

# SUSTAINABILITY REPORT

# 2022



Mobile World Investment Corporation



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## I. MESSAGE FROM THE BOARD OF DIRECTORS (“BOD”)

Dear Valued Customers, Shareholders, and all Employees of Mobile World Investment Corporation, In a world where volatility and uncertainties are increasing day-to-day following the COVID-19 pandemic economic turbulence, it is a challenge for organizations in general and MWG, in particular, to maintain sustainable business practices while also protecting the environment and having a positive impact on society.

Throughout our 18-year history, MWG has not only focused on revenue and growth but has also strived to give the best customer experience through our products and services. Ensuring transparency, responsibility, integrity and sustainability in business operations is the responsibility of the Board of Management and also requires the cooperation of all employees and relevant parties. Therefore, sustainability activities are implemented throughout the Board of Directors, the Executive Board, and all the employees of MWG. From the introduction of sustainability commitments, the Company’s sustainability policy, and the formation of a Sustainable Development Working Group, we must consider sustainability factors in business decisions and risk management, including the most practical actions that we can take such as saving electricity and water, limiting the use of toxic packaging, and limiting greenhouse gas emissions.

MWG believes that implementing and promoting sustainability activities will benefit our customers and communities while creating long-term economic value for shareholders and other relevant parties. As a result, future generations will have a more secure future.

MWG also wishes to ask for the cooperation of our millions of customers, partners and shareholders in our journey toward sustainability.

I would like to thank our valued customers, shareholders, partners and all employees for your faith in MWG on this journey!

**Dang Minh Luom**

Member of the Board of Directors - in charge of MWG’s Sustainability Strategy

## II. WHAT IS SUSTAINABILITY?

“

Sustainability is development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

”

United Nations



ESG is an abbreviation for environmental, social and governance, and is a set of standards to measure factors related to sustainability and corporate influence on the community.

## Environment Môi trường

- Conserve & use energy efficiently
- Water quality
- Emissions
- Emissions management
- Recycle/reuse
- Packaging
- Product
- Pollution of land resources
- Biodiversity

## Social

- Fair competition
- Local economic development
- Health and safety
- Diversity
- Human rights
- Anti corruption and bribery
- Confidentiality
- Security

## Governance

- Accountability and transparency
- Corporate governance
- Value for shareholders
- Economic efficiency
- Financial goals

Sustainability and ESG standards have been widely discussed in Vietnam in recent years. As there is growing demand among investors for sustainable investments, Vietnam's Government has made significant efforts to promote best practices in ESG.



***Firms with better sustainability performance have higher returns and share price performance in the future than peers.***

Khan, Mozaffar N., George Serafeim, và Aaron Yoon.  
 "Corporate Sustainability: First Evidence on Materiality"  
 Harvard Business School Working Paper, No. 14-073, 03/2015



At the United Nations Climate Change Summit 2021 (COP26), Vietnam announced a series of commitments to respond to climate change. These will significantly impact the nation's energy transition to carbon neutrality and require economic restructuring.

MWG has made significant efforts and commitments in recent years to promote environmental protection activities and contributed to social responsibility and corporate governance in a transparent and upright manner, as evidenced by the six commitments about Sustainability in 2022

### III. COMMITMENT TO SUSTAINABILITY







## IV. SUSTAINABILITY MANAGEMENT STRUCTURE

Member of the BOD

**Mr. DANG MINH LUOM**

and personnel in relevant departments.



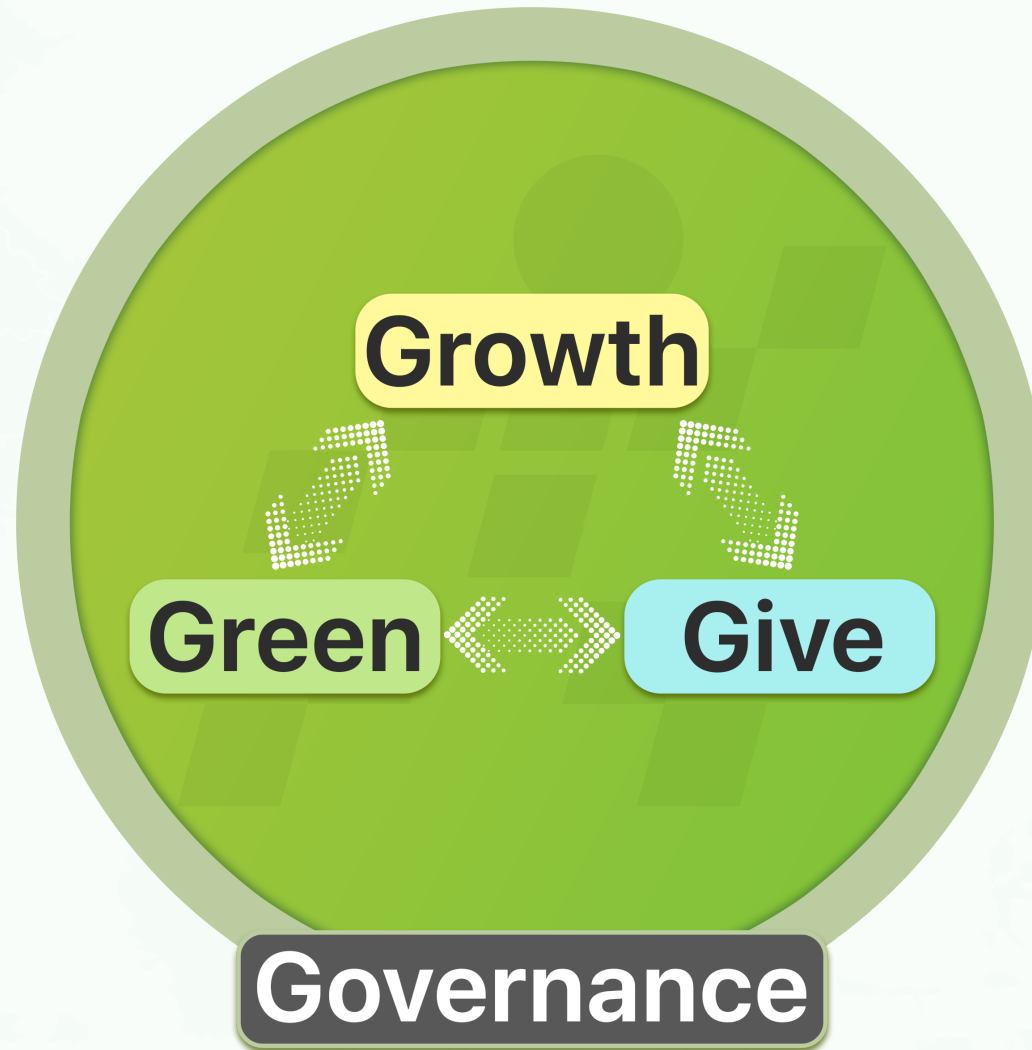
Person in charge of Sustainability  
(Environmental - Social - Governance)





## V. SUSTAINABILITY POLICY

MWG's activities follow the "4G" Principle



## Growth: Development

- Growth in revenue and profit contributes to the Vietnamese economy's prosperity by paying taxes and creating jobs for thousands of workers.
- Creating a happy working environment with fair promotion opportunities for all employees and respecting gender, age and race

## Green: Environment

- Minimize adverse impacts on the environment through constant improvements in business operations.
- Calling for MWG's millions of customers of MWG to join hands to limit environmental impact.
- Encouraging suppliers and partners to develop, commit and implement sustainable business development policies.
- Raising awareness and encouraging employees to work toward sustainability.

## Giving: Social Responsibility

- Contributing to developing and improving people's lives by bringing high-quality products with clear origins and outstanding services to the whole country — especially in remote areas.
- Making great contributions to social responsibility through volunteering and humanitarian activities — especially focusing on people who are disadvantaged and need support.

## Governance: Corporate Governance

- Ensuring operational transparency, integrity and humanity for all of MWG's chains

## VI. SUSTAINABILITY AWARDS WON IN 2022

### Top 50 Corporate Sustainability Award 2022

On August 10, 2022, MWG was honored in the 'Top 50 Corporate Sustainability Award 2022' at the Business Sustainability Awards 2022.

This award, which is organized by Nhip Cau Dau Tu magazine, honors companies practicing sustainable development strategies who are committed to green growth and implementing corporate responsibilities. Companies are chosen for the awards based on the following criteria: (1) stable growth, (2) sustainable corporate culture, (3) corporate governance, (4) environmental protection, and (5) Social responsibility.



The program received data and advice from an appraisal council comprised of representatives from HSBC, Deloitte Vietnam, FTI, Talent Net, the Circular Economy Research and Development Institute, and leading economic and business experts from Harvard Business School to ensure objectivity and proper methodology in the assessment.





### Top Three Large Cap Enterprise with IR Activities Highly Appreciated by Financial Institutions

The IR Awards (2011 - 2022) assess the best investor relations (IR) activities for listed companies. These awards are organized by Vietstock, the Vietnam Association of Financial Executives (VAFE) and E-magazine Finance and Life (FiLi). 2022 marked the third time that MWG won this award.

### Top 100 Best Places to Work in Vietnam and Top 50 Vietnamese Enterprises with Attractive Recruitment

These achievements came from Anphabe's "100 Best Place to Work in Vietnam 2022" survey that occurred from April to September 2022 and included the participation of 57,939 employees from 515 companies. Anphabe also conducted surveys and in-depth interviews with about 150 leaders and human resource managers in 20 main industries. This program is sponsored by the Vietnam Federation of Trade and Industry (VCCI). The evaluation model and method are verified by a third party, Intage Vietnam, to ensure fairness and objectivity.



## VII. SUSTAINABILITY FOCUSES

### ALWAYS LISTENING & SEEKING FEEDBACK

MWG actively involves relevant parties to find solutions that harmonize the interests of the parties:



#### Customers:

- The company actively surveys customer opinions to capture customer feedback and expectations through 24/7 communication channels, including SMS and phone calls.
- Actively calling customers and receiving customer feedback via the customer support hotline and website.
- Recording customer feedback and comments after each transaction on the loyalty application “VIP Gifts” and BHX online purchase application.



#### Employees:

- Organizing an annual employee engagement index survey.
- Internal hotline responds within 24 hours and receives questions/inquiries through the internal troubleshooting center.
- Regularly organize meetings and training classes.





### Community:

- Holding events, conferences and forums.



### Suppliers & Partners:

- Conducting face-to-face or online meetings



### Shareholders & Investors:

- Holding direct or online calls, quarterly meetings and the Annual General Meeting of Shareholders
- Receiving information and comments from investors and shareholders via website or email.

## ESG FOCUS IN 2023

MWG is focused on reducing greenhouse gas emissions, controlling resource usage, and enhancing the awareness of employees, customers, and partners regarding sustainable development (ESG).



# 7 FOCUSES ON SUSTAINABILITY

## 1. RENEWABLE ENERGY

Install solar energy in offices and stores



## 2. ELECTRICITY

Control the usage of electricity; savings through improvement and IoT technology



## 3. WATER

Control the usage of water; savings through improvement and IoT technology



## 4. PAPER

- Reduce paper usage by 50%
- Actively shift the use of paper to electronic forms



## 7. RAISING AWARENESS OF EMPLOYEE AND COMMUNITY

- ESG Newsletter
- Publish MWG's commitments and ESG policies for implementation
- Implement and invite suppliers/ customers to participate in the recycled programs



## 6. PACKAGING

- Efforts to use 100% eco-friendly bags
- Deploy reusable bags at BHX
- ERP to control and limit the use of plastic bags



## 5. FUEL

- Using different types of vehicles, fuels that emit less harmful gases into the environment
- Reduce greenhouse gas emissions per sales



# VIII. SUSTAINABILITY DETAILS AND NUMBERS



# A. ENVIRONMENT



## 1. ELECTRICITY

As a retailer, MWG mainly uses electricity in offices and stores. As our number of stores has increased continuously over many years, our electricity usage tends to increase annually. However, starting in 2022, the company has made efforts to improve the operation and use of electricity to control costs and reduce emissions to the environment:



### Utilizing energy-saving and environment-friendly equipment such as LED lights and inverter air conditioners.

- LED usage in offices increased from 95% in 2020 to 100% in 2021.
- In 2022, increased use of inverter air conditioners from 50% to 100%.

### Applying IoT technology through touch devices to automatically electricity and air conditioners on and off at set times.

- Since 2013, MWG's stores have utilized light sensors that automatically turn on signs lights at 6:00 p.m. or when it is dark enough and then turn them off at 10:00 p.m.
- At supermarkets, the system automatically turns on lights and air conditioners at 7:00 a.m. and turns them off at 11:00 p.m.

### Installment of solar power systems:

- The company uses solar power at 69 stores and office buildings with a capacity of 4,875 MWh. The use of solar power helps the company to save 15% of monthly electricity costs at each store and this contributes to mitigating environmental harm with the reduction of 3.900 tons of CO<sub>2</sub> – equivalent to 97.500 plants and trees or 98 ha of forest – which saves VND2.2bn per year.

## Power consumption at MWG in 2019-2022

Year	MWh quantity *	Total Stores	GHG (tons of CO <sub>2</sub> )	EF of Vietnam Electricity (tons CO <sub>2</sub> /MWh)
2019	374,068 MWh	3,039	341,524	0.9130
2020	533,594 MWh	4,059	451,314	0.8458
2021	683,842 MWh	5,306	549,877	0.8041
2022	543,260 MWh	5,785	392,288	0.7221

*The Emissions is calculated according to ISO 14064-1:2018 standard, using the IPCC (Intergovernmental Panel on Climate Change) method*

MWG reduced

**158**  $\frac{\text{Tons of CO}_2}{\text{Year}}$

*\*The amount of MWh converted based on an average annual electricity price*

**Directions:**

Deploying renewable energy – install 100 solar power systems in 2023



Raising employee awareness about energy saving



Controlling usage and saving electricity through IoT solutions





## 2. WATER

The total amount of water used in 2022

# 1,155,751 M3

*\*The amount of m3 converted is based on an average annual water price of VND21,300/m3*

Actions for the efficient use of water have been implemented, including:

- Controlling the watering of plants by using a minimum amount of water.
- Adjusting water usage in restrooms
- Adjusting amount of water usage in buildings and stores so it is minimal.

**Direction:**



Raise employees' awareness about saving water



Control water usage and savings through IoT solutions



### 3. PAPER

- Total amount of paper used in 2022: Average of 120 tons per month (based on average total orders per month x unit price, excluding scratch card orders)
- Since 2015, MWG has converted to electronic invoices

Reduced

**480 Tons of Paper  
Month**

**Actions that have been implemented to limit paper use include:**

- Improving operations and simplify processes to reduce the number of prints, print sizes, shipping invoices, payment documents, and invoices.
- Communicating with employees to understand the importance of saving paper:

#### Direction:



Issuing policies on stationery used to minimize unnecessary paper usage in offices and stores.



Making efforts to reduce 50% of annual paper consumption.



Actively converting paper forms to electronic forms.



ESG\_SUSTAINABILITY

Save Paper  
**Save Forest**

Protect the Environment

- ✓ Using paper only for business purposes.
- ✓ Paper used to print records that are only for archive purposes.
- ✓ Limit printing and using double-sided printing if necessary.
- ✓ Prioritizing the reuse of paper anytime, anywhere.

## 4. FUEL

In order to optimize fuel use and reduce greenhouse gas emissions, MWG implemented the following improvements in 2022:

- Using large vehicles instead of small cars to reduce the number of trips.
- Having a full line of vehicles; using two carriages and taking advantage of the return trip to pick up goods to reduce the number of trips.
- Buying new car models with E4 - E5 fuel emission standards and cleaner combustion engines and having their maintenance at reputable facilities to ensure clean treatment and timely processing of harmful substances on time.
- Using new fuel oil DO 0.001 instead of oil DO 0.005 to reduce harmful environmental emissions.
- Training drivers not to have the engine running if unnecessary to save fuel and reduce emissions.



### Direction:



Using means to limit harmful emissions.



Continuing to improve and optimize existing solutions.



Optimizing emission-to-revenue ratio.



## 5. PACKAGING

As a retailer, MWG uses plastic bags to pack products. We are aware that the use of plastic bags is not good for the environment, so we are constantly testing and offering suitable solutions to ensure optimal use and replacement with environmentally friendly packaging.

- Currently, 100% of the packaging used at thegioididong.com and Dien May Xanh is environmentally friendly PP plastic packaging. This is a product line that can be collected and recycled. The packaging used at Bach Hoa Xanh stores is biodegradable and has a decomposition period of six months.
- In order to avoid losses and use packaging effectively, MWG has implemented a packaging management system on the ERP system at The Gioi Di Dong, Dien May Xanh, Bach Hoa Xanh, An Khang, and AVA stores.
- On October 31, 2022, Bach Hoa Xanh in Ho Chi Minh City launched new environmentally friendly reusable bags to reduce the use of non-biodegradable plastic bags. As of December 31, 2022, 23,940 reusable bags were sold to create awareness and reduce the use of plastic bags.



### Direction:



Increasing awareness about the reduction of plastic bag use with customers and employees.



Expanding use of reusable bags at Bach Hoa Xanh.

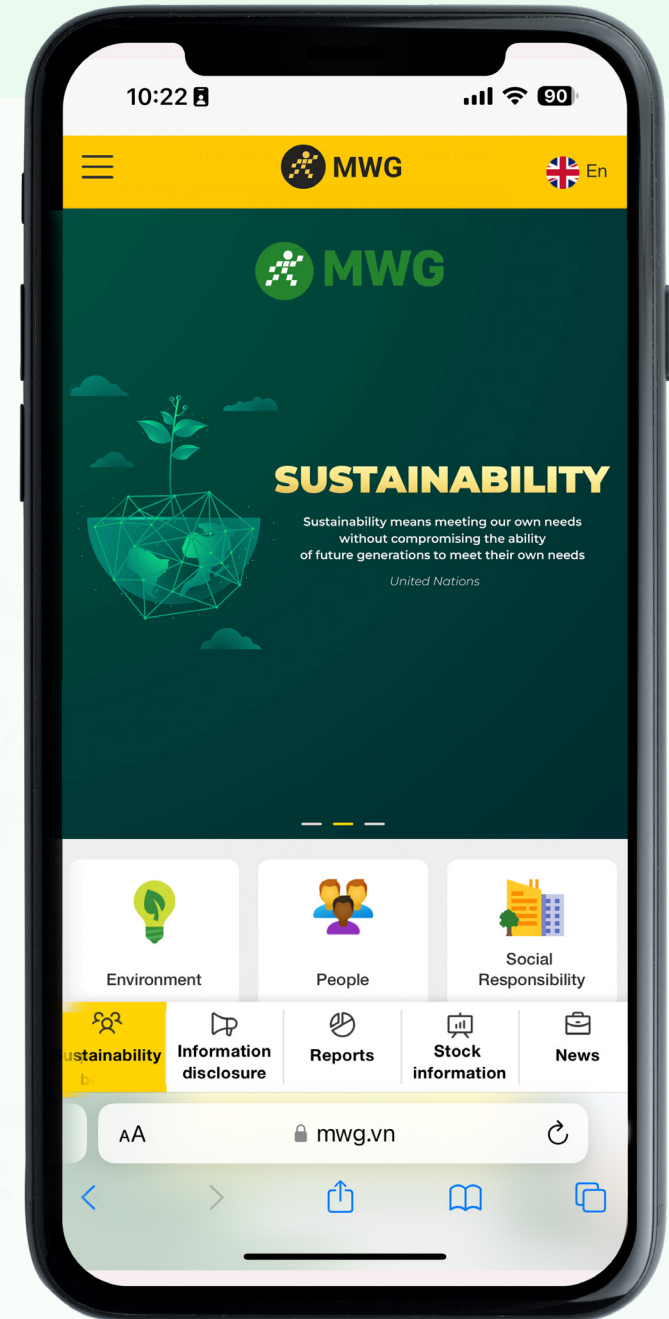
## 6. COMMUNICATION ACTIVITIES TO RAISE AWARENESS ABOUT SUSTAINABILITY

MWG continues to maintain and development activities that contribute to environmental protection and realize MWG's sustainable development commitments:

**6.1** Launch of an ESG information channel, which will be integrated into mwg.vn under "Sustainable Development". The website provides information, policies, commitments and the ESG activities of the Company related to the environment, personal & social responsibility.

**6.2** 100% of training courses at the Company emphasize sustainable development.

**6.3** Organizing activities to raise awareness about environmental protection.



6.4 ESG Newsletter is published every week through the internal communication channel and published on the sustainability page on MWG.vn to help raise employee awareness about sustainability.

6.5 Continually communicating and providing instructions & tips on environmental protection at the workplace, such as how to save paper, water and electricity.



## 6.6 Say No to Plastic Bottles at Offices

MWG does not use plastic water bottles in water dispensers and meeting rooms. Instead, we encourage people to use environmentally friendly products.

### Reduced

**9,923** plastic bottles wastes every month (Equivalent to  
**119,076** plastic bottles wastes every year)

## 6.7 Organizing activities to raise employees awareness about environmental protection.



Idea contest "Protect the environment, Heal the Earth"



Earth Hour: Calling employees to turn off unnecessary lights and electrical equipment during Earth Hour to raise awareness among employees about reducing the use of resources and electricity.



Environment Day: "Collecting scrap - Sending millions of love" raised VND 4,528,000 for the Company's charity programs.

**Direction:**

1. Continuing weekly communication about sustainable development through the Sustainable Development Newsletter.
2. Providing channel to contribute ideas about sustainable development.
3. Organizing monthly contests on understanding and implementing environmental activities.
4. Choosing employee touchpoints to place communication instructions throughout supermarkets and offices nationwide.
5. Actively and regularly sharing about sustainable development in meetings and training programs.





## 7. DOMESTIC WASTE

MWG is a retail company, so most waste is household waste. Garbage is collected and classified in garbage containers at warehouses, shops and offices and treated following the regulations of authorities.

## 9. ELECTRONIC WASTE

Electronic waste (such as accessories, batteries, and watches) is appropriately classified and disposed of to minimize environmental harm. After considering the options to repair the device, the e-waste will be transferred to a third unit with a license for treatment. MWG is cooperating with Viet Australia Environment Joint Stock Company to treat e-waste.

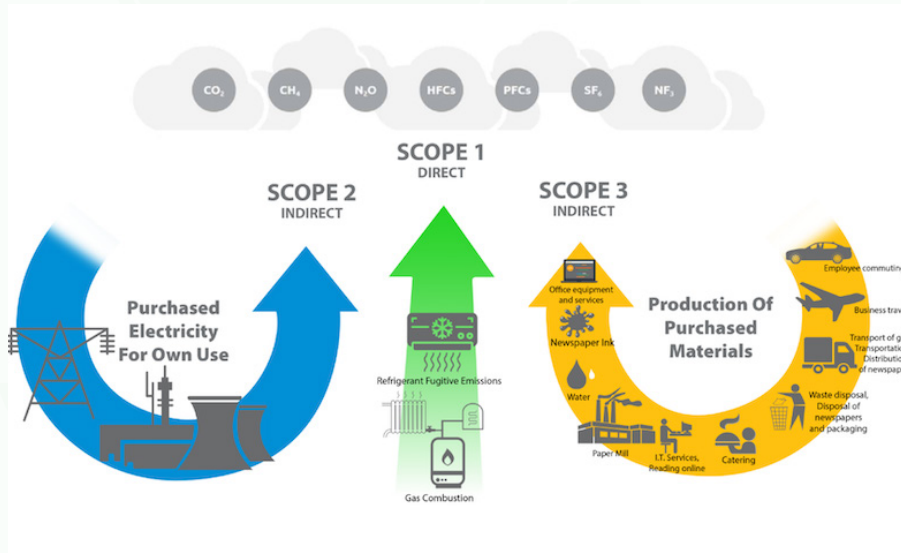


## 8. WASTEWATER

Most store wastewater is domestic, but it is treated through settling pits and garbage filters before being discharged into the sewer system.



## 10. MONITORING AND MEASUREMENT OF GHG EMISSIONS



SCOPE	DESCRIPTION	GHG Tons of CO2
SCOPE 1	Fuel for operating vehicles of enterprises	44,531
	<b>Total Scope 1</b>	<b>44,531</b>
SCOPE 2	Electricity consumption for power generation, air conditioning and office equipment	392,288
	<b>Total Scope 2</b>	<b>392,288</b>
SCOPE 3	Using means of transport for work (602142 litres Gasoline)	1,384
	Use transportation to transport employees (36168 litres DO)	98,296
	<b>Total Scope 3</b>	<b>99,680</b>
<b>TOTAL EMISSIONS:</b>		<b>536,499</b>

# B. SOCIAL



## 1. MWG IS COMMITTED TO CREATING EQUALITY, TRANSPARENCY, DIVERSITY AND A FAIR & EXCELLENT EMPLOYMENT ENVIRONMENT



Ensuring gender equality in recruitment, training and pay.



No discrimination regarding gender, age, ethnicity or other factors.



Do not use child labor.



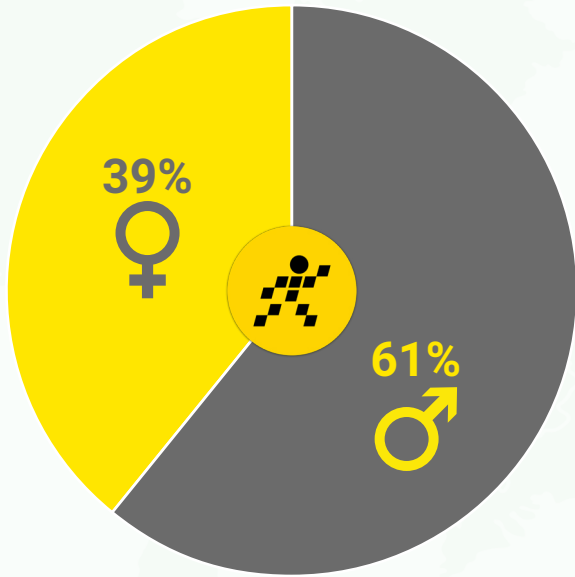
Do not use forced labor.

### HUMAN RESOURCES

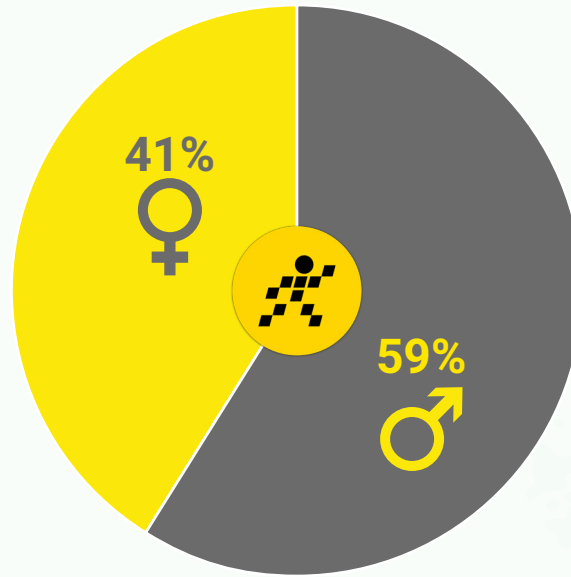
YEAR	2019	2020	2021	2022
TOTAL EMPLOYEES	58,412	71,071	74,111	74,008



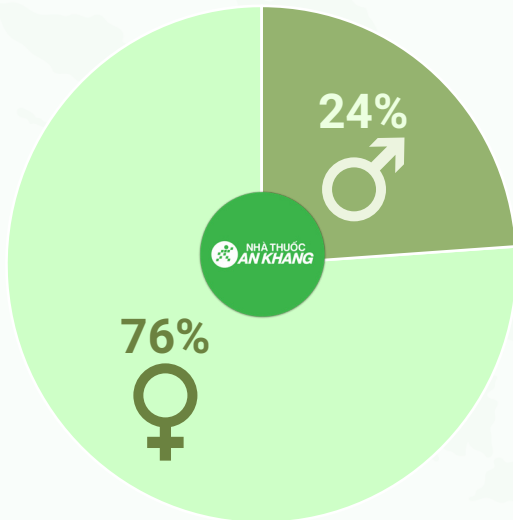
### PROPORTION OF MALE AND FEMALE EMPLOYEES



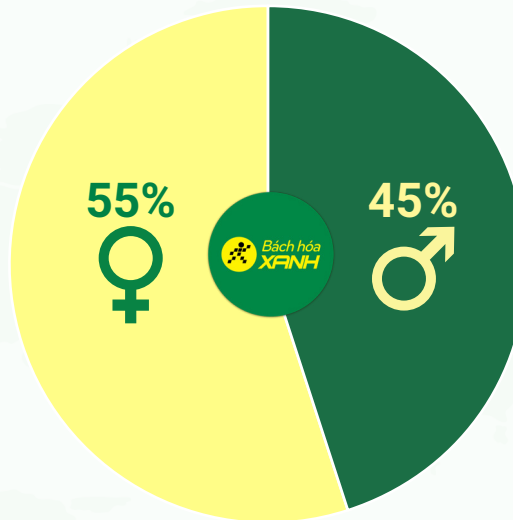
### PROPORTION OF MALE AND FEMALE MANAGERS



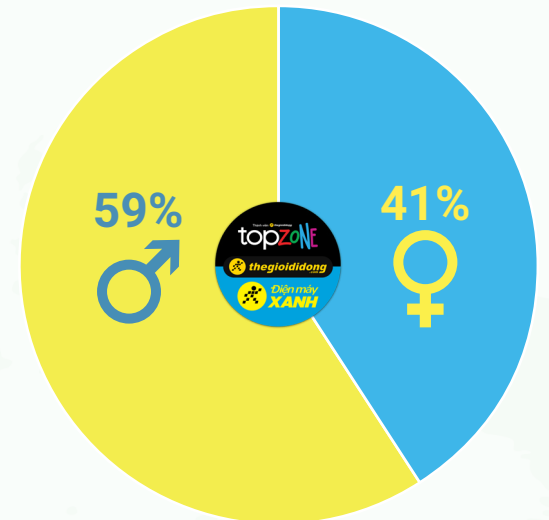
### AN KHANG



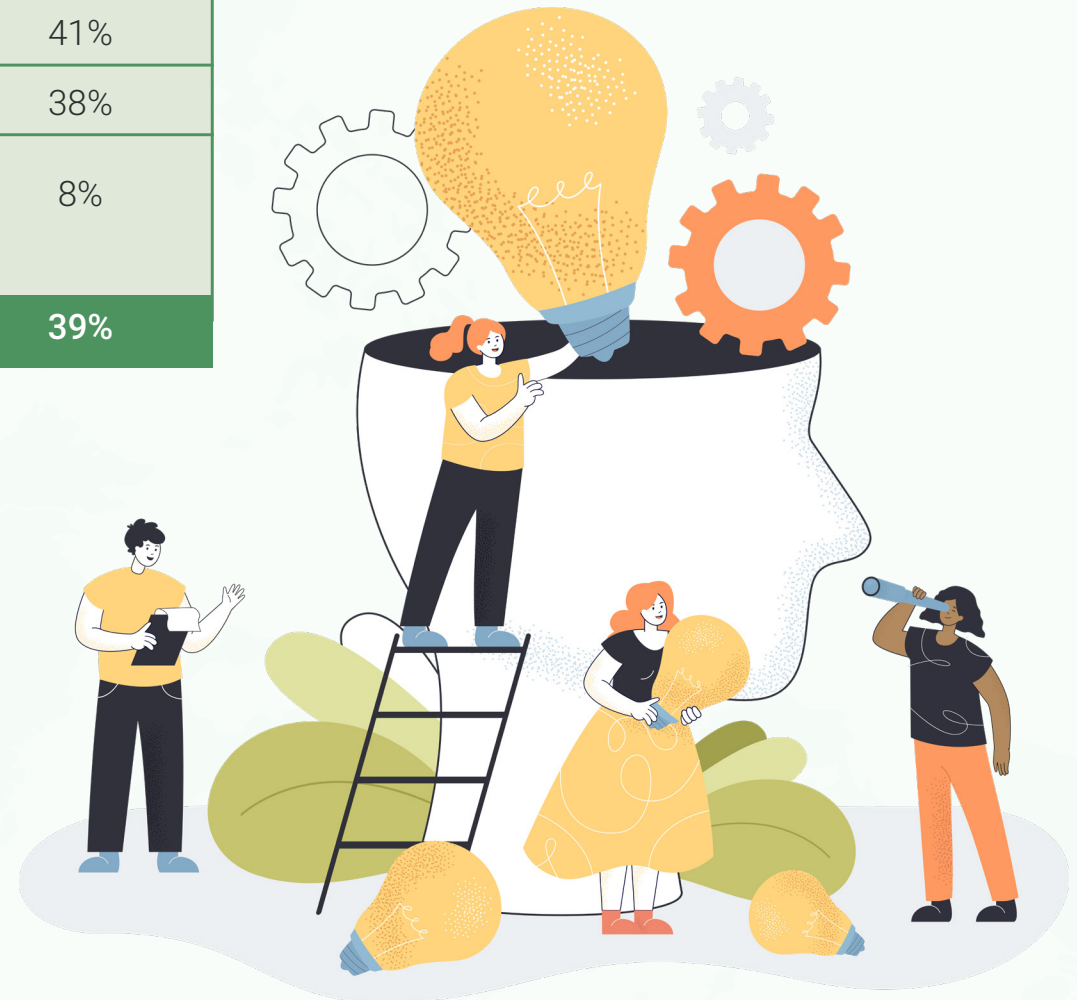
### BACH HOA XANH



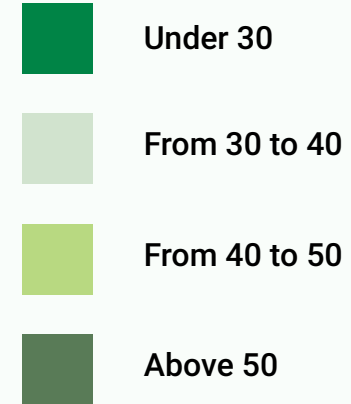
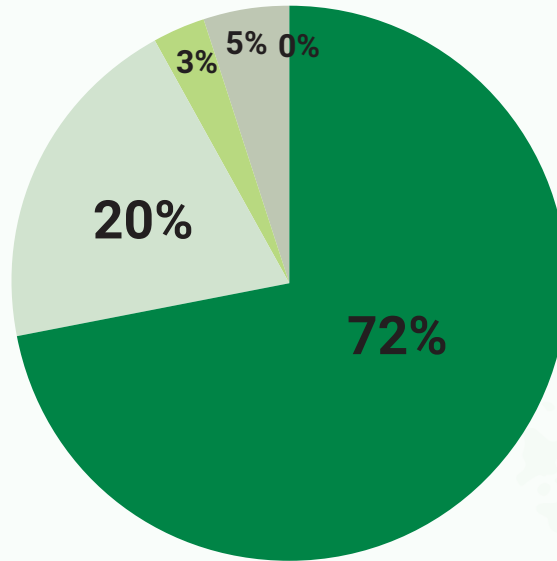
### TGDD/ DMX/ TOPZONE



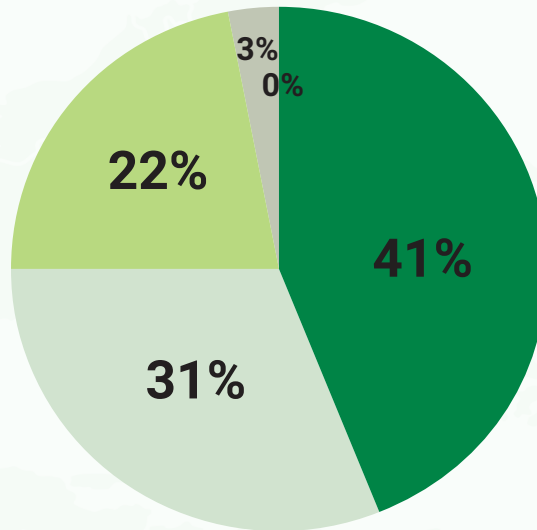
Company	% MALE	% FEMALE
An Khang	24%	76%
BHX	45%	55%
TGDD/DMX/Topzone	59%	41%
4K FARM	62%	38%
Specific Technical Departments: IT, Conscientious Maintenance, Fully Trusted Logistics	92%	8%
<b>GROUP</b>	<b>61%</b>	<b>39%</b>



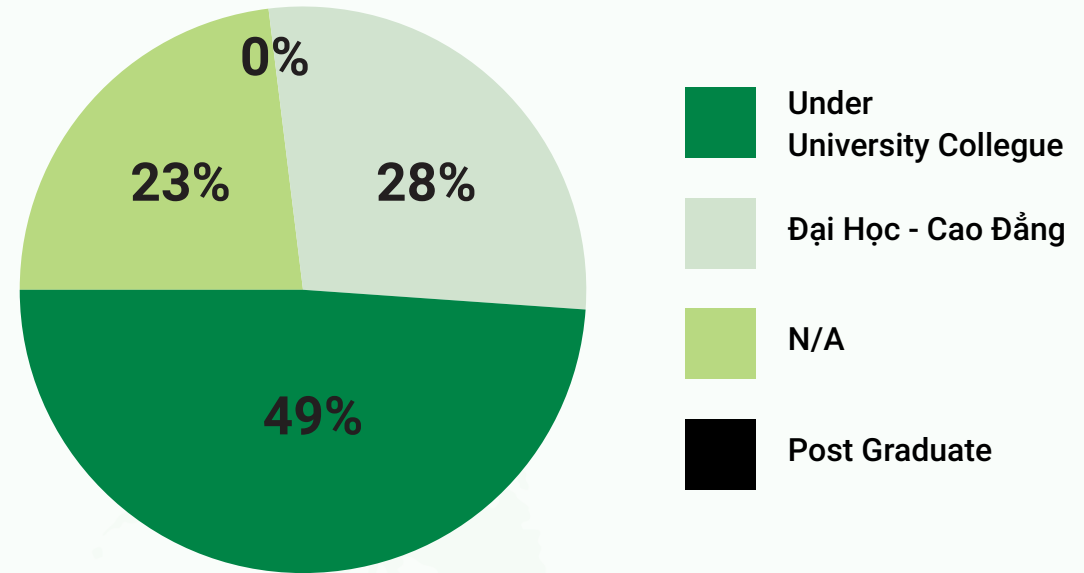
AGE	
Range	%
Under 30	72.4%
From 30 to 40	19.8%
From 41 to 50	3.1%
Above 50	4.7%
<b>Total</b>	<b>100%</b>



SENIORITY	
Seniority	%
< 2 years	43.7%
From 2 to 5 years	31.3%
From 5 to 10 years	22.3%
From 10 to 15 years	2.5%
> 15 years	0.2%
<b>Total</b>	<b>100%</b>



QUALIFICATIONS OF EMPLOYEES		
Level	No. of Employees	%
Post Graduate	26	0.04%
University - Colleague	21,115	28.53%
Under University Colleague	36,061	48.73%
N/A	16,806	22.71%
<b>Total</b>	<b>74,008</b>	<b>100%</b>



## ONBOARDING & INCLUSION

MWG orientation day helps employees adapt quickly to the Company's culture and new roles. All new employees can participate in the training program, which includes important information about MWG's vision, business philosophy, core values, welfare policy, customer care, and orientation. This ensures that employees clearly understand the remuneration scheme, benefits, and promotion roadmap, in addition to the code of conduct, labor rules, and responsibilities of all employees at the Company.





## 2. GUARANTEEING A SAFE WORKPLACE WITHOUT FRAUD AND CORRUPTION - GUARANTEEING EMPLOYEE'S RIGHTS

### Safety

MWG is committed to strictly and fully complying with the provisions of the Labor Law & the Law on Safety and Health. Furthermore, the Company provides programs and regulations to ensure the safety and health of employees at the workplace.

MWG trains employees on ways to ensure operational safety, food hygiene and fire prevention, how to use protective equipment while ensuring that employees understand and practice through inspection, certification and regular monitoring of occupational safety.

### Transparency and Integrity

When changes significantly affect employees, the Company will proactively make announcements as soon as possible through numerous methods, such as internal communication, announcements from the Board of Directors, and face-to-face organizational meetings.

### 360 degree feedback and fraud detection & anticorruption

At MWG, all employees are trained regarding the code of conduct related to the principles of conduct in honesty about money and relationships. The Company ensures that all employees understand and report fraud and corruption as soon as it is discovered.

## 5 CORE VALUES



### 4. BEING HONEST ABOUT MONEY ISSUES & RELATIONSHIPS

- **Be honest about money issues: Do not take, use and think about possessing money, goods, or property that are not yours.**
- **Be honest in relationships: Do not speak out, do not express what contradicts your thoughts.**

## MWG ensures that employees can complain, reflect, report or get support through many channels:

- Hotline: 02432080999
- Send denunciation letters and documents to the Company's headquarters
- Calling or email superiors
- Using the consultation center's app – 8,070 questions were received and answered in 2022

## Trade Union

Conduct monthly payment of trade union fees & union fees.

- Hold cultural activities, physical training, sports and charity activities.
- Have periodic discussions and events to receive feedback.
- Coordinate with Social Insurance and Trade Union to support employees and employers affected by COVID-19.
- Review and understand work conditions, employment, salaries, the implementation of regimes and policies for trade union members due to COVID-19, support visits and gifts for trade union members – including employees with difficult circumstances such as occupational accidents or illness.



### 3. GUARANTEEING THAT ALL EMPLOYEES ARE PAID SALARIES, BONUSES, AND WELFARE COMMENSURATE WITH THEIR CONTRIBUTIONS

The Company always follows the regional minimum wage and monitors the basic salary level of the market to apply a competitive and appropriate salary policy for each department.

In addition to the fixed monthly salary, the Company applies a bonus policy that is suitable for each nature of work and corresponds to the employee's contribution:

Sales staff have bonuses according to sales KPIs, service bonuses, and bonuses according to sales contests.

Backoffice staff are assessed for work efficiency and rewarded based on completion of KPIs.

Performance bonuses and rewards are based on the actual business situation and the level of completion of the Company's yearly target.



Internal promotion policies are clearly defined to motivate employees. MWG always fulfils its employees' tax payment obligations and compulsory insurance. In addition to social insurance and health insurance according to the State's regulations, employees are also entitled to participate in accident insurance and voluntary health insurance for themselves and their families.

Trade union members have Tet gifts, birthday gifts, gifts for the mid-autumn festival, and many other activities.

In addition, the Company applies other policies for events such as weddings and funerals.

The Company's salary, bonus and welfare policies ensure fairness for all genders.

Benefits are redeemed through the Rewards Points App to recognize employees' efforts instantly.



## 4. RECEIVING FEEDBACK FROM EMPLOYEES; PROMOTING COMPANY CULTURE AND EMPLOYEES' PHYSICAL AND MENTAL HEALTH

The Labor Relations Department and Human Resources Department have been actively working to increase cohesion to better employees' personal wellness.

### EMPLOYEE ENGAGEMENT INDICATOR – INTERNAL SATISFACTION

Employees are surveyed about their level of engagement with the Company annually.

Survey results on the engagement index in 2022 that included the participation of 55,418 employees (accounting for 95.27% of employees with six months of seniority or more):

- Level of engagement: 89%
- Satisfaction level with direct manager: 91%
- Trust in management: 90%
- Company pride: 89%



### SPORTS ACTIVITIES FOR EMPLOYEES

A series of sports activities took place to celebrate the Company's 18th anniversary:

swimming, soccer, badminton, and table tennis.



## CONNECTION ACTIVITIES:

Acoustics, Ring the Golden Bells, Merry Christmas, and Spring Market



## SPREADING CORPORATE CULTURE

Internal communication channel provides news to all MWG employees.



Internal communication channel "Life At MWG" helps employees to exchange information, communicate, learn, and participate in contests.



Activities to recognize accomplishments and honor employees who produce achieve good work results.



## 5. PEOPLE DEVELOPMENT POLICY

### » AUTOMATIC PROMOTION BY DATA

In 2020, MWG started to apply an automatic promotion system that promotes employees completely through data based on each person's ability and effort – without any interference from their direct manager, human resources department, or external emotional factors. This is a breakthrough in applying technology to manage people, ensuring fairness and objectivity for all employees.

As of December 31, 2022, 4,889 employees have been promoted through this system. In addition, managers are promoted using data.



# THĂNG TIỀN TỰ ĐỘNG

Các yếu tố phát sinh sẽ được Phòng Nhân Sự cập nhật bổ sung và gửi BCNB thông báo cùng các bạn.

### » PEOPLE DEVELOPMENT

The training and development of human resources have always been a focus at MWG. Employees are informed and guided about training policies and career development. With a culture of learning, MWG ensures opportunity to learn and grow at all levels through offering a variety of learning forms.

- Learning in classes, through team building and at workshops.
- E-learning via “Learning World” internal platform, podcasts, Career Tool 4.0, and learning community.
- Conducting activities to honor individuals who are focused on their development through learning new things.
- Developing MWG resources through new management training programs and soft skills training such as:
  - Periodic soft skills training program
  - Leadership training programs for managers and company leaders
  - Technical skills training to meet the needs of each department



**THẾ GIỚI HỌC TẬP**

HỌC TẬP MIỄN PHÍ - NỘI DUNG PHONG FÚ

CHÀO MỪNG BẠN ĐẾN VỚI WEBSITE

CẬP NHẬT LIÊN TỤC - TÀI LIỆU CHUẨN HÓA - MỌI LÚC, MỌI NƠI


**THAO TÁC HỌC THẬT ĐƠN GIẢN**

1. Tìm danh mục bài học phù hợp
2. Chọn bài học, Nhấn icon trái tìm để lưu bài yêu thích
3. Nhấn nút HỌC NGAY để bắt đầu bài học
4. Nhấn TÔI ĐÃ HỌC XONG hoặc BÀI TEST để hoàn tất

Thông tin hỗ trợ:  
56235 - Triệu Thanh Thành  
Phòng Đào Tạo & Phát Triển NNL  
SDT: 0932190792




Year	2021	2022
Average study hours of an employee	29.5 hours	31.6 hours
Learner satisfaction level	97.4%	97.8%
Number of offline courses	2,527 courses	3,280 courses
Number of online lessons	117,169 sessions	480,776 sessions



## MWG-ER BEHAVE CIVILLY ON SOCIAL MEDIA

### #1: Information security

Secure and prevent disclosure of information related to customers, suppliers, as well as proprietary information of MWG.



## 6. CUSTOMERS

### » CUSTOMER INFORMATION SECURITY

The MWG's customer information security is guaranteed as follows:

- Monitor information security using management, technical programs, and defense systems such as SOC, firewalls, antivirus and EDR.
- Having security policies and access policies for databases.
- Staff training and communication how to handle and secure customer information.





## » QUALITY OF GOODS & SERVICES AND FOOD SAFETY

- All of MWG's electronics, accessories, and home appliances are guaranteed to be 100% authentic.
- Consumer goods and food & pharmaceutical products are guaranteed to comply with standards related to origin, hygiene and health safety per State agencies.
- The process of internal control of product quality for the Bach Hoa Xanh chain includes:

- Input inspection: Goods are checked for quality records, samples, and labels according to current regulations before being put into Bach Hoa Xanh's system.

- Periodic check:

All food products are checked periodically in compliance with the quality regulations of the competent State agencies. Bach Hoa Xanh's internal laboratory has been certified to the IOS 17025 standard issued by AOSC. The laboratory's inspection process follows the principle of a "one-way street" to ensure that the food source is not cross-contaminated and safe for the consumer.

In addition, products are periodically sent to a third party that meets the standard VILAS/ISO 17025 to ensure objectivity.

- The Company is committed to complying with commercial law, the Law on Advertising, protection of consumer rights & intellectual property, and competition laws.
- The Company is always transparent with complete information about its products and services (e.g, by providing instructions for use and notes on health & safety) to ensure the best quality for customers and their safety
- The Company ensures customers' rights through transparent warranty, product return and exchange policies, which are publicized on MWG's websites.



## 7. SUPPLIERS

MWG encourages and accompanies suppliers and partners in developing, committing and implementing sustainable business development policies.

### » SUPPLIER SELECTION

To ensure sustainability, from the beginning, MWG has set criteria (including product quality, reputation, ability to supply goods, prices, and social responsibility, among others) to check and evaluate if the suppliers (i) fully complying with legal regulations, (ii) having a sense of responsibility to ensure employees' rights and benefits to the environment and community, and (iii) the ability to provide goods with good quality and service.

### » ANTI-FRAUD AND CORRUPTION

Suppliers and partners must sign agreements with the Company to ensure that no fraud or corruption occurs while working with MWG. Any behavior that violates these agreements is prohibited in order to maintain a healthy business environment.



## 8. VOLUNTEERING & COMMUNITY

### SUPPORTING EMPLOYEES ENDURING DIFFICULTIES

Total Donation

**VND1,933,510,000**

Assist 376 people in need. The Opening Relay raised VND 593,300,000 for the 510 children of 370 MWG employees..



### RUN FOR THE COMMUNITY – UPRACE

UpRace is a volunteer running project. Each kilometer completed by a runner is recorded in the UpRace app, for which there a VND 1,000 donation. MWG had 2,515 employees participate in this activity, covering 31,426 kilometers and donating VND 31,426,000 to social organizations. As a result, MWG ranked 14th out of 1,414 enterprises in the race.

Total Donation

**VND 31,426,000**

## PROVIDING 1,000 FREE BAGS OF MEDICINE FOR PEOPLE IN CENTRAL VIETNAM

An Khang Pharmacy donated 1,000 bags of common medicine (including vitamin C supplements and cold medicine) each worth VND 100,000 to support people in central Vietnam who were affected by Typhoon Noru in September 2022.



## OTHER CHARITABLE ACTIVITIES

- Sponsorship of 150 million VND for the Colour Run For Smile race to support cleft lip and palate surgery
- Donation of 33 million VND to patients in Phong Village Gia Lai
- Donation of 37 million VND to Victims of Agent Orange
- Donation of 66 million VND to Orphaned Children due to Covid
- 217 units of blood donated through blood drives
- Contribution of 6,000 USD to the Newborn Vietnam Fund
- MWG Community Outreach Activities



## » TAM AN THAN KHANG JOURNEY

After reaching the milestone of 500 pharmacies on July 15, 2022, An Khang launched a program to provide examinations, diagnoses, and free medicine to disadvantaged people nationwide. The 18-month program called “Tam An Than Khang Journey” involved the cooperation of the An Khang Pharmacy chain and well-known partners such as Sang Pharma, Gigamed, Merck, Mega, GSK, Boston Pharma, DHG Pharma, Brauer, Dr.Frei, Doppelhez, OPC and others.

Total Donation

**VND 4.2 Billions**



The Company wishes to help people who do not have conditions to promptly detect health problems and provide them with good healthcare services. Above all, this campaign helps Vietnamese people have healthy bodies and minds.

As of December 2022, the Tam An Than Khang campaign supported 2,913 people with free medical examinations. The program's total cost was VND 4.2bn.

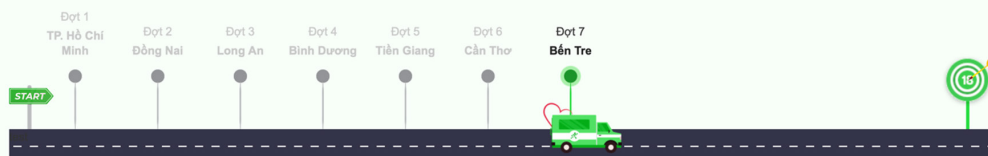
**See more at :**

<https://www.nhathuocankhang.com/tam-an-than-khang>



### CẬP NHẬT LỊCH TRÌNH

Đã hỗ trợ **7 tỉnh thành** gồm **3500 người** có hoàn cảnh khó khăn. Mục tiêu 18 đợt **18 tỉnh thành**



## » AVA SMILE FUND

Avakids committed to contribute

**VND 5 Billions**

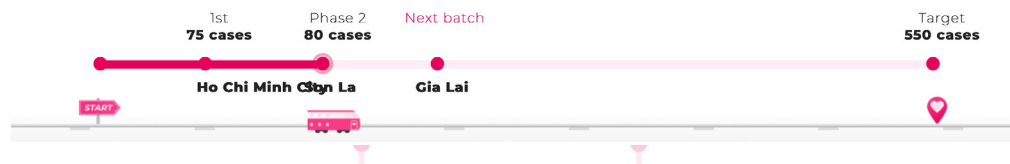
AVAKids has committed to contribute VND5bn through the end of 2023 to sponsor 550 cleft lip and cleft palate surgeries for Vietnamese children through Operation Smile. Operation Smile is a non-profit humanitarian organization operating in public health care that improves the lives of less fortunate children.

See more at: <https://www.avakids.com/quy-nu-cuoi>



### JOURNEY AVAKIDS SMILE FUND

📍 Accomplished **155 cases**



## C. CORPORATE GOVERNANCE



## ENSURING TRANSPARENCY OF INFORMATION, TIMELY DELIVERY TO INVESTORS, AND SAFEGUARDING THE RIGHTS AND INTERESTS OF SHAREHOLDERS



Complying with regulations on information disclosure for listed companies.



The Investor Relations Department works effectively and has a dedicated contact email at [investor@thegioididong.com](mailto:investor@thegioididong.com), which is publicly available to assist investors and promptly address inquiries.



Disclosing information fully, which is publicly announced on the Company's shareholder relations website in Vietnamese and English.



The Investor Relations Department meets and discussed directly with shareholders and investors through one-on-one meetings and investor conferences organized by leading domestic and foreign financial institutions.



MWG is one of a few Vietnamese companies that provide monthly business results updates to shareholders and investors.



Quarterly, the Company holds an investor meeting with the participation of the Board of Directors to address questions related to the Company's orientation and strategy.



MWG is applying technologies to enable shareholders to participate and express their opinions at the best possible level of shareholder meetings, including providing guidance for shareholders to vote via electronic voting at online shareholders' meetings.



## IX.ASSESSMENT OF THE COMPANY'S SUSTAINABILITY



The Board of Directors recognized the Company's positive points, firmly implementing ESG activities in 2022:



Announcement of sustainability development commitments.



Establishment of a department dedicated to ESG.



Periodic communication regarding ESG activities.



Publishing an ESG information page on the Investor Relations page on the mwg.vn website



## ENVIRONMENT

The Company is fully aware of the importance of environmental protection and has actively implemented many actions to reduce the Company's impact on the environment:

- Disclosure of detailed information on resource use, including electricity, water, fuel and conversion into relevant greenhouse gas emission indicators.
- Implementation of solar power systems at stores and office buildings.
- Continuous communication on environmental protection to raise awareness among all employees.
- Set up used battery collection stations and encourage customers to use reusable bags when shopping at BHX.



## EMPLOYEES

- In challenging macroeconomic environments, the Company still strives to maintain operation and ensure employees' incomes, which also are tied to the actual business results of the enterprise.
- The Company focuses on implementing many activities to take care of employees' physical and mental health in the post-pandemic period.
- The Company always aims to exhibit fairness in workplace, treat everyone with respect and provide equal opportunities to all employees regardless of gender, race or age.

### LOCAL COMMUNITY

The Company actively implements its social responsibility through regular volunteer activities, humanitarian programs, and spreading awareness.



### COMPANY'S COMPLIANCE

The Company has fully implemented the provisions of the current law, the Charter and the internal regulations of the Company to ensure transparent and effective operation and corporate governance, ensuring full shareholder rights.

## 6 CORE VALUES OF MWG



### 1. BEINGWHOLE – HEARTED TO CUSTOMERS

- » Always give the highest priority over CUSTOMER SATISFACTION in all thoughts and action.
- » Sincerely apologizing and notarguing are indicative of gratitude for customers' trust and support.
- » Always Take initiative – Smile – Welcome – Thank you and treat customers like family.



### 2. INTEGRITY

INTEGRITY means Respecting your own words, including fulfilling commitment, following the right design, right process, not lying, not cutting steps. If you fail to KEEP YOUR PROMISE, NO MATTER HOW HARD YOU TRY, do ALL OF THE 3 THINGS:

- » Inform related people of what happened, evidenced by data as soon as possible.
- » Take the "I am the root cause" stance and self-reflect on what you have done and have not done to keep your promise. Take responsibility, do not blame others.
- » Propose new actions and commitments in agreement with related people to recover INTEGRITY of your own and the trust of others.



### 3. MUTUAL AFFECTION and TEAMWORK

Sincerely caring for teammates means being willing to support, guide and motivate them to fulfill their work well, do not cover and conceal for them.

Listen and say straight forwardly and powerfully:

- » LISTEN: Stand in the speaker's shoes for adequate and unbiased listening.
- » SPEAK: Straightforwardly, constructively, always acknowledge others' achievements or efforts even not yet bringing about results



### 4. BEING HONEST ABOUT MONEY ISSUES and RELATIONSHIPS

- » Be honest about money issues: Do not take, use and think about possessing money, goods, or property that are not yours.
- » Be honest in relationships: Do not speak out, do not express what contradicts your thoughts.



### 5. PASSION FOR WORK

- » Always say "YES".
- » Do the work quickly.
- » Be not afraid of challenges.



### 6. QUALITY IS VITAL

- » DO NOT BUY – DO NOT SELL poor – quality products.
- » Root out poor – quality products in BHX.
- » Do not give customers any products you are unwilling to use for yourself due to quality concerns.



## Mobile World Investment Corporation

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