



DRIVING A GREEN FUTURE  
FOR EVERYONE

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# Definitions and Abbreviations

Definitions and abbreviations	Explanation
ADB	Asian Development Bank
CEO	Chief Executive Officer
EHS	Environment, Health and Safety
EPA	Environmental Protection Agency (U.S)
ESG	Environmental Social and Governance
EV(s)	Electric vehicle(s)
GRI	The Global Reporting Initiative
HVAC	Heating, Ventilation, and Air Conditioning
HSE	Health and Safe Executive Guidelines
ICE	Internal Combustion Engine
IFC	The International Finance Corporation
ILO	International Labor Organization
KPI	Key Performance Indicator
LPG	Liquefied petroleum gas
NCAP	New Car Assessment Program
NEDC	New European Driving Cycle

Definitions and abbreviations	Explanation
SDGs	The United Nations Sustainable Development Goals
SEC	The Securities Exchange Commission
SUV	Sport Utility Vehicle
ZEV	Zero Emission Vehicle

# 01

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## About This Report

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This sustainability report has been prepared in accordance with the GRI G4 Standards, the Circular 96/TT-BRC and the SDGs and highlights our commitment to environmental protection, social responsibility, and good governance.

- **Environmental performance:** This section explains VinFast's efforts to reduce its environmental impacts, including its greenhouse gas emissions, water use, and waste generation.
- **Social performance:** This part discusses VinFast's commitments to social responsibility, including its employee relations, human rights record, and community engagement.
- **Governance performance:** This section clarifies VinFast's corporate governance practices, including its Board of Directors and risk management.

The report is in alignment with recognized international policies, standards, and management practices, including the principles set out by the World Bank's guidelines on Involuntary Resettlement, Environmental and Social Impact Assessment (ESIA) and other policies as well as standards and practices for sustainable society and environment set out by the IFC.

At VinFast, we are committed to operating in a sustainable manner, and we believe that this report will provide our stakeholders with a comprehensive understanding of our sustainability performance.

## Scope and Boundaries

This Sustainability Report focuses on manufacturing, trading, and marketing activities in Vietnam, with limitations to the availability of data from our newly established global operations.

The data presented in the report cover the period January 1<sup>st</sup> to December 31<sup>st</sup>, 2022, which is in line with VinFast's fiscal year.

## Information Resources

This information and data cited in this report are derived from official documents, statistics and that of the Vingroup Annual Reports as well as other ESG information collected, summarized and reviewed by VinFast, unless otherwise specified.

## Contact Information

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# Message from CEO

**We foster and promote diversity, equity and inclusion into our business ethics in a manner that is holistic and transparent.**

Our people are at the forefront of our business decisions – fostered to be innovative, aspirational and to work in unison. We ensure that all our operations manage a high level of health and safety standards, conduct rigorous risk management practices, work in interdependent relationship with our communities and promote local development capacity by supporting social upliftment programs.

We acknowledge the need to advance our business landscape towards ESG values and have undertaken strategic ambitions, that are both accountable and tangible, to align to recognized international frameworks and voluntary principles such as the GRI, The Taskforce on Climate-related Financial Disclosure (TCFD) in alignment with the SEC reporting initiatives, United Nations Global Compact (UNGC) ten principles, Science Based Target

initiatives (SBTi), and that of the Carbon Disclosure Project (CDP) and Green House Gas Protocol

VinFast envisions a sustainable future for people and the planet through green, clean and safe mobility. This is a future built on intelligent services, outstanding customer experience, and a deep concern for the planet and future generations. VinFast is committed to innovative vehicle design, quality, and technology, along with excellent customer service. We aspire to greater achievements – to be one of the leading electric vehicle manufacturers in the world while inspiring our customers to be boundless together and join hands in the electric vehicle revolution, creating a sustainable future for all.

VinFast’s management comprises the best of Vietnamese entrepreneurship and international expertise in car manufacturing. Our Company’s Values are driving our vision of sustainability:

**Credibility**

Deliver products and services that meet the highest safety standards

**Creativity**

Connect global intelligence to include latest technologies from conception to design and production to ensure our products are at the top of the innovation curve

**Quality**

We are committed to delivering quality products and services to our customer, performing our work competently and objectively, with due care. We also work with the best partners and attracting and retaining top talents for our workforce.

**Integrity**

Take great interest in the well-being of our workers, consumers, shareholders, and the broader society by engaging them on the future of clean and efficient mobility

**Speed**

Bring clean and smart mobility to consumers across markets in the most efficient manner

**Humanity**

Include VinFast employees, partners, suppliers, and customers in an earth-conscious community



We are committed to minimizing the impacts and enhancing the benefits of our operations, reaching Net Zero by 2040 and upholding strong governance and ethical standards in all our activities and through our value chain. To achieve these goals, we have:

<p>Identified material ESG factors for our operations in accordance with excellent ESG practices in the automotive industry and international standards. We have put into place robust internal processes and an effective internal control environment that facilitate the identification and management of risks and regular communication with the Board, Management and internal teams such as the EHS, Human Resources, Procurement, Compliance and Ethics, Legal, Finance and another operation departments;</p>	<p>Developed our environmental and social management systems in accordance with ISO 14001, ISO 45001, the IFC Performance Standards and the ADB Safeguard Policy Statement requirements to minimize our environmental footprint, achieve the highest safety and environmental standards for our product design and manufacturing, and protect our workers and the environment as certified by reputable organizations. We pursue continuous improvement of our environmental, health and safety performance through tracking key indicators and developing our personnel’s capacity in accordance with strict management measures;</p>	<p>Reduced our GHG emission Scope 1 (direct) and Scope 2 (indirect) emissions by 35.8% in 2022 compared to 48,638 tCO2e in 2021. This was about 45.5% higher than the 2019 baseline. Scope 3 (indirect) GHG emission associated with our Suppliers as they are outside of VinFast’s operation control and are encouraging our Suppliers to provide information on the GHG emissions;</p>
<p>Acknowledged the global warning concern by committing our company to follow the Paris accord on climate change and as a signature to The Climate Pledge, reducing our emissions to net-zero by 2040 – setting an ambitious target 10 years earlier than the COP26 net-zero target. Our first major step towards emission reduction was announced at the Consumer Electronic Show 2022 where the Board of Directors committed to halt ICE production and only produce EVs by the end of 2022;</p>	<p>Continued placing the safety of our customers at the center of everything we do, equipping our vehicles with advanced driver assistance system;</p>	<p>Established ourselves as an industry leader in Vietnam and an equal opportunity employer, attracting and developing an engaged workforce, providing inclusive employment, training, and development opportunities. We recruited over 10,497 permanent staff and delivered over 391,543 hours of professional training in 2022 alone;</p>
<p>Implemented a Responsible Mineral Policy in accordance with the Organization for Economic Cooperation and Development (OECD) Due Diligence Guidance for Responsible Supply Chains of Minerals from conflict-affected and high-risk areas, the Responsible Minerals Initiative and that of Section 1502 of the Dodd-Frank Wall Street Reform &amp; Consumer Protection Act;</p>	<p>Committed to the highest ethical standards across our operations. Our Code of Conduct and Ethic policies set out transparent standards and applicable laws of operation countries;</p>	<p>Required all our employees and consultants to adhere to the VinFast Code of Ethics and Conduct and applicable governance policies on anti-corruption. We have taken provisions for allowing internal and external stakeholders to report any departure from Our Code and Policies;</p>
<p>Developed procedures for the selection and monitoring of our supply chain in accordance with similarly high standards, as documented in our Supplier Code of Conduct which sets out our vision of excellence in Supply Chain Management. We communicate and request our suppliers to comply our policies and commitments, in particular our quality management requirements and Supplier related Ethic policies;</p>	<p>VinFast has committed to the COP26 ZEV declaration under section 2.D, “As automotive manufacturers, we will work towards reaching 100% zero emission new car and van sales in leading markets by 2035 or earlier, supported by a business strategy that is in line with achieving this ambition, as we help build customer demand.” In support of global demand, VinFast acknowledges COP26 ZEV relevance to our business and supports the declaration on accelerating the transition to zero emissions vehicles</p>	

VinFast believes in providing our shareholders, partners, customers and community with transparency through public disclosure in line with international sustainability reporting standards.

**Le Thi Thu Thuy**  
Managing Director and Global CEO



# 2022 Outstanding Awards and Recognitions

April 2022



**Category's  
Car of the Year  
2021**

for 4 models Fadil, Lux A2.0, Lux SA2.0 and VF e34, voted for by Otofun and Ootosaigon communities

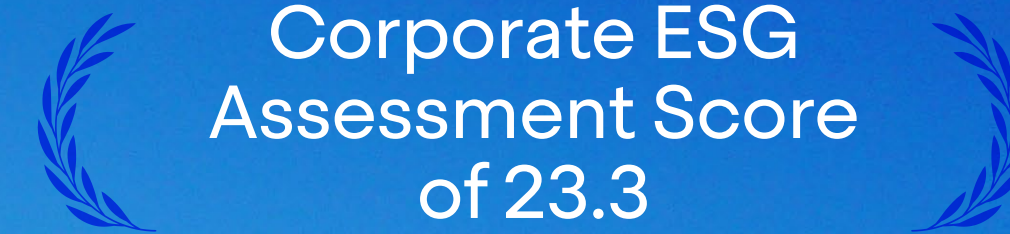
April 2022



**The Largest  
Electric Car Caravan  
in Vietnam**

honored by the Record Association

July 2022



**Corporate ESG  
Assessment Score  
of 23.3**

from Morning Star Sustainalytics, representing #1 amongst pure EV OEMs and #9 out of 72 automobile companies

October 2022



**AUTOBEST  
– The Rising Star  
Award**

honored at the 2022 Paris Motor Show. The award is to recognize the rapid emergence of VinFast: from a newcomer to leading the pack of ambitious new automotive brands in Europe.

November 2022



**Corporate  
Sustainability  
Champions**

awarded at the ORIGIN Innovation Award 2022, among the 300 nominations coming from all over the APAC region. This award recognizes how VinFast's impacts align with the Sustainable Development Goals of the United Nations. The award affirms VinFast's commitment to "creating a sustainable future for everyone".

December 2022



**New Star**

awarded at Car Award 2022 by VnExpress

# Disclaimer

Depending on the recipient's domicile or place of incorporation, this report, and the statements herein (together "ESG Statements") may not adhere to any applicable existing or proposed principles, laws, rules, or regulations related to environmental, social, and governance ("ESG") criteria. Furthermore, ESG data provided by external data providers and referenced for the present purpose is produced based on the data providers' proprietary methodologies. Even though VinFast has an ESG methodology in place, it cannot represent that the methodology or ESG data provided by data providers is accurate, complete, up-to-date, and/or continuously available. Calculations and statistics included in ESG Statements may be based on historical information and therefore subject to change. VinFast's ESG Statements have not been externally verified by independent third parties. Importantly, it should be noted that not universally accepted legal or regulatory framework currently exists, nor is there a market consensus in terms of what constitutes a 'sustainable', 'responsible', 'traditional', or equivalent 'ESG' investment, product or offering. Although there have been regulatory efforts in certain jurisdictions and regions to define such concepts, the legal and regulatory framework remains under development.

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This document contains certain forward-looking statements. These forward-looking statements generally are identified by the words "believe," "project," "expect," "anticipate," "estimate," "intend," "strategy," "future," "opportunity," "plan," "may," "should," "will," "would," "will be," "will continue," "will likely result," and similar expressions. Forward-looking statements are their managements' current predictions, projections and other statements about future events that are based

on current expectations and assumptions available to the Company, and, as a result, are subject to risks and uncertainties. Many factors could cause actual future events to differ materially from the forward-looking statements in this document. Forward-looking statements are not guarantees of future performance.

Readers are cautioned not to put undue reliance on forward-looking statements, and all forward-looking statements in this document are qualified by these cautionary statements. The Company assumes no obligation and does not intend to update or revise these forward-looking statements, whether as a result of new information, future events, or otherwise. The Company does not give any assurance that the Company will achieve its expectations. The inclusion of any statement in this communication does not constitute an admission by the Company or any other person that the events or circumstances described in such statement are material.

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## General Information

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# Business Overview

VinFast Electric Vehicle – VF 8 Model



**VinFast’s main products are environment-friendly smart electric vehicles, including electric cars, electric buses, electric scooters and charging stations.**

VinFast is a subsidiary of Vingroup, who is one of the largest conglomerates in Vietnam. The Company, as a Vietnamese automotive manufacturer, commenced operations in June 2017 in Vietnam. In May 2018, VinFast Vietnam changed its name to VinFast Trading and Production Limited Liability Company and our head office was relocated to Hai Phong, Vietnam on an estimated area of 348 ha. The construction of our electric scooter manufacturing plant was completed in April 2018 and we started production of our first electric scooter model, branded Klara, in November 2018. We broke ground on our automobile manufacturing plant in September 2017 and officially launched the plant in June 2019. The facility lies on an estimated area of 348 ha, located in the Dinh Vu Industrial Zone in Haiphong, Vietnam. We achieved start of production of our first ICE vehicle in only 21 months. Our business demonstrated resilience and continued growth in 2020 and 2021 despite temporary disruptions during periods of short-term spikes in COVID-19

cases. VinFast ceased all production of ICE vehicles in early November 2022 in connection with our strategic decision to transform into an EV-only manufacturer. The factory boasts a state-of-the-art automotive manufacturing complex with globally leading scalability that boasts up to 95% automation.

VinFast is a pioneering company committed to manufacturing cutting-edge, environmentally friendly, and technologically advanced electric vehicles. Our exceptional product lineup comprises a diverse range of electric cars, electric buses, and electric motorcycles, all seamlessly integrated with state-of-the-art charging stations.

VinFast’s unwavering dedication to innovation and development ensures the delivery of top-tier products renowned for their unparalleled quality and superior customer experience. By spearheading the transition

from conventional internal combustion engine vehicles to electric alternatives, VinFast actively contributes to a sustainable and eco-conscious future, paving the way for a greener tomorrow that benefits all.

In pursuit of our goal in becoming one of the world’s leading smart electric vehicle manufacturers, VinFast has built a network of R&D centers, pioneering in the areas of:

- Automotive Technology Institutes
- Motorcycle Technology Institute
- Institute of Electrical and Electronics Engineering
- Electric Motor Research and Development Institute
- ADAS/Self-Driving Research Institute
- Intelligent Service Institute
- Vehicle Optimization and Development Division
- Style, Color, Material and Finish Center



## Vision

Driving the movement of the global smart electricity vehicle revolution



## Mission

To create a more sustainable future for everyone



## Core value

### High-quality products

Emphasizing car design/life-stylish and performance, world-class safety, excellent experience, 'technology-for life' smart application, and personalization.

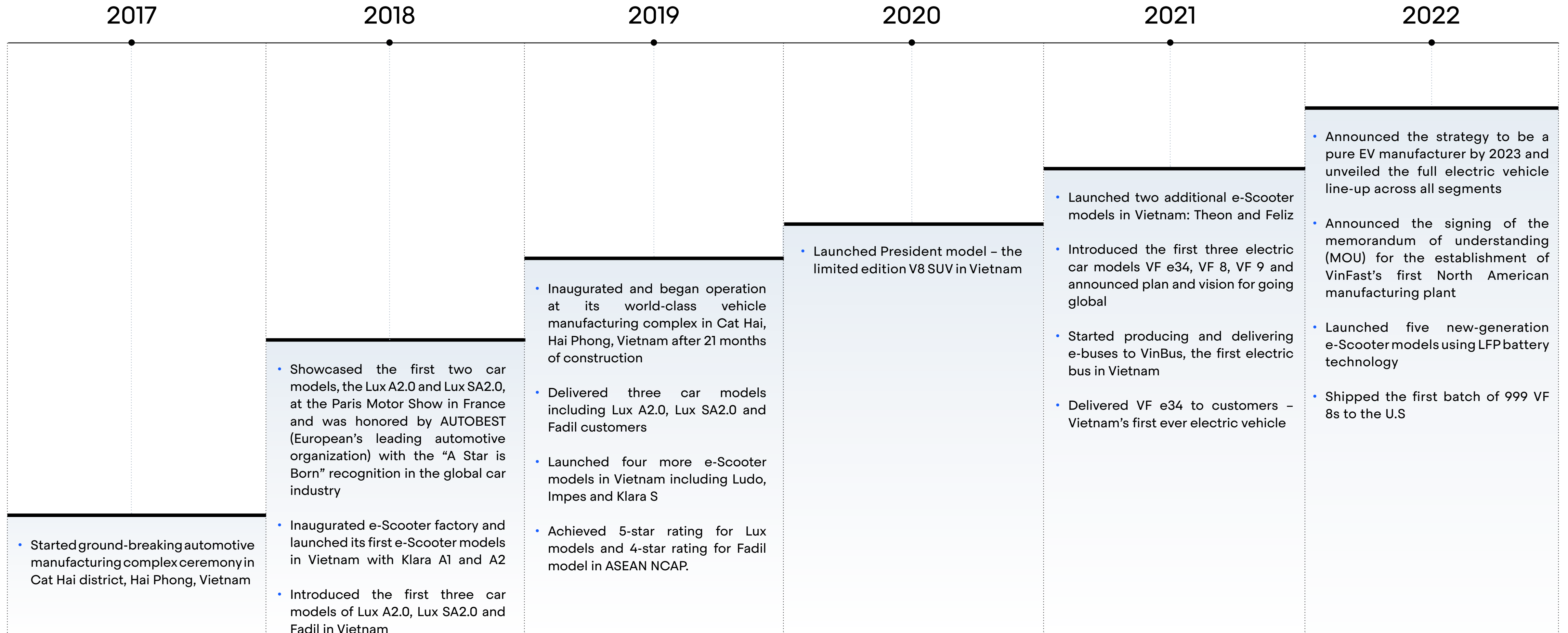
### Competitive pricing

VinFast creates an opportunity for everyone to own the best cars in each segment, following a unique approach to sales and support policy.

### Outstanding after-sales service

As well as the in-car experience, VinFast also has outstanding after-sales services and the accompanying ecosystem to provide the best after-sales policy for each market.

# History



# 03

## VinFast Flagship Assets

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## VinFast has become the first automaker in the world to transition its fleet to full electricity.

In 2022, VinFast stopped receiving reservations for ICE vehicles and only carried out production of the last ICE cars for delivery. VinFast has become the first automaker in the world to transition its fleet to be fully electricity.

In Vietnam, VinFast offers an EV ecosystem consisting of e-Scooters, electric cars, e-buses with an extensive charging station network across the country. In 2022, VinFast marked a milestone to announce and release three new electric SUV namely VF e34, VF 8 and VF 9 to the

Vietnamese, North American and European markets.

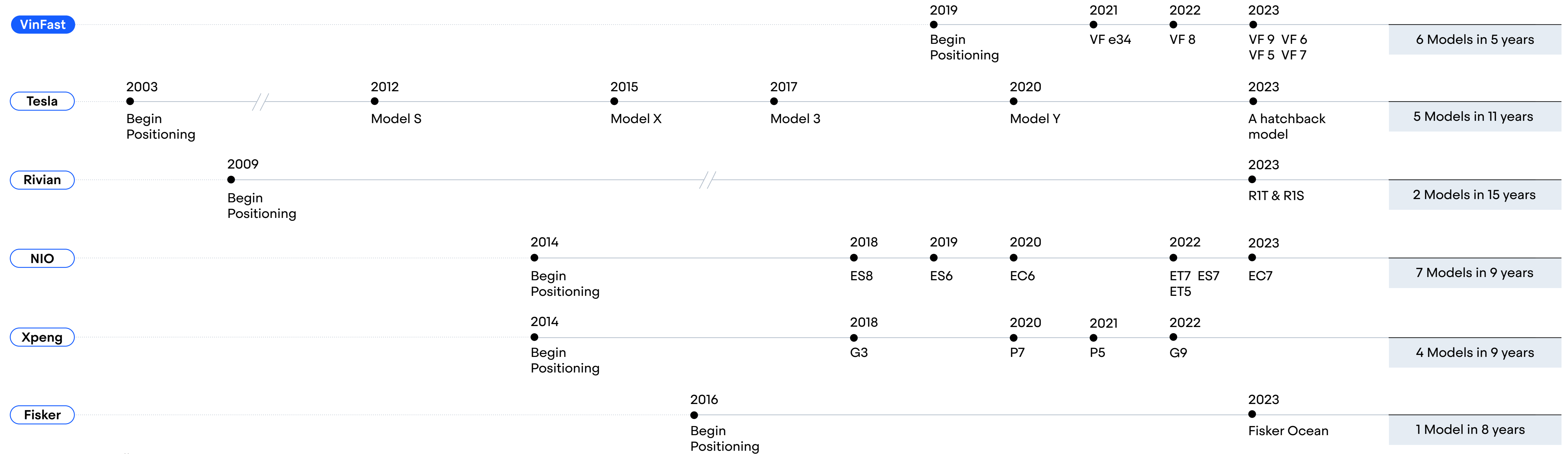
VinFast's all-electric strategy solidifies our unwavering dedication to fostering a sustainable future. By prioritizing electric vehicles, we actively combat the pressing global climate concerns and work towards a cleaner, greener mode of transportation. At VinFast, sustainability lies at the core of our every endeavor.





# Our Products

With the philosophy of “**Customer – Centric**”, VinFast is constantly innovating to create high-class products and excellent experiences for everyone. VinFast have developed 6 EV models in the past 5 years.



Source: Frost & Sullivan

## Fastest EV R&D cycle amongst peers

VinFast is the first Vietnamese and Southeast Asian EV brand. More than creating a new car, VinFast was born to represent the spirit and pride of the nation. As such, quality encompasses everything we do. It is our responsibility to deliver the highest quality vehicles to our customers and exceed their expectations.

We understand that quality is a journey. Quality requires us to utilize customer feedback to drive continuous improvement for all of our products and services. We also must optimize our resource utilization while minimizing waste and any negative impact on our environment. By always centering around customers, VinFast relentlessly innovates to create high-quality products and exceptional experiences for everyone.

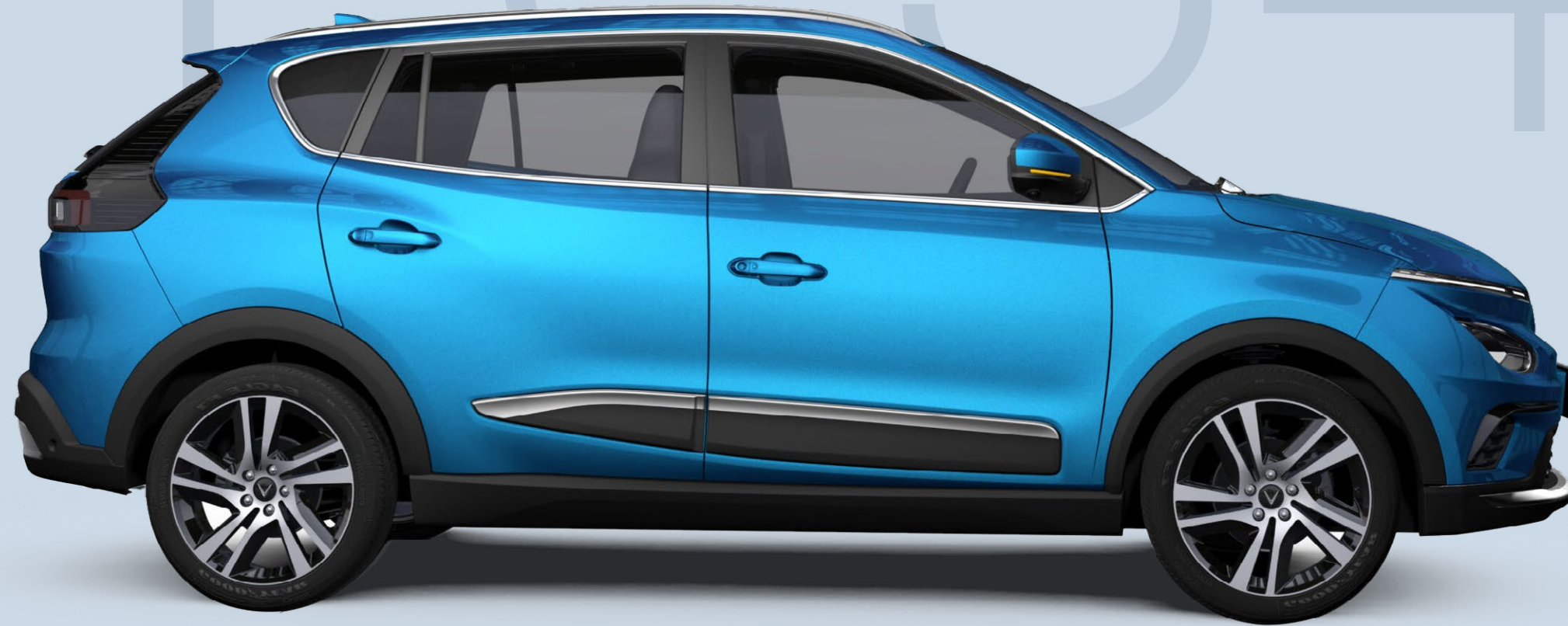
## Pride in every model

In 2022, VinFast has lifted the curtain at the CES 2022 technology exhibition in Las Vegas, U.S. with 5 electric car models in segments A, B, C, D, E, including: VF 5, VF 6, VF 7, VF 8, and VF 9. In view of that, VinFast will take a new

step forward by ceasing the production of ICE cars at the end of 2022, focusing entirely on research, development, and production of pure electric vehicles.

All five electric SUV models have impressive and trendy looks, designed by Italian design firms Pininfarina and Torino Design.





## VF e34

VF e34 is our first EV offering, exclusively for the Vietnam market. This is a modern and sleek C-SUV with smart technologies integrated, promises an enhanced experience for pioneering customer.

- Driving range: 198 miles/319 km (NEDC)
- Maximum power: 110 kW
- ADAS level 2
- Safety: 6 airbags, 4\* ASEAN NCAP

## VF5 Plus

VF 5 Plus is our A-segment electric SUV for the Vietnam market that offers dynamic youthful styling, targeting first-time, budget conscious buyers. The model possesses a modern, youthful, personality and outstanding design with interior and exterior color schemes, ensuring personalization according to each customer's lifestyle, personality, and preferences.

- Best value choice in segment (7-year warranty, operation cost, reasonable residual value)
- Ignite your style with cutting-edge trends.
- Flexible mobility within city and urban areas
- Driving range: 186 miles / 300 km (NEDC)
- Maximum power: 100 kW
- ADAS level 2



## VF 8

VF 8 is our first EV offering for the global consumer market, a D-segment electric SUV. We currently offer two trims of the VF 8: Eco and Plus. The Eco trim offers a longer driving range. The Plus trim offers luxury features including a panoramic glass roof, leathered upholstery, a power-assisted tailgate and captain's chairs for the second row.

- Family-safe assurance: 11 airbags, 5\* ASEAN NCAP, ADAS & smart service features)
- Spacious, convenient comfort (power adjusted seat, heated & ventilated seat, 2-zone AC)
- Family fun entertainment (Game, podcast, etc.)
- Inclusively user-friendly for all genders
- Driving range: 264 miles / 425 km (certified EPA) for Eco trim
- Maximum power: 260 kW
- ADAS level 2

## VF 9

VF 9 is a sophisticated E-segment electric SUV featuring three rows of seats for the Vietnam, North America and European markets. We currently offer two trims of the VF 9: Eco and Plus.

- Pioneering technology, overflowing with features (Virtual Assistant, infotainment features, Led Matrix with Adaptive driving beam, V-signature light with welcome & charging effect, ambient lighting)
- Equipped with features typically found in luxury cars (captain chair, massaging & heating features, etc.)
- Driving range: 330 miles / 531 km (certified EPA) for Eco trim
- Maximum power: 300 kW
- ADAS level 2



We are thrilled to hold the distinction of being **Vietnam's pioneering electric bus manufacturer**

### Electric bus

Our primary objective is to actively drive the development of a sustainable and environmentally-friendly public transportation system throughout the nation. By introducing electric buses, we aim to significantly reduce noise pollution in urban areas, promoting a greener and more modernized urban living environment across the entire country.

The electric bus has a battery capacity of up to 281 kWh, the ability to operate sustainably for 220-260km on a single charge and is extremely environmentally friendly.



### Theon S

- Maximum speed: 99 km/h
- Travel distance per charge: 150 km
- Charging time from 0% to 100%: approx. 6 hours
- Battery: LFP Battery
- Safety: ABS Continental front and rear brakes increase anti-slip capabilities when moving, ensuring safety on all terrain conditions.
- Other features: PAAK technology controls the vehicle via phone app, HMI connection – eSIM integration and smart lock, IP67 waterproof

### Theon

- Maximum speed: 90 km/h
- Travel distance per charge: 101 km
- Charging time from 0% to 100%: 5.5 – 6 hours
- Battery: Lithium Battery
- Safety: ABS Continental front and rear brakes increase anti-slip capabilities when moving, ensuring safety on all terrain conditions.
- Other features: PAAK technology controls the vehicle via phone app, HMI connection – eSIM integration and smart lock, IP67 waterproof

### Vento S

- Maximum speed: 89 km/h
- Travel distance per charge: 160 km
- Charging time from 0% to 100%: approx. 6 hours
- Battery: LFP Battery
- Safety: ABS Continental front brake
- Other features: PAAK technology controls the vehicle via phone app, HMI connection – eSIM integration and smart lock, IP67 waterproof

### Vento

- Maximum speed: 80 km/h
- Travel distance per charge: 110 km
- Charging time from 0% to 100%: 5 – 6 hours
- Battery: Lithium Battery
- Safety: ABS Continental front brake
- Other features: PAAK technology controls the vehicle via phone app, HMI connection – eSIM integration and smart lock, IP67 waterproof



### Feliz S

- Maximum speed: 78 km/h
- Travel distance per charge: 198 km
- Charging time from 0% to 100%: approx. 6 hours
- Battery: LFP Battery
- Safety: Safety braking system
- Other features: eSIM integration, IP67 waterproof

### Klara S

- Maximum speed: 78 km/h
- Travel distance per charge: 194 km
- Charging time from 0% to 100%: approx. 6 hours
- Battery: LFP Battery
- Safety: Front Nissin disc brake system, rear mechanical brake, and smooth Kaifa shock absorber.
- Other features: eSIM integration, IP67 waterproof

### Evo 200

- Maximum speed: 70 km/h
- Travel distance per charge: 203 km
- Charging time from 0% to 100% (400W charger): approx. 10 hours
- Battery: LFP Battery
- Other features: eSIM integration, IP67 waterproof

### Evo 200 Lite

- Maximum speed: 49 km/h
- Travel distance per charge: 205 km
- Charging time from 0% to 100% (400W charger): approx. 10 hours
- Battery: LFP Battery
- Other features: eSIM integration, IP67 waterproof

# Charging Infrastructure

**150,000**

Charging ports

To promote the widespread adoption of electric vehicles as a means to mitigate emissions and protect the environment, we are dedicated to establishing an extensive network of charging stations. Our ambitious plan involves the installation of over 150,000 charging ports strategically placed throughout all 63 provinces and cities in Vietnam.

This comprehensive infrastructure will cater to the charging needs of both scooters and electric cars, facilitating a smooth transition from gasoline-powered vehicles to their electric counterparts. By providing convenient access to charging facilities, we aim to encourage the gradual shift towards electric vehicles and contribute to a cleaner, greener future for Vietnam. In 2022, VinFast built, installed, and operated 54,168 charging ports. By 2023, VinFast will continue to install and operate new electric vehicle charging stations.





# Charging Station

VinFast provides a variety of charging solutions to meet the needs of customers in the most convenient way.



## Superfast DC charge station 250 kW

A device provides DC power to directly charge the battery, designed in the form of a vertical cabinet, each device is equipped with 1 charging port, capacity of 250 kW.



Designs	Vertical cabinet
Operating voltage (V)	400VAC ± 10%, 3- phase
Output voltage	200-1000 VDC
Capacity	250 kW/ charging port
Output quantity	1 charging port /charging station
Operating temperature	-30°C to 55°C
Protection	Overload/overheat/short circuit protection /IP 54

## Fast DC charge station 60 kW

Designed in the form of a vertical cabinet, each device is equipped with 2 charging ports, capacity of 60 kW/ 1 charging port.



Designs	Vertical cabinet
Operating voltage (V)	304 - 456 VAC, 3 phase
Operating frequency	50 ± 5% Hz
Output voltage	200-1000 VDC
Capacity	60 kW/ charging port
Output quantity	2 charging ports /charging station
Protection	Overload/overheat/short circuit protection /IP 54

### Fast DC charge station 30 kW

Charging ports are used for electric cars at rest stops and public parking lots.



Designs	Wall mounted & Vertical cabinet
Operating voltage (V)	304 - 456 VAC, 3 phase
Operating frequency	50 ± 5% Hz
Online protocol	CAN Protocol
Capacity	30 kW/ charging port
Output quantity	1 charging port /charging station
Protection	Overload/overheat/short circuit protection /IP 54

### Fast AC charge station 11 kW

A charging device provides AC power to the vehicle, with a maximum capacity of 11 kW depending on the vehicle model.



<b>Designs</b>	<b>Wall mounted &amp; Vertical cabinet</b>
Operating voltage (V)	304 - 456 VAC, 3 phase
Operating frequency	50 ± 5% Hz
Online protocol	CAN Protocol
Capacity	11 kW/ charging port
Output quantity	1 charging port /charging station
Protection	Overload/overheat/short circuit protection /IP 54

### Portable Charger

The owner can charge at home by portable charge 2.2 kW, 3.5 kW and 7.4 kW.



# Scale Market

## Vietnamese Market

VinFast sold  
**24,000**  
cars in 2022

**60,000**  
e-Scooter in 2022

In Vietnam, VinFast’s new EVs have enjoyed a positive reception. The VF e34 and the VF 8 were among the top-selling cars in December 2022. The VF 8 was the best-selling model in the SUV D-segment and was named a New Star at the 2022 Car Awards organized by VnExpress. VinFast sold 24,000 cars in 2022; of that number, 7,400 were EVs. VinFast sold 60,000 e-Scooter in 2022, an increase of 43% and the best-selling e-Scooter.

VinFast unveiled five new e-scooter models at the end of 2022. The VinFast Evo 200 e-Scooter recorded 18,000

orders during its first two days after launch. The VF5 Plus, an A-SUV urban car model, received 3,300 orders during the first nine hours after launch. VinFast enhanced its after-sales services and expanded the number of charging stations. The company partnered with Vietnam National Petroleum Group (Petrolimex) and PetroVietnam Oil Corporation (PV Oil) to install charging stations in more than 800 service stations across Vietnam in 2022 and early 2023.



VinFast unveils three new electric vehicles at CES 2022

## International Market

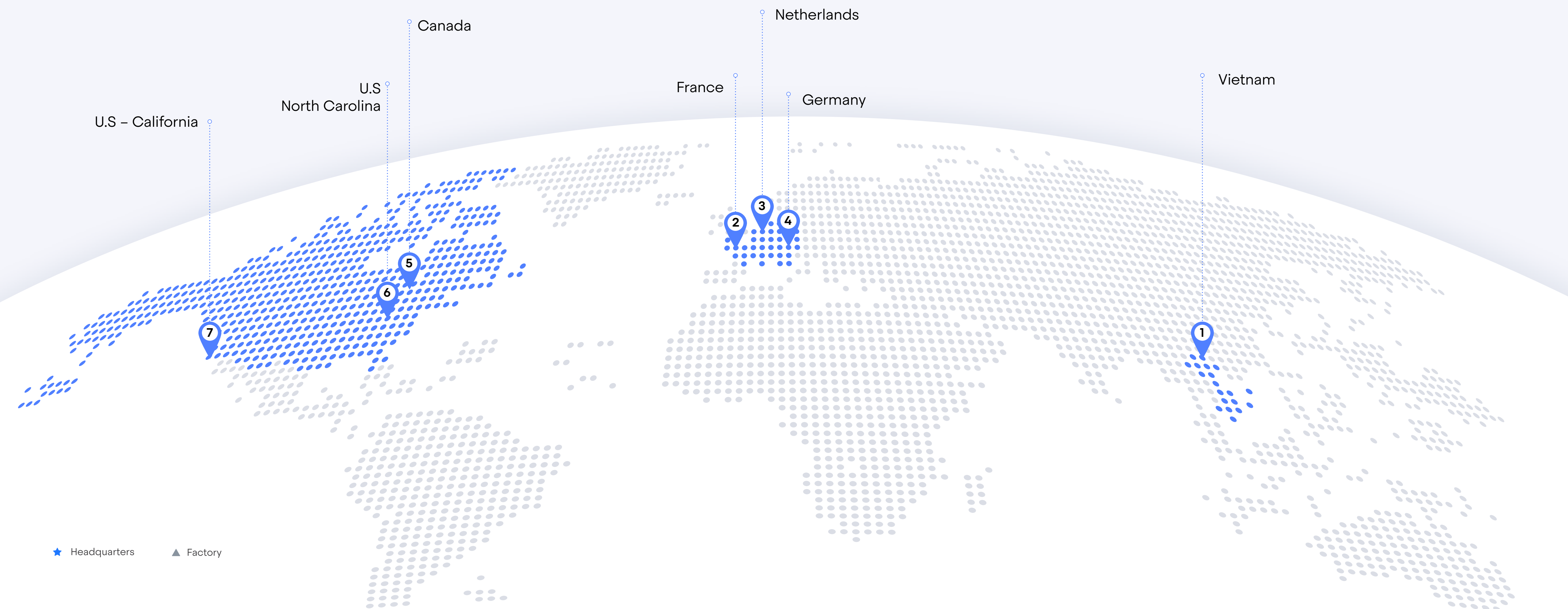
In 2022, VinFast achieved its first exports of electric vehicles on November 25, demonstrating Vietnam’s mastery of EV manufacturing. Initial exports included 999 VF 8 City Edition models equipped with driver assistance and other smart services. The VF 8 model carries a 10-year, 125,000-mile warranty, a 10-year battery warranty with unlimited mileage, and 24/7 roadside repair and rescue throughout the warranty period. On March 1, 2023, VinFast delivered the first VF 8 City Edition to customers in California, U.S., marking its entry into the international EV market. VinFast partnered with U.S. Bank in the United States to offer auto leasing and fleet management leasing.

In Europe market, VinFast partnered with FCA and Lease Plan, thereby making EVs more accessible to buyers. Customers can arrange purchases at VinFast stores or via the company’s website. FCA and Lease Plan will introduce leasing in Germany,

France, and the Netherlands. Lease Plan is VinFast’s priority partner, providing corporate and individual customers with leases, fleet management, and other services.

During 2022, VinFast expanded its business network internationally to 22 showrooms in North America and Europe, including Cologne, Germany, and Paris, France. As part of its Elite Tour Program, VinFast attended 11 international exhibits and invited 1,000 customers, suppliers, commercial partners, and social media influencers to visit Vietnam, where they were able to view and learn about the auto production process at the factory complex in Hai Phong. Visitors were also able to test drive VinFast electric cars and experience advanced driver assistance features, in addition to touring.

- |                               |                                  |   |  |
|-------------------------------|----------------------------------|---|--|
| <b>1</b> Vietnam Hai Phong ★▲ | <b>3</b> Netherlands Amsterdam ★ | <b>5</b> Canada Toronto ★               | <b>7</b> U.S – North Carolina Chatham County ▲ |
| <b>2</b> France Paris ★       | <b>4</b> Germany Frankfurt ★     | <b>6</b> U.S – California Los Angeles ★ |  |



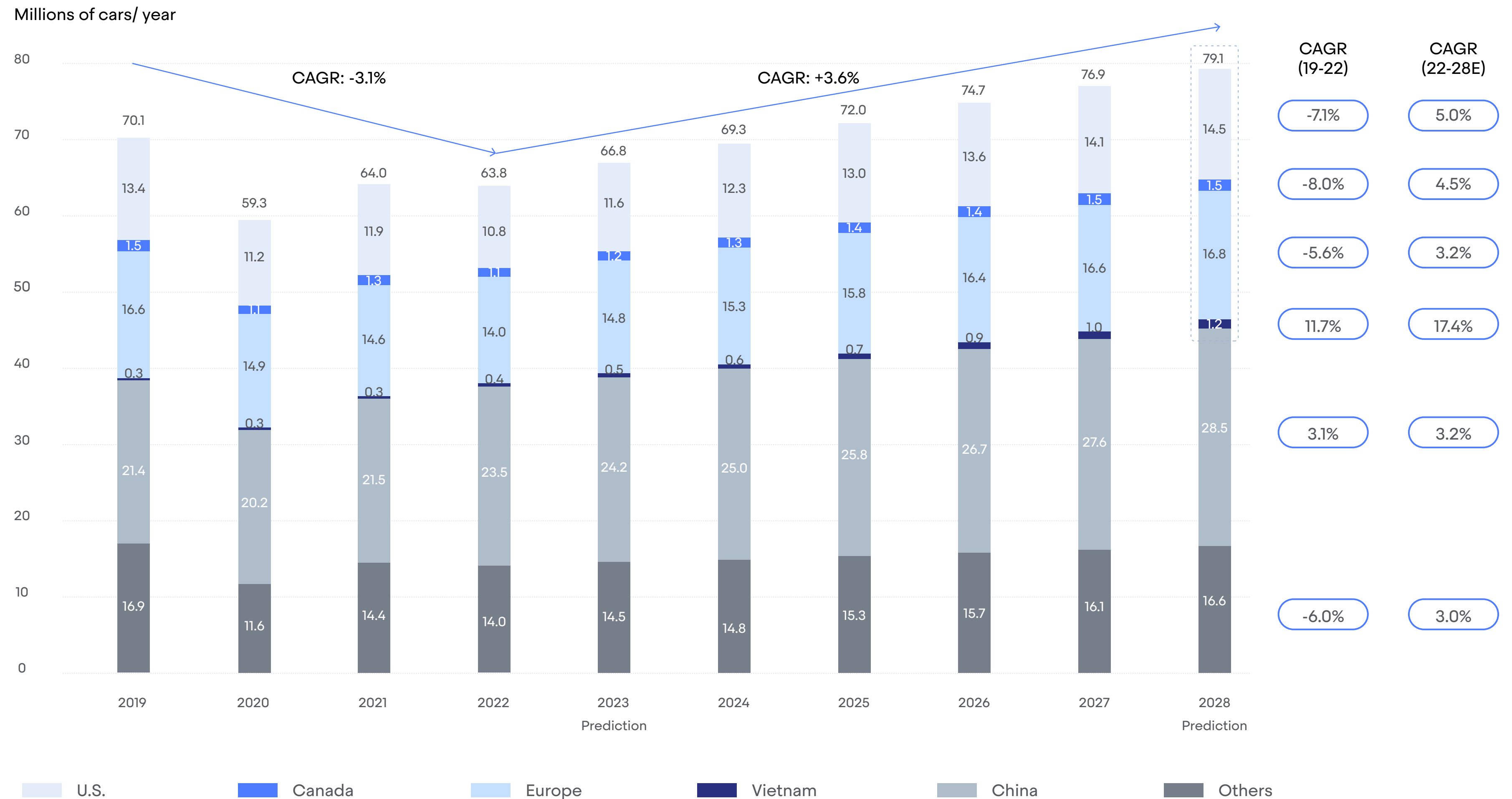
★ Headquarters ▲ Factory

### The global automobile industry until 2028

VF's targeted markets (U.S., Canada, Vietnam) is projected to be worth

**34** million cars ~ USD **1.3** trillion

in 2028



Source: Frost & Sullivan

# 04

## Approach in Governance Structure

### IN THIS SECTION

**32.**  
Governance Principles

**33.**  
Organizational Structure

**37.**  
Governance Approach



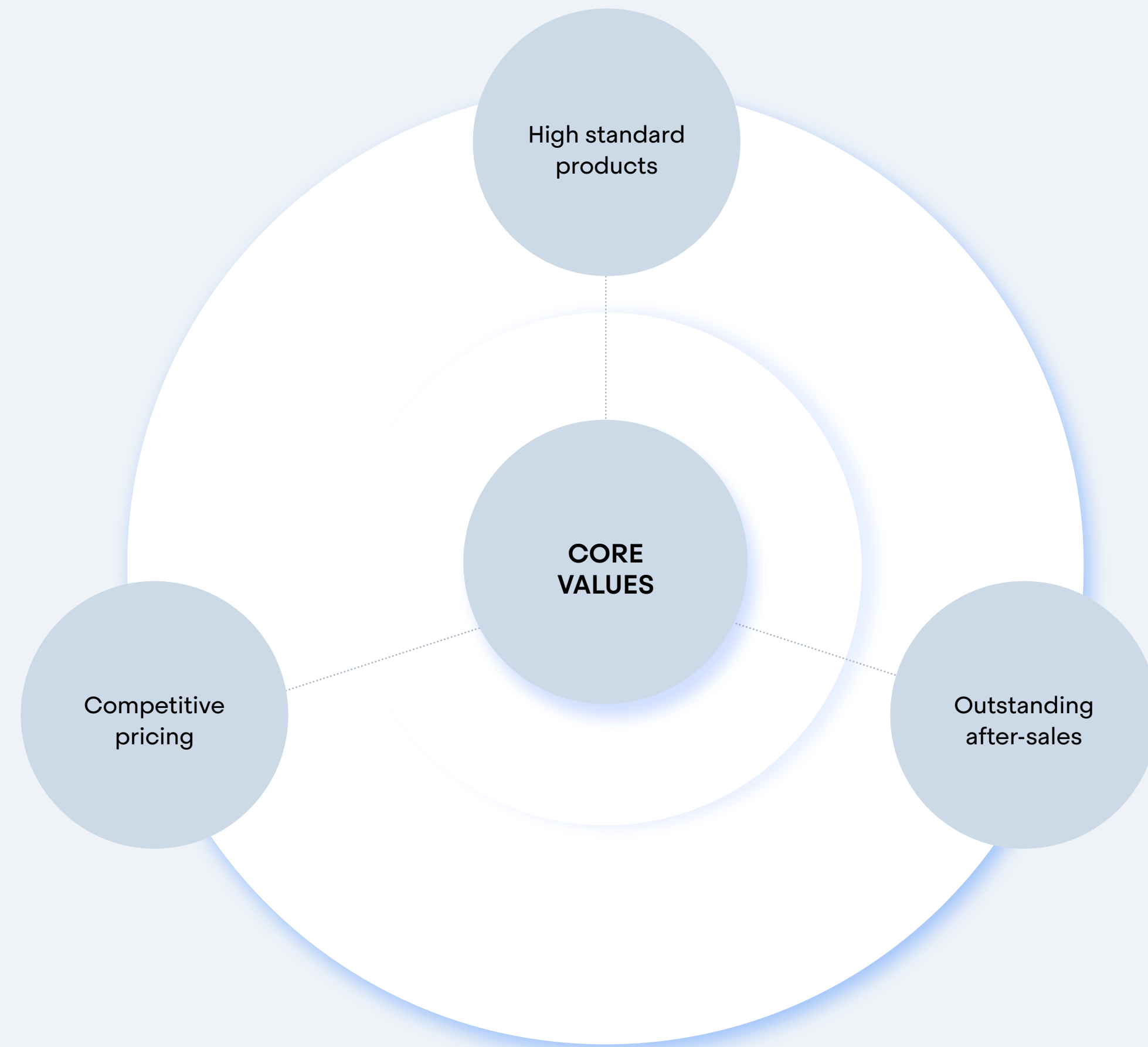
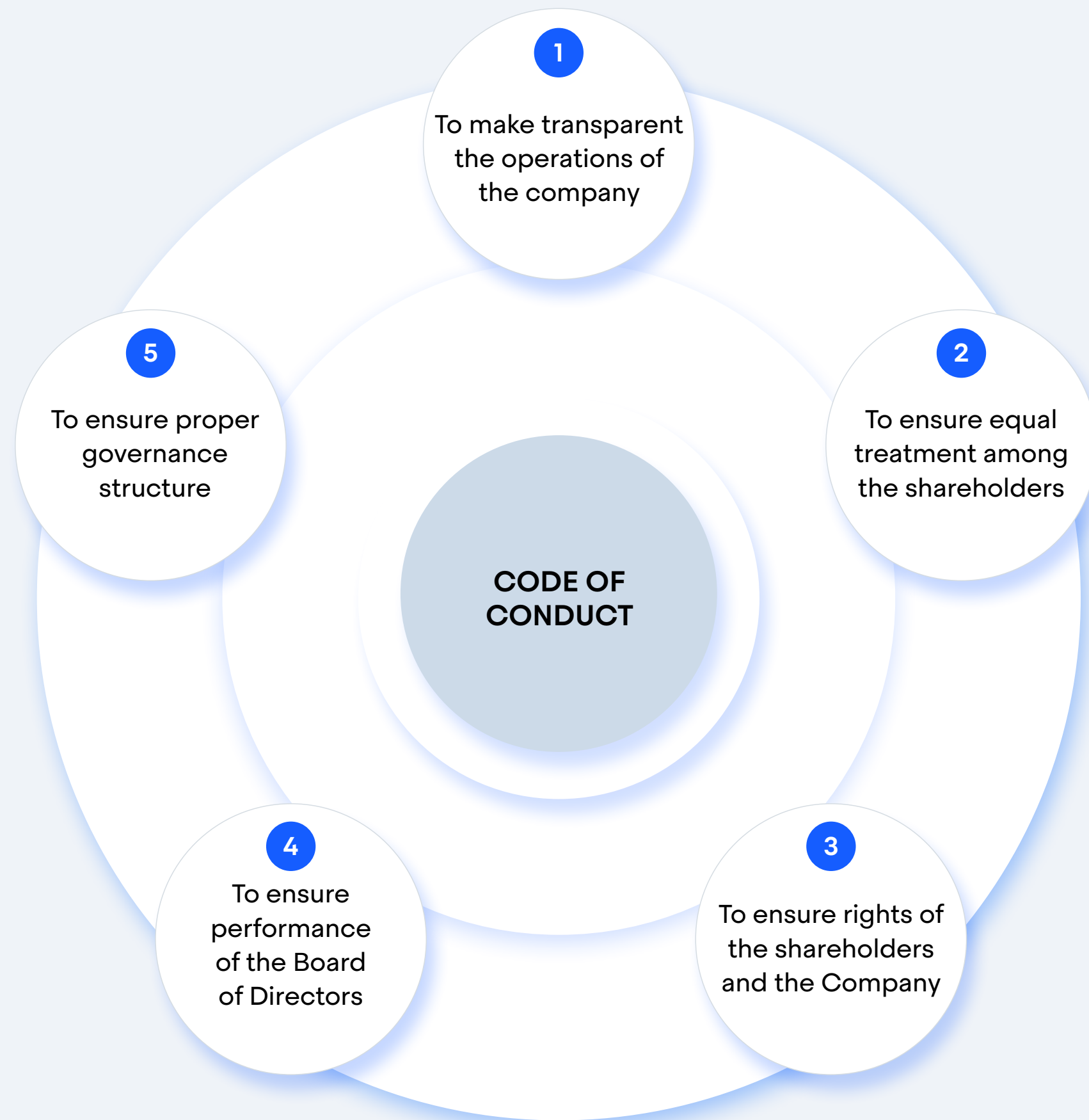
## Corporate governance is identified by VinFast as a core factor for strong, effective, and sustainable growth.

VinFast's governance model is built on the goal of ensuring transparent and accountable management and administration, following best governance principles, and continuously improving through projects, with reference to the models of leading corporations and companies in the

world. VinFast ensures a management system in line with business objectives, serving the long-term interests of the Company and shareholders, as well as harmonizing the interests of stakeholders.



# Governance Principles

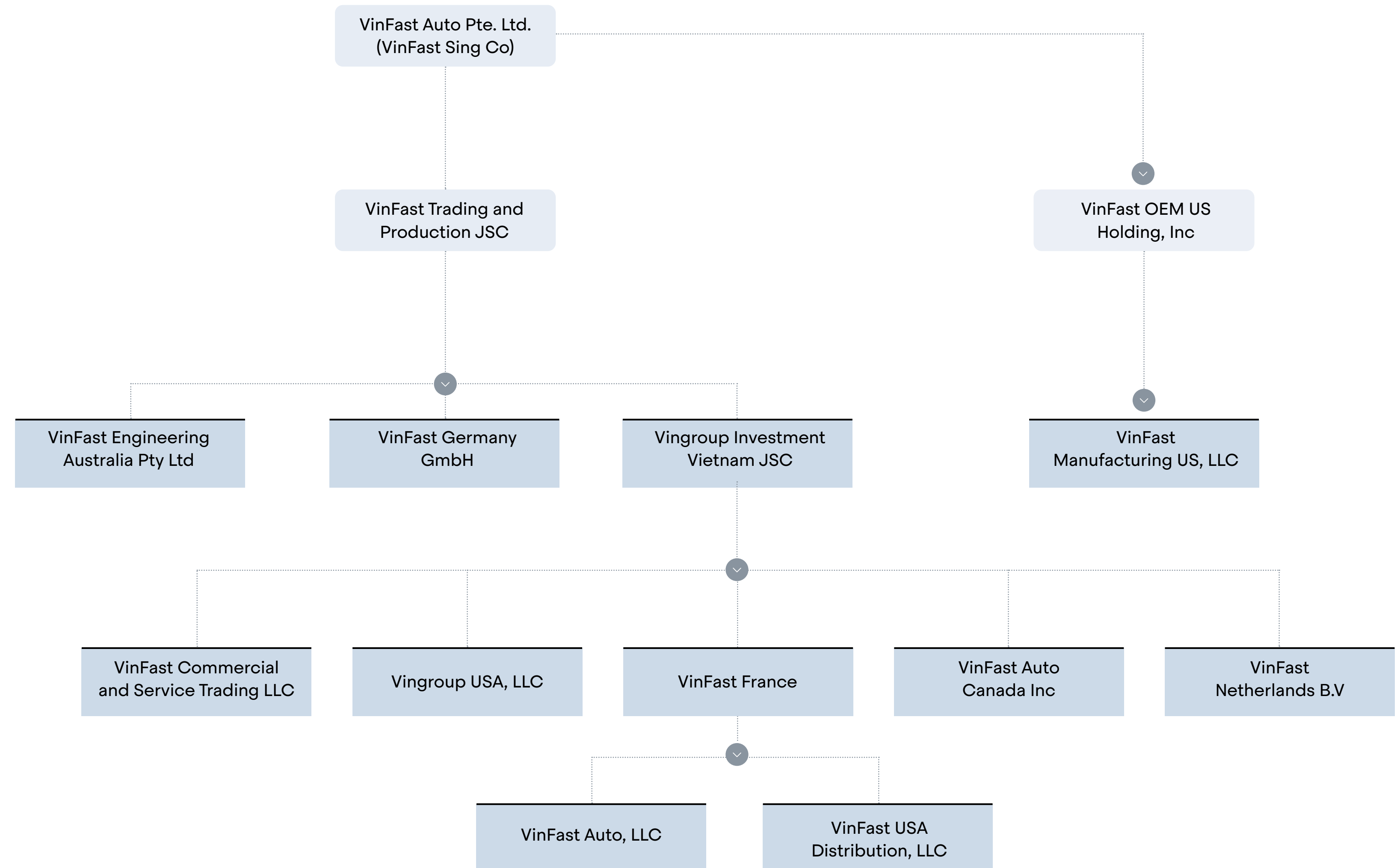




# Organizational Structure

## Corporate Structure

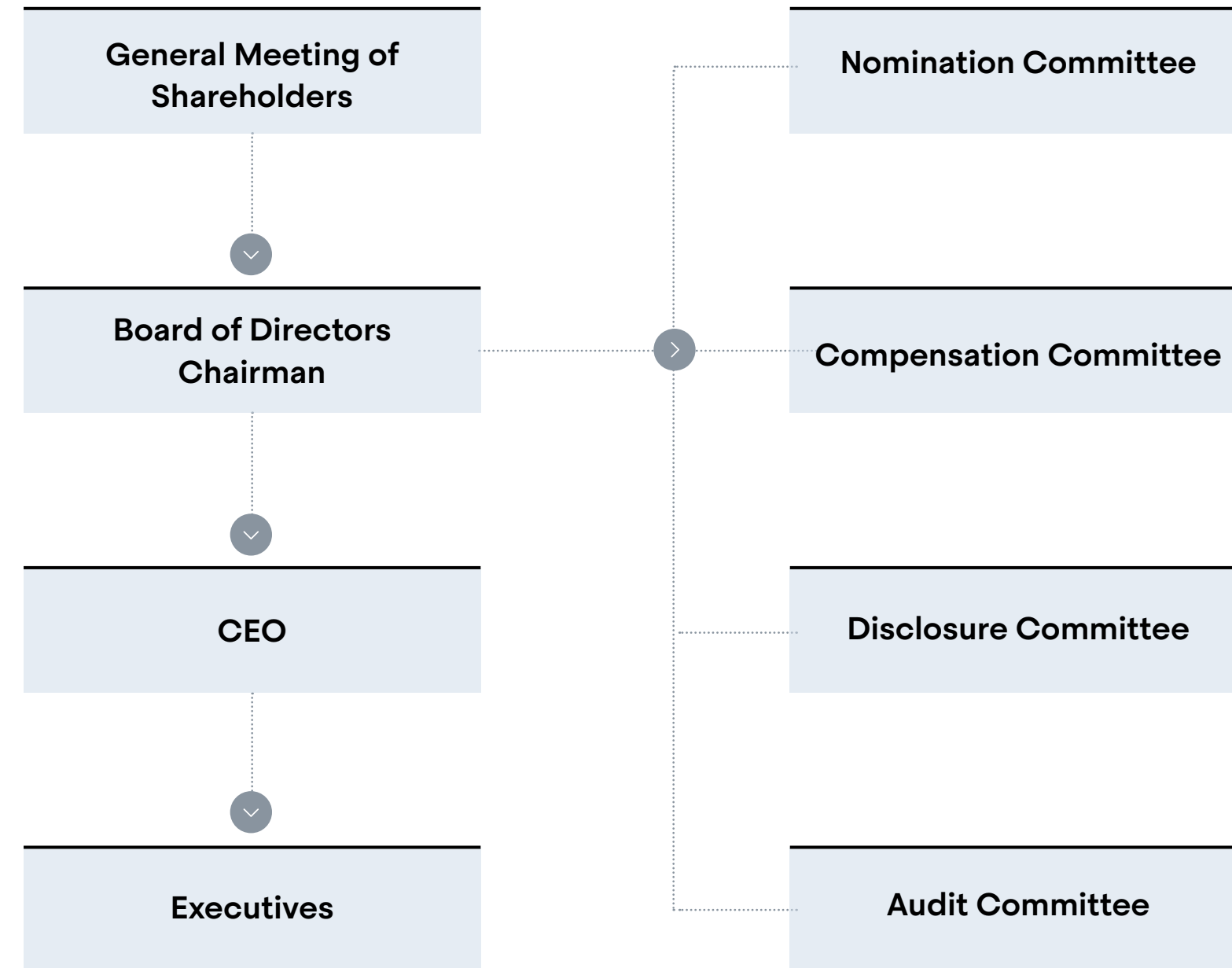
As of December 31<sup>st</sup>, 2022



<sup>1</sup> VinFast Auto Pte. Ltd. subsequently known as VinFast Auto Ltd.

# Operational Structure

## Corporate Governance: Committees Interaction with Operation Level



## Board of Directors

The Board of Directors holds the crucial responsibility of overseeing the company’s comprehensive management and strategic guidance. To ensure effective governance, the board convenes regularly, with a minimum frequency of quarterly meetings, to examine and assess the company’s financial standing and operational performance. Presently,

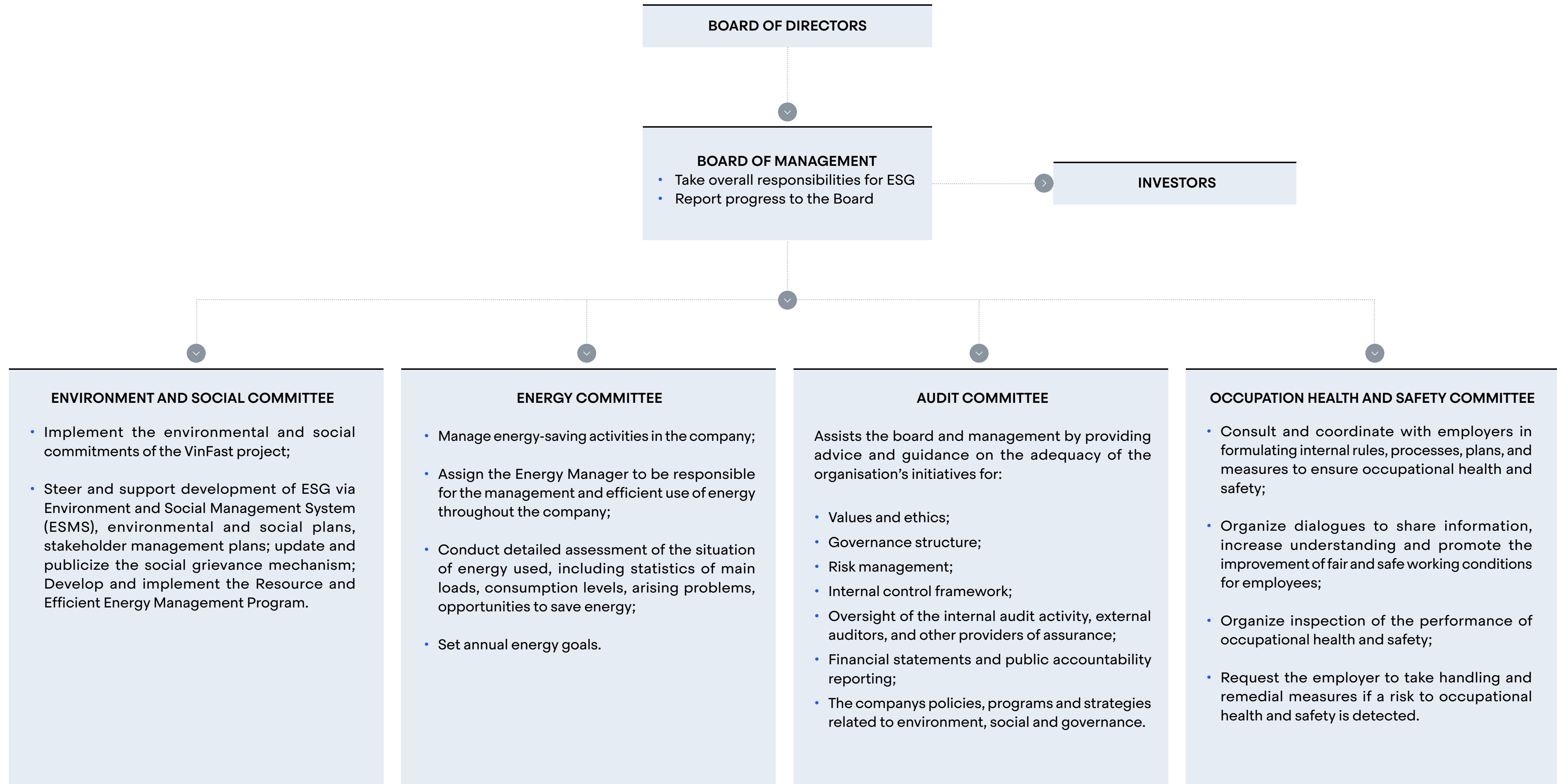
our esteemed board of directors consists of six distinguished members, each bringing their unique expertise to the table. As part of their authority, the board possesses the power to appoint, dismiss, or replace the chairman of the board, further reinforcing their role in shaping the company’s leadership and direction.

No.	Name	Position
1	Mr. Pham Nhat Vuong	Chairman and Director
2	Mrs. Le Thi Thu Thuy	Managing Director and Global CEO
3	Mrs. Pham Nguyen Anh Thu	Director
4	Mrs. Nguyen Thi Van Trinh	Director
5	Mr. Ling Chung Yee Roy	Deputy CEO responsible for Smart Services
6	Mr. Ngan Wang Sing Winston	Independent Director

## Board of Management

No.	Name	Position
1	Mrs. Le Thi Thu Thuy	Managing Director and Global CEO
2	Mr. David Thomas Mansfield	Chief Finance Officer
3	Mr. Michael Scott Johnson	Deputy CEO responsible for Global Manufacturing
4	Mrs. Le Mai Tuyet Trinh	Deputy CEO responsible for Information Technology
5	Mr. Stuart Iain Taylor	Deputy CEO responsible for Smart Services

## Sustainability-Based Governance Structure



## Members in Charge of the Sustainability Program<sup>(1)</sup>

### Environment and Social

- Standing Deputy CEO
- Deputy CEO in charge of Manufacturing

### Occupation Health and Safety

- Standing Deputy CEO
- Deputy CEO in charge of Manufacturing
- Union President
- Security, Safety and Firefighting Director
- Head of EHS department
- Head of Human Resources department
- Head of Back Office
- Facility Manager
- Head of Workshop

### Energy

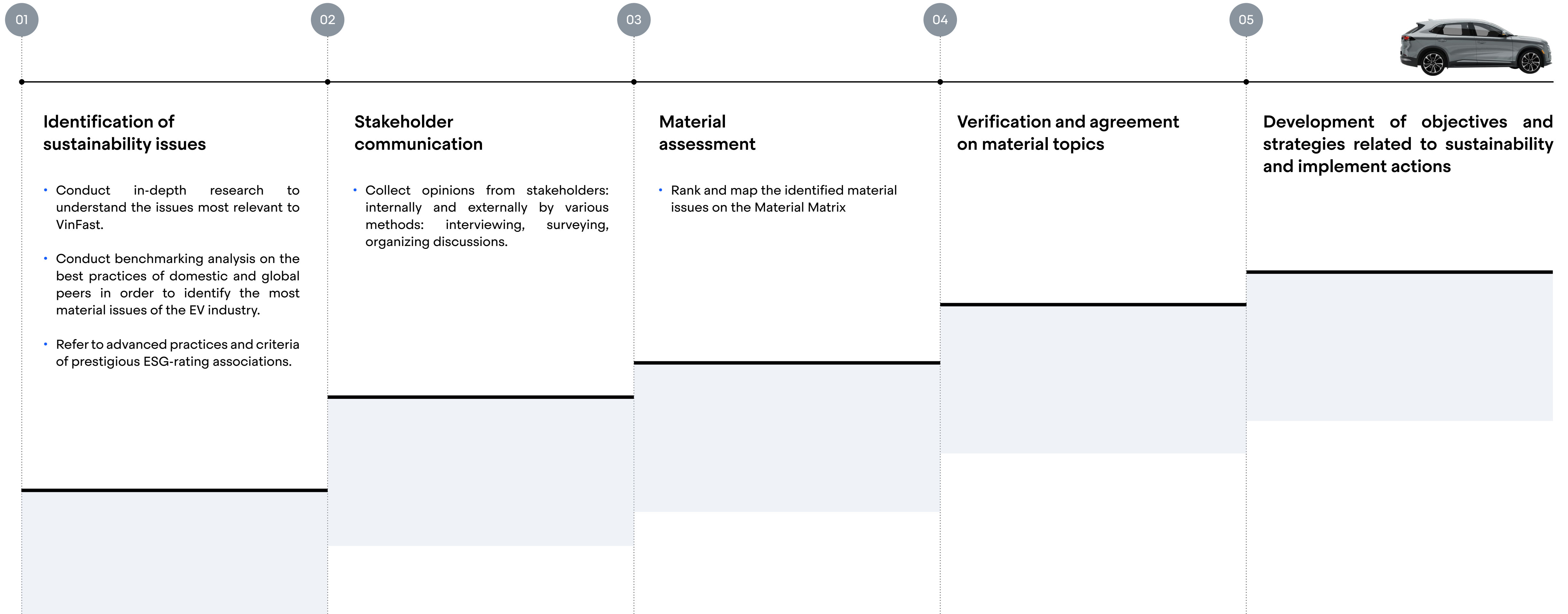
- Deputy CEO in charge of Manufacturing
- Head of EHS department
- Facility Manager



<sup>(1)</sup>According to Decision No.0561/QĐ-TGD VINGROUP dated October 10<sup>th</sup>, 2018, on Environment and Social Committee

# Governance Approach

## Material Topics





VinFast Electric Vehicle - VF 8 Model

## Stakeholder Engagement

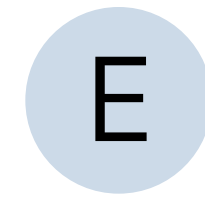
### Stakeholder Concerns

VinFast always considers stakeholder perspectives in establishing overall and sustainability strategy, as well as addressing sustainability key issues of our stakeholders. Key stakeholders of VinFast comprise of (1) Investors; (2) Customers; (3) Local communities; (4) Local authorities; (5) Employees; (6) Partners and Suppliers.

Our approach is to build sustainable relationships based on trust and transparency.

Key stakeholder	Sustainability concerns
Investors	Economic efficiency, presence in the market, climate-related risks and emission reductions
Customers	Safety and health, product responsibility, green and clean energy, data privacy, product quality, battery usage and treatment
Local communities	Wastewater and waste, energy, local community, resources management
Local authorities	Compliance, anti-corruption, public policy
Employees	Equal opportunity, fair remuneration, employment, education and training, human rights
Partners and suppliers	Equal opportunity, supplier assessment and code of conduct

In this report, stakeholder perspectives regarding sustainability key concerns are determined. Although there is a wide range of concerns, the weight of importance was conducted and plotted in the materiality matrix map as illustrated below, to determine 12 significant material topics for the sustainability report content with 6,893 employees participating in the survey.



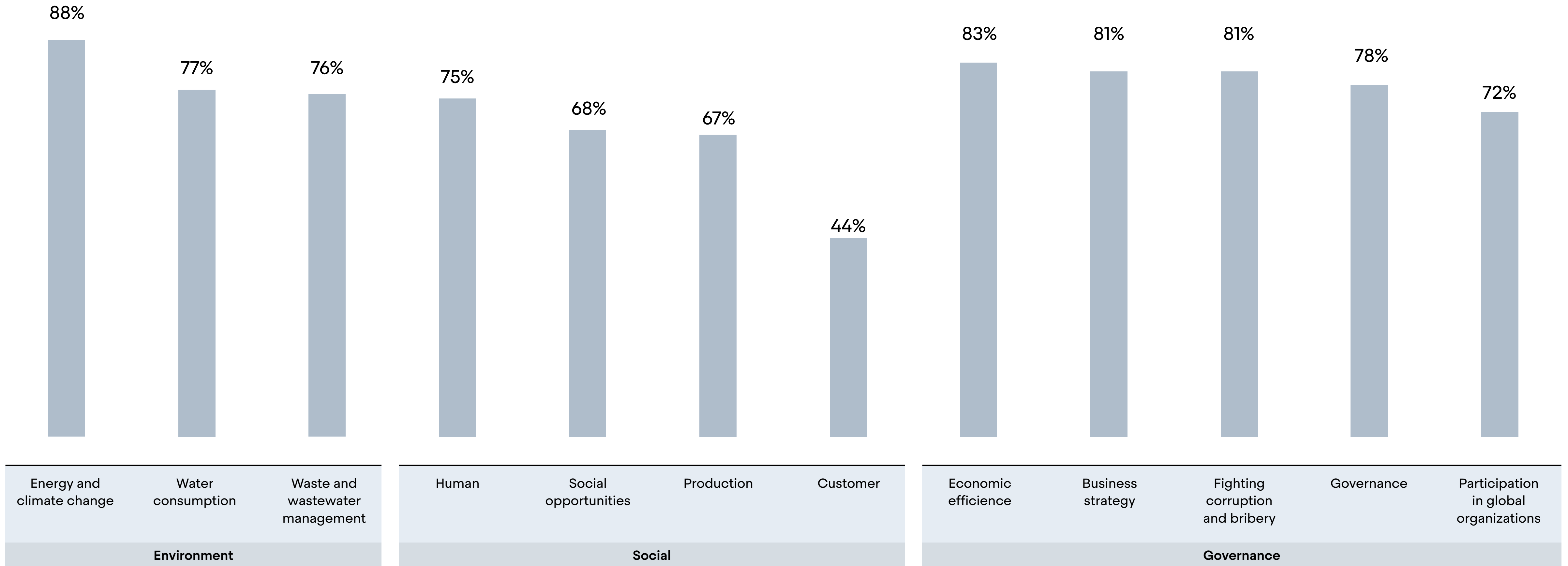
- Environment**
- Energy and Climate change
  - Water consumption
  - Waste and Wastewater management



- Social**
- Social Opportunities
  - Human
  - Customer
  - Production



- Governance**
- Governance
  - Fighting corruption and bribery
  - Business strategy
  - Economic efficiency
  - Join Global Organizations



## 2022 Engagements

VinFast aims to balance the interests of its stakeholders and to develop long-term sustainable partnerships based on mutual trust, transparency, and corporate ethical standards. The Company remains attentive and responsive to stakeholders' feedback on its activities. The goal is to consistently facilitate innovations in governance, product development, and service quality improvement to achieve economic growth, adopt social responsibilities and protect the environment.

VinFast acknowledges that corporate social responsibility is important to Governments, customers, employees, and the communities surrounding our projects. Stakeholder engagement will encompass all activities involved in producing VinFast vehicles. The stakeholder engagement process will continue throughout the life of the project.

Stakeholders	Value brought by VinFast in 2022	
Investors	<ul style="list-style-type: none"> <li>• Reach carbon neutrality by 2040, with a short-term goal of reaching 50% emission reduction by 2030 through a resilient, long-term transition and adaptation blueprint on emission reduction plan and that of GHG disclosure.</li> <li>• Converted to pure production of EVs in 2022, in line with COP26 Zero Emission Vehicles by 2035</li> <li>• The Board is regularly engaged in ESG-linked and climate-related matters covering physical, transitional and liability risks and mitigations.</li> <li>• Implemented transparent and fair corporate governance to protect stakeholder interests.</li> </ul>	<ul style="list-style-type: none"> <li>• Carried out adequate and timely disclosure of information, promptly sought shareholder consent for important matters through special meetings when required.</li> <li>• Investment in the Green Mobility Sector – traditional internal combustion engine-based vehicles powered by gasoline and diesel have been widely regarded to be a major source of air pollution. VinFast believes the future of road transportation lies in more environmentally friendly solutions and VinFast is well-positioned to become a major enabler of this pioneering revolution.</li> <li>• Impact reporting on energy efficiency and renewable energy, waste to landfill, water stress, green savings and prevention initiatives.</li> </ul>
Local community	<ul style="list-style-type: none"> <li>• We have diligently conducted comprehensive environmental impact assessments to thoroughly evaluate the potential ecological consequences of our operations. These assessments help us identify and mitigate any adverse effects on the environment, ensuring our commitment to sustainable practices.</li> <li>• We actively engage in regular dialogues with local authorities to collaboratively devise measures aimed at enhancing the local community and fostering social upliftment. By fostering strong partnerships with local governing bodies, we strive to address community concerns and implement initiatives that positively impact the well-being of residents.</li> <li>• As responsible corporate citizens, we actively support regulatory authorities in the development of local infrastructure and socioeconomic programs. By providing our expertise and resources, we contribute to the creation of robust and sustainable systems that benefit the broader community and promote regional growth.</li> </ul>	<ul style="list-style-type: none"> <li>• Our operations actively mobilize the local workforce, create new employment opportunities and elevating the overall social well-being in the areas where we operate. By generating jobs and fostering economic growth, we aim to empower individuals and contribute to the long-term prosperity of the local communities we serve.</li> <li>• We have implemented an effective community grievance mechanism that enables us to promptly address and resolve any concerns or complaints raised by the community. By actively listening to community feedback, we strive to maintain transparent and open channels of communication, ensuring that any issues are resolved in a timely manner and fostering a harmonious relationship with the local community.</li> </ul>





Stakeholders	Value brought by VinFast in 2022
Local Authorities	<ul style="list-style-type: none"> <li>Participated regularly in conferences and seminars with regulators.</li> <li>Contributed comments on draft policies and legal documents.</li> <li>Collaborated closely with the Land Funding Development Center, District People’s Committee, and Commune People’s Committee’s of the affected communities to accurately document and update the count of households that have already constructed or are in the process of constructing their homes in the designated settlement area.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Fostered a diverse, equal and inclusive culture.</li> <li>Empowered transparency, fairness and confidentiality in the workplace, including a whistleblower reporting mechanism and no-blame culture.</li> <li>Gained valuable personal exposure and compelling experience using company electric vehicles</li> </ul>
Customers	<ul style="list-style-type: none"> <li>Established a 24/7 Helpline to provide comprehensive information and assistance regarding the Company’s products and services.</li> <li>Dedicated to manufacturing environmentally-friendly electrical vehicles and scooters, prioritizing quality in all aspects of our products and services.</li> <li>Expanded our electric product line to cater to both domestic and international markets, allowing us to reach a wider customer base that shares our mission of reducing global carbon emissions.</li> <li>Developed an Innovation-Driven, Technology-Centric Platform with a strategic focus on connectivity, convenience, customization, and safety.</li> <li>As an agile and flexible organization, VinFast is not constrained by legacy systems, enabling us to quickly adapt to changing market needs.</li> <li>Recognizing the urgency of global warming concerns, VinFast is committed to responsibly reducing carbon emissions. To support carbon sequestration efforts, for each vehicle sold, VinFast will plant one tree and contribute to projects that plant trees and restore forests in the world.</li> <li>Proactively addressing the pricing differential between ICE and EV through innovative options such as battery leasing or ownership. We also provide competitive advantages with ‘At-home’ smart charging solutions and an extensive charging network through our E-mobility platform.</li> <li>VinFast offers premium quality vehicles at an affordable price that will help accelerate the adoption dynamic through our fundamental philosophies that we believe are core to our “smart mobility” program.</li> <li>Our innovation is down to a rich and deep ecosystem of engineering expertise, dedicated to continuous improvement, a philosophy focused on end-to-end digital ecosystem with personalized technology that is supported by integrated suite EV charging solutions.</li> <li>VinFast is strategically empowering itself by making substantial investments in cutting-edge facilities and acquiring top-tier expertise in the current electric vehicle market, all aimed at swiftly realizing its ambitious potential.</li> </ul>



**Stakeholders**

**Value brought by VinFast in 2022**

Business partners and suppliers

- Continuously maintain relationships with suppliers and business partners based on fairness, transparency and mutual benefit.
- We believe VinFast has effectively secured responsible and reliable resources through the establishment of an integrated supply park on-site. This strategic move not only grants us significant cost advantages but also instills confidence in our supply chain. Furthermore, we have implemented a meticulous supply selection process that prioritizes compliance with legal requirements and unwavering commitment to environmental protection and sustainability.
- In the near future, we plan to educate and advise our suppliers:
  - » That materials supplied and the origins of such materials should be conflict-free and align to the principles of the Responsible Minerals Initiative and section 1502 of the U.S. Dodd Frank Act
  - » That they should have in place strategies on emission reduction program disclosures through quantitative and qualitative physical, transitional and liability risk mitigations,
  - » That they should have policies on compliance on discrimination, equality and inclusion and adhere to the ILO devoted to social justice and human labor rights, and
  - » Implement a supplier selection procedure that considers these criteria.

# ESG Framework, Target and ESG Roadmap

## ESG Framework



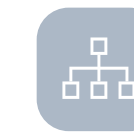
### Environment Pillar

Climate Change	Natural Capital	Pollution & Waste	Environment Opportunities
Energy Consumption	Water Consumption	Waste Management	Climate-related Opportunities
Climate Change & Greenhouse Gas Emissions	Water Body		Green Financing
			Clean Tech
			Renewable Energy



### Social Pillar

Human Capital	Product Liability	Stakeholder Opposition	Social Opportunities
Talent Attraction & Management	Product Safety & Quality	Local Community Engagement	Addressing Local Unemployment
Health & Safety	Privacy & Data Security	Customer Satisfaction	Opportunities in Nutrition and Health
Human Development	Customer Feedback		Access to Health Care
Diversity and Inclusion			Responsible Sourcing
Salary and Benefits System			



### Governance Pillar

Corporate Governance	Corporate Behavior
Board	Business Ethics
	Brand & Mission
	Tax Transparency

## ESG Target

We have developed short-term and long-term targets for the Environmental pillar, Social pillar and Governance pillar. These ESG targets are integrated into our overall strategy of business activities and daily operations.



### Environmental

- 01 Circular economy through total recyclable scrap; eliminate single-use plastics from our operations by 2030

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- 02 Make zero water withdrawals for manufacturing processes by 2035; use freshwater only for human consumption

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- 03 Utilize only recycled or renewable content in product plastics; eliminate hydrofluorocarbons, perfluorocarbons, and sulfur hexafluoride and nitrogen trifluoride from our products

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- 04 Achieve carbon neutral by 2040 from our facilities and through zero emissions of our products by 2035

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- 05 Clean Green Renewable Energy: Use 100% local, renewable electricity in all manufacturing by 2040



### Social

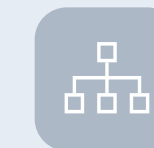
- 01 Promote anthropological ethics by sourcing only raw materials that are dutifully manufactured

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- 02 Work toward a future that is free from accidents and workplace injuries

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- 03 Create a truly diverse culture of diversity, equity and inclusion where everybody feels like they belong



### Governance

- 01 Continue to run the business in a participatory, consensus-oriented, accountable, transparent, responsive, efficient, equitable and inclusive way

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- 02 Communicate our policies and strategy clearly to our supply chain

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- 03 Make appropriate levels of monitoring and disclosure to display our robust approach

**ESG Roadmap (To Create a More Sustainable Future)**

**Environmental**

**Social**

**Governance**

<b>Material topic</b>	<p><b>Environmental Protection and Conservation</b></p> <ul style="list-style-type: none"> <li>• Energy consumption</li> <li>• Climate change and GHG emissions</li> <li>• Water consumption</li> <li>• Waste management</li> <li>• Climate-related Opportunities</li> </ul>	<p><b>Corporate Social Responsibility</b></p> <ul style="list-style-type: none"> <li>• Customer Satisfaction</li> <li>• Product Safety and Quality</li> <li>• Privacy and Data Security</li> <li>• Local Community Engagement</li> <li>• Diversity and Inclusion</li> <li>• Human Development</li> <li>• Salary and Benefits system</li> <li>• Talent Attraction and Management</li> </ul>	<p><b>Ethics, Integrity, Transparency</b></p> <ul style="list-style-type: none"> <li>• Corporate governance</li> <li>• Brand and Mission</li> <li>• Business ethics</li> <li>• Regulation compliance</li> </ul>
	<p><b>Objective/Goal</b></p> <ul style="list-style-type: none"> <li>• Continue reduction of 50% of fresh water used for gardening/ watering trees and grass in VinFast Hai Phong plant in 2022. This reduction will achieve 3% reduction in freshwater consumption rate in comparison with norms of 2021</li> <li>• Save 3% energy consumption per product unit in comparison with 2021 norms</li> <li>• Ensure legal compliance in the field of environment protection</li> </ul>	<ul style="list-style-type: none"> <li>• Gender equality: Minimum Female representation in management of 12% and 20% in the Workforce</li> <li>• No ILO or material infringements from Tier 1 suppliers</li> <li>• Implement four community programs to affected local households</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure Legal Compliance</li> </ul>



Sustainability has often been misappropriated in commerce and exacerbated – draining the intent. The advent of ESG was a remarkable and timely paradigm shift to Sustainability. ESG puts the colour back into the business model through measurability, tangibility and broadens the bandwidth of sustainability



**Dr. Morgan Carroll**

## SDGs Roadmap






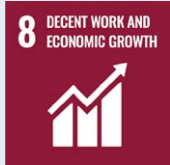

Supporting the achievement of United Nations Sustainable Development Goals (UN SDGs)

# SUSTAINABLE DEVELOPMENT GOALS








## Our Contribution to the UN SDGs

The SDGs cover a wide range of topics of social needs, climate change and environmental protection for a sustainable future. We have mapped our 2022 ESG material topics to the 12 SDGs that are most relevant to our business and stakeholder concerns, as described below:

Relevant UN SDGs	Contribution	Linked to 2022 ESG material topics
   	<p>All VinFast models have achieved the road traffic safety certification of ASEAN NCAP. These safety ratings are all determined based on a series of tests, designs, and simulated real-world scenarios.</p> <p>Focus on the impacts of climate change, with the aim to produce electric vehicles to reduce CO<sub>2</sub> emissions and harmful gases into the air, VinFast announced and revealed three new electric SUVs in 2021, VF e34, VF 8 (VF e35), and VF 9 (VF e36), to the Vietnamese, North American and European markets and only VF e34 sold in Vietnam market. We've also announced our all-electric strategy to cease ICE production by the end of 2022, becoming the first automaker to do so in the world. We also commit to achieving the safety certifications of the world's leading vehicle assessment programs, such as NHTSA, Euro NCAP, and ASEAN NCAP, for all three electric Vehicles.</p> <p>VinFast ensures compliance with legal requirements on environmental protection. Regular monitoring and control of emission sources to the Environment, including hazardous chemicals, to ensure compliance with discharge conditions stated in VinFast's environmental license. Science and technology have been applied to the production process towards a clean and environmentally friendly direction, reducing GHGs emissions.</p> <p>VinFast strictly implements a green procurement policy across our supply chain to foster a high degree of environmental protection and conservation. Domestic enterprises that have the capacity to ensure compliance with VinFast's requirements specified in the Supplier Code of Conduct and Green Procurement Policy are encouraged to become VinFast's partners and suppliers.</p> <p>For employees' safety, smoking, alcohol, drugs, and other addictive substances are prohibited in the workplace.</p>	<ul style="list-style-type: none"> <li>• Safe and Quality Products</li> <li>• Climate change &amp; Greenhouse gas</li> <li>• Waste management</li> <li>• Responsible supply</li> </ul>
  	<p>We foster and promote diversity, equity, and inclusion in our business ethics in a holistic and transparent manner. Our people are at the forefront of our business decisions – fostered to be innovative, aspirational, and work in unison.</p> <p>At VinFast, we strictly comply with the Labor Law and ILO, which are described in our Business Code of Conduct. The working environment is monitored, and policies are issued to ensure working conditions for employees.</p> <p>VinFast is proud to have a salary, bonus, and welfare regime for employees which complies with the law and is competitive in the labor market. This salary and bonus system achieved high consensus throughout the company and was built for each level of personnel and specific positions. For each position, there is no remuneration discrepancy between male and female employees. Many of our leaders are women.</p> <p>Find out more on page 50, 99 and 102</p>	<ul style="list-style-type: none"> <li>• Diversity and Inclusion</li> <li>• Human Development</li> <li>• Human Resource</li> <li>• Business Ethics</li> </ul>



Relevant UN SDGs	Contribution	Linked to 2022 ESG material topics
  	<p>Starting from 2020, we have implemented a water management plan in which we optimize production processes to reduce clean water consumption and reuse de-ionized water.</p> <p>Apart from factory areas' activities, biodiversity conservation activities continue to contribute to protecting and restoring natural ecosystems. Planting activities, especially in the coastal line with carefully selected species, helped to create livelihoods for people and develop biodiversity for fish and birds to reside while retaining the mudflats. We also coordinate with local authorities to develop propaganda programs on environmental protection and water resource protection (Program to provide clean water to Van Phong kindergarten and local households).</p> <p>Besides, we are actively looking for programs and projects related to environmental sanitation from developed countries and organizations, including water exploitation, water saving, wastewater treatment, recycling, and reuse of technology for application and implementation at VinFast.</p> <p>Find out more on page 40 and 74</p>	<ul style="list-style-type: none"> <li>• Water consumption</li> <li>• Local community engagement</li> </ul>
	<p>At VinFast, we are committed to minimizing the impacts and enhancing the benefits of our operations, reaching Net Zero by 2040.</p> <p>We are encouraging our Suppliers to provide information on the GHG emissions associated with goods and services we purchase and continue our journey to pursue reporting on scope three emissions.</p> <p>We strictly comply with laws and regulations regarding energy consumption and closely monitor related energy KPIs.</p> <p>An Energy-saving policy was established and applied in our manufacturing site.</p> <p>Find out more on page 68 and 72</p>	<ul style="list-style-type: none"> <li>• Climate change &amp; Greenhouse emissions</li> <li>• Energy consumption</li> </ul>
	<p>A delegation of authority has been developed and reviewed frequently.</p> <p>We developed a Code of Ethics, Business Code of Conduct, and Corruption and Bribery Policy, also listed in our contract terms, to ensure our contractors and suppliers follow and comply.</p> <p>Find out more on page 52 and 113</p>	<ul style="list-style-type: none"> <li>• Responsible supply chain</li> <li>• Sustainable Business Operations</li> </ul>



# 05

## Sustainability Business

### IN THIS SECTION

- 50.**  
Ethics, Integrity and Transparency

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- 51.**  
Code of Conduct

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- 52.**  
Anti-Corruption Bribery

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- 53.**  
Regulations on Ensuring Transparency

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- 54.**  
Internal Regulations on  
Ensuring the Right to Privacy

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- 55.**  
Sustainability Finance Framework



# Ethics, Integrity and Transparency



VinFast uses a comprehensive management system comprising an array of regulations and policies to serve sustainable business activities in the several domains:

## General Internal Regulations

To ensure the effective operation of the company, various aspects must be taken into account. These include non-salary remuneration criteria, workplace regulations, security regulations, information exchange, and access to the corporation's IT system. The General Internal Regulations also encompass provisions regarding Rewards for Whistleblowing. This section specifies the number of rewards for individuals who are caught engaging in acts of bribery,

gift giving, or commission sharing with contractors/suppliers. Furthermore, employees are encouraged to report negative behavior, theft, and corruption throughout the Group. Those who provide assistance in protecting the company's assets and properties, such as theft, fire, or explosion prevention, as well as the safe return of guests' belongings, are duly recognized and rewarded.

## Grievance Logbook

They are created to record complaints and grievances from the community and officials. The logbook indicates the start date of grievances, the grieving

entities, reason for the resentment, people responsible for investigation (from VinFast), status of the grievance, closing and revising date.

# Code of Conduct

## Standards of Manners, Appearance and Attitude

The standards were approved to serve as a guiding framework for showroom dealers, auto service workshops, and all staff members. These standards encompass various aspects, including spirit and attitude, appearance, behavior, and communication protocols. They are to be followed diligently during face-to-face interactions, phone conversations, text messages, emails, and even on social media platforms.

## Regulations on Legal Compliance Control, Transaction Implementation and Control

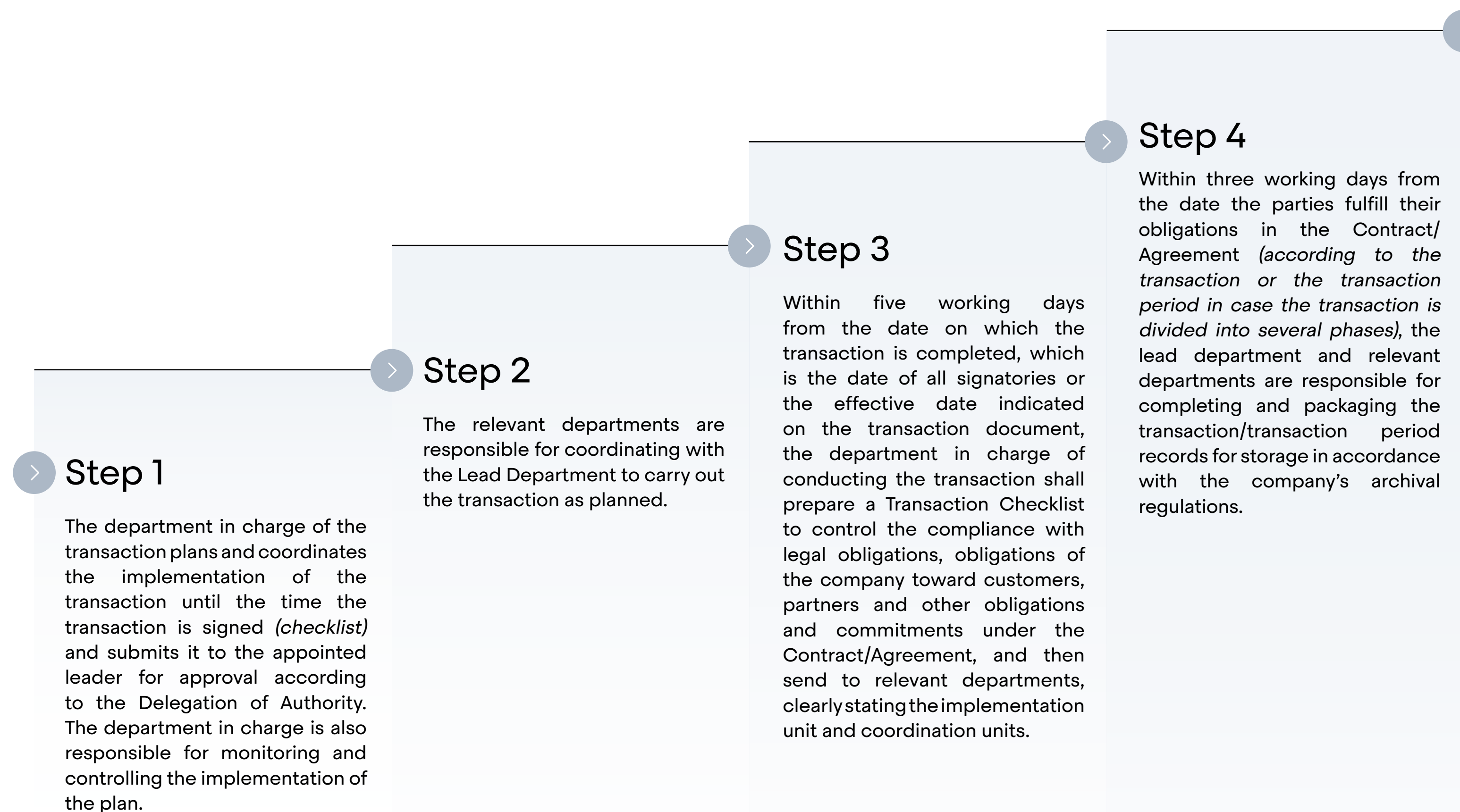
This regulation controls the compliance with the provisions The regulation ensures compliance with the provisions of laws applicable to all stages, including project preparation, construction management, pre-opening production, business activities, and the operation of the company.. Some of these controls are the following:

### 1 Regulations on Compliance Control

VinFast Legal Department and the company need to coordinate in the development of compliance controls and compliance checklists and inspect and monitor the implementation annually. The leading officer is in charge of organizing the inspection and post-audit to evaluate the effectiveness of compliance control activities at the unit.

### 2 Regulations on transaction control

The General Director of the company is in charge of transaction compliance control and the implementation. Persons in charge are the leaders of the Division/ Department assigned by the company to organize the implementation of the transaction inspection according to the regulations. There are four steps to coordinate the implementation of transactions and control transactions:



# Anti-Corruption Bribery



To further increase the ethics, integrity and transparency of our business operations, VinFast drafted an Anti-Corruption Bribery provision. It includes an article on Anti Bribery Commitment, which defines Acts of Bribery, measurement when one party violates the Article, such as:

1. To cancel the result of selection assessments in case Party A signs a contract through the bidding; and / or do not allow Party A to continue participating in the bidding for providing services / goods of other bidding packages of Party B; and / or immediately without incurring any penalty or compensation. In addition, Party A shall indemnify Party B for all damages incurred (if any) resulting from the termination of the Contract or Agreement, return Party B's advanced or prepaid amounts and bear the penalties stipulated in the Contract or Agreement as applied for the case of terminating the Contract or Agreement due to breach of Party A; and / or
2. To cancel all approvals, consents, permissions, interests obtained by Party A or acceptances, approvals of Party B related to the execution and implementation of the Contract / Agreement, which are affected by the Bribery; and / or
3. Depending on the seriousness of the Bribery, to fine Party A an amount of VND150 million (one hundred and fifty million dong) for each violation and/or terminate the Contract or Agreement
4. To transfer such bribery case to competent authorities to investigate breaches of the criminal law.

## Regulations on Ensuring Transparency



This regulation helps to ensure transparency in production and business activities in three main aspects: anti-bribery and corruption, control of internal transactions, and sanctions according to foreign laws that need to be known/complied with.

For **anti-bribery and corruption**, all employees must comply with the Companies Law. The company also appoints one person as a Compliance Officer (the Chief of Inspection Department or another person) who is responsible for receiving information and handling information in a timely manner. This set of regulations is updated, revised, and supplemented from time to time when necessary. The company regularly organizes training on anti-corruption issues and procedures, controlling bribery, and corruption for employees.

For **accounting and bookkeeping**, the company is responsible for keeping accounting records and reporting financial information to shareholders, government agencies, and other stakeholders. The company ensures that the accounting records are kept secure, detailed, and accurate, accurately reflecting the transactions and movements of the company's assets.

In addition, employees are prohibited from engaging in fraudulent bookkeeping activities. For government procurement, all bids must be approved by the compliance officer; if it is found that government officials participating in the bid review are involved in corrupt activities, the suppliers must refuse the bid offer. Modifications to the bid documents will be retained for future audit purposes.

In the regulation on **controlling internal transactions** of this regulation, the company clearly defines the definition of an insider, who is a related person with inside information of a transaction. The document specifies the responsibilities of insiders in keeping information confidential, requires related parties to sign a compliance agreement, and the cases in which internal transactions are conducted.

In the notes on **foreign sanctions laws**, the company clearly states the company's compliance obligations. The Compliance Officer (the CEO or the person appointed by the CEO) is responsible for monitoring and supervising the implementation and regularly updates compliance issues to the Board of Directors. Finally, the regulation promulgates content on handling non-compliance for employees and agents.

# Internal Regulations on Ensuring the Right to Privacy



This internal regulation on ensuring the right to private information is developed and implemented for the purpose of protecting the privacy and information security of the company's customers, employees, and partners. This policy sets forth general requirements for the company regarding the collection and handling of private information that apply to all of its employees.

The content of this regulation is divided into two parts: (1) Part A focuses on the information of domestic information subjects, and (2) Part B includes additional notes for the information of foreign information subjects. This regulation ensures that the following tasks are clearly specified:

- 1. For the information of domestic information subjects (A):** information collection; sending messages, promotional emails, and other direct interactions; managing information systems.
- 2. For information of foreign information subjects (B):** information collection; enforcing seven groups of basic requirements of information subjects; outsourcing information processing services; storing information processing logs, transferring information abroad, and troubleshooting information.

# Sustainability Finance Framework

Vingroup has developed the Vingroup Sustainable Finance Framework (the “Framework”) under which the Group intends to issue sustainable financing instruments (Sustainable Financing Transactions (SFTs) – including bonds, loans and other form of debt financing) and use and/or allocate the proceeds to finance and/or refinance, in whole or in part, existing and/or future projects that aim to reduce the carbon footprint of the Company, enhance resource efficiency, prevent pollution, support ecosystems and provide social benefits in Vietnam.

The Framework defines eligible green categories in the following six areas:

1. Clean Transportation
2. Green Buildings
3. Sustainable Water and Wastewater Management
4. Pollution Prevention and Control
5. Energy Efficiency
6. Renewable Energy

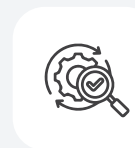
The SFTs align with the Sustainability Bond Guidelines 2021 (SBG), Green Bond Principles 2021 (GBP), Social Bond Principles 2021 (SBP), Green Loan Principles 2021 (GLP), Social Loan Principles 2021 (SLP), the ASEAN Green Bond Standards 2018 (ASEAN GBS), the ASEAN Social Bond Standards 2018 (ASEAN SBS), the ASEAN Sustainability Bonds Standard 2018 (ASEAN SUS) and any other sustainable and/or green finance principles as may have been established at the time of such a financing transaction is undertaken.

VinFast, as a subsidiary of Vingroup, also dedicates this Sustainable Finance Framework in its financial activities. For each SFT, the below core components of the GBP and GLB will be adopted:



## USE OF PROCEEDS

The eligible use of proceeds categories are aligned with those recognized by the Green Bond Principles, Social Bond Principles, Green Loan Principles, Social Loan Principles, ASEAN Social Bond Standard 2018, ASEAN Green Bond Standard 2018, and ASEAN Sustainability Bond Standard 2018.



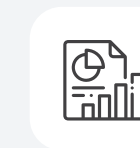
## PROJECT EVALUATION AND SELECTION

The Sustainable Financing Working Group (SFWG) is responsible for governing and monitoring the Framework. It is in charge of reviewing, selecting and validating eligible projects and will meet on a semi-annual basis. The SFWG is co-chaired by the Chief Investment Officer and Chief Accountant.



## MANAGEMENT OF PROCEEDS

The process for management of proceeds is jointly overseen by the Finance and External Finance Department. VinFast will track bond proceeds by establishing a Sustainable Financing Register to earmark proceeds following a portfolio approach. The Issuer has incorporated a lookback period of 36 months and is committed to allocating all proceeds on a best effort basis within one year of the transaction date.



## REPORTING

VinFast intends to report on allocation of proceeds on its website on an annual basis until no Sustainable Financing Transactions are outstanding. Allocation reporting will include amongst others the amount allocated to eligible projects, the unallocated amount and type of temporary investment. Impact reporting will include quantitative metrics, such as annual energy savings.

# 06

## VinFast Risk Management

### IN THIS SECTION

- 57.**  
Overview of VinFast Risk Management
- 58.**  
Organization of Risk Management
- 60.**  
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- 62.**  
Risk Management Activities





# Overview of VinFast Risk Management



VinFast has developed a risk management framework that is oriented to ISO31000 international practices and standards, while ensuring it is consistent with Vietnam’s organizational model and business environment.

The Administrative Council and the Directorate always closely coordinate with specialized departments and divisions in risk management. Risk management is an important operation for the operation business of VinFast. The Company has built a system to check the control system to ensure a reasonable balance between the risk costs incurred and risk management costs, in line with the Company’s general policies on risk management. The Administrative Council and the Directorate are in constant communication to improve the Company’s risk management process to ensure a reasonable balance between risk and risk control. Risk Management aims to achieve the following main objectives:

1. Support the business development strategy through the implementation of effective and consistent risk management processes throughout the organization.
2. Timely identify risks, assess opportunities to limit adverse effects and exploit favorable conditions for business operations.
3. Clearly define responsibility for ownership and risk management, build a mechanism for continuous risk monitoring and reporting throughout the organization.
4. Establishing a common risk management system to strengthen the risk management culture at the organization.

VinFast seeks to protect its many shareholders through the adoption of prudent risk management practices across all levels of the businesses that it operates.

Active identification and management of both risks and opportunities are central to achieving our strategy and creating long-term value for our shareholders

At VinFast, we seek to embed risk management into the critical business activities, functions, processes and systems of our assets through the following mechanisms:

- **Risk assessments** – we regularly identify and assess known, new and emerging risks.
- **Risk controls** – we put controls in place over material risks and periodically assess the effectiveness of those controls. We also ensure that resources are formally allocated to enable these controls.
- **Risk materiality** – we assess the materiality of a risk based on the degree of financial and non-financial impacts, including but not limited to community, health, environment, reputational and legal impacts.

The view of the Administrative Council and the Directorate is that in risks, there are always opportunities. Therefore, risk management does not only include risk reduction, but also needs to fully analyze risks, optimize the correlation between risks and opportunities, and accept risks within the allowable scope of the Company. As a result, the Company selects and accepts risks appropriately prudent and controlled for reasonable business purposes.

# Organization of Risk Management

The model of risk organization is being built with three layers to ensure independence and transparency to the operational risk management.

1. Management Board (1<sup>st</sup> layer) – consisting of Executives, Departments, Divisions. They take the first and direct responsibility for ownership and management of risks in their operation.
2. Administrative Council and Legal Department (2<sup>nd</sup> layer) – consisting of Administrative Council and Legal Department. They are responsible for developing the policies, procedures and risk management tools, implementation supporting of risk management in Divisions and Departments.
3. Internal Audit (3<sup>rd</sup> layer) – consisting of the Internal Audit Control department which is responsible for assessing the effectiveness and efficiency of risk management activities.

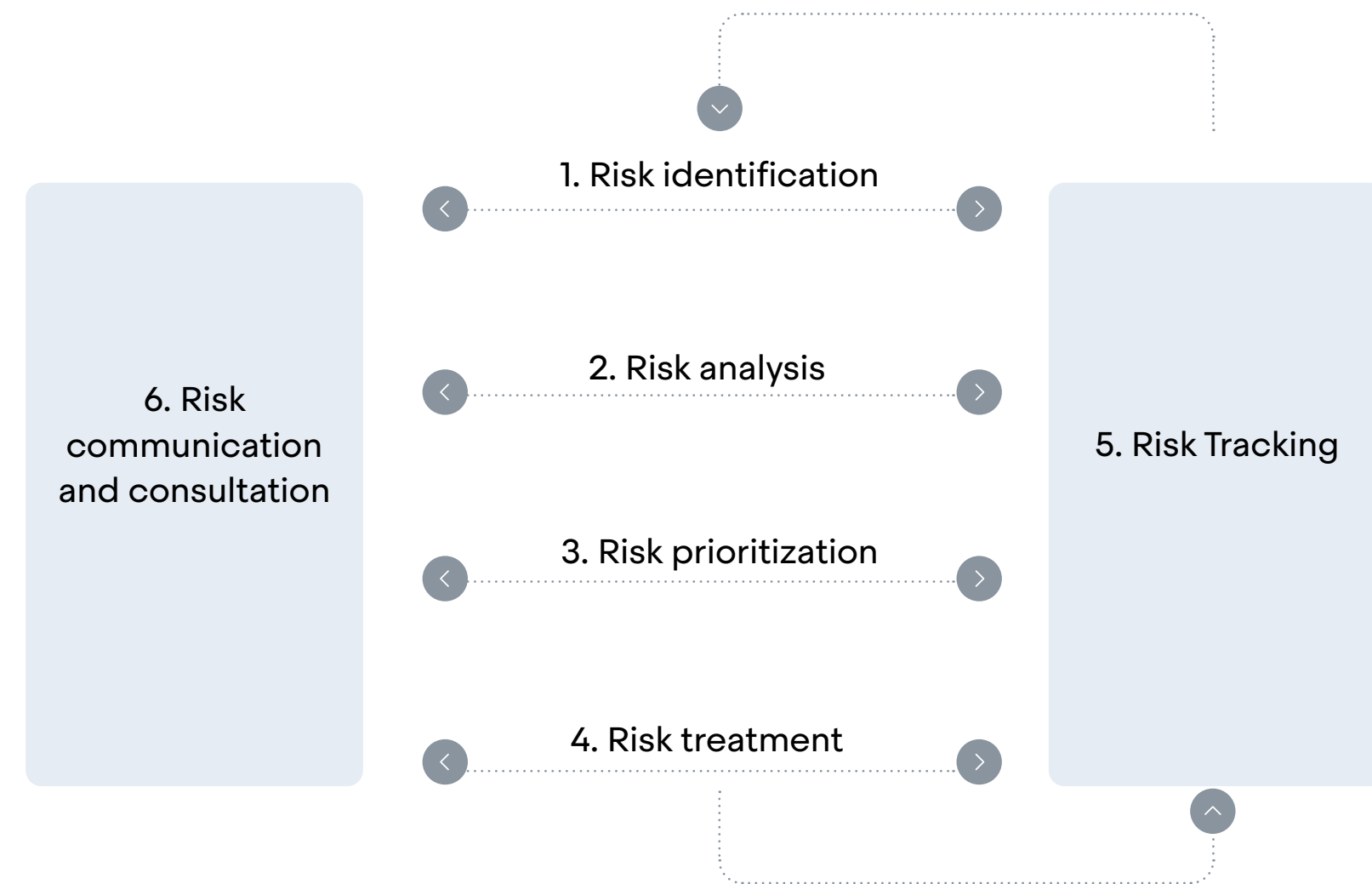
Structure of VinFast’s risk management with three layers to ensure independence and transparency to the operational risk management, as detailed:

<b>CEO</b>	Supervise and ensure the operational risk management in line with strategy and policy of risk management
<b>Administrative Council &amp; Legal Department</b>	To develop the policies, procedures and risk management tools, implementation supporting of risk management
<b>Internal Audit</b>	To coordinate with departments and divisions to implement risk management by utilizing the tools, the limited risk, process of risk management



At VinFast, we also apply six sub-processes in the risk management system. The system provides a systematic and logical method for identifying, analyzing, prioritizing, processing, monitoring, and communicating risk communication. This helps provide information to the Company's Leaders when making decisions and respond promptly not only to risks but also to opportunities.

The system of six sub-processes is built on the basis of the principles and guidelines of ISO 31000 as well as standard risk management practices. The Company's main risk portfolios are regularly reviewed and evaluated to match the actual situation.



01	<b>Risk identification</b>	Determine to the maximum extent the risks that may affect the Company's objectives, the origin and impact of the risks through research, understanding in each business area, reviewing the portfolio and risk grouping, identifying risk factors and updating the Company's risk portfolio.
02	<b>Risk analysis</b>	Consider the source of the risk, analyze the impact and frequency of the risk on both quantitative and qualitative aspects.
03	<b>Risk prioritization</b>	Rank and prioritize risks based on risk assessment criteria built on many aspects, including quantitative and qualitative.
04	<b>Risk treatment</b>	Identify risk treatment plans, evaluate, select solutions and implement corresponding risk treatment plans, with the goal of seizing opportunities and minimizing negative impacts caused by risks.
05	<b>Risk tracking</b>	Continuously review to ensure the appropriateness and effectiveness of the risk management program to: <ul style="list-style-type: none"> <li>• Make continuous improvement of operational risk management at Company.</li> <li>• Ensure the effectiveness of operational risk management.</li> <li>• Track the schedule and effectiveness of risk treatment strategies.</li> <li>• Forecast and response to risk events (if happen) and identify the root cause to better management in the future.</li> </ul>
06	<b>Risk communication and consultation</b>	Organize the activity of communication, training to raise the employee's awareness and understanding of risk and process in risk management. Solicit and consider the opinion of stakeholders, ensuring that each stakeholder is fully aware of their roles and responsibility for risk management.

# Principal Risk Factors



## Macroeconomic Risks

Macro factors such as economic growth, inflation, credit growth, interest rates, exchange rates, saving rates, investment rates, or unemployment rates might influence operations and business performance of VinFast.

VinFast business leads are responsible for research on macro environment and trends, and analyzing potential impacts on their respective business, thereby proposing to the Board of Management for timely decision making.

## Financial Risks

Fluctuations in commodity prices (including sustained price shifts and impacts of ongoing global economic volatility may negatively affect our results, including cash flows and asset values. Financial risks include liquidity, interest rates and foreign currency risks. The Finance Department is responsible for assessing and reviewing the Company's financial condition, liability portfolio and the financial market condition to propose risk management solutions for implementation, such as using derivatives. Vigorous planning, budgeting, control and monitoring are put in place to allocate resources efficiently and measure results.

## Competition Risks

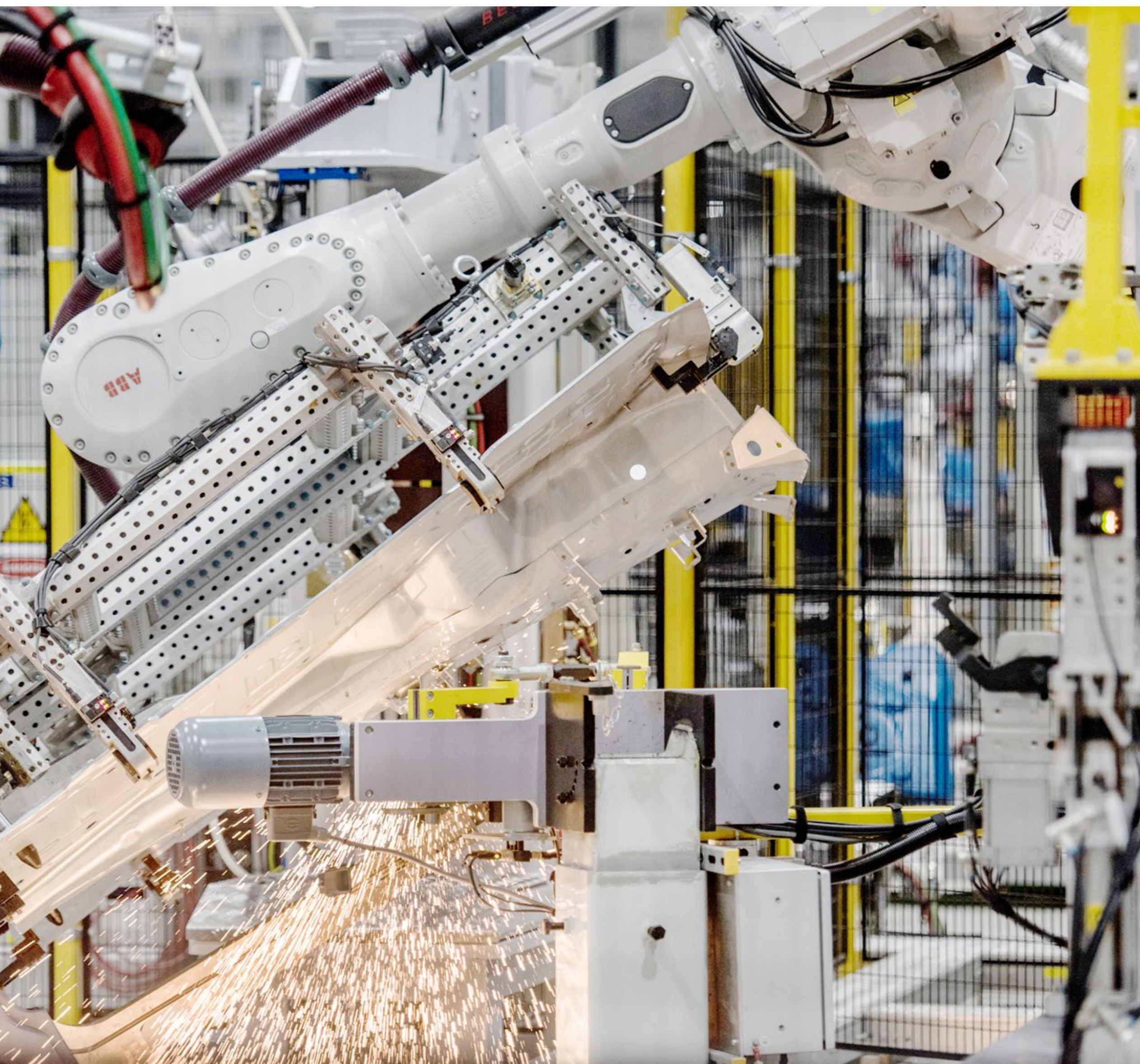
The automotive industry is highly competitive. We compete on many factors, including pricing, total cost of ownership, brand recognition, product quality, features (including driving range) and designs, after-sales policy and manufacturing scale and efficiency. We compete for sales with established EV manufacturers and new entrants, including established ICE vehicle manufacturers that have entered or are seeking to enter the EV segment, earlier entrants into the EV industry and new EV companies.

To maintain our competitiveness, we continuously innovate our products and improve our services. This is manifested in our ability to line-up five smart electric cars with advanced technologies, inclusive pricing and best-in-market aftersales within 2 years.

## Production Risks

VinFast manufacturing plants may be exposed to supply chain risks such as shortages of components and raw materials, and operational risks such as industrial accidents or equipment failures.

To minimize supply chain risks, the Company conducts annual production planning and carries out a diversified approach in managing our supply chain, particularly in our battery sourcing. We also have a dual-design approach to chip integration, which allows us to achieve the same functionality across vehicles with a variety of chip manufacturers. The flexibility we have built into our vehicles allows for diversification across the supply chain, without reliance on a single supplier for critical vehicle parts. VinFast consistently applied strict quality assurance standards and inspection processes and performed regular reviews and inspections to minimize operational risks during production.



### Natural Catastrophes, Disease and Geopolitical Risks

Our manufacturing complexes, offices and showrooms may be subject to unexpected natural catastrophes and pandemics. As we operate globally, a serious natural, civil unrest, terror or criminal event in any of the locations that we have presence could have an impact on the services provided to the Company and on our people and the local community.

VinFast closely monitors any potential adverse developments, takes preventive measures timely and develops business continuity plans to prepare for unexpected events and potential business disruption. We also procure insurance for certain risks, including property damage and business interruption, sabotage and terrorism.

### Cybersecurity Risks

Increases in the frequency and magnitude of global cyber events pose a potential increased risk of sensitive information being compromised, as well as unplanned and/or extended outages to our systems and networks. These events may include exploitation of system vulnerabilities, malware, phishing and other sophisticated cyberattacks, and other incidents, for example, due to human error.

VinFast maintains on-going surveillance to protect us from potential cyber events. In FY2022, we did not detect any cyber events that led to a significant breach of our business-critical technology environment or a material disclosure of market-sensitive information.

### Human Resource Risk

The stability and quality of our workforce plays a critical role in the path to success of the Company. VinFast has the advantage in attracting elite personnel both in Vietnam and in the global market by offering a competitive working environment, development opportunities, attractive and transparent remuneration policies based on performance. The Company successfully built a unique culture, turning VinFast into a common home for each employee, creating a long-term attachment to the Company. VinFast conducts personnel rotation program to give employees the opportunity to gain new skills and experiences, thus improving their performance and qualifications. The Department of Human Resources regularly organizes training sessions or large-scale training programs on various topics for employees.

### Sustainability Risks

Our assets and activities may have adverse impacts on the community, the environment or we may fail to comply with our governance policies. VinFast always pays close attention to ensure we could mitigate those risks by developing comprehensive internal processes and procedures. The Company undertakes to comply with all applicable Environmental and Social Requirements and Environmental and Social Law, including but not limited to the applicable World Bank Group EHS Guidelines, the IFC Performance Standards, as part of our commitments with our institutional lenders. In addition, all of our projects follow the strictest standards in design and material selection and undergo rigorous social and environmental analysis by reputable local and international experts before development begins.

# Risk Management Activities

In 2022, VinFast continued to update the risk management process for the whole system, consistent with the development strategy of the Company. In addition, the Company regularly organizes seminars, training and communication about new risks, changes in the legal and regulatory environment for the Board of Directors and all employees.



# 07

## Environmental Protection

### IN THIS SECTION

- 64.** 2022 Highlights
- 65.** Environmental Policy
- 66.** ISO 14001 Certificate
- 67.** Environment and Social Committee
- 68.** Energy consumption and saving
- 68.** Plan ZERO CO<sub>2</sub> emissions
- 74.** Water Resources
- 77.** Chemical control
- 78.** Waste management
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This report primarily focused on the environmental protection activities undertaken in 2022 in Vietnam.

## 2022 Highlights

**+40%** YoY

Increase in recycling of hazardous components mixed in with steel scrap compared to 2021

**+38%** YoY

Increase in general waste recycling compared to 2021

**10%**

of VinFast wastewater was reused in watering factory landscapes

Wastewater quality discharge was well within the discharge license parameters throughout the year

Successful re-certification of ISO 14001



# Environmental Policy

Since its establishment in Vietnam in 2017, VinFast has always focused on the implementation of activities that promote and encourage awareness on safety, health, and environmental protection by applying HSE, and constantly improving any operation pertaining to the prevention of injury, occupational hazards, and environmental pollution.

Aiming towards performance effectiveness of the HSE, VinFast commits to the following guidelines:

- To fulfill all obligations regarding the health, safety, and environmental issues for the products, production, business endeavors, and services of the Company.
- To establish, maintain, and continually improve the HSE guidelines to prevent injuries, occupational hazards, and environmental pollutions, which focus on:
  - » Periodically assess, identify, mitigate, and manage any hazard listed in the HSE for all of the Company's activities (regular checklist, internal audit...).
  - » Regularly upgrade and renew equipment and technology and improve vocational skills of the staff.
- To establish and review the HSE goals and objectives, provide sufficient resources, and evaluate to ensure operational efficiency.
- To provide knowledge and skills to the employee through training programs to maintain effective health, safety, and environment. To form principles of personal conduct according to the HSE.
- To optimize the influence on the partners and communities about HSE activities:
  - » Actively respond with initiatives to global issues and community contributions regarding HSE, and other volunteer activities.
  - » Share activities, results, and experiences with members, collaborating organizations, other related stakeholders, and the communities.
- Objectives towards 2040 net-zero goal concerning environmental challenges:
  - » The cease of ICE vehicle production and transmission to pure electric vehicles since 2022.
  - » Net-Zero CO<sub>2</sub> emissions commitment to The Climate Pledge (TCP) throughout the production activities in 2040 10 years earlier than COP26.
  - » Join the OEMs, Cities and governments in signing the ZEV Declaration, committing to accelerating global electrical mobility and to achieve 100% zero emission new vehicle sales in leading markets by 2035 or earlier.
  - » The Asian Development Bank mobilized a USD135 million climate financing package to support VinFast in manufacturing Vietnam's first fully electric public transport bus fleet and establish the first national EV charging network to assist in the acceleration towards ZEV transition.
  - » Efficient use of freshwater sources.
  - » Annually increased the rate of waste classification and recycling.
  - » Off-set over 6 ha of mangroves to foster a greener environment.

This policy applies to organizations, individuals, contractors, dealers, and suppliers who are currently operating and in cooperation with VinFast.

# ISO 14001 Certificate

In parallel with the investment and development of our production systems with the automation rate of over 95%, VinFast has been constantly researching, investing, and applying environmentally friendly technology, while implementing numerous activities to minimize the environmental impact. At the same time, the company has organized many staff training programs to raise awareness of environmental protection.

After completing the construction and commissioning stage, in 2020, VinFast received the ISO 14001 certificate for the environmental management system of the company. Up till now, VinFast has continuously maintained and improved upon its system, and has been re-certified for the ISO 14001 standards in June 2023.

bsi.



## Certificate of Registration

ENVIRONMENTAL MANAGEMENT SYSTEM - ISO 14001:2015

This is to certify that: **VINFAST TRADING AND PRODUCTION JOINT STOCK COMPANY**  
Dinh Vu - Cat Hai Economic Zone,  
Cat Hai Island, Cat Hai Town,  
Cat Hai District,  
Hai Phong City,  
Vietnam

Holds Certificate Number: **EMS 723728**  
and operates an Environmental Management System which complies with the requirements of ISO 14001:2015 for the following scope:

The manufacture of vehicles (up to 7 seat) and e-scooters.

For and on behalf of BSI:   
Michael Lam - Managing Director Assurance, APAC

Original Registration Date: 2020-03-17 Effective Date: 2020-03-17  
Latest Revision Date: 2022-03-18 Expiry Date: 2023-03-16

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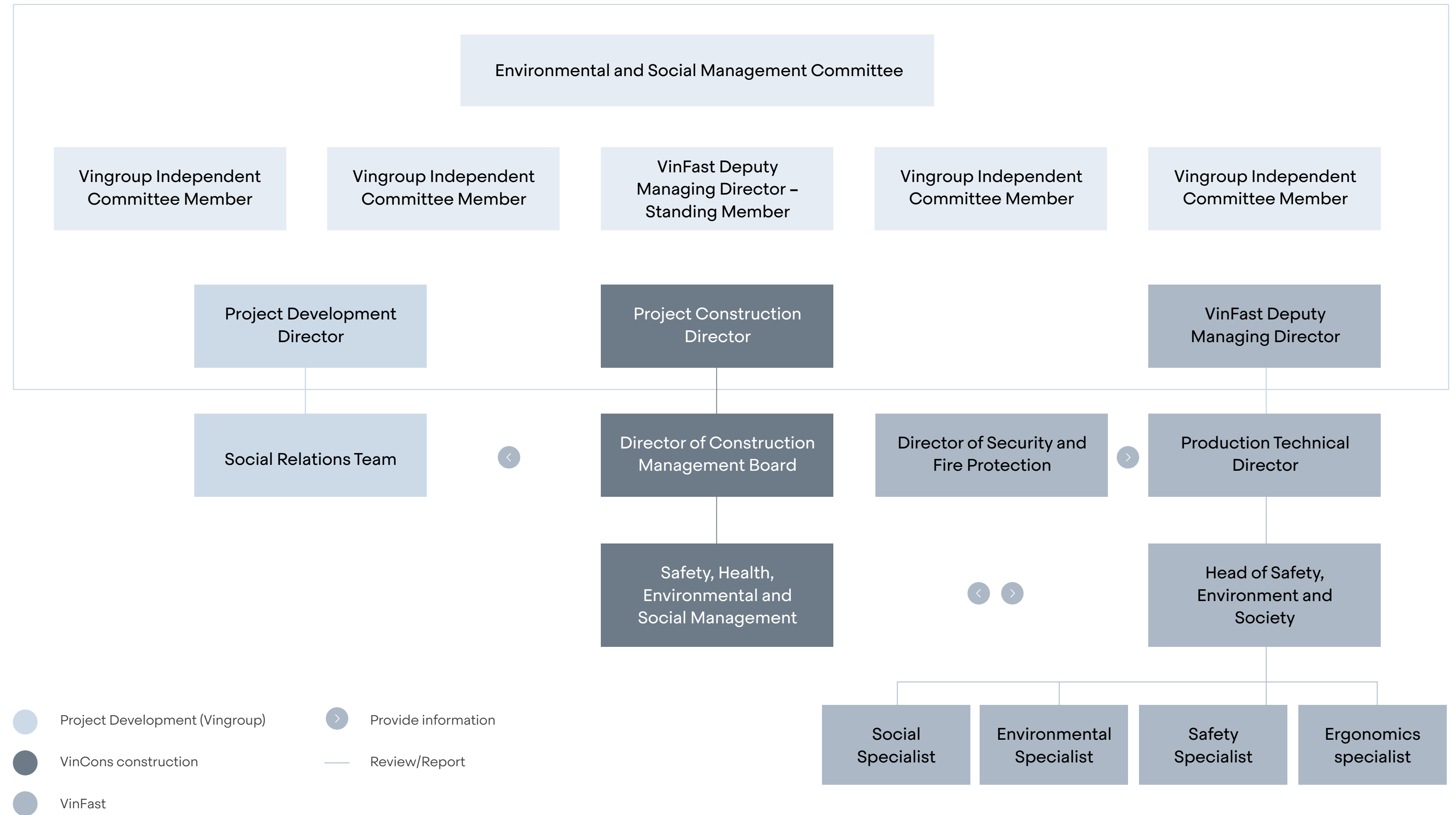


making excellence a habit™



# Environment and Social Committee

The environmental protection initiatives of VinFast work towards a cleaner and greener production with the automation levels of 90% and 95% for press and paint shop respectively, as well as control measures on input materials guided by policies such as Green Procurement Policy, Responsible Mineral Policy and VinFast’s Product Discard Management, all contributing to the environmental protection. In order to achieve these goals, in 2018, VinFast established the Environmental and Social Committee, led by the Deputy CEO of the company. The Committee consists of environmental subcommittees, specialized in their respective segments, who report performance results to the Board of Directors on an annual basis as to align the environmental protection initiatives in a timely manner with optimized results.



# Energy consumption and saving

## Plan ZERO CO<sub>2</sub> emissions

Following the direction of VinFast and Net-Zero Emissions Commitment to The Climate Pledge in 2040 – 10 years earlier than the COP26, the company has been carrying out several energy-saving initiatives and emission reductions such as:

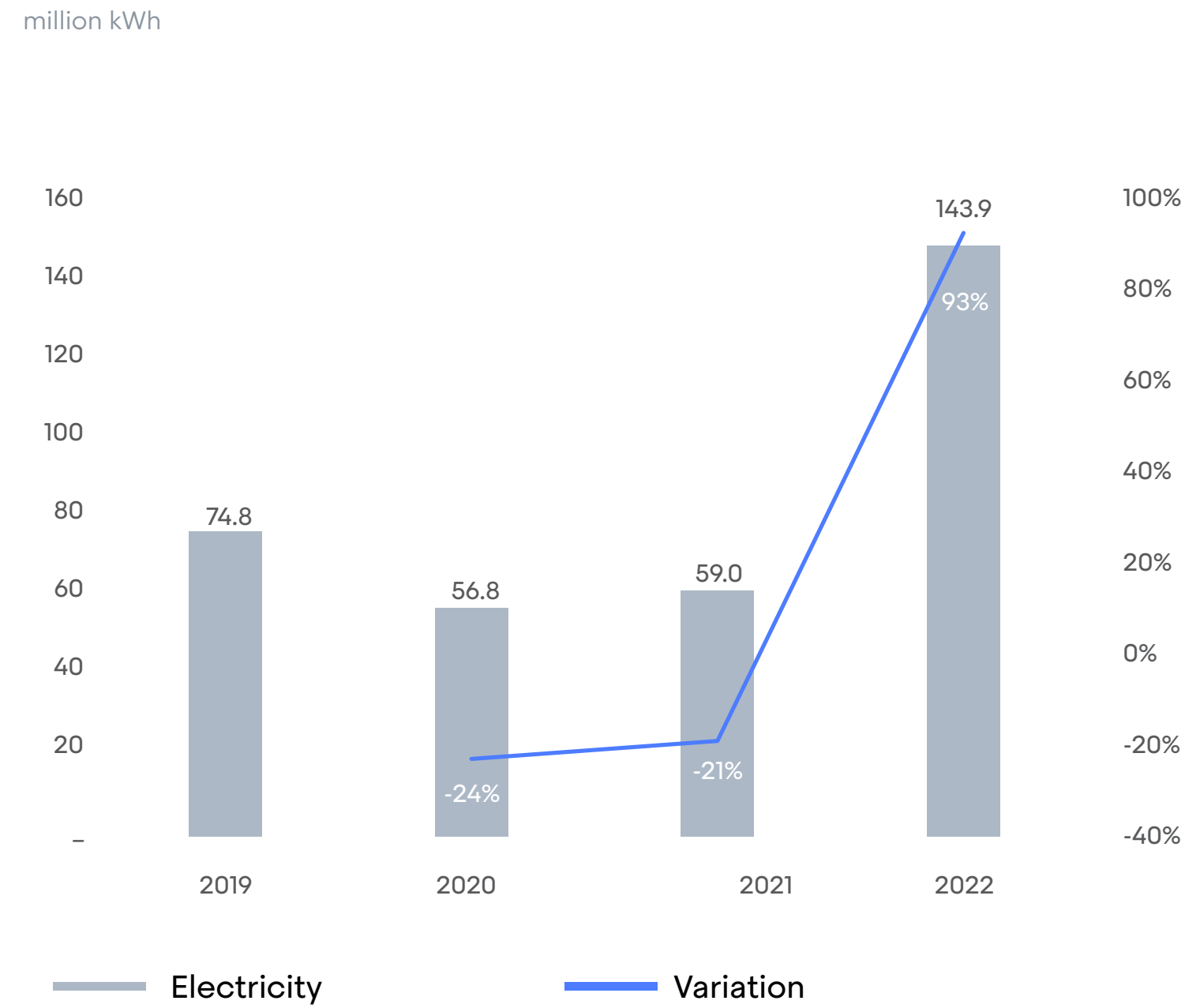
- Established the Functional Energy Committee in 2020 to support the Board of Directors’ strategy and ensure that employees are aware of methods of energy-saving and protecting environment to satisfy the stakeholders and develop a resilient company sustainability program include:
  - » Comply with Vietnam’s law on economical and efficient usage of energy.
  - » Set KPI on energy consumption crossing per unit to measure the performance against the industry best practices.
  - » Issue the procedure of economical and efficient use of energy.
- Implemented an initiative and new technology to save energy in each production stage to reduce tCO<sub>2</sub>e emission to the environment.

### The energy consumption output in Vietnam

Energy Consumption	2019 <sup>(1)</sup>	2020 <sup>(2)</sup>	2021 <sup>(3)</sup>	2022
<b>Manufacturing Activities</b>				
Electricity (million kWh)	74.8	56.8	59.0	143.9
Variation		-24%	-21%	+93%
<b>Total tCO<sub>2</sub>e</b>	<b>68,248</b>	<b>45,698</b>	<b>42,608</b>	<b>103,942</b>
Variation		-33%	-38%	+52%
<b>Trading Activities</b>				
Electricity (million kWh)			1.2	2.3
Variation				+90%
<b>Total tCO<sub>2</sub>e</b>			<b>931</b>	<b>1,689</b>
Variation				+81%

<sup>(1)</sup> Emission Factor 2019 – 0.913  
<sup>(2)</sup> Emission Factor 2020 – 0.8041  
<sup>(3)</sup> Emission Factor 2021 – 0.7221

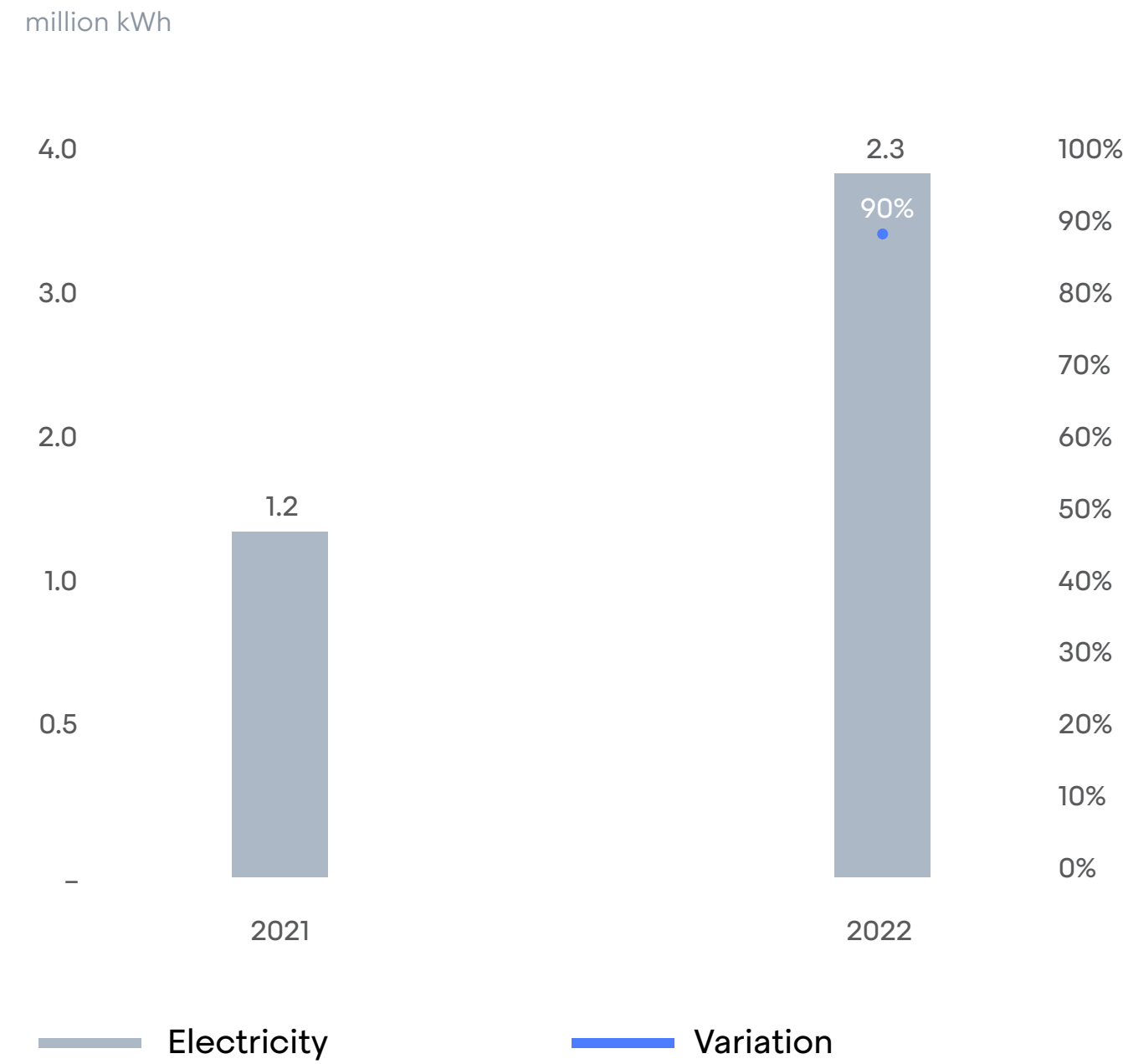
**Electricity consumption in manufacturing activities**



The energy consumption in 2019 was considered as the baseline year of operation. Electricity consumption in 2020 and 2021 decreased about 24% and 21%, respectively against to 2019. In 2022, the increase of energy consumption with about 92% against a total of 2019 and about 144% against a total of

2021, respectively. The rate of energy consumption increased was related to the construction of new factories, additional production line installation of EV manufacturing (while we ceased ICE vehicle production) and the operational rate reverted back to normal after easing of Covid-19 control measures.

**Electricity consumption in trading activities**



Electricity consumption in 2022 increased about 90% as opposed to 2021. Additional showroom operations

post Covid-19 pandemic contributed to the rate.



In 2022, VinFast has been constantly innovating and implementing initiatives towards energy-saving such as:

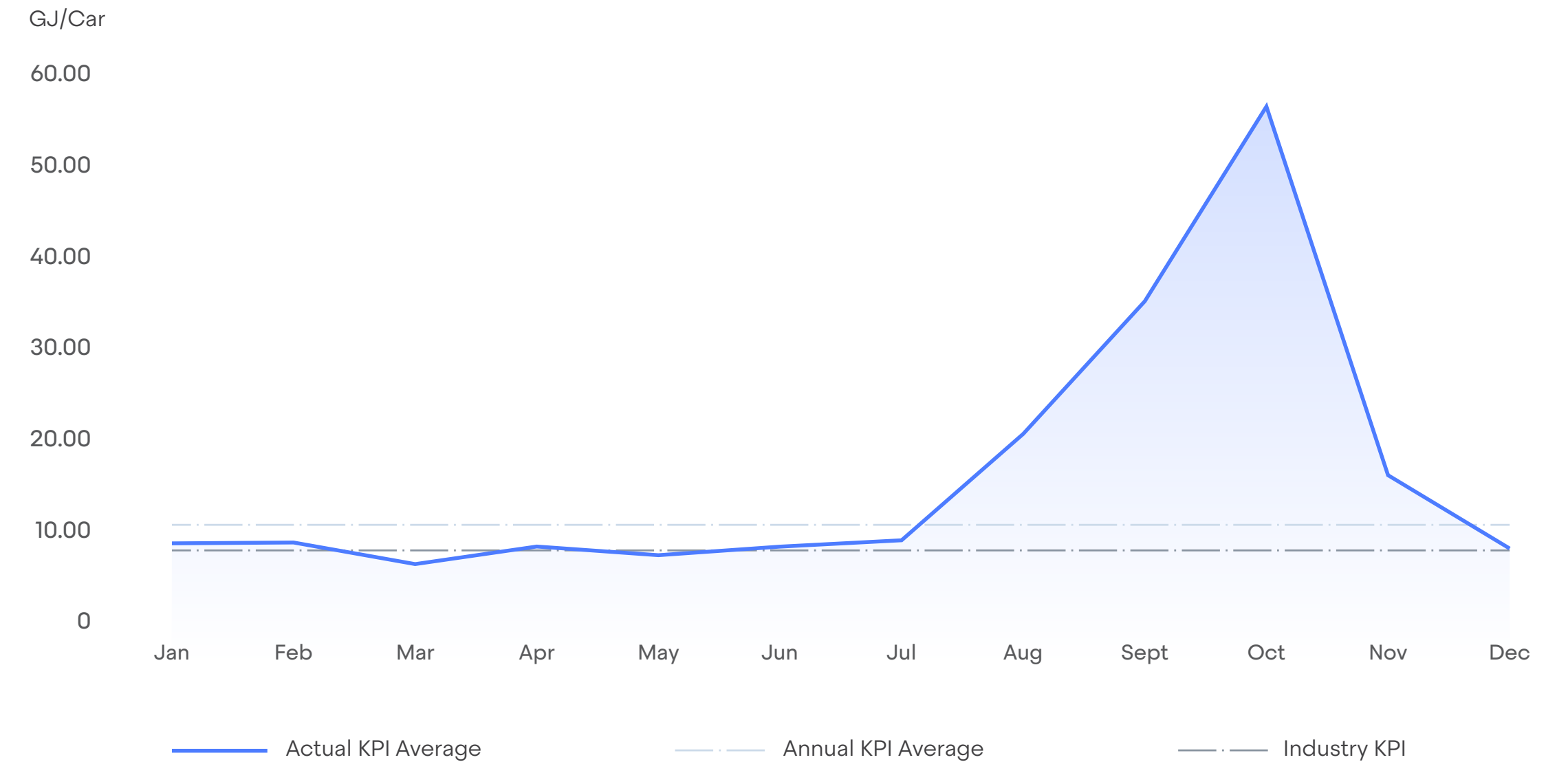
Energy-saving solutions	Energy type	Initiative	Baseline – July 2019 Energy usage	Saving Achievements in 2021	Saving Achievements in 2022	Remarks
Optimize the operation of chiller and Heating, Ventilation, and Air Conditioning (HVAC) in offices	Electricity	Optimize and reduce energy loss by not operating the chiller when not utilized  Reduce loss by adjusting temperature setting. Tweaked device performance	Approximately 50,000 kWh/month	Approximately 50,000 kWh/month	Estimated saving 47,000 kWh/month	The initiative has proven to be highly successful and continues to achieve a high-end saving forecast
Electricity saving for general lighting	Electricity	Turn-off unneeded lighting in general areas	Approximately 15,000 kWh/month	Approximately 15,000 kWh/month	Estimated saving 15,000 kWh/month. Implementation Initiatives: <ul style="list-style-type: none"> <li>Installed automatic ON/OFF sensor application to fit seasonal light (summer: 18:30 – 6:00; winter: 17:30 – 6:30)</li> <li>Reviewed and cut-off 30-40% unnecessary lights in car testing and final car parking areas</li> </ul>	Implemented and maintained
Optimize the operation of the chiller and HVAC in Car painting shop	Electricity	Reduce the electricity consumption of HVAC and Chiller	Approximately 318,000 kWh/month	Approximately 178,000 kWh/month	Estimated saving 132,000 kWh/month	The solutions implemented in 2020 have consistently achieved the target and the initiative will be sustained

Energy-saving solutions	Energy type	Initiative	Baseline – July 2019 Energy usage	Saving Achievements in 2021	Saving Achievements in 2022	Remarks
Optimize shop area lighting	Electricity	Turn-off unneeded Lighting  Adjust brightness in areas where intensity is greater than standard	Approximately 280,000 kWh/month	Approximately 280,000 kWh/month	n/a	Implemented and to be sustained
Optimize the technology line operation in the painting shop	Electricity	Reduce the electricity consumption  Reduce the PLG consumption to dryer	Approximately 132,000 kWh/month	Approximately 90,000 kWh/month	Estimated saving 131,000 kWh/month	Implemented and to be sustained
Optimize the operation of the chiller and HVAC in the engine shop	Electricity	Reduce electricity consumption of the HVAC system	Approximately 110,000 kWh/month	Approximately 67,000 kWh/month	Currently transitioning from Internal Combustion Engine to Electric Engine Work in Progress	Currently transitioning from Internal Combustion Engine to Electric Engine. Work in Progress
Installation of BMS system to manage electricity consumption	Electricity	Monitor the electricity consumption in each production line for the entire operation of the Manufacturing Plant	Installation commencement	Completed installation and commissioning	Operational	
Installation of a photovoltaic system	Electricity	Installation of a rooftop solar power system. Estimated solar power capacity is approximately 30MWP	n/a		Expected implementation in Q4/2023 to offset an estimated 30% of grid electric consumption	

\* Compared to the baseline of July 2019 – the time before implementation of saving energy measures

GHG emissions	Source	2019	2020	2021	2022
<b>Manufacturing activities</b>					
Scope 1 (tCO <sub>2</sub> e)	<ul style="list-style-type: none"> <li>Stationary energy</li> <li>Transportation energy</li> <li>Refrigeration and air conditioning system</li> </ul>	7,536	5,555	6,031	6,248
Scope 2 (tCO <sub>2</sub> e)	<ul style="list-style-type: none"> <li>Electricity consumption</li> </ul>	68,248	45,689	42,607	103,942
<b>Total tCO<sub>2</sub>e</b>	<b>All sources</b>	<b>75,785</b>	<b>51,244</b>	<b>48,638</b>	<b>110,190</b>
Variation			-32.4%	-35.8%	+45.4%
<b>Trading activities</b>					
Scope 1 (tCO <sub>2</sub> e)	<ul style="list-style-type: none"> <li>Stationary energy</li> <li>Transportation energy</li> <li>Refrigeration and air conditioning system</li> </ul>	n/a	n/a	41	110
Scope 2 (tCO <sub>2</sub> e)	<ul style="list-style-type: none"> <li>Electricity consumption</li> </ul>	n/a	n/a	931	1,689
<b>Total tCO<sub>2</sub>e</b>	<b>All sources</b>	<b>n/a</b>	<b>n/a</b>	<b>972</b>	<b>1,798</b>
Variation		n/a	n/a	n/a	+85%

**Automobile 2022 Energy (Electricity & LPG) KPI**



**Scope 1 (direct) emissions** associated with:

- The combustion of liquid fuels for stationary purposes (e.g., ovens, boilers, and standby electricity generation).
- The combustion of liquid fuels for transportation purposes (e.g., employee commuting and employee transport within the facility).
- On-site wastewater treatment operations.

**Scope 1 (direct) fugitive emissions** associated with the facilities' air conditioning systems and the manufacturing and installation of car refrigeration equipment.

**Scope 2 (indirect) emissions** associated with the consumption of electricity purchased from the electricity grid.

The GHG emission management has been developed to outline the requirements related to energy and GHG emission associated with the operation of the VinFast e-Scooter

and Car manufacturing plant. The energy data collected to calculate the GHG emission in 2019 was considered as the baseline.

**Scope 1 (direct) fugitive emissions** associated with the facilities' air conditioning systems and the manufacturing and installation of car refrigeration equipment.

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The GHG emission management has been developed to outline the requirements related to energy and GHG emission associated with the operation of the VinFast e-Scooter and Car manufacturing plant. The energy data collected to calculate the GHG emission in 2019 was considered as the baseline.

VinFast has considered the U.S industry average of 8.5 GJ per car produced to measure performance. VinFast has considered the U.S. industry average of 8.5 GJ per car produced to measure performance. VinFast's automobile energy KPI from January to December 2022 was 10.80 GJ per car.

In 2022, the energy consumption was increased significantly since July and reached a pick in October

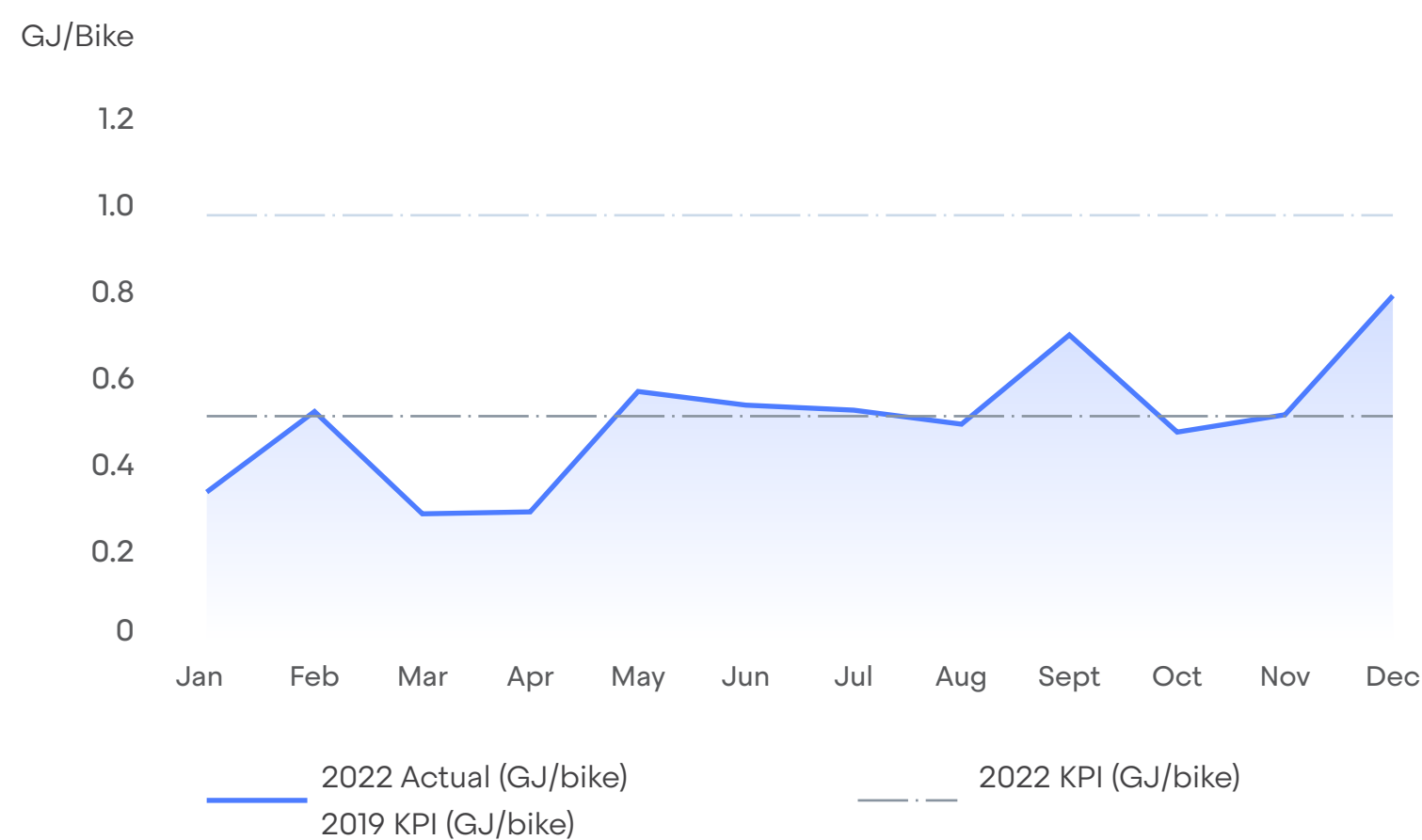
then declined gradually to the end of Y2022. This was attributed to the transitional period from ICE vehicles to pure EV production related to the high rate of electricity consumption for installing new equipment (operational lines and charges). If excluding the effects of the transition period, VinFast operated positively below the U.S. industry average.



Whilst the automotive manufacturing industry KPI is well documented in the literature, there was a lack of a confirmed source of industry-based e-Scooter KPI to be located. As such, and at the time of writing this report, an industry based KPI benchmark was not available for comparison purposes. However, for the purposes of ongoing reporting and performance tracking, the e-Scooter energy KPI reported as GJ per e-Scooter, may be used. The e-Scooter energy KPI compares the energy demand (electricity and LPG) in the e-Scooter manufacturing facility with the quantum of e-Scooters produced. VinFast produced e-Scooters from late 2018 and early 2019, hence the period from January to December 2019 was considered as the baseline – VinFast’s 2019 annual e-Scooter energy KPI was 1 GJ per e-Scooter which against the years moving forward.

VinFast’s e-Scooter energy KPI from January to December 2022 was 0.512 GJ per e-Scooter. As shown in Figure, VinFast operated positively below the baseline for the period considered.

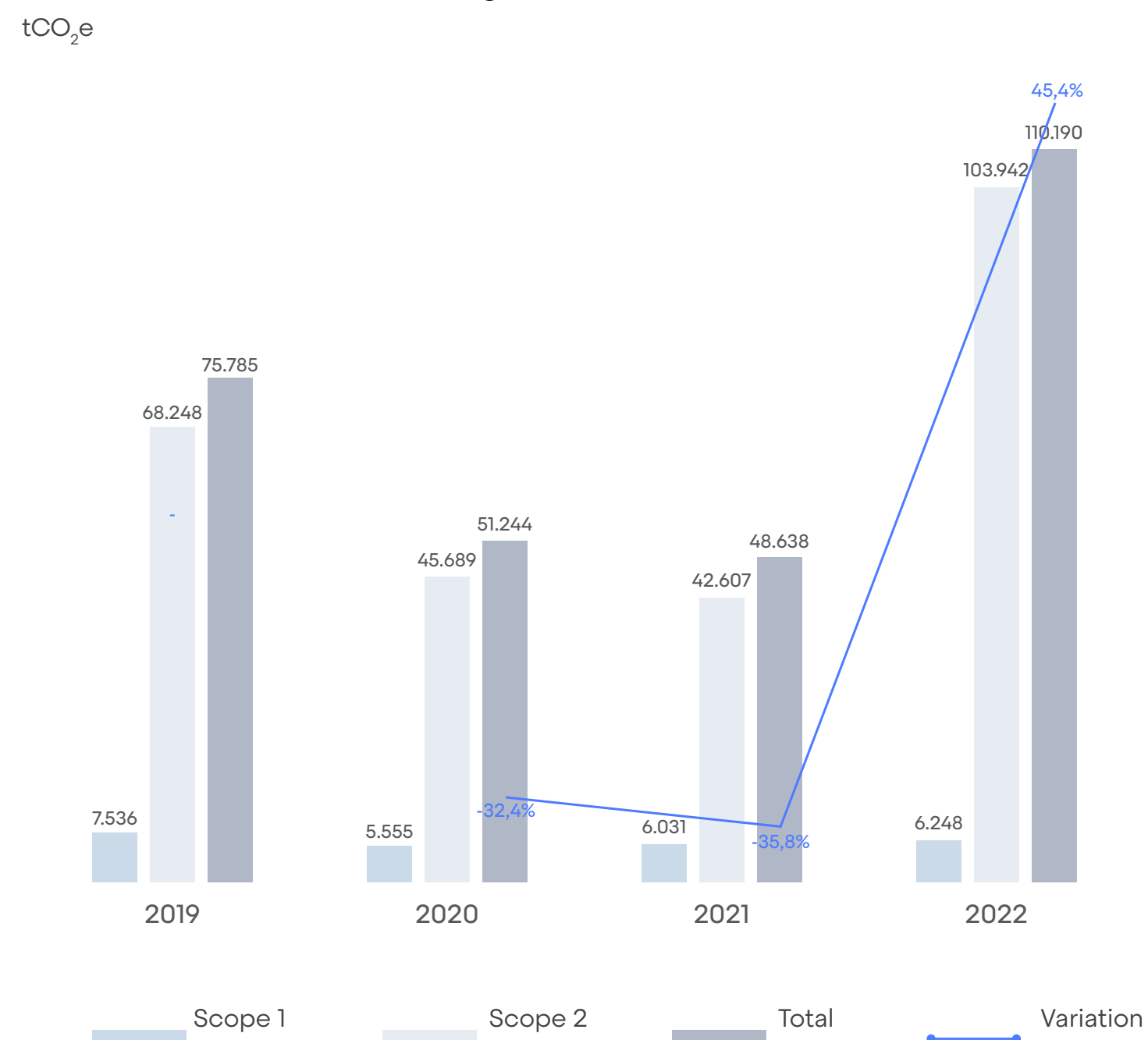
**E-Scooter 2022 KPI Energy (Electricity&LPG)**



VinFast’s e-Scooter energy KPI from January to December 2022 was 0.512 GJ per e-Scooter. As shown in Figure, VinFast operated positively below the baseline for the period considered.

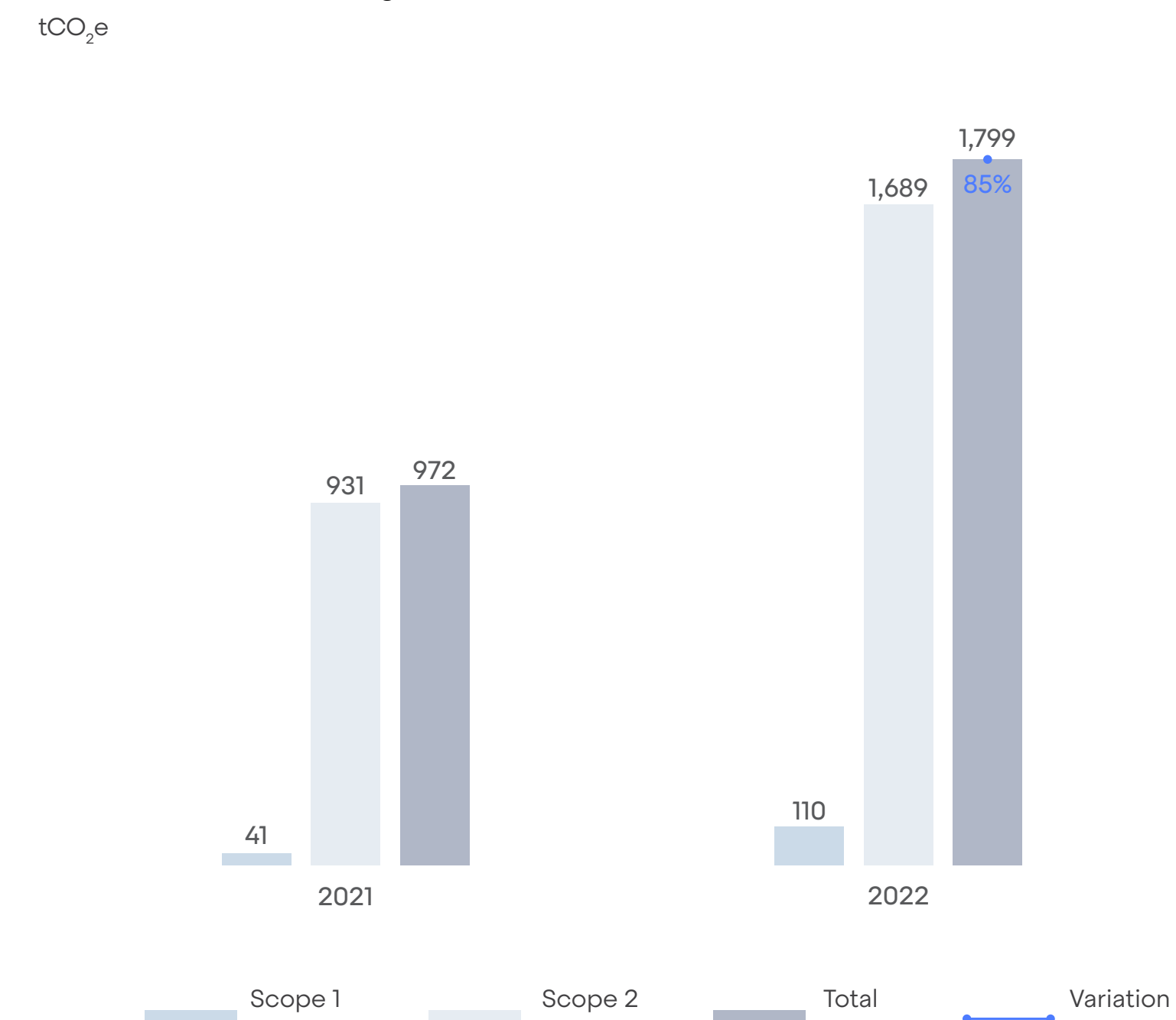
The statistics show that the total GHG emissions (Scope 1 and 2) in 2020 were 51,244 tCO<sub>2</sub>e with a decrease of about 32.4%, 48,638 tCO<sub>2</sub>e in 2021 with decrease about 35.8% and 110,190 tCO<sub>2</sub>e with an increase 45.4% against to 2019 (the baseline), respectively. The increase and decrease trend of GHG emission in 2022 was due to new factory construction and facility expansion, new equipment installed for transition manufacturing from ICE vehicles to EVs.

**GHG emisison in manufacturing activities**



The GHG emission management has been developed to outline the requirements related to energy and GHG emission associated with the operation of showrooms and workshops of VinFast’s trading activity. The energy data collected to calculate the GHG emission in 2022 was considered as the baseline because of 2021 energy data was impacted by Covid-19 pandemic.

**GHG emisison in trading activities**



# Water Resources

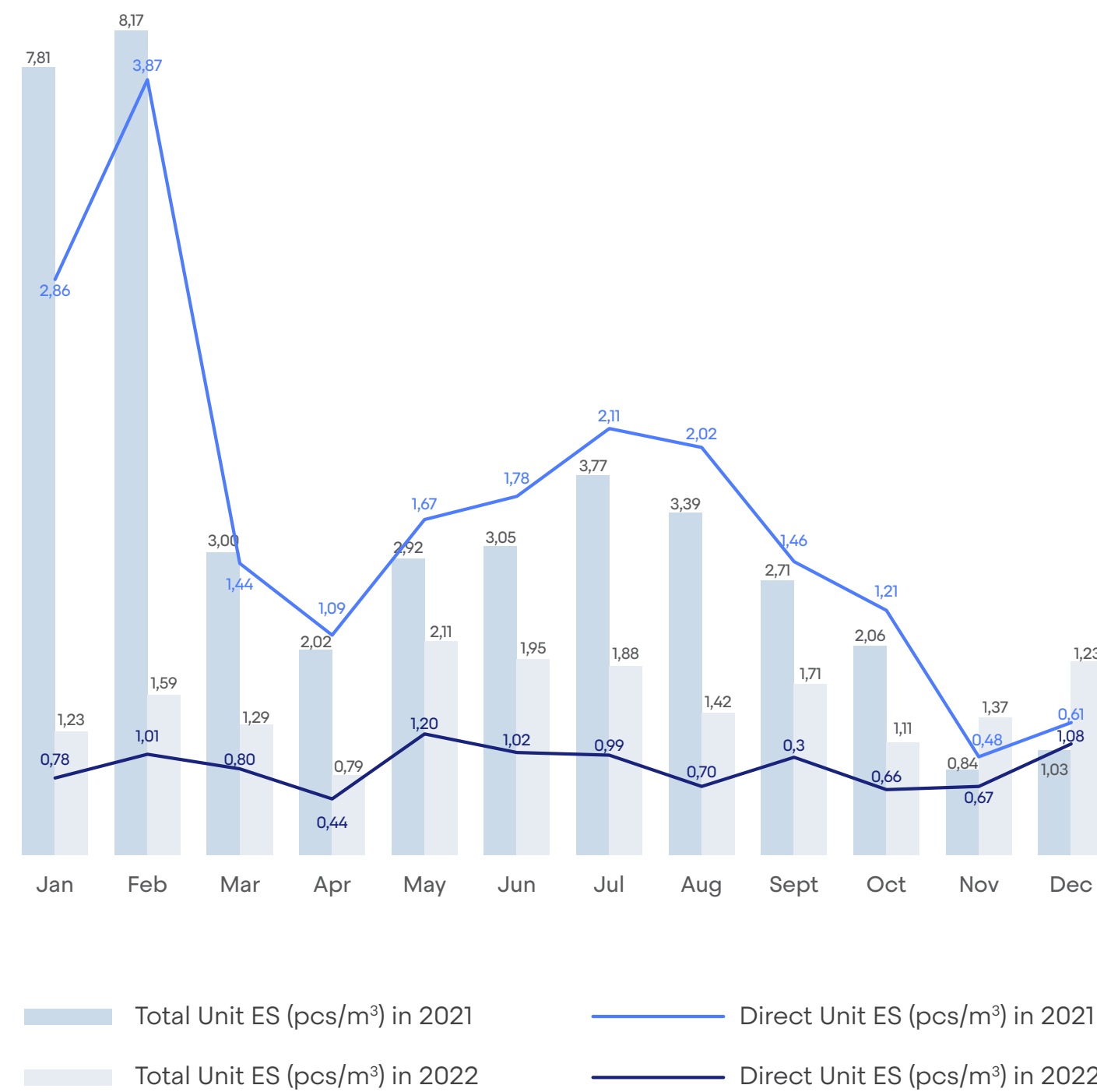
For the electricity vehicles and e-Scooter production at VinFast, water is being utilized in multiple stages such as stationary activity, surface cleaning, powder coating, emission treatment to name a few. Therefore, controlling water consumption and waste-water treatment is extremely important.

## Water Consumption

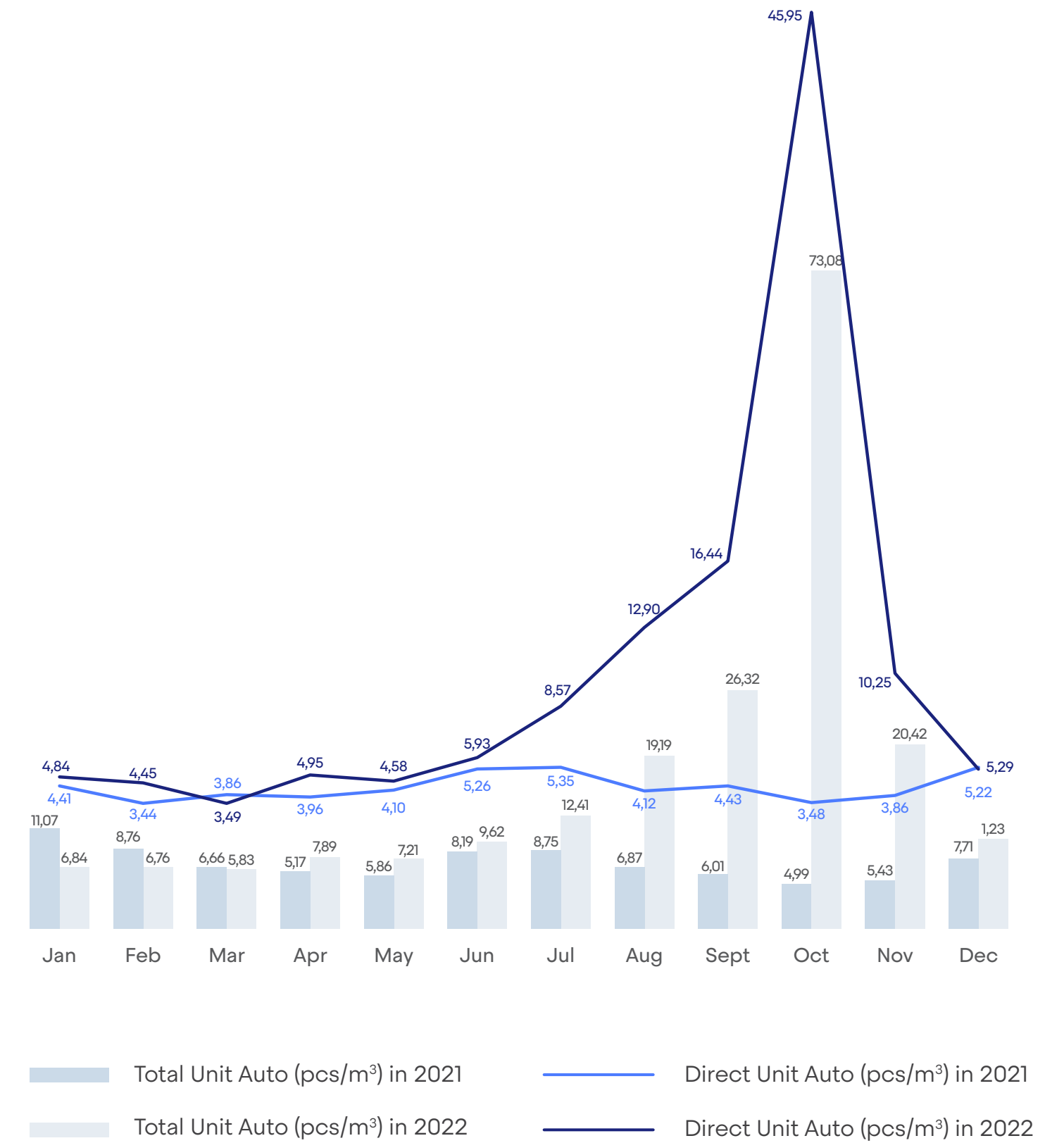
To reduce water consumption, VinFast has actively applied the 3R principle – “Reduce, Reuse, Recycle” and issued the water management plan since 2019. The amount of water used at every stage is standardized towards utilizing the minimum amount and to reuse water at all possible stages.

Water Consumption	2020	2021	2022
<b>Manufacturing activities</b>			
Total water consumption (thousand m <sup>3</sup> )	449.6	451.3	651.8
Total unit auto (pcs/m <sup>3</sup> )	10.36	6.85	11.33
Water consumption direct per automotive (pcs/m <sup>3</sup> )	5.23	4.25	6.91
Total unit e-Scooter (pcs/m <sup>3</sup> )	2.56	2.84	1.48
Water consumption direct per e-Scooter (pcs/m <sup>3</sup> )	1.52	1.51	0.82
<b>Trading activities</b>			
Total water consumption (m <sup>3</sup> )	n/a	3,114	5,084

**E-Scooter water consumption (pcs/m<sup>3</sup>)**



**Auto water consumption (pcs/m<sup>3</sup>)**



## Wastewater Management and Water Recycle



In 2018, VinFast invested VND 87.36 billion to build a wastewater treatment system with 3 modules having a total capacity of 9,040m<sup>3</sup>/day. By year-end 2022, VinFast operated 1 module with a capacity of 3,200m<sup>3</sup>/day (the remaining capacity will be utilized for future production activities).

- Controlling the quality of wastewater output is one of the important objectives in the environmental policy developed and implemented by VinFast since its establishment. VinFast continuously invests in research and technology, primarily focused on seeking improvements in the realm of wastewater treatment methodology at the receiving source to find the most optimal solutions.
- In 2019, VinFast invested VND11.93 billion to install an automatic wastewater monitoring system having 14 parameters that include: Flow, Temperature, pH, COD, BOD5, Hg, TSP, Amoni, Total P, Ca, As, Pb, Fe, Cr(III) and Cr(VI) to further improve the control of the water quality before being discharged. The automatic wastewater quality monitoring system ensures that the wastewater output meets the requirements of Vietnamese law (National technical regulation on industrial wastewater QCVN 40:2011/ BTNMT, column A, Kq=1.0; Kf=1.0).

Wastewater monitoring data is recorded and transmitted to the central station in accordance with current national requirements. The data is transmitted directly to the Hai Phong Department of Natural Resources and Environment with an impressive frequency of 5 minutes/time.



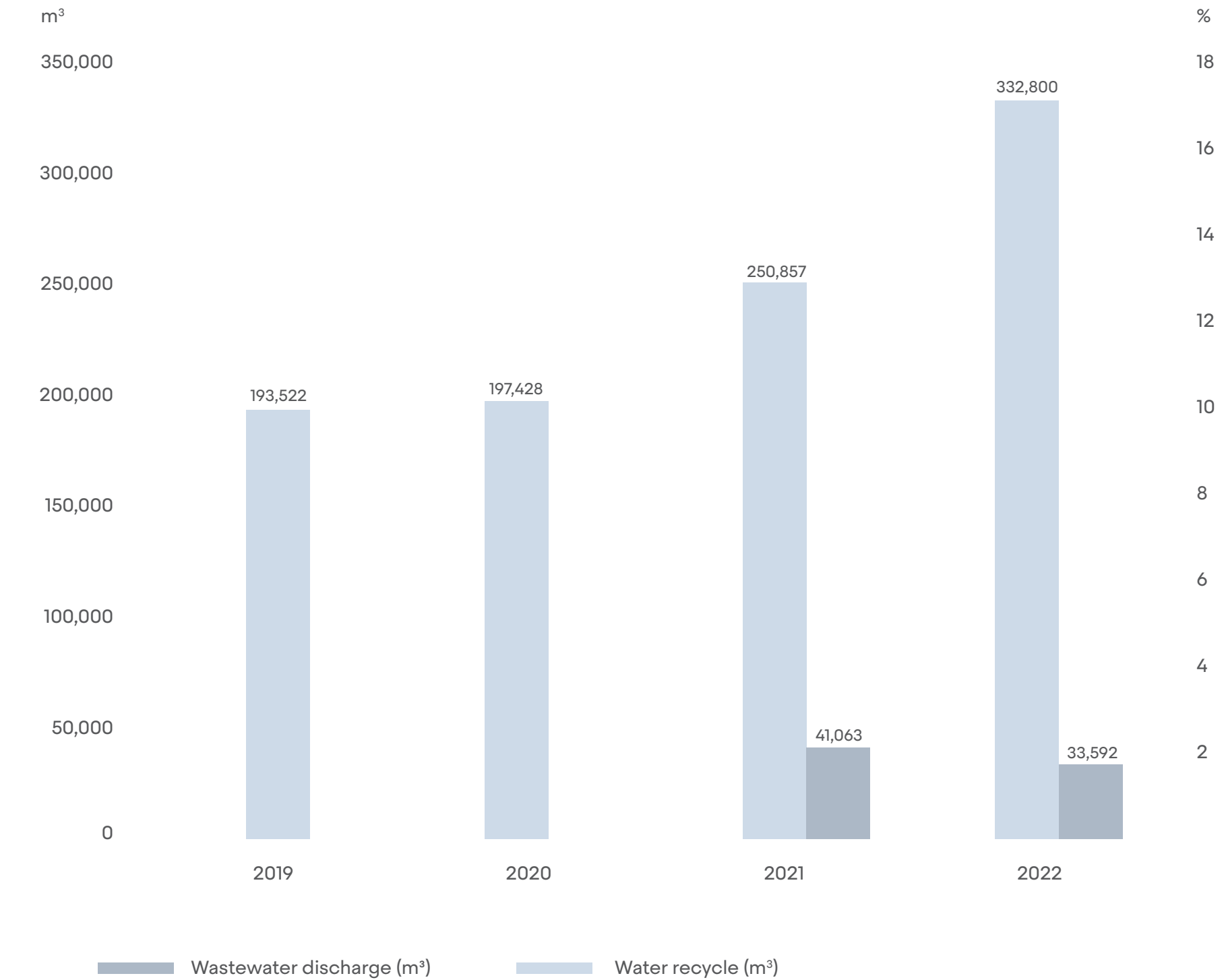
Photo of Automatic WW monitoring system

VinFast commits to disposing 100% of the wastewater from the entire operations activities and there is zero un-treated wastewater discharged. Since 2021, the Company has raised an initiative on reusing the wastewater discharge (after disposed by wastewater treatment plant) for the purpose of watering landscape and trees inside the

boundary of the project. The initiative was approved by the Ministry of Natural Resource and Environment and the Ministry of Agriculture and Rural Development. The reuse of wastewater discharge will help contribute towards an annual reduction of freshwater consumption as well as cost saving.

Wastewater discharge	2019	2020	2021	2022
<b>Manufacturing activities</b>				
Wastewater discharge (thousand m <sup>3</sup> )	193	197	250	332
Water recycled (m <sup>3</sup> )	n/a	n/a	41,063	33,592
Variation (%)	n/a	n/a	16.4	10.1
Saving (VND million/m <sup>3</sup> fresh water)	n/a	n/a	776,1	634,9
<b>Substitution activities</b>				
Water recycled (m <sup>3</sup> )	n/a	n/a	85	99
Saving (VND million/m <sup>3</sup> fresh water)	n/a	n/a	1.6	1.9

**Water discharge and water reuse**



Since receiving the approval on reusing wastewater discharge after treatment, this initiative has saved approximately VND776 million in 2021 and another VND634

million in 2022. The rate of reusing wastewater discharge after treatment is expected to increase in the coming years.

# Chemical Control

## Applying control of prohibited chemicals right from the project phase

In order to effectively eliminate hazardous substances from input materials, components, and accessories used in production, the Company has implemented stringent measures to control the use of prohibited chemicals right from the project phase. These measures are outlined as follows:

- The Company employs the International Material Data System (IMDS) to closely monitor and regulate the presence of prohibited chemicals within direct materials, components, and accessories.
- As part of its commitment to responsible chemical management, the Company established and issued the Procedure of Chemical and Hazardous Materials Management in 2020. This comprehensive procedure has been consistently implemented across all manufacturing operations, ensuring the continued adherence to strict standards and practices



# Waste Management

## Discarded Product Treatment

In Vietnam and many countries worldwide, products with harmful components to the environment after usage or on expiration that have not been collected and treated appropriately, will contribute to environmental pollution. Products such as auto components, are to be controlled according to the Vietnamese Prime Minister’s Decision No. 16/2015/QDTTg dated May 22, 2015, on collecting and treating discarded products. The Decision requires manufacturers and importers to establish a collection point for products sold after their expiration date.



VinFast has established a collection point (Gate No.2 of VinFast Hai Phong Manufacturing Complex at Dinh Vu, Cat Hai District, Hai Phong Province) and free disposal for any used product and accessories relating to VinFast components or related items. VinFast has contracted a reputable and licensed waste disposal company to dispose of discarded products in compliance with relative Laws.

Since October 19, 2019, VinFast has set up a collection point, signed a contract for the transportation and treatment of discarded products, announced information to the public on

VinFast’s website and newspapers, and prepared an annual discarded products report to Ministry of Natural Resources and Environment / Department of Natural Resources and Environment following national regulatory compliance. Furthermore, to standardize the process of discarded products and the management of it, VinFast developed and issued a procedure covering discarded products and coordinated with the hazardous waste treatment companies to standardize the process of receiving and treating of it.

VinFast is proactive in ensuring adequate collection points are available to make it more convenient for users and will continue to regularly increase the amount of collection points.

## Waste and Solid Waste Treatment

To prevent environmental pollution from waste and solid waste at VinFast’s plant, we have implemented waste reduction programs having the following priority flow: **Waste reduction at source – Reuse – Waste recycling.**

The company manages various types of solid waste, including domestic waste, normal industrial solid waste, and hazardous waste. Waste classification is conducted at the source, and it is stored in designated areas for treatment according to approved standard processes. To promote waste

reduction and responsible waste management, the company has implemented a system of waste bins and storage areas. Employees are encouraged to sort waste at the source, and initiatives are undertaken to reduce waste generation. For example, kitchen waste is provided to local communities to support animal husbandry, and dry leaves and branches are recycled as compost for shrubs and trees. Hazardous waste is collected and disposed of in compliance with regulations through a registered chemical waste management company.

Waste (tonne)	2020	2021	2022
<b>Manufacturing activities</b>			
Hazardous waste	829	909	1,428
Industrial waste	10,716	19,088	20,563
Domestic waste	982	1,486	3,268
<b>Total</b>	<b>12,527</b>	<b>21,483</b>	<b>25,259</b>
<b>Substitution activities</b>			
Hazardous waste	n/a	22	78
Domestic waste	n/a	17	36
<b>Total</b>	<b>n/a</b>	<b>39</b>	<b>115</b>

### Waste directed to recycle

Waste (tonne)	2020	2021	2022
<b>Manufacturing activities</b>			
Hazardous waste			
Recycling	171	274	384
Non-hazardous waste			
Recycling	9,322	14,644	20,179

### Waste directed to disposal

Waste (tonne)	2020	2021	2022
<b>Manufacturing activities</b>			
Hazardous waste			
Incinerator	659	635	807
Landfilling	0	0	0
<b>Total</b>	<b>659</b>	<b>635</b>	<b>807</b>
Non-hazardous waste			
Incinerator	736	1,281	1,248
Landfilling	246	205	2,021
<b>Total</b>	<b>982</b>	<b>1,486</b>	<b>3,269</b>

## Waste of Sold Product

In terms of waste management for sold products, specifically batteries, VinES Energy Solutions JSC, our affiliate, is entrusted with the responsibility of implementing battery-related control measures on behalf of VinFast. The batteries used in VinFast's EVs are categorized as either damaged batteries or used batteries.

Regarding the control measures for damaged batteries, VinFast ensures their proper collection and subsequent

transfer to our partner, VinES, for recycling purposes. On the other hand, used batteries with a State of Health (SoH) capacity below 70% undergo a replacement process and are then subjected to either reusing or recycling procedures. These well-defined processes are designed to maximize the lifespan of the batteries and facilitate the creation of second-life EV batteries.

**VinES Energy Solutions JSC is the entity responsible for battery-related control measures of VinFast.**





# Environmental Compliance



The Company commits to fulfill its compliance obligations in terms of health, safety, and environment for the Company’s products, production endeavors, as well as business and service activities according to the Health, Safety, and Environment Policy (HSE).

**Actual results gained from conforming to environmental obligations without any violation**

From 2019 to 2022, VinFast did not incur any violations or penalties (fines or non-monetary penalties) related to environmental issues. This is a clear demonstration of the total commitment and compliance with environmental protection obligations at VinFast. Specifically, in the four years of 2019-2022:

- **Environmental legal:** VinFast prepared and was granted Environmental License on the updated Environmental Impaction Report from the Ministry of Natural Resources and Environment pertaining to Decision No.224/GPMT-BTNMT dated 23/9/2022.
- **Environmental protection works:** Emission sources such as wastewater, domestic solid waste, daily-life solid waste, hazardous waste, exhaust gas, and dust are handled by VinFast diligently, safely and according to regulations.
- **Government inspection:** In 2022, VinFast did not receive any formal environmental inspection from the Government.

## 2023 Focus



To obtain approval on the 6<sup>th</sup> EIA Report and the Environmental License by the Ministry of Natural Resources and Environment



Increase wastewater reused to 30%



Extend the environmental site tour to local communities to aid in fostering transparency



100% waste is segregated at source



# 08

## Safety, Firefighting and Security

### IN THIS SECTION

- 84. 2022 Highlights
- 85. Safety Occupation Health Policy
- 85. ISO 45001 Certificate
- 86. Safety and Health
- 89. Hazard identification and risk management in the workplace



# 2022 Highlights

## Firefighting and Safety

- No violations or penalties (fines or non-monetary penalties) related to firefighting issues by the regulatory.
- No incidents of fire occurred in the factory premises.
- Supported the local community for combating two community fire incidents.
- Successfully conducted an annual firefighting and emergency response exercise at the VinFast factory with in collaboration with the Hai Phong Fire Police.
- Conducted 12 drills of emergency response – 10 drills inside VinFast factory and 02 drills in ERO and Tan Cang port.
- Expansion to our factory facilities firefighting systems were approved and accepted by the Bureau of Firefighting Police and Hai Phong Fire Police.



## Security



### Notable achievements

- In 2022, no major security or property loss event occurred in the factory.
- Received a certificate from the Chairman of Hai Phong City People’s Committee for outstanding achievements on the subject matter of “Protection of National Security in 2022”.

### Risk prevention

- Applied AI technology within the factory operation to enhance security such as: Installed facial recognition devices at all workshop doors and decentralized control points to ensure that only those who are in charge can assess the factory
- Implemented a non-metallic policy on entry into sensitive areas of the factory.
- Increased the quantity of AI cameras throughout the factory premises.
- Installed anti-intrusion warning devices at essential locations including fences around the factory premises and security gates.
- Installed a QR code control system on equipment and tools at workshop entrances and warehouses.
- Installed a warning system for vehicles which travel the incorrect route in the factory.

# Safety Occupation Health Policy

**VinFast believes in keeping safety and health as a fundamental value**

VinFast believes in keeping safety and health as a fundamental value that is mutually advantageous to our business. At VinFast we recognize that dependable safety, and occupational health management practices are in the best interests of its business, its employees, its shareholders, and the communities in which it operates. VinFast is committed to conducting our business in accordance with the IFC Performance Standards and the IFC General EHS Guidelines, the ADB Safeguard Policy Statement requirements, ILO and recognized industry and country best practices by attaining or exceeding all applicable safety and occupational health laws and regulations.

Some achievements undertaken in 2022 towards Health:



In 2022, the Covid-19 pandemic was well under control in Vietnam, however, the Company continued to put in place preventative measures in order to guarantee the health and wellbeing of the employees.



Assess the working conditions to classify and register additional list of arduous, hazardous and dangerous occupations.



Coordinate and develop a Safety training matrix for each individual and the related departments.

# ISO 45001 Certificate

VinFast has been granted the Occupational Health and Safety standard ISO 45001:2018 since 2020. The granting of this standard indicates that VinFast has established an Occupational Health and Safety management system for workers according to international standards, which is evidence of the company's commitment towards a safe and health working environment, fortified by the large investment in emergency and firefighting equipment and professional training for the

dedicated emergency response team. Taking this approach ensures the best working conditions for our people - minimize occupational accidents and incidents, as well as hazards affecting the health or safety of workers.



## Certificate of Registration

OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEM - ISO 45001:2018

This is to certify that:

VINFAST TRADING AND PRODUCTION  
JOINT STOCK COMPANY  
Dinh Vu - Cat Hai Economic Zone,  
Cat Hai Island, Cat Hai Town,  
Cat Hai District,  
Hai Phong City,  
Vietnam

Holds Certificate Number:

**OHS 723729**

and operates an Occupational Health and Safety Management System which complies with the requirements of ISO 45001:2018 for the following scope:

The manufacture of vehicles (up to 7 seat) and e-scooters.

For and on behalf of BSI:

Michael Lam - Managing Director Assurance, APAC

Original Registration Date: 2020-03-17  
Latest Revision Date: 2022-03-18

Effective Date: 2020-03-17  
Expiry Date: 2023-03-16

Page: 1 of 1



...making excellence a habit.™

# Safety and Health

Onsite there is an internationally equipped, certified clinic staffed by dedicated medical professionals providing 24-hour support. The clinic also provides daily healthcare services to employees and medical advice. In 2022, the Clinic served 2,505 employees.

Waste	2019	2020	2021
The amount of employees that visited the Clinic	1,073	972	2,505

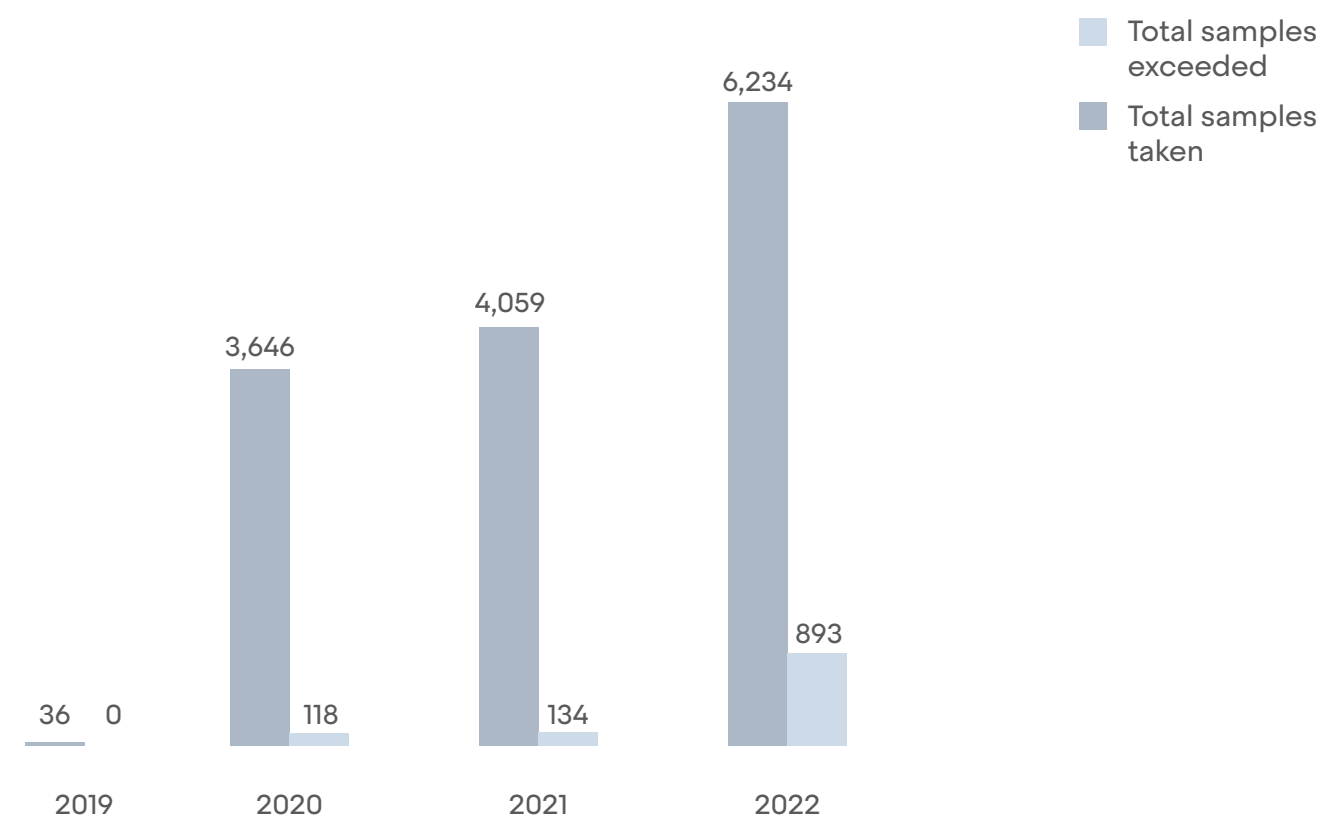
Providing  
**24-hour**  
support

The Clinic served  
**2,505**  
employees in 2022

Medical staff and Emergency Response Team frequently participate in emergency drills covering a variety of scenarios that include emergency care and firefighting challenges to ensure that our emergency care teams are always prepared for a real emergency. VinFast medical and firefighting teams collaborate closely with local authorities and hospitals to deliver rapid and efficient emergency care.

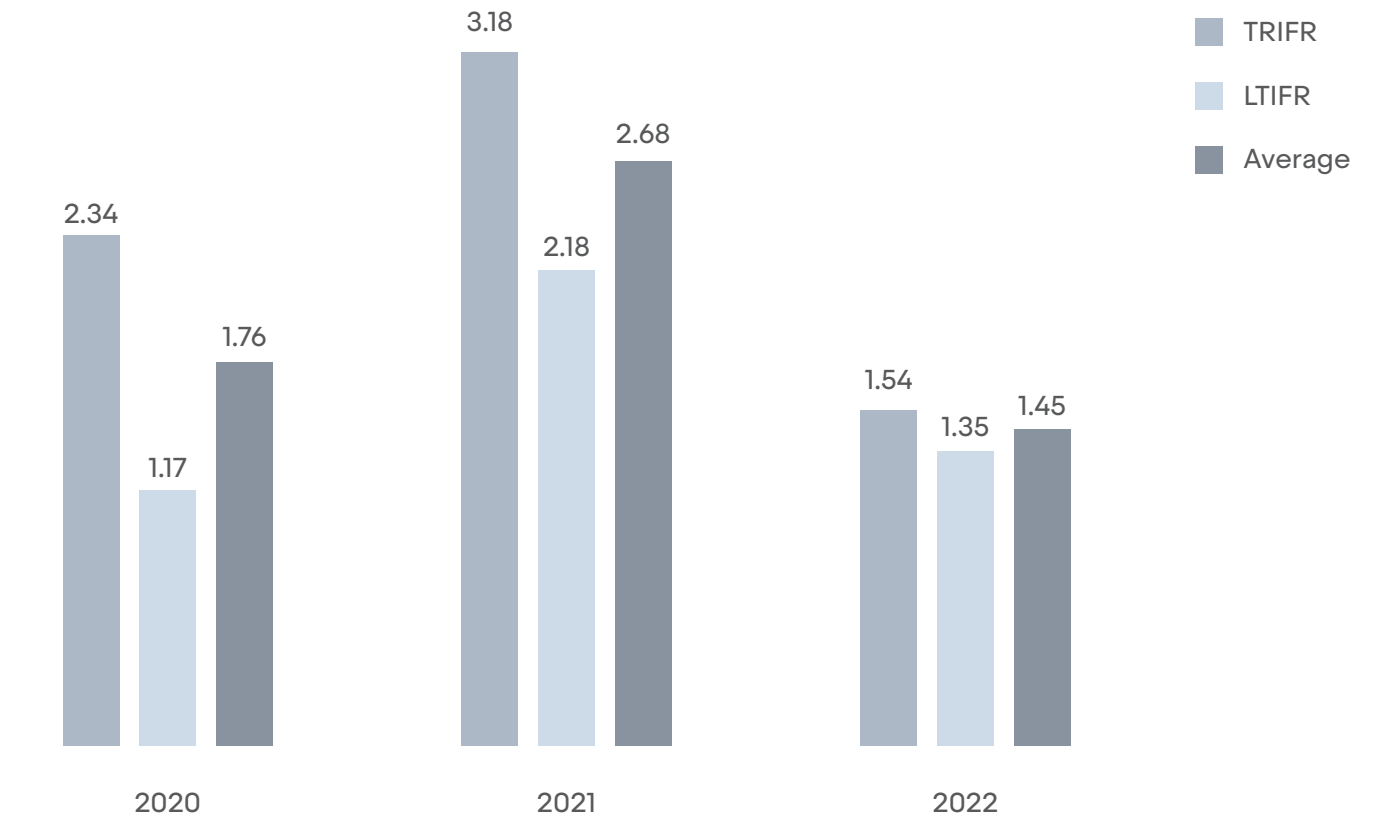
Numerous upskill training courses were conducted throughout the year to upskill and maintain a high level of proficiency in our healthcare workers and comply with legal requirements. These include continuous medical training such as First Aid, Occupational Health and Safety, annual working environment monitoring, and chemical safety.

Number of samples



The environment monitoring 2022 chart indicated that the number of exceeded parameters is 14% per total number of samples taken (6,234) which has increased by 11% compared to 2021. For the samples that have exceeded parameters, VinFast has implemented amicable solutions such as installing more industrial fans and large ventilation systems, additional lighting and implemented additional protective clothing and hearing protection. Furthermore, an additional 2,175 samples were added in 2022, increasing the total samples to 6,234 - a 54% increase against the 2021 (4,056 samples), having a 95% satisfactory rate.

VinFast – Injury Frequency Rate 2020 – 2022



A lost Time Injury Frequency Rate (LTIFR) is defined as an occurrence that resulted in a fatality, permanent disability or time lost from work of one shift or more. The frequency rate is determined by the number of occurrences per 1,000,000 man-hours worked.

Total Recordable Injuries Frequency Rate (TRIFR) includes fatalities, lost-time injuries and injuries that required restricted work activities or medical treatment. The frequency rate is determined by the number of occurrences per 1,000,000 man-hours worked. The TRIFR does not include First Aid Injuries.

**Covid-19 Prevention and Control**

The Covid-19 pandemic has been a challenging time for all private enterprises but VinFast has been able to adapt and maintain business continuity by implementing a variety of preventative measures which has helped to reduce the risk of transmission within the workplace and at home.



**Annual health surveillance and occupational disease prevention**

Pre-employment health screening and routine health checkups are conducted in parallel to the planned occupational health examination, twice a year. In 2022, a total of 3,017 VinFast employees undertook a medical surveillance.

**3,017** VinFast employees

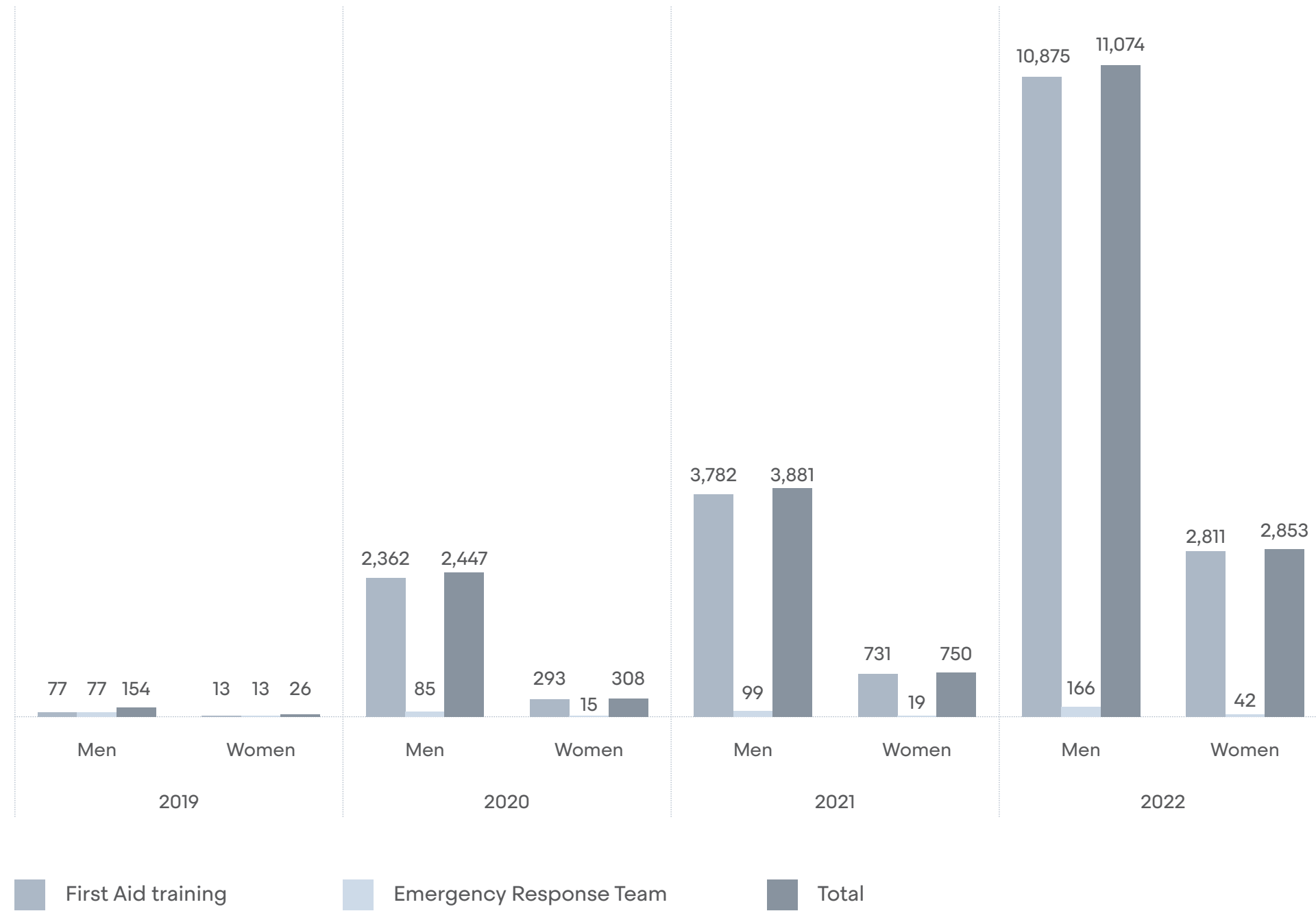
undertook a medical surveillance

**Healthcare training**

VinFast established the First Aid team in 2022 with a total of 208 members (including 42 women). All members were trained by experts from Vinmec Hai Phong Hospital. These members are responsible for providing immediate first aid and triage to injured employees in their working area whilst awaiting the arrival of the medical team.



### Building a Resilient Safety Culture

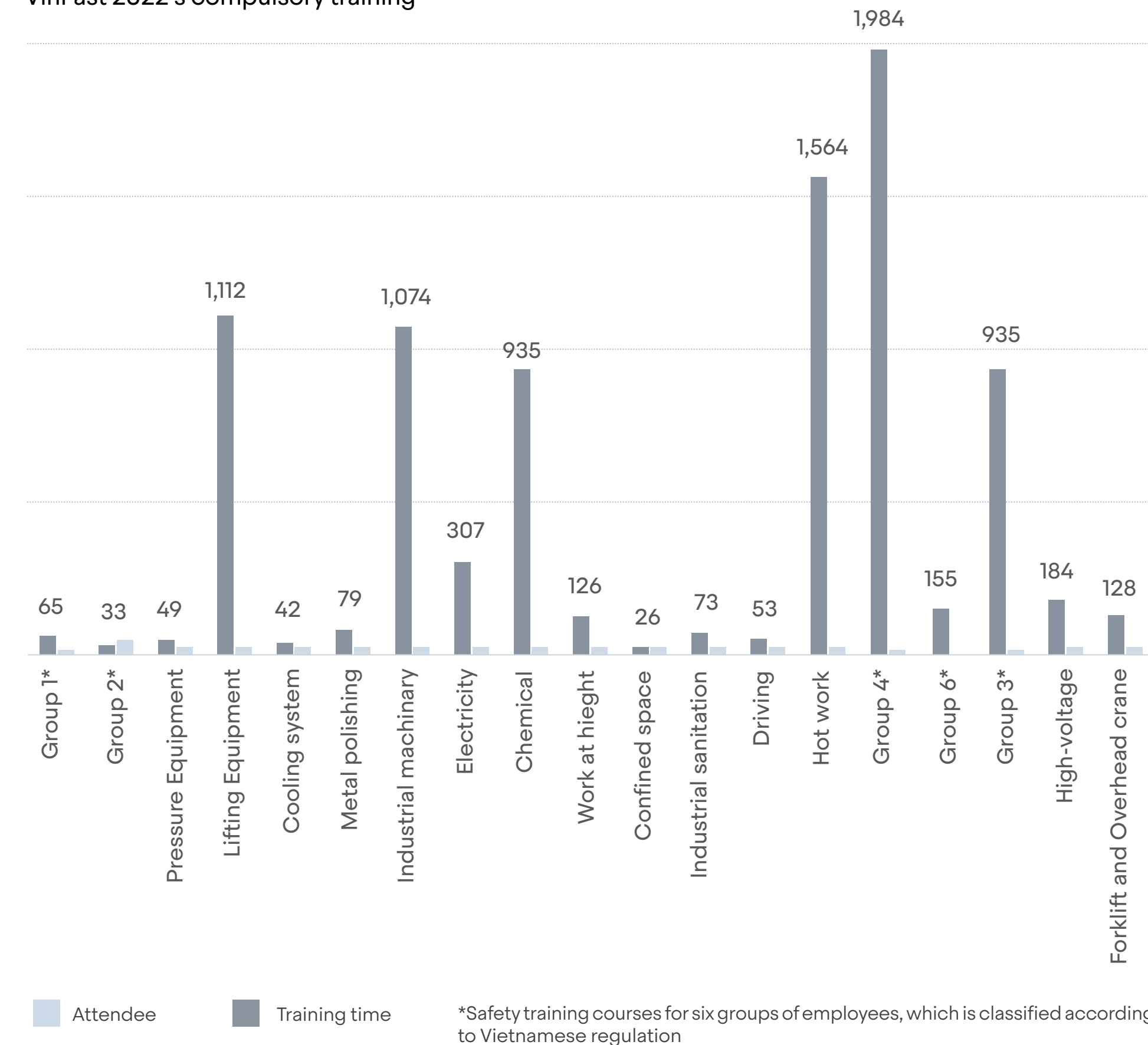


In 2022, VinFast conducted various safety programs to raise awareness with the aim of enhancing a strong safety culture with specifics focused on:

- Conducted employee training courses on safety having over 9,000 employees in attendance with the expense of VND1.4 billion;
- Safety training for contractors having over 3,700 participants;
- 1,012 specialized equipment certified and accredited; Promote hazard recognition within the workplace through regular audits and toolbox talks;
- Launched the 5S continuous improvement safety methodology within the workplace.

- Tailored specific training programs for individual and department. The training program consists of 19 compulsory training contents related to Occupational Safety and Health;
- Conduct pre-start checks for plant and equipment, as well as periodic equipment inspection by Departments.
- A mandatory safety induction is provided to new employees, contractors, visitors and refresher for existing workers covering topics such as hazard awareness, safety control measures in each area, safety zones, location of amenities, emergency procedures, risk management, use of personnel protective equipment (PPE), incident management and reporting lock out and tag out procedures.

VinFast 2022's compulsory training



\*Safety training courses for six groups of employees, which is classified according to Vietnamese regulation



# Hazard Identification and Risk Management in the Workplace

## Risk Assessment

The Company focuses on comprehensive risk analysis and assessment for all activities on a regular basis, implements additional preventive measures that improve and enhance more effective actions.

## Factory site Emergency Services

To combat fires, medical and chemical emergencies, a firefighting and emergency response team consisting of 13 members is available 24/7. An auxiliary emergency team comprising of over 210 members are trained and called upon to assist during an emergency.

Regular and specialized training are undertaken by the firefighting and emergency response team. Achievements and initiatives undertaken during the year were:

- Fire safety induction to newcomers.
- 100% of the auxiliary emergency team members were trained and certificated by Hai Phong Fire Fighting Police Department.
- Conducted 12 training courses to improve the skills of emergency response, utilized practice of fire distinguisher and hose reel to auxiliary emergency team members.
- Conducted training to improve knowledge and skills to firefighting and emergency response teams such as
  - » Firefighting technology system for the paint shop, auxiliary workshop and engine workshop.
  - » Firefighting system FM200, Nitrogen system and portable fire pump operations.



## Breathe Alcohol Concentrate (BAC) Control

As part of our ongoing drive to ensure workers are fit for work, the blanket Breath Alcohol Concentrate (BAC) testing continues to drive a fitness for work safety culture at our operational sites. All workers are routinely and/or randomly tested during shift changes as well as ad-hoc tested during shift work.

**100%** auxiliary emergency team members

were trained and certificated

# 09

## Social

### IN THIS SECTION

91.  
Community

96.  
Building Trust and Enhancing Brand  
Awareness



# Community



## 2022 Highlights

- Developed and implemented Livelihood Restoration Plan with four programs towards project affected households including vocational training in forklift operation for affected household members who are still of working age; Enhance local small business development support program; Recruit local personnel priority to people from the affected areas and educational development for children of relocated households.
- Developed and implemented Community Health Development Plan comprising of three programs including: Health check-up for 121 elderly persons; Supported 4 Communal Health Stations of Cat Hai district in the prevention of dengue fever and educational material and discussions on the prevention of STIs and HIV/AIDs
- Developed and implemented Cultural Heritage Management Plan to preserve and restore cultural and religious heritages as well as the values of these architectures.
- VinFast has installed two (2) water supply points including pipelines for the local communities to improve access to clean water.
- Provided clean water for 120 children in Van Phong kindergarten.
- Developed and implemented Community Grievances Management Procedure to ensure all community grievances are registered, solved timely and kept records sufficiently.

## Livelihood Restoration Programs

### The vocational training program

The vocational training program: This program aimed to provide affected households the necessary skills to undertake the change in their livelihood and make a transition from land-based livelihood to wage-based one considering the development trends of industrial zones in the area. There were four (4) people who registered and graduated from the forklift operation

training course. All participants who graduated received the certificates that have nation-wide application and no expiration date, which means they can use the certificates to apply for work, not only at VinFast factory, but also at other factories across Vietnam that require similar qualifications. The total budget disbursed for this program was VND48 million.



### Local small business development program

This program aimed to support business households affected by land acquisition and/or who have employees from households affected by land acquisition to develop, expand businesses in order to improve livelihoods and contribute to creating more work for local people. This program included two components:

- **In-kind Support:** Based on the result of consultation with affected households, it was noted that affected households requested to receive in-kind support with items used for their production and business activities. On February 7<sup>th</sup> and 8<sup>th</sup>, 2023, in collaboration with Van Phong, Nghia Lo and Hoang Chau communes and head of the villages, VinFast delivered 128 items to 37 households (out of 37 there are 19 vulnerable people) in the eight (8) villages of the three (3) affected communes.
- **Capacity Building:** A training course with the topics about career orientation and development, communication skills and sales skills was organized on March 21<sup>st</sup>, 2023 at the Cultural Hall of Van Phong commune for local business households. There were eight (8) participants from four (4) households participating in the training course, together with representatives from some local authority departments.

**The local recruitment program**

This program was developed to prioritize and maximize local employment, aiming to support livelihood restoration for residents and applies to members of households economically and/or physically displaced due to the Project’s land acquisition and resettlement program throughout the Project’s lifecycle.

VinFast’s local recruitment program will continue to prioritize employment of residents by applying the following order of priority:

- Members of households directly affected by the Project’s land acquisition and resettlement in affected communes;
- Residents in Cat Hai district;
- Residents in Hai Phong;
- Residents from other parts of Vietnam.
- Residents in affected communes (including Van Phong, Dong Bai, Nghia Lo, and Hoang Chau);



In December 2022, there were 914 local people working for VinFast, of which 163 people come from Van Phong commune, 147 people come from Nghia Lo commune, 89 and 92 people come from Dong Bai and Hoang

Chau commune respectively. The rest come from other communes of Cat Hai district. Out of 914, there are 317 project affected people and 113 of 317 people that come from vulnerable households.

**Education development program**

Total budget

VND **202.5** million

This program aimed to support children to pursue academics and social skills to adapt to the changing and vibrant environment in the area around Cat Hai island district with many industrial parks and factories such as Dinh Vu, Deep C. Improvements in education will contribute to strengthening the human capital of the affected households, which is essential for restoring and enhancing their livelihoods in a sustainable way.

The target beneficiaries of these programs were:

- Children of households affected by land acquisition with excellent academic achievements: students in elementary school, secondary school, high school and university with good results, good performance.

- Children of households affected by land acquisition belonging to vulnerable groups (poor, near-poor, social security) (elementary school, junior high, high school and university).

The children received support by cash provided by VinFast. Elementary and secondary students received VND1 million scholarship, while high school and university students received VND1.5 million scholarship.

## Community Health Development Plan

### Health check-up for elderly

Organized a medical screening program for

**121** elderly

Consultation with representatives of Health Stations in four affected communes and Cat Hai District Medical Center showed that elderly people in four affected communes have limited opportunities to undergo a health check-up. Communal Health Stations organized yearly health check-up campaign for local elderly but due to limited resources, they cannot conduct comprehensive tests such as blood and urine tests or ultrasounds.

To support affected people, in February 2023 VinFast organized a medical screening program for 121 elderly of Van Phong, Nghia Lo, Dong Bai and Hoang Chau communes. This program was conducted by Green Hospital with a total cost of VND 55.7 million.

### Awareness campaign for employees of VinFast on the prevention of HIV/AIDS and sexually transmitted diseases

There are approximately 2,200 shift-work employees residing in the VinFast site accommodation. Taking into consideration the impact of influx Labour health risks to vector borne pathogens and common ailments VinFast undertook a health campaign to raise awareness on the associated health risks, prevention and treatment.

As a supplement to this program, VinFast has cooperated with Green Hospital to conduct compulsory training (online and offline) on prevention of HIV/AIDS and sexually transmitted diseases for people living in the onsite shift accommodation.

### Support Communal Health Stations in controlling and prevention of dengue fever

Budget for the program

VND **64.7** million

Based on the result of a needs assessment with the Communal Health Stations of four affected communes in October 2022, VinFast initiated support and provided chemical and protective equipment for spraying including protective clothing, gloves, masks and hand sanitizers.

**Beneficiaries:** Communal Health Stations of four affected communes Van Phong, Nghia Lo, Dong Bai and Hoang Chau.

**Support for each station:** fogging machine (1 pc), chloramine B (50kg), Tyvek clothing (30 sets), rubber gloves (10 boxes), 3M Mask (100 pieces), hand sanitizer (20 bottles).

## Cultural Heritage Management Plan

According to the result of the cultural heritage baseline study, there are five (5) main cultural heritage sites identified in the project area including (i) Hien Lam Pagoda; (ii) Cau Cao Temple; (iii) Van Chan Pagoda; (iv) Van Chan Temple; and (v) Van Chan communal house. To preserve these cultural heritages, VinFast has developed and implemented Cultural Heritage Management Plan that entail the following:

Among the 5 cultural heritages, Van Chan Temple is located within the VinFast plant; however, local people are still allowed to worship at the temple. Worshippers are regularly commuted by VinFast shuttle bus to and from daily.

In 2022, VinFast disbursed approximately VND320 million to support the Van Phong Commune to upgrade and renovate the infrastructure of the temple. This facilitated the community with a clean and spacious place where they organize the cultural and religious community activity.

Disbursement for the plan

VND **320** million

Before Upgrade



After Upgrade



## Other Community Development Programs and Environment Campaigns

Since the end of 2019, VinFast has conducted the activity of clean-water supply program for 120 children in Van Phong Kindergarten with total expenditure in the region of VND14 million/per year. This action is still maintained during the year 2022 and will continue in 2023.

Since 2019, VinFast has installed two (2) water supply points including pipelines for the local communities to provide more convenient access to clean water (the local people pay directly to the water supply company with a price that is much lower than which the cost for buying water elsewhere). This activity has improved the local hygiene and sanitation of the commune. This is an ongoing yearly activity.

In 2022, VinFast collaborated with the local authority by conducting frequent garbage collection in the community drainage ditch and surrounding areas.

At important environmental events such as World's Environment Day, Clean Up the World campaign, World's Water Day and Earth Hour, VinFast has consistently been a reliable and proactive collaborator working with functional agencies and local authorities to communicate people's awareness and behavior about their responsibilities to the environment. Furthermore, in support of waste management activities, VinFast was in cooperation with the Environment Division of Cat Hai District People's Committee, contractors to conduct activities of waste collection inside and outside of Hai Phong Factory.

Budget for environment campaigns

VND **78** million



# VinFast hopes to inspire and actively advance a green lifestyle, and push toward a greener, more sustainable future for our planet.

VinFast has launched the “Plant the Future” project



Particularly, for each reservation made for VF 8 or VF 9 electric car models from January 5<sup>th</sup>, 2022, to May 30<sup>th</sup>, 2022, VinFast will plant one tree and contribute to projects that plant trees and restore forests around the world. This is considered a special and meaningful “gift” from VinFast pioneer customers as they join hands with VinFast in the journey to create a sustainable and green future. Through the “Plant the Future” project and the production of environmentally friendly smart electric cars, VinFast hopes to inspire and actively advance a green lifestyle, and push toward a greener, more sustainable future for our planet.

VinFast handed over 20,000 trees, causing mangroves in Hai Phong



On October 10<sup>th</sup>, 2022, VinFast officially handed over 20,000 trees in the tree planting project “For a green future for everyone” to the Dong Hung commune, Tien Lang district, Hai Phong. This is the next step to concretize VinFast’s commitment to contribute to creating a sustainable green future.

## Building Trust and Enhancing Brand Awareness

Music festival to launch the global VinFast community

On October 7<sup>th</sup>, a concert to celebrate the official launch of the global VinFast Community was held at the National Convention Center (My Dinh), attracting more than 3,000 members and guests in the North.

The global VinFast community is the first official international forum built and launched by a car company directly for members and brand lovers.

The goal of the global VinFast Community is to become a bridge between members with each other and with the brand, creating a close-knit community across the country, where all members can share their passions and real experiences. In the spirit of “Transparency – Respect – Civilization – Value Connection – Towards the Future”.

In Vietnam, VinFast Community operates at <https://vinfast.vn/>. Members can create discussion topics, contribute ideas, seek help from legitimate accounts or update useful information related to vehicles and information of interest. By contributing content and interacting in the community, members can receive unprecedented attractive benefits, designed specifically for the VinFast Community, in the form of VF Points.

The music festival to launch the global VinFast Community for members in the South was held on October 14, 2022, at The Adora Center, Ho Chi Minh City.

VinFast launches official U.S. VinFast community and test drives in California

On December 9<sup>th</sup>, 2022, VinFast announced the launch of its official U.S. VinFast Community – an online forum for VinFast electric car owners and enthusiasts in the US. To celebrate the new milestone, VinFast organized a series of VF 8 test drive events for consumers in California from December 8<sup>th</sup> – 11<sup>th</sup>, prior to the first customer deliveries.

An exclusive launch ceremony of the U.S. VinFast Community took place on December 10<sup>th</sup>, with the participation from 500 guests who are VinFast reservation holders along with experts and influencers in the automotive and technology field.

The U.S. VinFast Community is a part of the VinFast Global Community which launched in October 2022 and already has 22,000 active members registered all around the world. This is a useful and informative forum, providing opportunities for members to share, update information and discuss trends about the global electric mobility revolution.



# VinFast making transparency – build trust and enhance the corporate reputation



## Offering stakeholders oversight into our business

We believe that maintaining transparent, constructive two-way communication with our stakeholders is key. And we aim to strengthen our relationships, improve our processes and create more value for our stakeholders by seeking the opinions of diverse stakeholder groups. And we build our relationships on mutual trust and integrity in line with the company, starting with VinFast code of conduct.

Within the concept of corporate reputation, one of the key concepts is corporate governance, which includes transparency, the idea that an organization provides timely and complete information that is useful to relevant stakeholders.

At VinFast, we understand that governance failures will lead to a loss of stakeholder trust in business, therefore a demand for increased regulatory oversight and information disclosure for greater transparency has been considered as opportunistic for us to build trust and enhance the corporate reputation.

We carry out joint activities and engage in partnerships with key stakeholder groups with different levels, including local community, authorities at the different levels, investor, specialist/experts from institutes and universities and other stakeholders.

In 2022, the company progressed the communications activities and it has been recorded as the year of communication with 86 delegations paid their field visits to VinFast Hai Phong factory. The visitors came from different groups such as local communities, authorities at different levels, specialists/ experts from academic research institutes and universities, investors and other stakeholders from Vietnam and other countries. This strengthens the target set up by the company of meeting requirements for communication transparency, sharing information and consulting with each of key stakeholders of the company.

# 10

## Human Resources

### IN THIS SECTION

- 99.** Overview

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- 101.** Usage of Local Workforce

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- 101.** Talent Acquisition, Training, and Development

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- 102.** Human Development

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- 103.** Education and Training

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- 104.** Compensation, Salary, Bonus and Welfare Policy

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- 105.** Employee Healthcare Policy

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- 105.** Key Performance Indicator



# Overview

In the transition to a climate-resilient future, we will drive innovation and sustainable growth, support our workforce and local communities, and ensure that everything we make – or that others who make for us – is produced lawfully and with respect for human rights. We continue our work towards gender and racial equality and to protect the rights of all people. We remain committed to partnering with communities and expanding access to critical resources and opportunities that help move people forward. We support a just transition and are working toward a more equitable transition to EVs.

The workforce of VinFast has steadily increased to 16,005 employees as of December 31<sup>st</sup>, 2022. At VinFast, we seek to create safe, engaging, and cohesive working environments. Steadfast in our global focus, we adhere to a cross company set of values, a code of conduct and a core set of policies including Human Resource Policy, Recruitment Policy, Statement of Environment, Social and Governance.



## Attracting, training and sustainable development of human resources are always deemed a top priorities at VinFast.

We aim to improve and transform the quality of our training programs while also implementing recruitment policies, talent attraction strategies and competitive remuneration policies.

Our workers are skillful and have undergone appropriate vocational training and careful classification input. Our personnel are well-equipped with suitable degrees and certificates for their respective profession, with regular company training sessions.

For over five years, VinFast has been a pioneer in providing opportunity to people regardless of race, gender, ability and background. We view this less with

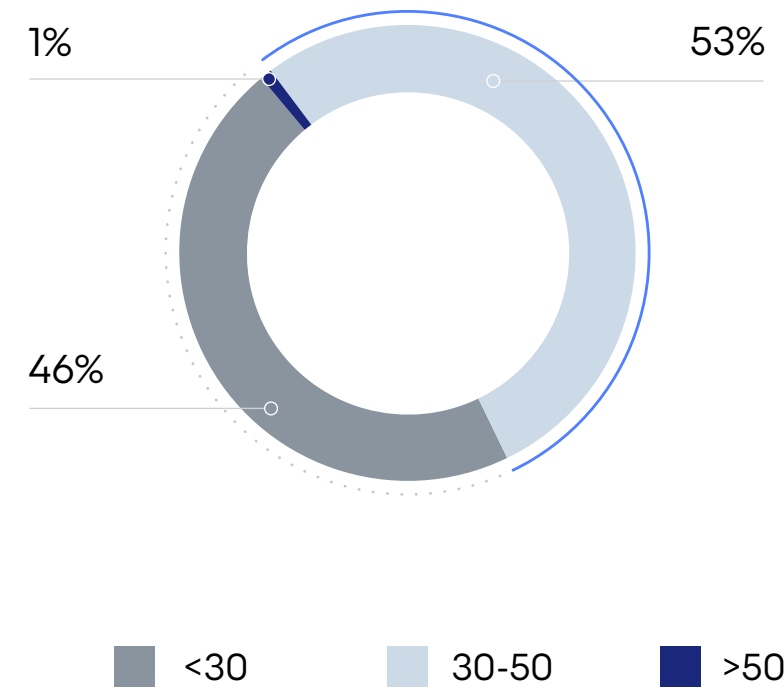
pride than the sober realization that we must go further to create a company where our differences are truly valued, and every team member can bring their whole selves to work.

Creating a culture of inclusion is not just the right thing to do, it's also the smart thing. Diversity creates innovation. Building equity into everything we do will help us achieve our business goals.

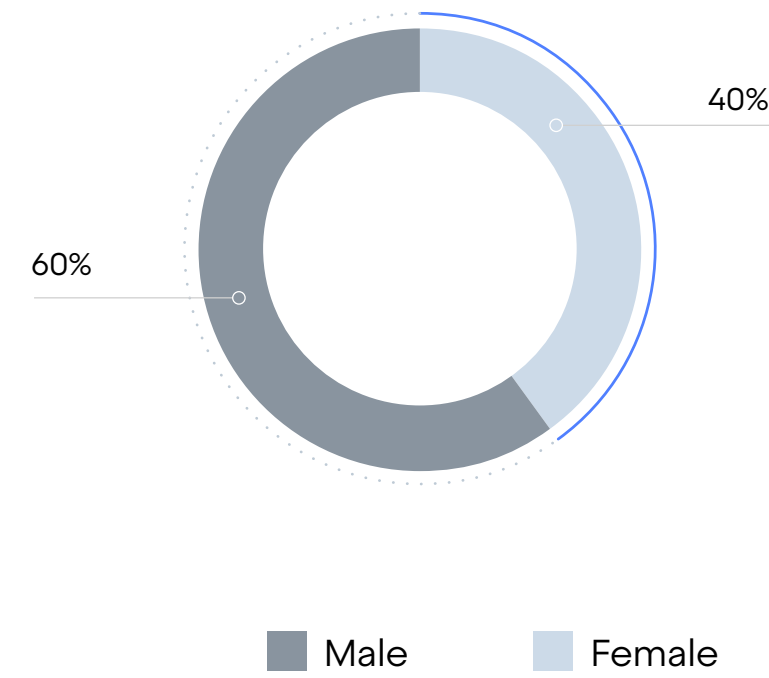
We are working to embed our diversity, equity and inclusion strategies into every part of our company to unleash our innovation workforce, complete in the marketplace and serve the community.

Year	2020	2021	2022
<b>Vietnam</b>			
Total number of employees	4,853	6,436	15,542
In which			
Vietnamese	4,691	6,305	15,312
Expats	162	131	230
<b>North America</b>			
Total number of employees	n/a	n/a	311
<b>EU</b>			
Total number of employees	n/a	34	152
<b>Total</b>	<b>4,853</b>	<b>6,470</b>	<b>16,005</b>

**Employees by age group\***



**Employees by gender\***



\*Excluding VinFast European locations

**Employees by countries/nationalities**

Year	2020	2021	2022
<b>Workforce by nationality in Vietnam</b>			
Europe	1.3%	0.7%	0.5%
North America	0.2%	0.1%	0.1%
Asia ex-Vietnam	1.5%	0.8%	0.7%
Vietnam	96.7%	98.0%	98.4%
Others	0.4%	0.4%	0.3%
<b>Workforce by nationality in North America</b>			
Europe	n/a	n/a	18.7%
American	n/a	n/a	35.7%
Asia	n/a	n/a	42.1%
Others	n/a	n/a	3.5%



## Usage of Local Workforce

Out of the total of VinFast’s employees, 15,312 employees (95.7%) are Vietnamese, 693 employees (4.3%) are foreign management board and experts. The inclusion of members from the local communities in the management board can help create stable jobs for local workers while developing human resources and increasing economic benefits in the region.

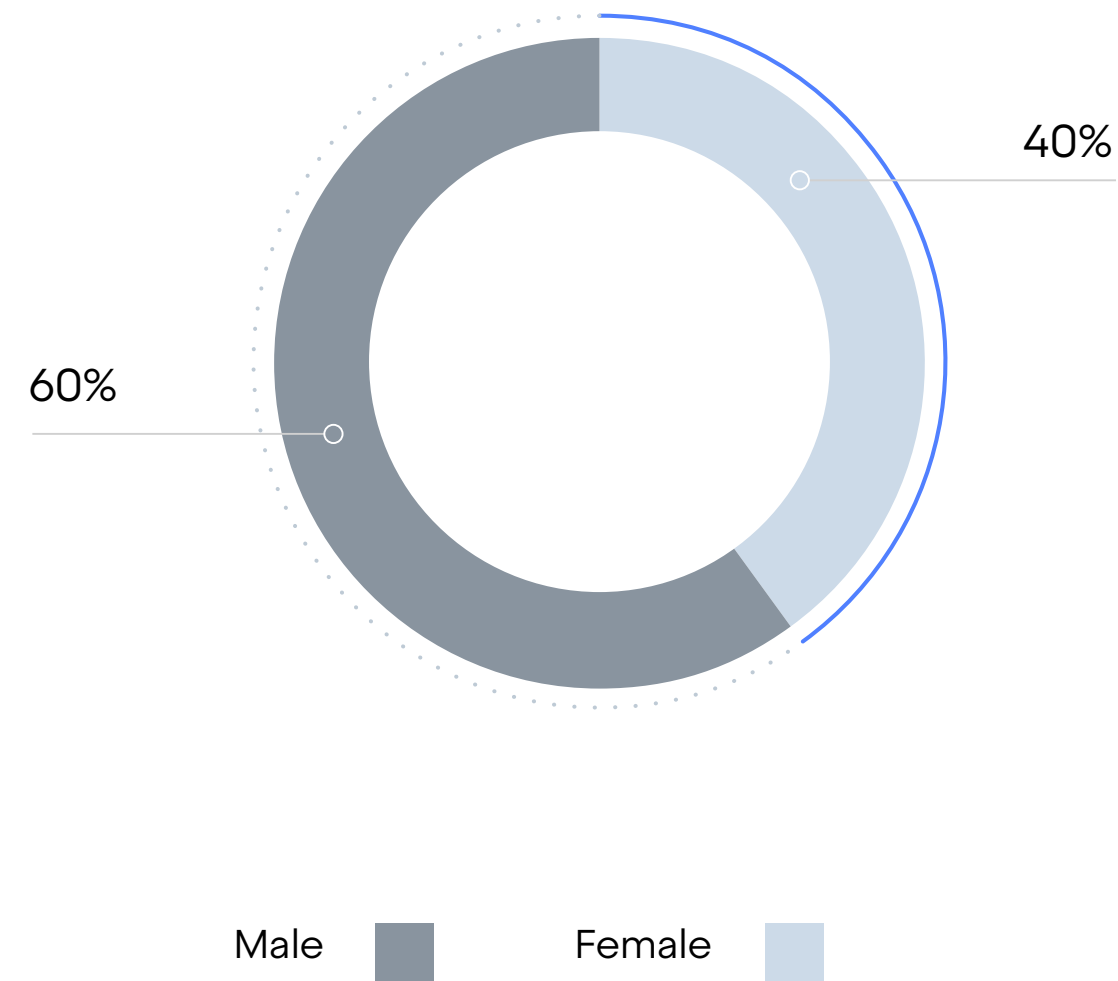
## Talent Acquisition, Training, and Development

VinFast consistently views human resources as both a fundamental element and a valuable asset. VinFast aims to coach wisdom and virtue in all of our employees. VinFast’s recruitment goal is to attract and welcome all candidates who want to work in a dynamic, fast-paced, creative and efficient environment – where each individual can maximize their abilities and professional knowledge.

VinFast creates a professional and modern working environment, maximizes the right to work, dedication, development and respect employees, harmoniously combining the interests of the enterprise with the interests of the employees.

Due to its fast expansion and development, VinFast has been active in recruiting and supporting its workforce.

Gender of members on the Governance body – Board of Management



# Human Development

VinFast recruited  
**10,497**  
new employees  
at all levels in 2022

**95%**  
of employees were  
periodically evaluated for  
performance



**VinFast is constantly making efforts to foster and retain talent.**

We believe that a quality workforce are the foundation for the sustainability of the business and that all employees have the same opportunity to advance in any position from entry levels to management positions and eventually progress to the company's leadership. With a standardized labor performance evaluation system and quarterly review, each VinFast's employee is evaluated twice a year on an objective and transparent basis. In 2022, 95% of employees were periodically evaluated for work performance, increased by 3.65% compared to 2021.

With a constantly growing vision and plan to open more global branches, VinFast believes that external recruitment is necessary. However, VinFast is committed to optimizing and prioritizing internal resources before using external sources. We want employees to constantly develop while dedicating themselves to the evolution of VinFast. Therefore, we provide training courses to improve our staff's expertise and necessary skills.

# Education and Training

Company/Course	Unit	2021	2022	Variation(%)
<b>VinFast Vietnam</b>				
1. Online training	Courses	248	345	+39%
2. Offline training	Courses	502	743	+48%
3. Total training hour	Hours	183,919	390,443	+112%
4. Total employee attended	Person	8,206	19,522	+138%
<b>VinFast in North America<sup>(5)</sup></b>				
1. Online training	Courses	n/a	95	
2. Total training hour	Hours	n/a	1,100	
3. Average training hours/employee	Hours/person	n/a	5	

<sup>(5)</sup> VinFast North America Market started training activities in 2022



Training courses in 2022

**45%**

Total training hours

**112%**

In 2022, there were 1,088 training courses with an increased about 45% against a tally of 750 training courses in 2021, included 345 online training and 743 offline training (against a tally of 248 online training and 502 offline training respectively in 2021) with an increased respectively of 39% and 48%. Total training hours also increased 112% of 390,443 in 2022 against a tally of 183,919 in 2021.

The training content varied from job-related skills to human-rights and employee applications to security.

# Compensation, Salary, Bonus and Welfare Policy



## Friendly, dynamic, and modern working environment

With the foundation of respect, creation, and innovation at VinFast, we consistently foster a friendly, dynamic, and modern working environment where all employees feel welcomed, safe, and listened to, and that everyone can contribute to meaningful goals. In addition to a competitive salary and performance-based bonuses, VinFast also offers various benefits for employees, such as daily shuttle buses to the workplace, free meals, vocational leave, medical surveillance, team-building events, etc. Standard benefits for full-time VinFast employees include healthcare insurance, and other benefits that cater to family needs.

At VinFast, we have implemented the Salary, Bonus, and Welfare Policy for our employees. We take pride in ensuring that our policy not only aligns with state laws but also remains highly competitive in the labor market. This information is outlined in VinFast's General Internal Regulation.

Our salary and bonus system has garnered widespread consensus within the company and has been tailored to accommodate employees at different levels and in various positions. The remuneration for each role reflects a commitment to gender equality, ensuring that there are no significant differences between male and female employees.

In addition to the holidays, employees are also entitled to sick leave, annual leave, marriage leave, maternity leave, injury leave, and more. VinFast is committed to taking care of the health and welfare of our employees, helping them feel more secure at work and ensuring a balance between work and personal life.

- Regular medical checkup: Employees shall have their health examined once a year. Those who work in dangerous and hazardous areas per the provisions of applicable laws or those who reach a certain age, shall go for medical examination twice a year.
- Other benefits included travel, discounts when buying products of the company
- Gifts on holidays and Tet (Holidays include: Womens Day (March 8<sup>th</sup>, April 30<sup>th</sup>), Labors Day (May 1<sup>st</sup>), Childrens Day (June 1st), Mid-Autumn Festival, Independence Day (September 2<sup>nd</sup>), Lunar New Year): Employees are given gifts of VND3.5 million per person per year.
- For example, should an occupational accident occur at work, VinFast provides additional financial support (starting at VND3 million per case). In case long-term medical support is needed, VinFast regularly reviews additional assistance to aid the employees and their families.

Privileges for employees using services at Vingroup ecosystem: Vinmec, VinFast, Vinpearl, and Vinschool, VinUniversity: Applicable to employees who have signed the official Labor Contracts. The privileges vary by employee tier.



## Employee Healthcare Policy

To ensure employees' health and improve the quality of work, VinFast prioritizes and focuses on health care policies for employees. Our clinic, established since the beginning of VinFast, are staffed by skilled medical professionals with national and international qualifications and certifications. Employees are provided with medical examinations and treatment of routine ailments, undergo periodical medical surveillance (twice a year for those in exposed area and once per year for other employees). In the summer, additional ice making machines and cool drinking water is provided at the production shops.

All employees are entitled to health insurance and 24/7 occupational accident insurance. The company also provides employees with effective disease prevention measures, such as vaccination, mask equipment, hand sanitizers, etc. The company's canteen is inspected daily to ensure food sanitation and hygiene.

## KPI and Periodical Performance Assessment

**95%** of employees

completed their annual assessment of KPIs

In VinFast, we have developed KPI for each position. The implementation of KPIs to the employees allocates measurable goals and a method to attain such achievements, devise a strategy to reach goals and evaluate employee's performance progression.

In 2022, 95% of employees completed their annual assessment of KPIs and the remaining 5% was not subject to KPI assessment.



# 11

## Customer Experience and Service

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Warranty Period
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VinFast Mobile Service
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Customer Care
- 110.**  
Battery and Charging Station System



Embracing the brand philosophy of being “Customer – Centric,” VinFast is resolute in its mission to excel as the leading car company in customer care within the market. In line with this objective, VinFast has not only focused on creating top-tier product lines renowned for their consistent quality but has also made systematic investments in developing an extensive network of showrooms, distributors, and service workshops to cater to the diverse needs of its customers.

To ensure the continual enhancement of service quality, the company has implemented a comprehensive set of customer service policies that standardize the customer care and after-sales processes. These policies serve as guidelines to maintain and elevate the level of service provided to customers.

## Outstanding After-sales Service

Proud to be the only car brand researched and developed by Vietnamese people, VinFast has always determined to become the best customer care car company in the market. Consistent with that goal, besides creating high-class product lines with quality, VinFast has seriously and methodically invested in developing

a system of Showrooms, Distributors and service workshops to meet all the needs of customers.

Our warranty of up to 10-year / 125,000-mile has also proven to be a differentiator, as it was our highest rated after-sales policy.



## Instant Services

Customers wishing to learn more about VinFast cars can contact via VinFast’s website, official fan page, or consult a showroom or local distributor. Then, the relevant departments will confirm the request and make an official appointment. The entire care process is fully guaranteed with regulations on safety during the epidemic season and has the same processes and procedures as when taking a test drive at the showroom.



## Warranty Period

### Car warranty period

- Warranty period 10 years or 200,000 km whichever comes first: VF e34, VF 8, VF 9.
- Warranty period 7 years or 140,000 km whichever comes first: VF 5.

### Warranty period for electric motorcycles

- Electric motorcycles have a warranty period of 3 years and unlimited mileage.



## Rescue Services

VinFast has deployed a variety of rescue services to meet the needs of customers anywhere, at any time. Currently, the network of VinFast dealers and showrooms is present in all provinces and cities across the country.

- Transportation services: 24/7 free support and rescue call center service when the vehicle has technical problems: (1900 23 23 89).
- Support for car parts replacement: Rescue free of charge for errors or damage, etc. causing stoppage of operation while the vehicle is still under warranty.
- Rescue electric car batteries 24/7: Immediately after receiving supporting information from car owners, VinFast technicians will approach and provide suitable on-site car charging solutions, even in Tet holidays, helping customers move to the nearest charging station location.



# VinFast Mobile Service

Mobile Service is an added service deployed in parallel with VinFast’s existing network of service workshops and rescue policies to meet the maximum service needs and bring the highest convenience to customers.

Mobile Service is an added service deployed in parallel with VinFast’s existing network of service workshops and rescue policies to meet the maximum service needs and bring the highest convenience to customers.

VinFast’s Mobile Service allows technicians to access, service and meet maintenance, repair and spare parts requirements with simple items, without the need for a lift for your vehicle, at the locations requested by the customer.



## Customer Care

	2019	2020	2021	2022
Overall satisfaction	94%	95%	97%	97%
Sales process satisfaction rate	95%	91%	94%	96%
Satisfaction rate of the customer service call center	98%	98%	99%	98%

# Battery and Charging Station System

In order to encourage people to use electric vehicles and gradually replace fossil fuel vehicles to help reduce emissions into the environment, VinFast targets to develop a charging station system with more than 150,000 charging points for motorbikes and electric cars, spreading across 63 provinces and cities in Vietnam.

In addition, VinFast offers customers with flexible pricing by a unique, preminent and different battery rental policy in Vietnam. Benefits of renting batteries for electric cars and e-Scooters:

- Customers do not have to finance battery repair and maintenance.
- Customers do not need to procure a replacement battery because when the charging and discharging capacity of the battery is below 70%, the battery will be replaced.

VinFast target to develop

**150,000** charging points

**63** provinces and cities in Vietnam



# 12

## Supplier

### IN THIS SECTION

**112.**  
Supplier Code of Conduct

**113.**  
Responsible Supply Chain –  
Social Responsibility





## Supplier Code of Conduct

VinFast strives to increase access to transportation, protect our environment, enhance the health and well-being of the communities that surround us and respect the rights of the people who live there.

VinFast is participating in building a better world, where people are free to move and pursue their dreams. Suppliers are expected to understand and act consistent with VinFast's approach to integrity, responsible sourcing, and supply chain management. VinFast also expects suppliers will cascade similar expectations through their own supply chains.

This Supplier Code of Conduct articulates VinFast's expectations of the conduct of its suppliers and business partners doing business with VinFast. Any failure to meet this Supplier Code of Conduct will lead to disciplinary actions, including suppliers' termination.



# Responsible Supply Chain – Social Responsibility

The management approach of responsible supply chain is presented in the section of environment pillar. In this section, related social responsibilities are described.

## Responsible Mineral Policy

VinFast commits to socially responsible, promoting ethical conduct throughout our supply chain, no matter the industry, area, or resources. We ensure that suppliers who provide us with components containing tin, tungsten, tantalum, and gold (3TG) understand the origins of such minerals, source them responsibly.

We identify and do business with organizations that conduct their business with principles that are consistent with our own.

VinFast aims to ensure that the company and our suppliers do not play a part in:

- Human right abuses of Child and forced labor;
- Support or participate in conflict;
- Carry out threats towards indigenous people and communities;
- Discrimination or harassment against vulnerable groups;
- Infringements on workers rights and that of safety and health risks.

Control and measurement:

- Implement and manage rigorous controls to monitor supplier adherence to the RSCMS;
- Conduct regular audits on suppliers, including certified third-party auditing of supply chain due diligence and reporting;
- Design and implement a strategy to respond to identified risks;
- Participate in international conflict free mineral initiatives, forums, and committees; and
- Enact corrective or disciplinary action against non-compliance suppliers.



## Green Procurement Policy

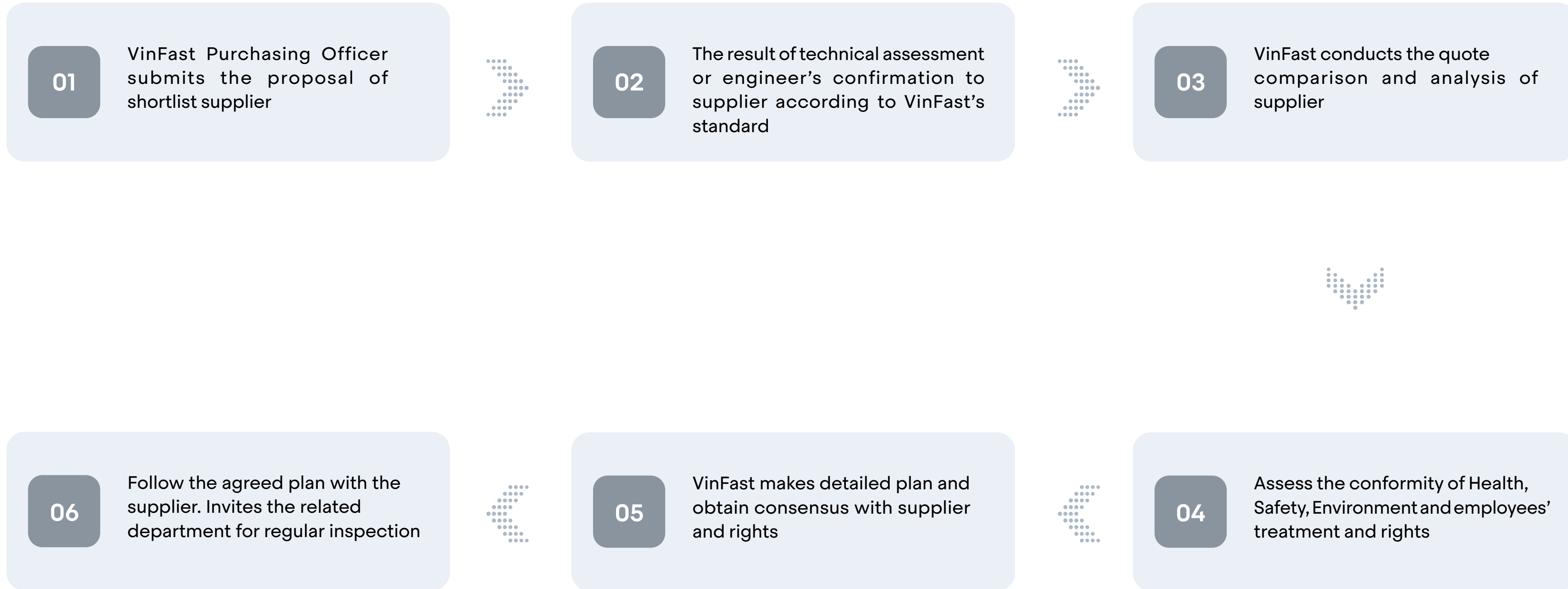
At VinFast we pride ourselves in fostering a high degree of environmental protection and conservation.



To uphold this approach, we encourage purchasing of products and services that have a positive effect on human health and the environment when compared to competing products or services that serve the same purpose.

- Ensure that management level and employees relevant to procurement and supply chain processes are fully aware of environmental protection programs and the Green Procurement Policy;
  - » Reduced water and other natural resources consumption;
  - » Reduced chemical emissions or toxicity during installation or use;
- Ensure that human health and environmental concerns are part of supplier consideration during procurement evaluation process when acquiring high quality products and services at competitive prices;
  - » Smaller generation of toxic substances, or of less toxic substances, upon disposal.
- Encourage our suppliers to develop similar green procurement processes to improve our overall performance of environmental protection and conservation.
- Conduct audits and self-assessments of compliance with this Policy, and report periodically to the Board of Directors.
- All operation sites and services centers are encouraged to avoid single-use disposable items, and to purchase products having:
  - » Improved recyclability including high recycled content, reduced packing and greater durability;
  - » Advanced energy efficiency;
  - » Utilized clean technology and clean fuels;

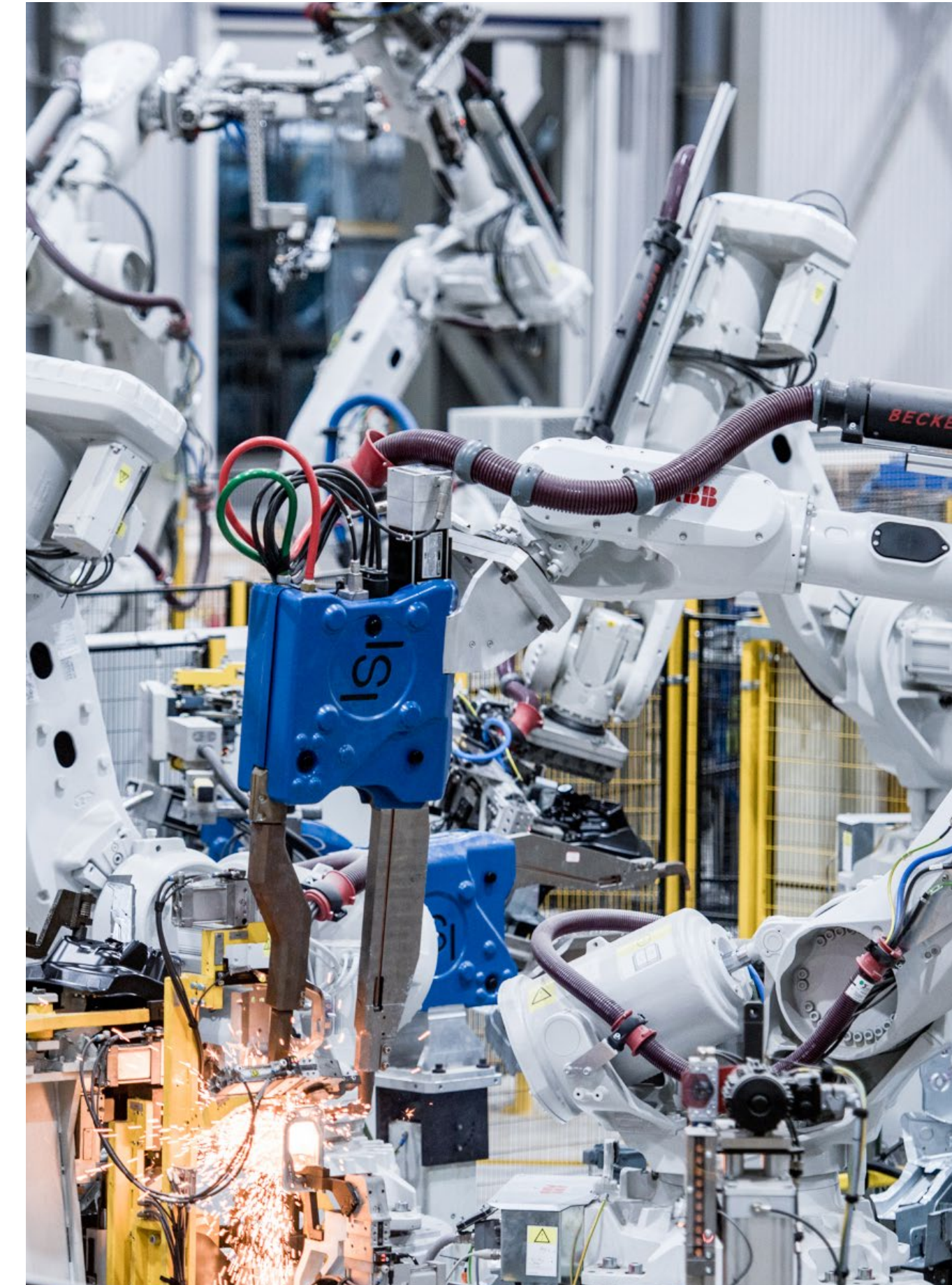
## Supplier Assessment Process



The Human Resources Department coordinates with ESG, Facility Management, Safety and the Purchasing Department to periodically examine suppliers/ contractors as well as ensure that suppliers/ contractors treat and have appropriate regimes for employees in compliance with Vietnamese law and ILO requirements.

The criteria include the following:

- Rules and regulations of the company for employees;
- The labor dossier, contract;
- Timesheets, overtime data;
- Wage and Benefits;
- Insurance for employees;
- Annual leave, Maternity leave;
- Trade unions, labor relations;
- Training.



# 13

## Cyber Security and Privacy Data Protection

### IN THIS SECTION

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Data Protection Policy in  
VinFast's Target Countries
- 118.**  
Data Protection Standard
- 119.**  
Customer Privacy Protection
- 119.**  
Internal Audits
- 119.**  
Personal Data during its  
Entire Lifecycle



VinFast is proud to announce that it has not received any complaints regarding the violation of customer privacy. VinFast has also introduced security regulations, specific regulations for arising network security issues, and has established a network safety and security system.



## 2022 Highlights

Zero

- > Data security breaches or other cybersecurity incidents
- > Leakage incidents
- > Customers and employees affected by company leaks
- > Fines in connection to data security breaches or other cyber security incidents

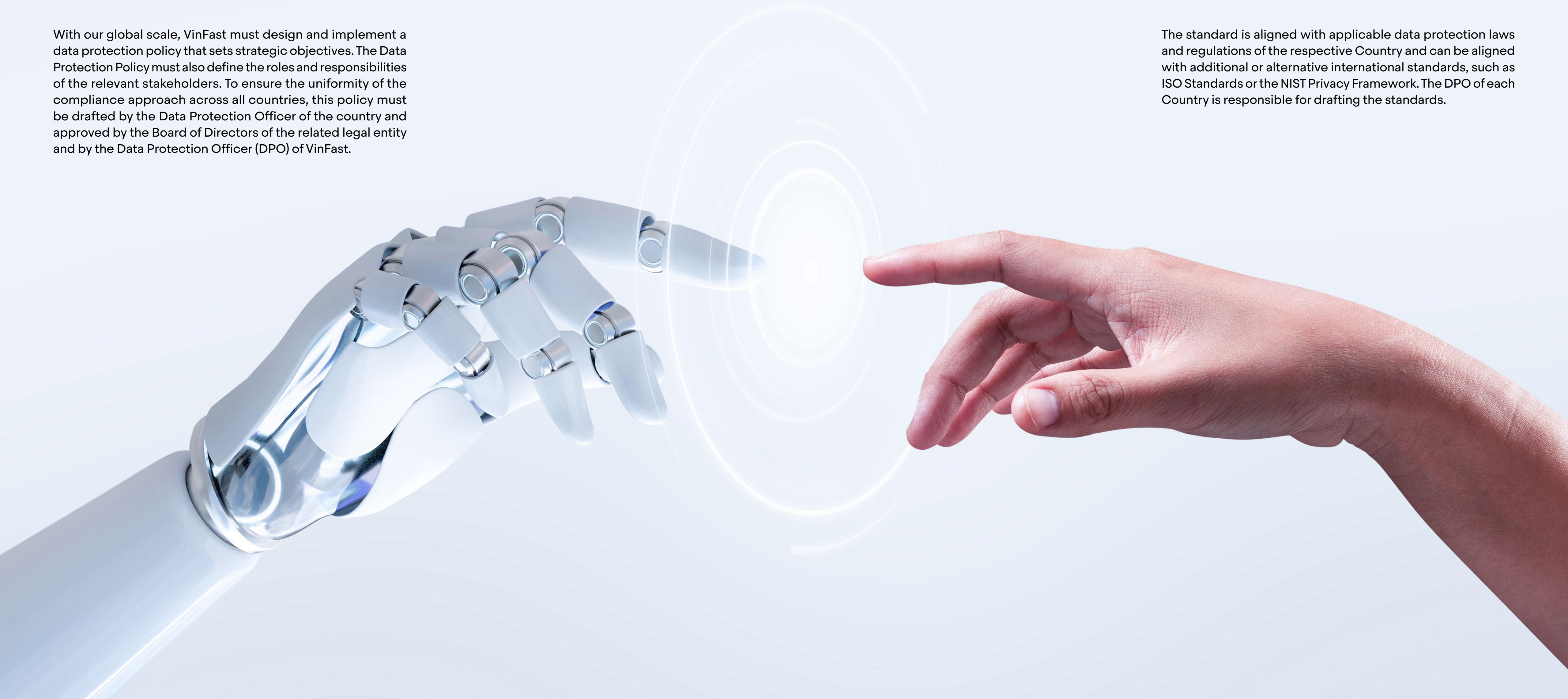
Received the EU certification of **Cyber Security Management System**

## Data Protection Policy in VinFast’s Target Countries

With our global scale, VinFast must design and implement a data protection policy that sets strategic objectives. The Data Protection Policy must also define the roles and responsibilities of the relevant stakeholders. To ensure the uniformity of the compliance approach across all countries, this policy must be drafted by the Data Protection Officer of the country and approved by the Board of Directors of the related legal entity and by the Data Protection Officer (DPO) of VinFast.

## Data Protection Standard

The standard is aligned with applicable data protection laws and regulations of the respective Country and can be aligned with additional or alternative international standards, such as ISO Standards or the NIST Privacy Framework. The DPO of each Country is responsible for drafting the standards.





## Customer Privacy Protection

VinFast and each subsidiary or group of subsidiaries will comply with all data protection laws and regulations in the respective countries where it is conducting business. To do so, VinFast commits to respecting and complying

with the Data Protection Compliance Framework implemented by its subsidiaries or group of subsidiaries in their respective Countries. Notably, VinFast commits to ensure the adequate protection of.

## Internal Audits

VinFast regularly conducts an internal security assessment program by VinFast Cyber Security Services (managed by the Deputy CEO of VinFast) through a comprehensive and all-encompassing program 24/7 cybersecurity monitoring.

made up of different teams for IT/OT and vehicle programs. Much of our professional team have undertaken SANS training and undergone certification by GIAC which is the highest Standard in Cyber Security Certifications offered in the United States of America.

The VinFast Cyber Security Services has more than 60 cybersecurity professionals

## Personal Data during its Entire Lifecycle

VinFast is committed to ensuring the adequate protection of personal data throughout its entire lifecycle. This policy is developed and implemented for the purpose of protecting the privacy and personal data of VinFast customers, employees, and partners. This policy sets forth the global data protection compliance framework to

be implemented within the countries in which VinFast, its subsidiaries, or group of subsidiaries are doing business.

VinFast also conducts internal audits and third-party audits and follows a zero-tolerance policy concerning violation of privacy protection and information security assurance mechanisms.