



SUSTAINABLE DEVELOPMENT REPORT

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BUILDING TRUST THE KEY TO SUCCESS



OVERVIEW ON THE SUSTAINABLE DEVELOPMENT REPORT

During its development process, PVCFC has always aimed for sustainable development as a strategic goal while pursuing economic growth on the principle of environmental stakeholders, a harmonious balance of interests, and towards the prosperity of the community and society. Therefore, the sustainable development report is built as a bridge between PVCFC and stakeholders, helping to clarify the company's strategic direction and commitments with stakeholders, clearly defining our strategic orientations and commitments to implementation of social - environmental criteria, contributing to promotion of business trend toward green growth and sustainable development in Vietnam and around the world.

By implementing the sustainable development report, beside the economic aspect, PVCFC also identifies and evaluates its social and environmental responsibilities and contributions, supporting PVCFC to maintain

a balance of upcoming operational plans toward sustainable development goals and society in the next financial years.

In 2023, PVCFC made the sustainable development report on the basis of reference to GRI 2021 Universal Standards. Additionally, we also refer to guidance, recommendations and policy consultancy related to sustainable fertilizer use and management of Food and Agriculture Organization (FAO); complying with standards and practice guidelines in the fertilizer industry of International Fertilizer Association (IFA) to ensure safe, effective and sustainable fertilizer production, distribution and use, contributing to green and sustainable agricultural development goals in Vietnam. In addition, we also refer to operations of PVCFC with sustainable development goals (SDG) of the United Nations related to the fertilizer industry including: Goal 2, 12, 13 and 15. Then, PVCFC adjusts its operational

plan in accordance with SDGs to deal with global challenges and promote sustainable development in the fertilizer industry and more.

REPORT CONTENT

Sustainable Development Report 2023 of PVCFC included information related to commitment/policies, governance measures, operating solutions and performance of PVCFC on material issues. 2023 is the 9th year PVCFC integrates the Sustainable Development Report shown in 01 chapter of the Annual Report.

There is no restatement information made from the 2022 report in the 2023 Sustainable Development Report. Accordingly, all information in this document is guaranteed to be consistently published with previous information of PVCFC.

SCOPE OF REPORT

The report was made in Vietnam focusing on fertilizer trading and production activities. PVCFC's report included: all information and operating results of Parent Company and 01 Subsidiary - Petroleum Packaging Joint Stock Company (PPC).

REPORTING PERIOD

Information and data included in the report was updated in the 2023 fiscal year of PVCFC, starting from 01 January 2023 and ending on 31 December 2023.



CONTACT INFORMATION

We are looking forward to receiving your sincere comments to make our report more transparent, complete and accurate. Should you have any opinion related to sustainable development issues, please send us at:

Mr. Do Thanh Hung - Corporate Secretary

Email: ir@pvcfc.com.vn

HP: 0913897704



OVERVIEW ON THE SUSTAINABLE DEVELOPMENT REPORT

EXTERNAL ASSURANCE

PVCFC commits to complying with principles of integrity, accuracy and transparency in all data and information in the report. Therefore, apart from carrying out internal audit, our sustainable development indicators are guaranteed by third-party/independent audit, specifically:

- Consolidated financial indicators (assets, revenue, profits, budget contributions) are audited by Deloitte Vietnam Auditing Company Limited.
- Energy audit of Ca Mau Fertilizer Plant in 2021 was conducted by Vietnam Technology Solutions JSC, being evaluated and approved by Ca Mau Department of Industry and Trade. In 2024, PVCFC is assessing and making energy audit report by Bach Khoa Energy Saving Joint Stock Company and a team of survey experts, expected to be completed by June 2024.
- Energy consumption at Ca Mau Fertilizer Plant was certified by the Ammonia Production Technology Copyright House from Haldor Topsoe - Denmark.
- Waste management indicators:
 - Domestic waste statistics are authenticated by Ca Mau Urban Environment JSC.
 - Industrial solid waste statistics are authenticated by Cao Gia Quy Environment Co., Ltd.
 - Hazardous waste statistics are authenticated by Moc An Chau Warehousing and Commercial Forwarding JSC.
- Automatic monitoring data system is continuously collected with a frequency of 5 minutes/ data and directly transmitted to the Department of Natural Resources and Environment of Ca Mau province. In 2023, 99.86% of wastewater monitoring station data, waste cooling water station, exhaust gas monitoring station at granulation chimneys and 96.975% of emissions monitoring station data at Ammonia chimneys and monitoring stations Emissions at the NPK chimneys are transmitted to the Department of Natural Resources and Environment of Ca Mau province (except for days of machine downtime due to maintenance and internet failure), the results recorded no parameter exceeding the allowable limit.

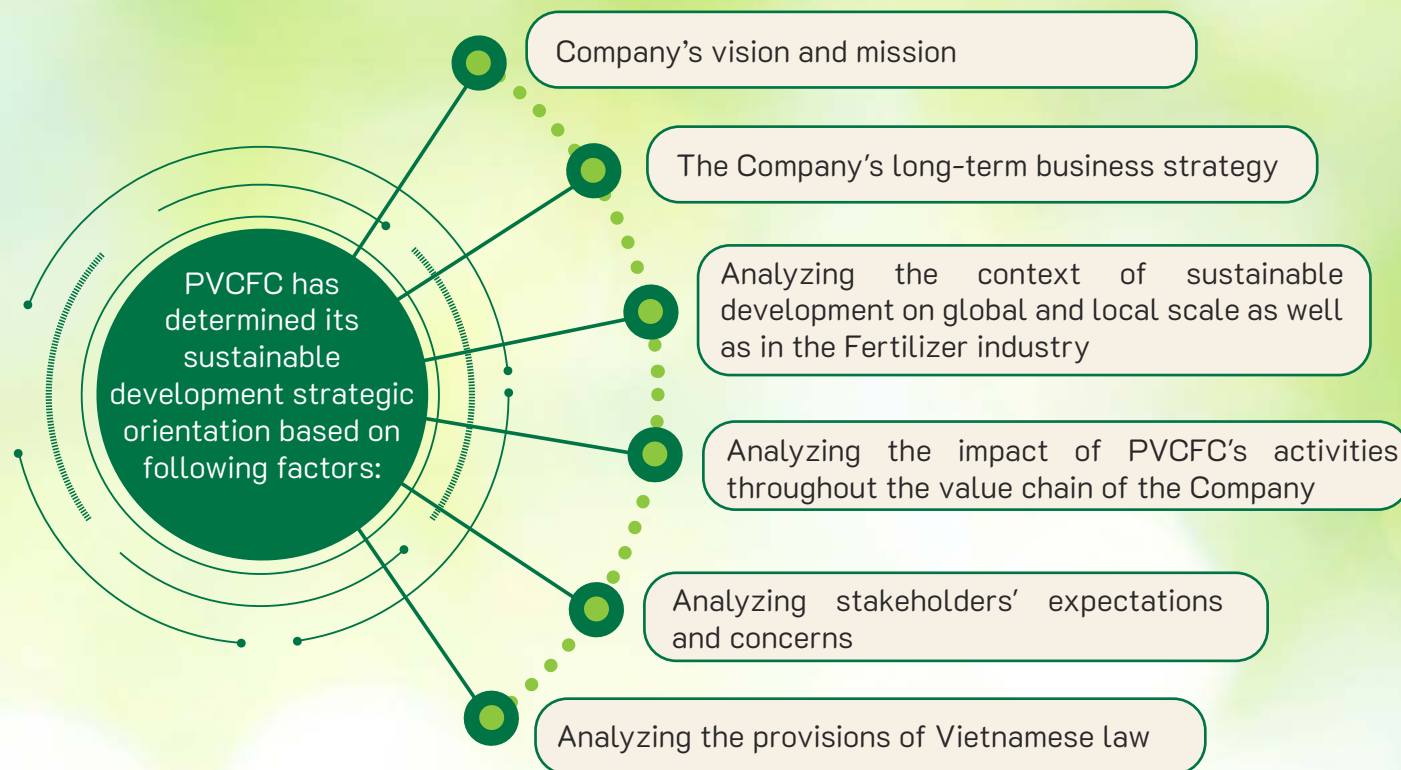
OUTSTANDING SUSTAINABLE DEVELOPMENT INDICATORS IN 2023

ECONOMY	Total asset 15,238 VND billion	Consolidated profit before tax 1,255 VND billion	Total consolidated revenue 13,172 VND billion
	State budget contribution 426.81 VND billion		Total social security budget 80 VND billion
ENVIRONMENT	Greenhouse gas emissions intensity decreased by 0.56% compared to 2022	"Top 10% of factories with the lowest energy consumption in the world" honored by Haldor Topsoe	Energy use intensity decreased by 0.23% compared to 2022
	35.04% of the Company's employees are locally recruited.		Total training hours 29,697 hours
SOCIETY	The average number of training hours: 26 hours/person/year	Number of unsafe working hours 0	Number of cases of occupational diseases 0

SUSTAINABLE DEVELOPMENT FRAMEWORK OF PVCFC

STRATEGIC ORIENTATION FOR SUSTAINABLE DEVELOPMENT

OVERVIEW



PVCFC's sustainable development orientation ensures alignment with the vision and common goals of creating real values for stakeholders and taking into account development trends of fertilizer industry and around the world but not limited to issues such as climate change, energy, circular economy, waste treatment, employee rights and benefits, etc.



SUSTAINABLE DEVELOPMENT AND VALUE CHAIN

As a fertilizer manufacturer, PVCFC's business and production activities have environmental and social impacts throughout the value chain. We are aware of the importance of identifying, evaluating and managing the impacts of PVCFC's production and business activities on environmental and social factors throughout PVCFC's value chain.



R&D

We have analyzed effects of products from the research state on factors such as greenhouse gas emissions, water, soil health as well as biodiversity. Based on our understanding of these impacts, we always create environmentally friendly products causing not harm to farmers.

Input materials - Production - Distribution

We understand the impacts of raw material use on the environment as well as other impacts during the production process. Therefore, we always set annual goals of input materials saving as well as improvement of energy efficiency in the production process. PVCFC carries out a series of initiatives to improve input material usage efficiency and reduce average energy consumption per product.

Usage

We also understand the impacts of fertilizer products on the environment, water, soil and biodiversity. We have been implementing many measures to increase farmers' understanding and sustainable fertilizer practices to minimize the impact on the environment.

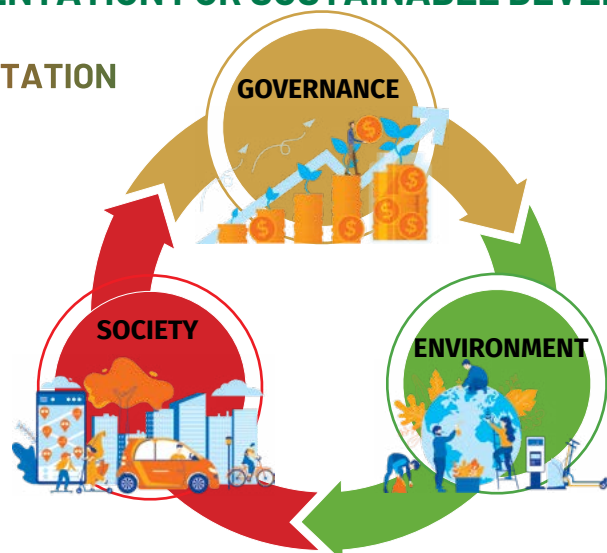
Waste management

We are now analyzing and managing the impacts of waste across our value chain. We have managed and treated waste during the production process according to regulations of the law. We are studying environmental impacts of using fertilizer including the environmental and social impacts of fertilizer packaging.




SUSTAINABLE DEVELOPMENT FRAMEWORK OF PVCFC

STRATEGIC ORIENTATION FOR SUSTAINABLE DEVELOPMENT (CONTINUED)

STRATEGIC ORIENTATION



Based on our analysis, we have worked out basic sustainable development strategic orientation framework of PVCFC as follows:

BUSINESS STRATEGY				
Industry practices	Environment (E)	Society (S)	Governance (G)	General practices
 1. Clean technology 2. Climate change 3. Energy 4. Sustainable agriculture 5. Biodiversity 6. Water, air and waste	1. Occupational safety and health 2. Customer rights and welfare 3. Local community 4. Talent attraction and retention	1. Business ethics 2. Sustainable supply chain 3. Risk management and supervision 4. Operating performance 5. Management of conflict of interest	 	
STAKEHOLDER ENGAGEMENT FOR DEVELOPING REGULATIONS				

Accordingly, PVCFC's sustainable development orientation will be consistent with its business strategy, complying with regulations of the law, reflecting the expectations/concerns of relevant stakeholders. PVCFC's sustainable development orientation will also be based on general practices such as GRI, SDGs and specific practices of the Fertilizer industry including practices of the International Fertilizer Association (IFA). Sustainable Development Framework is built with three pillars: Environment, Society and Governance. For each pillar, we identify the areas of sustainable development of our focus. Periodically, BOD and Executive Board will review this sustainable development framework and make appropriate adjustments.

COMPLIANCE WITH ENVIRONMENTAL AND SOCIAL REGULATIONS

PVCFC always strictly complies with regulations of the law on environmental protection, waste and gas pollution control, resource saving, etc., actively doing researches and studying in-depth knowledge related to current environmental management regulations and ensuring assurance management according to ISO 14001:2015 standards.

PVCFC has issued quality, safety and environmental policies; issuing guidance regulations and procedures of implementation, carrying out inspection and testing to control the environment at manufacturing areas and other areas where the Company is operating. Policies, regulations, and procedures are widely disseminated to all employees to raise their sense of responsibility for community and living environment, etc.

The Company also coordinates with businesses, organizations with rich experience in assessing and improving environmental conditions.

All of the Plant's waste sources are strictly controlled and minimized in quantity quality control is ensured to meet regulations before being discharged into the environment.

In 2023, Ca Mau Fertilizer Plant always strictly controls and records no case of serious environmental incident at the plant area. PVCFC always fully meets the requirements, policies and regulations of the Law on Environmental Protection, contributing to environmental protection funds towards environmental community responsibilities.



SUSTAINABLE DEVELOPMENT FRAMEWORK OF PVCFC

SUSTAINABLE DEVELOPMENT GOVERNANCE

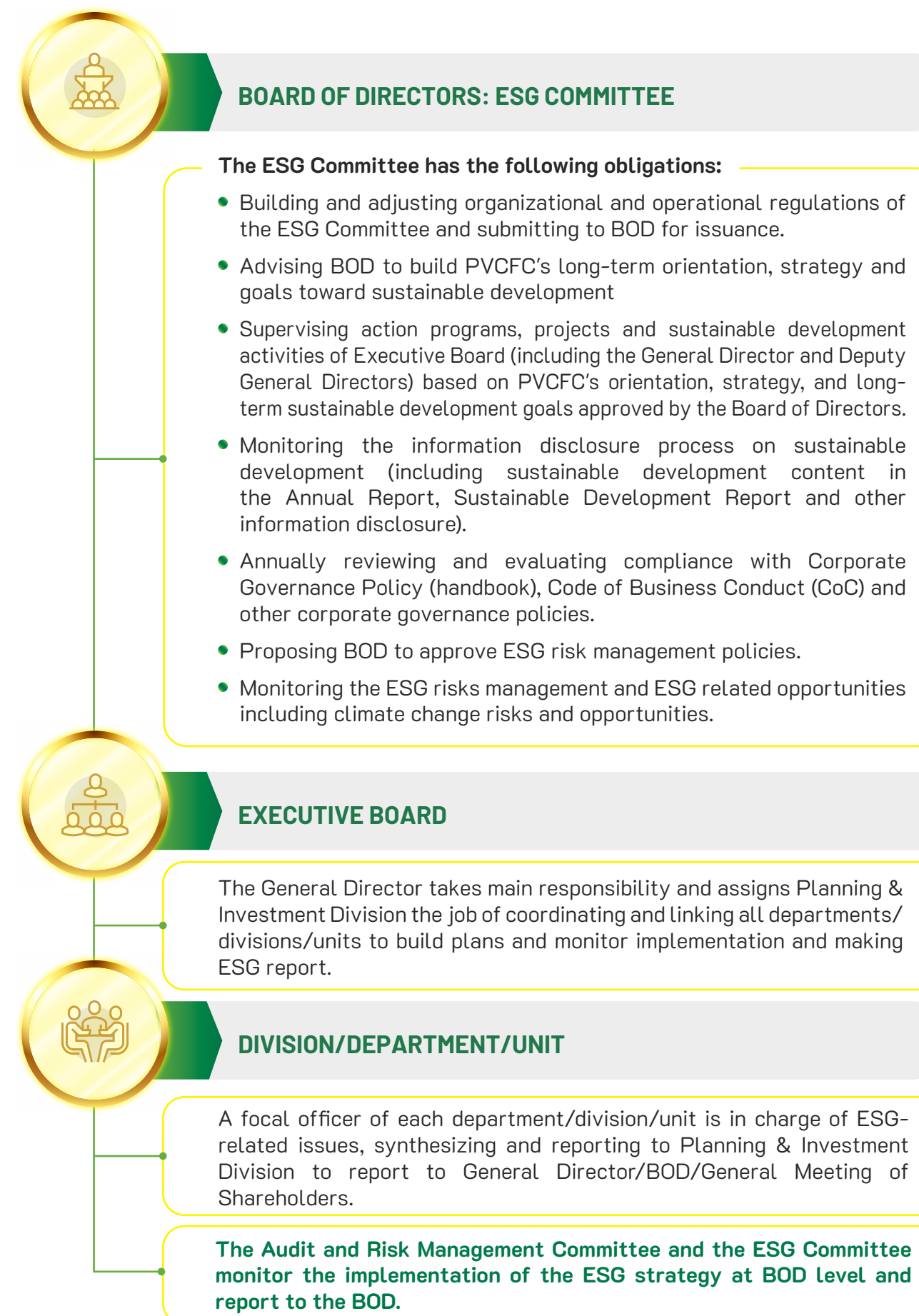
SUSTAINABLE DEVELOPMENT GOALS

Since 2023, with the sustainable development orientation, the Company has established a sustainable development working group, assigning Mr. Nguyen Duc Hanh - non-executive Director the job of building sustainable development strategic orientations and supervising implementation. The working group includes members of the Executive Board and leaders of relevant functional divisions.



In March 2024, the Company has established the Environment - Society and Governance Committee (ESG Committee) as a specialized unit under BOD with the function of advising, consulting, and supervising sustainable development and corporate governance related areas for BOD (announced on the Company's Website).

PVCFC'S SUSTAINABLE DEVELOPMENT MANAGEMENT STRUCTURE



SUSTAINABLE DEVELOPMENT FRAMEWORK OF PVCFC

SUSTAINABLE DEVELOPMENT GOVERNANCE (CONTINUED)

ENVIRONMENTAL AND SOCIAL RISK MANAGEMENT

Being aware of possible risks, the Company has issued Risk Management Regulations, including management principles under the Company's risk management activities as the legal basis for the BOD, Audit and Risk Management Committee General Director, Supervisory Board, Internal Audit Division and affiliated units of the Company carry out risk management, applied consistently and closely associated with the Company's Mission, Vision, Core Values and Strategic Goals.

The Company's risks are identified, evaluated and prioritized by the appropriate management level based on "Risk Measures" assessing the possibility of risk as well as level of impact of the risks. All Company's employees must comply with the risk management framework, regulations and procedures approved. Details of the risk policy are described in the Risk Management section from page 184 to page 189 of the Report. Social Environmental risk management policy is essential to sustainable governance and an important key

to driving PVCFC to improve its sustainable development efforts now and in the future.

The Company's risk appetite statement addresses aspects related to the Company's operations, including environmental - social risks and IT risks.

The Company commits to complying with regulations of the law (including regulations on labor safety and environment) of Vietnam and countries and territories where PVCFC is operating.

The Company has proactively identified and ensured compliance requirements, establishing and operating management systems including (but not limited to): Code of Business Conduct (COC), policies, procedures and instructions in investment, business and production operations and implementation of contracts/commitments with customers, suppliers and partners.



Based on PVCFC's risk management framework, PVCFC is now focusing on the following environmental and social risks including:

	Risks	Risk management actions
ENVIRONMENT	Gas leak	<ul style="list-style-type: none"> In order to manage and control these risks, the Company has issued operating procedures and production related regulations and strict compliance requirements to prevent and minimize gas leak, etc The Company has installed monitoring stations at necessary places to continuously monitor air quality to detect leaks early and take timely measures to handle.
	Climate Change Due to the characteristics of the Company's operations with natural gas as input materials and large-scale energy consumption in the production process, PVCFC creates a large amount of greenhouse gas emissions during the production process.	<ul style="list-style-type: none"> Continuously improving input gas efficiency. Conducting research on improving production processes toward energy efficiency. Using renewable energy. Doing research on greener products for the environment, etc.
	Wastewater and solid waste have had effects on air quality and biodiversity	<ul style="list-style-type: none"> Regulations and processes for clean water use, waste and wastewater treatment are also developed and issued to ensure compliance with quality standards of Vietnam and other countries/territories where PVCFC is operation. Signing solid waste treatment contracts with professional units with extensive experience, being recognized by reputable organizations or competent authorities.
	The risk of chemical fertilizer overuse compared to crop needs can affect soil health and water pollution, causing impacts on ecosystem and creating greenhouse gas emissions	<ul style="list-style-type: none"> Product instructions for crop care are disseminated under various forms: distributing leaflets, posting on the website, on the 2Nong app on mobile devices, organizing live seminars for agents/farmers on how to use products at the right time, right product, right dosage, minimizing losses and negative impacts on the environment

SUSTAINABLE DEVELOPMENT FRAMEWORK OF PVCFC

SUSTAINABLE DEVELOPMENT GOVERNANCE (CONTINUED)

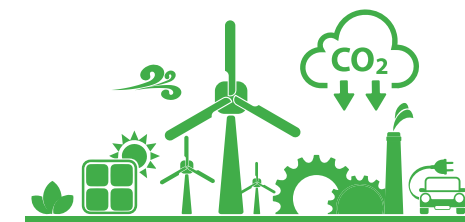
ENVIRONMENT	Risks	Risk management actions
	The risk of a high job quit rate reduces operating efficiency and it requires more resources for the company to recover.	<ul style="list-style-type: none"> The Company has built a culture based on its original culture identity, mobilizing employees to participate in practice to always ensure Physical - Spiritual - Intellectual Strength and long-term working orientation as well as showing their dedication to work. The Company's policy ensures that the payment of salaries, bonuses, and remunerations to employees in consistency with their effort and in compliance with payment time or payment of taxes according to each party's responsibility with full payment of social insurance. The Company has set up talent attraction policies, training personnel according to expert ranks, and internship programs to supplement human resources.
	The risk of underemployment can lead to challenges of career promotion faced by laborers. This risk can arise due to a variety of factors, including economic downturns, technological advances, changes in industry demand and changes in Government policies.	<ul style="list-style-type: none"> Always ensuring stable employment for labors, minimizing the risk of unemployment that can lead to social disruption. Creating conditions to increase the rate of local labor use. Investing in new projects to increase revenue and profits, increasing job opportunities for other subjects.

Every unit, individual and staff member is responsible for social and environmental risk management related to the Company's production and business activities. Social, environmental management criteria are assigned to divisions/departments and will be periodically evaluated by each level of management.

INFORMATION RISK MANAGEMENT AND REPORTING ON SUSTAINABLE DEVELOPMENT

Information risk management or sustainable development practices are regulated according to the regulations on information/document management issued by BOD.

Upon Reporting on Sustainable Development, BOD sets up a working group, relevant divisions/ departments send information/documents to the working group for synthesizing and reporting. The Audit & Risk Management Committee and the ESG Committee are responsible for monitoring, and BOD approves information disclosure on sustainable development to ensure planned requirements.



CONTEXT OF SUSTAINABLE DEVELOPMENT IN 2023

In recent years, the global fertilizer industry has faced great challenges and opportunities with the influence of important international events, typically the COP26 Conference held in 2021, where Vietnam committed to achieve net zero emissions by 2050. Commitments from the COP26 conferences also emphasizes the importance of transition toward sustainable agricultural system, in which the Fertilizer industry plays a key role due to its significant contributions of greenhouse gas emissions from input materials to production and especially during the process of fertilizer use. In addition, the European Union has issued the Carbon Border Adjustment Mechanism Regulations (CBAM) in 2023, putting a tax on carbon intensive goods that are entering the EU based on the intensity of greenhouse gas emissions. glass during the production process, requiring the Fertilizer industry to increase transparency and reduce CO2 emissions. In addition, guidelines from specialized associations such as the International Fertilizer Association (IFA) also continuously encourage global fertilizer manufacturers around the world to focus on applying new fertilizer production technologies toward performance optimization and sustainable development. Finally, it is necessary to mention the global trend of a transition toward production of sustainable fertilizer products with clean energy as input materials, doing research on new fertilizer products with the goal of not only meeting crop nutritional needs but also reducing environmental impact. These macro changes have posed both challenges and opportunities for fertilizer companies to evaluate opportunities as well as manage sustainable development related risks.

In the domestic market, we have been hit by regulations on reduction of greenhouse gas emissions; regulations on greenhouse gas inventory as well as social and environmental information disclosure regulations. This requires us to constantly improve production and management processes to better meet requirements of emission reduction and making it public.

Despite multiple challenges, we understand and are proud of being a part of this trend, with a strong commitment to the future of sustainable agriculture.



SUSTAINABLE DEVELOPMENT FRAMEWORK OF PVCFC

STAKEHOLDER ENGAGEMENT

PVCFC always focuses on building and developing cooperative relationships, sharing and connecting benefits with stakeholders. Therefore, we always seek to study the aspirations and concerns of stakeholders via many interaction channels and in many different forms. Then, we can identify and evaluate the priorities of stakeholders and develop plans and activities to meet the needs of stakeholders.

IDENTIFYING AND PRIORITIZING STAKEHOLDERS

STEP 1

Identifying key stakeholders: PVCFC identifies all stakeholders directly or indirectly affected by PVCFC's activities, decisions or business results. Accordingly, stakeholders identified by PVCFC include both internal and external parties with related interests:

- Shareholders - Investors
- Partners
- Customers
- Suppliers
- Community, society
- Government and State agencies
- Press and media
- Employees

Collecting contributed opinions of stakeholders: PVCFC interacts with stakeholders through various methods such as survey, interview, workshop or online platforms to collect their contributed opinions, feedback, concerns and expectations.

STEP 2

STEP 3

Prioritizing stakeholders' concerns: We analyze the input information collected from stakeholders to identify common themes, trends, and priorities. Then, we rely on factors such as the importance of the issue, the impact of the issue on PVCFC and its stakeholders, urgency and feasibility to determine the priority level of the concerns of stakeholders.

STEP 4

Building action plans: Once priorities are identified, we work out action plans to address priority concerns by articulating goals, strategies and specific timeline to address stakeholders' concerns; assigning responsibilities to stakeholders and allocating appropriate resources.

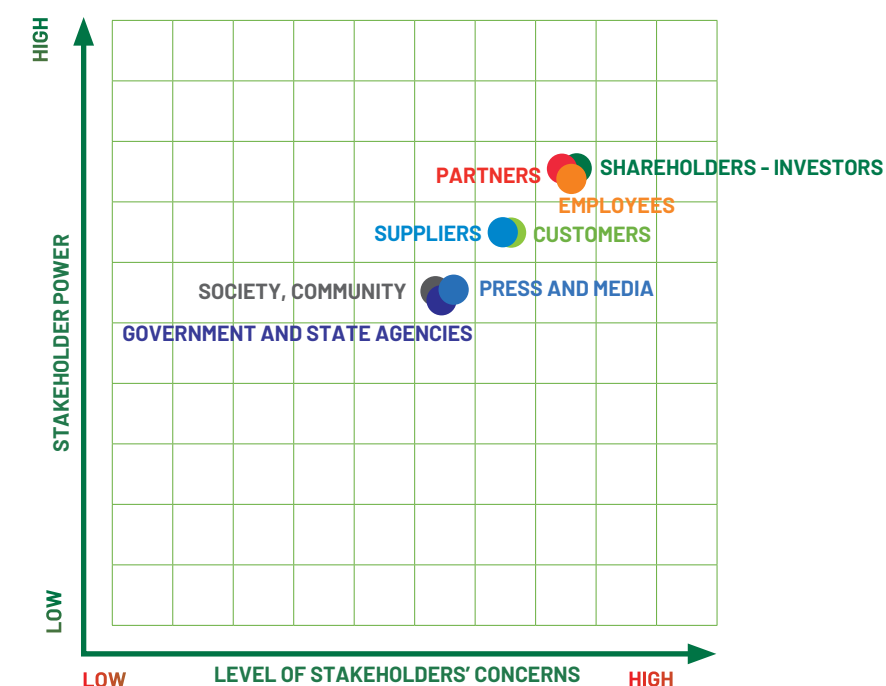
HIGH 5

Communicating and implementing engagement action: PVCFC communicates the results of the prioritization process and action plans to stakeholders in a transparent and regular manner to ensure alignment of prioritized concerns of stakeholders and the organization's goals.

HIGH 6

Monitoring and evaluating: PVCFC continuously monitors and evaluates the effectiveness of stakeholder engagement efforts as well as progress made in addressing stakeholders' priorities.




STAKEHOLDER PRIORITIZATION MATRIX

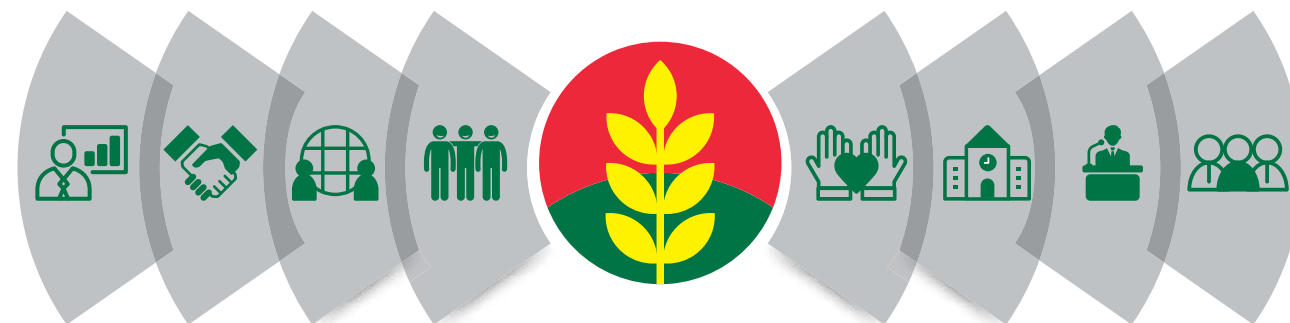


SUSTAINABLE DEVELOPMENT FRAMEWORK OF PVCFC

STAKEHOLDER ENGAGEMENT (CONTINUED)




STAKEHOLDER APPROACH

Stakeholders	Concerns	Approaches	PVCFC's actions
 SHAREHOLDERS - INVESTORS	<ul style="list-style-type: none"> Ensure capital efficiency; Ensure information disclosure in open and transparent manner and on schedule; Stabilize and improve corporate and stock values in stock exchange; Continuously improve corporate governance capacity; Pursue equal treatment, ensure benefits for shareholders and investors. 	<ul style="list-style-type: none"> Organize Annual or Extraordinary General Meeting of Shareholders as specified. Receiving via email, fax, directly via phone number: 0290 3819 000, website: pvcfc.com.vn, investor relations section: https://www.pvcfc.com.vn/quan-he-dau -tu Organize annual meetings to summarize and report on the Company's business and production activities for shareholders and investors. Information to be disclosed on the Company's website. Attend investors' forums and seminars to share information and investment opportunities. 	<ul style="list-style-type: none"> Be aware of fully carrying out information disclosure related procedures of Ministry of Finance to ensure timely providing information to shareholders, investors, ensure transparency in business and production activities. Information disclosure and exchange must ensure equality for all investors The Company has successfully organized the 2023 Annual General Meeting of Shareholders on June 12, 2023. The meeting has attracted the participation of shareholders and authorized individuals representing 80.71% of the total voting shares. The Company has successfully organized the Extraordinary General Meeting of Shareholders on January 10, 2024.
 PARTNERS	<ul style="list-style-type: none"> Cooperation for mutual development. Promote responsible business and production conduct 	<ul style="list-style-type: none"> Meeting and discussing directly Agreeing on the cooperation contract between the two parties 	<ul style="list-style-type: none"> Maintain principles of equality, integrity for mutual benefits in all business cooperation activities of PVCFC. Pursue equal treatment between local and foreign partners In 2023, PVCFC has signed a cooperation program and become a strategic partner distributing high-quality DAP products of Hong Lan Van Thien Hoa Van Nam Chemical Co., Ltd. In 2023, on purpose of increasing fertilizer exports to Cambodian market, PVCFC officially concluded a strategic cooperation agreement with Yetak Group (Cambodia) on June 12, 2023.
 SUPPLIERS	<ul style="list-style-type: none"> Pursue fair treatment between suppliers Co-operate for mutual development Promote sustainable growth; Supplier rights including the right to be timely guaranteed payment 	<ul style="list-style-type: none"> Strengthen direct meetings and exchanges with suppliers through information channels (email, tel...). Through mechanisms and regulations related to procurement, product and service consumption. Through bidding activities and criteria for supplier evaluation. Build interactive communication channels to improve product and service quality 	<ul style="list-style-type: none"> Abandon on any abusive actions against the Company's brand reputation to create unreasonable claims against suppliers, determine not to cooperate with units for enticing or paying commissions, gratuity or in-kind gifts to PVCFC's employees. Supplier selection process is based on equality quality, technical capacity and working experience of suppliers in the past, etc. PVCFC has cooperated with Suppliers through regulations and procedures for purchasing goods/ renting services according to: Decision No. 1807/QD-PVCFC dated August 13, 2021 on issuing Procurement Regulations for goods and service rental; Decision No. 2229/QD-PVCFC dated October 14, 2021 on issuing PVCFC's goods procurement and service rental procedure; PVCFC respects the legitimate and reasonable rights of suppliers. We have worked out policies to ensure payment to suppliers including: (i) all contracts stipulate the agreed-upon payment terms and conditions; (ii) building internal procedures to ensure payment requirements within 15 days as requested. Contact information is available at the Company's contact section on the website from the Contact section https://www.pvcfc.com.vn/lien-he






STAKEHOLDER ENGAGEMENT (CONTINUED)

STAKEHOLDER APPROACH (CONTINUED)

Stakeholders	Concerns	Approaches	PVCFC's actions
 CUSTOMERS FARMERS	<ul style="list-style-type: none"> Ensure product information transparency; 	<ul style="list-style-type: none"> Coordinate with team of leading experts through specialized programs, talks and dialogues with farmers on television. Organize training sessions for farmers on methods of fertilizer application. Organize meaningful programs such as promotion programs, giving gifts for farmers. Establish toll-free number to receive direct information and feedback from farmers 	<ul style="list-style-type: none"> Consider customer trust and satisfaction as a measure of product quality and value, brand prestige in the market. Ensure supply of high-quality product, international advanced and environmentally friendly technologies with reasonable price suitable for various types of soil and plants to help farmers save costs and increase product-use efficiency. Continuously apply advanced technologies in new products to improve farming productivity with reasonable price. Proactively protect customers from fake and poor-quality fertilizers, strengthen communications activities to help farmers identify original product from counterfeit one.
 CUSTOMERS DISTRIBUTOR, AGENTS	<ul style="list-style-type: none"> Diversified product portfolios with multiple prices. Continuously improve service quality and sales process Increase customer interactions and engage in active listening. 	<ul style="list-style-type: none"> Signing agency contracts and sales contracts Interact, exchange and collect customer data to meet their needs and desires through locally-based employees. Implement periodic customer service programs including visiting, giving gifts to customers on special events and occasions. Organize exchanging activities for distribution agents. Receive and respond to customer complaints through telephone customer service 	<ul style="list-style-type: none"> Organizing thematic programs, talks, and dialogues with farmers via television: "Enhancing Vietnamese agricultural products" program with the media, Livestream "Golden Season - Win Big", etc. Ca Mau Fertilizer has organized: 17 editions (13 live/live stream editions and 4 filmed editions) of the Ca Mau Fertilizer Nutrition Solution Program (PVCFC fanpage) - consulting on building content of technique demonstration and getting involved in filming; making O6 video reportages under the "Enhancing Vietnamese Agricultural Products" program (coordinated with VTV9); consulting on building content of technique demonstration and getting involved; coordinating to make 6 video programs of key crops (rice, jackfruit, dragon fruit, coffee, durian), livestream programs on introduction of Ca Mau fertilizer products and nutrition solutions (PVCFC fanpage), etc. Organizing many meaningful programs such as: promotions, giving gifts to farmers under the "Golden Season - Win Big" program, Flashsale program, etc. Establishing a toll-free telephone switchboard: 1800 888 606 and Fanpage, Website to receive direct feedback from farmers Signing agency contracts and sales contracts with partners across the country and Cambodia. Interacting, exchanging, and collecting customers data, studying their needs and aspirations. Implementing customer care and engagement programs by visiting, gift giving, sightseeing, trips. Organizing exchanging activities between distribution agents through customer conferences, carrying out visits to agents and customers C1, C2, etc.
 SOCIETY, COMMUNITY	<ul style="list-style-type: none"> Implement environmental regulations to ensure fire safety and environmental health at fertilizer production plants; Environmentally friendly products with advanced quality; Contribute to the local community where PVCFC is operating. 	<ul style="list-style-type: none"> Co-ordinate with local authorities; Disseminate and raise awareness of environmental safety; Promote bilateral exchanges through events 	<ul style="list-style-type: none"> Connecting production and business activities with environmental responsibility, social safety and security: The Company has deployed 180 demonstration models of NPK Ca Mau fertilizers, 8 demonstration models of NPK PolyS, 20 demonstration models of NPK Ca Mau. N46.TRUE for rice, 20 product demonstration models of N46.C+ for rice farming areas, etc. helping farmers save production costs and increasing crop productivity. Implementing annual social security programs and activities: In 2023, the Company has spent about 80 billion VND on coordinating with local authorities, departments and agencies nationwide to implement some activities such as giving scholarships; building stations, schools; building roads, electricity system, etc. Funding events and activities of relevant agencies in the fields of agriculture, rural areas, farmers, fertilizer, etc. To ensure that the quality of output waste causing no impact on surrounding environment, the Company has carried out periodic environmental monitoring on frequency of 4 times/year in accordance with Environmental License No. 405/GPMT-BTNMT approved by the Ministry of Natural Resources and Environment dated December 30, 2022. In 2023, 99.86% of wastewater monitoring station data, waste cooling water stations, exhaust gas monitoring stations at granulation chimneys and 96.975% of gas emissions monitoring station data at Ammonia chimneys and gas emission monitoring station at the NPK chimney were transmitted to the Department of Natural Resources and Environment of Ca Mau province (except for days of machine downtime due to maintenance and internet failure) and the results recorded no parameter exceeding the allowable limit.

STAKEHOLDER ENGAGEMENT (CONTINUED)

STAKEHOLDER APPROACH (CONTINUED)

Stakeholders	Concerns	Approaches	PVCFC's actions
 GOVERNMENT AND STATE AGENCIES	<ul style="list-style-type: none"> Make contributions to the State Budget; Implement corporate social responsibilities; Implement and support the State's policies; Strictly abide by the laws; Promote local economic development and fertilizer industry 	<ul style="list-style-type: none"> Make reports in accordance with provisions of the laws in the whole business and production process. Contribute opinions on documents, decisions, laws issued by State agencies. Co-ordinate with inspection teams of Ministries, Departments to solve related issues, overcome shortcomings and limitations (if any) upon request and recommendations of inspection teams. Co-ordinate with State management agencies to prevent counterfeit products and poor-quality products. Participate in organizations and associations such as Vietnam Fertilizer Association, Association of Oil and Gas young business Attend conferences, specialized seminars organized by Ministries, Departments. 	<ul style="list-style-type: none"> Strictly abide by regulations of the Laws on tax, environmental protection, labor safety, etc. Proactively co-ordinate with local authorities to in constructing workshops and construction stages on schedule, contributing to the State budget and creating jobs for local laborers. Propose appropriate adjustments on shortcomings of policies, regulations, support the Government and authorities at all levels to better perform management activities.
 PRESS AND MEDIA	<ul style="list-style-type: none"> Provide promptly, accurate and transparent information 	<ul style="list-style-type: none"> Ensure transparency and publicity in information disclosure to mass media. Make contact and answer questions in media interviews (directly or indirectly). Prepare press releases, arrange press conferences to announce important updates. Keep important news and events up to date on the Company's website; Create English version content on the Company's website: pvcfc.com.vn 	<ul style="list-style-type: none"> Building good relationships with media and press agencies on the principles of transparency and legality. The messages, information provided ensure accuracy, clarity, completeness and objectivity, helping the press agencies access accurate information about the Company's operations: https://vnexpress.net/pvcfc-nang-cong-suat-san-xuat-ure-len-116-4599055.html, https://dtc.sgpp.org.vn/pvcfc-sap-dua-san-pham-vao-thi-truong-kho-tinh-nhat-the-gioi-post111895.html,... Providing information, recommendations on fake/poor quality fertilizers to the press promptly communicating to farmers: How to distinguish between genuine and fake/poor quality products on social networks (Facebook) https://danviet.vn/tieu-dung-thong-minh-phan-bon-ca-mau-la-lua-chon-hang-dau-20231105152101853.htm,...
 EMPLOYEES	<ul style="list-style-type: none"> Ensure stable income, remuneration policy and occupational safety; Ensure a civilized and fair working environment; Provide training courses to improve capacity and professional skills, promote self development; Dedication and contributions to be recognized 	<ul style="list-style-type: none"> Conduct annual surveys on working environment; Organize annual staff conference; Organize year-end meeting review; Organize training courses; Promote effective internal communications; Strengthen mechanisms for complaint handling; Issue and implement policies; Promote two-way information and consultation. 	<ul style="list-style-type: none"> Issuing the Collective Labor Agreement Establishing Trade Unions, Veterans Associations, Youth Unions, Club for the Advancement of Women, etc. Collecting opinions via email, survey, reports, etc. Organizing voting for outstanding individuals and groups Organizing activities of raising awareness of Safety - Health - Environment for employees. The "Recreating PVCFC culture" projects has reached a deeply mature stage Building training plans, organizing courses on boosting knowledge, organizing talks with experts. Organizing internal activities: Arts, culture, sports, tourism, etc. Propagating and encouraging employees to participate in social security programs for the poor, families under preferential treatment policy, poor children, building houses of gratitude, etc. Building communication channels in the workplace for employees to interact with internal communications

SUSTAINABLE DEVELOPMENT FRAMEWORK OF PVCFC

MATERIAL TOPICS

PROCESS TO IDENTIFY MATERIAL TOPICS

To ensure that PVCFC's efforts and resources create the highest results in sustainable development activities, PVCFC evaluates and identifies material topics based on GRI 3 standards, GRI 2021 version. Accordingly, key sustainable development topics are identified by 4 main steps:

STEP 1: ANALYZING THE SITUATION

To study the internal and external issues capable of affecting the sustainable development issues, PVCFC has carried out activities to analyze and study the situation:

Conducting market analysis and fertilizer industry analysis.

Identifying parties in interests and related parties

Analyze production and business activities, products and markets

Analyzing the situations affecting sustainable development activities domestically and internationally and by industry.

Consulting opinions with customers, partners, shareholders, investors for analysis.

Consulting opinions with experts and consulting units in specific strategic projects.

STEP 2: DETERMINING ACTUAL AND POTENTIAL IMPACTS

Given the above situation, we have determined the impacts of the Company's production and business activities from the perspective of actual and potential environmental and social impact, both positive and negative perspective. These factors are determined through various sources of information, from assessment reports, internal analysis to external reports and analysis. We also refer to opinions of parties in interest on issues that the Company needs to pay attention from the perspective of environmental and social impacts.

STEP 3: ASSESSING THE SIGNIFICANCE OF IMPACTS

Regarding actual negative impacts, the significance of these impacts is measured by the consequences it causes in fields of finance and non-finance.

Regarding potential negative impacts, the significance of these impacts is measured by two main groups of factors: the consequences it creates and the likelihood. This assessment is similar to what we conduct in our Enterprise Risk Management (ERM) framework.

We conduct measuring of positive impacts based on the potential scale and scope that these positive impacts are created actually and potentially.

While the process of assessing the significance of the impacts, we also take into account the opinions of parties in interests.

Assessment of the significance of impacts helps us focus all resources to create the best results as well as help us determine the priority of report contents.

STEP 4: PRIORITIZING MATERIAL TOPICS FOR REPORTING

Based on the significance of the impacts in Step 3, we make a list of topics of high level of significance based on the perspective of the Company and of other parties in interest.

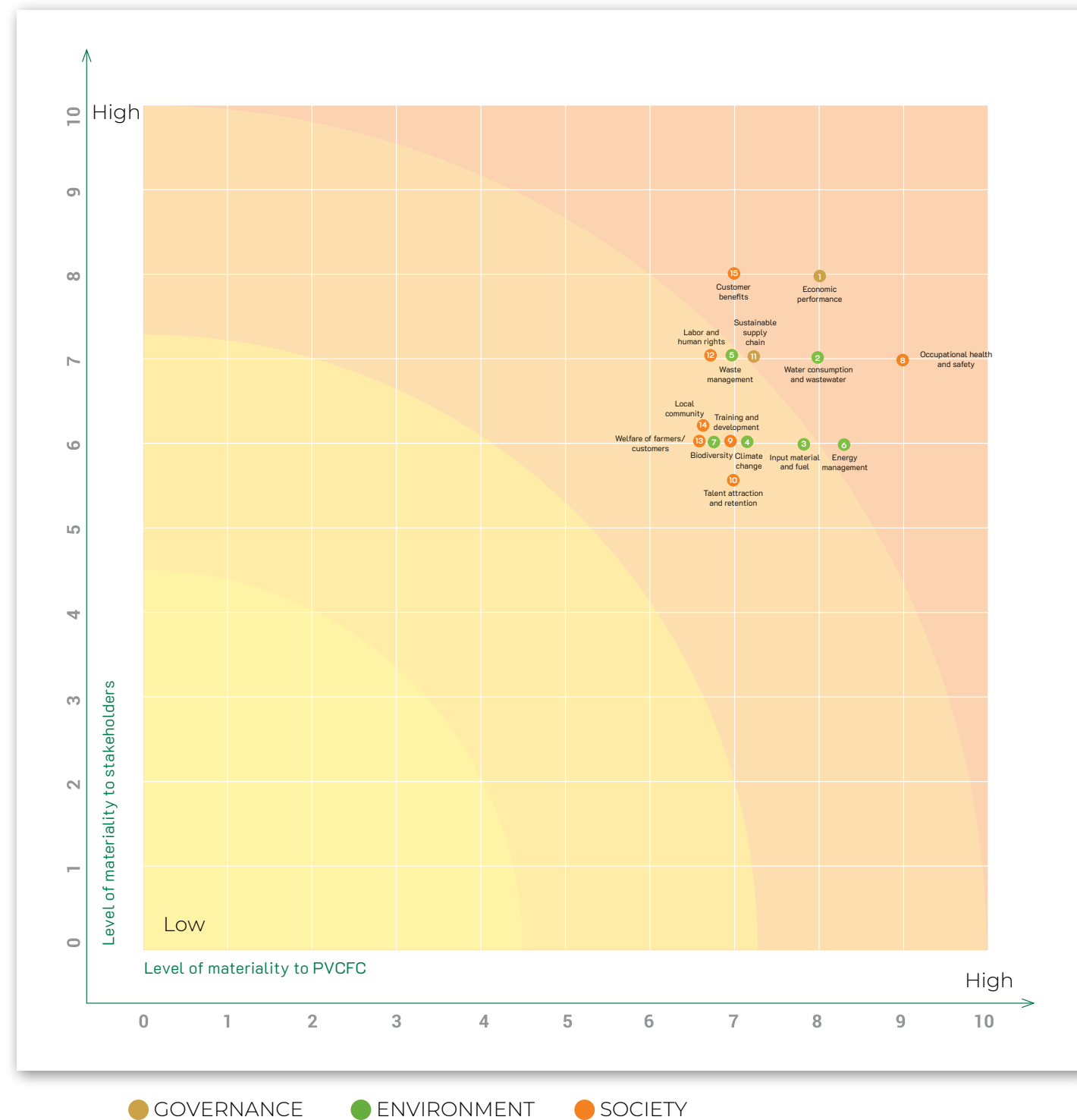
Material topics will be reviewed, evaluated and approved by BOD and EB.



SUSTAINABLE DEVELOPMENT FRAMEWORK OF PVCFC

MATERIAL TOPICS (CONTINUED)

PVCFC'S MATERIALITY MATRIX



SUSTAINABLE DEVELOPMENT FRAMEWORK OF PVCFC

MATERIAL TOPICS (CONTINUED)

IMPORTANCE OF MATERIAL TOPICS

MATERIAL TOPICS		IMPORTANCE
GOVERNANCE	Economic performance	Achieving high business efficiency is very important for PVCFC to bring sustainable values and prosperity to stakeholders, actively contributing to sustainable development goals.
ENVIRONMENT	Water consumption and waste water	Ineffective management of water consumption and wastewater can pose risks to the Company's operations such as disruptions in supply chain or reputational damage due to environmental incidents. Given measures to reduce water consumption and recycle wastewater, PVCFC contributes to minimizing environmental impact and demonstrates its commitment to sustainable development.
	Input material	PVCFC's input materials are mainly natural gas from fossil fuel sources. PVCFC continuously improves/converts to save raw materials, minimize risk of loss, PVCFC is making efforts to seek alternative raw material sources to reduce environmental impacts.
	Climate change	Climate change has a significant impact on the agriculture sector, including changes in yield of crops, pest prevalence and soil fertility. Production and use of fertilizers also contribute to greenhouse gas emissions, especially N2O and CO2 emissions. This poses both challenges and opportunities for PVCFC in improving products suitable for changing climate conditions, reducing gas emissions from fertilizer production, contributing to promoting Vietnam's agriculture towards safe and sustainable development.
	Energy management	Fertilizer production requires a significant amount of energy consumption such as heating, drying and chemical reaction. Effective energy management is essential to minimize energy costs and maintain PVCFC's competitiveness. Additionally, energy production and consumption are the main causes of greenhouse gas emissions and negative impacts on the environment. By reducing energy consumption and switching to cleaner energy sources, PVCFC can minimize environmental impacts and contribute to sustainable development goals.

MATERIAL TOPICS		IMPORTANCE
	Waste management	Fertilizer production generates huge amounts of waste such as solid waste, wastewater and gas emissions. Proper waste management is essential to mitigate environmental impact, prevent air, soil and water pollution and protect ecosystems and human health.
	Biodiversity	Biodiversity is essential for the long-term sustainability and resilience of agricultural and fertilizer production systems. By recognizing the importance of biodiversity and integrating biodiversity conservation into its operations and business strategies, PVCFC can make significant contributions to environmental protection, sustainable development goals and food security.
SOCIETY	Occupational health and safety	It is PVCFC's responsibility to always consider health and safety as a top priority. Good management of occupational safety and health will help prevent financial, human and material losses and other legal consequences as well.
	Training and development	Human resource (HR) is one of the solid foundations that help us complete our strategic plans and goals. Human resource training and development as well as policies to attract and retain talent are necessary for PVCFC to build a long-term and strong bond between employees and PVCFC, promoting PVCFC's success today and being well prepared for challenges and opportunities in the future.
	Talent attraction and retention	
	Sustainable supply chain	Sustainable supply chain management help PVCFC minimize negative impacts on the environment, saving operating costs and ensuring workers' benefits throughout the supply chain.
	Labor and human rights	Employees protection and human rights compliance is very necessary for PVCFC to build a stable and inclusive working environment not only for PVCFC itself but also for all stakeholders. This helps PVCFC promote social justice and responsible business among the business community in Vietnam.
	Welfare of farmers/ customers	By paying a special attention to farmers' interests helps PVCFC better understand the needs, concerns and specific challenges facing farmers/customers. This is essential for PVCFC to develop appropriate products, programs, services and policies to promptly meet farmers/customers' requirements.
	Local community	Community engagement programs will nurture trust and strengthen the relationship between PVCFC and the communities. Besides, it is also necessary for PVCFC to contribute to building a prosperous community, promoting sustainable development within society.

GOVERNANCE TOWARD SUSTAINABILITY



PVCFC
pursues
more sustainable
and prosperous
development according
to **ESG** orientations

As an inevitable need of the sustainable development trend for all companies, PVCFC is increasingly paying more special attention to management practices based on 3 factors: Environment, Society and Governance (ESG). The Company is aware that ESG practices bring more opportunities from financial benefits such as expansion of opportunities to attract investment capital or improvement of long-term economic values such as maintaining sustainable business operations, maintaining positive corporate reputation and enhancing corporate brand. On the basis of the risk management system that was built early on, PVCFC always reviews and re-evaluates material risks annually.

Given great benefits brought by ESG, PVCFC always willing to perfect and further enhance corporate governance in general and risk management in particular, as a desire to become one of the pioneers in implementing ESG practices of the Group in particular and in Vietnam in general, increasingly enhancing its position in the region toward more sustainable and prosperous development. The Company is committed to practicing corporate governance according to good governance practices in Vietnam and in the region. Apart from implementing corporate governance content announced in other parts of the report, PVCFC also focuses on the following contents.



BUSINESS ETHICS AND INTEGRITY

CODE OF CONDUCT

The Code of Conduct was issued by the Company in August 2022 according to Decision No. 2048/QĐ-PVCFC dated August 22, 2022 and published in Vietnamese and English language on the Company's website. The Code provides specific guidance on how to behave as an employee (including members of BOD and Executive Board) of PVCFC when interacting with any related entities. The implementation of the Code of Conduct in daily operations play a very important role in shaping the business ethics that PVCFC strives for, directly impacting PVCFC's business goals. This Code of Conduct also helps PVCFC move towards higher management standards, promoting employee orientation to pursues appropriate and professional behavior at workplace, shaping sustainable competitive advantage of PVCFC.

WHISTLEBLOWING POLICY

The regulation of Whistleblowing were issued according to Decision No. 204/QĐ-BOD dated October 02, 2023 and published in Vietnamese and English language on the Company's website. This regulation stipulates the basic principles of PVCFC's whistleblowing policy to quickly detect and adjust behaviors of violations, promoting and enhancing sense of self-reliance and proactiveness of employees, urging them to be confident in sending their feedback to management and leadership levels, enhancing management and executive efficiency, improving production and business performance, protecting and improving brand prestige and reputation of PVCFC.

The regulations also clearly stipulate general principles related to establishment and management of the whistleblowing policy; channels for receiving whistleblowing reports, including signs of corruption; guidance and principles for handling, evaluating, investigating, concluding and disclosing information of wrongdoings and acts of violation; responsibilities and obligations of management levels in implementing, communicating and training on the whistleblowing policy at PVCFC. Then, PVCFC has established the Whistleblowing Council according to Decision No. 2766/QĐ-PVCFC dated October 27, 2023. PVCFC has established a specialized contact information channel managed by the Legal and Compliance Division for parties in interest to voice concerns and/or complaints about potential violations that can affect their interests. The results, after being preliminarily processed, are sent to the Whistleblowing Council for a final decision. BOD is required to ensure the independence of this Council.

The whistleblower policy guarantees confidentiality of anonymous reporting, providing principles and measures to protect whistleblowers who reveal information about deemed illegal, immoral activities from retaliation. In the fiscal year 2023, PVCFC recorded no case or ongoing investigations related to corruption and bribery or tax fraud or evasion.

SAY NO TO CORRUPTION

PVCFC issued the Code of Business Conduct clearly stipulated in Article 17. Anti-corruption and bribery: "PVCFC's success is based on the product and service quality, not based on illegal actions or unethical conduct. PVCFC does not tolerate acts of corruption or bribery." The whistleblowing policy is one of the useful and effective channels for the Company to receive initial reports/warnings about corruption.

GOVERNANCE TOWARD SUSTAINABILITY

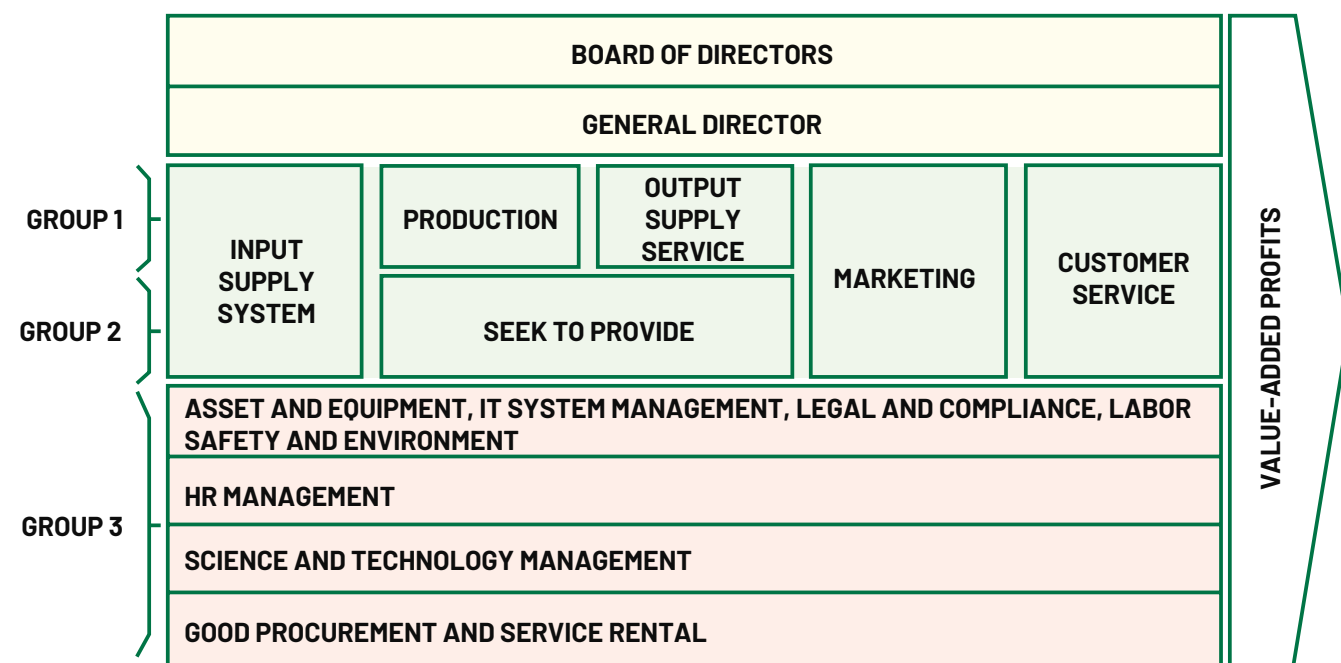
CORPORATE GOVERNANCE

As a leading fertilizer trading and production company, PVCFC always focuses on promoting corporate governance, especially risk control and management systems according to good corporate practices. PVCFC’s internal risk management and control system has been built in early stages and continuously standardized according to good corporate practices based on ISO, COSO IC framework, COSO ERM, etc.

CORPORATE GOVERNANCE AT PVCFC

The three lines of defense

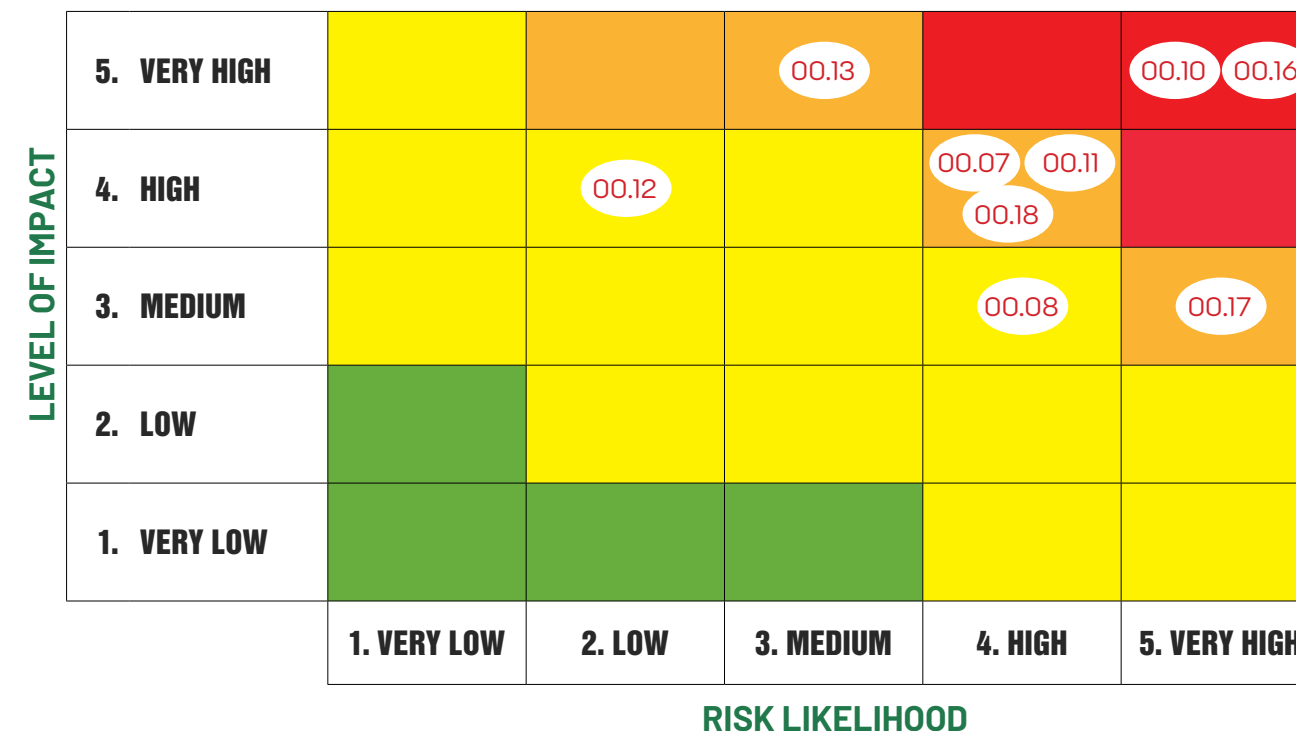
The Company applies a “The three lines of defense” model to support BOD and Executive Board to not only control risks but create higher values by identifying factors that can affect the implementation of the Company’s mission, vision, and strategic goals and provide solutions on minimizing potential risks, taking advantage of opportunities. BOD has issued a model of internal control system according to the value chain (Figure 1) and risk management system from Company-level to unit-level. PVCFC has classified risks into four main groups: strategic risks, operational risks, compliance risks and financial risks. The Company has issued Risk Appetite Statement and Risk Acceptance Criterion, building risk metrics to classify and identify material risks on the Risk Heat Map (Figure 2). Regarding information technology risks, the Company has identified and put in the list of Company-level risks that need to be controlled as well as developed a separate criterion in the Company’s risk measurement related to information technology.



Note:

- Group 1: Main activities (product)
- Group 2: Main activities (service)
- Group 3: Supporting activities

Figure 1: PVCFC's Value Chain Model



RISK LIKELIHOOD

Figure 2: PVCFC's corporate risk heat map

BOD independent members

With 2/7 BOD members being Independent Directors, PVCFC always complies with the regulations on the number of BOD independent members. Chairman of the Audit and Risk Management Committee and the Human Capital and Compensation Committee are Independent Directors, ensuring objectivity and transparency in dealing with conflicts of interest.

Managing conflicts of interests

The Company’s BOD has issued regulations on management of conflicts of interest and transactions with related persons according to Decision No. 2988/QD-PVCFC dated December 6, 2022. The regulations clearly stipulate principles and instructions related to identification, prevention and mechanisms for receiving, processing information, and reporting conflicts of interest that may arise at PVCFC. These regulations also stipulate instructions on improving management and supervision efficiency, increasing transparency in transactions with related persons at PVCFC; clearly specifying approval authority of the General Meeting of Shareholders and BOD; order, approval procedures, cases of invalid contracts and transactions related to contracts and transactions between PVCFC and related persons. The policy on approving transactions with related persons specified in this regulation is published in Vietnamese and English language on the Company’s website. The policy clearly states that members of BOD or any person/organization with related interests are not allowed to vote at the meeting through related party transactions in which that member is involved. Specifically, at Point c, Article 9 “Members of BOD with related interests to the parties in contracts and transactions shall not have the right to vote”. In addition, any party with a conflict of interest must declare it. These regulations also specify requirements for transactions in compliance with market principles. PVCFC develops a contact information channel for stakeholders to voice concerns and/or complaints about possible violations of their interests. The Company has not recorded any incident of non-compliance with regulations of the law, rules and regulations related to significant or material related party transactions since the beginning of fiscal year 2023 till now.

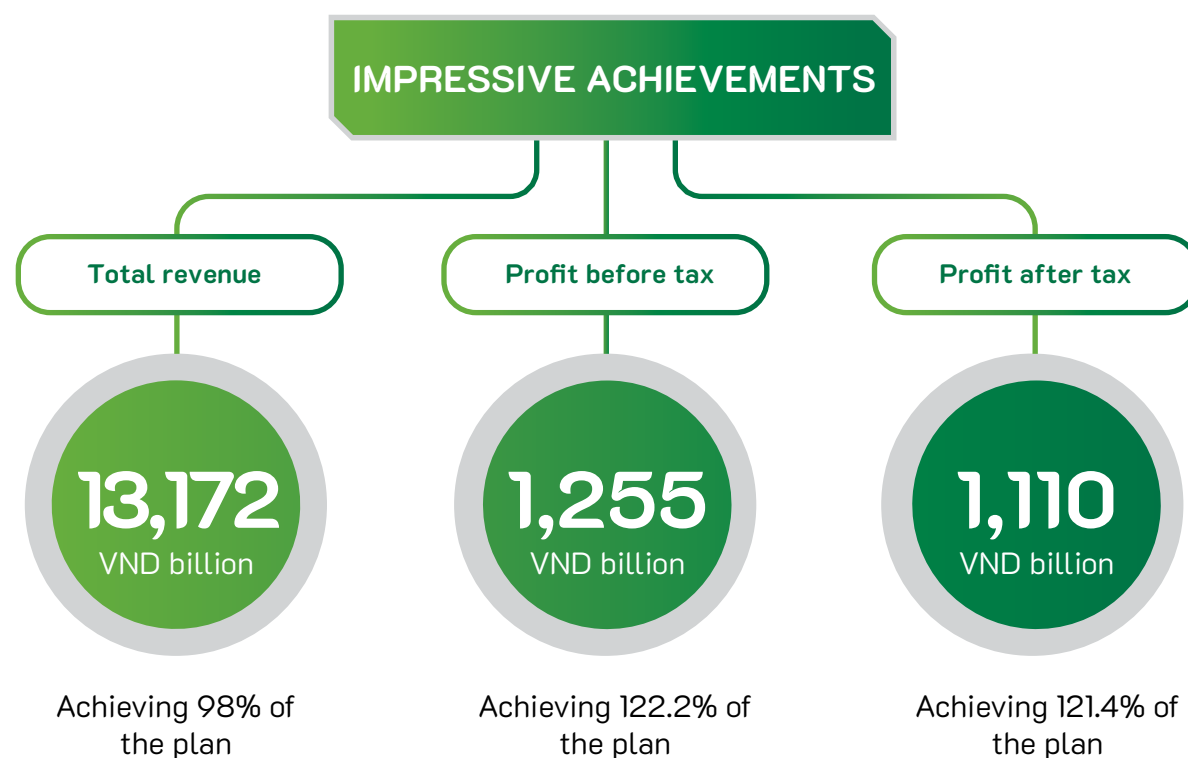
GOVERNANCE TOWARD SUSTAINABILITY



ECONOMIC PERFORMANCE, ECONOMIC CONTRIBUTION TO SOCIETY

ECONOMIC PERFORMANCE

Facing multiple difficulties and challenges due to complicated changes of fertilizer market, based on the strength of solidarity, high determination of all employees and under the wise direction of the Leadership Board, PVCFC have completed and exceeded the planned tasks and targets, closing 2023 with many impressive achievements.



ECONOMIC VALUE ALLOCATION

In line with efforts in carrying out production and business activities effectively, PVCFC always prioritizes ensuring the benefits of all stakeholders and constantly striving to bring more and more sustainable and prosperous values for stakeholders. In 2023, PVCFC recorded economic value allocations as follows:

Total payment to State budget: **426.81** billion VND, up **63%** compared to 2022

Dividend pay

The company has paid dividends in 2022 at a rate of **30%** (equivalent to 3,000 VND/share).

ENVIRONMENT

The Company always strictly complies with current legal regulations of the law and manages according to ISO 14001:2015 standards (presented in PVCFC Company's quality, safety, environmental, inspection and testing policies) to conduct environmental control at work. All waste sources of the Plant are strictly controlled and minimized in quantity, quality control always meets allowed regulations before being discharged into the environment. In 2023, the Company recorded no case of environmental violation.

Since its establishment, PVCFC has always focused on building an environmental management and control system. The Company strictly complies with regulations on safety, firefighting and prevention and environment such as: building an online monitoring system to continuously monitor and track the plant's emission activities and transmit data to the Department of Natural Resources and Environment for management and supervision; quarterly environmental monitoring results are publicly posted on the Company's website in the QHSE section. Management methods and environmental performance index for each specific content are described as below.



ENVIRONMENT



WATER CONSUMPTION AND WASTEWATER

It is mandatory for manufacturing plants in general and Ca Mau Fertilizer Plant in particular to sue water source (boiler feedwater for steam production, open circulating cooling river water through the tower cooling system). cooling, fresh water for closed circulation cooling, etc.) to serve requirements of production technology. In addition, daily activities still generate domestic wastewater depending on the needs.

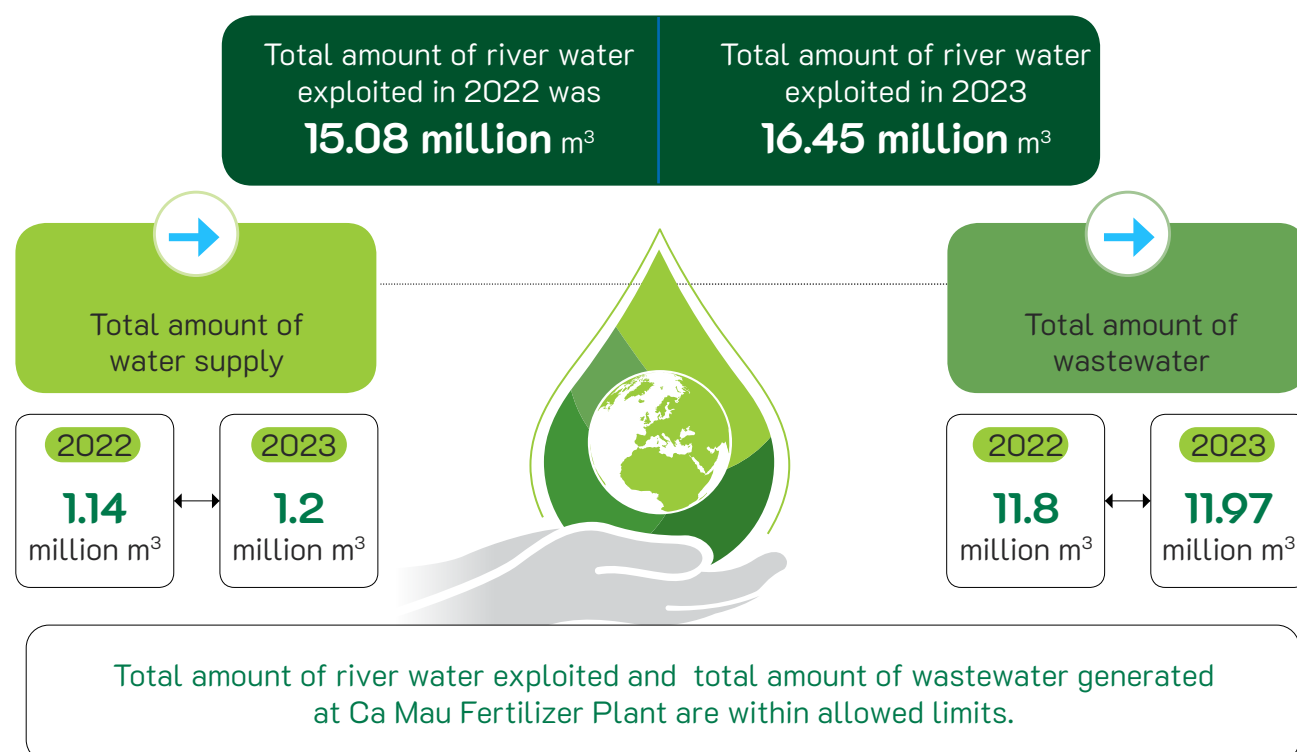
PVCFC always controls and manages clean water and river water usage, ensuring savings and efficiency. The Company also focuses on building and complying with wastewater treatment processes to ensure quality before returning source, preventing environmental pollution and affecting biodiversity in the locality.

WATER EXPLOITATION AND DISCHARGE

Water for cooling purposes takes the biggest amount generated from river water, less polluted during production processes, ensuring quality before returning to the source.

Total amount of river water exploited in 2023 was 16.45 million m³ and 15.08 million m³ in 2022.

Total amount of water supplied was 1.2 million m³ and 1.14 million m³ in 2023 and 2022 respectively; total amount of wastewater generated was 11.97 million m³ and 11.8 million m³ in 2023 and 2022 respectively. Total amount of river water exploited and total amount of wastewater generated at Ca Mau Fertilizer Plant are within the allowed limits eligible for exploitation and discharge, as licensed by State management agencies.



QUALITY CONTROL OF WASTEWATER

We, at Ca Mau Fertilizer Plant, always maintain continuous operation of domestic & oily wastewater treatment systems and other wastewater systems at 24/24; deploying continuous environmental monitoring system to control quality of wastewater discharged into the environment and compliance with QCVN as follows:

- Output of domestic wastewater treatment system: monitoring parameters such as: pH, BOD5, TSS, TDS, Surfactants, animal fats and vegetable oils, Sulphide, Ammonium, total phosphorus, total nitrogen, Coliform, Flow, compliance with QCVN 14/2008/BTNMT.
- Output of oily wastewater treatment system and output of ammonia wastewater treatment system: monitoring parameters: pH, Color, BOD5, COD, Suspended solids, Arsenic, Mercury, Lead, Cadmium, Iron, Copper, total and mineral oil and grease, Sulphide, Ammonium, total nitrogen, total phosphorus, residual chlorine, Coliform, wastewater flow, compliance with QCVN 40:2011/BTNMT.
- Common output of 03 oily, ammonia and domestic wastewater treatment systems and common drainage channel: monitoring parameters: temperature, color, pH, BOD5, COD, TSS, Total dissolved solids (TDS), Arsenic, Mercury, Lead, Cadmium, Copper, Iron, total and mineral oil and grease, total surfactants, animal fats and vegetable oils, Sulphide, Ammonium (as Nitrogen), total Nitrogen, total phosphorus, residual chlorine, Coliform, compliance with QCVN: 40:2011/BTNMT.
- Waste cooling river water output: monitoring parameters: pH, temperature, residual Chlorine, in accordance with QCVN: 40:2011/BTNMT.

REDUCTION OF WATER CONSUMPTION

Thanks to water saving measures and awareness of each employee, water consumption per ton of product in 2023 was reduced by 0.15%. It is expected that by the end of 2024, we will launch the resource recovery project from the existing RO system. As estimated, this can help save up to 4.1 billion VND annually and reduce the amount of chemicals used for water treatment system.



ENVIRONMENT



INPUT MATERIALS

Fertilizer manufacturing technology in general and of Ca Mau Fertilizer Plant in particular have the characteristics of using natural gas (fossil energy). Therefore, PVCFC always pays special attention to greenhouse gas emissions and global warming. The company constantly improves technical requirements, optimizing fuel sources, seeking new breakthrough solutions to save energy and improve production capacity, reducing greenhouse gas emissions of Ca Mau Fertilizer Plant.

There are 2 concerned issues regarding natural gas consumption of Ca Mau Fertilizer Plant including raw natural gas and fuel combustion. With characteristics of technology, gas combustion provides heat required for exceed steam for reforming and gas for auxiliary boilers providing high-pressure steam is still consumable gas for steam purposes used in technology cycle of the plant. In 2022, permeate gas as raw material fuel is recovered for burning, however, in 2023, we used permeate gas with 100% CO₂ recovery and the rest after meeting requirements of technology as production materials with an amount of permeate gas of 19.96 million Sm³/year in 2023. Additionally, we have applied solutions to enhance the output and reduce consumable gas by 0.44% as of 2022.

Solutions	Time of putting into operation	Technical efficiency
Recovering permeate gas as material fuel	2019-present	Amount of recovered permeate gas: 18.35 million Sm ³ (2022) and 19.96 Sm ³ (2023)
Replacing distribution systems of Towers S04301, S04302, C04301	September 2022	Expanding the overall capacity of CO ₂ separation cluster, reducing the amount of output CO ₂ slip at absorber towers, increasing capacity of NH ₃ to 5.4 tons/day.
Separating flash gas & using output washed gas C0403 as production material	November 2022	Increasing capacity of NH ₃ to 7.1 tons/day.
Recovering hydrogen Offgas stream	Phase 1: December 2021 Phase 2: November 2022	Increasing capacity of NH ₃ to 18 tons/day.
Installing E04212C to optimize the Low temperature CO converter R04205	November 2022	Increasing capacity of NH ₃ to 4.4 tons/day.



In 2023, given the “ceaseless efforts”, Ca Mau Fertilizer Plant maintained continuous and stable operation in more than 350 days without any machine downtime. These results have been certified by Haldor Topsoe. In addition, Ca Mau Fertilizer Plant has also been certified by Toyo Engineering company (TEC)for its record of maintaining continuous and stable operation of a granulation workshop in 45 days using TOYO urea granulation technology. Efforts in maintaining continuous operation have helped PVCFC reduce a significant amount of gas emissions.

We have been implementing “green” projects and will put into operation in the future toward application of renewable and green energy:

- Project of rooftop solar power & renewable energy at Ca Mau Fertilizer Plant
- Projects of integrating green hydrogen and renewable energy production from electrolysis technologies
- Project of recovering CO₂ in existing natural gas to reduce CO₂ emissions
- Project of recovering CO₂ in furnace smoke from technology clusters.

ENVIRONMENT



CLIMATE CHANGE

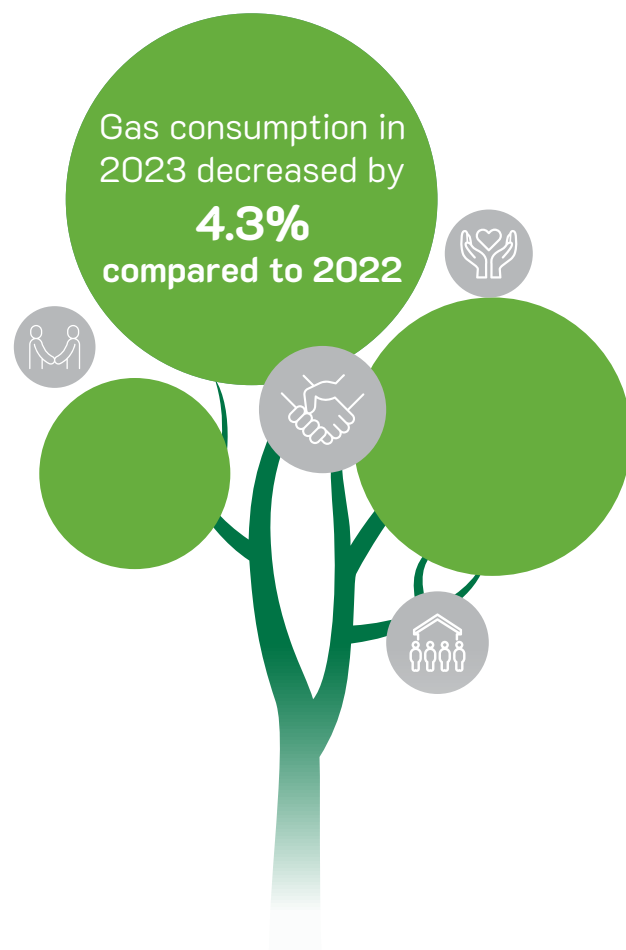
PVCFC always considers climate change as a serious issue that needs to be the most concerned in Vietnam and around the world. Reduction of climate change impact is an important and necessary task in the business and production process. Therefore, PVCFC has built management policies and procedures of business and production activities to minimize impacts on climate change. The Company has focused on evaluating environmental impacts since early days of putting into operation (2011). These efforts are shown in its procedures of ensuring compliance, consistency and dissemination to each employee of PVCFC.

GREENHOUSE GAS REPORT

PVCFC always and seriously complies with regulations on greenhouse gas reports. As a fertilizer manufacturer, PVCFC implements its report in compliance with Decree No 06/2022/ND-CP of the Government on regulations of minimizing greenhouse gas emissions and protecting Ozone layer, Circular No 38/2022/3 TT-BCT on measuring, reporting, appraising reduction of greenhouse gas emissions and greenhouse gas inventory for trade and industry. In 2023, we have inspected, collected evaluation information according to the following instructions:

In 2022, directly-burned fuel for the technology system included fuel for auxiliary boiler, reforming and flare system. Total amount of gas consumed in 2023 (555.98 million Sm³/year), up 3.42% as of 2022 (357.57 million Sm³/year). Gas consumption in 2023 reached 35.484 GJ/ton NH₃, down 4.3% as of 2022 (35.648/T.NH₃). This clearly shows that PVCFC pays special attention to minimize CO₂ emissions and gas consumption. PVCFC has not implemented greenhouse CO₂ emissions report covering all scopes but its efforts in reviewing data and statistics have been implemented every year by following bases:

- Electricity emissions: according to Announcement of Climate Change Department, Ministry of Natural Resources and Environment dated December 31 2021, the emissions coefficient of Vietnam's power grid in 2022 is 0.7221 tCO₂/MWh
- Natural gas (1,000 m³) according to IPCC: 2.114 tCO₂/unit
- DO (1000 liters) according to IPCC: 2.73 tCO₂/unit
- A 92, A93 gasoline (1,000 liters) 2.408 tCO₂/unit



Emission activities	Unit	2022	2023	Note
Emission intensity	Ton CO ₂ / ton of products	0.5463	0.5433	↓ 0.56%
Total of emissions (A+B)	Ton CO ₂ /year	501,395.5	515,635.3	↑ 2.84%
A. Direct emissions (1 + 2)	Ton CO ₂ /year	380,996.82	392,803.5	↑ 3.1%
1. Burning fuel	Ton CO₂/year	379,729.98	391,404.74	↑ 3.07%
Natural gas	Ton CO ₂ /year	340,928.5	352,603.31	
Permeate gas	Ton CO ₂ /year	38,801.4	- 38,801.4	
2. Fuel used for shuttle bus service	Ton CO₂/year	1,266.8	1,398.7	↑ 10.41%
DO oil	Ton CO ₂ /year	409.91	872.5	
A 92, A 93 gasoline	Ton CO ₂ /year	856.93	526.23	
B. Indirect emissions	Ton CO ₂ /year	120,398.7	122,831.9	↑ 2.02%
Power consumed	Ton CO ₂ /year	120,398.7	122,831.9	

As currently calculated, total amount of gas emissions in 2023 increased by 2.84% but emission intensity/ton of products reduced by 0.56%. This shows the efficiency of solutions on gas emissions at Ca Mau Fertilizer Plant.

SOLUTIONS TO CLIMATE CHANGE

In 2023, PVCFC has planted 300,000 green trees, contributing 1 million green trees to the Government toward Net Zero emissions by 2030.

Additionally, PVCFC has effectively implemented the process of energy transition and reduction of greenhouse gas emissions. In 2023, PVCFC has established a Steering Committee for energy transition and reduction of greenhouse gas emissions to assign clear functions and tasks for each team, individual; working out implementation plans for projects including: integrated CO₂ in food processing system, recovery of CO₂ from separating CO₂ from fuel gas (containing 8% CO₂), recovery CO₂ from reforming furnace smoke, rooftop solar energy of 5 MWh at Ca Mau Fertilizer Plant, etc.



ENVIRONMENT

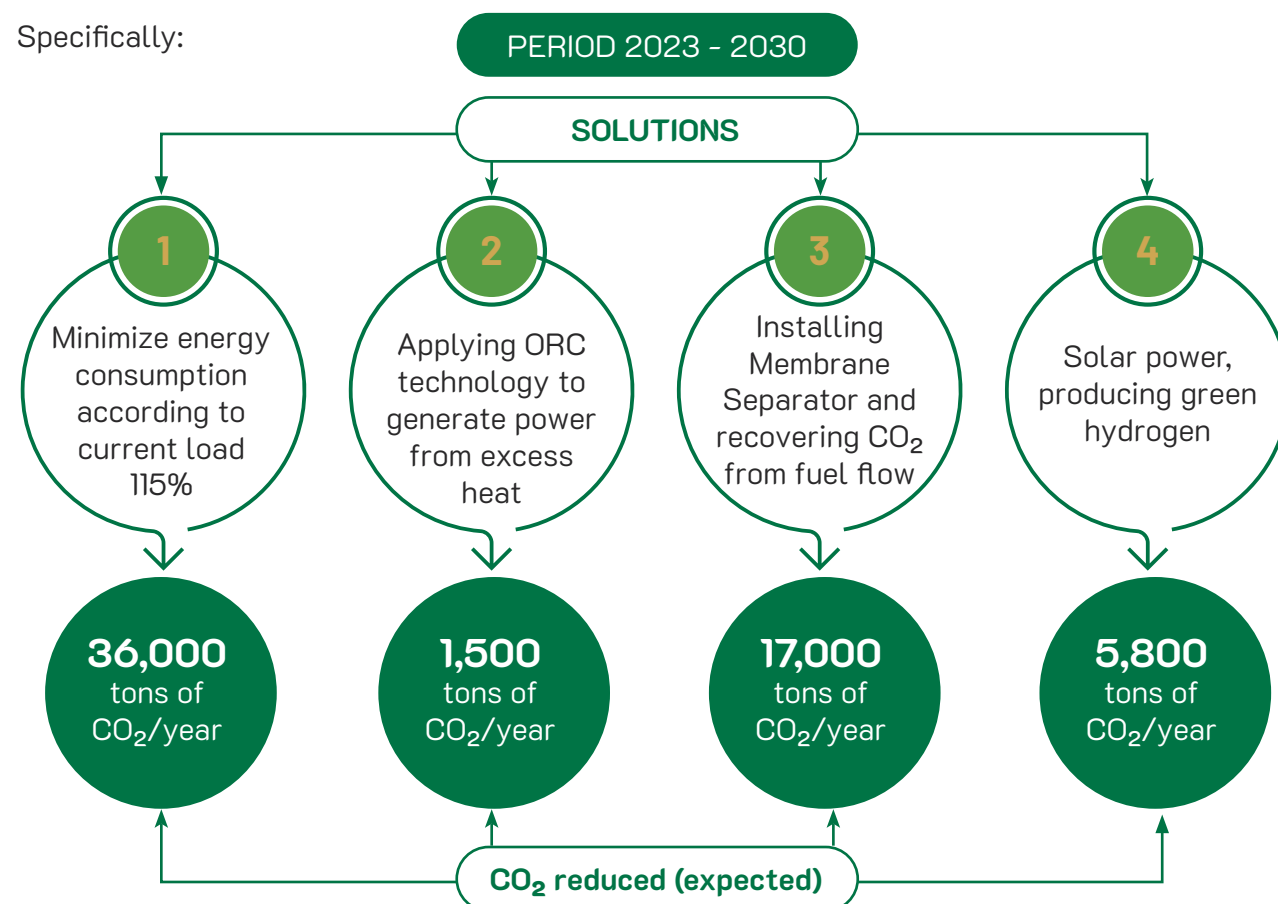


CLIMATE CHANGE (CONTINUED)

SOLUTIONS TO CLIMATE CHANGE (CONTINUED)

Additionally, we have worked out short-term and long-term plans to reduce energy consumption and greenhouse gas emissions in the period of 2023-2030, expected to reduce 60,000 tons of CO₂/year.

Specifically:



The company always complies regulations of the Law on discharge of sewage. All gas emissions of the plant are closely controlled in both quantity and quality, ensuring compliance with requirements and standards before discharging into the environment:

- Emissions monitoring locations: primary reforming chimney; auxiliary boiler chimney; granulation chimney with monitoring parameters: dust, CO, Nox, NH₃, noise, vibration. According to QCVN 19/2009/BTNMT; 21/2009/BTNMT.
- Periodic monitoring results in 2023 at all monitoring locations are within the allowed limit. Apart from conducting periodic monitoring, PVCFC has also installed automatic monitoring systems to continuously monitor gas emissions and parameters including: emissions at the granulation chimney: flow, pressure, dust, temperature and NH₃; emissions at Ammoniac chimney: temperature, flow, pressure, dust, Nox, SO₂; emissions at NPK chimney: temperature, pressure, dust.
- Automatic monitoring data is continuously received with a frequency of 5 minutes/data and directly transmitted to Ca Mau Department of Natural Resources and Environment



ENERGY MANAGEMENT

TYPES OF ENERGY CONSUMED

Ca Mau Fertilizer Plant uses the two most important energy sources including natural gas and electricity. As we may know, gas is a non-renewable source and the riskiest factor in case of lacking production gas at the plant in particular and Ca Mau Fertilizer Gas Power Industrial Complex in general. In recent years, the plant has been renovated to increase its capacity to 115.5%. This requires an increasing source of gas while it is not easy to find alternative gas. Being aware of this, in early 2023, PVCFC has decided to establish a working group and conduct research on solutions and commercial legality to diversify its long-term gas for sustainable development of PVCFC.

EMERY MANAGEMENT TECHNIQUES

On a yearly basis, PVCFC sets up regulations on economic-technical norms to direct and urge Production Operation Division to seek solutions to reduce energy consumption. Additionally, in order to strengthen activities under National Energy Efficiency Program 2019-2030, PVCFC has considered, reviewed and worked out approval planning for 2019-2030 period with 2 key group of tasks:

Group of tasks No 1: Energy saving. Accordingly, PVCFC has set up solutions on controlling and complying with economic-technical norms of the Company: controlling annual energy consumption and saving.

Technology initiatives from 2022 have contributed to reduction of CO₂ emissions of PVCFC as follows:

- MP vent gas recovery system at Urea factory as reforming fuel helps reduce energy consumption by 4.81 GJ/h and partly reduce greenhouse gas CO₂.
- Replacing SuperCups Trays by reactor R06101 helps increase operational stability at high load and increase conversion efficiency by 0.75% and saves energy by about 6.86 GJ/h
- In July 2023, we officially operated the ORC system, taking advantage of excess heat to generate power with an operational capacity of 113kWh. Till end of 2023, PVCFC has reduced 425.28 MW/year of consumable power and amount of CO₂ emissions at the natural gas-powered electricity factory.

Group of task No 2: Enhancing capacity according to strategic goal by 2025, increasing operational capacity by 115%.

Since being put into operation, Ca Mau Fertilizer Plant always maintains a capacity of 110%, 1% higher than that of other plants (109%) or even up to 115.5% in 2023 regarding operational

ENVIRONMENT



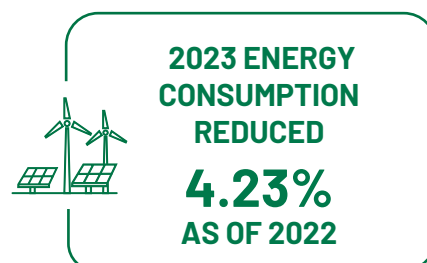
ENERGY MANAGEMENT (CONTINUED)

capacity. The amount of energy consumption at Ca Mau Fertilizer Plant was quite low. In 2022, Ca Mau Fertilizer Plant was honored as a "Top 10% factories with the lowest energy consumption in the world" and Top 10% global factories by capacity by Haldor Topsoe.

In 2023, PVCFC issued an energy management model, reviewing energy management policies to make it more effective toward an energy management model according to ISO 50001:2018. In order to seek optimal solutions, PVCFC has registered for Vietnam-Denmark Energy Partnership Program Phase 3 (DEPP3) for the period of 2020-2025 to promote energy efficiency in various industries by building and piloting Voluntary Agreement Program, building capacity for enterprises with large energy consumption in Vietnam.

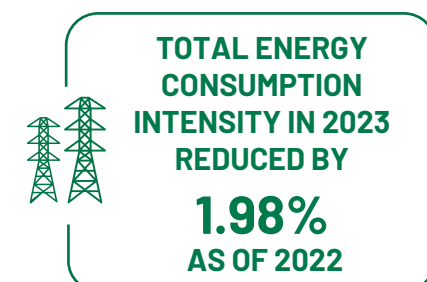
ENERGY CONSUMPTION RESULTS IN 2023

According to the business and production plan by 2025 approved by Resolution No. 6395/NQ-DKVN of Vietnam Oil and Gas Group, Ca Mau Fertilizer Plant by 2025 will strive to reduce 5% of energy consumption as of 2022. After a process of continuous renovation and production optimization, Ca Mau Fertilizer Plant in 2023 has reduced 4.23% of energy consumption as of 2022.



Content	2022	2023	Note
Capacity of urea (thousand tons/year)	917.77	949.13	↑ 3.42 %
Gas consumption (GJ/ton urea bag)	20.205	20.116	↓ 0.44%
Power consumption (GJ/ton urea bag)	1.659	1.697	↑ 2.34%
Total energy consumption (GJ/ton urea bag)	21.864	21.813	↓ 0.23%

Regarding power, we always focus on power saving and promoting effective use of used power, power for production; seeking technology and solutions to take advantage of excess heat, consumable heat to create useful power, promoting energy saving and optimizing the operating circle of the plan. In 2023, energy consumption in manufacturing increased but total energy consumption intensity of Ca Mau Fertilizer Plant reduced by 1.98% as of 2022:



Content	Unit	2022	2023	Note
Total energy consumption	MW/year	166,734.1	170,103.7	↑ 2.02%
Energy consumption intensity	MW/ton of product	0.1817	0.1792	↓ 1.35%
Energy intensity	GJ/ton of product	1.633	1.611	↓ 1.35%



WASTE MANAGEMENT

PVCFC always works out short-term and long-term plans to collect, store and closely control, ensuring compliance with requirements of current law. Overview of waste management in 2024 of PVCFC is as follows:

- **Domestic waste:** generated from offices, cafeteria, toilets, etc. with a capacity of 112,760kg in 2023 and 110,426kg in 2022. Domestic waste was collected and transferred to Ca Mau Urban Environment JSC for treatment as stipulated
- **Ordinary industrial solid waste:** wood scraps, broken pallets, plastics, scrap iron, etc. generated with a capacity of 63,288kg in 2023 and 66,752kg in 2022. This waste was collected and transferred to specialized units for treatment as stipulated.
- **Hazardous waste:** generated with a capacity of 155,714kg in 2023 and 324,926kg in 2022. Hazardous waste was collected and classified at source, stored at hazardous waste warehouse of Ca Mau Fertilizer Plant and transferred to specialized units for treatment as stipulated



BIODIVERSITY

PVCFC understands that business and production activities can have big impacts on biodiversity. Use of fertilizer products causes direct and indirect impacts of biodiversity too. Therefore, apart from doing research and renovation of manufacturing technology, we have also done research on impacts of product use of biodiversity, providing products with positive impacts on environment in general and biodiversity in particular.

Typical projects have been completed and applied: recovery of permeate gas & MP vent gas: gas emissions are directly burned in the environment and converted into fuel to provide heat for production. Moreover, PVCFC has done research on developing new products toward efficiency improvement to reduce greenhouse gas emissions such as N46 plus, Urea BIO. These products will be continuously improved and developed in the future.

In 2023, we have implemented some typical projects including:

- Manufacturing CO₂ in food: making use of recovered gas emissions to increase the amount of CO₂. We have done research to transfer a part of excess CO₂ into CO₂ in food processing. This kind of product helps reduce direct gas emissions and create new products, expanding the company's activities to new value chains.
- Research on making use of green hydrogen to partially replace hydrogen at Ca Mau Fertilizer Plant: grasping the global trend of energy transition, we have cooperated with partners to conduct research and apply hydrogen production technology by electrolysis technologies to partially replace hydrogen manufactured by current renewable energy.
- Additionally, PVCFC has implemented other projects with schedule and results as follows:

ENVIRONMENT

No.	Items	Purpose	Implementation
1	Completing report on feasibility study for project of producing CO ₂ in food	Developing new products based on current technology	<ul style="list-style-type: none"> Completing report on feasibility study CECO verification, completing report on feasibility study Department of Industry and Trade has completed project approval Completing installation of tie-in points in overall maintenance in 2023 Prepared equipment documents: design document, Hazop, 3D
2	Completing report on feasibility study for project of producing industrial gas	Developing new products based on current technology	<ul style="list-style-type: none"> On June 13 2023, investor and consulting unit organized kick-off meeting On June 30 2023, consulting unit has completed survey report on status and expected location for the project Consulting unit has coordinated with implementation team to make report on feasibility study as planned
3	Conducting research on improving capacity of Ammoniac workshop by 125%	Evaluating pre-feasibility study on improving overall capacity of ammonia workshop by 125%	<ul style="list-style-type: none"> Completing contract signing, organizing kick-off meeting on September 6 2023 Coordinating with HTAS to complete base case analysis Implementing Revamp case
4	Conducting research, evaluating, improving conversion efficiency of primary reformer cluster by optimizing design of catalytic pipe system	Improving conversion efficiency of primary reformer cluster, contributing to improvement of the plant's capacity	<ul style="list-style-type: none"> Coordinating with ITT to complete design document Expecting to install in overall maintenance 2024
5	Conducting research on applying green H ₂ at Ca Mau Fertilizer Plant	Evaluating potential of application of green H ₂ at Ca Mau Fertilizer Plant	<ul style="list-style-type: none"> Continuing to discuss and work with other partners: FCE, GIZ, etc. to seek application opportunity Coordinate with PVCFC to implement PVN-level project and conduct research on application of H₂.
6	Conducting research on opportunity/potential for producing SOP	<ul style="list-style-type: none"> Product diversification Participating in high-end fertilizer market segment with competitive price 	<ul style="list-style-type: none"> Research team has made report on opportunity/potential for producing SOP Report is now submitted to the Company's leadership board for consideration/approval as a foundation to carry out next steps.
7	Conducting research on producing Adblue (Urea 32%)	Diversifying products	<ul style="list-style-type: none"> Conducting sample testing, quality accepted, research on implementation underway.

SOCIETY



OCCUPATIONAL HEALTH AND SAFETY

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

The Company applies ISO 45001:2018 management system (quality, safety, environment, appraised and tested by PVCFC) to monitor occupational safety and labor hygiene at the Company

HAZARD IDENTIFICATION RISK ASSESSMENT AND ACCIDENT INVESTIGATION

In order to ensure occupational safety for employees and contractors working at the Ca Mau Fertilizer Plant, PVCFC always focuses on identifying hazard, assessing possible risks

Based on current regulations of the Law, instruction documents of equipment manufacturers, hazard related instructions in the working process, PVCFC has evaluated, identified possible risks and hazards. Then, the Company works out prompt prevention and response measures appropriate to risks or hazards that may have significant impacts on occupational health and safety of laborers.

In addition, on a yearly basis, and based on a list of significant risks, PVCFC conducts rescue drills to deal with possible risks and ensure timely response, preventing loss of life, minimizing damage to environment and property at the plant.

Based on closely controlled activities, PVCFC has recorded not serious incidents or work-related accidents in 2023.



OCCUPATIONAL HEALTH SERVICES

The Company seriously carries out periodic health checks for employees in accordance with the State's regulations, implementing periodic health examination and screening to detect occupational diseases for employees working in high-pressure, toxic and dangerous environments with a frequency of twice a year.

OCCUPATIONAL HEALTH AND SAFETY TRAINING

The Company seriously carries out training on occupational health and safety, preparing personal protective equipment as stipulated; training activities on occupational health and safety is organized in every 02 years, status of employee training in 2022 and 2023 is as follows:

- **In 2022:** organizing self-training courses on occupational health and safety for 1,042 employees (100% of employees are trained), hiring an organization to provide training services for 754 employees (human resource training based on professional expertise)
- **In 2023:** organizing self-training courses on occupational health and safety for 241 employees.



IMPROVING OCCUPATIONAL HEALTH

Employees' health is a valuable asset of any company. Being aware of this, apart from fully implementing periodic health check and screening, PVCFC also expands the scope of health screening to timely detect employees' diseases.

The Company also pays toxic allowances and in-kind compensation for employees working in toxic and dangerous environments as stipulated by the State.

On a monthly basis, the Company conducts pesticide spraying (twice a month) at public housing area, factory area to prevent epidemic.

On a yearly basis, the Company carries out working environment monitoring in accordance with regulations of the Law. PVCFC outlines

solutions and measures to timely deal with toxic & dangerous environment related incidents, ensuring a safe working environment for employees, and monitoring indicators within allowed limits.

The Company prepares personal preventive equipment for employees in accordance with regulations to minimize impacts due to dangerous or toxic elements on employees' health.

WORK-RELATED INJURIES (GRI 403-9)

In 2023, the Company recorded no work-related accidents

OCCUPATIONAL DISEASE (GRI 403-10)

The Company has recorded no cases of occupational disease.



SOCIETY



HUMAN RESOURCE TRAINING AND DEVELOPMENT

PVCFC pays special attention to human resource training and development, creating favorable conditions for employees to attend training courses. Besides, the Company also focuses on evaluating periodic work performance for 100% of employees, supporting employees to uphold their personal strength to contribute to the sustainable development of the Company.

In 2023, the Company organized training courses to improve professional skills, knowledge, career skills for employees to ensure business and production, specifically:

- Total training hours: 29,697hours
- Average training hours: 26hours/person/year (GRI 404-1)
- Number of training hours based on employee classification:



Percentage of employees attending integration training courses: 100%of newly-recruited employees are entitled to industry integrated training programs in each period. In 2023, the Company coordinated with trade unions to organize training programs for newly-recruited employees, organizing factory tours for interns, organizing trips to U Minh Forest and Uncle Ho Memorial Area, and especially organizing direct dialogue with the Company's General Director. Number of average training hours: 26 hours per employee per year.



In 2023, PVCFC organized in-depth training courses, management-leadership, regular training courses on working skills, foreign language and internal training courses. All training courses were organized under person to person and online platforms to flexibly create the most favorable conditions for employees to attend, bringing into play efficiency of training activities and maintaining business and production performance.

PVCFC frequently organizes internal training courses, information security awareness training, anti-terrorism training and skill training through the E-learning system.

Apart from in-depth training courses, management-leadership, regular training courses of foreign language, internal training to improve professional skills to meet working requirements, PVCFC carried out training courses under PVCFC's Culture Development Projects such as: the 7 habits of highly effective people training, leading at the speed of trust, training programs combined with extracurricular activities themed "Efficiency and Responsibility", cultural talks themed "how to uphold efficiency of corporate culture in management" and "Board Culture and Management by Culture" for management and leadership board from mid-level to senior level.

PVCFC always focuses on training and developing groups of experts by implementing expert development programs and achieving certain results. A number of experts of PVCFC is 6 experts in 6 fields: Mr. Le Hoang Viet - Corrosion; Mr. Nguyen Truong Giang -technology optimization and design; Mr. Thi Minh Khuyen - Equipment Diagnosis; Mr. Nguyen Van Thien - water treatment, Mr. Truong Anh Tuan - automation control system, and Mr. Nguyen Tuong Lai - urea technology and equipment operation. In addition, two other expert candidates in fields of dynamic

equipment, power equipment and system are qualified for competency framework and ability to contribute topics, 4 other expert candidates meeting competency framework of Expert Level 1 in fields of power equipment and system, equipment testing, Microbiology, Agronomy. On a yearly basis, PVCFC reviews its expert planning staff to promptly find out potential candidates for its expert planning and development

PVCFC's human resource team has ceaselessly studied, improved their knowledge, qualification and obtained valuable international certificates: 01 personnel obtaining API 580, 01 holding PT certificate, 07 obtaining ISO-CAT-I, 01 obtaining API 579-1/ASME FFS-1, 01 obtaining MT certificate (Magnetic Particle Testing), 10 obtaining FSEC (Functional Safety Engineering Certification) awarded by TÜV Rheinland, 01 obtaining API 571 and 01 obtaining CSWIP 3.1- Welding Inspector Level 2.

Recruitment and internship training to prepare a well-trained human resource for PVCFC have been well implemented in 2023, PVCFC has signed cooperation agreements with universities such as Hanoi University of Science and Technology, Ho Chi Minh City University of Technology, University of Petroleum, University of Technology and Education, University of Industry, Can Tho University to organize evaluation and recruitment of interns. As a result, 11/25 interns scored excellent grades, 02 of them have been officially recruited by PVCFC.

Training activities have helped employees improve their professional expertise and skills, ensuring safe, reliable and stable operation. In 2023, Ca Mau Fertilizer Plant maintained operational stability with a load of 113.4%, higher than that of 2022 and previous years. Employees have proactively involved in overall maintenance, hiring no expert outside.



TALENT ATTRACTION AND RETENTION

POLICY TO ATTRACT TALENT AND EMPLOYEE BENEFITS

PVCFC always pursues a civilized working environment, continuously improving its employee policies from salary, bonus to benefits. The Company also creates the best conditions for employees to uphold the potential by flexible recruitment policies and in-depth training programs.

PVCFC implements payment of salary, remuneration and other benefit policies appropriate with regulations of the law, the Group and of the Company for employees, ensuring likelihood of employees. PVCFC's trade unions attend the trade union professional training activities to update amended and supplemented regulations of the charter and guidance of implementation of regulations of Vietnam's trade union as well as protection of employee benefits.

On a yearly basis, based on business and production performance and regulations of the law, PVCFC builds salary and bonus fund for executive and management board and employees; PVCFC has fully issued regulations, mechanisms related to policies and benefits for employees, reward scheme for collectives and individuals based on their performance and contributions in completing business performance and operating efficiency of the Company.

PVCFC always creates a favorable and safe working environment, well implementing employee policy including salary, bonus, social insurance, health insurance and unemployment insurance and other policies appropriate with regulations of the law, the Group and the Company's regulations.

- Salary, bonus, overtime pay and other allowances are paid in accordance with salary, bonus and welfare management regulations; other welfare are paid based on collective labor agreement and employee policy.
- PVCFC always implements payment of social insurance, unemployment insurance in a full and timely manner in accordance with regulations of Code of Labor, and the law on social insurance. In 2023, PVCFC made full payment of social insurance, health insurance and unemployment insurance with a total value of 75,872,490,395 VND in 2023. Specifically, social insurance: 60,271,841,530 VND; health insurance: 10,630,754, 845 VND; unemployment insurance: 4,959,883,930 VND.
- The Company has seriously implemented occupational safety and hygiene training, providing personal protective equipment for employees as stipulated; paying toxic allowances and in-kind rewards for employees working in toxic or dangerous environments according to the State's regulations.
- Purchasing expanded personal accident insurance (PVIcare) for all employees, voluntary pension insurance, life insurance "postpaid benefits" to attract talents and stabilize employee likelihood.
- Organizing accommodation for employees and providing financial support for employees in case of being eligible for home grant but lack of housing fund for employees.
- PVCFC also pays special attention to activities for spiritual wellness for employees including giving birthday gifts, giving gifts on special occasions such as

JOB QUILTS RATE AND NEW HIRES

• Job quits rate

Trend of job quits keeps decreasing, specifically, total of employees quitting their jobs was 14, down 33.33% as of 2022, of whom 02/14 female employees quitting jobs equivalent to 14.29% (no female management personnel quitting job), 12/14 male employees quitting jobs equivalent to 85.71%.

• New hires

Personnel increase in 2023 was 68, up 65.85% as of 2022, of whom 20/68 are female employees equivalent to 29.41% (no increase in female management personnel), 48/68 are male employees equivalent to 70.59% (3/48 are male management personnel). In 2023, PVCFC expanded its production scale, business market and invested in product development projects toward long-term development strategies of the Company.

• Maternity leave in 2023

- Total employees entitled to maternity leave were 13 with total maternity pay of 1,236,803,300 VND
- Total employees returned to work after parental leave were 08/13, 05/13 people will return to work in 2024 according to regulations, rate of employees returning to office after parental leave and retention rate in 2023 was 100%.

March 9, October 20, giving support to employees with difficult circumstances, organizing cultural exchange programs, sports festivals as a spiritual playground to strengthen sense of solidarity in the Company.

- Apart from ensuring salary, social welfare policies for employees, PVCFC also focuses on seeking external personnel and provides internal resource training courses. Specifically, PVCFC has issued some regulations as follows:
 - **Expert policy:** aiming to orient and build a roadmap for career development, improvement of technical expertise for the personnel team of the Company as well as attracting external talents.
 - **Internship programs:** seeking opportunities to access, seeking dedicated, qualified and professional personnel to meet work requirements in accordance with development goals and strategy of PVCFC.
- By 2025, it is expected by PVCFC to build a "Internal Trainer Development" program to improve knowledge, skills and upholding available internal strength of the Company.



SUSTAINABLE SUPPLY CHAIN

Impacts of business and production activities of PVCFC on environmental and social issues not only come from internal activities at the plant. We are fully aware of environmental and social impacts caused by business and production activities and process of material, chemical supply as well as input services for business and production activities. Therefore, in the process of selection of suppliers, it is required to select suppliers who fully comply with environmental and social regulations. In the following years, we will step by step work out deeper assessment criteria on environmental and social issues to evaluate suppliers.



GRI 408

LABOR AND HUMAN RIGHTS

STRUCTURE OF HUMAN RESOURCE BY GENDER



Total employees by December 31, 2023 were

1,096 peoples

↑ 5%

as of 2022; 203/1,096 are female employees, equivalent to 18.52%

STRUCTURE OF MANAGEMENT - LEVEL PERSONNEL BY GENDER

- **Executive Board (BOD, EB, Supervisory Board, Chief Accountant):** 15/1,096, equivalent to 1.47%, down 6% as of 2022, 01 BOD member resigned under social insurance policy (retirement). 02.15 are female members equivalent to 13.33%, the number of female members of the Executive Board remained unchanged as of 2022.
- **Management leaders at division and unit levels (management levels of divisions, units and workshops, not including the Executive Board):** 130/1,096 equivalent to 16.42% on overall personnel, up 0.9% as of 2022; 25/163 are female equivalent to 15.15% of management leaders at division and unit levels and accounting for 2.28% of total personnel of the Company. In 2023, the number of female managers of divisions, units remained unchanged as of 2022.
- **Employees:** 899/1,096 equivalent to 82.03%.

GENDER PAYS GAP

PVCFC applies 3P salary system including: position, performance and capacity, so there are no income inequalities by genders.

HUMAN RIGHTS POLICY

The Company applies non-discrimination policy by gender, religion, political opinions, age, etc.

PVCFC applies no child labor policy, no forced and compulsory labor, these contents are stipulated in recruitment regulations of the Company (Clause 8.2, Article 8 of recruitment regulations).

PVCFC became one of Vietnam's first companies to secure GEARS (Gender Equality Assessment, Results and Strategies) Certification for gender equality - evaluated and certified on April 20 2023.



FARMER/CUSTOMER WELFARE

PVCFC'S POLICY FOR FARMERS

PVCFC secures comprehensive cooperation and commit to ensuring farmer welfare, supporting farmers to improve their lives by following key policies:

Product quality and safety: PVCFC continuously conducts research and provides new high-quality products, ensuring nutritional values for crops, creating added values for farmers, minimizing risks to human health and environment.

Affordable and highly accessible: PVCFC supplies fertilizer products with affordable prices and ensures accessibility to small-scale farming households, especially those in remote areas through effective distribution channels. An extensive system of agencies of PVCFC in all regions closely follow and update the farming situation of localities, timely proposing support measures for local farmers.

Transferring high technology for agricultural development: PVCFC has transferred technical advances and new solutions on crop nutrition management and agricultural farming. The Company coordinates with central and local agricultural extension centers to implement training programs, providing agricultural extension services to farmers, improving knowledge and experience in using high quality fertilizers in an effective and economic manner. In addition, PVCFC provides instructions on applying new technical advances and sustainable agricultural practices.

Consumption support: PVCFC has made maximum efforts to maintain a balance of harmonious benefits between the Company and farmers. The Company not only provides fertilizer products but also connects with companies/enterprises in the entire agricultural product value chain such as seed -crop protection companies and agricultural products processing units and exporters to support farmers save production costs and improve their income, contributing to improvement of Vietnamese agricultural product value.



SOCIETY

FARMER/CUSTOMER WELFARE (CONTINUED)

PROGRAMS OF ACCOMPANYING FARMERS IN 2023

Implementing demonstration models and experience fertilizer products



Implementing demonstration models and experience fertilizer products

NO.	Name of model	Crops	Quantity	Area (ha)	Location	Execution time	Implemented by	Results
1	Demonstrating and experiencing NPK Ca Mau Polyphosphate technology	Rice, fruit trees	180	90	Provinces in the Mekong Delta region and Central Highlands	05/2023 - 12/2024	PVCFC coordinates with Institutes, Agricultural Extension Center of provinces/districts	The program is being implemented and helps farmers reduce the amount of fertilizer on their fields, increasing crop productivity and quality of agricultural products, thereby increasing profits by 10-15% compared to traditional farming techniques. The program also helps farmers access quality fertilizer and eliminate poor quality fertilizer.
2	Demonstrating and experiencing NPK PolyS	Rice, fruit trees	26	13	Provinces in the Mekong Delta region and Central Highlands	05/2023 - 06/2024	PVCFC coordinates with, Agricultural Extension Services Center of provinces/districts	Ongoing.
3	Demonstrating and experiencing N46. TRUE for winter-spring rice crop 2023-2024.	Rice	20	10	Provinces in the Mekong Delta region	05/2023 - 06/2024	PVCFC coordinates with, Agricultural Extension Services Center of provinces/districts	Currently being implemented, there have been initial results helping farmers reduce the amount of fertilizer and investment costs.
4	Demonstrating and experiencing N46.C+ for winter-spring rice crop 2023-2024.	Rice	20	10	Provinces in the Mekong Delta region	05/2023 - 06/2024	PVCFC coordinates with, Agricultural Extension Services Center of provinces/districts	Currently being implemented, there have been initial results helping farmers reduce the amount of fertilizer and investment costs.

SOCIETY

FARMER/CUSTOMER WELFARE (CONTINUED)

PROGRAMS OF ACCOMPANYING FARMERS IN 2023 (CONTINUED)

Organizing training seminars on fertilizer use, farming procedures

STT	Content of training	Crop varieties	Subjects	Number of participants	Location	Execution time	Implemented by	Supporters	Results
1	02 technical seminars on effective nutrition solutions for rice	Rice	Farmers, agents, technical officers of Department of Agriculture, Agricultural Extension Centers, Sub-departments of crop protection	450	Dong Thap and An Giang provinces	05/2023	PVCFC	Sub-department of cultivation-plant protection of Dong Thap; An Giang Agricultural Extension Center	The initial results have shown that seminars have been successful, bringing positive business efficiency, promoting brand image and identities of Ca Mau Fertilizer and NPK Ca Mau Polyphosphate, building a better relationship and prestige with authority agencies, agents, partners, customers, especially farmers. PVCFC, through these activities, has reaffirmed its commitment to accompanying and sharing with farmers through high quality fertilizer products, optional farming methods to bring the highest production efficiency.
2	02 technical seminars on effective nutrition solutions for fruit trees	Fruit trees	Farmers, agents, technical officers of Department of Agriculture, Agricultural Extension Centers, Sub-departments of crop protection	550	Tien Giang and Hau Giang provinces	08/2023	PVCFC	An Giang and Tien Giang Agricultural Extension Centers	The results have shown that two seminars have been successful, bringing positive business efficiency, promoting brand image and identities of Ca Mau Fertilizer and NPK Ca Mau Polyphosphate, building a better relationship and prestige with authority agencies, agents, partners, customers, especially fruit tree growers.
3	03 technical seminars on effective nutrition solutions for coffee and durian	Coffee, rice and durian	Farmers, agents, technical officers of Department of Agriculture, Agricultural Extension Centers, Sub-departments of crop protection	900	Dak Lak and Dak Nong provinces	11/2023; 12/2023	PVCFC	Minh Dung, Huy Chinh, Nam Thuan, Hiep Loan fertilizer agents	These seminars have attracted mass participation of farmers, agents, local authorities, positive feedbacks of participants have shown that the two seminars have been successful, bringing positive business efficiency, promoting brand image and identities of Ca Mau Fertilizer and NPK Ca Mau Polyphosphate, building a better relationship and prestige with authority agencies, agent, partners, customers, especially rice farmers, fruit tree growers and owners of industrial crop farming in the Central Highlands.
4	10 seminars on summarizing model of demonstration and experience	Rice, fruit trees	Farmers, agents, technical officers of Department of Agriculture, Agricultural Extension Centers, Sub-departments of crop protection	500	Provinces in the Mekong Delta region, Southeast - Central Highlands	08/2023 12/2023	PVCFC	Level-2 fertilizer agents	The program has helped farmers access to high quality fertilizers of PVCFC, improving farmers' mindset on better farming, supporting the C2 system and bringing NPP products closer to the demanded customers.
5	Fertilizer training workshop for farmers	Rice, fruit tree and coffee	Farmers, agents	10.000	Provinces in the Mekong Delta region, Southeast - Central and Northern regions	01/2023 12/2023	PVCFC	Level-2 fertilizer agents	PVCFC has provided product information and supported agents and farmers to experience Ca Mau fertilizer products, especially NPK Ca Mau products.



LOCAL COMMUNITIES



By identifying sustainable development as an integral part of community responsibilities, PVCFC always maintains its mission of “nurturer” and brings happiness to the community. 2023 is the second consecutive year that PVCFC has been honored “The enterprise for community”. This is a motivation for PVCFC to persistently succeed in its development journey, making Vietnam's agricultural sector more sustainable and prosperous.

CORPORATE SOCIAL RESPONSIBILITY- COMMUNITY POLICY OF PVCFC

With 75% owned by the State, PVCFC implements social security activities based on the allocation resolution of Vietnam Oil and Gas Group. Detailed programs of the resolutions closely follow guidance toward community, education and livelihoods.

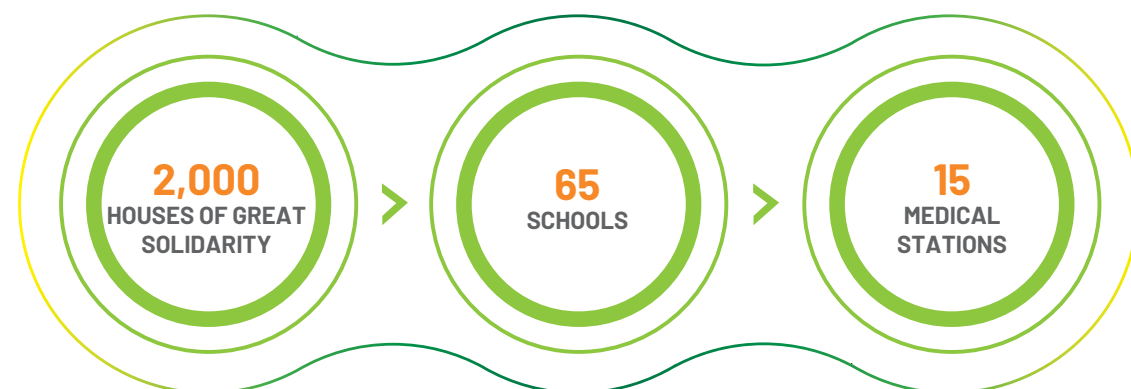
To honor partners, customers and farmers, PVCFC spends the budget on social activities where the Company is operating.

Up to 2024, in a 13-year journey of development, PVCFC has been implementing many educational and health projects, giving financial support to people with difficult circumstances with an estimated value of over 500 billion VND. The Company has built nearly 2,000 houses of great solidarity, 65

schools, 15 medical stations, hundreds of bridges and large and small traffic projects in remote areas, and dozens of thousands of scholarships for poor students. PVCFC has allocated an annual budget of 5-10 billion VND provide scholarship awards, giving water tanks and water storage bags to poor farmers hit by drought, saline intrusion; giving fertilizers to farmers in natural disaster and disease hit regions to recover production; giving Tet gifts to poor households; installing clean water supply system for schools in remote areas, etc.

Every project becomes a motivation for all employees of PVCFC to continuously make efforts in carrying out its mission as a “nurturer” for the agricultural sector and the process of “growing people”.

PVCFC'S CSR BUDGET FOR 13 YEARS IS ESTIMATED OVER 500 BILLION VND



TYPICAL COMMUNITY ACTIVITIES IN 2023

In 2023, PVCFC has continued its journey of sowing trust and bring new vitality to people in all regions, committing to promoting benefits for local communities, accompanying Vietnam in solving social security issues.

Donating 4 billion VND to build house of gratitude

On June 6 2023, PVCFC organized the groundbreaking ceremony of the project of building 80 houses of gratitude in Bac Lieu province with a total investment capital of 4 billion VND. This is a whole-hearted effort of PVCFC to accompany local communities to support families under preferential treatment policies, families with meritorious contributions to the revolution. Through such a practical program, PVCFC hopes to accompany local communities taking care of people's lives, helping local residents quickly stabilize their housing and striving for a better life.



Handing over 10 houses of great solidarity to people with difficult circumstances.



On July 17, 2023, PVCF coordinated with Ca Mau Department of Labor, War Invalids and Social Affairs to continuously hand over 10 houses of great solidarity to households with difficult circumstances. This is a part of the Company's plan on building houses of great solidarity in 2023. Accordingly, the Vietnam Fatherland Front Committee of Ca Mau province has built a total of 300 houses of great solidarity for poor households in Ca Mau province. PVCFC has funded 50 million VND for each house.



Awarding "For Golden Harvests" scholarships for school year 2023-2024

With a message of "Nourishing our hope and future", from August 2023 to December 2023, PVCFC has continuously awarded 2,440 scholarships worth over 2.5 billion VND. On September 5 2023, amidst excitement of the first day of school, PVCFC awarded "For Golden Harvests" scholarships for the 2023-2024 school year at elementary, middle and high schools nationwide. Each scholarship is a valuable source of spiritual encouragement and motivation for students to overcome difficulties and complete their academic tasks.



Growing 28,000 green trees in Ca Mau City

On September 12 2023, more than 100 members of PVCGC youth unions and youth union members of Thoi Binh District participated in a tree planting campaign. This is a part of a program of growing 28,000 trees in 4 districts and Ca Mau City. At the program, PVCFC has awarded 02 houses of great solidarity, 20 student bags, this presents a high sense of social security responsibilities of PVCFC. It is expected, in the coming time, PVCFC together with other localities to grow additional 200,000 trees in protective forest and 100,000 urban green trees in districts and cities in Ca Mau province.

PVCFC hopes to contribute to the journey of cultivating beautiful values for society. It is more significant when a part of the social security fund raised and donated from unpaid working days of PVCFC's employees. In order to optimize resources and bring practical effectiveness to communities, PVCFC, instead of implementing alone, always coordinates with Vietnam Fatherland Front Committee, Party Committees and local leaders at all levels, etc. to ensure right purposes, right subjects and creating a resonant power, spreading sense of corporate social and community responsibilities.





CUSTOMER BENEFITS

Ca Mau Fertilizer has become a familiar brand of farmers nationwide thanks to high quality and other significantly shared activities. Apart from winning the trust of millions of farmers, Ca Mau Fertilizer also earns great support for the business agent system nationwide.

Ca Mau Fertilizer is proud of receiving great support from valued agents nationwide. With a widespread system of business agents nationwide, PVCFC can be able to bring its high-quality product - Ca Mau Fertilizer - to the hands of farmers, optimizing the farming process and helping farmers reap golden harvests.

IMPACTS OF PRODUCT AND ACTIONS OF PVCFC RELATED TO CUSTOMER HEALTH AND SAFETY

Ensuring customer health and safety is a top priority of PVCFC, our products are directly connected to agricultural products and food production. Below is an analysis of key factors affecting customer health and safety.



Key factors	Impacts on customer health and safety	Measures to ensure customer health and safety
Product ingredients and formula	Fertilizers contain various chemical compounds to supply necessary nutrients for crops. However, improper handling of fertilizer may pose some risks of danger to human health.	<p>We aim to produce safe and environmentally friendly products for consumers, selecting environmentally friendly materials, and ensuring customer health.</p> <p>Providing safety warnings and instructions on the packaging of products</p> <p>We use a hotline system: 1800 888 606 to receive customer feedback and timely receive customer complaints from various channels, CRM, Commercial and Marketing Department, Market Solution Department and Sales Department, etc.</p>
Risk of pollution	Fertilizers are likely to contain contaminants such as heavy metal, pathogens or chemical residues which can pose risk to human health at high intensity.	PVCFC has implemented strict quality control measures and propagated responsible use of fertilizers through training programs, seminars, etc. to prevent environmental pollution and ensure customer health and safety.
Residue management	Residues from fertilizers applied to crops can exist in the environment and may accumulate in food products.	PVCFC provides guidance on appropriate ratio and time to minimize residue limit in harvested crops and complies with food safety regulatory limits.





CUSTOMER BENEFITS (CONTINUED)

HOW TO PROTECT CONSUMER RIGHTS

In order to protect consumer rights, maintain legal compliance and preserve brand prestige, PVCFC always ensures procedures and regulations of the Company and of the Law on handling complaints and recalling defective products, preventing impacts on environment and human health.

How to handle customer complaints

- STEP 1** → Complaint handling unit and other related units receive customer complaints.
- STEP 2** → Within 2 working hours, complaint handling unit checks, classify and notifies related divisions/units to verify and record customer complaints.
- STEP 3** → Relevant divisions/units are responsible for sending personnel to verify and record customer complaints.
- STEP 4** → Relevant divisions/units coordinate and work with customers, sending reports of verification results and proposing handling measures to customer handling units under form of BM02/MKT.02.04, attached with quality analysis results (if any).
- STEP 5** → In case of no additional costs incurred, complaint handling unit will handle customer complaints.
- STEP 6** → In case of costs incurred, complaint handling unit submit a written proposal, decision on complaint handling to Head of Division/Authorized person for approval, units related to complaint handling activities, Finance & Accounting Division and Accounting for approval and submitted to General Director/authorized person for approval.
- STEP 7** → Monitoring the process of handling customer complaints.
- STEP 8** → Complaint handling unit is responsible for:
 - Recording evaluation and customer satisfaction;
 - Reporting results of complaint handling.

In 2023, the Company received and handled 28 cases of customer complaints and handling 800 cases via hotline.

Product recall procedure

In case of defective products, PVCFC will carry out following steps:

- STEP 1** → Receiving requests of product recall and handling.
- STEP 2** → Evaluating errors and necessity of recalling and handling defective products.
- STEP 3** → Making a plan of recalling defective products and submitting to leadership board for approval.
- STEP 4** → Recalling defective products in accordance with approved plan in step 3.
- STEP 5** → Managing defective products according to the Company's regulations.
- STEP 6** → Employees make reports on recall results and outline handling measures for the recalled shipments. In case that defective shipments have been distributed and consumed on a large scale, it is necessary to quickly recall to minimize risks for customers.



GRI CONTENT INDEX

Statement of use	PVCFC has reported the information cited in this GRI content index for the 2023 fiscal year ending December 31, 2023 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI standards	Disclosure	Location
GRI 2: General Disclosures 2021	2-1 Organizational details	17
	2-2 Entities included in the sustainability reporting	195
	2-3 Reporting period, frequency and contact point	195
	2-4 Restatements of information	195
	2-5 External assurance	196
	2-6 Activities, value chain and other business relationships	199
	2-7 Employees	246
	2-8 Workers who are not employees	N/A
	2-9 Governance structure	202-203; 224-225
	2-10 Nomination and selection of the highest governance body	155
	2-11 Chair of the highest governance body	158
	2-12 Role of the highest governance body in overseeing the management of impacts	203
	2-13 Delegation of responsibility for managing impacts	203
	2-14 Role of the highest governance body in sustainability reporting	203, 206
	2-15 Conflicts of interest	225
	2-16 Communication of critical concerns	N/A
	2-17 Collective knowledge of the highest governance body	N/A
	2-18 Evaluation of the performance of the highest governance body	160-163
	2-19 Remuneration policies	178
	2-20 Process to determine remuneration	178
	2-21 Annual total compensation ratio	179



GRI standards	Disclosure	Location
	2-22 Statement on sustainable development strategy	198, 200
	2-23 Policy commitments	201, 204, 235, 247
	2-24 Embedding policy commitments	N/A
	2-25 Processes to remediate negative impacts	N/A
	2-26 Mechanisms for seeking advice and raising concerns	N/A
	2-27 Compliance with laws and regulations	201
	2-28 Membership associations	194
	2-29 Approach to stakeholder engagement	208-215
	2-30 Collective bargaining agreements	215, 244
GRI 3: MATERIAL TOPICS 2021	3-1 Process to determine material topics 16	216-217
	3-2 List of material topics 18	218-221
	3-3 Management of material topics	220-221
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed 8	226
	201-2 Financial implications and other risks and opportunities due to climate change	204-206
	201-3 Defined benefit plan obligations and other retirement plans	N/A
	201-4 Financial assistance received from government	N/A
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	N/A
	202-2 Proportion of senior management hired from the local community	N/A
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	N/A
	203-2 Significant indirect economic impacts	N/A

GRI CONTENT INDEX

GRI standards	Disclosure	Location
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	N/A
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	N/A
	205-2 Communication and training about anti-corruption policies and procedures	N/A
	205-3 Confirmed incidents of corruption and actions taken	223
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	N/A
GRI 207: Tax 2019	207-1 Approach to tax	278-279
	207-2 Tax governance, control, and risk management	N/A
	207-3 Stakeholder engagement and management of concerns related to tax	N/A
	207-4 Country-by-country reporting	N/A
GRI 301: Materials 2016	301-1 Materials used by weight or volume	N/A
	301-2 Recycled input materials used	230
	301-3 Reclaimed products and their packaging materials	N/A
GRI 302: Energy 2016	302-1 Energy consumption within the organization	236
	302-2 Energy consumption outside of the organization	
	302-3 Energy intensity	236
	302-4 Reduction of energy consumption	236
	302-5 Reductions in energy requirements of products and services	236
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	228
	303-2 Management of water discharge-related impacts	229
	303-3 Water withdrawal	228
	303-4 Water discharge	228

GRI standards	Disclosure	Location
	303-5 Water consumption	228
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	N/A
	304-2 Significant impacts of activities, products and services on biodiversity	N/A
	304-3 Habitats protected or restored	N/A
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	N/A
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	233
	305-2 Energy indirect (Scope 2) GHG emissions	233
	305-3 Other indirect (Scope 3) GHG emissions	N/A
	305-4 GHG emissions intensity	N/A
	305-5 Reduction of GHG emissions	232-233
	305-6 Emissions of ozone-depleting substances (ODS)	N/A
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	N/A
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	N/A
	306-2 Management of significant waste-related impacts	N/A
	306-3 Waste generated	237
	306-4 Waste diverted from disposal	237
	306-5 Waste directed to disposal	N/A
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	245
	308-2 Negative environmental impacts in the supply chain and actions taken	N/A
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	245
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	244-245
	401-3 Parental leave	245

GRI CONTENT INDEX

GRI standards	Disclosure	Location
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	N/A
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	239
	403-2 Hazard identification, risk assessment, and incident investigation	239
	403-3 Occupational health services	240
	403-4 Worker participation, consultation, and communication on occupational health and safety	240
	403-5 Worker training on occupational health and safety	240
	403-6 Promotion of worker health	241
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	N/A
	403-8 Workers covered by an occupational health and safety management system	N/A
	403-9 Work-related injuries	241
	403-10 Work-related ill health	241
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	242
	404-2 Programs for upgrading employee skills and transition assistance programs	242-243
	404-3 Percentage of employees receiving regular performance and career development reviews	N/A
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	246
	405-2 Ratio of basic salary and remuneration of women to men	N/A
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	N/A
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	N/A

GRI standards	Disclosure	Location
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	246
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	N/A
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	N/A
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	N/A
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	252-255
	413-2 Operations with significant actual and potential negative impacts on local communities	N/A
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	N/A
	414-2 Negative social impacts in the supply chain and actions taken	N/A
GRI 415: Public Policy 2016	415-1 Political contributions	N/A
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	256-257
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	N/A
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	N/A
	417-2 Incidents of non-compliance concerning product and service information and labeling	N/A
	417-3 Incidents of non-compliance concerning marketing communications	N/A
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	258-259