

2023

# SUSTAINABILITY REPORT

“Reducing Quantity - Increasing Quality” Towards Effectiveness & Sustainability

MOBILE WORLD INVESTMENT CORPORATION

"2024 marks the 20th anniversary of the establishment of the Group. In addition to business goals, MWG recognizes the importance and commits to more efforts for sustainable development goals, including experimenting and scaling up technology solutions to control resource use and reduce emissions, actively implementing - encouraging customers - calling for partners to join hands in implementing projects to reduce harmful waste to the environment, alongside raising awareness of ESG for all employees."



**Nguyen Duc Tai - Chairman**

"ESG is a set of standards on Environmental, Social and Governance in the company's operations. ESG serves as a guideline to help stakeholders clearly understand how businesses manage risks and opportunities in these three aspects." - Global Reporting Initiative.

ESG has gained widespread attention in Vietnam in recent years. This is largely thanks to the efforts of the Vietnamese government in promoting the ESG-related practices, coupled with the increasing demand from investors for sustainable investment. At the 2021 United Nations Climate Change Conference (COP26), Vietnam made a significant mark when the Prime Minister announced a series of commitments to combat climate change. This will have a meaningful impact on the country's energy transition to carbon neutrality and will require a restructuring of the entire Vietnamese economy.

#### Environmental

This refers to the amount of energy that a company consumes, the amount of waste generated and the amount of natural resources needed to operate the business.

#### Social

This refers to the relationships and reputations built through a company's activities in the communities where it operates.

#### Governance

This refers to the mechanism to monitor processes and practices necessary for corporate governance and effective decision making for the overall benefit of the company.

At the COP28 in 2023, participating countries reached a historic agreement to prepare to end the era of fossil fuel use. According to the roadmap, economies begin to launch a just transition to new types of energy that are more environmentally friendly. This global effort aims to limit global warming to below 1.5 degrees Celsius, and prevents irreversible climate change and environmental disasters.



**COP28**  
**UAE**

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## MESSAGES FROM THE BOARD OF DIRECTORS ON SUSTAINABLE DEVELOPMENT

Dear Customers, Shareholders, and Employees of Mobile World Group (MWG),

In an era full of unpredictable fluctuations with numerous challenges in various aspects of economy, politics, and climate change, we are once again reminded of the necessity and importance of investing in building businesses for long-term Sustainable Development.

With this orientation, MWG has proactively integrated and implemented various initiatives and activities related to ESG throughout all business and operational decisions of the company to realize its Sustainability Commitments. At the same time, MWG also continuously adapts to the rapidly changing market expectations to bring the best values to customers, employees, shareholders, and stakeholders.

For the environment, MWG encourages practical actions "Small changes, Big impacts" such as Saving electricity and water, Recycling used batteries, Reducing the use of plastic bags, and Fostering Green consumption and Circular Economy. For the community, MWG implements volunteer programs to support difficult situations - vulnerable people through The "Tam An Than Khang Journey" - free health examination for the poor, and AVAKids's "AVAS-mile Fund" - sponsoring surgery for pediatric cleft palate patients. In parallel, MWG commits to operating its business with Integrity and Humanity wherever we are present by ensuring transparent corporate governance and compliance with applicable laws and regulations.

We recognize that Sustainable Development will be the foundation for our development strategy for the period 2024 - 2030, focus on reducing greenhouse gas emissions, controlling the use of resources, reducing waste into the environment, and accompany Vietnam Goal towards the Circular Economy's strategy and the Net Zero 2050.

2024 is the 20th anniversary of MWG. On behalf of the group, I would like to express my gratitude to customers who have always placed their trust in MWG. I would also like to sincerely thank all employees and management team for their enthusiasm and dedication in promoting the Sustainable Development Journey. And last but not least, it is indispensable to express our gratitude to our valued partners and shareholders for their trust and support. This is a great source of motivation for MWG to continue to strive to create many practical and sustainable values for the community of stakeholders.

**Dang Minh Luom**

Member of the Board of Directors - Responsible for  
MWG Sustainable Development Strategy



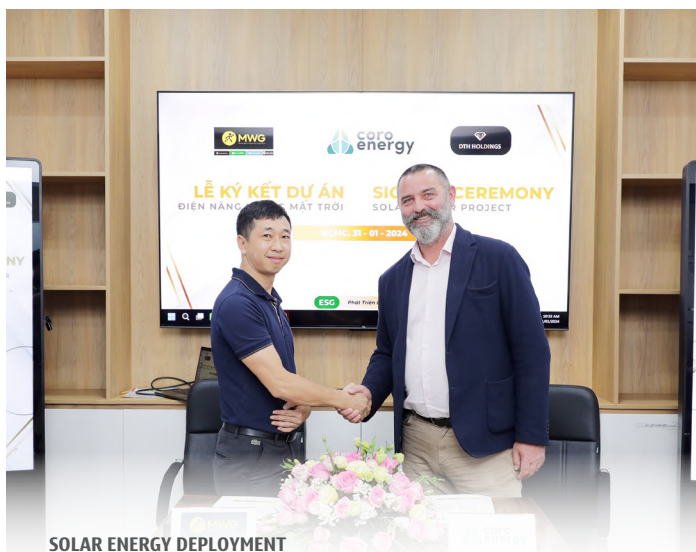
## PART 1 OVERVIEW ABOUT THE REPORT

The MWG 2023 Sustainable Development Report provides an overview of strategy, governance, goals, and implementation of important activities related to the issue of **Sustainable Development - ESG (Environmental, Social and Governance)** of MWG and its subsidiaries. The report also integrates information that contributes to **the United Nations' Global Sustainable Development Goals (17 SDGs)**.

**The report is formulated on the basis of reference to the Global Reporting Initiative Standards of the Global Reporting Initiative (GRI).** The preparation of the Sustainable Development report is an opportunity for MWG to review its sustainable development strategy and the implementation of its sustainability commitments. Based on assessments and surveys of stakeholders, MWG consolidates the key topics it needs to focus on, develops KPIs, builds a management system, and makes specific assessments to ensure harmonization of related parties' benefit.

All data on the 2023 Sustainable Development Report is compiled from January 1st, 2023 to December 31st, 2023 and will be published on the website [mwg.vn](http://mwg.vn) on March 22nd, 2024. For any questions or comments related to the report, please contact via email: [esg@thegioi-didong.com](mailto:esg@thegioi-didong.com).

## HIGHLIGHTS OF 2023 SUSTAINABILITY JOURNEY



### SOLAR ENERGY DEPLOYMENT

MWG has cooperated with Coro Energy, CAS Energy to install solar energy systems at stores nationwide.



REDUCE PLASTIC AND PROMOTE SUSTAINABLE CONSUMPTION



### MWG X LIMLOOP - RECYCLING BANNERS AND POSTERS FOR A CIRCULAR ECONOMY

Reduce the amount of waste into the environment, create jobs for disadvantaged members of society; Pioneer in actions to promote Circular Economy in Vietnam. Recovery for recycling: 2483.8kg. Created jobs for 17 disadvantaged and disabled people.



#### THE JOURNEY "AVAKIDS'S SMILE FUND"

With the desire to change lives and bring a brighter future to Vietnamese children in less fortunate circumstances, AVAKids sponsored 550 surgeries to treat children with lip and palate deformities.



#### IMPLEMENT ESG COMMITMENTS AGREEMENT WITH SUPPLIERS



#### MWG X SAMSUNG - CAMPAIGN "JOIN HAND TO GREEN LIVING"

Join hands to handle used batteries nationwide - 650 collection locations. More than 850kg of used batteries have been collected.



#### THE JOURNEY "TAM AN THAN KHANG"

The journey is a community campaign with free health examination activities for more than 9,000 people in difficult circumstances in 18 provinces and cities.



#### BACH HOA XANH FOR COMMUNITY

Bach Hoa Xanh organized continuous charity activities for 12 months to improve the lives of people in the community, with a total amount of help of VND 978,554,000 and other gifts in kind. With the above amount, Bach Hoa Xanh has helped more than 736 disadvantaged people, 80 children with cerebral palsy, 160 elderly people in lonely situations, 371 poor students and children, 50 orphans; and presented 460 gifts and 360 meals to people.



DISCLOSE INFORMATION TRANSPARENTLY AND PERIODICALLY ABOUT ESG

# OUTSTANDING AWARDS FOR THE MWG SUSTAINABILITY JOURNEY

## Environmental



Top 20 Companies with the highest Sustainability  
Index in Vietnam in 2023  
(Vietnam Sustainability Index)  
(awarded by Hochiminh Stock Exchange)



Top 50 Corporate Sustainability  
Award 2023  
(awarded by The BusinessReview)

## Social



Top 100 Best Places to Work  
in Vietnam in 2023 (Anphabe)



Top 1 Reputable Retail  
Company in 2023 - Industry:  
Electronics, Refrigeration,  
Digital equipment, Books, Stationery



Top 50 Prestigious and Effective  
Public Companies of 2023 - VIX5  
(Vietnam Top 50 Public  
Companies)



Top 10 Best Placesto Work  
in the Retail Industry in 2023  
(VietResearch)

# Governance



Top 10 Best Corporate  
Governance Enterprises 2023  
(Vietnam Listed Company Awards  
by Hochiminh Stock Exchange)



Top 3 Largest Private  
Enterprises In Vietnam In 2023  
(VNR500)



Top 10 Largest Private  
Enterprises In Vietnam In 2023  
(VNR500)



Top 50 Largest Enterprises  
in Vietnam by VNR500  
Ranking in 2023



Best Annual General Meeting (AGM)  
Organizer Award at the 2023  
Listed Company Awards organized by HoSE  
(Vietnam Listed Company Awards).



Top 500 Fastest Growing  
Enterprises in Vietnam




Top 10 Strongest Brands & Top 100  
Most Valuable Brands in Vietnam in 2023  
(Brand Finance)



## PART 2

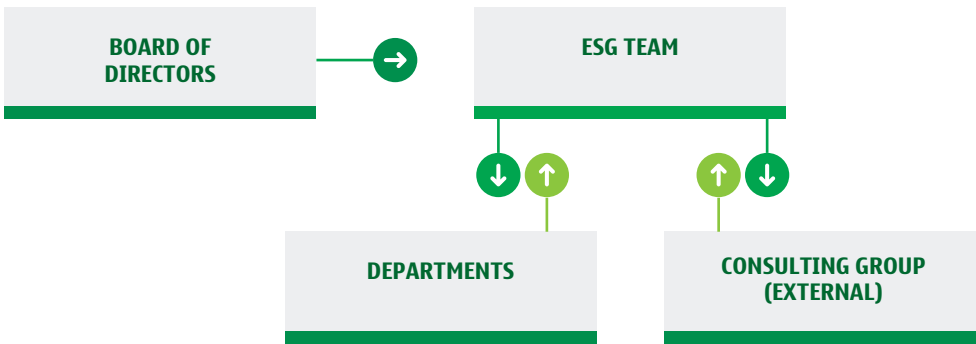
# APPROACHES AND MANAGEMENT OF SUSTAINABLE DEVELOPMENT





# SUSTAINABLE DEVELOPMENT GOVERNANCE STRUCTURE

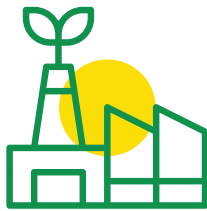
MWG is always striving to contribute to the development of the economy, society and environmental protection through responsible business practices, pioneering sustainable development activities, ensuring harmony of interests of stakeholders, and accompanying the Vietnamese government on the journey to **Net Zero emissions by 2050**. MWG has integrated its business strategy with sustainable development to create many practical values for the community. MWG has built a governance structure related to Sustainable Development to ensure the effective implementation of these goals, while identifying challenges, opportunities and trending issues to optimize costs, resources and harmonize the interests of stakeholders.



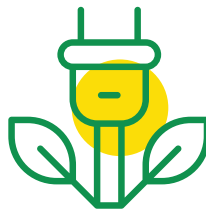
Function	Participant	Roles & Responsibility
Directions and Monitoring	Board of Directors	<ul style="list-style-type: none"> <li>Provide orientation, goals, policies and general statements on Sustainable Development.</li> <li>Supervise strategies, implementation and execution.</li> </ul>
Management & Coordination	ESG Team	<ul style="list-style-type: none"> <li>Coordinate and implement Sustainable Development activities into business activities and ensure efficiency and continuous improvement.</li> <li>Periodically synthesize, measure and report Sustainable Development activities to the Board of Directors and relevant parties. Ensure timely, transparent and accurate implementation of relevant Sustainability reports in each aspect.</li> <li>Develop and implement training and communication programs to raise awareness for stakeholders on Sustainable Development.</li> </ul>
Implementation	Departments	<ul style="list-style-type: none"> <li>Implement sustainable practices and initiatives in areas of expertise to achieve the goals.</li> <li>Ensure timely, transparent and accurate implementation of relevant Sustainability reports in every aspect.</li> </ul>
Consulting	Representatives of stakeholders	<ul style="list-style-type: none"> <li>Consult with MWG on key areas and Sustainability strategies and practices.</li> </ul>

# SUSTAINABLE DEVELOPMENT GOALS ASSOCIATED WITH BUSINESS ACTIVITIES

## REGARDING THE ENVIRONMENTAL ASPECT



Minimizing the scope 1 and scope 2 emissions by promoting renewable energy projects and prioritizing low-impact fuels; step by step preparing a roadmap to achieve Netzero in the future



Controlling the consumption of resources (electricity, water...) with IoT applications



Significantly reducing the amount of waste released into the environment by using biodegradable bags and promoting reusable bags, reducing the number of plastic bags used, and actively cooperating with our partners and suppliers to implement circular economy solutions for collecting and recycling relevant wastes

## REGARDING THE PEOPLE ASPECT



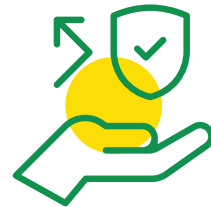
Respecting diversity, empowering employees, and fostering equal learning and development opportunities. Raising employee awareness through building a knowledge library and implementing ESG training courses on E-learning channels



Ensuring products with good quality and safety as well as outstanding services, protecting privacy to increase customers' engagement and loyalty



Establishing and strengthening healthy, long-term, stable cooperative relationships with suppliers



Continuing the volunteer activities to contribute practical values to the community

## REGARDING THE CORPORATE GOVERNANCE



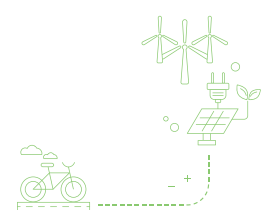
Ensuring compliance with the laws, regulations, and ethical standards while aligning with MWG's culture of transparency



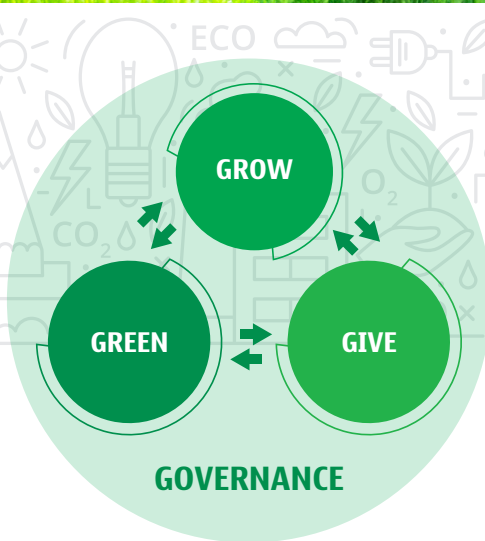
Attempts to implement sustainability report according to GRI standards



Building a system to track ESG indicators for planning specific goals and measurable KPIs



## SUSTAINABLE DEVELOPMENT STRATEGY



## 4G Model

In order to contribute to common economic - social - environmental values and implement Sustainable Development Commitments, MWG identifies **Environment** (Green), **Development** (Growth), **Social Responsibility** (Give), and **Corporate Governance** (Governance) as the four strong pillars that help MWG realize its sustainable development commitments.

Based on the **17 Sustainable Development Goals (SDGs)**, MWG promotes activities related to key themes and contributes to the implementation of global SDGs goals.

### GREEN:

- Minimize adverse impacts on the environment through continuous improvements in business operations.
- Encourage tens of millions of MWG customers to join hands to limit impacts on the environment.
- Raise employee awareness about sustainable development and call on employees to join hands for the goal of Sustainable Development.
- Actively cooperate with stakeholders to achieve common goals.

#### Related Material Topics:

- **Climate Change & Decarbonization:** MWG's impact on greenhouse gas emissions, climate change, and resource use.
- **Waste Management & Circular Economy:** Plastic bags, organic waste, hazardous waste, used electronics...



## GROW:

- Drive revenue growth, profitability, and contribute to the prosperity of the Vietnamese economy by strictly complying with tax regulations and creating jobs for thousands of employees.

- Contribute to the development and improvement of people's lives by providing high-quality products with clear origins and guaranteed safety to consumers and delivering outstanding services to all parts of the country, especially remote areas that lack the presence of modern retail chains.

### Related Material Topics:

- **Economic Impacts:** Analyze the impacts of MWG on the economy, society, and localities.
- **Product Safety & Quality:** Commit to ensure product safety and quality for customers.



## GIVE:

- Contribute significantly to social responsibility through charitable and humanitarian activities, especially targeting vulnerable groups and those in need in the community.

- Create a happy and healthy working environment for career advancement, respecting diversity in gender, age, and race, and providing all conditions for employee development.

### Related Material Topics:

- **Human Capital Development & Community Contribution:** gender equality, empowerment, learn and development opportunities, create opportunities for employees to participate in Environmental and Community projects to contribute positively to the local community.
- **Occupational Health & Safety:** Ensure the safety & health in the workplace.

## GOVERNANCE:

- This is a statement to operate Transparency, Integrity and Humanity wherever MWG is present.

### Related Material Topics:

- **Business Ethics:** ensure business compliance & ethics, no corruption, no discrimination, compliance with MWG laws & culture.
- **Supply Chain Management:** transparency in business, employment, encouragement, and companionship with Suppliers and Partners to build, commit to and implement sustainable business development policies.
- **Data Privacy & Security:** ensure data security & safety of employees, customers and partners.



## ACTIVELY LISTENING AND RESPONDING TO STAKEHOLDERS

MWG creates effective interaction channels, suitable for each audience to regularly receive, listen and discuss the needs, concerns and expectations of relevant stakeholders to harmonize the interests of all parties.

### CUSTOMER

MWG proactively surveys customer opinions to capture customer feedback and expectations through 24/7 communication channels including SMS, calls, websites, and periodically suggests customers give feedback through each transaction in the loyalty application "VIP Gifts".

### EMPLOYEES

MWG organizes an annual employee engagement survey; Deploy internal hotline channels and Internal Service Center applications to listen to employees' expectations and concerns; Organize regular meetings and training classes to ensure a healthy working environment for employees and ensure work-life balance.

### SHAREHOLDERS AND INVESTORS

Through face-to-face or online exchanges (websites, email) at quarterly meetings and the Annual General Meeting of Shareholders. At the same time, proactively survey concerns and receive comments and contributions from investors and shareholders on sustainable development. Thanks to that, MWG has multi-dimensional perspectives for future plans and actions.

### COMMUNITY

MWG maintains and develops relationships with the local community through events, conferences, and forums to better understand their challenges and needs, and to propose appropriate initiatives for development cooperation with local communities.

### SUPPLIERS AND PARTNERS

MWG strives to find, meet, and exchange with partners and suppliers directly or online about the criteria for sustainable and responsible economic development. In addition, we establish systems to assess environmental, social, and compliance issues of suppliers to ensure transparent and effective relationships.

### ASSOCIATIONS AND ORGANIZATIONS

MWG proactively seeks opportunities to cooperate and participate in activities which impact the Sustainable Development of the Retail industry. MWG aims to build a Vietnamese retail industry that is increasingly strong and transparent through connecting projects with the Institute for Circular Economy Development (ICED) and the Research Institute for Media and Development (RED). Actively participate in forums of the Ministry of Industry and Trade and related Associations such as the Vietnam National Security Association.

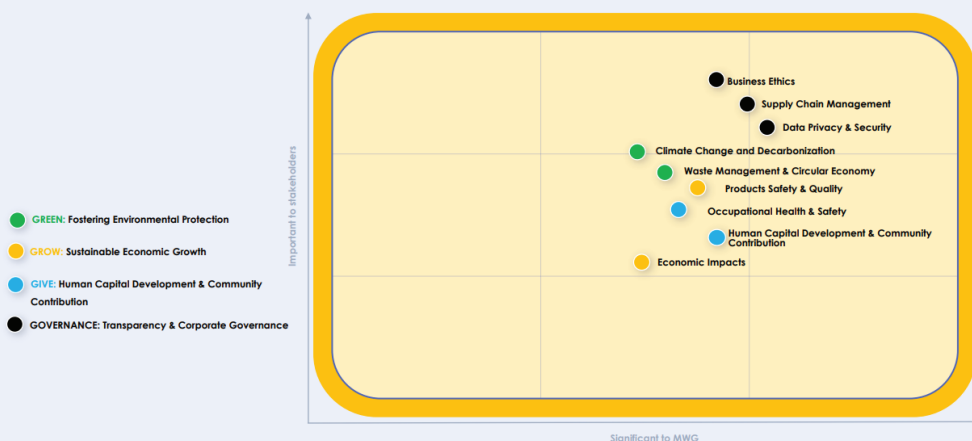
## MATERIAL TOPICS

MWG continuously assesses its material topics to ensure a balance between risks, stakeholders concerns, and market changes, thereby developing specific strategies and goals to create practical value for the environment and society.

In 2023, MWG completed the assessment of material topics through listening and feedback from stakeholders, based on the materiality assessment process referenced by the Global Reporting Initiative (GRI). The assessment was conducted to identify risks and opportunities for the company to manage and orient itself appropriately under the changing market, technology, and stakeholders expectations, especially issues related to climate change. Based on the assessment results, the Board of Directors recognizes the importance and commits to further efforts for Sustainable Development goals, actively testing and replicating many solutions and improvements to not only improve environmental issues but also create more value for employees, society, and stakeholders.



### Materiality Matrix Assessment



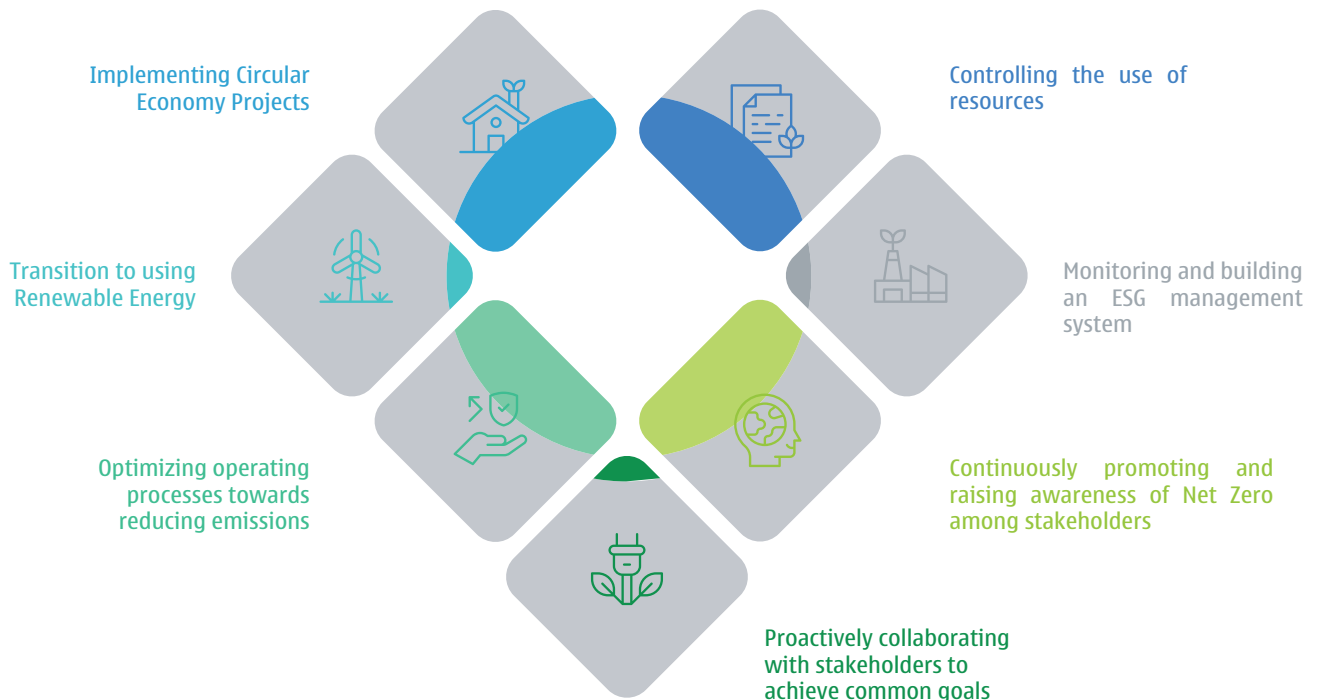


## PART 3 DETAILED REPORT

## GREEN: FOSTERING ENVIRONMENTAL PROTECTION

Environmental issues are always considered in MWG's business decisions. We committed to complying with legal regulations on Environmental Protection, and the Legal Department continuously reviews and updates legal requirements related to the Environment to ensure compliance during operations. In 2023, MWG actively launched many experiments, issues policies to manage environmental impacts and implements projects to reduce greenhouse gas emissions and limit negative impacts on the environment. At the same time, we also encourage customers and stakeholders to join hands in promoting the Sustainable Development journey.

### Step by Step Accompanying Vietnam's Net Zero 2050 Goal



### Goals for the Period 2024 - 2030

- Reduce Scope 1 and Scope 2 emissions by at least 10% in stores
- Reduce the use of plastic bags by at least 50% per order across all chains
- Implement an IoT system to intelligently control energy use in at least 70% of supermarkets
- Continue to raise employee awareness through environmental protection programs
- Cooperate with partners to implement environmental protection projects
- Install solar power systems at 600 stores in 2024
- Implement organic waste treatment at 200 Bach Hoa Xanh in 2024

## CLIMATE CHANGE AND DECARBONIZATION



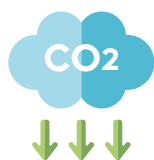
Aiming towards the Vietnamese Government's Netzero 2050 decarbonization roadmap, MWG has proactively implemented many improvements and operational changes to reduce emissions into the environment, typically:

- Equip with energy-saving, environmentally friendly equipment, using 100% LED lights, 100% Inverter air conditioners at stores.
- Apply IoT technology through sensor devices that automatically schedule electricity and air conditioning to turn on and off at specific times.
- Continuously communicate and raise awareness of all employees and encourage relevant parties to use energy sources effectively and economically.

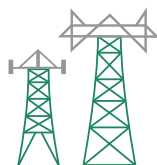
### Installation of Solar Energy system

- MWG installed 69 solar sites, with a total installed generation capacity of 3.85 MWp by 2023. In 2023, MWG cooperated with energy groups Coro Energy and CAS Energy to implement a project to install rooftop solar power systems at business locations under the group. **It is expected that by 2024 MWG's total capacity will increase to about 22 MWp at 600 locations.**

Using solar power helps the company save an average of 15% on monthly electricity costs at the store (about 1.8 billions), and this also contributes to reducing harmful effects on the environment.



Reduce  
**3,270** tons of CO<sub>2</sub>  
(2023)



Locations  
**69**



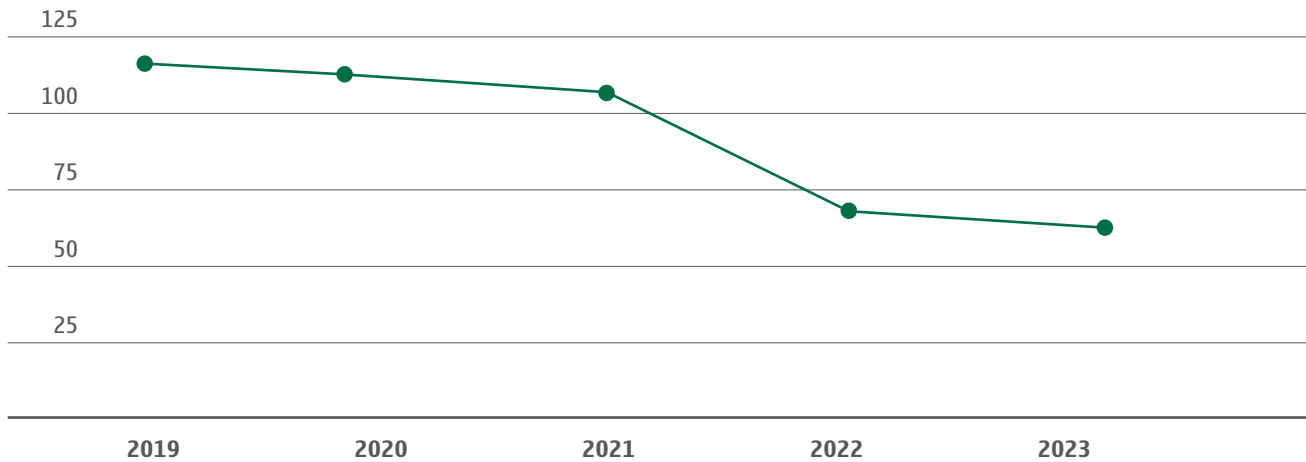
Installed capacity of  
**3.85** MWp

### Optimal consumption of resources

#### Efficient use of electricity

Year	Amount of Electricity Used (MWh)	Number of Store	Emissions (Tons of CO <sub>2</sub> )	Emissions Factor (Tons CO <sub>2</sub> /MWh)	Emissions/Store (Tons CO <sub>2</sub> /Store)
2019	374,068	3,039	341,524	0.913	112.38
2020	533,594	4,059	451,314	0.8458	111.19
2021	683,842	5,306	549,877	0.8041	103.63
2022	543,260	5,785	392,288	0.7221	67.81
2023	485,323	5,557	350,452	0.7221	63.07

Emissions/Store  
(Tons of CO<sub>2</sub>/Store)



## Application of Technology Solutions, IoT (Internet of Things) for Resource Utilization



### Applying of IoT in operation

The automatic temperature, light and ventilation adjustment system helps to save energy effectively and bring a synchronous shopping experience at stores through temperature, humidity, and light sensors. This system ensures that there will not be much difference between inside and outside the store. In addition, IoT technology also helps to monitor and manage devices remotely; detect, maintain and repair the defective devices accurately.

### E - Price Tags, E - Invoices and E - Boards

MWG deploys E - Price Tags to ensure that price information is accurately and quickly updated for all stores in the chain as soon as there is a price change. Optimizing operations, reducing manual price changes by synchronizing information in real time, and reducing the use of paper and ink are the noticeable effects of this tactic. In addition, by implementing E - Invoices, MWG has reduced a large amount of costs and paper resources used for printing invoices to the environment. At the same time, in the offices, MWG actively converts traditional paper information boards to electronic form to optimize paper emissions to the environment.

### Issuing policies and simplifying processes

Review office supplies to minimize unnecessary use of paper and plastic in the office and retail chains.

Improve operations and simplify procedures to reduce the number of printouts, print sizes, shipping invoices, payment documents, and invoices.

### Communicating to employees about the principles of utilizing resource

## Operational Improvement and Fuel Utilization for Emission Reduction

In an effort to optimize fuel usage and reduce greenhouse gas emissions, MWG has promptly changed and improved its operational procedures, especially those related to fuel consumption:

### 1. Improvements in shipping routes

- Consolidate loads and route of large vehicles to improve efficiency.
- Optimal routing in terms of distance.

### 2. Vehicle maintenance and upgrades

- Install partitions for cool and frozen vehicles (one vehicle can carry 2 groups of goods at the same time, increasing the vehicle's filling rate).
- Upgrade new air conditioners saves fuel and increases the vehicle's cooling efficiency.
- Upgrade vehicles to EURO 4 environmental standards to save fuel and reduce emissions.
- 100% Forklifts have been converted to electricity.

### 3. Driver Training

- Open courses and certificates to train all drivers in skills: safe driving, savings, professional ethics...

## Implementing ESG System

SCOPE	DESCRIBE	2022 (TONS OF CO2)	2023 (TONS OF CO2)
SCOPE 1	Fuel for company vehicles	44,531	11,460
	<b>Total Scope 1</b>	44,531	11,460
SCOPE 2	Electricity consumed for power generation systems, air conditioning, and office equipment	392,288	350,452
	<b>Total Scope 2</b>	392,288	350,452
SCOPE 3	Transportation for work purposes	1,384	1,473
	Employee shuttle service	98,296	130,363
	<b>Total Scope 3</b>	99,680	131,836
<b>TOTAL EMISSIONS</b>		536,499	493,748

Emissions are calculated according to ISO 14064-1:2018, IPCC method (Intergovernmental Panel on Climate Change)

## Waste Management and Circular Economy

### Waste Management

As a retail company, MWG's waste is mostly domestic waste. Waste is collected and sorted at waste bins in warehouses, stores, and offices, and is then treated in accordance with government regulations.

However, with a system of more than 5,000 stores nationwide, MWG recognizes that Waste Management and Circular Economy is one of the materials that needs to be focused on and invested in, especially in the implementation and piloting of projects related to Circular Economy.

#### Electronic Waste

Electronic waste (accessories, batteries, watches, etc.) is sorted and treated properly to minimize environmental impact. After considering all options for maximizing the reuse of electronic waste, the equipment will be transferred to a third party with a license for treatment. Currently, MWG is cooperating with VietUc Environment Joint Stock Company to handle electronic waste. In 2023, the amount of hazardous waste treated was 184 kgs.

Since August 2023, Samsung has collaborated with MWG to implement the "Ket Noi Song Xanh" campaign nationwide. Thanks to 650 easily accessible stations across Vietnam. By December 2023, Samsung and The Gioi Di Dong had collected 850kgs of used batteries - an impressive figure after only 4 months of implementation.

#### Research and Development on Waste Treatment at Bach Hoa Xanh

MWG is piloting waste management and treatment measures with its partner CAS Energy. Waste such as vegetables, fruits, fresh meat, etc., after being sorted at Bach Hoa XANH stores, will be transported to CAS FARM (at Ho Chi Minh City University of Technology, Campus 2). Depending on the type of waste, it will be reused, processed into animal feed, or treated biologically to create organic fertilizer. The pilot phase will be implemented at 50 Bach Hoa Xanh stores in Ho Chi Minh City.

### Water

Most of the wastewater at stores is domestic wastewater, but it is treated through sedimentation pits and garbage filters before being discharged into state manholes. MWG has recently been implementing actions to use water resources effectively:

- Control the watering of landscape plants with enough water to keep the plants alive without causing waste
- Adjust the amount of water used in toilets, water-using areas in buildings and shops to just enough.

Year	2022	2023
Total amount of water used (m3)	1,155,751	1,008,923

\*The amount of m3 is converted based on the average annual water price of VND 21,300

## Packaging & Actively Deploying Plastic Reduction Projects

As a retail company, MWG uses packaging to contain goods for customers. We are aware that using plastic bags is harmful to the environment, so we are constantly experimenting and developing appropriate solutions to ensure optimal use and replacement with environmentally friendly packaging. MWG implements the ERP system to effectively manage plastic bag usage and set plastic bag reduction targets for each chain of stores.

Currently, 100% of the packaging used at The Gioi Di Dong and Dien May Xanh supermarkets is PP plastic packaging that is environmentally friendly. This product line can be collected and recycled. The packaging used at Bach Hoa Xanh stores is biodegradable plastic packaging that decomposes within 6 months. From October 31, 2022, Bach Hoa Xanh supermarkets in Ho Chi Minh City have launched new environmentally friendly reusable bags to reduce the use of hard-to-decompose plastic bags, joining hands with customers and the community to gradually reduce and replace single-use plastic waste.



### MWG Office Says No to "Plastic"

MWG has been implementing the non-use of plastic bottles in refrigerators and meeting rooms. At the same time, we encourage employees to use environmentally friendly products. This initiative has helped to reduce 9,923 plastic bottle waste each month (equivalent to 119,076 bottles per year).

Accompanying this campaign, the MWG Board of Directors hopes that MWG's employees will change their habits by using environmental protection bags such as cloth bags, paper bags, or reusable bags; and using paper cups and thermos bottles instead of plastic cups and nylon bags.

### Deploying plastic reduction at warehouses

Implementing the replacement of "single-use plastic" by "reusable mesh", and replacing "plastic pallets" by "wooden pallets"

## Collecting and Recycling Banners and Posters

MWG and Limloop - a social enterprise - have collaborated to implement projects on recycling banners and posters. After two months, MWG and Limloop have collected more than 2.5 tons of banners and advertising posters at The Gioi Di Dong, Dien May Xanh, Bach Hoa Xanh mini supermarkets and An Khang Pharmacy to produce environmentally friendly fashion bags. This campaign aims to reduce plastic waste and pioneer toward a Circular Economy. In addition, the project also contributes to creating jobs for 17 people, most of whom are disadvantaged people in society.



## Encouraging Customer Participation to Drive Circular Economy

## Technology Products Trade-In Programs

Customers can trade in their old technology products to receive discounts on new purchases. These help them save money and reduce the amount of hazardous e-waste produced. Programs also promote the recycling and reuse of electronic components, which helps to reduce the amount of e-waste entering the environment.



## Collection and Recycling of Empty Eye Drop Bottles at An Khang Pharmacy

From December 1st, 2023 to February 29th, 2024, An Khang Pharmacy cooperated with V.Rohto to implement the program "Collecting and recycling empty V.Rohto eye drop bottles" at 30 pharmacies with the aim of minimizing plastic waste and encouraging environmental protection habits in the community.

## GROW SUSTAINABLE ECONOMIC GROWTH

### Contributions to the State Budget in 2023: VND 862 billions

Over 19 years since opening the first store on Nguyen Dinh Chieu Road, Ho Chi Minh City in 2004, MWG has continuously grown, expanded and became the largest retailer in Vietnam, not only selling phones but also serving the needs of buying electronics and consumer food. With the goal of being the No.1 retailer in Southeast Asia, MWG has so far built and owned a system of more than 5,000 stores nationwide from North to South including: The Gioi Di Dong, Dien May XANH, Bach Hoa XANH, Nha Thuoc An Khang, AVAKid, etc. In each location where MWG operates, we bring tens of thousands of jobs in stores and warehouses. That is contributing significantly to the development of the local economy. We are bringing safe and quality products to consumers, especially in areas far from the city.

### Goals for the Period 2024 - 2030

- Continue to implement and participate in projects to promote local economy
- Expand the implementation of Sustainable Supply Chain Agreement Project
- Provide customers with dedicated service, safe and quality products and services.



A white tote bag with two green leaves on it, surrounded by three small drawstring bags (two beige, one white) on a light green background.

## PROMOTING SUSTAINABLE ECONOMY, AND PRODUCTS SAFETY & QUALITY

MWG's guiding principle throughout its operations is to prioritize quality. Every product is always selected through a rigorous process to ensure product quality and safety. MWG is constantly striving towards its commitment to contribute to the development and improvement of people's lives by bringing high-quality products with clear origins and safety with superior service to all parts of the country, especially remote areas where modern retail chains have not yet been present.

To ensure the sustainability, safety, and quality of its products, MWG has set out criteria (including product quality, reputation, ability to supply goods, price, social responsibility...) from the beginning to check and evaluate suppliers in terms of (i) full compliance with legal regulations, (ii) awareness of responsibility to ensure the rights of workers and benefits for the environment and community, and (iii) ability to supply goods with good quality and service.

Quality of Electronic and Home Appliances: All products are guaranteed to be of origin and 100% genuine.

Food and Pharmaceuticals: Compliance with standards related to origin, hygiene, and safety for health according to regulations of government.

### Internal Quality Control:

- Internal Quality Control: Including input testing, periodic testing, and testing by internal labs and third-party testing centers.
- Input inspection: Goods are checked for quality documentation, samples, and labels according to current regulations before being put into the Bach Hoa Xanh.
- Periodic inspection: All food products are periodically inspected in compliance with the quality regulations of the competent State Agencies.
- Third-party inspection: Products are also periodically sent to a third-party center for testing to ensure objectivity. The third-party center must meet VILAS/ISO 17025 standards.
- Legal Compliance: The company commits to complying with laws on trade, advertising, and consumer protection as well as intellectual property and competition laws.

## Sustainable Supply Chain Agreement

Recognizing the role of a major retailer in the industry and always committed to the "Core Value: Quality is Life or Death", MWG pioneers in accompanying many initiatives to promote Sustainable Economic Development. Prominent among them is the Responsibility Agreement of the Distribution System of retailers in Vietnam, which is participated by many businesses and under the management of the Department of Industry and Trade of Ho Chi Minh City. The initiative aims to protect the health of customers and prevent unsafe food from entering the Distribution Systems in Ho Chi Minh City.

## Standing side by side with Customers to overcome difficulties

2023 was a year of economic hardship and volatility, causing consumers to be more cautious about their spending. Therefore, MWG decided to accompany users to overcome price anxiety when shopping by implementing a series of activities for the “Too Cheap!” campaign at the two supermarket chains thegioioidong.com & Điện máy Xanh, and many Price Stabilization programs at Bách Hoá Xanh. We also called on many suppliers and partners to sign strategic cooperation agreements to bring many attractive financial services and promotions to help customers shop easily during difficult economic times.



## Accelerating the National Digital Transformation Process

According to Official Dispatch No. 4833/BTTTT-CVT (dated September 27, 2022), the Vietnamese Ministry of Information and Communications announced that 2G will be shut down nationwide by September 2024, followed by 3G in the coming years. MWG will support this digital transformation by assisting people during the transition through promotional programs and consulting support for switching to safe and high-quality devices.

# GIVE HUMAN CAPITAL DEVELOPMENT & COMMUNITY CONTRIBUTION

## Goals for the Period 2024 - 2030

- Encourage, communicate, and ensure that 100% of employees have the opportunity to learn and participate in environmental and social activities.
- Enhance occupational safety and health training and maintain emergency response activities.
- Launch the ESG E-Learning Platform to help employees learn, explore and contribute to MWG's Sustainable Development in 2024



## Human Resources Overview 2023

Total number of employees: 65,414 | Male: 59%, Female: 41%

Employees	Total	%Male	%Female
<b>By aged group</b>	65,414	59%	41%
< 30 years old	39,916	53%	47%
30 - 50 years old	22,492	64%	36%
>50 years old	3,006	99%	1%
<b>By seniority</b>	65,414	59%	41%
Under 2 years	25,115	57%	43%
From 2 to under 5 years	22,845	61%	39%
From 5 to under 10 years	15,376	61%	39%
From 10 to under 15 years	1,886	52%	48%
Over 15 years	192	56%	44%
<b>By Level of Education</b>	65,414	59%	41%
Postgraduate	27	63%	37%
University - College	18,727	53%	47%
Unidentified	13,133	66%	34%

Male/Female Ratio	Total	%Male	%Female
Group	65414	59.10%	40.90%
Junior Level	5577	59.15%	40.85%
Middle Management Level	9569	58.68%	41.32%
Senior Management Level	75	74.67%	25.33%
An Khang	2692	21.10%	78.90%
Bách hóa XANH	21896	45.67%	54.33%
TGDD - ĐMX - Topzone	26745	56.90%	43.10%
IT	1631	77.19%	22.81%
Warranty Tận Tâm	8269	97.17%	2.83%
Logistics Toàn Tín	4181	85.70%	14.30%
<b>Statistics at management levels</b>			
Management Level	Total	%Male	%Female
<b>By aged group</b>	9,644	58.80%	41.20%
< 30 years old	4,047	51.52%	48.48%
30 - 50 years old	5,582	64.01%	35.99%
>50 years old	15	86.67%	13.33%

New Hires in 2023:2588

## OCCUPATIONAL HEALTH & SAFETY



MWG has committed to strictly and fully complying with the provisions of the Labor Law and the Law on Safety and Hygiene, and at the same time providing programs and regulations to ensure a safe and healthy working environment for all staff. The company's occupational health and safety management system is built on standards and is continuously monitored to ensure compliance and system effectiveness.

### Principles of Occupational Health and Safety Systems

MWG adheres to the following key principles in managing occupational health and safety:

- Awareness and Training: All employees are trained on safety rules and precautions upon employment, and receive regular updates on occupational safety and health.
- Risk Assessment and Control: The Company conducts periodic risk assessments, and identifies effective control measures to minimize risks to employee health and safety through surveys, evaluation and face-to-face visit workshops.

MWG periodically inspects and evaluates compliance with safety standards and is regularly inspected and periodically maintained. Safety measures include fire alarm systems, fire escape systems, and other preventative measures. In addition, with the occupational health and safety control process system, incidents and occupational accidents are recorded and analyzed to find the cause and propose improvement and remedial measures.

### Risk Identification, Assessment, and Incident Investigation

MWG regularly identifies risks and incidents through the actual implementation process. This is done through close coordination between departments and employees to conduct regular reviews and report through communication channels with employees. This ensures that all aspects of business operations are controlled and risks and incidents are minimized. MWG has implemented a channel for receiving information about operational incidents to help employees inform the company about damaged and unsafe equipment.

When an incident occurs, MWG takes action to resolve it as quickly as possible. At the same time, data is collected, information is analyzed, and preventive measures are determined to prevent the incident from recurring.

### Occupational Health and Safety Consultation and Communication

MWG complies with medical conditions for employees working at the company. The company complies with the social insurance, health insurance, and unemployment insurance regimes for employees in accordance with legal regulations, and ensures that all employees have easy and convenient access to medical services. Specifically, each working area is equipped with a first-aid kit with full basic medical supplies/equipment. The company also cooperates, supports, and encourages employees to register for comprehensive health insurance - accident insurance for each individual and family with preferential rates.

The company emphasizes employee health and safety through specific actions: MWG organizes workshops to share and check employee health. We also care for mental health by building channels to listen to and provide advice on risks and concerns about occupational safety and health issues. As soon as occupational diseases are detected, the Salary and Welfare Department will receive and support them in accordance with legal regulations.

### Occupational Health and Safety Training

All employees are instructed and deployed on occupational safety through Onboarding Training sessions with the most general knowledge. Depending on the position and department, specific instructions and training will be implemented in accordance with the working position: how to ensure occupational safety, regulations on food safety and hygiene, fire prevention and fighting regulations, how to use protective equipment and ensure employees understand and practice through inspection, certification and regular safety supervision.

## HUMAN CAPITAL DEVELOPMENT

MWG creates a happy working environment, fairness in promotion, respect for diversity of race, gender as well as personal development opportunities for all employees:

- **Ensure gender equality in recruitment, training, remuneration and promotion**
- **No employment of child labor or forced labor**
- **No discrimination by gender, age, ethnicity or religion**

Beside the human-oriented personnel policy and competitive remuneration regime, human development and nurturing is the key factor for MWG to both ensure a quality human resources and develop a successor team in the new development stage according to the Company's strategy.

### Respecting Human Rights and Transparency

MWG regularly educates and reminds the Labor Content and Labor Disciplinary Procedures on the basis of publicity, transparency, honesty, equality, and respect for the legitimate rights and interests of workers. The company proactively notifies workers in advance of any significant changes in business operations or policies that affect them.

### Training and Development Activities

All new employees participate in the Onboarding Training program which covers important information about MWG, its Vision, Business Philosophy, Core Values, Health & Safety, Welfare Policy, Customer Care, Sustainable Development Orientation, etc. This program aims to support and guide employees in their work and help them quickly integrate into the Company's culture and new job. It ensures that employees clearly understand the salary and bonus system, welfare benefits, career development path as well as the code of conduct, labor regulations, and employee responsibilities at the Company.

MWG always pays attention and cares about training and creating opportunities for personal development for all employees. Employees are guided and disseminated about policies, provided with knowledge, and trained in professional skills to meet the requirements of their work and develop their career path, through regular programs as well as the needs of each employee. In 2023, MWG invested in 3,511 courses organized with 122,538 training participants with many outstanding programs such as:

- Skills and professional training courses in the classroom, learning through field activities and workshops.
- E-Learning online learning platform
- Activities honoring individuals who actively spread the Learning Culture
- Leadership training program: New Managers, New Area Managers, Middle Managers
- Capacity building programs:
  - Regular soft skills training program every week
  - Training programs meet the actual needs and development plans of each department.

### Training and Development Index

Because of a difficult economic year and the limited number of chain store openings, training courses for new employees and new managers have been affected. However, the number of courses organized for all employees still increased in 2023.

	2021	2022	2023
Number of training courses organized	2,527	3,280	3,511
Average training hours	29.5	31.6	19.17



## Programs and Policies to Improve the Wellbeing of Employees

## Ensuring Fair Total Reward & Benefits, and Welfare Policies That Are Commensurate with Employee Contributions

MWG believes that people are the core factor determining the success and sustainable development of the enterprise. The company's policies always ensure compliance with the minimum regional wage level and monitor the general market wage level to apply a competitive and appropriate total reward policy for each department. The company builds and calculates a salary scale system for each level, department, and personnel position according to each period, ensuring compliance with labor law regulations and consistency throughout the enterprise. In addition to the monthly fixed salary, employees at MWG are also provided with many benefits that are suitable for each type of work and correspond to the employee's contribution:

- Sales staff receive bonuses based on sales performance, service bonuses, and bonuses based on sales competition programs.
- Support staff are evaluated for work performance and bonuses are calculated based on the level of commitment to KPIs.
- Employees are allowed to share achievements depending on the actual business situation and the level of contribution to completing the Company's overall plan.

Health care	Life benefits	Supporting female workers	Allowances and rewards
Social insurance	Cultural - artistic - sports activities	Gifts for female employees on special days	Employee Stock Ownership
Health Insurance	Birthday and wedding gifts	Maternity allowance	Shuttle bus
Unemployment insurance	Gifts for employees' children: Children Day, Mid-Autumn Festival, Excellent students,...	Special leave before giving birth and receive 50% of salary Flexible work shifts are arranged to taking care of children	Bonus based on work performance during the year
Health insurance			Retirement benefits
Accident insurance			The MWG Gifts application immediately and consistently recognizes efforts
Discounts on purchasing health insurance for relatives	Special Leave to care for young children (applies to both female and male employees including maternity leave and taking care of sick children) Bereavement leaves Allows flexible working Sports gym		

## Programs to improve employees wellbeing, and spread corporate culture

The Human Resources Administration Department listens, visits and organizes many activities to improve the health and spiritual life of employees, typically:

- Issue monthly MWG Cultural Newsletter: news, changes, and information of MWG to all employees.
- Internal communication channel: Life At MWG helps employees exchange, interact, learn and participate in many competitions, movements as well as update information from the company.
- Activities to recognize achievements and honor employees with good work results.
- Listen to employees through the 2023 Engagement Index Survey to evaluate the working environment, enthusiasm, mental health, compensation, and workload: 81% believe that relationships with colleagues Effective career and direct superiors, 89% have not thought about leaving the company, 87% believe that their superiors live with the company culture, 77% of employees are very enthusiastic about working.

In addition, the Union continuously organizes many activities to create happiness and love for workers:

- Cultural, physical training, sports, competition, reward and charity activities;
- Periodically dialogue, organize Labor Conferences & Implement democratic regulations at the unit;
- Review and grasp the situation of life, employment, salary; support visits and gifts for union members, employees in difficult circumstances, suffering from work accidents or illness.

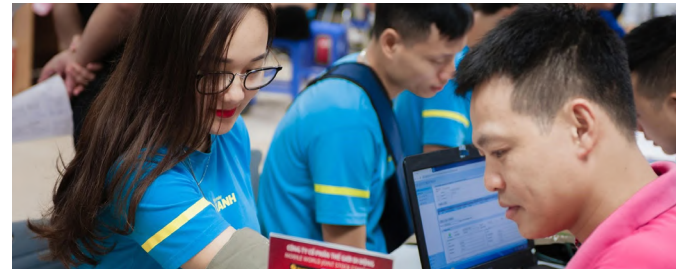
## Community Contribution

For many years, MWG has been continuously accompanying and joining hands with the community to build a better Vietnam. To spread positive values, MWG is always present on the journey of building and developing the community. These efforts of MWG are clearly demonstrated through community development projects aimed at contributing to improving the material and spiritual life of local people, especially disadvantaged groups. MWG continuously evaluates the effectiveness and impact of programs in order to improve and bring practical benefits to the community.

### The "Tam An Than Khang" Journey

The "Tam An Than Khang" Journey is a community program implemented by the An Khang Pharmacy chain in collaboration with the local Red Cross and partners: Boston Pharma, DHG Pharma, TV Pharma, Mega We care, CVI pharma, Livespo pharma... and many other partners with the aim of providing free medical examination and medicine for the poor. Through the journey, An Khang Pharmacy has reached 18 provinces and cities, organized medical examinations for 28 locations, and provided medical examinations for more than 9,000 people in difficult circumstances to take care of their health.

Through the "Tam An Than Khang" Journey, with a total program budget of VND 8.2 billion, the Company hopes to help people who do not have enough economic conditions to detect health problems in time, prevent disease progression, and have access to good health care services. Above all, the campaign opens up a journey of companionship and sharing of love from An Khang, spreading the value of Point 10 on Health Care of An Khang to bring Vietnamese people peace of mind in a healthy body.



## The Journey "AVAKids's AVASmile Fund"

The "Tam An Than Khang" Journey is a community program implemented by the An Khang Pharmacy chain in collaboration with the local Red Cross and partners: Boston Pharma, DHG Pharma, TV Pharma, Mega We care, CVI pharma, Livespo pharma... and many other partners with the aim of providing free medical examination and medicine for the poor. Through the journey, An Khang Pharmacy has reached 18 provinces and cities, organized medical examinations for 28 locations, and provided medical examinations for more than 9,000 people in difficult circumstances to take care of their health.

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## Bach Hoa Xanh For Community

In 2023, Bach Hoa Xanh continuously joined hands in charitable activities to improve local people's life, with a total support amount of VND 978,554,000 and other gifts. With this amount, Bach Hoa Xanh has helped more than 736 disadvantaged people, 80 children with cerebral palsy, 160 elderly people in difficult circumstances, 371 poor students and children, 50 orphans and presented 460 gifts and 360 meals to the people.

## UpRace - Run For Charity

UpRace is a charity running project in which each kilometer run by participants is recorded on the UpRace app. 3,727 employees participated in this activity and runned a total of 72,684 km, which corresponds to a donation of VND 72,684,000 to social organizations. With this result, MWG ranked 8th out of 1,705 businesses participating in the race (up 6 places compared to 2022).

## Other Volunteer Programs

- Spring Charity (January 01 - 07): Contributed VND 66,920,000 and gifts to help 30 children orphaned by Covid-19 in Ward 7, District 8, Ho Chi Minh City.
- Donation to Vinh Son Shelter (March 20 - 27): Donated VND 92,000,000 and gifts to support Vinh Son Shelter - a place that cares for over 100 elderly women living alone. The money and gifts will help improve the lives of the elderly women.
- Visit and Give Gifts to Orphans (June 17): Visited and presented VND 80,000,000 and gifts to 120 orphans at Phuc Lam Shelter in Dong Nai.
- Helping People in Dak Lak - Easup (September 22): Helped over 100 disadvantaged people and a special case of a 9-year-old girl who had to work to support her family in Dak Lak - Easup with VND 62,000,000 and gifts.
- Pink Ribbon Fund - Supporting Breast Cancer Patients: An Khang Pharmacy has partnered with Laurier & MegRhythm to raise funds for the Pink Ribbon Fund - to light up hope for the community.



# GOVERNANCE TRANSPARENCY IN CORPORATE GOVERNANCE

## Ensuring information transparency for investors and shareholder rights

MWG has an Investor Relations, Investment, and ESG Division responsible for overseeing external communications, providing timely information to stakeholders, and archiving information in accordance with legal regulations. In addition, MWG also regularly discloses information about its business operations and environmental management activities to stakeholders in a comprehensive manner.

- MWG complies with the information disclosure regulations for listed companies.
- Information is disclosed in both Vietnamese and English to ensure that domestic and foreign shareholders are provided with full and timely information.
- MWG is one of the few companies on the market that provides monthly business update reports to shareholders and investors.
- The contact information of the Investor Relations, Investment, and ESG Division (investor@thegioididong.com) is publicly disclosed so that investors can be supported promptly if they have any difficulties or questions.
- MWG has met and exchanged directly with shareholders and investors through individual meetings and investor conferences organized by leading financial institutions in Vietnam and abroad.
- The Company holds quarterly Investor Meetings with the participation of the Board of Directors to answer questions related to the Company's orientation and strategy.
- MWG applies technologies to enable shareholders to participate and express their opinions at the best General Meeting of Shareholders, including instructions for shareholders to vote through online General Meeting of Shareholders, electronic voting.
- Remuneration Policy: All remuneration policies are submitted to and approved by the General Meeting of Shareholders. The remuneration of full-time members of the Board of Directors and the Supervisory Board is determined in accordance with Decree No. 53/2016/NĐ-CP of the Government dated June 13, 2016. Accordingly, the General Meeting of Shareholders approves the remuneration for the Board of Directors and the Audit Committee in 2023 as follows: The total remuneration/bonus for non-executive members of the Board of Directors in 2023 is expected to be VND 2,500,000 (1). The remuneration for members of the Audit Committee for 2023 is VND 0. The Board of Directors is authorized to fully distribute the remuneration/bonus for non-executive members of the Board of Directors as stated in (1). Details of remuneration paid in 2023 are presented in the Annual Report on page 49.



## ENSURING BUSINESS ETHICS

# Ethics

At MWG, clear rules are established against conflicts of interest, corruption, and bribery. These rules are disseminated to all employees through various channels, including: direct communication through managers, email distribution to all employees, and Inclusion in the Company Culture Code of Conduct:

- New employees are trained on the Company's policies and regulations during onboarding, which includes content on preventing conflicts of interest, corruption, and bribery.
- All employees are informed about the content of these policies upon signing their employment contracts with the Company and are required to sign a commitment to uphold them as an appendix to their employment contracts.
- These rules are also shared with the Company's partners and suppliers to ensure shared understanding and compliance.

To further promote awareness and ensure integrity, MWG has implemented a reminder system for the **Anti-Bribery and Anti-Corruption Commitment** for all employees.

### Compliance Management

MWG committed to complying with legal regulations and proactively updating new legal provisions. Prevention of fraud, corruption and conflict of interest is demonstrated in the Anti-Corruption and Bribery Policy, which is a top priority for MWG to ensure legitimate interests and maintain a transparent, fair and competitive business environment for partners, suppliers, customers and bring the best benefits to stakeholders.

MWG provides employees with multiple ways to communicate, complain, report or ask for support:

- Hotline: 02432080999
- Send letters and denunciations to the Company's headquarters
- Call or email direct superiors
- Through the Trade Union
- Access the Internal Service App: in 2023, 6,210 questions were received and answered. MWG regularly summarizes the questions and concerns of employees to the leaders of departments in order to have appropriate improvements and actions in the future

On the compliance structure:

- Audit Committee: manages information and handles fraud and corruption issues.
- Legal Department and Human Resources Department: maintain compliance values and the Code of Conduct.
- Internal Audit: conducts regular checks.

On the system of policies and regulations:

- Labor regulations, guidelines for the Code of Conduct, Workplace culture.
- Anti-fraud and corruption commitment documents.
- Channels for guiding procedures for receiving and handling complaints of fraud and corruption.

## SUPPLY CHAIN MANAGEMENT



Managing supplier responsibility is not just about setting rules, it is also about building sustainable partnerships that create value not only for the business but also for the community and the environment. The company conducts annual supplier assessments and uses these assessments, along with exchanges, training, and surveys, to develop more sustainable criteria for each stage. Accordingly, MWG always attaches great importance to responsible supply chain management, understanding that a sustainable supply chain must always be linked to environmental protection. We have implemented a supplier management system to carefully and comprehensively monitor and prevent potential negative impacts on the environment and society throughout the entire supply chain.

### Issuing a Sustainable Development Commitment with Suppliers

MWG encourages and accompanies suppliers and partners to build, commit to, and implement sustainable business development policies.

Encourage actions that reduce or do not adversely affect the environment  
Comply with legal regulations  
Conduct business responsibly and transparently in all business activities

### Supplier Evaluation and Selection Criteria

To ensure sustainability, MWG has established a set of criteria (including product quality, reputation, supply capacity, price, social responsibility...) from the outset to verify and evaluate suppliers' compliance with all legal regulations, their sense of responsibility to ensure the rights of workers and the benefits for the environment and community, and their ability to provide goods with good quality and service.

### Ensuring Anti-Fraud and Corruption in Partnerships

Suppliers and partners must sign commitments with the Company to ensure no fraud or corruption occurs when cooperating with MWG. Any violation of the agreements will result in the termination of the cooperation to ensure a healthy business environment.







## PART 4

### BOARD OF DIRECTORS' ASSESSMENT OF SUSTAINABILITY MATTERS





# PART 5

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## GRI INDEX

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\*Annual Report: MWG Annual Report 2023

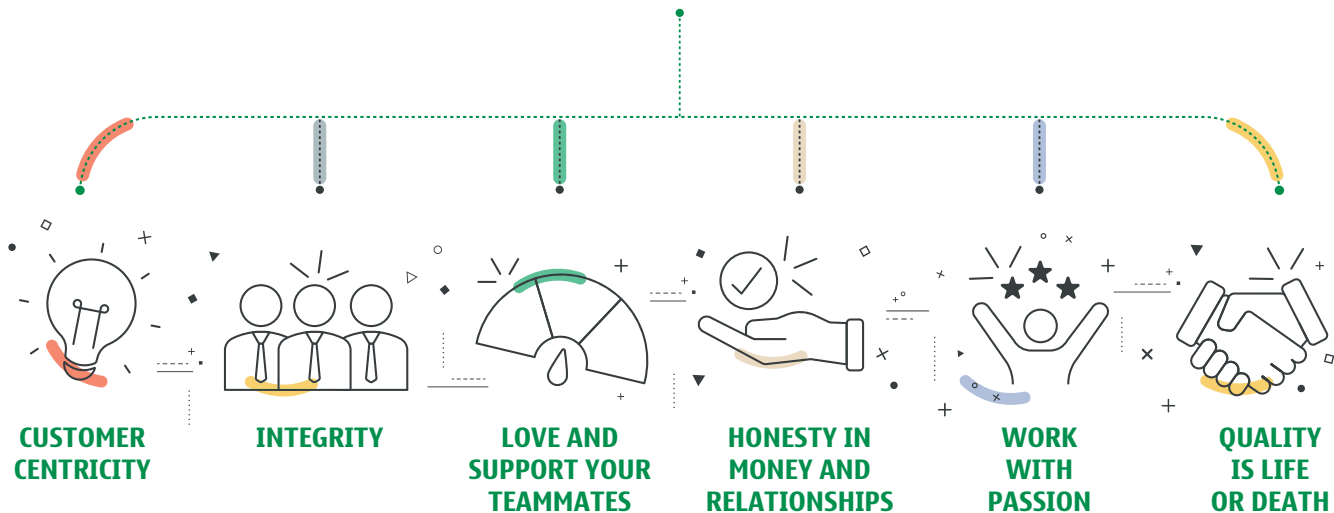
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## 6 CORE VALUES



**Always prioritize CUSTOMER SATISFACTION** as the top priority in every thought and action.

Sincerely apologize and avoid arguing to show respect for the trust and support of Customers.

Always be **Proactive - Smile - Greet - Thank** and treat customers like family.

**INTEGRITY** means Cherishing one's words, including keeping commitments, doing the right design, doing the right process, not lying, not taking shortcuts. After you have tried your best and still cannot keep your commitment, you must do 3 THINGS:

Inform the relevant person as soon as possible, clearly state what happened in reality, supported by data.

From the standpoint of "I" being the root of the problem, self-evaluate what you have done and have not done to keep your word. Take responsibility, do not blame others.

Propose new actions and new commitments agreed upon with the relevant person to restore your own integrity and the trust of others.

Genuine care for **teammates** means being willing to support, guide, and motivate them to do their best work. It does not mean doing their work for them or covering up their mistakes.

**Listen and speak honestly, empowering others**

**LISTEN:** Put yourself in the speaker's shoes to listen fully and without prejudice.

**SPEAK:** Be honest in a constructive way, always acknowledging achievements or efforts even if there are no results yet.

**Honesty in money:** Do not take, Do not use, and Do not think about taking what is not yours.

**Honesty in relationships** with others: Do not say, Do not express anything that contradicts your inner thoughts.

**Always say "YES"**

**Work fast**

**Don't be afraid of difficulties**

No buying - no selling of products that do not meet quality standards

Thoroughly handle products that do not meet quality standards in BHX

Do not sell a customer any product that you are not willing to use yourself due to quality concern



Owner's investment capital (as of December 31, 2023): VND 23,359,557,967,338

**Business registration certificate and tax code: 0306731335**