

**CÔNG TY CỔ PHẦN ĐẦU TƯ
THẾ GIỚI DI ĐỘNG
MOBILE WORLD
INVESTMENT CORPORATION**

**CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM
Độc lập - Tự do - Hạnh phúc
THE SOCIALIST REPUBLIC OF VIETNAM
Independence - Freedom - Happiness**

Số/No.: 19/2025/MWG

Bình Dương, ngày 04 tháng 04 năm 2025
Binh Duong, April 04th, 2025

**CÔNG BỐ THÔNG TIN ĐỊNH KỲ
PERIODIC INFORMATION DISCLOSURE**

Kính gửi: - Ủy ban Chứng khoán Nhà nước;
- Sở Giao dịch Chứng khoán Thành phố Hồ Chí Minh;
- Sở Giao dịch Chứng khoán Việt Nam.
To: - *State Securities Commission of Vietnam;*
- *Hochiminh Stock Exchange;*
- *Vietnam Stock Exchange.*

1. Tên tổ chức/*Name of organization*: Công ty Cổ Phần Đầu Tư Thế Giới Di Động
("Công ty")/ *Mobile World Investment Corporation ("Company")*

- Mã chứng khoán/ *Stock code*: MWG
- Địa chỉ/ *Address*: Số 222 Yersin, P. Phú Cường, Tp. Thủ Dầu Một, Tỉnh Bình Dương, Việt Nam/ *No.222 Yersin Street, Phu Cuong Ward, Thu Dau Mot City, Binh Duong Province, Viet Nam*
- Điện thoại liên hệ/ *Telephone*: (028) 38 125 960

2. Nội dung thông tin công bố/*Contents of disclosure*:

Công ty Cổ Phần Đầu Tư Thế Giới Di Động công bố Báo cáo thường niên năm 2024 và Báo cáo phát triển bền vững năm 2024. (đính kèm).

Mobile World Investment Corporation announced the Annual Report 2024 and Sustainability Report 2024 (attached file).

3. Thông tin này đã được công bố trên trang thông tin điện tử của công ty vào ngày 04/04/2025 tại đường dẫn <https://mwg.vn/>.

*This information was disclosed on the company's website on April 04th, 2025 via:
<https://mwg.vn/>.*

Chúng tôi xin cam kết các thông tin công bố trên đây là đúng sự thật và hoàn toàn chịu trách nhiệm trước pháp luật về nội dung các thông tin đã công bố.

We hereby certify that the information provided is true and correct and take responsibility for the law.

CÔNG TY CỔ PHẦN ĐẦU TƯ THẾ GIỚI DI ĐỘNG

Mobile World Investment Corporation

Người ủy quyền công bố thông tin

Authorized person to disclose information



Lê Thị Thu Trang



Mobile World Investment Corporation

SUSTAINABILITY REPORT 2024

Together, We Grow Stronger For The Future





MESSAGE FROM THE BOARD OF DIRECTORS ON SUSTAINABILITY	4
---	---

MESSAGE FROM THE MANAGEMENT BOARD ON SUSTAINABILITY	5
---	---

PART 1: GENERAL INTRODUCTION	6
-------------------------------------	---

MWG'S 6 COMMITMENTS TO SUSTAINABILITY	7
---------------------------------------	---

KEY ACHIEVEMENTS & HIGHLIGHTS OF 2024	8
---------------------------------------	---

INFORMATION ABOUT REPORT & MWG	12
--------------------------------	----

PART 2: APPROACH AND SUSTAINABLE GOVERNANCE	20
--	----

SUSTAINABILITY GOVERNANCE STRUCTURE	21
-------------------------------------	----

ENGAGING AND LISTENING TO STAKEHOLDERS	22
--	----

MANAGING EMERGING CLIMATE CHANGE RISKS	24
--	----

MATERIALITY ASSESSMENT	25
------------------------	----

4G SUSTAINABILITY STRATEGY	27
----------------------------	----

SUSTAINABILITY DIRECTIONS & GOALS FOR 2025 - 2030	30
---	----



PART 3: DETAILED REPORT

A. GREEN: FOSTERING ENVIRONMENTAL PROTECTION

A1. Climate Change & Emission Reduction

A2. Waste Management & Circular Economy

A3. Sustainable Partnerships: A Journey Not Taken Alone

B. GROWTH: SUSTAINABLE ECONOMIC GROWTH

B1. Local Economic Impact

B2. Product Quality & Safety

C. GIVING: HUMAN & COMMUNITY DEVELOPMENT

C1. Overview Of MWG Human Resources

C2. Human Capital Development & Community Contribution

C3. MWG People For The Community

C4. Occupational Health & Safety

D. GOVERNANCE: TRANSPARENT CORPORATE GOVERNANCE

D1. Information Transparency & Shareholder Rights Protection

D2. Business Ethics & Compliance Management

D3. Responsible Supplier Management

D4. Information Privacy & Security

PART 4: BOARD OF DIRECTORS' ASSESSMENT ABOUT SUSTAINABILITY

PART 5: APPENDIX

LIST OF ABBREVIATIONS

GRI INDEX





MESSAGE FROM THE BOARD OF DIRECTORS ON SUSTAINABILITY

Dear Valued Customers, Employees, Shareholders,
and Stakeholders

The year 2024 marks a significant milestone as MWG completes its restructuring, streamlining of operations, and achieving impressive business results. This serves as a strong foundation for MWG to continue fulfilling its commitment to ongoing sustainable development in the coming years. As the leader responsible for MWG's ESG Sustainability Strategy, I am immensely proud of our accomplishments and look forward to driving even more ambitious goals in 2025.

"Putting Sustainability at the heart of everything we do" is not just a statement but a guiding principle for every decision and action taken at MWG. We firmly believe that a business can only create long-term and truly sustainable value when it honours its responsibilities to the environment, society, and a strong governance foundation. To realize this vision, MWG is committed to continue the implementation of meaningful and measurable initiatives within the GRI standard across these three key areas:

Environmental Responsibility: MWG will continue expanding its transition to renewable energy, leveraging Internet of Things (IoT) technology to optimize energy consumption and reduce greenhouse gas emissions. At the same time, we will scale up our initiatives to minimize plastic waste, promote a circular economy model, and collaborate closely with partners to build a more sustainable supply chain.

Social Responsibility: MWG will continue implementing our community support programs to enhance quality of life and create career development opportunities for employees. We will also focus on increasing Sustainability Awareness and behaviours by establishing training programs and continuous knowledge sharing throughout

the organization, encouraging employees, partners, and customers to collectively promote sustainable values and build a better society.

Corporate Governance: MWG will continue to commit to maintaining transparency, rigorous accountability, and exceed compliance with advanced governance standards. We will continuously improve operational efficiency, ensure legal compliance, and enhance sustainability indicators to generate long-term value for shareholders, partners, and the community.

Alongside our current ESG commitments we will be assessing our Natural Capital material risks and opportunities. Natural Capital, particularly around land use, biodiversity and water, are key areas our value chains are materially reliant upon. This means, once assessed robust management strategies, particularly of these three components, will be developed and reported on as part of our sustainability agenda.

MWG pledges to continue its collaboration with Government, communities, and society in the journey towards sustainability, striving for a greener and more prosperous future for the citizens of Vietnam.

Our success in sustainability is the result of internal efforts alongside the cooperation and support of all stakeholders. We deeply appreciate the contributions of every employee, partner, and customer who has joined hands with MWG in realizing our sustainability commitments.

Sincerely,

Mr. Robert Alan Willett
Strategic Advisor
& Sustainability ESG Board Member
Mobile World Investment Corporation



MESSAGE FROM THE MANAGEMENT BOARD ON SUSTAINABILITY

Dear Customers, Employees, Shareholders,
and Stakeholders,

At MWG, we recognize that sustainability is not just a commitment but an essential part of our long-term growth strategy. As global challenges related to the environment, society, and governance continue to intensify, MWG is dedicated to integrating ESG (E - Environmental, S - Social, G - Governance) into all business activities, striving for a future that is sustainable, transparent, and responsible.

Promoting ESG initiatives not only helps MWG minimize negative impacts on the environment and communities but also generates financial value. We have proactively accessed green financing and sustainable loans, opening opportunities to utilize preferential financial resources in support of renewable energy transition projects, operational optimization, and building a sustainable supply chain. This not only enhances MWG's competitiveness but also strengthens trust among shareholders, investors, and customers.

MWG's ESG journey is built on transparency, accountability, and collaboration. We believe that the collective efforts of all stakeholders will be the key to realizing our sustainability goals and making a positive contribution to Vietnam's economic development.

I would like to extend my sincere gratitude to all employees, partners, shareholders, and the community for accompanying MWG on this journey. We remain committed to continuous innovation, growth, and leadership in creating sustainable value - not just for the company, but for society as a whole.

Mr. Vu Dang Linh
Representative of Management Board
Mobile World Investment Corporation





PART 1: GENERAL INTRODUCTION

ESG (Environmental, Social, and Governance) is a framework for evaluating a company's sustainability and responsibility towards the environment and society.





6 COMMITMENTS TO SUSTAINABILITY



Efforts to reduce greenhouse gas emissions, minimize adverse impacts to contribute to environment protection, and respond to climate change through continuous improvements in business operations.



Raise employees' awareness about modifying their behaviors towards saving energy and using eco-friendly packaging.



Encourage MWG's customers to join hands to protect the environment.



Create an employee-friendly, equity, and respect for diversity in terms of race and gender and personal development opportunities for all employees.



Encourage and accompany suppliers and partners to develop, commit to and implement sustainable business development policies.



Corporate governance is transparent and acts with Integrity at all times.



KEY ACHIEVEMENTS & HIGHLIGHTS OF 2024





E - ENVIRONMENTAL

More than **600** stores
equipped with solar
power systems.



More than **1,700** stores
equipped with IoT systems for
operational automation, energy
optimization, and emission reduction.

Bach Hoa Xanh x Colgate Vietnam Campaign:
"Recycle Old Toothbrushes – Build a Green Future"
aims to collect and recycle used
toothbrushes, contributing to environmental
protection and promoting a circular economy.



Achievements



Top 20 Companies with the best Sustainability
Index in Vietnam
(VNSI 20) (Ho Chi Minh Stock Exchange)

Top 50 Corporate Sustainability Awards in Vietnam
2024 (CSA 50) (Nhịp Cầu Đầu Tư Magazine)



Top 100 Sustainable Development
Companies in Vietnam 2024
(CSI 100) (Vietnam Business Council for
Sustainable Development – VBCSD)

Ho Chi Minh City Green Enterprise 2024
(Ho Chi Minh City People's Committee)





S - SOCIAL

MWG Accompanies Communities In Overcoming The Aftermath Of Typhoon Yagi And Flash Floods

Provided 5 billion VND in support to the Vietnam Government to help people suffering from typhoon.

"Million Meals of Hope – Overcoming Hardships Together": Program: Donated 10,000 Rice Cookers & Household Appliances.



Participated In The "Green Tick" Responsibility" Initiative Of Vietnam's Modern Retail System

Towards a safe and sustainable supply chain with commitment at every stage – from farming and processing to distribution – helping consumers differentiate between "responsible" and low-quality products.



"Tet Of Sharing - Millions Of Warm Meals" Campaign

Donated 2,000 tons of rice, equivalent to 100,000 gift packages, to households in 54 provinces across Vietnam.



"Tet An Khang - Sending a Thousand Blessings" Journey

Implemented at 30 locations nationwide, providing free health consultations and essential gift packages to 150 people at each stop.



Achievements



Top 100 Best Place to Work in Vietnam (Anphabe)

Certificate of Recognition for Efforts in Supporting Post-Typhoon Yagi Recovery (Awarded by the Minister of Industry and Trade of Vietnam)



Top 30 Largest Taxpaying Private Enterprises in Vietnam Private 100 (Cafe F Newspaper)



G - GOVERNANCE

BNP Paribas Vietnam and TGDD sign a Sustainability-Linked Trade Financing Agreement.

TGDD has reduced and will continue to reduce greenhouse gas emissions at its stores under Scope 1 and 2, while also implementing actions to minimize plastic waste in its operations.

Agreement Sustainability-Linked Trade Financing



BNP PARIBAS



Prepare a Sustainability Report in
accordance with GRI Standards.

Achievements



Top 50 Best Performing Companies in
Vietnam 2024 (Nhịp Cầu Đầu Tư Magazine)

Top 10 Best Corporate Governance
Enterprises 2024
(Ho Chi Minh Stock Exchange)



Top 3 Best Investor Relations Enterprises
in Vietnam – IR Awards 2024
(Vietstocks Newspaper)

Top 10 Leading Value-Creating Enterprises
in Vietnam 2024 in the Retail Industry
(Viet Research & Investment Newspaper)



Top 100 Most Valuable Brands in Vietnam
(Brand Finance)



INFORMATION ABOUT REPORT & MWG

The report is prepared based on the GRI Standards issued by the **Global Reporting Initiative (GRI)**. The preparation of this report provides MWG with an opportunity to assess its sustainability strategy and the extent to which its commitments have been fulfilled.

The data in this report is compiled for the period from January 1, 2024, to December 31, 2024, and will be published on the website mwg.vn on April 3, 2025. For any inquiries or feedback related to the report, please contact us via email: esg@thegioididong.com.





MWG VISION 2030

We are MWG - The Pride of Vietnam



To be the No.1 company in retail, e-commerce and related services in Southeast Asia.



To attain customers' trust and love by serving them wholeheartedly with outstanding products and services.



To provide employees with kindness, happiness, wealthiness, and pride.



To make a significant impact on corporate social responsibility.



To demonstrate Integrity and humanity whenever MWG operates.



MISSION

To demonstrate Integrity
and humanity whenever MWG operates.



SUSTAINABILITY PHILOSOPHY

Putting Sustainability at the heart
of everything we do.



SCALE OF OPERATIONS



Number Of Stores:

5,292



Revenue:

134,341 billion VND



Profit:

3,733 billion VND

Learn more about the Company, Vision, Mission, Core Values, and Business Philosophy at: <https://mwg.vn/eng/company/introduction>





BRANDS AND BUSINESS SECTORS

Thegioididong.com

Established in 2004, this is the No.1 mobile device retail chain in Vietnam by market share, offering mobile phones, tablets, laptops, and accessories. It operates over 1,000 stores across all 63 provinces and cities nationwide.



Điện máy XANH

Launched in 2010 with the initial name "Dienmay.com" and then renamed to Dien May Xanh in 2015, Dienmayxanh.com has become the leading consumer electronics retail chain in Vietnam by market share with more than 2,000 stores nationwide. It sells phones, electronics (brown goods), white goods and small appliances.





Bách hóa XANH

Piloted in late 2015, Bach Hoa Xanh is a minimart chain specializing in selling fresh foods and daily basic needs. This chain of more than 1,700 stores in Southern and South-Central provinces offers a wide range of fresh, high-quality, and traceable-origin products, at very competitive prices. All Bach Hoa Xanh stores with hygiene space are located in accessible locations for homemakers. BHX has become in the Top 1 biggest modern grocery retailers by revenue and BHX online has been the only dedicated website selling foods and FMCGs in the top 10 E-commerce websites in Vietnam.



NHÀ THUỐC AN KHANG

In 2017, MWG made a minority investment in Phuc An Khang, a chain with 14 pharmacies in Ho Chi Minh City, and changed its name to An Khang Pharmacy with the new brand identity. In 2021, MWG increased its holding to a majority stake, and An Khang's performance was officially consolidated to the Group's financial results. As of now, An Khang has over 300 pharmacy stores across multiple provinces. MWG has been continuously investing in An Khang to expand its network and promote its core values: All the medicine needed - Transparent in sourcing - Dedicated consultation - Peace of mind pricing. An Khang's vision is to become the leading modern pharmacy chain in Vietnam with a focus on the "10-point of Healthcare".





topZONE

TopZone's first store was launched on October 22, 2021, a prestigious place providing Apple products such as the iPhone, iPad, Apple Watch, MacBook, and Apple accessories. TopZone's shopping space is designed in a classy and modern style in keeping with Apple's engraved standard. Up to now, TopZone has rapidly grown to be the No.1 retail chain of Apple products in Vietnam.



AVAKids

Officially available in early 2022, AVAKids is a chain of stores specializing in mom and baby products. The chain offers various products such as milk, diapers, food, safe cosmetics, daily necessities, toys, fashion items, and so on. The AVAKids currently has more than 60 stores in Ho Chi Minh City. As of 2023, AVAKids holds the highest average revenue per store among mother and baby retail chains in Vietnam.



erablue

Piloted in late 2022, Erablue is a joint venture between The Gioi Di Dong Joint Stock Company - a subsidiary of MWG that operates the thegioididong.com and Dien May Xanh retail chains and PT Erafone Artha Retailindo (Erafone) - a subsidiary of Erajaya Group, the No. 1 retailer of technology products in Indonesia. EraBlue is a retail chain specializing in consumer electronics in Indonesia, modeled after Dien May Xanh in Vietnam. Currently, EraBlue is Indonesia's leading consumer electronics retailer in terms of the number of stores.





6 CORE VALUES



CUSTOMER CENTRICITY

- 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

- 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.



LOVE AND SUPPORT YOUR TEAMMATES

- 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 AND RELATIONSHIPS

- 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.



WORK WITH PASSION

- Always say "YES"
- Work fast
- Do not be afraid of difficulties



QUALITY IS LIFE OR DEATH

- 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.



PART 2: APPROACH AND SUSTAINABILITY GOVERNANCE

MWG adopts a comprehensive sustainability governance model, integrating ESG factors into its business strategy. The company has established an ESG Team, which operates under the direct guidance of the Board of Directors to oversee and implement sustainability initiatives, ensuring transparency, responsibility, and efficiency in corporate governance.





SUSTAINABILITY GOVERNANCE STRUCTURE

MWG has established a clear ESG governance structure, directly guided by the Board of Directors, ensuring leadership involvement in overseeing and implementing sustainability initiatives. The company engages both internal and external stakeholders, regularly updating trends, conducting evaluations, and refining strategies to align with practical realities and stakeholder expectations. Simultaneously, MWG discloses ESG information to maintain transparency and provide comprehensive updates to stakeholders.



Participant	Role & Responsibility
Board of Directors	<ul style="list-style-type: none">- Strategic Direction for Sustainability.- Oversee the integration of ESG into business operations.- Approve long-term ESG policies, objectives, and plans.- Ensure accountability and transparent reporting to shareholders and investors.
ESG Team	<ul style="list-style-type: none">- Report directly to the Board of Directors on ESG matters.- Develop and oversee the implementation of the ESG strategy.- Assess ESG-related risks and opportunities.- Monitor and refine ESG policies in alignment with international standards.- Measure and manage carbon emissions.- Compile and disclose ESG reports.
Departments	<p>Implement ESG Initiatives in specialized areas:</p> <ul style="list-style-type: none">- Business Division: Collaborate with partners to implement sustainable projects.- Human Resources Division: Develop labor policies, occupational health & safety measures, and promote diversity and inclusion.- Legal Division: Ensure compliance with legal and regulatory requirements.- Finance & Accounting Division: Integrate ESG into financial strategy and develop green financing solutions.- Investor Relations, Investment & ESG: Engage with investors, facilitate dialogues, and address ESG-related concerns with stakeholders.
Monitoring & Evaluation Mechanism	<ul style="list-style-type: none">- Submit periodic ESG reports to the Board of Directors (quarterly/annually).- Develop ESG performance measurement indicators (KPIs).- Evaluate effectiveness and propose strategic adjustments when necessary.
Stakeholder Consultation & Engagement	<ul style="list-style-type: none">- Implement communication channels for dialogue with customers, employees, investors, local authorities, and NGOs.- Collaborate with industry associations and international ESG organizations to stay updated on sustainability trends.- Publish the Sustainability Report in accordance with GRI Standards.



ENGAGING AND LISTENING TO STAKEHOLDERS

MWG recognizes that continuous engagement and open dialogue with stakeholders are essential in identifying material topics on its sustainability journey. Listening to stakeholder feedback enables MWG to capture market trends, identify opportunities, mitigate risks, and refine its strategies to balance stakeholder interests effectively.

MWG has implemented a multi-channel communication system tailored to different stakeholder groups, ensuring accessibility, transparency, and efficiency in collecting and addressing feedback in a timely manner.



CUSTOMERS

MWG places customers at the center of all activities, ensuring the delivery of high-quality and transparent products and services. The company employs multiple listening channels, including:

- 24/7 Hotline, website, social media, and email: Providing customer support and collecting feedback for timely improvements.
- Post-transaction surveys via the VIP Gifts app & market research: Gathering data to tailor products and services to customer preferences.
- Customer conferences, exhibitions: Facilitating direct dialogue to capture insights and enhance product and service quality.



EMPLOYEES

MWG fosters a fair, transparent, and open work environment, encouraging employees to share their feedback to enhance performance and engagement:

- Regular employee engagement surveys: Assess job satisfaction and gather suggestions to improve the work environment.
- Internal hotline & "Resolution Center" app: Provide employees with a platform to voice concerns and receive timely support.
- Periodic training & internal meetings: Offer career development opportunities and collect employee feedback to refine policies and workplace conditions.



SHAREHOLDERS AND INVESTORS

MWG is committed to transparency and proactive engagement with shareholders and investors through:

- Sharing ESG progress and updates on the Investor Relations Portal: Providing insights into sustainability initiatives and strategic direction.
- Regular shareholder meetings (both in-person and online): Ensuring timely and comprehensive disclosure of business performance and sustainability information.
- Investor surveys and feedback collection: Gathering input on ESG strategies to optimize sustainability policies via investor@thegioididong.com and esg@thegioididong.com.





COMMUNITY

MWG engages with and listens to the community through various initiatives to fulfill its social responsibility:

- Conferences and forums with local authorities: Gathering feedback and collaborating on sustainable development projects.
- Charity programs, public health initiatives, and disaster relief efforts: Raising awareness of sustainable consumption, promoting health protection, and providing essential goods and support.



SUPPLIERS AND PARTNERS

MWG continuously promotes ESG responsibility within its supply chain through:

- Regular supplier assessments: Evaluating compliance with environmental and social standards.
- Meetings and dialogues (both online and in-person): Exchanging information, updating the latest standards, and actively listening to feedback.



ASSOCIATIONS AND ORGANIZATIONS

MWG actively participates in industry associations to promote sustainable development through:

- Collaboration with associations and organizations: Contributing to the development of sustainable policies in the retail sector.
- Participation in ESG forums and initiatives: Sharing experiences, learning from sustainable business models, adopting international best practices, and staying updated on new legal regulations.



MANAGING EMERGING CLIMATE CHANGE RISKS

Climate change ranks second among short-term risks and first among long-term risks in the Global Risks Report 2025 by the World Economic Forum. Vietnam is among the most climate-affected countries, experiencing extreme weather events such as storms, tropical depressions, prolonged droughts, and heatwaves.

With a vast network of thousands of stores nationwide, MWG faces significant operational challenges due to climate change. In response, MWG proactively implements various mitigation and adaptation strategies to minimize climate-related impacts. Additionally, the ESG Sustainable Development Committee continuously monitors climate risks, regulatory changes, and ESG-related initiatives, providing timely updates to the Board of Directors to ensure appropriate adjustments and adaptive measures.



Images of disaster response work

Climate Change Risk Assessment According to TCFD

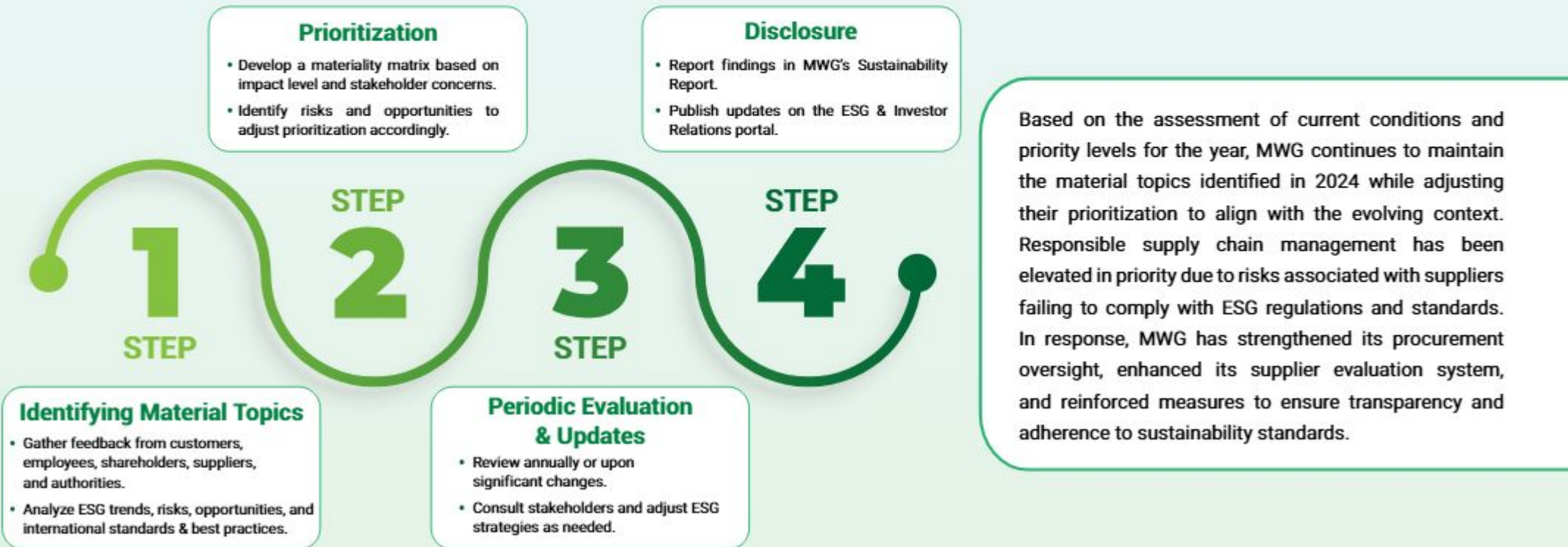
(Task Force on Climate-related Financial Disclosures)

Affected Area	Climate Impact Factors	Type of Impact	Mitigation and Adaptation
Assessment of Physical Risks			
Retail Stores <ul style="list-style-type: none"> Increased operating costs Infrastructure and warehouse damages 	<ul style="list-style-type: none"> Heatwaves, droughts Floods Storms Extreme rainfall 	Direct	<ul style="list-style-type: none"> Preparedness and response planning Technology and energy innovations: IoT, solar energy Infrastructure improvements and selection of secure rental locations
Supply Chain <ul style="list-style-type: none"> Supply shortages Disruptions in supply chain transportation 	<ul style="list-style-type: none"> Heatwaves, droughts Floods Storms Extreme rainfall 	Indirect	<ul style="list-style-type: none"> Efforts to source supplies locally Initiatives to ensure stable and secure supply chains: Sustainable supply chain partnerships
People & Local Communities <ul style="list-style-type: none"> Health and well-being Employment and financial stability 	<ul style="list-style-type: none"> Heatwaves, droughts Floods Storms 	Direct & Indirect	<ul style="list-style-type: none"> Preparedness and response planning Infrastructure improvements and selection of secure rental locations Participation in sustainable supply chains and community support programs
Assessment of Transition Risks			
Policies & Regulations	<ul style="list-style-type: none"> Carbon tax policies Changes in ESG-related regulations 	Direct	<ul style="list-style-type: none"> Emission reduction strategies and plans Continuous updates and risk assessments
Market & Reputation	<ul style="list-style-type: none"> Shift in Green and Sustainable Consumer Behavior Risks in Information Disclosure and Communication Supply Chain Risks 	Direct	<ul style="list-style-type: none"> The IR Department is responsible for information disclosure and communication with stakeholders. Participating in sustainable supply chain initiatives. Media management and crisis response procedures.
Technology	<ul style="list-style-type: none"> The transition to low-emission technology leads to increased investment costs. 	Indirect	<ul style="list-style-type: none"> Establish an R&D department to update and implement solutions. Participate in conferences and forums to stay updated on trends.



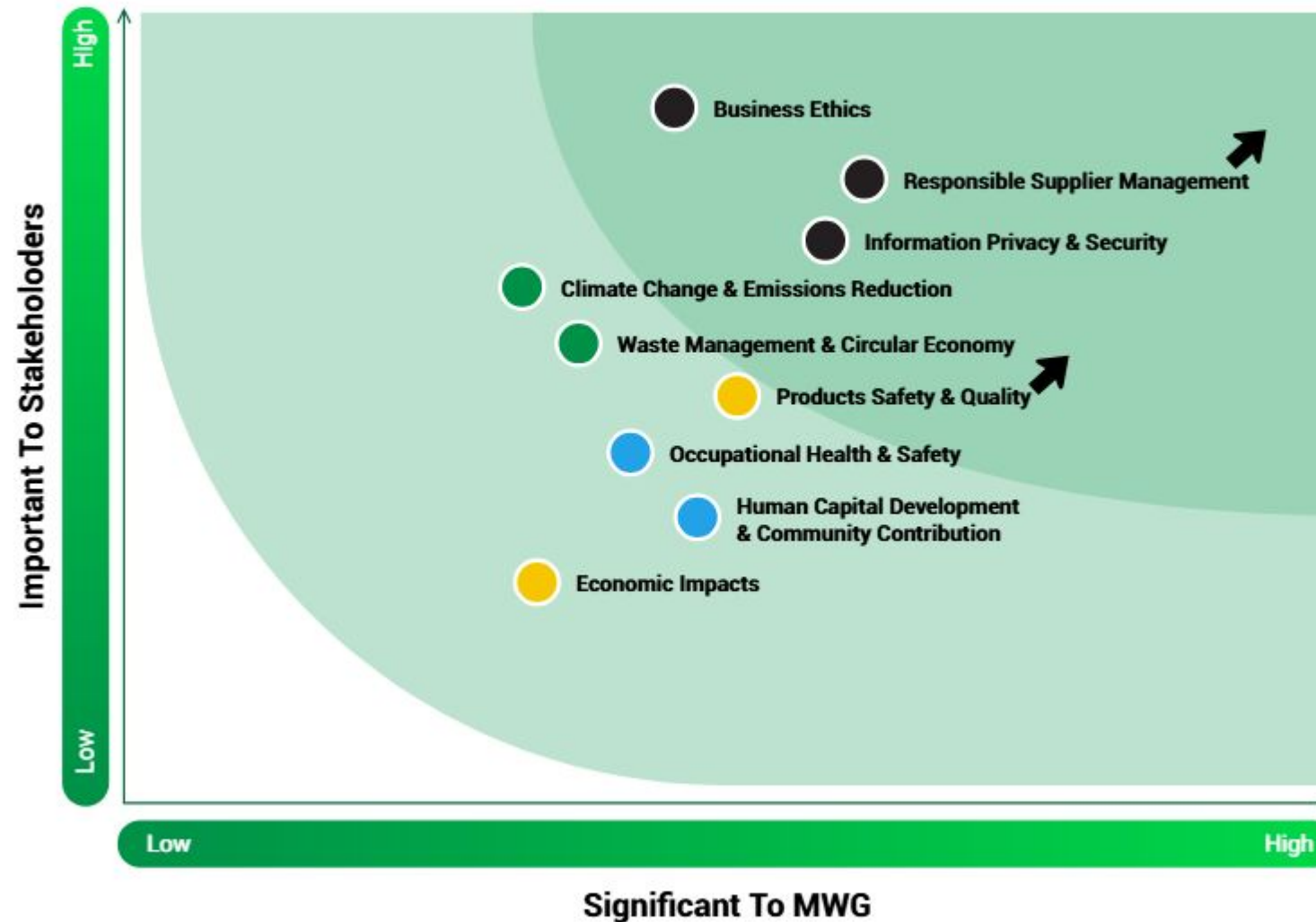
MATERIALITY ASSESSMENT

MWG periodically identifies, assesses, and reviews material topics to ensure that its sustainability strategy aligns with current realities and stakeholder expectations. This process is conducted annually and includes the following steps:





MATERIALITY MATRIX ASSESSMENT



GREEN: Fostering
Environmental Protection



GROWTH: Sustainable
Economic Growth



GIVING: Human & Community
Development



GOVERNANCE: Transparent
Corporate Governance



4G SUSTAINABILITY STRATEGY

To realize its Sustainability Commitments, create meaningful value for stakeholders, and contribute to the United Nations' 17 Sustainable Development Goals (SDGs), MWG has implemented the 4G Sustainability Strategy. This strategy encompasses four key pillars:



GREEN - FOSTERING ENVIRONMENTAL PROTECTION

Promote renewable energy use, reduce emissions, and manage resources sustainably, contributing to SDG 7 (Affordable and Clean Energy), SDG 12 (Responsible Consumption and Production), and SDG 13 (Climate Action).



GROWTH - SUSTAINABLE ECONOMIC GROWTH

Develop a sustainable business model, create jobs, and support technological innovation, aligning with SDG 8 (Decent Work and Economic Growth) and SDG 9 (Industry, Innovation, and Infrastructure).



GIVING - HUMAN & COMMUNITY DEVELOPMENT

Implement community programs, support education, healthcare, and social welfare, contributing to SDG 1 (No Poverty), SDG 3 (Good Health and Well-being), SDG 4 (Quality Education), and SDG 5 (Gender Equality).



GOVERNANCE - TRANSPARENT CORPORATE GOVERNANCE

Strengthen transparency, ensure responsible supply chain management, and comply with international standards, supporting SDG 16 (Peace, Justice, and Strong Institutions) and SDG 17 (Partnerships for the Goals).









Through the 4G strategy, MWG not only creates sustainable value for the business but also contributes to achieving the United Nations' 17 Sustainable Development Goals, striving toward a greener, more inclusive, and prosperous future.





4G Strategy	Commitment	Related Material Topics	Key Related SDGs	SDGs
GREEN	<p>FOSTERING ENVIRONMENTAL PROTECTION</p> <p>MWG proactively minimizes its environmental impact through continuous operational improvements while fostering awareness among employees about environmental protection. Beyond internal efforts, MWG also mobilizes tens of millions of customers and stakeholders to take collective action, contributing to a more sustainable future.</p>	<ul style="list-style-type: none">- Climate Change & Emissions Reduction- Waste Management & Circular Economy	<p>SDG 7 (Affordable and Clean Energy): Expand the solar power system and optimize energy consumption.</p> <p>SDG 12 (Responsible Consumption and Production): Reduce plastic waste, encourage customers to use e-receipts and reusable bags.</p> <p>SDG 13 (Climate Action): Reduce CO₂ emissions and implement technology solutions such as IoT to optimize environmentally friendly operations.</p>	  
GROWTH	<p>SUSTAINABLE ECONOMIC GROWTH</p> <p>MWG is committed to sustainable growth, not only increasing revenue but also contributing to the local economy, complying with tax regulations, and creating employment opportunities for thousands of workers. At the same time, MWG drives digital transformation, delivers high-quality products and exceptional services, and expands its retail network to remote areas, improving the quality of life for local communities.</p>	<ul style="list-style-type: none">- Economic Impacts- Products Safety & Quality	<p>SDG 8 (Decent Work & Economic Growth): Create thousands of new jobs, boost income, and enhance workforce skills.</p> <p>SDG 9 (Industry, Innovation & Infrastructure): Invest in technology, optimize operations, and develop modern retail infrastructure.</p>	 



4G Strategy	Commitment	Related Material Topics	Key Related SDGs	SDGs
GIVING	<p>HUMAN & COMMUNITY DEVELOPMENT</p> <p>MWG is committed to making a positive impact on the community through charitable initiatives, supporting vulnerable groups in need. The company continuously fosters a fair, diverse, and inclusive workplace, creating equal development opportunities for all employees.</p>	<ul style="list-style-type: none"> - Human Capital Development & Community Contribution - Occupational Health & Safety 	<p>SDG 1 (No Poverty): Support communities through charitable initiatives.</p> <p>SDG 3 (Good Health and Well-being): Collaborate on initiatives to improve public health.</p> <p>SDG 4 (Quality Education): Support education and provide learning opportunities for future generations.</p> <p>SDG 5 (Gender Equality): Foster a diverse, equitable, and inclusive workplace, free from discrimination based on gender, age, or ethnicity.</p>	   
GOVERNANCE	<p>TRANSPARENT CORPORATE GOVERNANCE</p> <p>MWG is committed to operating with transparency, integrity, and ethical values wherever the company has a presence. MWG continuously enhances corporate governance, ensures accountability within its supply chain, complies with international standards, and fosters a fair and transparent business environment.</p>	<ul style="list-style-type: none"> - Business Ethics Responsible Supplier Management - Information Privacy & Security 	<p>SDG 16 (Peace, Justice & Strong Institutions): Ensure transparency, legal compliance, anti-corruption measures, and the protection of stakeholder rights.</p> <p>SDG 17 (Partnerships for the Goals): Strengthen collaboration with partners, suppliers, and international organizations to promote ESG standards across the entire value chain.</p>	 



Additionally, with increasing concerns over environmental and water pollution, consumers are becoming more attentive to health and quality of life. MWG has launched various initiatives aligned with **SDG 6: Clean Water and Sanitation**, including water conservation, efficient water management, and partnerships with brands to provide clean water for households.



2025 - 2030

SUSTAINABILITY DIRECTIONS & GOALS

MWG is committed to expanding clean energy projects, accelerating technological transformation to optimize resource consumption, and maintaining high corporate governance standards. At the same time, the company strives to enhance social responsibility towards customers, partners, and the community, aiming for long-term sustainable development.

“
Putting Sustainability at the heart of
everything we do
”

Environmental

- 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.

Social

- 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.

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.



SHORT-TERM ESG GOALS FOR 2024 - 2030



GREEN: Fostering Environmental Protection

- Reduce Scope 1 and Scope 2 emissions in stores by at least 10% (compared to the baseline year 2022).
- Reduce the use of plastic bags by at least 50% per 1 billion VND in revenue across all chains (compared to the baseline year 2022).
- Deploy IoT-based smart energy management systems in at least 70% of total supermarkets.
- Continue raising awareness among employees and stakeholders by partnering with brands and organizing environmental protection programs.
- Expand renewable energy projects and implement solar power systems, integrating IoT to optimize energy consumption and reduce greenhouse gas emissions.
 - Install solar power systems in 400 additional stores by 2025.
 - Equip 2,000 more stores with Internet of Things (IoT) systems by 2025.

GIVING: Human & Community Development

- Encourage, promote, and ensure that 100% of employees have opportunities for learning and participation in environmental and social initiatives.
- Continue training on occupational safety and hygiene while maintaining emergency response activities.

GOVERNANCE: Transparent Corporate Governance

- Maintain transparency and compliance with governance standards, ensuring leadership involvement in sustainability initiatives.
- Develop a comprehensive sustainability information platform to transparently communicate ESG policies and projects to stakeholders by 2025.
- Update the MWG Code of Conduct and introduce new policies in 2025 to enhance transparency and compliance with the latest corporate governance standards.

GROWTH: Sustainable Economic Growth

- Continue implementing and collaborating on projects that promote local economic development.
- Expand the "Green Tick" Responsibility" program with suppliers.
- Continuously improve systems to deliver dedicated customer service and ensure safe, high-quality products and services.



PART 3: DETAILED REPORT

Joining Hands for Vietnam's Net Zero 2050 Goal



Implementing initiatives to promote the Circular Economy.



Optimizing and improving operations to enhance resource efficiency and reduce emissions.



Transitioning to renewable energy sources.



Continuously raising awareness among stakeholders about Net Zero.



Proactively collaborating with partners to achieve shared goals.

NET ZERO





A. GREEN: FOSTERING ENVIRONMENTAL PROTECTION

“

MWG recognizes the importance of ESG in the Group's development and its role in collaborating with the government and the community to promote and implement sustainability initiatives.

”



BNP Paribas Vietnam and The Gioi Di Dong Sign a Sustainable Trade Finance Agreement

To participate in this sustainable credit facility, the company has established clear ESG targets aligned with international best practices, focusing on reducing greenhouse gas emissions at stores under Scope 1 and 2, as well as implementing measures to minimize plastic waste.

This event holds significance beyond financial aspects, as it reflects the ongoing commitment of both parties to realizing their ESG sustainability commitments while spreading a positive message to customers, partners, investors, and the community.





A1. Climate Change & Emissions Reduction

100% of surveyed employees believe that implementing sustainability initiatives is important to MWG.

A1.1. Applying Technological Solutions to Reduce Emissions

12%

of stores equipped with rooftop solar power systems

The use of solar power systems helps MWG reduce more than
5,000 Tons
of CO₂ in 2024

>2%

The total energy consumption of MWG is renewable energy.

By the end of 2024, MWG recorded a total solar power system capacity of approximately 22 MWp, covering 643 locations nationwide.

In terms of efficiency, the project has delivered impressive results: electricity costs have been reduced by an average of 15% - 20%, while significantly contributing to the reduction of greenhouse gas emissions. This marks a major milestone, reaffirming our commitment to integrating business efficiency with environmental responsibility.

Looking ahead to 2025, MWG aims to further expand this initiative to even more locations. With the support of strategic partners, we plan to install rooftop solar systems at an additional 400 locations, continuing our journey towards green and sustainable growth, creating long-term value for the community and the environment.

2023



Number of Locations
69



Capacity
3.85 MWp

2024



Number of Locations
643



Capacity
22 MWp



Scaling Up The Internet Of Things (IoT) System

MWG continues to expand its IoT applications to enhance customer experience, automate operations, and optimize energy consumption. This initiative not only reduces emissions and improves efficiency but also lowers electricity costs and contributes to environmental protection - aligning with the Group's ESG commitments.

With the effectiveness of the IoT model, in 2025, MWG aims to expand this project to an additional 2,500 stores nationwide.



2023	100 stores
2024	1,736 stores

32% of stores are equipped with an Internet of Things (IoT) system.



A1.2. Promoting Resource & Energy Efficiency

MWG encourages employees and collaborates with partners to implement resource-saving measures in operations.

PHIẾU THANH TOÁN BÁCH HÓA XANH		
Số CT: OV107160501182357 - 11/01/2025 08:49-NV:230653		
SL	Giá bán (có VAT)	Thành tiền
wax tạo kiểu tóc gastby m&h - den 75g		
2	60.000 42.000	84.000
bàn chải đánh răng closeup precision clean		
1	49.000	49.000
dao cạo gillette vector plus razor 1up		
1	34.500	34.500
Phải thanh toán:		167.500
<i>Tiền cash:</i>		167.500
(Mã c.chi:001816)Số HD:001872(Số TC:501189849867)		
Quý khách có thể in bản sao HD VAT tại: hddt.bachhoaxanh.com		
Mã tra cứu hóa đơn: 99685AFF80		
Lưu ý : HD VAT chỉ xuất trong ngày; SĐT Góp Ý: 18001067		
Cảm ơn Quý Khách hàng đã đồng ý với chính sách xử lý dữ liệu cá nhân của		
Chúng tôi tại https://www.bachhoaxanh.com/chinh-sach-xu-ly-du-lieu-ca-nhan		
Hóa đơn tích điểm cho SĐT *****0792 sau 24h.		



Electricity: Strengthen energy-saving measures and support initiatives like Earth Hour and Earth Day to raise awareness. Equip stores with energy-efficient and environmentally friendly devices, ensuring 100% LED lighting and 100% Inverter air conditioners across all locations.



Fuel: MWG optimizes logistics by consolidating loads, streamlining truck routes, and shortening travel distances. The company also maintains and upgrades its fleet by installing cold-storage partitions, upgrading fuel-efficient air conditioning systems, utilizing EURO 4 standard vehicles, and converting 100% of forklifts to electric models. Additionally, MWG provides driver training on safe and fuel-efficient driving practices, speed control, and effective fuel usage. Currently, 2,400 MWG employees have adopted electric vehicles, making a significant contribution to the company's emission reduction journey.



A1.3. Research & Development (R&D) Of New Sustainable Technologies

MWG continuously invests in new technologies to optimize operations, enhance customer experience, and drive sustainable development. In 2024, the company expanded its adoption of advanced technological solutions, including Electronic Price Tags, E-Invoices, AI-Powered Surveillance, and Cashless Payments. These initiatives have helped optimize costs, minimize waste, and improve operational efficiency.

Expanding the Electronic Price Tag Project Greater Synchronization & Accuracy

MWG has significantly expanded the implementation of Electronic Price Tags to ensure real-time price synchronization, reduce paper consumption, minimize errors, and enhance operational efficiency.

AI Night Shift Support Smart Monitoring & Optimized Operations

MWG has implemented AI night shift monitoring to oversee stores, detect anomalies, enhance security, and optimize operations. This system reduces the need for night shift staff, allowing employees more time to recharge. By the end of 2024, AI night monitoring had been deployed across all TGDD and DMX stores, marking a significant step in digitalizing management and advancing towards a smart, sustainable operational model.





A1.4. Greenhouse Gas Emissions Inventory

10% Reduction in Total Scope 1 & 2 Emissions Compared to 2023

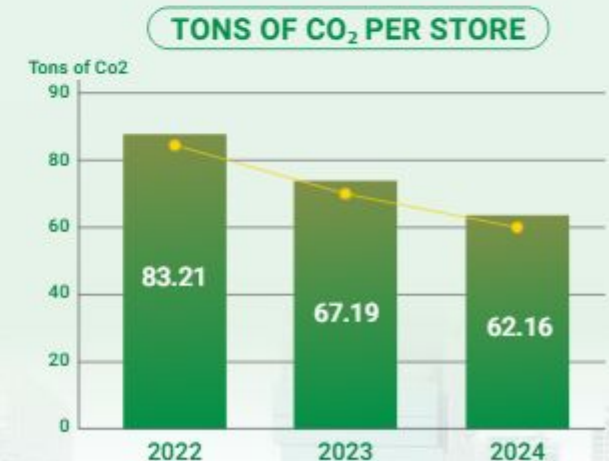
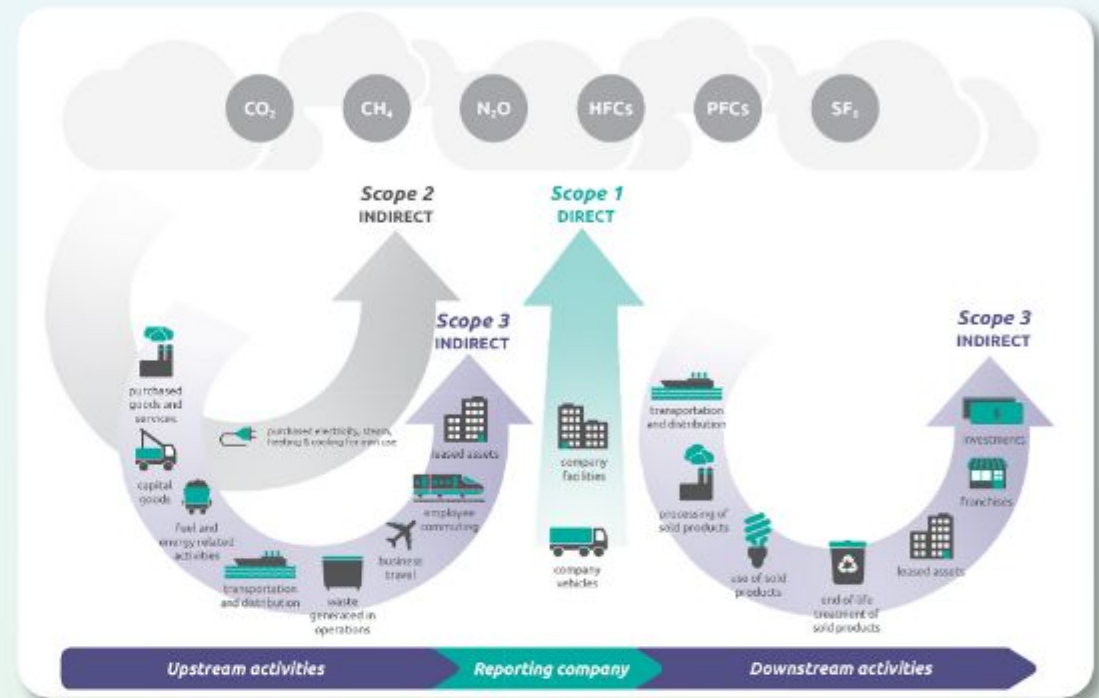
Scope	Description	2022 (tons of Co2)	2023 (tons of Co2)	2024 (tons of Co2)
Scope 1	Company facilities, company vehicles	44,531	11,460	40,497
Scope 2	Purchased electricity	392,288	350,452	288,488
	Number of stores	5785	5557	5292
	Tons of CO ₂ per store	83.21	67.19	62.16
	Scope 1 & 2	436,819	361,912	328,944

Emissions are calculated based on the ISO 14064-1:2018 standard, using the methodology of the IPCC (Intergovernmental Panel on Climate Change).

MWG recognizes the significant challenge in measuring Scope 3 emissions, which include emissions from purchased goods and services as well as sold products. The large scale and complexity of the supply chain make data collection and calculation difficult. Currently, MWG's Scope 3 data is not yet complete or comprehensive.

To address this issue, MWG is implementing technology and emission calculation tools based on international standards while striving to collect the most detailed data possible to ensure full and accurate measurement of Scope 3 emissions. This is a crucial step in developing a roadmap for emission reduction and long-term sustainable development.

MWG's total Scope 3 emissions in 2024 amount to 94,331 tons of CO₂ including emissions from employee transportation and waste management activities.





A2. Waste Management & Circular Economy

According to reports from the World Bank and Problue, between 5 to 13 million tons of plastic waste leak into the ocean annually, with Vietnam ranking fourth globally in marine plastic pollution. The plastic recycling rate in Vietnam is only 33%, highlighting significant challenges in waste management and plastic waste treatment. One of the biggest obstacles is the collaboration among stakeholders across the value chain, from waste collectors and manufacturers to consumers. Raising awareness and fostering shared responsibility are crucial first steps toward building a circular economy and minimizing the environmental impact of plastic waste.

A2.1. Waste & E-Waste

As a retail enterprise, the majority of MWG's waste consists of household waste, which is sorted, collected, and processed in compliance with regulations. With over 5,000 stores nationwide, MWG recognizes waste management as a critical area for investment. The estimated amount of waste released into the environment is over 6,000 tons per year and is managed in accordance with legally regulated waste treatment contracts. The company is piloting and implementing circular economy initiatives aimed at optimizing waste processing and promoting a sustainable business model.

MWG adheres to legal regulations on e-waste management, ensuring proper sorting and disposal to minimize environmental impact. The company partners with Viet Uc Environment JSC to handle hazardous waste. Additionally, MWG collaborates with stakeholders to implement various collection and recycling programs, such as the "Join Hands to Recycle Used Batteries" campaign with Samsung, Cocoon, and Panasonic, which facilitates nationwide battery collection. MWG also supports customers through its "Trade-in, Upgrade" program, enabling the responsible recycling of used mobile devices in an eco-friendly manner.





A2.2. Packaging & Waste Management

As a retail enterprise, MWG understands the environmental impact of plastic bags and continuously seeks optimal solutions to minimize their use and replace them with more eco-friendly packaging. The ERP system has been implemented to monitor and reduce plastic bag usage across all store chains. Currently, 100% of the packaging at The Gioi Di Dong and Dien May Xanh is made of recyclable PP plastic, meeting biodegradable plastic standards, while Bach Hoa Xanh uses biodegradable bio-plastic packaging. New store formats such as Topzone and Thegioididong Luxury have switched to paper bags, contributing to plastic waste reduction.

In 2024, the company introduced the reusable "Green Bag" and launched a promotional program offering fabric bags to encourage sustainable consumption and raise public awareness about the impact of single-use plastics, paving the way for a circular economy in Vietnam.

Additionally, the organic waste treatment project at Bach Hoa Xanh did not progress as expected due to various objective and subjective factors, such as a focus on restructuring efforts and incomplete waste treatment mechanisms. In 2025, the company will continue researching and seeking solutions for this project.



A2.3. Efficient Water Resource Management & Utilization

MWG is committed to efficient water resource management and compliance with environmental regulations in wastewater treatment. At its stores, most wastewater comes from daily operations and is treated according to current environmental standards. In 2024, MWG continues to implement initiatives to optimize irrigation, monitor water consumption, and raise awareness of water conservation, contributing to waste reduction, environmental protection, and sustainable development.

Water consumption reduced
by approximately
12.59%
compared to 2023



2022



2023



2024

TOTAL WATER

* Converted m³ volume based on the average water price of the year



A3. Sustainable Partnerships: A Journey Not Taken Alone

MWG believes that the journey toward sustainable development cannot be undertaken by a single individual or organization alone. To create real impact, collective efforts are essential - bringing together businesses, partners, customers, and the community. Every green initiative, every action to conserve resources or reduce waste, only holds true significance when widely adopted and implemented in unison. MWG is committed to proactive collaboration and raising awareness among stakeholders, working together toward a sustainable future where everyone can contribute and make a difference.



“Recycle Old Toothbrushes – Build A Green Future”

Aiming to reduce plastic waste and protect the environment, Bach Hoa Xanh has partnered with Colgate Vietnam to launch the “Recycle Old Toothbrushes – Build A Green Future” campaign across its nationwide stores. This initiative plays a crucial role in promoting a circular economy while fostering a cleaner, more sustainable environment for future generations.

690 kg of used toothbrushes were collected

18 recycled boards

were produced to create Recycling Bins for office use





6th Clean Up Vietnam Campaign

Building on its commitment to a greener, more sustainable future, MWG partnered with Xanh Việt Nam for the 6th Clean Up Vietnam campaign, a nationwide movement in celebration of World Environment Day on June 5, 2024.



Supporting National Tree Planting Day (March 3rd)

MWG joins hands with TreeBank's National Tree Planting Day (March 3rd), a non-profit initiative managed by the Institute for Research on Development Communication (RED). This initiative aims to uphold and expand the tradition of the "Tree Planting Festival," contributing to Vietnam's journey toward Net Zero and sustainable development through concrete, impactful actions.



MWG Supports Earth Hour (March 23rd)

The Ministry of Industry and Trade launched the campaign "Nationwide Energy Saving in Response to Earth Hour 2024" with the message "Making Electricity - Saving A Habit" to raise awareness about energy conservation and sustainable development.





Establishing Collection Stations & Recovery Projects



Give Plastic Bottles A Second Life
Installed 2 "Aquafina Recycling Stations" and 4 "Plastic Bottle Collection Bins" to encourage plastic recycling, reduce waste, and protect the environment.



An Khang Pharmacy x Cocoon
Collected used batteries at 10 locations, contributing to environmental protection.



AVAKids x Panasonic
"Exchange Old Batteries for New Plants" campaign at AVAKids stores in Ho Chi Minh City.



MWG x Samsung
"Join Hands to Recycle Used Batteries" with over 650 collection points nationwide.



MWG x Limloop
Collected and upcycled advertising banners into fashion bags, reducing over 2 tons of plastic waste.



An Khang Pharmacy x Cocoon
Collected used bottles at 10 locations to encourage reuse and minimize plastic waste.



B. GROWTH: SUSTAINABLE ECONOMIC GROWTH

“Driving ESG initiatives not only helps MWG minimize negative impacts on the environment and community but also generates financial value. We have proactively accessed green financing and sustainable loans, creating opportunities to leverage preferential financial resources to support renewable energy transition projects, optimize operations, and build a sustainable supply chain.”

Mr. Vu Dang Linh, Chief Financial Officer, MWG



MWG has introduced the “Buy Now, Pay Later” policy, allowing customers to own products immediately and pay in installments without interest or hidden fees such as insurance or processing charges. This policy enables consumers to easily access genuine, high-quality electronics and home appliances, especially in the current challenging economic context. It marks a significant step in MWG’s sustainable economic growth strategy, providing convenience and supporting customers along the way.

B1. Local Economic Impact

B1.1 Enhancing Convenience & Effective Financial Solutions for Customers

More than 3,000 The Gioi Di Dong and Dien May Xanh stores nationwide have become convenient financial transaction points, similar to ATMs. With just a citizen ID card, customers can quickly deposit, withdraw, or transfer money. This solution enhances the financial experience, making it more seamless and convenient for customers.





Total Contribution To The State Budget In 2024

3,974,674,080,219 VND

B1.2 MWG Invested In SMBC Green Deposit Program To Promote Sustainable Development

MWG's Green Deposit is managed under the SMBC Green Deposit Framework, developed with support from Sustainalytics – a leading global ESG rating agency. Accordingly, all capital from Green Deposits will be allocated to projects that positively impact the environment, such as renewable energy development, resource efficiency enhancement, pollution control, clean transportation, and green buildings.



**MWG Đầu Tư vào Tiền Gửi Xanh
Góp Phần Thúc Đẩy Phát Triển Bền Vững**

**MWG invested in SMBC Green Deposit program
to promote Sustainable Development**





B2. Product Quality & Safety

At MWG, product quality is always a top priority in all business operations. Every product undergoes a rigorous selection process to ensure safety, clear origin, and high quality before reaching customers. MWG continuously raises its standards to provide superior products, especially in remote areas where modern retail chains have limited presence.



A substandard product is one that negatively affects consumer health.



DO NOT BUY – DO NOT SELL
low-quality products.



Trace and thoroughly address the origins
of any non-compliant products in Bach
Hoa Xanh.



Never hand a product to a customer that
you wouldn't personally use due to
quality concerns.

MWG has established procedures and policies to assess the impact of its products and services on customer health and safety. This process includes risk assessment, quality control, and compliance verification with international health and safety standards through supplier management systems and direct evaluations. The company continuously improves its processes to minimize risks and ensure industry-standard compliance.

Additionally, the Customer Experience Department ensures that all customer inquiries, complaints, and feedback are promptly addressed. MWG provides multiple communication channels, including call centers, email, and the VIP Gifts app. The company also maintains transparency by publicly disclosing policies on Customer Rights, Warranty, and Return Policies across its official websites.





B2.1. Transparency In Product & Service Information

MWG is committed to providing transparent, complete, and accurate information about products and services to protect consumer rights. The company complies with labeling regulations, offering detailed information on product origins, usage instructions, and safety warnings.

Through online platforms and retail stores, MWG ensures consistent information delivery, enabling customers to easily access and make informed purchasing decisions. We continuously enhance content and communication methods to improve customer experience and strengthen brand trust.

B2.2. Responsibility In Product Promotion

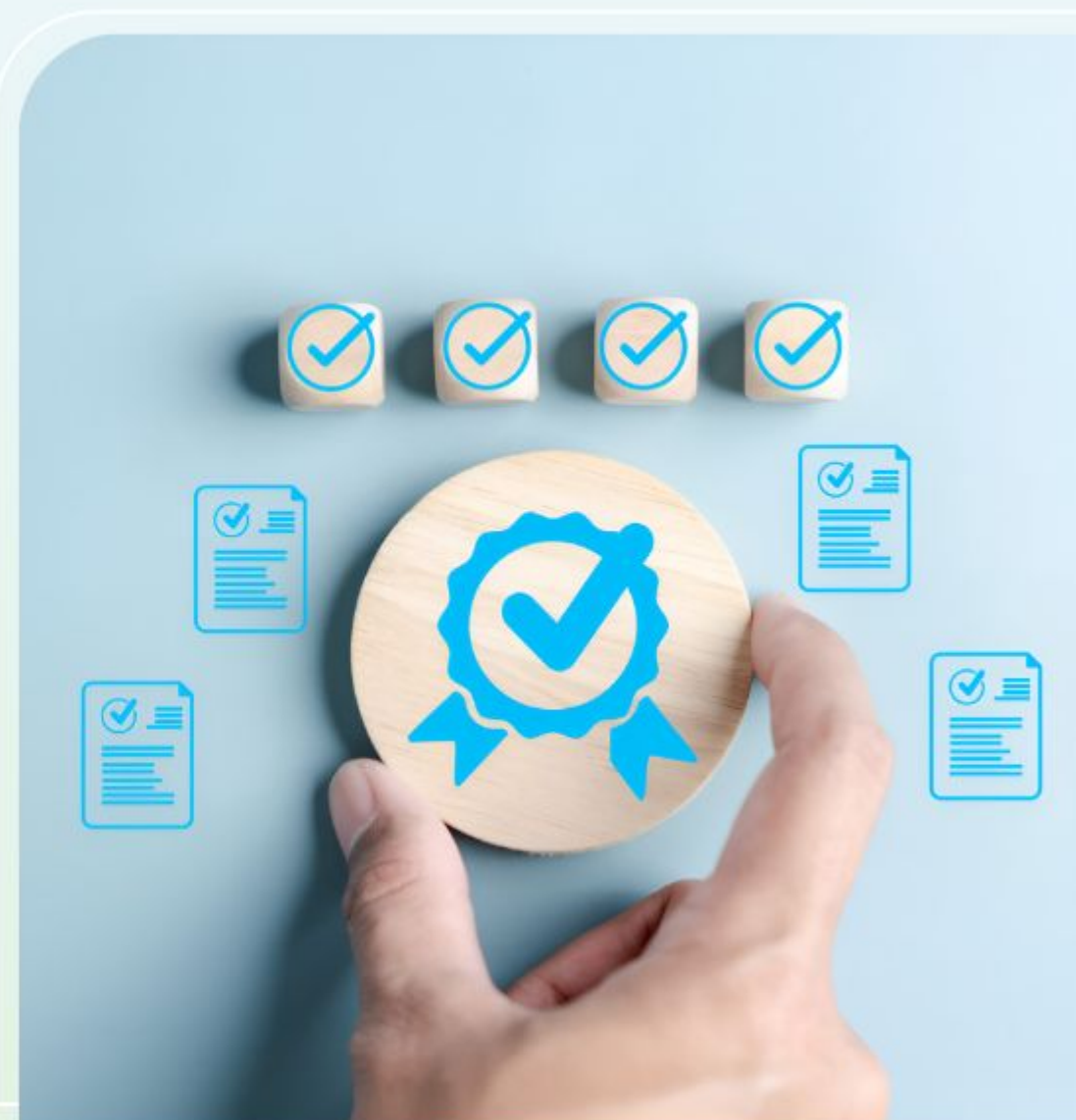
Compliance Principles:

- Adhere to advertising, commercial, intellectual property, competition, and consumer protection laws.
- Ensure proper management of infant nutrition products and comply with tax regulations in marketing.

Management Mechanism:

- The Marketing Department develops promotional strategies and oversees content.
- Continuous monitoring and improvement to ensure transparency and adherence to business ethics.

MWG acknowledges and addresses any violations related to product information while continuously enhancing its practices to provide accurate and transparent information to customers.





B2.3. Bach Hoa Xanh Collaborates To Ensure Product Quality With The “Green Tick” Responsibility

Bach Hoa Xanh signed a Quality Control Cooperation Agreement with the Departments of Agriculture and Rural Development of the Central Highlands provinces, reaffirming its commitment to delivering high-quality and safe products to consumers.

The “Green Tick” Responsibility” program was launched to establish a safe and sustainable supply chain through responsible commitments at every stage: from farming and processing to distribution. This initiative helps consumers easily distinguish between responsibly sourced products and low-quality ones while creating growth opportunities for reputable producers. At the same time, it aims to gradually eliminate non-compliant manufacturers who prioritize profit over consumer rights and health.



B2.4. Bach Hoa Xanh X Minh Phu Seafood Corporation – Bringing Export-Quality Shrimp To Vietnamese Tables

To continue providing high-quality and safe food to consumers, on March 26, Bach Hoa Xanh officially signed a strategic partnership with Minh Phu Corporation - Vietnam’s leading seafood enterprise with over 30 years of industry experience. Under this agreement, Bach Hoa Xanh will distribute Minh Phú’s export-quality shrimp, meeting the stringent standards of Japan, the U.S., and the European Union (EU). These shrimp are farmed in a controlled environment without antibiotics or chemicals, ensuring premium quality for consumers nationwide.



B2.5. Bach Hoa Xanh X CPV Food – Bringing Hormone-Free Clean Chicken To Consumers

On October 17, 2024, Bach Hoa Xanh officially signed a comprehensive strategic partnership with CPV FOOD Co., Ltd. (a subsidiary of C.P. Vietnam), a leading supplier of fresh and processed chicken products. This agreement not only reinforces Bach Hoa Xanh’s commitment to food safety and hygiene standards but also marks a joint effort to deliver the highest quality products to consumers.



B2.6. Bringing Clean Water To Every Home

On November 2, 2024, Dien May Xanh hosted the event “Joining Hands – Spreading Clean Drinking Water Across Vietnam,” aimed at providing clean drinking water to households and addressing concerns about water pollution.

The program featured leading water purifier brands such as Kangaroo, Karofi, Sunhouse, Hoa Phat, Mutosi, and Toshiba, offering a diverse range of technologies and price points. Additionally, customers could purchase water purifiers with an initial payment of 0 VND, 0% interest, and a 12-month installment plan, making access to clean water more affordable.





B2.7. Joining Hands To Raise Community Awareness On Diabetes

On July 10, 2024, An Khang Pharmacy, in collaboration with multinational pharmaceutical company Servier, launched the HbA1c <7% Campaign. This initiative aims to raise community awareness about type 2 diabetes and improve the HbA1c control rate in Vietnam, helping patients manage their condition more effectively and enhance their quality of life.



B2.8. An Khang Pharmacy: Nationwide Free Deworming Medicine Distribution

An Khang Pharmacy has launched a free deworming medicine distribution program across 526 stores nationwide to promote public health. The program has distributed 40,472 boxes of medicine and received positive responses from 22,500 customers.



B2.9. Bach Hoa Xanh Supports Vietnamese Agricultural Products

Bach Hoa Xanh supports Vietnamese farmers by rescuing agricultural products, helping them overcome difficult times and delivering fresh, quality produce to consumers.





「C. GIVING: HUMAN & COMMUNITY DEVELOPMENT」

“As a socially responsible enterprise, we aspire to stand alongside the community, easing current hardships and embracing a new year filled with hope and prosperity.”

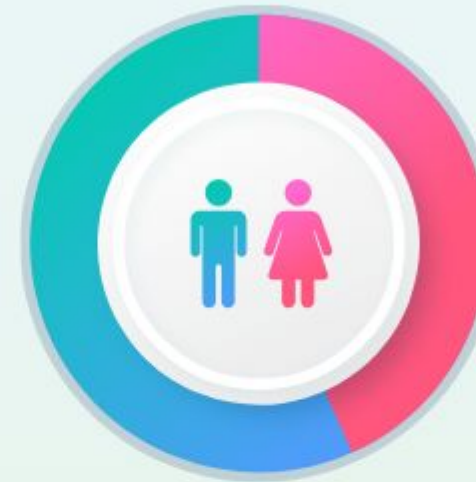
Mr. Doan Van Hieu Em - CEO of TGDD DMX





C1. Overview Of Human Resources

MWG's 20-year journey is not only about revenue growth but also about spreading kindness, integrity, and building a fulfilling and happy workplace for over 63,000 employees. MWG is committed to providing fair benefits and fostering an environment where employees can develop holistically. Each MWG member is not only dedicated to excellent service but also actively promotes ESG values, contributing to positive impacts on the community.



63,132 Employees

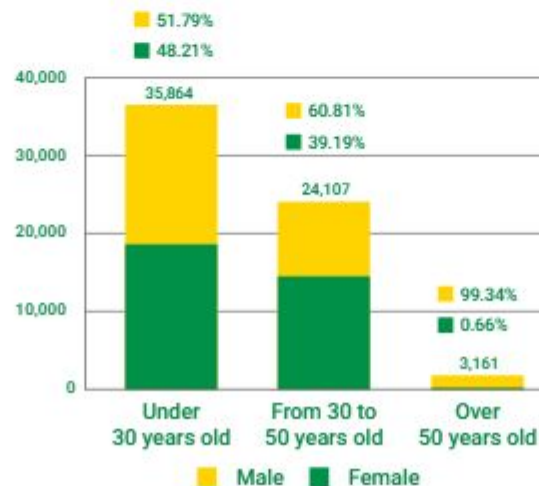
58% Male

42% Female

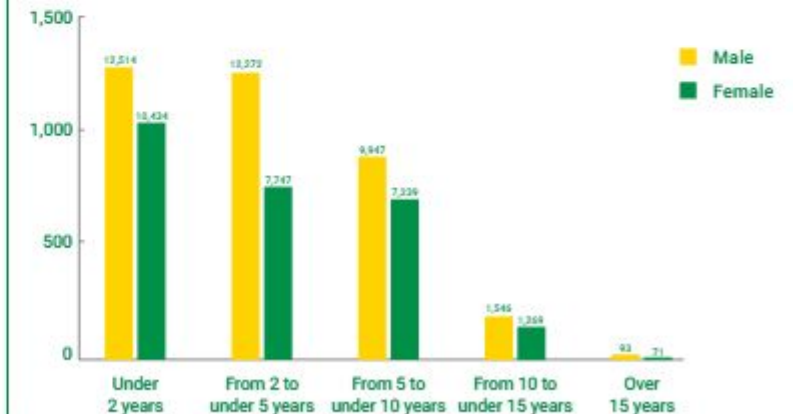
Total Number Of Employees



By Aged Group

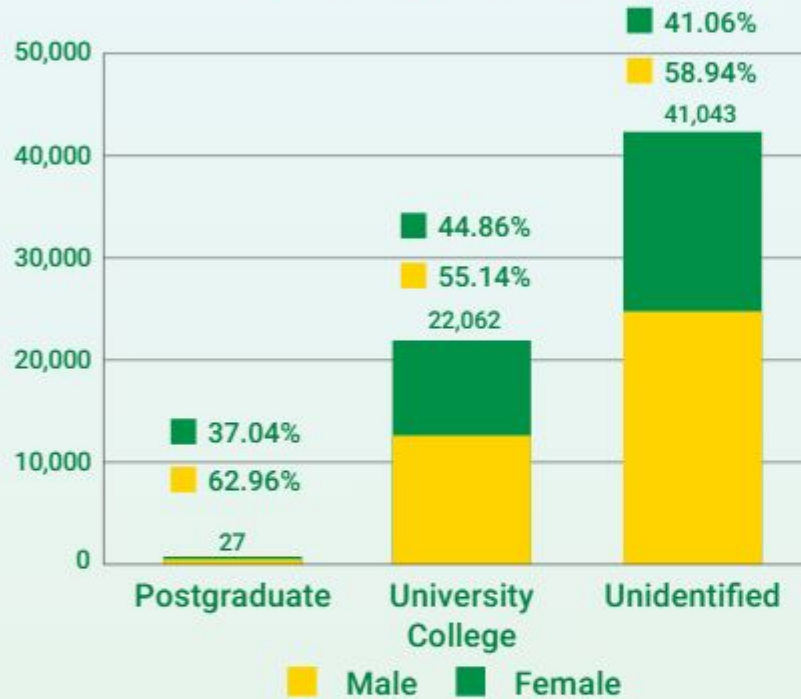


By Seniority





By Level Of Education



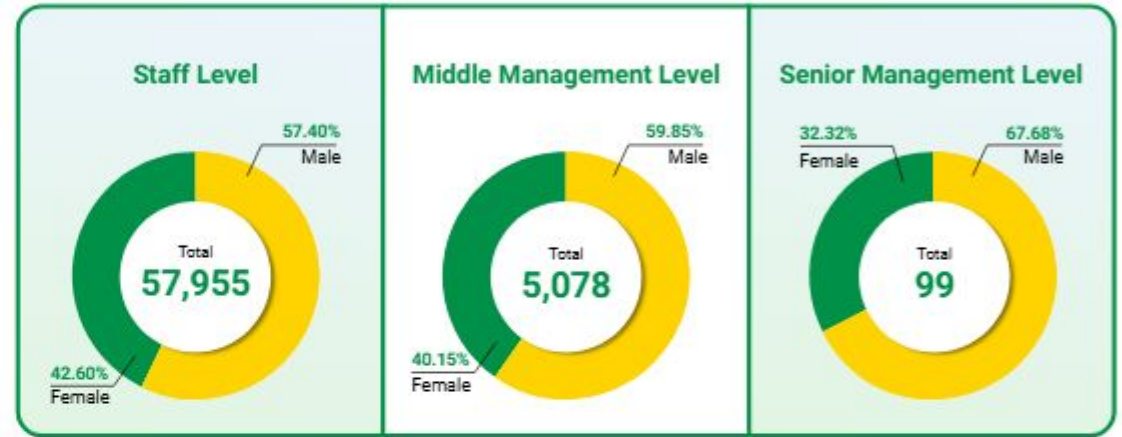
New Hires in 2024

23,147

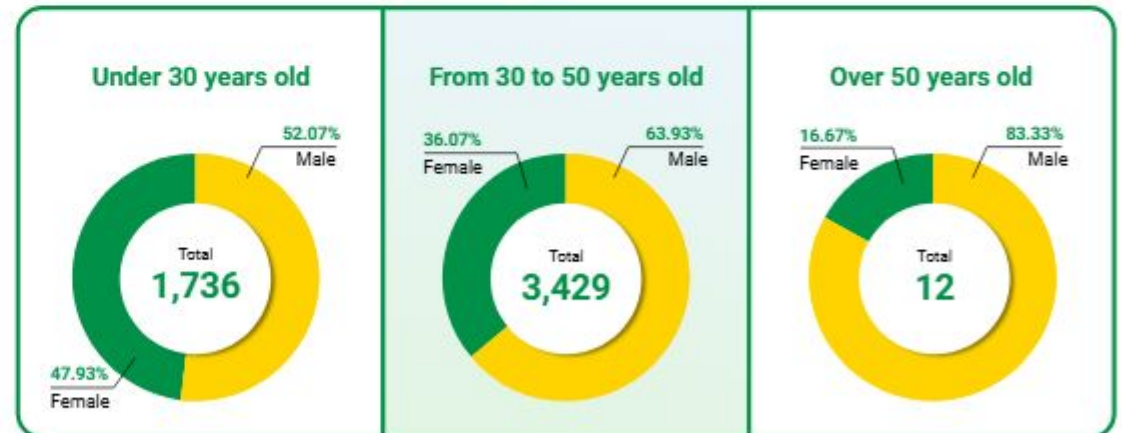
Average Turnover Rate in 2024

3.19%

By Job Level



By Management Levels





C2. Human Capital Development & Community Contribution

5,348 Hours : Total Volunteer Hours MWG Employees Contributed to Community Support Activities

At MWG, you can be yourself. MWG is a diverse community of individuals with different experiences, skills, ethnicities, religions, regions, and genders. The company is committed to promoting diversity and inclusion, ensuring fair recruitment, promotion, and treatment processes while maintaining a zero-tolerance policy for any form of discrimination.

At MWG, we commit to:

- Ensuring fairness and equality in recruitment, promotion, and compensation.
- Prohibiting discrimination based on gender, age, or ethnicity.
- Preventing child labor and forced labor.
- Promoting personal development opportunities for all employees.

C2.1 Respecting Employee Rights and Ensuring Transparency

MWG is committed to ensuring transparency and fairness in labor management while upholding democratic principles in the workplace. The company publicly discloses labor policies and disciplinary procedures based on transparency, integrity, and equality, respecting the legal rights of employees.

Additionally, MWG proactively informs employees in advance of significant business and policy changes that may impact them, ensuring timely and comprehensive access to information.

C2.2 Commitment to Women's Empowerment

MWG recognizes the importance of gender diversity and is committed to promoting it within the Board of Directors (BOD) of the parent company and its subsidiaries. While there are currently no female representatives on MWG's BOD, some subsidiaries already have female board members. We will continue to expand female representation in leadership roles as suitable positions become available, aiming to enhance gender diversity by 2030. At the same time, MWG continuously implements various initiatives and programs to ensure fairness and diversity within its workforce.

In December 2024, MWG officially signed the Women's Empowerment Principles (WEPs), initiated by UN Women and the UN Global Compact. This commitment reflects MWG's dedication to advancing gender equality in the workplace, marketplace, and community. By adopting the seven WEPs principles, MWG aims to create a fair and inclusive work environment where women can reach their full potential, contributing to economic growth and improved quality of life.





C2.3. Comprehensive Development Policy & Ensuring Fair Compensation, Benefits, and Rewards Proportionate to Employee Contributions

MWG fosters a work environment where employees can develop holistically, seamlessly integrate into their roles, and embrace a Learning Culture. This approach focuses on four key aspects: intellectual (professional expertise), spiritual (values and motivation), physical (health and safety), and financial (benefits and career advancement opportunities).





PHYSICAL	INTELLECTUAL	FINANCIAL	SPIRITUAL
Health Insurance	Onboarding training, corporate culture	Employee stock ownership plan (ESOP) policy	Employee Listening Center – a space for employees to share thoughts and provide feedback
Medical Insurance	Professional training	Performance-based bonuses (KPIs, productivity, service, etc.)	Cultural, artistic and sport activities
Unemployment Insurance	Skill development training based on demand	Seniority policy and recognition	Birthday and wedding gifts
Social Insurance Accident Insurance	E-Learning training platform	Flexible working policy	Gifts for employees' children on Children's Day, Mid-Autumn Festival, and for outstanding students
Discounts on health insurance and purchases for employees and family members	Leadership and promotion training	Maternity leave support, flexible work shifts for childcare, 50% salary support before childbirth (as per agreement)	Gifts for female employees on International Women's Day and Vietnamese Women's Day
Gym and fitness facilities	Employee Conferences & Democratic Policy Implementation	Retirement benefits	Life at MWG platform for employees to connect, learn, and stay updated on company news
Employee shuttle services	100% of employees receive performance evaluations based on agreed KPIs and career development plans	Points-based rewards system for recognizing efforts	Company trips



C2.4. Continuously Listening to Employee Feedback and Enhancing Engagement

- The labor union regularly listens to, visits, and provides gifts to employees facing difficulties, workplace accidents, or illnesses.
- Reviewing living conditions, employment, and wages through employee surveys. The company strictly complies with regional minimum wage regulations and monitors market trends to adjust policies accordingly. The salary framework is structured by level, department, and position, ensuring compliance with labor laws and maintaining consistency across the organization.
- The Human Resources department actively listens to employees' feedback and suggestions, addressing 5,794 inquiries from employees in 2024.
- 90% of employees feel proud of the company's sustainable development activities.

Average Training Hours



C2.5. MWG's Efforts to Raise Awareness on Sustainability & Implement ESG Initiatives



- Organize seminars and training programs to help employees understand the causes, impacts, and solutions to climate change.



- Internal ESG Travel: MWG encourages employees to pick up litter, maintain cleanliness at their accommodations, use reusable water bottles and materials, and promote environmental awareness in their daily activities.

- Develop an ESG E-Learning system with in-depth lessons on sustainable development, enabling employees to access knowledge anytime, anywhere.
- Recognition policy & feedback channels to encourage employees to propose initiatives and participate in green actions alongside partners.



- Weekly ESG Sustainability Newsletter, featuring updates on green initiatives, ESG trends, and practical actions. It also shares information on reforestation projects, green transitions, and encourages employees to actively participate in environmental protection activities. See details at: <https://mwg.vn/eng>
- Transitioning to Online Meetings and Training While Ensuring Efficiency, Optimizing Operations, and Reducing Emissions. In 2024, MWG shifted its internal training programs to an online learning format at store locations, replacing large in-person group sessions. Additionally, the company adjusted its Board of Directors meeting model from 100% in-person meetings to a hybrid format, reducing environmental impacts associated with travel.



C3. MWG People For The Community

C3.1. MWG Joins Hands to Support Teammates and Communities Affected By Typhoon Yagi & Flash Floods

Typhoon Yagi has been recorded as the strongest storm in the East Sea over the past 30 years. With the spirit of solidarity and mutual support, MWG quickly mobilized resources to stand by the community, providing essential aid to help those affected overcome difficulties:

- Donated 5 Billion VND To The Vietnam Fatherland Front to support disaster recovery efforts after the typhoon and flash floods.
- Provided 5 Billion Vnd In Aid To Employees working in the hardest-hit storm and flood zones.
- Launched The “Million Meals – Overcoming Hardship Together” Program: on the morning of September 25, DMX donated 10,000 rice cookers and household appliances to residents in highland areas, including Pho Rang, Lao Cai, Bac Kan, Cao Bang, Lang Son, Phu Tho, Thai Nguyen, Tuyen Quang, and Yen Bai, helping communities recover after the storm.
- Labor Union Fundraising For Teammates In Yagi-Affected Areas: within just five days, the donation drive raised over 1.6 billion VND, supporting 181 employees impacted by Typhoon Yagi.



Campaign

“Tet of Sharing Millions of Warm Meals”

On December 23, 2024, The Gioi Di Dong and Dien May Xanh launched the “Tet Of Sharing – Millions Of Warm Meals” program, donating 2,000 tons of rice (100,000 gift packages) to disadvantaged families across 54 provinces.





Journey

“Tet An Khang - Sending a Thousand Blessings”

The “Tet An Khang - Sending a Thousand Blessings” journey by An Khang Pharmacy traveled to 30 locations nationwide, offering free health consultations and meaningful gift packages to 150 people at each stop. With a spirit of sharing and community responsibility, the journey touched the hearts of 4,500 disadvantaged individuals, contributing to a peaceful, warm, and fulfilling Tet holiday for all.

Bach Hoa Xanh Supports Residents in Go Cong Dong, Tien Giang, and Ben Tre in Coping with Saltwater Intrusion

Severe saltwater intrusion in the Mekong Delta has led to a critical water shortage, affecting thousands of households in Giong Trom, Ben Tre. MWG has stepped in to support the community by donating 1,000 water containers, helping to improve the daily lives of affected residents.





AVAKids Joins Hands with the Color Run For Smiles 2024

AVAKids is proud to join hands with Color Run For Smiles 2024, spreading the message: "Thousands of steps, hundreds of new smiles for children with cleft lips in Vietnam." Together, we share love and bring complete smiles to less fortunate children.



A Drop of Blood – Millions of Love

With the desire to support the community and address blood shortages, MWG actively organizes voluntary blood donation programs. Since 2022, the "A Drop of Blood, Millions of Love" initiative has attracted 1,317 employees, collecting 1,095 blood units.

In 2024, the program recorded 571 participants and collected 503 blood units, marking an 11% increase compared to 2023. Implemented in collaboration with the Ho Chi Minh City Humanitarian Blood Donation Center, the National Institute of Hematology and Blood Transfusion, and the Ho Chi Minh City Blood Transfusion Hematology Hospital, this program carries the message: "Every drop of blood given is an act of love shared." It contributes to saving lives and building a more compassionate community.



"Back-to-School Support 2024" Program

MWG supports over 200 union members and employees in difficult circumstances who are raising school-aged children, with a total budget of over VND 400 million. This initiative aims to accompany and ease the financial burden on employees during the back-to-school season.





C4. Occupational Health & Safety

C4.1. Occupational Health and Safety Management Principles

1. Awareness Enhancement & Training

Employees receive occupational safety training from the moment they join the company and continue to update their knowledge through periodic training courses, e-learning sessions, and hands-on practice at stores. They first undergo general occupational safety training, followed by specialized instruction tailored to their specific roles. The training covers workplace safety, food hygiene and safety, fire prevention and firefighting, and the proper use of protective equipment. MWG assesses employees' awareness through regular evaluations, certifications, and continuous supervision to ensure compliance and understanding.

2. Risk Management & Hazard Control

MWG conducts periodic risk assessments at operational facilities and maintains a feedback system to promptly detect and address safety hazards.

3. Monitoring, Reporting & Incident Response

MWG maintains a comprehensive safety monitoring system that enables employees to promptly report potential hazards. The company conducts regular inspections and maintenance of fire alarm systems, emergency exits, and protective equipment in compliance with legal regulations. All workplace incidents are recorded, analyzed, and resolved, with the Human Resources Department providing swift support for necessary procedures.

4. Improving Working Conditions & Employee Health Care

MWG equips all facilities with fire safety systems, emergency exits, and protective equipment. The company provides medical services, extended insurance coverage, and continuously enhances workplace infrastructure, upgrades equipment, and optimizes processes to minimize occupational risks.





C4.2. Communicating Occupational Health Benefits

MWG complies with Social Insurance, Health Insurance, and Unemployment Insurance to ensure all employees have easy access to medical services. The company provides first aid kits at workplaces and encourages employees and their families to enroll in health insurance programs with attractive benefits. The Compensation & Benefits Department is always ready to assist employees diagnosed with occupational diseases, ensuring they receive proper care in accordance with legal regulations.



Health Promotion Activities & Wellness Seminars:

Online Running Challenge – Celebrating MWG's 20th Anniversary: 1,634 runners, 185 teams, 21,015 running hours, and 179,847 km covered within 14 days (equivalent to more than four laps around the Earth).



Balancing Life Through the New Flexible Work Policy

After listening to employee expectations, MWG has implemented a flexible work policy, allowing employees to proactively manage their time at the workplace. This initiative helps them balance work and family life, particularly supporting parents in caring for and picking up their children. In the dynamic retail industry, this flexibility not only enhances employee morale but also reflects the company's human-centered and empathetic approach to workplace policies.





D. GOVERNANCE: TRANSPARENT CORPORATE GOVERNANCE

"MWG firmly believes that implementing and promoting sustainability activities not only benefits Customers and the Community but also creates long-term economic value for Shareholders and various stakeholders. This, in turn, paves the way for a sustainable future for generations to come"

MWG believes that transparent corporate governance is a fundamental pillar for sustainable business growth, enhancing competitiveness, and strengthening stakeholder trust. An effective governance system not only ensures compliance with legal regulations but also fosters accountability, transparency, and fairness across all operations.

MWG is committed to maintaining and continuously improving a transparent, ethical, and compliant governance system, consistently aligning with international best practices. This approach aims to balance the interests of shareholders, customers, partners, and the community, laying a solid foundation for the company's long-term development.

View the 2024 Corporate Governance Report in detail here:
[Reports / 2024 / Report On Corporate Governance In 2024](#)





D1. Information Transparency & Shareholder Rights Protection

MWG is committed to ensuring transparency, openness, and fairness in providing information to investors and shareholders, strictly complying with legal regulations and adopting international best practices in investor relations (IR). MWG's core principle in IR activities is to deliver accurate, timely, and transparent information in a convenient and accessible manner, enabling investors to stay well-informed about the company's performance and developments.

Transparent Information Disclosure & Monitoring System

MWG's Investor Relations (IR) Department Is Responsible For:

- Disclosing information in compliance with legal regulations, monitoring media reports, and providing periodic reports.
- Regularly updating business operations, financial performance, corporate governance, and sustainability initiatives on the Investor Relations portal (<https://mwg.vn/eng>).
- Integrating ESG and IR activities to ensure full and transparent disclosure of both financial and non-financial information for stakeholders.

Dialogue Channels & Information Disclosure For Shareholders

- Monthly Business Performance Reports: Updated on the Investor Relations portal, exceeding disclosure requirements for listed companies.
- Quarterly Meetings (Online & In-Person) with Leadership: Bilingual disclosures ensure both domestic and international shareholders have timely and accurate access to company data.
- IR Document Storage & Public Disclosure: All meeting materials, financial reports, and sustainability reports are transparently archived at: <https://mwg.vn/eng>.
- IR & ESG Contact Information Disclosure: Shareholders and investors can directly contact the Investor Relations Department via email: investor@thegioididong.com (Investor Relations & Investment) & esg@thegioididong.com (Sustainable Development).

Facilitating Shareholder Participation & Voting

- Applying Technology for Online General Meeting & E-Voting: Enhances shareholder experience, ensuring all opinions are recorded and votes are transparently counted.
- Hosting In-Person & Online Investor Meetings: Engages with investors through conferences organized by leading domestic and international financial institutions.
- Transparent Compensation Policy: Publicly discloses the Executive Board and Board of Directors' remuneration policies in the 2024 Corporate Governance Report.

Commitment To Transparency & Governance Enhancement

MWG continuously improves its information disclosure mechanisms, strengthens dialogue with shareholders and investors, ensures transparency, enhances governance standards, and builds strong trust with stakeholders.



D2. Business Ethics & Compliance Management

MWG is committed to maintaining a transparent, fair, and ethical business environment, with zero tolerance for fraud and corruption. The company prioritizes the prevention of conflicts of interest and bribery through strict policies and monitoring systems. All employees and partners are fully informed and required to comply with MWG's business ethics regulations from the moment they start working or enter into a partnership.

Compliance Management & Monitoring System

Dedicated Compliance Structure

- The Audit Committee oversees and addresses issues related to fraud and corruption.
- The Legal and Human Resources Divisions ensure adherence to business ethics and compliance policies.
- The Internal Audit Department conducts regular inspections and reviews to detect and prevent violations.

Policies & Regulations

- MWG's Labor Regulations and Code of Conduct.
- Anti-corruption, anti-fraud, and conflict of interest policies & commitments.
- Transparent mechanisms for receiving and handling complaints & whistleblowing reports.

Whistleblowing Channels & Whistleblower Protection

- Hotline: 02432080999.
- Report email: mwgcode@thegioididong.com.
- "Trouble Resolution Center" App: Handled 5,794 inquiries in 2024.
- Direct Reporting Channels: Employees can meet with supervisors, the labor union, or send letters to MWG's headquarters.
- Whistleblower Protection Policy: Ensures confidentiality and safety for all whistleblowers.



D3. Responsible Supplier Management

MWG recognizes that responsible supplier management goes beyond compliance with contractual agreements - it serves as a crucial foundation for building a sustainable, transparent, and socially responsible supply chain. The company implements a periodic evaluation system to ensure that suppliers meet stringent criteria regarding product quality, service standards, supply capability, and commitments to environmental and social responsibility.

Throughout the partnership, MWG requires all partners to sign a business ethics commitment, ensuring compliance with laws and the prevention of fraud and corruption. The company upholds a zero-tolerance policy for any violations and is prepared to take appropriate actions, including warnings, contract termination, or legal measures, if necessary.

View the detailed quality control process for Bach Hoa Xanh products here: [The quality control process for Bach Hoa Xanh products](#)



Supplier Evaluation & Management Criteria

To ensure sustainability, safety, and product quality, MWG implements a supplier evaluation system based on the following criteria:

- **Legal Compliance:** Ensuring that suppliers fully adhere to legal regulations.
- **Social Responsibility:** Commitment to protecting labor rights and respecting community and environmental interests.
- **Quality & Service Standards:** Products must meet safety standards, have transparent origins, and comply with quantity and delivery timeline requirements.

Product Quality Control

- **Electronics, Home Appliances, and Fashion:** Must be genuine products with clear origin documentation.
- **Food & Pharmaceuticals:** Must strictly comply with food safety and pharmaceutical regulations set by relevant authorities.

Internal Quality Control Process

- **Incoming Inspection:** Goods undergo quality documentation and labeling checks before being accepted into the system.
- **Regular Quality Control:** All food products are routinely inspected to comply with legal safety requirements.
- **On-Site Rapid Testing:** The Quality Control (QC) team conducts routine tests (e.g., pesticide residues, borax, formaldehyde, antibiotics) to ensure optimal quality.
- **Third-Party Verification:** MWG collaborates with certified testing centers to provide objective product quality assessments..

MWG is committed to collaborating with farmers and suppliers to build a sustainable supply chain, delivering safe and high-quality products to consumers while improving producers' livelihoods. The company continuously supports its partners in ensuring product quality, traceability, and compliance with ethical business standards. Additionally, MWG aims to be a stable and efficient distribution channel, fostering long-term partnerships with capable manufacturers who share its commitment to sustainable development.



Information Security Principles

MWG strictly prohibits information security violations, including:

Unauthorized Data Collection

Copying or downloading customer or employee information without permission.

Improper Data Storage

Retaining data without proper authorization.

Data transfer or sale

Sharing information with third parties without legal consent.

Unauthorized disclosure

Publicly posting or distributing data on open platforms.

D4. Information Privacy & Security

With the rapid advancement of digital transformation, MWG recognizes information security as a core pillar in business operations. Acknowledging the risks of data loss and leaks, MWG has implemented strict policies and advanced technological solutions to safeguard customer, employee, and operational data.

Data Protection Solutions At MWG

Advanced Security Technology

MWG integrates SOC, Firewall, Antivirus, and EDR systems to detect and prevent security risks.

Strict Data Access Control

Implements data encryption and access control policies to safeguard critical information.

Security Awareness Training

Conducts programs to enhance employee knowledge on data handling and protection.

Transparent Security Policies

Publicly discloses data protection regulations on MWG's official platforms.

Collaboration with Cybersecurity Organizations

As a National Cybersecurity Association member, MWG continuously updates security standards and strengthens its cyber defense capabilities.

Commitment To Data Protection

100% of MWG employees must sign a data protection agreement and comply with the company's security policies.



PART 4: BOARD OF DIRECTORS' ASSESSMENT ABOUT SUSTAINABILITY

The Board of Directors (BOD) of MWG highly appreciates the ESG achievements of 2024 demonstrating the commitment to "Putting sustainability at the heart of everything we do." The MWG team has successfully integrated Environmental, Social and Governance factors into its business strategy.

In 2025, MWG will continue to deliver the implemented projects and collaborate with stakeholders to further advance these initiative. The key directions include:

- Maintaining transparency and adhering to governance standards. Ensuring Leadership participation in sustainability initiatives at both corporate and local level.
- Expanding renewable energy projects and applying IoT to optimize energy consumption and reduce greenhouse gas emissions.
- Implementing community support programs and raising awareness of sustainability across the organisation and entire value chain.
- Exploration to find solutions to reduce plastic use, food waste, and e-waste recycling.
- Provide more specific measurement and reporting of the impact as well as the outcomes of our initiatives, particularly for GHG emissions reductions and key social KPIs, following the GRI standard framework.
- Assess Natural Capital material risks and opportunities along all MWG companies value chain to ensure robust management of dependencies and impacts to prevent potential financial exposure.

The Board firmly believes that collaboration and engagement from all stakeholders are key to realizing MWG's sustainability commitments, paving the way for a more sustainable future for Vietnam.



PART 5: APPENDIX





LIST OF ABBREVIATIONS

BHX	Bach Hoa Xanh
BOD	Board of Directors
CEO	Chief Executive Officer
CSI	Corporate Sustainability Index
DMX	Dien May Xanh
EDR	Endpoint Detection and Response
ERP	Enterprise Resource Planning System
ESG	Environmental - Social - Governance
CSI	Corporate Sustainability Index
ESOP	Employee Stock Ownership Plan
GRI	Global Reporting Initiative
KPIs	Key Performance Indicators
IR	Investor Relations
IT	Information Technology
MWG	Mobile World Group
NGOs	Non-Governmental Organizations

R&D	Research & Development
SOC	Security Operations Center
SDGs	17 Sustainable Development Goals
TGDD	The Gioi Di Dong
VBCSD	Vietnam Business Council for Sustainable Development
VNSI20	Vietnam Sustainability Index 20



GRI INDEX

Statement of use	Mobile World Investment Corporation has reported the information cited in this GRI content index for the period from 01/01/2024 to 31/12/2024 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI Criteria		
Target number	Title GRI Indicator	Page
GRI 2	Disclosure of information according to common standards	
2-1	Organizational details	74
2-2	Entities included in the organization's sustainability reporting	12
2-3	Reporting period, frequency and contact information	12
2-4	Restatements of information	25
2-6	Activities, value chain and other business relationships	15 - 18
2-7	Employee	51, 52
2-9	Governance structure and composition	21, 58, 59 (Annual Report), 21

GRI Criteria		
Target number	Title GRI Indicator	Page
2-10	Nomination and selection of the highest governing body	60 - 63(Annual Report)
2-11	Chair of the highest governing body	21, 58(Annual Report)
2-12	Role of the highest governance body in overseeing the management of impacts	21
2-13	Delegation of responsibility for managing impacts	21
2-14	Role of the highest governance body in sustainability reporting	21
2-15	Conflict of interest	68 - 72(Annual Report), 64
2-16	Communication of critical concerns	20, 21, 22, 63, 64
2-17	Collective knowledge of the highest governance body	58, 59(Annual Report)
2-18	Evaluation of the performance of the highest governance body	68 - 72(Annual Report)
2-19	Remuneration policy	63, 64(Annual Report)



GRI Criteria		
Target number	Title GRI Indicator	Page
2-20	Process for determining remuneration	63, 64(Annual Report)
2-22	Statement on sustainable development strategy	27 - 30
2-23	Policy commitments	7
2-24	Embedding policy commitments	21
2-25	Processes to remediate negative impacts	21, 24
2-26	Mechanisms for seeking advice and raising concerns	21, 22, 23, 63, 64
2-27	Compliance with laws and regulations	64
2-28	Membership Association	23
2-29	Approach to stakeholder engagement	22, 23
2-30	Collective bargaining agreements	53 - 56
GRI 3	Material topics	
3-1	Process to determine material topics	25
3-2	List of Material topics	26
3-3	Management of Material topics	25, 26

GRI Criteria		
Target number	Title GRI Indicator	Page
GRI 203	Indirect Economic Impact	
203-1	Infrastructure investments and services supported	44 - 49
203-2	Significant indirect economic impact	44 - 49
GRI 205	Anti-corruption	
205-1	Operations assessed for risks related to corruption	63, 64
205-2	Communication and training about anti-corruption policies and procedures	53, 63, 64
GRI 302	Energy	
302-1	Energy consumption within the organization	34, 35, 36, 38
302-3	Energy intensity	38
302-4	Reduction of energy consumption	34 - 37
302-5	Reductions in energy consumptions of products and services	34 - 37
GRI 305	Emissions	
305-1	Direct (scope 1) GHG emissions	38
305-2	Energy indirect (scope 2) GHG emissions	38



GRI Criteria		
Target number	Title GRI Indicator	Page
305-3	Other indirect (scope 3) GHG emissions	38
305-4	GHG emissions intensity	38
305-5	Reduction of GHG emissions	34, 35, 38
GRI 306	Effluents and Waste	
306-1	Waste generation and significant waste-related impacts	39, 40, 43
306-2	Management of significant waste-related impacts	39, 40, 43
306-3	Significant spills	39
306-4	Waste diverted from disposal	39 - 43
306-5	Waste directed to disposal	39 - 43
GRI 308	Supplier environmental assessment	
308-1	New suppliers that were screened using environmental criteria	65
308-2	Negative environmental impacts in the supply chain and actions taken	65
GRI 401	Employment	
401-1	New employee hires and employee turnover	52

GRI Criteria		
Target number	Title GRI Indicator	Page
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	54, 55
401-3	Parental leave	54
GRI 402	Labor/Management Relations	
402-1	Minimum notice period for changes in operations	53
GRI 403	Occupational health and safety	
403-1	Occupational health and safety management system	60
403-2	Hazard identification, risk assessment and incident investigation	60
403-3	Occupational health services	55, 59, 61
403-4	Worker participation, consultation and communication on occupational health and safety	59, 60
403-5	Worker training on occupational health and safety	54, 55, 59, 61
403-6	Promotion of worker health	59, 61
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	60



GRI Criteria		
Target number	Title GRI Indicator	Page
403-8	Workers covered by an occupational health and safety management system	60
403-9	Work-related injuries	60
GRI 404	Education and training	
404-1	Average hours of training per year per employee	56
404-2	Programs for upgrading employee skills and transition assistance programs	55, 56
404-3	Percentage of employees receiving regular performance and career development reviews	55
GRI 405	Diversity and Equal Opportunity	
405-1	Diversity of governance bodies and employees	50, 51
GRI 406	No discrimination	
406-1	Incidents of discrimination and corrective actions taken	53, 64
GRI 407	Freedom of association and collective bargaining	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	53, 54, 55

GRI Criteria		
Target number	Title GRI Indicator	Page
GRI 408	Child Labor	
408-1	Operations and suppliers at significant risk for incidents of child labor	53
GRI 409	Forced or Compulsory Labor	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	53
GRI 413	Local Communities	
413-1	Operations with local community engagement, impact assessments, and development programs	41 - 43 57 - 59
GRI 414	Supplier social assessment	
414-1	New suppliers that were screened using social criteria	65
414-2	Negative social impacts in the supply chain and actions taken	65
GRI 416	Customer Health and Safety	
416-1	Assessment of the health and safety impacts of product and service categories	46 - 49
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	46, 47



GRI Criteria		
Target number	Title GRI Indicator	Page
GRI 417	Marketing and Labeling	
417-1	Requirements for product and service information and labeling	46, 47, 48
417-2	Incidents of non-compliance concerning product and service information and labeling	46, 47, 48
417-3	Incidents of non-compliance concerning marketing communications	46, 47, 48
GRI 418	Customer Privacy	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	66

MOBILE WORLD INVESTMENT CORPORATION

Stock code: **MWG** | Type of business: **Joint stock company**

Business registration certificate and tax code: 0306731335

Charter capital (as of December 31, 2024): **14,622,441,770,000 VND**

Owner's investment capital (as of December 31, 2024): **28,121,576,832,855 VND**

Operating markets: **Vietnam, Indonesia**

Contact Information

Address: 222 Yersin, Phu Cuong Ward, Thu Dau Mot City, Binh Duong Province, Vietnam

Head Office Address: MWG Building, Lot T2-1.2, D1 Street, High-Tech Park, Tan Phu Ward, Thu Duc City, Ho Chi Minh City

Phone: (84.28) 028.3812.5960 | **Fax:** (84.28) 38 125 961

Email: investor@thegioididong.com | esg@thegioididong.com

Website: <https://mwg.vn/eng>