Company's requirements. At VinBrain, leaders of departments organize periodic training for their employees to enhance their professional skills, adaptability, and application of the most advanced technology to their current products. In 2023, VinBrain hosted 25 training courses – totaling 3,810 hours, averaging 2.1 training hours per employee. VinBrain also encourages new ideas from employees by organizing regular innovation contests (Hackathons) or establishing a department/division-specific set of KPIs.

VinCSS, VinHMS, VinITIS also regularly implement training courses on self-development, culture, and working spirit of Vingroup for all employees. VinITIS, for instance, organized 34 direct training courses in 2023 – equating to 3,833 hours with 2,889 employees participating, an average of 37 training hours per employee.

S1 – Human Capital Development



In pillar B, Real Estate Services, P&Ls also have internal training programs, management capacity improvement programs, as well as training and development of successor teams. Units develop competitive salary and bonus policies, appropriate to each job position, skills, and professional qualifications of staff, fully recognizing the contributions and work results of each individual.

Vincom Retail organizes and implements various position-specific training programs, both on-site and online, to provide more knowledge, and improve professional skills and service mindset for Company employees as well as employees of Tenants working at shopping malls. In 2023, Vincom Retail organized 7,232 training courses – totaling 111,885 hours with 104,794 employees participating, averaging 29.75 training hours per employee. Notably, Vincom Retail implemented a nationwide training program for Technical Department Heads in December 2023 to upgrade and standardize the capacity of Technical Department Heads in the Vincom shopping mall system.

Prominent issues and concerns regarding the fundamental technical system were discussed enthusiastically and resolved with reasonable proposals. The course provided in-depth expertise for Vincom Retail to apply, improving service quality and ensuring operational standards at shopping malls.

In 2023, **Vinhomes** expanded its training activities, organizing key training programs to improve employee capacity and skills. Particularly, the Company encouraged and promoted a self-learning culture to achieve human resource standards and meet its development goals. Vinhomes made its mark in 2023 with a total of nearly 30,100 training courses for 377,900 participants.

Vinhomes also focuses on leadership development and training of leaders. In 2023, the Vinhomes Department of Training hosted a series of seminars and training programs aimed at developing and building teams. Notable programs include Talent Management and Succession Training Workshop and CRESTCOM Leadership Development Training Program. The Talent Management and Succession Training Workshop took place on November 20 with the participation of 433 Vinhomes employees. The workshop is the opening event for a series of activities where Vinhomes’ leadership works together to build and develop a team of successors to meet the Company’s development goals. The CRESTCOM Leadership Development Training Program was organized for more than 700 T6-level leaders and above with 02 topics: “Proactive influence” & “Unify the team”. 80% of participants rated the program as useful and can help with team management.

Units develop competitive salary and bonus policies, appropriate to each job position, skills, and professional qualifications of staff.

In 2023, **Vinpearl** organized 90,499 training courses, totaling 587,888 hours with 553,879 employees participating and an average of 47.4 training hours per employee. These are not mere numbers, but a clear indication of Vinpearl’s commitment to developing quality human resources and working environment. Projects that improve team quality, and create a positive working environment are the focus of Vinpearl, aiming to become a learning organization. Key training programs during the past year include programs aiming to (1) improve professional capability, develop professional quintessence and professional management such as the program for chief engineer, professional team leader, Master Pearl; (2) strive for an excellent service culture; (3) focus on developing leadership capacity, creating high-quality next-gen leaders; (4) establish a professional council, build a document library and build a training management system; (5) seek to provide high-quality and efficient training, ensure that training plans and programs are on schedule and have timely improvements.



S1 – Human Capital Development

At Pillar C, Vinmec has actively implemented multiple training programs to standardize and improve the professional capacity of its leaders and employees.



In 2023, **Vinmec** organized 8,886 training courses – totaling 184,195 hours with 79,226 employees participating, averaging 48.8 training hours per employee. In clinical training, in 2023, Vinmec continued to improve and implement a comprehensive standardized training program to improve capacity by specialty. Accordingly, in 2023, 47 resident doctors and 116 nurses participated in source training, meeting the standards of level 1 doctors and nurses.

Standardized entry training (Clinical Induction) was integrated into clinical practice and met Vinmec’s entry standards for 100% of new doctors (based on operational needs). The “Mini Internship” program,

a standardized training by specialty, has been implemented for 231 doctors and nurses across the system, standardizing six difficult and complex specialized programs such as roseola, obstetric pathology, anesthesia safety, echocardiography, CERTAIN, and CATC. Vinmec continued to implement the American Heart Association (AHA) training program in 2023, earning 321 certified medical staff. In addition, Vinmec also promoted international cooperation training with prestigious medical systems in the world including Osaka Metropolitan University (Japan), University of Pennsylvania (USA), University of Montpellier (France), Cleveland Clinic (USA), and Seoul National University Hospital (South Korea).

In the field of Education, **VinUni** has upgraded the General Internal Regulations (GCI), implemented training, and organized GCI exam to improve the understanding of all employees, especially on the contents related to anti-corruption and bribery. Quarterly, VinUni publishes media newsletters about healthy and professional work culture and highlights negative behaviors (if any) to all employees as a reminder to learn from experience. In addition, VinUni promotes the regular Leader Series to facilitate discussion between senior leaders and young potential employees to address the University’s

administrative issues. This includes building a maturity stage organization chart, focusing on excellent student experience, fostering culture and core values; Learning and development program for employees (Be a ChangeMaker series) focusing on competencies such as Individual Development Plan (IDP), Mentoring/Coaching, Planning, Event organization.

S1 – Human Capital Development

At Vinschool, investing in upgrading the quality of human capital has always been its core strategy since its inception.

In 2023, **Vinschool** organized 608 training courses – totaling 253,905 hours with 70,876 employees participating, averaging 37.4 training hours per employee. In 2023, Vinschool implemented a plan to source future teachers from excellent students of prestigious local pedagogy institutions. Vinschool signed a memorandum of cooperation with six leading pedagogical colleges and universities and organized consulting seminars for more than 3,000 third and fourth-year students. As a result, Vinschool attracted 500 applications and selected 120 excellent students for training and internship to prepare for official teaching positions. Since the start of the 2022-2023 academic year, Vinschool has vigorously applied the international principal standards and teacher standards across its system. Vinschool has partnered with the

Australian Institute for Teaching and School Leadership (AITSL) to support the practical application of these standards in its classrooms and administrative practices. The set of standards will be the framework for Vinschool managers and teachers to review and self-evaluate to determine their current capacity, thereby planning for further development. The Principal Standards and Teacher Standards are also the framework for Vinschool to carry out training, assessment, and long-term professional development activities for its staff, thereby realizing the goal of raising international standards. In 2023, Vinschool continued training to strengthen teachers’ understanding and ability to practice the standards. A series of training workshops on teacher standards were organized in September and October 2023 for nearly 4,000 teachers across the system.



VinBus organized

41

training courses for new drivers

VinBus boasted

48,900

hours of internal training for employees

In the field of Public Passenger Transport, **VinBus** encouraged employees to participate in industry-competitive programs, creating opportunities to learn and gain professional experience. The Company boasted a total of 48,900 hours of internal training with 9,251 participants, averaging 51 hours of training per employee. Training activities at VinBus are mainly aimed at operational staff, including training new employees, annual retraining programs, and regulations exams. Specifically, VinBus organized 41 training courses for 434 new drivers, implemented a skills training series for Route Leaders

across the system, and hosted regular training on topics related to professional and soft skills for Route Leaders to apply in route team management. For leaders, Vinbus deployed the Crestcom – BPM program to provide leadership training for 16 leaders and 12 potential employees, followed by online training on the program’s key contents on the Crestcom Learning Portal. VinBus drivers are also regularly retrained on Service Quality Standards through two sessions in 2023 with the participation of more than 600 drivers.

S2 - Employee Welfare and Well-being

At Vingroup, we deeply value our employees’ contributions and their role in our organization’s success. We recognize that in today’s evolving business landscape, a comprehensive benefits package is essential for attracting and retaining top 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.
Welfare policies	<div>Our extensive welfare program is designed to foster employee engagement and enhance workplace satisfaction, including:</div> <ul style="list-style-type: none">Personalized recognition through gifts for key life events including birthdays, weddings, and childbirths, along with care packages (visits and gifts) during illness and public holiday celebrations;Corporate team building & family retreats;	<ul style="list-style-type: none">Academic, athletic, and artistic achievement awards for employees’ children; summer camps featuring life skills development programs for children;State-of-the-art recreational facilities featuring modern sports complexes with premium amenities, enabling employees to maintain active lifestyles through regular exercise and sporting events.
Performance Recognition	We maintain a robust recognition and rewards system across all facilities, ensuring that outstanding employee	contributions and achievements are consistently acknowledged and appropriately rewarded.
Additional Benefits	Employees receive comprehensive allowances covering mobile phone usage, lunches, and transportation fuel costs.	

Compensation and Insurance Benefits

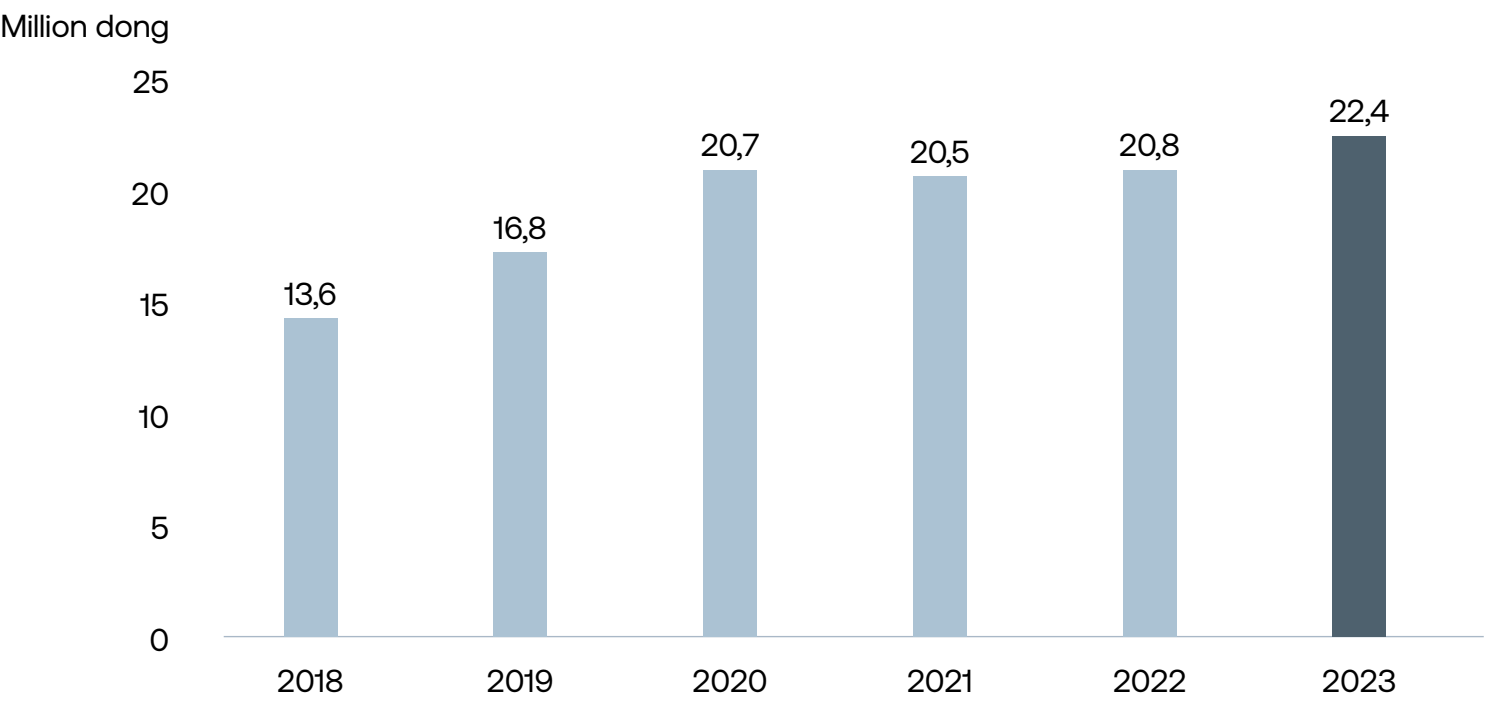
The Group maintains highly competitive compensation packages benchmarked against industry standards. Our compensation and bonus framework are continuously refined to ensure fair recognition of individual performance, capabilities, and contributions to the Group.

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 2023, our employees’ average monthly salary reached VND 22.4 million, marking a 7.7% increase from 2022.

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.

Figure 19. Average monthly employee compensation (VND million)



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:

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 at least 300 but fewer than 1,000 employees: at least one employee is in charge of OSH on a full-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.

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:

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

S2 - Employee Welfare and Well-being

Building Employee Engagement and Cultivating Corporate Pride

At Vingroup, we recognize that employee engagement is the key to achieving organizational cohesion and alignment, ultimately driving the successful execution of our collective goals. We understand that employee engagement is crucial not only for workforce stability but also for nurturing our corporate culture. Building meaningful connections between our 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, Vingroup systematically implements and maintains comprehensive engagement programs designed to create a dynamic and productive work environment.

2023 marked a significant milestone with our 30th Anniversary Celebration (Vin30), a Group-wide initiative designed to strengthen employee engagement and reinforce Vingroup’s core values, culture, and spirit across our organization. The celebration featured an extensive series of cultural and sporting events coordinated by the Group and its P&Ls nationwide, drawing enthusiastic participation from tens of thousands of employees. To further enhance internal communication, we maintain regular monthly newsletters, thematic newsletters, and our innovative internal communications platform – lloveVingroup. This digital platform enables seamless connectivity and real-time access to Group updates while fostering the shared values that define the Vingroup family.

Our P&Ls have also taken proactive steps to strengthen employee engagement and reinforce the Vingroup culture. In November 2023, Vinhomes launched the “Green Living with Vinhomes” campaign which was implemented across all national facilities to encourage eco-friendly practices, improve office environments, and spread workplace happiness through two key programs: “Creating Green Living Spaces” and “5 Minutes Daily”. The former introduced comprehensive Workplace Hygiene and Environment

Standards, providing practical guidelines and useful tips for a clean environment, conserving electricity, and water, reducing office supply waste, etc. The “5 Minutes Daily” initiative, which encourages employees to dedicate five minutes each day to tidying their workspace before leaving, has yielded positive results across offices.

Building on this momentum, we launched the “Green Vinhomes” competition, challenging employees to reimagine their workspaces using eco-friendly materials. This creative initiative garnered tremendous response, with nearly 50 innovative submissions from Alliances/Facilities nationwide, generating hundreds of inspiring images and articles that amplified our sustainability message.

Workplace satisfaction stems not only from collegial interactions and friendly smiles but also from a healthy work environment. Our green initiatives represent more than temporary campaigns or competitions; they are becoming deeply embedded in Vinhomes’ culture. This approach to sustainable development emanates from our workforce and extends throughout our urban communities.



At VinCons, we have successfully implemented the 5S workplace organization methodology (Sort, Set in order, Shine, Standardize, Sustain) through dedicated 15-minute sessions following Saturday work hours. This initiative has gained strong support across all organizational divisions. To optimize the effectiveness of the 5S methodology, our Administration Department collaborates with various divisions to provide regular oversight, conduct evaluations, and incorporate 5S practices into our monthly individual and team performance metrics. Since its launch, the 5S initiative has delivered significant results. It not only fosters a cleaner, more organized workplace but also improves overall work efficiency for VinCons employees. Building on the success of the fundamental 3S principles (Sort, Set in order, Shine), VinCons has successfully extended the program to encompass S4 (Standardize) and S5 (Sustain), ensuring the long-term sustainability of these workplace improvements.

To provide employees with moments of relaxation after demanding work hours and to cultivate a love of reading, VinBigdata has established the “Reading Community”. This initiative features a library of engaging books covering a wide range of topics, from science and history to psychology and art, etc. The Reading Community has been warmly welcomed, receiving enthusiastic engagement from both executive leadership and staff members.

In efforts to foster a dynamic and collaborative workplace, and improve physical and mental well-being, VinAI launched the “VinAI Winter Sport Tournament 2023”. This comprehensive sporting event featured a diverse range of activities including billiards, table tennis, football, and e-sports. The tournament served as a powerful platform for team building, significantly strengthening interpersonal connections and motivating employees to pursue ambitious strategic objectives in the upcoming year.



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.

Our 2023 survey results demonstrated exceptional employee satisfaction levels across the Group, reaching 90%. Several P&Ls achieved outstanding results: VinBus – 98.6%; Vinhomes – 98%, Vinschool – 94.5%; Vincom Retail – 93.6%; ViniTIS – 92%; Vinpearl – 90.5%.

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.

S3 - Diversity, equity and inclusion

As of the end of 2023, Vingroup employs 53,500 people, fostering diversity across educational backgrounds, age groups, genders, tenure, etc.

D - Diversity

Diversity refers to recognizing the unique blend of individual varying characteristics within an organization, encompassing internal attributes (such as gender, age, cognitive and physical abilities), external attributes (geographical location, origin, cultural background, and religious beliefs), and organizational characteristics (various forms of employment contracts).

E - Equity

Equity involves creating an environment where every individual and group receives fair treatment (without discrimination based on personal characteristics such as gender, ethnicity, or economic status) and equal opportunities to grow and achieve their full potential.

I - Inclusion

Inclusion fosters a workplace culture where all employees feel valued, safe, and respected. It is about creating an environment where every voice is heard, every opinion matters, and individuals can realize their potential regardless of their background, identity, or circumstances.

At Vingroup, we believe that diversity, equity, and inclusion (DEI) are foundational to sustainable development and are 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 “HUMANITY”, we strive to create an environment with equal opportunities for all employees, while ensuring balanced representation across gender and cultural dimensions, particularly in leadership roles.

We maintain strict adherence to key human rights and labor standards, including but not limited to: Vietnam’s Labor Code 2019 (No. 45/2019/QH14); the Labor Regulation of the International Labor Organization; and the United Nations Declaration on the Rights of Indigenous Peoples. We pledge to prevent child labor (including juvenile labor) and forced labor while fostering equality and refraining from discrimination based on nationality, age, gender, or educational background. Employees are evaluated and managed based on their productivity and performance, ensuring equal opportunities for all, and creating an environment where individuals can thrive and maximize their potential.

We uphold a discrimination-free workplace in recruitment, training, and promotion processes, regardless of race, skin color, religion, or any other status. DEI principles are integrated into our onboarding programs to help new employees understand the company’s vision, mission, core values, culture, and policies.

Moreover, our commitment to non-discrimination is embedded in the Code of Conduct across all entities in our ecosystem. All forms of workplace discrimination are strictly prohibited, ensuring that every individual has an equal voice and opportunity to make an impact.

As of the end of 2023, Vingroup employs 53,500 people, fostering diversity across educational backgrounds, age groups, genders, tenure, etc.

S3 - Diversity, equity and inclusion

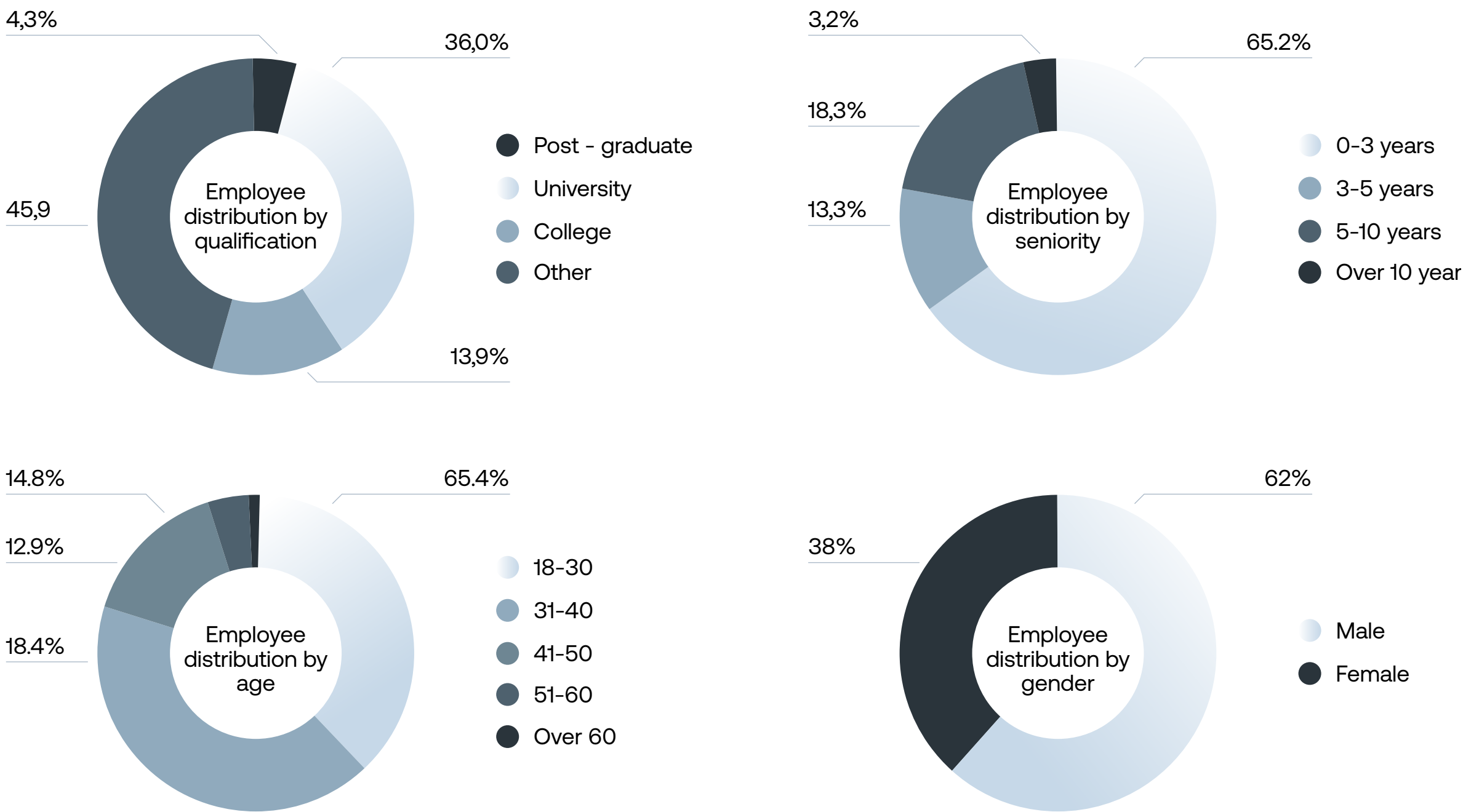


Figure 20. Diversity in Vingroup’s human resources structure

Educational Background: 4.3% of employees have postgraduate qualifications, 36% hold university degrees, 13.9% have college diplomas, and 45.9% fall into other categories.

In terms of tenure, employees with 0-3 years of service make up 65.2%, those with 3-5 years account for 13.3%, 5-10 years 18.3%, and over 10 years 3.2%. These figures are consistent with 2022.

In terms of age, in 2023, the workforce age distribution was: 18-30 years (38%), 31-40 years (42%), 41-50 years (15%), 51-60 years (4%), and over 60 years (0.4%).

The male-to-female ratio in 2023 remained unchanged from 2022, with women making up 38% of the workforce and men 62%. Notably, women held the majority of leadership roles, accounting for 56% (detailed in Topic G1.1).

Vingroup strongly supports gender equality and women’s empowerment as central principles of sustainable development. This aligns with the Group’s culture and business vision, which prioritize fostering 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.



S4 - Product Quality and Customer Satisfaction

Developing Community-Friendly Product

Vingroup always aims to provide cleaner, more environmentally friendly products in each business area.

Vingroup’s products and services in the Industrials, Technology, Complex Real Estate, Healthcare, or Education sectors are all community-oriented and highly social models. Guided by our mission to create a better life for all, community benefit remains the cornerstone of every product and service we develop.

Vingroup is fully aware of the importance of the quality and safety of products and services that we offer in three pillars, including Technology - Industrials, Real Estate and Services, and Social Enterprise. Customer safety is the foundation of everything we do. We proceed to develop our product or service management system in accordance with international standards such as ISO 14001, ISO 45001, ASEAN NCAP, etc. We ensure that all our operations manage a high level of health and safety standards, conduct rigorous risk management practices, work in interdependent relationships with our communities, and promote local development capacity by supporting social upliftment programs.



In our Industrial pillar, **VinFast** has successfully launched seven (07) electric vehicle (EV) models, each thoughtfully designed to meet distinct customer needs. Our attractive sales policies make eco-friendly transportation more accessible to a broader market segment. Pursuing our vision of becoming a global electric vehicle leader, VinFast has established an extensive network of hubs/centers/research institutes on technology research and development products while maintaining autonomy in battery technology - a crucial component of electric vehicles. VinFast maintains its competitive edge through flexible sales strategies, competitive lifetime ownership costs, and premium after-sales service that sets new industry standards. The company offers both monthly battery subscriptions and complete vehicle-with-battery purchase options to accommodate varying customer preferences.

In the Technology segment, **VinBigdata** embodies our commitment to “Vietnamese Technology for Vietnam’s Future”. Our mission centers on developing “Vietnamese Products for Vietnamese People”, creating a world-class ecosystem of products and services that elevates the Vietnamese standard of living. VinBigdata’s diverse product portfolio (including ViChat, ViVoice, ViVi Virtual Assistant, ViGPT) has transformed operations across multiple sectors, including Banking-Finance-Insurance, Automotive, Retail, Tourism-Hospitality, Real Estate, and Healthcare.

VinAI is dedicated to developing cutting-edge AI solutions that enable more natural human-machine interactions through voice recognition, gestures, behavioral analysis, biometrics, and smart device sensors. VinAI’s solutions address global market demands across various industries, with particular emphasis on automotive, urban planning, and consumer electronics, offering competitive pricing and seamless hardware integration capabilities. Our flagship products include Smart Mobility and Smart Edge.

- Smart Mobility comprises AI-powered solutions aimed at “elevating automotive safety and driving comfort to new heights”. A key highlight is the Driver and Passenger Monitoring System, which employs sophisticated AI algorithms to detect and alert against hazardous behaviors such as drowsiness, intoxication, smoking, and mobile phone use while driving. Notably, the system features MirrorSense, the world’s first AI-based automatic mirror adjustment technology, which earned the prestigious Innovation Award Honoree in the Vehicle Technology and Advanced Mobility category at CES 2024.
- Smart Edge - The GuardPro solution transforms standalone IP cameras into a comprehensive security system, delivering 24/7 surveillance with real-time alerts. It accurately analyzes and processes data from hundreds of video streams per processor to detect security threats or policy violations. This solution allows businesses to reduce hardware costs by 30% while also cutting electricity and operational expenses.

VinBrain has established itself as a pioneer in delivering AI-driven products and platforms for healthcare, advancing both human well-being and ESG objectives. As of 2023, VinBrain is the first and only company in Southeast Asia to receive U.S. FDA approval for AI-powered chest X-ray diagnostics, with full commercialization rights in the United States. VinBrain’s flagship platform DrAid™, leverages artificial intelligence to revolutionize medical imaging diagnostics and drive digital healthcare transformation, significantly reducing environmental impact by cutting down the use of physical X-ray films.

S4 - Product Quality and Customer Satisfaction



In the pursuit of creating premium urban living spaces, Vinhomes has taken the lead in promoting the “Green Living - Healthy Living - Civilized Living” initiative, fostering vibrant and cohesive communities. Throughout 2023, the company implemented several community-building initiatives to foster friendly, unified, and humanistic resident communities through community events. It also championed the green, healthy, and modern living trend to elevate residents’ quality of life, introducing two elite clubs focused on green and healthy living. To further engage residents and promote sustainable practices, Vinhomes partnered with the Fund for a Green Future to conduct regular awareness campaigns and training sessions, encouraging residents to adopt the 5R

lifestyle (Refuse, Reduce, Reuse, Recycle, Rot). Through nearly 40 green initiatives, they collected 1,725 kg of used batteries, enhancing awareness of environmental protection. Additionally, residents took part in eco-focused events organized by the company like the Run4Green race, with 12,000 participants, and the Xmas Green event, which attracted 500 athletes. In 2023, Vinhomes also expanded its “Happy Home” affordable housing projects across major cities and provinces, making homeownership attainable for millions of Vietnamese workers.



In healthcare, Vinmec continues to pioneer advanced medical technologies and treatment methods in Vietnam. In December 2023, Vinmec became the first hospital in Vietnam to perform successful awake brain surgery for epilepsy patients, allowing doctors to monitor and preserve the patient’s language functions during the procedure. The Vinmec Research Institute of Stem Cell and Gene Technology is Vietnam’s first institution to receive Ministry of Health approval for clinical trials of CAR-T cell therapy in hematologic cancer treatment. This cutting-edge global treatment offers new hope to patients with acute leukemia or lymphoma who no longer respond to conventional therapies. In 2023, Vinmec successfully treated eight such patients. To enhance customer experience, Vinmec launched and effectively deployed the My Vinmec app, ranking among Vietnam’s

top three healthcare applications on both App Store and Google Play. Its features, including convenient appointment scheduling, medical record tracking, and prescription services, have significantly reduced patient wait times. To further improve the hospital’s experience, Vinmec introduced entertainment services for customers during their visits. The Vinmec website (Vinmec.com) ranks 19th among global healthcare websites according to SimilarWeb, attracting approximately 54 million monthly views. The site’s in-depth, reliable health content meets the evolving needs of readers. Meanwhile, Vinmec’s YouTube channel, with nearly one million subscribers and over 120 million annual views, has become one of Vietnam’s leading hospital-managed healthcare channels.



In transportation, **VinBus** is transforming public transit with its “Service from the Heart” principle. These smart buses, manufactured and assembled by VinFast, incorporate state-of-the-art technologies and safety features. The distinctive green exterior of VinBus electric buses reflects the investor’s commitment to developing eco-friendly transportation systems and safeguarding community health. VinBus vehicles feature advanced driver behavior monitoring systems, safety alerts, and automatic lowering mechanisms to assist elderly passengers, children, people with disabilities, and pregnant women.

Additional features include electronic stop notifications, free Wi-Fi, USB charging ports, security cameras, journey monitoring, entertainment screens, reverse warning systems, and parking assistance systems. With its modern technology and innovative design, VinBus is poised to become a leading solution for green mobility, heralding a new travel trend for modern communities.

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.

Results from 2023 show high levels of customer satisfaction across Vingroup’s offered products and services, averaging 83.4%. Several P&L units achieved outstanding satisfaction scores, including Vinhomes at 97%, Vinpearl, Vincom Retail, and VinBrain at 92%, VinBus at 90%, and ViniTIS at 89.9%.

97%



Vinhomes’s satisfaction scores

92%



Vinpearl, Vincom Retail, VinBrain’s satisfaction scores

90%



VinBus’s satisfaction scores

89,9%



ViniTIS ‘s satisfaction scores

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.

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.

Responsibility to partners and customers

In our partnerships, Vingroup always 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 the mechanisms for handling any acts of corruption in all Group activities.

With our 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.

For the Industrials pillar, **VinFast** has provided training programs for electric taxi service partners including En Vang Taxi, Lado Taxi, Thanh Ha Taxi, Mekong Taxi, and GSM Laos. These efforts aim to strengthen partners’ capabilities in operating electric vehicles safely and efficiently, thereby increasing the visibility and appeal of electric vehicles to consumers.



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.

With this principle in mind, Vingroup is strongly committed to investing in and supporting the education and development of young people.

Sustainable Development Education

The true value of understanding and practicing sustainable development is realized when it is integrated into all aspects of our lives, from education to everyday actions, and among people from all walks of life, generations, and cultures. From that perspective, Vinschool has effectively integrated sustainability into its curriculum to enhance the awareness and responsibility of students, and teachers in the Group’s journey towards sustainable development.

“Global Citizenship Education” (GCED) is a distinctive subject exclusively offered at **Vinschool**, which is built upon 17 UN SDGs. This subject aims to equip students with insights on critical issues in Vietnam and the world, and necessary skills and capabilities to become pioneers who shape the future. Through cutting-edge educational approaches, Vinschool students have initiated numerous environment and climate-related projects each year, leading to positive changes in hundreds of communities nationwide and encouraging people to protect our planet through sustainable lifestyles. Some notable projects include raising awareness about water conservation, planting trees on green barren land, and proposing alternatives to plastic products, among many others.

GCED is provided for all 12 grades in the system. One of the primary focuses of GCED is education on sustainable development and environmental protection, aligning with the global goal of ensuring a sustainable future. Students will not only be provided with knowledge about practical issues but will also carry out practical projects to address environmental issues in the community. Based

on their understanding of sustainability, Vinschool students have actively and proactively initiated many environmental and climate projects beyond the scope of the subject and participated in prestigious sustainability competitions.

VinFast successfully organized the “2023 Road Traffic Law and Safe Driving Skills Contest” in collaboration with the Ministry of Education and Training under the theme of “Creating a Green Generation” for over 3000 students from regional leading universities. Activities in the contest include workshops, safe driving practices, and short plays on traffic safety. By offering engaging experiences, VinFast has fostered a vision for a “green” generation, empowering young people with the knowledge and skills to be safe road users and active contributors to a greener Vietnam.

Founded on July 7, 2023, **For Green Future Foundation** is a non-profit organization (initiated by Vingroup) 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. Among these campaigns, many have resonated with local communities, such as the “Joining hands to clean up the river” campaign in Can Tho, which collected over 10 tons of waste, or the online running event “Education for Green Future” that attracted

nearly a thousand teachers, raising funds to install clean water and renovate toilets for six schools (Green Education). In parallel, another Green Education project that has attracted significant attention is the “Talk Green Future” public speaking and debate competition, with over 1,695 registrations from students of 455 high schools in 59/63 provinces and cities nationwide after only one month. The program has implemented a series of roadshows at 11 high schools in Hanoi, Hung Yen, Ho Chi Minh City, and Can Tho, reaching tens of thousands of students and sending official letters to 530 schools to spread the word about the contest.

On October 6, 2023, the For Green Future Foundation signed a cooperation agreement with the Ministry of Education and Training to implement the Green Education and Green Sports program for students from 2023 to 2028. The cooperation program is implemented nationwide with the aim of educating on, improving school health, and raising awareness about the importance of environment protection through the “For a Green Vietnam” plan with two main contents: Green Education and Green Sports.


S5 - Social Responsibility

Training and developing the young generation

VinAI gave

25


full PhD fellowships to interns



VinBigdata sponsored


150

Ph.D. scholarship recipients



VinUni became a global education partner with

39 universities



In December 2023, **VinUni** In December 2023, VinUniversity signed a cooperation agreement with the Ministry of Science and Technology, and the Department of Technology Application and Development to promote comprehensive national innovation initiatives. Simultaneously, VinUni and Oxford University have partnered to conduct the Vietnam Industry Innovation Research (VIIR) project. This is the pioneering study in this field in Vietnam and Southeast Asia. In addition, VinUniversity was assigned by local leaders to head a consulting project to carry out the Green Transformation – Green Growth project for Khanh Hoa Province and Nha Trang City, assisting Nha Trang in becoming a modern, green, and sustainable city that is worth living and working in for everyone. In 2023, VinUniversity became a global education partner with 39 of the world’s leading universities and sent 112 students to the student exchange programs. 15 undergraduate students in their junior year gained admission to the Master’s program at the University of Pennsylvania, Cornell University (ranked in the Top 20 worldwide), UIUC University (USA), the University of Technology Sydney (UTS), and the University of Queensland (UQ). This is an unprecedented achievement at Vietnamese universities, affirming VinUniversity’s high caliber of education.

The **VinIF Fund** and **VinBigdata** successfully finalized sponsorship agreements for 146 Master’s scholarship recipients, 150 Ph.D. scholarship recipients, and 90 post-Ph.D. scholarship recipients in 2023. Additionally, it continued to sponsor six collaborative Master’s training projects in data science with leading research institutes and universities in Vietnam. In the same year, the VinIF Alumni Club remained active, engaging in three seminars, one competition, and four public lecture events, with over 1,000 members in attendance, including students, researchers, Ph.D. holders, and young scientists.

Through its partnership with 35 prestigious universities, colleges, and vocational schools in cities like Hanoi, Hai Phong, Hue, Da

Nang, Kien Giang, Can Tho, and Ho Chi Minh City, **Vinpearl** has significantly contributed to fostering the development of the next generation workforce for the service industry. This collaboration provides job opportunities and internships for students while still in school. Vinpearl, VinWonders, and Vinpearl Golf campuses, which are mainly located in Phu Quoc, Nha Trang, and a few other provinces, welcomed almost 1,500 students in 2023. Vinpearl focused on granting sponsorship of career counseling contests and school events in 2023. These included VinUni’s Open Day, the Talent Pools of Foreign Trade University – Hai Phong University – Ton Duc Thang University, Kien Giang College’s refrigeration technician skills, FPT Polytechnic’s submarine design, Inspired Academy’s cooperation program, etc.

Furthermore, Vinpearl provided sponsorship for the Trainee Program in hospitality management, amounting to nearly VND 450 million. The program’s objective is to establish a professional learning environment within the hospitality industry and facilitate career opportunities for talented VinUni students, as well as the younger generation, while they are still in school. The program alternates between internships at Vinpearl’s facilities nationwide and professional seminars featuring Vinpearl leaders for program participants.

In 2023, **VinAI** built a team of highly capable researchers and technology engineers who are skilled problem-solvers and recruited 25 new trainees who joined the Company’s AI Residency training program. 115 interns had completed training at VinAI as of 2023, and they were the authors for 14 out of 27 research projects that were published at leading conferences worldwide, making up 52% of VinAI’s total papers in 2023. There were 25 full PhD fellowships worth hundreds of thousands of dollars each given to interns at the world’s top 20 universities in AI and computer science.



S5 - Social Responsibility



Financing and Training to Drive Science and Technology

Founded on December 20, 2020, VinFuture Foundation is a Vietnamese non-profit organization established with an initial endowment of VND 2,000 billion (equivalent to USD 100 million) by Mr. Pham Nhat Vuong and his wife Madam Pham Thu Huong.

The Foundation’s mission is to recognize and promote groundbreaking scientific research and technological innovations that catalyze meaningful change in the daily lives of millions of people, thereby contributing to a brighter future where scientific research and technological innovation can create a more equitable and sustainable world for future generations. Driven by the Founder’s belief that Science and Technology are the keys to economic and human development, the Foundation aims to remove all barriers in science, empower talented individuals, and create meaningful changes in people’s lives.

One of the key initiatives undertaken by the VinFuture Foundation is the annual VinFuture Prize Award Ceremony. On December 20, 2023, the third VinFuture Awards Ceremony took place in Hanoi, recognizing the excellence of the four most outstanding scientific endeavors among a pool of 1,389 nominations. The VinFuture Grand Prize, valued at three million US dollars, was awarded to the

groundbreaking work of “Invention in creating a sustainable platform for green energy through production with solar cells and storage with Lithium-ion batteries.” Additionally, three VinFuture Special Prizes were awarded to: “Invention and advancement of disease-resistant rice varieties”, “The discovery of the ozone depletion mechanism in Antarctica”, and “The discovery of the role of glucagon-like peptides-1 (GLP-1), paving the way for widely used treatments for diabetes and obesity”.

The award winners surpassed nearly 1,400 nominations originating from 90 countries and territories. These breakthroughs have a profound impact on the present and future of humanity in crucial fields such as green and sustainable energy, climate change response, sustainable agriculture, food security, and healthcare.

1,389

scientific endeavors nominated

The award winners surpassed

1400

nominations originating from 90 countries and territories

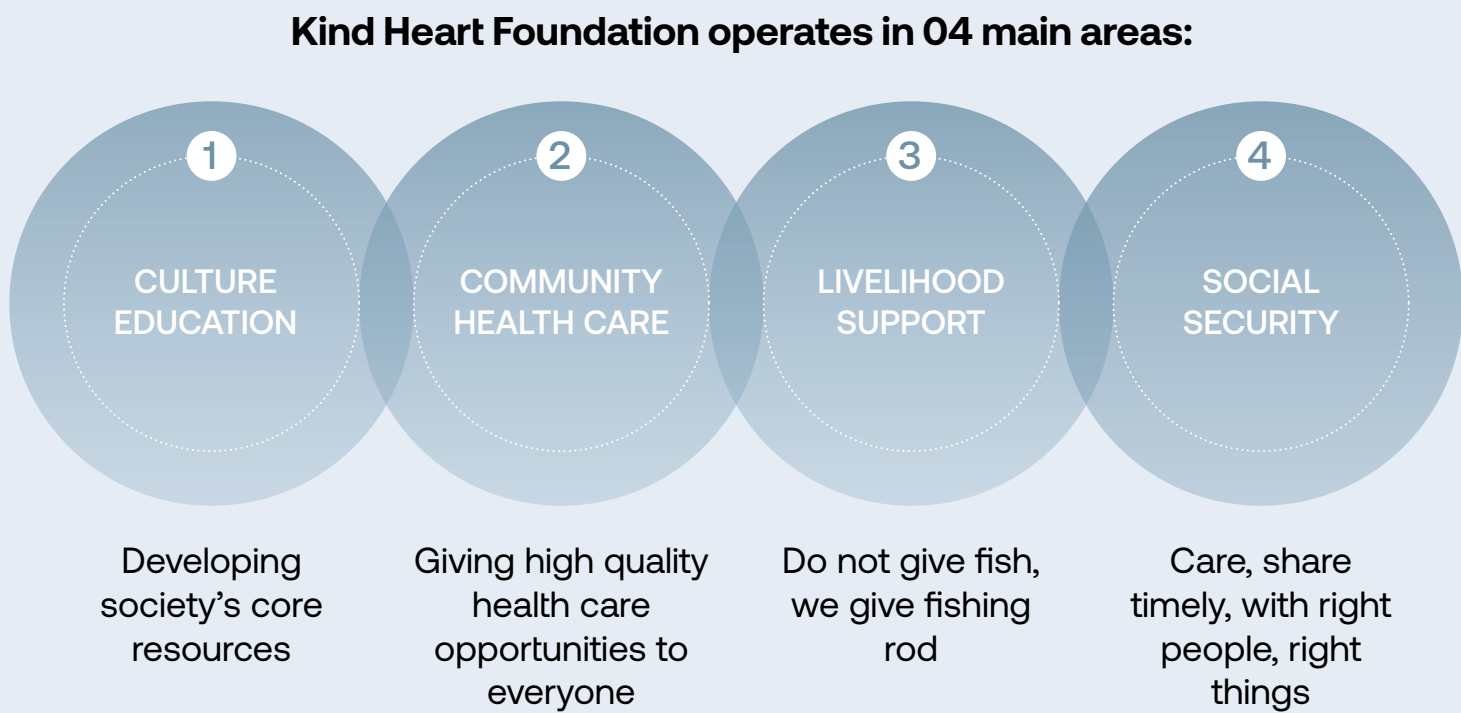
S5 - Social Responsibility

Improving community welfare

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 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.



Culture - Education

Aiming to provide equitable educational opportunities and foster the growth of talented individuals, the Kind Heart Foundation seeks to offer both tangible and intangible support. Through programs to build schools and boarding houses, provide scholarships, and foster a reading culture, the Foundation has opened up sustainable and long-term educational opportunities. Notable activities in culture - education of the Kind Heart Foundation in 2023 include:

- Built 10 schools and boarding houses

- Awarded over 9,100 scholarships and 320 bicycles to poor students with good grades;
- Sponsored the conversion of textbooks for grades 3, 7, and 10 to the Braille format and developed “management software for education support system for persons with disabilities”;
- Built 23 swimming pools to prevent child drowning and 80 automatic rain gauge stations.

Community Health Care

To provide opportunities for everyone to access high-quality healthcare services, the Kind Heart Foundation has organized numerous free medical check-ups, and surgeries, and provided

medicine. Also, it 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 FUNDING

Sponsoring specialist training for 200 young doctors at district hospitals in mountainous, border, and island areas of 28 particularly disadvantaged provinces.

“RIGHT MEDICINE FOR CHILDREN” PROJECT

Sponsored and coordinated with Genestory to implement the project "Right Medicine for Children" to screen genes to detect adverse drug reactions in poor children undergoing treatment or at risk of epilepsy. This project was honored at the Human Act Prize Ceremony in 2023.

SCREENING

Organize screening and treatment for millions of people with cardiovascular disease and diabetes in 10 provinces.

VILLAGE HEALTH DEVELOPMENT

Maintain and expand the network of 1,500 midwives in ethnic minority villages to help create conditions for pregnant women and newborns in particularly difficult areas to access better medical services and health care.

FREE MEDICAL TREATMENT

Funding surgery for congenital malformations and treatment for 270 children with cancer.

FREE SURGERY

Organized a program of cataract surgery and gave free glasses to 4,700 elderly people and students in difficult circumstances.

S5 - Social Responsibility

Livelihood Support

With the motto of providing opportunities and solutions, the Kind Heart Foundation helps individuals and families in trouble to overcome poverty through programs to give them heifers and houses and thus make them believe in a brighter future. In 2023, the Foundation provided quick support to over 2,500 individuals and families, assisting them in overcoming adversity and creating livelihoods so that they could work and eventually cross poverty.

In 2023, the Kind Heart Foundation successfully expanded its “Cooperatives linking with poor farming households for economic development and sustainable poverty alleviation” program to 24 exemplary cooperatives across 14 provinces. The program received high praise from the community for its innovation, creativity, and breakthrough approaches aimed at helping people escape poverty sustainably.

Additionally, the Foundation implemented various projects, including installing an irrigation system using Israeli technology for Cam Bu

trees (an orange variety) in Huong Son district, Ha Tinh province; supporting the installation of HDPE technology cage systems for shrimp and fish farming households in Khanh Hoa province; funding research aimed at developing new cassava varieties resistant to diseases and with higher yields; and sponsoring the development of a data system focused on quality standards of Vietnam’s agricultural and aquatic products to facilitate their domestic consumption and export. The Kind Heart Foundation’s meaningful support not only improves livelihoods and quality of life for impoverished households nationwide but also contributes significantly to national development goals and the modernization of Vietnam’s agricultural sector for global competitiveness.

In 2023, the Foundation provided quick support to over 2,500 individuals and families, assisting them in overcoming adversity and creating livelihoods so that they could work and eventually cross poverty



S5 - Social Responsibility



Social Security

Committed to the national traditions of gratitude and mutual support, the Kind Heart Foundation has been conducting annual charitable activities, providing essential aid to those in need and assisting communities affected by natural disasters.

In 2023, the Kind Heart Foundation built 386 charity homes for the poor and constructed 11 clean water supply systems and three bridges in difficult mountainous areas.

In line with its motto, “Mutual love, protecting the vulnerable,” the Kind Heart Foundation donated a total of 150,000 Tet gifts to poor families across the country.

Each gift symbolizes Vingroup’s compassion, aiming to bring warmth and joy to those in need during the Tet season. On major holidays and anniversaries in 2023 (Children’s Day, Mid-Autumn Festival, etc.), the Kind Heart Foundation gave thousands of presents to low-income children, social protection beneficiaries, and revolutionary contributors. In addition, the Foundation provided monthly support to nearly 400 Vietnamese Heroic Mothers and social protection beneficiaries, 1,962 children in extremely difficult circumstances who lost their parents due to COVID-19, as well as regular support to 52 shelters for orphans and vulnerable single individuals.

The Phat Tich Charity and Career Center, established by the Kind Heart Foundation in Bac Ninh province, currently cares for orphans and homeless elderly people. In 2023, the Phat Tich Charity welcomed 54 more orphans, bringing the total number of elderly and children at the Center to 213 people. In 2023, the Center signed a cooperation agreement with KOTO Co., Ltd., a social enterprise that engages in free career training, orientation education, life skills education, and humanitarian activities in addition to providing jobs for young people in highly difficult situations.

In addition to the Kind Heart Foundation, other P&Ls are also actively contributing to society by promoting humanitarian values and fulfilling their corporate social responsibilities in numerous ways, including:

In 2023, Vinhomes contributed over VND 2,270 billion in charitable activities; VND 18 billion to eradicate dilapidated houses for 500 households in Dinh Hoa district, Thai Nguyen province; Provided 5,000 Tet gifts for “For the Poor” Fund of Can Gio district; Supported the construction and repair of over 650 houses for poor and disadvantaged households; Sponsored medical equipment worth over VND 92 billion for hospitals nationwide; Sponsored over VND 9 billion for the treatment of pediatric patients; Sponsored VND 49 billion for Vietnam technology courses and 5,100 computers for schools in disadvantaged areas; Awarded scholarships to nearly 800 students.

Vinschool brought thousands of people together through the EDURUN fundraising race: Since 2015, the EDURUN race, organized by Vinschool to promote sports and charity works, has drawn tens of thousands of participants, spreading messages of compassion. This initiative stands as a truly impactful charity activity, resulting in the construction of numerous new classrooms and schools in challenging regions of Son La, Quang Tri, Dien Bien, and Quang Binh provinces, with a budget exceeding VND 15 billion allocated over the years. EDURUN holds immense social significance, nurturing a collective sense of responsibility among all involved.

VinUni team participated in a fundraising race for disadvantaged people: At the beginning of November 2023, VinUni’s “Run for a Healthy Community” program was launched, aiming to improve

health, foster exercise habits, and make a positive impact on the community. Each kilometer run by VinUni members will contribute to a Tet gift fund for those in need.

Vinhomes contributed over
2,270 billion
in charitable activities

Supported the construction and repair of
650 houses
for poor and disadvantaged households

2024 Directions and Objectives for Social Sustainability

The Group will continue commitments to social sustainability in 2024, building on the foundation laid in 2023.

Table 27. 2024 Directions and Objectives for Social Sustainability

Item	Orientation	Objectives	Actions to take	Item	Orientation	Objectives	Actions to take
Developing Elite Human Capital	Focus on sustainable human resource development through training and upskilling for all employees. Develop future leaders and a strong management team to support the Group's development plans.	All employees receive comprehensive training to meet and exceed Vingroup's competency standards and work requirements.	<ul style="list-style-type: none">Provide professional training courses and learning opportunities for all employees;Enhance employees' core values;Nurture a new generation of leaders.	Community-Friendly Products	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">Continue investing in research and development of high-quality, environmentally friendly products and services;Diversify products and services in each vertical, aiming to provide the most attractive and highest-quality products to consumers.Maintain and develop superior after-sales service to meet customer satisfaction.
Employee Welfare and Well-being	Secure and enhance employee welfare. Provide comprehensive care to ensure the health and safety of all employees, aiming for a zero-injury workplace.	Guarantee full employee benefits as required.	<ul style="list-style-type: none">Comply with regulations to improve the physical health of all employees;Pay wages and incentives and apply welfare policies fairly;Organize programs to improve mental health for all employees;Organize programs to improve mental health for all employees.	Social Responsibility	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.	Committed to creating positive social impacts by addressing societal challenges and improving the well-being of communities. Actively engage in community development projects, including affordable housing programs, infrastructure development in rural areas, and support for vulnerable communities.	<ul style="list-style-type: none">Committed to creating positive social impacts by addressing societal challenges and improving the well-being of communities.Actively engage in community development projects, including affordable housing programs, infrastructure development in rural areas, and support for vulnerable communities.
Diversity, Equity, and Inclusion	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.	Ensure fair compensation for all employees based on their performance. Maintain a diverse, equitable, and inclusive work environment. Women make up at least 30% of the Board.	<ul style="list-style-type: none">Comply with regulatory requirements on human rights and employee rights;Comply with regulatory requirements on human rights and employee rights;Develop employee engagement index to attract and retain talent, balancing company needs with employee capabilities.				

Appendix

- 1 The presence of typical companies in Vingroup's ecosystem in 2023
- 2 GRI Indexes
- 3 List of tables used in the report
- 4 List of figures used in the report



The presence of typical companies in Vingroup’s ecosystem in 2023

Province/City	VinFast ¹	Vinpearl ²	Vinhomes	Vincom Retail	VinUni	Vinmec	Vinschool
Ha Noi	13	02	16	12	01	03	32
Hai Phong	03	03	02	02		01	03
Ho Chi Minh	10	01	04	13		02	12
Khanh Hoa	02	10		05		01	
Kien Giang	02	08		01		02	
Other provinces/cities	58	19	06	50		02	03
North America and European	38						
Total	126	43	28	83	01	11	50

Note:
1: Includes VinFast 1S, 2S, and 3S showrooms, authorized dealers and manufacturing complexes
2: Includes Vinpearl Golf, F&B Center, VinWonders

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