

*WHILST
COVID-19
RAISED THE
CHALLENGES*

**HEINEKEN RAISED
ITS AMBITION
FOR A BETTER
VIETNAM**



Contents



PAGE

03

Managing Director
Foreword

PAGE

10

HEINEKEN Vietnam raised the bar
to shape a better future for Vietnam

PAGE

05

Key
Achievements

PAGE

12

Path to Zero Impact

PAGE

15

Path to Inclusive, Fair
and Equitable World

PAGE

18

Path to Moderation
and No Harmful Use

PAGE

06

HEINEKEN Vietnam's support to
its stakeholders during COVID-19

PAGE

20

Reporting
Matters

Welcome to HEINEKEN Vietnam's Sustainability Report 2021

HEINEKEN Vietnam celebrated its 30th anniversary in 2021, a year which turned out to be the most challenging in our history. COVID-19 and subsequent restrictions and lockdowns much disrupted social and economic dynamics. As a company who pre COVID-19 could contribute nearly 1% to Vietnam's GDP and provide over 200k direct and indirect jobs, our economic contribution through the value chain last year fell back to 2016-17 levels - highlighting the need that the hospitality sector has for supported recovery measures. Nonetheless, HEINEKEN Vietnam remained committed to our sustainability agenda of "Brewing a Better Vietnam" - a goal we have been pursuing since our day one in Vietnam 30 years ago.

Caring for people remained our number one priority during such a disruptive year. This is rooted in our firm belief that we can only thrive if the people around us - our employees, business partners, consumers, and communities - thrive. In the past year we protected the jobs and salaries of our employees. We did our utmost to take care of our people's physical and mental wellbeing, from office staff or salespeople working from home to brewery technicians and workers staying 3-on-site to ensure supply and business continuity.

We stood strong with Vietnam in the fight against COVID-19, providing in-kind donations of medical equipment to help treat COVID-19 patients and supporting vaccine funding. We also shared the hardship of the 'reopening' with some 10,000 outlets, through our 'First Round on Us' and 'Call Out Your Favourite Outlet, Fuel Their Courage' campaigns to encourage consumers back to their favorite outlet safely.

We continued to be resilient and innovative throughout the challenging period. In 2021, we **successfully launched no less than three new products** in Vietnam. We brought to the market a new Tiger - Tiger Platinum, a wheat lager with a hint of orange peel at 4.5% ABV. The oranges were locally sourced from a farm in Nghe An, Vietnam, demonstrating our commitment to supporting local suppliers.



Tiger Platinum was co-created by a new generation of consumers. Strongbow - our apple cider brand - had its latest variant Chilly Peach flavour hit the shelf. The flavour was created in Vietnam, exclusively for the Vietnamese market. And just in time for 2021's year-end festive season, we introduced the wheat beer Edelweiss to Vietnamese consumers, locally known as "Snow Beer".

As a leading brewer in Vietnam, we understand our role in encouraging and **raising awareness for responsible consumption**, and the necessity of doing so in a fun and relevant way. We collaborated with leading Vietnamese rap artist Justatee on a fun song, "Dân chơi sớm" ("The early players"), promoting our zero-alcohol Heineken® 0.0, across various music-streaming platforms. The video on YouTube was well received with over 15 million views.

Relentless innovation drives us forward, but our growth is strongly grounded in sustainability. In 2021, HEINEKEN Vietnam made further progress towards our 2025 Sustainability Ambition of 100% renewable energy, 100% water balance and zero waste to landfill. At the end of 2021, we have already achieved **zero waste to landfill** across our six breweries and are well on track towards the other targets. Our beers are currently brewed with **52% renewable energy** and we are active to help evolve the policies and practicalities in Vietnam to be able to increase this in the future. Externally, HEINEKEN Vietnam was recognised as the **#2 most sustainable company** in Vietnam (in the manufacturing sector) by the Vietnam Chamber of Commerce and Industry. This is the sixth consecutive year our company has been honoured in the Top 3 of the CSI ranking.

Our 30th birthday in 2021 was made even more special with award-winning moments when HEINEKEN Vietnam was named **Marketer of the Year** and our flagship brand Heineken® was awarded as Brand of the Year by the Mobile Marketing Association Vietnam. To celebrate our anniversary, we have committed **VND 30 billion towards restoring Vietnam's natural environment** - through reforestation and the restoration of wetlands. This plan will be contributing to our ambitious goal of being 100% water balanced by 2025.

In 2022, while challenges are still ahead of us, we will continue our effort towards **"Brew a Better Vietnam"**, daring ourselves to **"Raise the Bar"** and help realise HEINEKEN's global ambitions for sustainability towards 2030. We believe only by keeping sustainability and responsibility as the compass guiding all our decisions, we will continue to grow together with Vietnam and the Vietnamese people and inspire a better world.

Alexander Koch

Managing Director
HEINEKEN Vietnam



2021 Sustainability Key Achievements

Despite the many upheavals COVID-19 caused,
we continued on our journey to Brew A Better Vietnam

TOP 3
FOR 6 CONSECUTIVE YEARS



100%
landfill free



VND 30BN
investment for
water stewardship



52%
renewable
energy



VND 8.93BN
contributed to
COVID-19 support
and Tet charity



36% women in
senior management
44% regional
nationals in
Management Team



152,000 jobs
supported
0.7% GDP
contributed



4.7% ABV
average portfolio



Heineken® 0.0
available in Vietnam



47 million
people reached through
Enjoy Heineken®
Responsibly campaign



2.65 hl/hl
water consumed,
below industry
average of 3.04 hl/hl



100%
wastewater treated
to grade A





HEINEKEN Vietnam's SUPPORT TO ITS STAKEHOLDERS DURING COVID-19

COVID-19 Impact

IMPACT ON VIETNAM'S COMMUNITIES



Shortage of food, medical equipment, vaccines, and workers due to interruptions in supply chain



Transient income poverty surged **from >10% to 33.4%** in July 2021

IMPACT ON INDUSTRY & BUSINESSES



The tourism industry contributes **2.5 million** jobs and **9.2%** of country's GDP. Travelling restrictions shrank this sector and resulted in job losses, especially in food & beverage sector.



The value added of the on-trade hospitality sector declined **16.5%** due to COVID-19 closures.

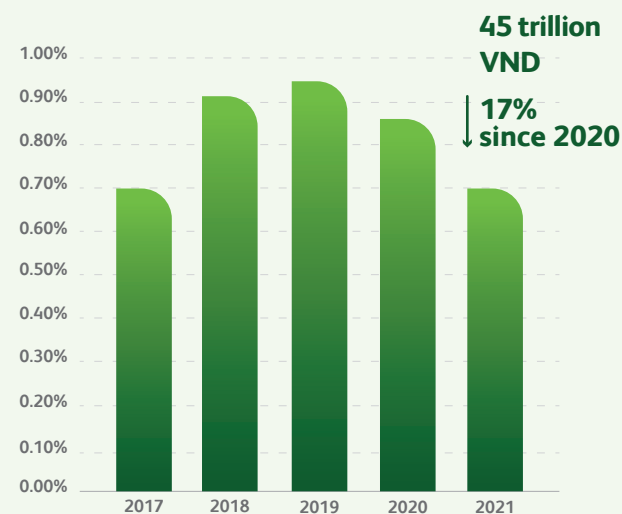
IMPACT ON HEINEKEN VIETNAM'S VALUE CHAIN



Our economic contribution factors declined in 2021, reverting to 2017 levels



GDP contribution: **0.7%** versus **0.94%** before COVID in 2019


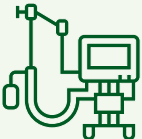






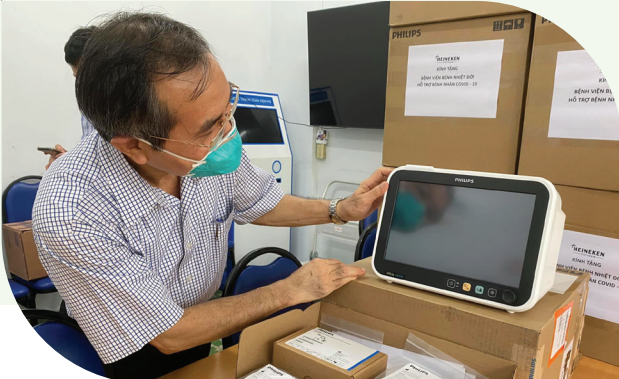






HEINEKEN Vietnam's Contribution to Vietnam's GDP



HEINEKEN Vietnam's overall job contribution

HEINEKEN Vietnam's Support during COVID-19

TO THE COMMUNITY	TO THE EMPLOYEES	TO THE INDUSTRY & BUSINESSES
 <p>Donated VND 6.7 billion in cash, medical supplies and living essentials for COVID-19 relief:</p>  <p>10 Philips Trilogy EV300 ventilators and 24 Philips Efficia CM120 patient monitors to the Ho Chi Minh City Hospital for Tropical Diseases</p>  <p>1 ventilator to the District 12 Medical Center, Ho Chi Minh City</p>  <p>VND 1.9 billion to national COVID-19 vaccination fund</p>  <p>VND 60 million of necessities to the needy in Thoi An ward, Ho Chi Minh City</p>	 <p>Met COVID-19 regulations, ensuring food, lodging and transport</p>  <p>Ensured job security: ZERO salary cuts or job losses for employees</p>  <p>Raised VND 100 million to support the third-party staff</p>  <p>Full levels of Personal Protection Equipment provided to staff on-site</p> 	 <p>Offered distributors flexible credit policies & agile incentive schemes</p>  <p>Conducted distributor development programs to help them optimise their capabilities</p>  <p>Conducted distributor visits to understand their challenges and offer encouragement</p>  <p>Offered restaurants complimentary beer for take-home food combos during lockdowns and movement restrictions</p>  <p>Complimentary beer and digital vouchers for customers</p> 

Case Study Fuel Their Courage

To support our business owners in their reopening activities after the long COVID-19 lockdown, HEINEKEN Vietnam introduced a holistic program focused on bringing consumers back to outlets and reigniting lively people connections in the outlets.

With the “**First Round on Us**” initiative, we cheered consumers **across 33 provinces** with a complimentary welcome drink after the lockdown period.



We also supported outlets owners by running a social media campaign “**Call Out Your Favorite Outlet, Fuel Their Courage**”. After sharing pictures taken at participating outlets on their Facebook or Zalo page(s), consumers received **2 complimentary Tiger beers** to drink in bars. 18,468 Facebook posts were shared and **196,656 Tiger beers** were distributed. This way we helped outlets owners to drive traffic to their business.

By end 2021, **91%**⁽¹⁾ of beer allocated to our business partner support efforts was successfully redeemed and consumers could continue to enjoy a beer together even after the first round!



(1) We were unable to disseminate 100% of allocated beer due to the severity of COVID-19 in the Mekong Delta region

18,468
Facebook posts were shared

196,656
Tiger beers were distributed

An aerial photograph of the Heineken Vietnam facility, featuring large circular buildings with solar panels on their roofs, a central garden with a large star-shaped flower bed, and a paved road with white arrows. The entire image is overlaid with a green tint.

HEINEKEN Vietnam RAISED THE BAR TO SHAPE A BETTER FUTURE FOR VIETNAM

HEINEKEN Vietnam's Raise The Bar 2030

On top of added pressure on the socio-economic and environmental issues from COVID-19, Vietnam currently fights against severe effects of climate change and has been found to be one of the six economies most affected by climate change from 1999-2018⁽²⁾. Meanwhile, gender inequality also persists in the workplace, with many Vietnamese women being paid **13.7%** less than their male counterparts⁽³⁾. Alcohol misuse has also been an issue, with drink-driving and adolescent drinking being two societal challenges.

At HEINEKEN Vietnam, we see the rise in challenges and choose to respond by increasing our commitments. Our global **EverGreen** strategy acts as a guiding star inspiring us to continue our effort to **Brew a Better Vietnam**, daring ourselves to **Raise the Bar** of sustainability ambitions towards 2030.

(2) According to the Global Climate Risk Index published by the German environmental think tank Germanwatch

(3) According to a report by UN Women (Vietnam Country Gender Equality Profile 2021)

OUR PURPOSE
We brew the Joy of
True Togetherness to
inspire a better world



OUR AMBITION
Deliver superior &
balanced growth



PATH TO ZERO IMPACT

- Reach carbon neutrality
- Healthy Watershed
- Maximize Circularity

PATH TO INCLUSIVE, FAIR & EQUITABLE WORLD

- Embrace Inclusion & Diversity
- A Fair and Safe Workplace
- Positive Impact in our Communities

PATH TO MODERATION & NO HARMFUL USE

- Always a Choice
- Reduce Harmful Use
- Make Moderation Cool

■ Path to Zero Impact

WHY IS IT IMPORTANT?

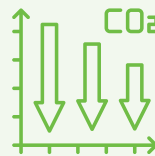
During the COP26 summit in Glasgow, Vietnam pledged to phase out coal by the 2040s, double clean energy capacity, **reduce methane emissions by 30%** by 2030, and hit net zero by 2050.

With our **Brew a Better Vietnam vision**, we take the lead in supporting Vietnam's national agenda. Further details on how we are making great strides in progress are shared in the respective ambition areas:

- REACH CARBON NEUTRALITY
- MAXIMISE CIRCULARITY
- TOWARDS HEALTHY WATERSHEDS

REACH CARBON NEUTRALITY

APPROACH Reduction of energy consumption in our production through optimisation and increased efficiency and incremental replacements towards renewable sources or low carbon solutions



Reduce
Efficiency & optimisation



Replace
Renewable energy or low carbon solutions



Renewable energy made up **52%** of total energy consumption in our breweries



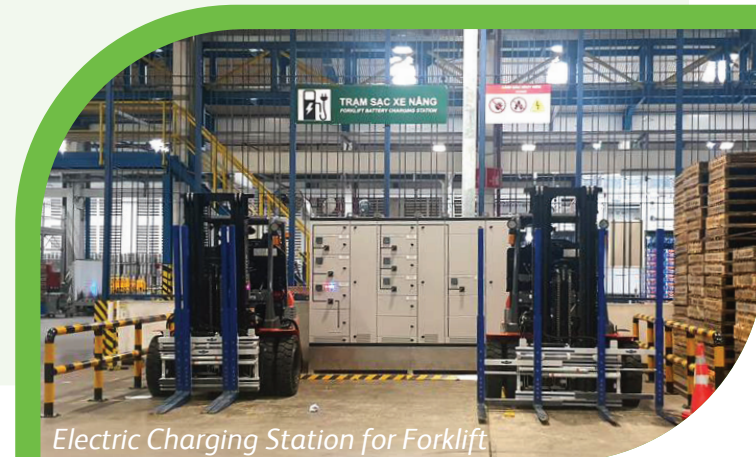
Recovered **3,050 tons liquid CO₂** in 2021 for industrial use (about the equivalent of 663 vehicles off the road per year)



Decreased in direct emissions by **50%** compared to 2018



Optimized process energy efficiency at aeration tank at Quang Nam

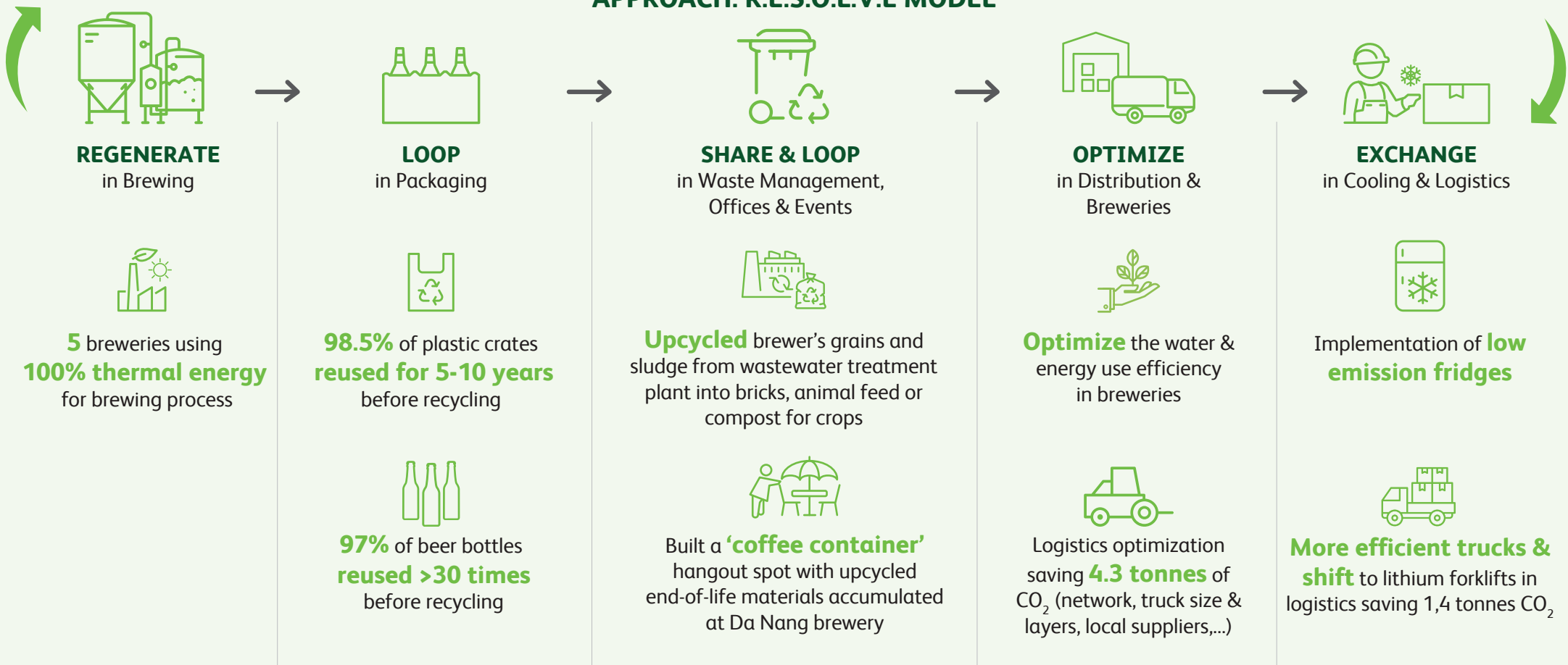


Electric Charging Station for Forklift

■ Path to Zero Impact

MAXIMISE CIRCULARITY

APPROACH: R.E.S.O.L.V.E MODEL



CASE STUDY: CLOSED-LOOP ALUMINUM CAN DESIGN

Optimised aluminum can design reduces material usage, saving the equivalent aluminum of **468 million cans** yearly. The design uses **40% recycled aluminum** and at its end-of-life **100% recyclable**, closing the loop.



■ Path to Zero Impact

TOWARDS HEALTHY WATERSHEDS

APPROACH



Water efficiency at **2.65hl/hl**, well below industry average of 3.04hl/hl



8% of treated water reclaimed for non-contact product uses at Vung Tau brewery



1 Minute Less for Million Smiles community program: 26 water stations providing **271,000m³** clean water yearly, benefitting **15,000** individuals



All 6 breweries have Wastewater Treatment Plants (WWTP) that meet and surpass local regulatory requirements

CASE STUDY: WATER STEWARDSHIP AT QUANG NAM AND LAI CHAU WITH CISDOMA

Up to 63% of Vietnam's population lives in rural areas. Many residents still do not have access to reliable sources of clean water and lack proper waste management procedures — causing pollution to their existing water supply.

As part of our water protection, HEINEKEN Vietnam has partnered with CISDOMA to implement a **Water Stream Conservation Project** in Lai Chau and Quang Nam.

Ongoing since 2019, we have organized events such as training with local farmers to educate them on domestic circularity and water conservation. We also handed over equipment such as 99 tanks for pesticide containers and close to 600 trash cans for proper waste disposal.

1,260 people were educated through these efforts, and water pollution from toxic chemicals and husbandry pollution has reduced by around **5,600,000m³** (2,240 Olympic-sized swimming pools) and **2,170m³** respectively. In fact, the yearly use of water to wash husbandry cages has reduced by **317.5m³**. Similarly, there has been a reduction in the annual amount of domestic waste (1,000 tons) and poisonous pesticides/herbicides containers (3 tons).



■ Path to Inclusive, Fair and Equitable World

WHY IS IT IMPORTANT?

Studies have shown that diversity in the workplace improves employee satisfaction, stimulates innovation, and allows the consideration of a wider perspective when developing new ideas. HEINEKEN Vietnam strives to foster stronger **cultural diversity and inclusivity** within our organisation, and a fair playing field that **empowers every employee** to become the best representative of our company culture.

Further details are shared in the respective sections of our Ambition Areas:

- EMBRACE INCLUSION & DIVERSITY
- A FAIR AND SAFE WORKPLACE
- POSITIVE IMPACT IN OUR COMMUNITIES

EMBRACE INCLUSION AND DIVERSITY

APPROACH

Inclusion and Diversity (I&D)

Integrating into HEINEKEN Vietnam's culture through knowledge sharing and understanding between employees.

Empowering women in HEINEKEN

Equal opportunities for everyone and reducing gender stereotypes in our organization, with a commitment to the UN's Women's Empowerment Principles.



200 people managers trained through inclusive leadership program



53 Inclusion & Diversity (I&D) ambassadors nurtured through various workshops



36% women in senior management positions (**4% increase** from 2020)



44% of Management Team made up of regional APAC nationals

CASE STUDY: BREW DIVERSITY

HEINEKEN Vietnam's ambition is to increase gender diversity, women leadership and empower the female community. An internal survey revealed several challenges such as safety during night visits and difficulty in managing different life phases.

To make this leap, the Brew Diversity team developed key actions to break paradigms. They include building awareness with a Web series, hiding name and gender in CV screenings and establishing new HR policies to support women in life transitions.

As a result of the all-rounded support, we saw an increase of **4%** in women in senior leadership positions versus 2020.



■ Path to Inclusive, Fair and Equitable World

A FAIR AND SAFE WORKPLACE

APPROACH

Put Safety First!

Work-related illnesses and injuries are actively prevented and managed through health and safety policies, guidelines, and programs to protect our employees both on-site and on business trips.

Talent Development

Investing in our people, developing business-driven leaders, and conducting business with integrity and fairness.

Equal Pay & Fair Wage

Offering equal remuneration for equal work to both direct and indirect employees, regardless of gender



70% of open positions filled internally



58,643 training hours



100% compliance to global equal pay and fair wages principles



4 staff assigned to other HEINEKEN companies as part of Virtual Short-Term Assignment program



30% less serious and minor accidents (compared to 2020)



Conducted trainings on Safety Leadership, Road Safety, Distributor Safety and Operational Safety



16 distributors completed risk reduction programs
22 distributors conducted safety risk assessments



0 work related fatalities



Annual Climate Survey 2021:
94% of staff proud to work for HEINEKEN Vietnam
92% employee engagement



Introduced HEINEKEN Global's **HEI-LIFE** framework to promote **Professional, Social, Emotional and Physical wellbeing**

CASE STUDY: NO-MEETING FRIDAY AFTERNOONS

Abiding to the COVID-19 regulations, working from home increased the number of back-to-back meetings & caused fatigue. **No-meeting Friday afternoons** were implemented to aid efficient collaboration and block time for focused work.



■ Path to Inclusive, Fair and Equitable World

POSITIVE IMPACT ON OUR COMMUNITY

APPROACH

Provide direct support for communities in need

Adapting to the urgent needs of our community

Local sourcing to support jobs and know-how

Purchasing as many materials and services locally as possible to support economic and social development in Vietnam



VND 8.93 billion (cash and in-kind) contributed to communities for Annual Tet charity event, COVID-19 relief



85% of inputs purchased from local suppliers in Vietnam



4,046 needy households across 31 cities and provinces benefited through “**Bia Viet Tet Fulfilment**” event

CASE STUDY: TIGER PLATINUM

HEINEKEN Vietnam joined hands with Vietnamese Gen Z consumers in 2021 to co-create **Tiger Platinum**, an orange-flavoured beer made with **100% locally-sourced oranges**.

The refreshing wheat lager is made with orange peel sourced from a local farm in Nghe An. Standing firm to our long-standing commitment to support local suppliers, the innovation resulted in **12 tons** of oranges purchased in 2021.

While these oranges are not qualified for edibility, their peels are of high quality in terms of flavour, thickness and high oil levels. Many oranges are thus used instead of being thrown away as waste.

“Thank you HEINEKEN Vietnam, for not only giving us a fruitful business but also letting us have an opportunity to bring values to Vietnam”

Ms Nguyen Thi Le Na,
owner of the local farm



■ Path to Moderation and No Harmful Use

WHY IS IT IMPORTANT?

In Vietnam, the average monthly alcohol consumption has increased from 0.9 liters of pure alcohol per person in 2018 to **1.3 liters** in 2020⁽⁵⁾. As a leading alcohol producer, **HEINEKEN Vietnam** recognises our role in promoting responsible alcohol consumption. Strict compliance to Alcohol laws and the **HEINEKEN Responsible Marketing Code** is only the first step; we work closely with industry players, regulators, consumer groups and retailers, ensuring our products are not marketed at vulnerable groups (i.e., underage drinkers), and constantly innovate to lower the alcohol strength of our products bringing consumers a broader range of options they can drink anytime, anywhere. The Path has three Ambition Areas:

- ALWAYS A CHOICE
- ADDRESS HARMFUL USE
- MAKE MODERATION COOL

(5) According to a bi-annual report published by the General Statistics Office of Vietnam. The latest report was published in 2020.

APPROACH

Creating lower strength beverages

Product strategy with low and no-alcohol options

Partnerships to address alcohol-related harm

Proactive collaboration with industry players, regulators, consumers groups to champion and address alcohol-related harm

Supporting responsible consumption campaigns

Media spend invested annually as part of our commitment to the first and longest running responsible drinking campaign in the industry

Responsible Marketing

Enjoy Heineken® Responsibly label on packaging and advertisements, and ingredient and nutrition labelling online and on pack



100% of corporate events conducted with safe drinking practices



2021 launch of:
 ■ Strongbow Chilly Peach
 ■ Tiger Platinum
(4.5% ABV)



Promotions of:
 Heineken® 0.0
 Heineken® Silver **(4% ABV)**



Spread Responsible Drinking messages to **24 million viewers** through Tiger REMIX 2021



Enjoy Heineken® Responsibly:

- **EUR 139.5 thousand** invested
- **47 million** consumers reached
- **85 million** views through digital channels such as Facebook and Instagram



■ Path to Moderation and No Harmful Use

CASE STUDY: Heineken® 0.0

HEINEKEN Vietnam continued sharing about the zero-alcohol beverage with our local consumers throughout 2021. The highlight of our promotions was a fun collaboration with Vietnamese rap artist Justatee on a song, **“Dân chơi sớm”** (**“People Play Early”**). Released in Nov 2021 across various music-streaming platforms, the song shared about how Heineken® 0.0 can be drank anywhere, and it can be ‘as fun as going to a bar’. The music video has over **15 million views** on YouTube.



CASE STUDY: NO BOTTOM-UP CULTURE

At HEINEKEN Vietnam, we believe in leading by example and encourage our employees to foster responsible drinking habits during client visits and big company events.

We set up a cross-functional taskforce to understand the drinking behaviours across our departments. Employees are urged to avoid 100% bottoms-up drinking and to start all events with a **Heineken® 0.0**, with managers called on to be role models. We also engage our employees through fun ways such as a **Heineken® 0.0** photo contest, held during a **Sports Day event**, and created a catchy no bottoms-up song and dance.





REPORTING MATTERS

Material Matters

We regularly assess our material matters as part of continuous efforts to ensure our strategic intent remains relevant to the rapidly changing environment.

This year's list of material matters has been reviewed to be relevant and in alignment with our **EverGreen Strategy**.

HEINEKEN VIETNAM'S MATERIAL MATTERS



Change in regulations



Cyber security and data privacy



Stakeholder Engagement



Marketing strategy



Talent development



Supply chain management



Digital media



Health and safety



Counterfeiting



Managing regulatory compliance



Transformation and digitalisation



Climate change/ Climate strategy



Responsible consumption

About HEINEKEN Vietnam

HEINEKEN Vietnam is a unified company operating **6 breweries** and **11 offices** across Vietnam.

RESPONSIBLE BREWER



Passion
for consumers
& customers



Care
for people
& planet



Courage
to dream
& pioneer



Enjoyment
of life

Guidance from our values ensure we adhere to compliance especially amid changing regulations and we apparent in our marketing strategy and brand relevance

BEST CONNECTED BREWER



Regular **Security Awareness** Training



Continuous **improvement of Multi-cloud platform**



Frequent **Patching for compliance**

This disruptions brought about by the pandemic and accelerated digitalisation strategy have undoubtedly led to an increased usage and reliance on technology. Hence, it is imperative for our robust data security framework and internal controls at Heineken.

This includes anchoring IT policies and procedures in managing key technology risks, safeguarding information system assets and training all employees regarding data security and our policies.

No known cases of theft, leak, or loss of customer data were reported in FY2021.

OPERATING COMPANIES

HEINEKEN Vietnam Brewery Limited Company
HEINEKEN Vietnam Brewery - Da Nang Limited Company
HEINEKEN Vietnam Brewery - Tien Giang Limited Company
HEINEKEN Vietnam Brewery - Quang Nam Limited Company
HEINEKEN Vietnam Brewery - Vung Tau Limited Company
HEINEKEN Vietnam Brewery - Ha Noi Limited Company
HEINEKEN Vietnam Beer and Beverages Limited Company



■ Scope of Report

This is **HEINEKEN Vietnam's eighth sustainability report**. This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. It encompasses the performance of our consolidated Operating Companies and six breweries in Vietnam from 1 January 2021 to 31 December 2021.

This report focuses on the furthering of HEINEKEN Vietnam's sustainability efforts in the face of COVID-19. The environmental performance is evaluated on the performance of our breweries, from which the most significant impacts on People, Planet & Prosperity have been created and presented within the **Path to Zero Impact**. Our social and economic impact in 2021 are presented within the Path to Inclusive, Fair and Equitable World, Path to Moderation and no Harmful Use, as well as HEINEKEN Vietnam's commitment to support our stakeholders.



■ Reporting Standards and Methodology

The data presented in this report has been compiled with the aid of HEINEKEN data collection systems listed below. All data within this publication has been reported in accordance with our global procedures, in good faith and to the best of our knowledge. Standard calculations in our systems have been built in, wherever possible, to minimise any inconsistencies.

HEINEKEN data collection systems consist of:

- The Accident Reporting & Investigation Software (ARISO) system, for safety reporting
- The Business Comparison System (BCS), for environmental reporting
- The EcoVadis Platform, for Supplier Code and performance information
- The Brew A Better World reporting hub



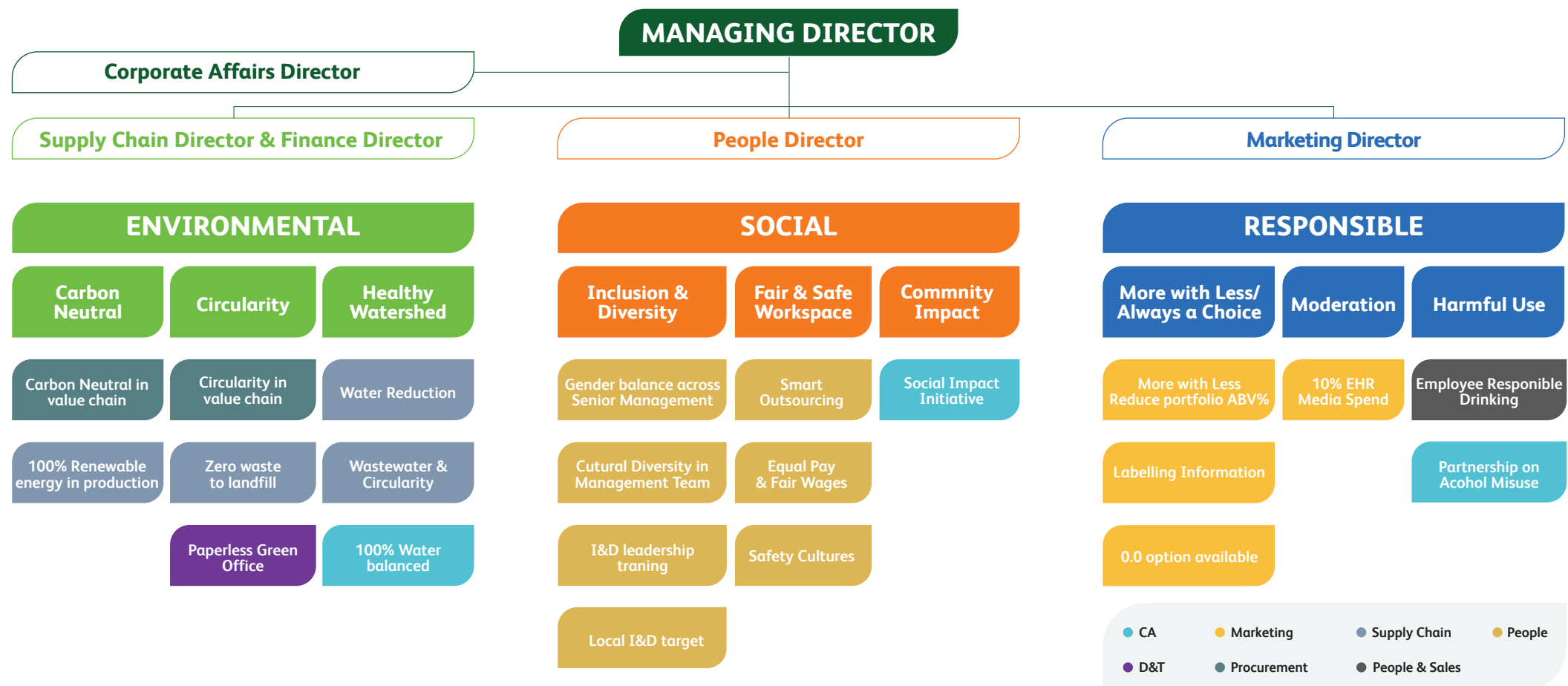
Our sustainability performance is also included in the **"Sustainability Review"** section of **HEINEKEN N.V. Annual Report 2021** which has been reviewed and confirmed externally.



Sustainability Governance and Leadership

At HEINEKEN Vietnam, we have **integrated accountabilities into the business** with the Managing Director leading and setting the tone — in line with the Global ‘Raise the Bar 2030’ commitments. Accountable for the respective Pillars, our leadership team drives the sustainability agenda through all levels of our organization and business functions, encouraging a culture of collaboration and innovation to meet these ambitious targets. Our Corporate Affairs team members support the progress of each department, as they take charge progress of each department, as they

take charge of different aspects of our sustainability journey, and also work with every stakeholder to uphold our purpose, values, behaviours, and highest level of corporate governance and transparency in all policies and how we do business. On a quarterly basis, we keep track of our performance against our sustainability commitments and report our progress to the **HEINEKEN Global Sustainable Development team**.



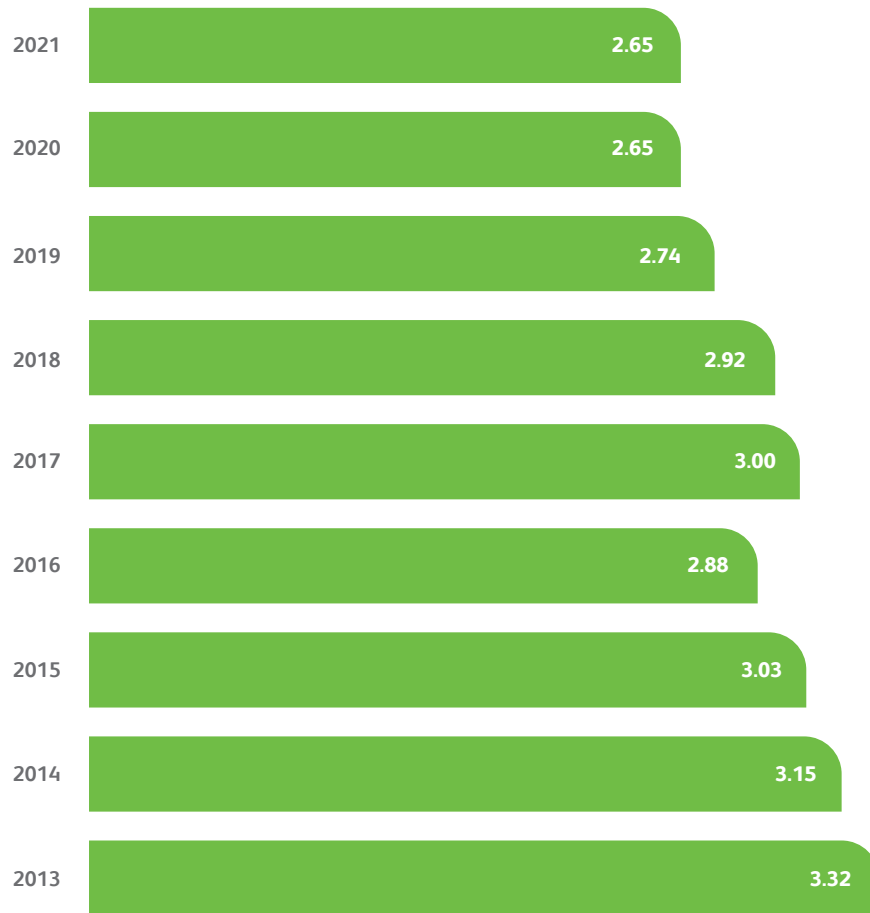
■ Stakeholders Engagement

STAKEHOLDER	KEY CONCERNS AND GOALS	HOW WE ENGAGE
Employees	<ul style="list-style-type: none"> ■ Enhance and increase employee loyalty & employee satisfaction ■ Promote sustainability awareness 	<ul style="list-style-type: none"> ■ Annual Climate Survey ■ Town Hall meetings ■ Regular internal communication, e.g. Workplace by Facebook
Customers (distributors, outlet owners) and Consumers	<ul style="list-style-type: none"> ■ Strengthen and expand distribution network ■ Digitalisation of route-to-market strategy ■ Ensure success and succession of distributors and sub-distributors ■ Promote sustainability awareness ■ Maintain and increase brand loyalty ■ Increase customer satisfaction ■ Promote responsible consumption 	<ul style="list-style-type: none"> ■ Distributor Conferences & trainings Market visits ■ Outlet activation, on campaign-basis ■ Media, PR, digital platforms and events, on events basis
Media	<ul style="list-style-type: none"> ■ Promote company reputation and sustainability agenda ■ Exchange views and information 	<ul style="list-style-type: none"> ■ Media meetings, twice a year ■ Press conference, on events basis
Industry Associations (e.g. Vietnam Beer Alcohol Beverage Association)	<ul style="list-style-type: none"> ■ Support for laws and regulations ■ Economic impact of the industry 	<ul style="list-style-type: none"> ■ Industry workshops and regular meeting

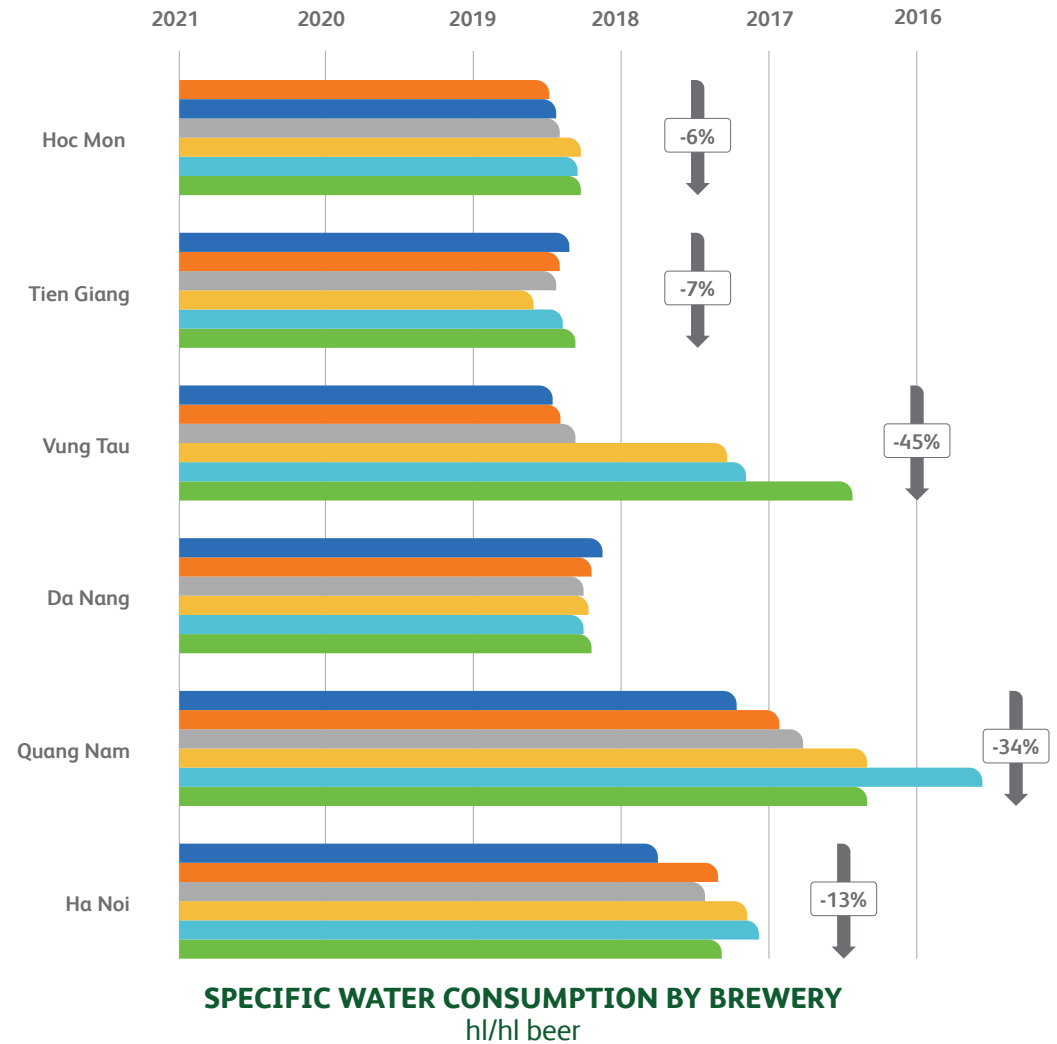
■ Stakeholders Engagement

STAKEHOLDER	KEY CONCERNS AND GOALS	HOW WE ENGAGE
Government	<ul style="list-style-type: none"> Economic impact of the industry Share practices in alcohol policy and taxation Support in promoting sustainability & circular economy awareness and practices among Vietnamese businesses 	<ul style="list-style-type: none"> Conferences Meetings and workshops
Suppliers	<ul style="list-style-type: none"> Ensure business performance and compliance Supply Chain Management 	<ul style="list-style-type: none"> Regular meetings
NGOs, international organisations and wider community	<ul style="list-style-type: none"> Partnerships for impact Information update and exchange on best practices/expertise on sustainable development 	<ul style="list-style-type: none"> Annual Tet charity programs Regular water programs Expert meetings/forums as needed
Investors	<ul style="list-style-type: none"> Maintain and increase relationship with shareholders Exchange views and perspectives 	<ul style="list-style-type: none"> Monthly/quarterly reports Quarterly meeting Year-end review
Employee representatives (e.g. Trade Unions)	<ul style="list-style-type: none"> Ensure business operations comply with law & regulation Updates on laws & regulations 	<ul style="list-style-type: none"> Regular meetings and workshops as needed

Performance in Figures

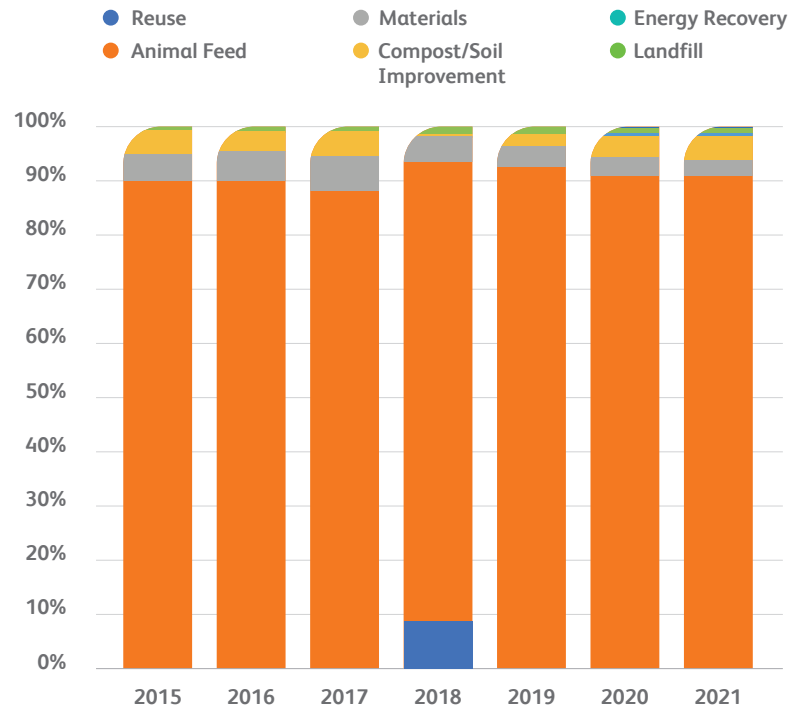


SPECIFIC WATER CONSUMPTION ACROSS ALL BREWERIES
hl/hl beer



Due to COVID-19 that intensified in late April 2021, the volume produced in Da Nang decreased, causing a slight increase in water consumption.

Performance in Figures



WASTE BY METHOD OF DISPOSAL

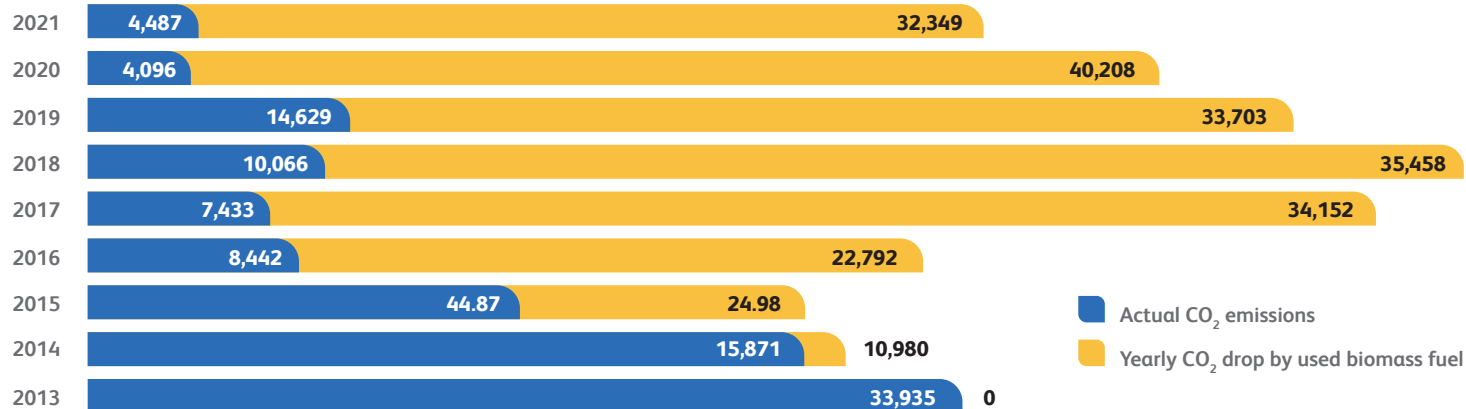
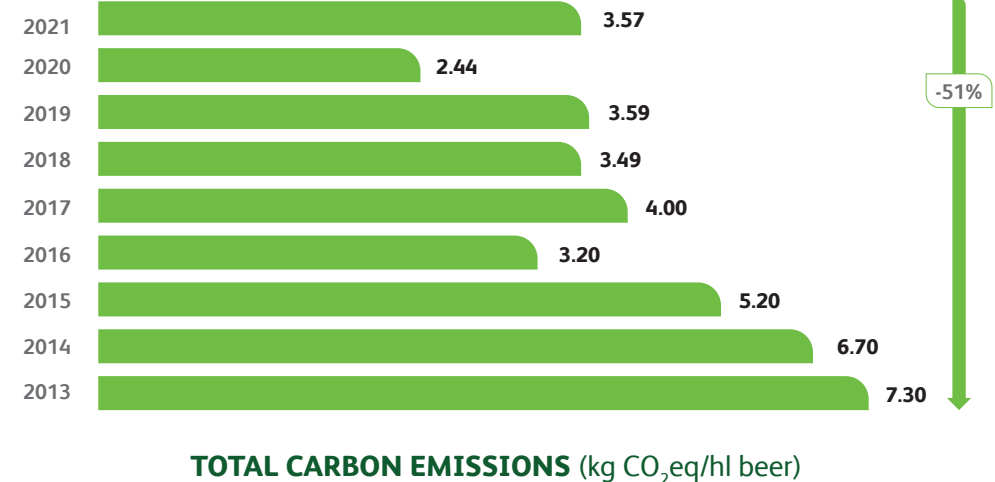
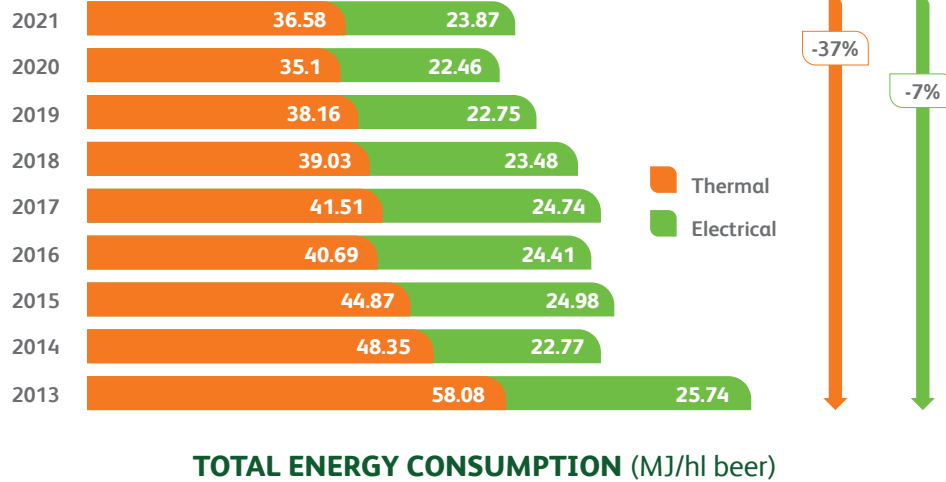
	2015	2016	2017	2018	2019	2020	2021
Total % diverted from landfill	99	99.2	99	98.7	99.4	99.7	100

Destination	Quantity 2020 (ton)	% of total 2020	Quantity 2021 (ton)	% of total 2021
Re-use	52.1	<0.1	62,6	0
Human consumption	-	-	-	-
Animal feed	264,664.3	92	207,521.1	93
Materials	9,652.4	3	6,131.2	3
Compost/soil improvement	9,070.1	3.2	8,338.8	4
Energy (biogas)	-	0	-	0
Combustion with energy recovery	2,488.4	0.9	949.5	0
Combustion with heat recovery	269.2	0.1	302.5	0
Landfill	834.4	0.3	539.1	0
Dump	-	-	-	-
Unknown				
Total co-product and waste	286,978.8	100	233,844.8	100

Most preferred option in destination



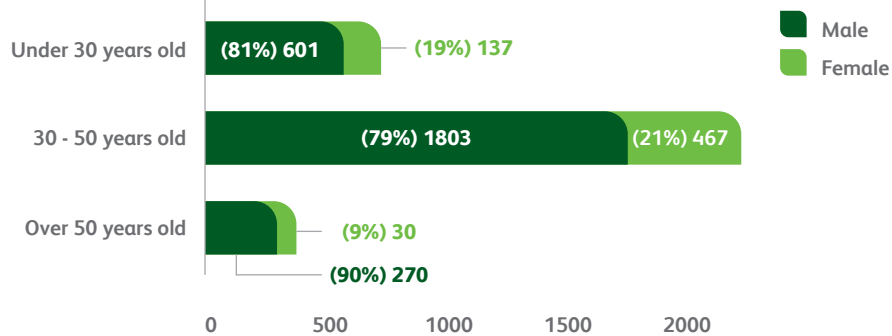
Performance in Figures



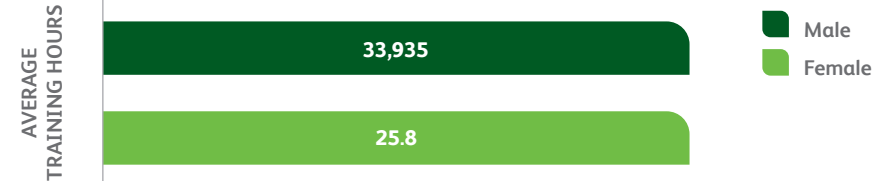
YEARLY DROP OF CO₂ EMISSIONS FROM BIOMASS THERMAL (Ton.e/Yr)

Due to COVID-19 that intensified in late April 2021, the volume produced decreased to 2020 causing a slight increase in total energy consumption and total carbon emissions.

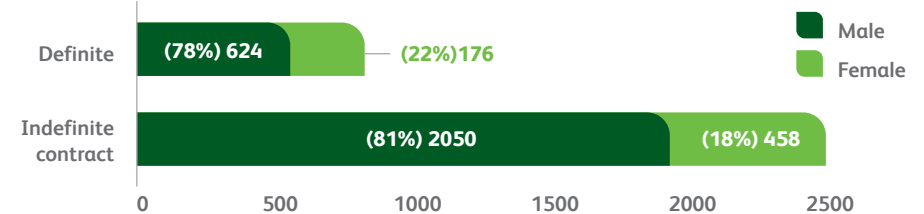
■ Performance in Figures



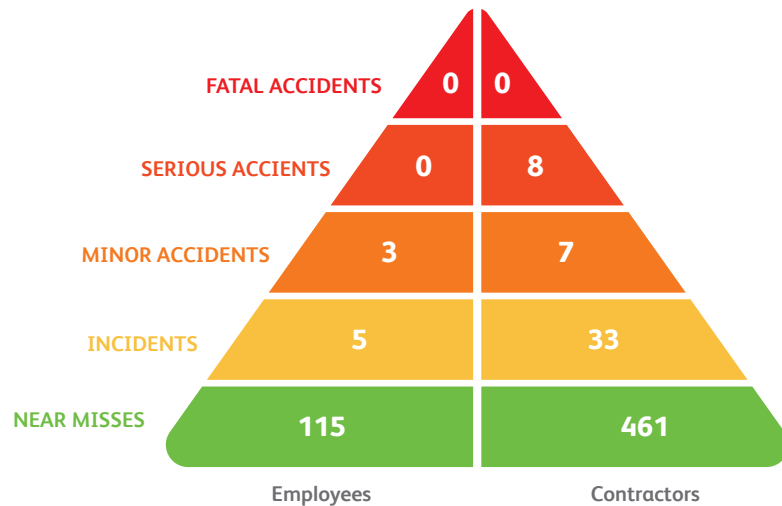
NUMBER OF EMPLOYEES BY AGE GROUP IN 2021



AVERAGE TRAINING HOURS BY GENDER, IN 2021

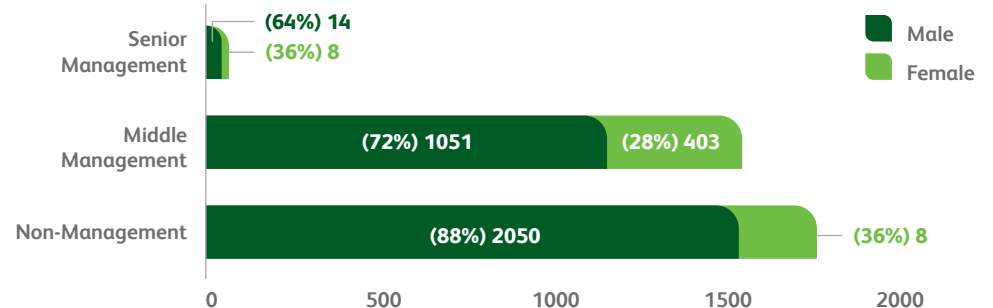


NUMBER OF EMPLOYEES BY
EMPLOYMENT CONTRACT AND GENDER IN 2021



YTD 2021

Work-related fatalities: 0 for employees, 0 for contractors.
0 High-consequence injuries.



NUMBER OF EMPLOYEES BY EMPLOYMENT CATEGORY 2021

GRI Content Index

GENERAL DISCLOSURES

ORGANIZATIONAL PROFILE

102-1	Name of the organization	HEINEKEN Vietnam Brewery Limited
102-2	Activities, brands, products, and services	About HEINEKEN Vietnam (page 22)
102-3	Location of headquarters	Ho Chi Minh City, Vietnam
102-4	Location of operations	About HEINEKEN Vietnam (page 22)
102-5	Ownership and legal form	Please refer to the About HEINEKEN Vietnam section at page 42 in our Sustainability Report for FY2019
102-6	Markets served	Please refer to the Our Presence section on the About Us page on Heineken Vietnam's website at https://heineken-vietnam.com.vn/en/about-us
102-7	Scale of the organization	About HEINEKEN Vietnam (page 21); Performance in Figures (page 27-30)
102-8	Information on employees and other workers	
102-9	Supply chain	N.A.
102-10	Significant changes to the organization and its supply chain	N.A.
102-11	Precautionary principle and approach	HEINEKEN Vietnam does not specifically refer to the precautionary approach when managing risks, however, we adopt a risk-based approach in our operations.
102-12	External initiatives	Stakeholder Engagement (page 25-26)
102-13	Membership of associations	Stakeholder Engagement (page 25-26)

STRATEGY

102-14	Statement from senior decision-maker	Managing Director's Foreword (page 3)
102-16	Values, principles, standards, and norms of behavior	HEINEKEN's Raise the Bar 2030: Evergreen Strategy (page 11)
102-17	Mechanisms for advice and concerns about ethics	HEINEKEN's Raise the Bar 2030: Evergreen Strategy (page 11)

GRI Content Index

GENERAL DISCLOSURES

GOVERNANCE

102-18	Governance structure	Sustainability leadership (page 24)
102-22	Composition of the highest governance body & its committees	Sustainability leadership (page 24)
102-23	Chair of the highest governance body	Sustainability leadership (page 24)

STAKEHOLDER ENGAGEMENT

102-40	List of stakeholder groups	Stakeholder engagement (page 25-26)
102-41	Collective bargaining agreements	All OpCos have at least 1 collective agreement. All employees are recovered by collective bargaining agreements.
102-42	Identifying and selecting stakeholders	Stakeholder engagement (page 25-26)
102-43	Approach to stakeholder engagement	Stakeholder engagement (page 25-26)
102-44	Key topics and concerns raised	Stakeholder engagement (page 25-26)

REPORTING PRACTICE

102-45	Entities included in the consolidated financial statements	Omitted since this report only covers the sustainability performance of Heineken Vietnam
102-46	Defining report content and topic boundaries	Scope of Report (page 22)
102-47	List of material topics	Please refer to HEINEKEN's Raise the Bar 2030: Evergreen Strategy (page 11)
102-48	Restatements of information	N.A.
102-49	Changes in reporting	This report focuses on furthering sustainability efforts in the face of COVID-19 in Vietnam.
102-50	Governance structure	1 January 2021 to 31 December 2021
102-51	Date of most recent report (if any)	HEINEKEN Vietnam Sustainability Report 2021
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Reference Information
102-54	Claims of reporting in accordance with the GRI Standards	Scope of Report (page 23)

GRI Content Index

GENERAL DISCLOSURES

REPORTING PRACTICE

102-55	GRI content index	GRI Content Index (page 31-35)
102-56	External assurance	N.A.

DISCLOSURES

REFERENCE(S) OR REASONS FOR OMISSION

TOPIC-SPECIFIC DISCLOSURE

MANAGEMENT APPROACH

103-1	Explanation of the material topic and its Boundary	Included under each section
103-2	The management approach and its components	Included under each section
103-3	Evaluation of the management approach	Included under each section

GRI 201: ECONOMIC PERFORMANCE

201-1	Direct economic value generated and distributed	HEINEKEN Vietnam's commitment to support our stakeholders, page 8
-------	---	---

GRI 203: INDIRECT ECONOMIC IMPACTS

203-1	Significant indirect economic impacts	HEINEKEN Vietnam's commitment to support our stakeholders, page 8
-------	---------------------------------------	---

GRI 204: PROCUREMENT PRACTICES

204-1	Proportion of spending on local suppliers	Path to Inclusive, Fair and Equitable World, page 15-17
-------	---	---

GRI 302: ENERGY

302-1	Energy intensity	Performance in Figures, page 27-30
-------	------------------	------------------------------------

GRI 305: EMISSIONS

305-1	GHG Emissions Intensity	Performance in Figures, page 27-30
-------	-------------------------	------------------------------------

GRI Content Index

DISCLOSURES		REFERENCE(S) OR REASONS FOR OMISSION
GRI 303: WATER AND EFFLUENTS (2018)		
MANAGEMENT APPROACH		
103-1	Interactions with water as a shared resource	Path to Zero Impact, page 12-14
103-2	Management of water discharge-related impacts	Path to Zero Impact, page 12-14
GRI 306: WASTE (2020)		
306-1	Waste generation and significant waste-related impacts	Path to Zero Impact, page 12-14
306-2	Management of significant waste-related impactst	Path to Zero Impact, page 12-14
306-3	Waste generated	Performance in Figures, page 27-30
306-4	Waste directed from disposal	Performance in Figures, page 27-30
306-5	Waste directed to disposal	Performance in Figures, page 27-30
GRI 307: ENVIRONMENTAL COMPLIANCE		
307-1	Non-compliance with environmental laws and regulation	Zero incidences of non-compliance
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT		
308-1	New suppliers that were screened using environmental criteria	92.3% suppliers screened
GRI 403: OCCUPATIONAL HEALTH AND SAFETY		
MANAGEMENT APPROACH		
403-1	Occupational health and safety management system	Path to Inclusive, Fair and Equitable World, page 15-17
403-2	Hazard identification, risk assessment and incident investigation	Path to Inclusive, Fair and Equitable World, page 15-17
403-3	Occupational health services	Path to Inclusive, Fair and Equitable World, page 15-17
403-4	Worker participation, consultation and communication on health and safety	Path to Inclusive, Fair and Equitable World, page 15-17

GRI Content Index

DISCLOSURES		REFERENCE(S) OR REASONS FOR OMISSION
GRI 403: OCCUPATIONAL HEALTH AND SAFETY		
MANAGEMENT APPROACH		
403-5	Worker training on occupational health and safety	Path to Inclusive, Fair and Equitable World, page 15-17
403-6	Promotion of worker health	Path to Inclusive, Fair and Equitable World, page 15-17
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Path to Inclusive, Fair and Equitable World, page 15-17
TOPIC-SPECIFIC DISCLOSURES		
403-9	Work-related injuries	Performance in Figures, page 27-30
GRI 404: TRAINING AND EDUCATION		
Average hours of training per year per employee		Performance in Figures, page 27-30
GRI 413: LOCAL COMMUNITIES		
413-1	Operations with local community engagement, impact assessments, and development programmes	Path to Inclusive, Fair and Equitable World, page 15-17
GRI 414: SUPPLIER SOCIAL ASSESSMENT		
414-1	New suppliers that were screened using social criteria	92.3% suppliers screened
GRI 416: CUSTOMER HEALTH AND SAFETY		
416-1	Assessment of the health and safety impacts of product and service categories	Path to Inclusive, Fair and Equitable World, page 15-17
GRI 417: MARKETING AND LABELING		
417-1	Requirements for product and service information and labeling	Path to Inclusive, Fair and Equitable World, page 14-16

Reference Information

HEINEKEN Vietnam Brewery Company Limited

Floor 18-19, Vietcombank Tower,
05 Me Linh Square, District 1, HCMC, Vietnam

Tel: +84 28 3 8 222 755

www.heineken-vietnam.com.vn

We are fully committed to listening to our stakeholders and we welcome your feedback on our sustainability report and any aspect of our sustainability performance.

Please address your views and suggestions to:

Holly Bostock
Corporate Affairs Director
Holly.bostock@heineken.com

Le Thi Ngoc My
Head of Sustainability
Lethingoc.my@heineken.com

All brand names mentioned in this report, including - but not limited to - those not marked by an © represent registered trademarks and are legally protected.

