

OUR SUSTAINABILITY ACTIONS

Sustainability has always been central to how we brew, promote, and sell our beers. It is the way we run our business and stay close to the local community **in both good and challenging times.**



OUR STRATEGY

PATH TO ZERO IMPACT

PATH TO INCLUSIVE, FAIR & EQUITABLE WORLD

PATH TO MODERATION & NO HARMFUL USE



Our progress by

THE NUMBERS

172,500

jobs supported through value chain



0.5% GDP

contributed through value chain



8

CONSECUTIVE YEARS

Top 3

most sustainable companies in Vietnam ranked by VCCI

99%*

Renewable Energy in production



VND 30Bn



committed to conserving 3 billion liters of water yearly (2022-2025)

ZERO*

waste to landfill across all breweries



50%

Brewery managers are women



100%



compliance to equal pay and fair wages

VND 6.1Bn



supported needy communities

13th year

partnership with the National Traffic Safety Committee to promote "When you drive, never drink"



Alcohol 0.0 and **0.0 Rest stop** implemented

Heineken® 0.0 accelerated in Vietnam



The Limited Assurance Report provides details and definitions of our sustainability indicators.



HEINEKEN® BREWED WITH 100% RENEWABLE ENERGY



The thermal energy in the brewing process comes from biomass and the electrical demand in the production is being covered by Energy Attribute Certification (EACs) sourced from certified solar projects in Vietnam. Towards the future, HEINEKEN Vietnam is exploring bolder renewable electricity solutions, including Direct Power Purchase Agreement (DPPA).

For one and a half centuries, malted barley, hops, A-yeast and water have been the four main ingredients to make the highest quality Heineken® products. In 2023, to celebrate the brand's 150th Anniversary, Heineken® was adding renewable energy as the fifth natural ingredient to the brewing of Heineken® in Vietnam as a commitment to continue creating another 150 years of good times and beyond with its consumers.



“Renewable energy will become an indispensable element of all Heineken® products and form part of many good times the brand will be creating with its consumers well into the future.”

Ho Ngoc Khang Ninh
Brand Manager



CONSERVING WATER IN THE RED RIVER AND TIEN RIVER BASINS



The partnership project aims to conserve approximately 3 billion liters of water annually until 2025 in 3 key river basins of Vietnam: Red River, Dong Nai River, and Tien River with a VND 30 billion investment.

Following the activities in Dong Nai River basin, in 2023, we continued our efforts to contribute to conserving water resources in the Red and Tien River basins by planting 22.3 hectares of local plant species and nurtured over 400 hectares of forest in the Xuan Son National Park and the Dong Thap Muoi Ecological Conservation Area (ECA).

Additionally, we provided strategic consultation and designed a hydrological system to restore water resources in the Dong Thap Muoi ECA. The program also engaged the communities in water protection by enhancing awareness through trainings; improving water access through renovating community water tanks; distributing Aquatabs pellets and rainwater storage bags; and upskilling conservation staff's capabilities.



"HEINEKEN Vietnam is proud to join hands with WWF Vietnam and MARD in this collective journey to realize our ambitions of achieving water balance in water-stressed areas by 2030 and contributing to the National Water Security Project."

Ngô Kim Khanh
Sustainability Specialist



“UNCAGE YOUR TIGER” CELEBRATES INTERNATIONAL MEN’S DAY



At HEINEKEN Vietnam, we believe that embracing and celebrating diversity enriches our lives and strengthens our business. Our DEI (Diversity, Equity, and Inclusion) agenda is inclusive of all genders.

On International Men's Day (November 19), HEINEKEN Vietnam organized a series of “Uncage Your Tiger” activities to celebrate the contributions of our male colleagues in families, businesses, and communities, promote gender equity, and enhance our DEI culture.

Through activities such as mini-games, photo contests, and the “Care the Tiger Within” talk show, “Uncage Your Tiger” provided an opportunity to honor our male colleagues, gain valuable insights on mental and physical health, and foster the spirit of True Togetherness.



“Our men’s health and well-being are often overlooked in DEI discussions. “Uncage Your Tiger” program seeks to highlight this crucial part of our workforce, helping us move towards a genuinely Diverse, Equal, and Inclusive work environment for everyone.”

Ho Diep Thao

Employee Engagement Executive



EMBEDDING DEI CULTURE THROUGH DEI COUNCIL

In fostering a culture of Diversity, Equity, and Inclusion (DEI), we encourage our leaders to model inclusive practices, build diverse and inclusive teams, and take ownership of our DEI agenda.



Throughout 2023, the Council conducted six dialogue sessions to assess the DEI action plan's impact and progress, ensuring continuous improvement.

The DEI Council is established to embed HEINEKEN's DEI strategy into our operations. Sponsored by our Managing Director and People Director, the Council includes Ambassadors representing all functions. It has been instrumental in advancing the implementation of HEINEKEN Vietnam's DEI strategy.



"The DEI Council embraces a holistic approach with a continuous listening strategy. Our ambassadors actively engage with colleagues across functions to understand diverse perspectives and integrate them into the DEI strategy to drive meaningful actions at both company and functional levels."

Tran Tuan Kiet
Regional Commercial Manager



JOINING HANDS FOR A HAPPY AND HEALTHY TET

In celebration of the year of the Dragon 2024, Heineken Vietnam successfully organized the annual “HEINEKEN Cares – Joining hands towards a happy and healthy Tet” program in collaboration with the Vietnam Red Cross Society.



This year’s program went beyond an ordinary charity activity to cover both the “An” or Healthy aspect, where we provided free medical checkups and basic medicine packages, and the “Vui” or Happy aspect of Tet, where we organized Tet markets for local residents to “shop” for essential Tet goods for free and enjoy various festive activities such as making traditional Tet cakes, getting free haircuts, or taking home calligraphy gifts.

The program benefited about 5,400 people in 19 provinces and cities across Vietnam with more than VND 6.1 billion worth of support delivered, enlisting the participation of hundreds of HEINEKEN Vietnam staff volunteers nationwide, all in the spirit of caring, sharing and True Togetherness.



“It was a great joy and fulfillment to volunteer in the “HEINEKEN Cares” program where I can connect and support local communities in my hometown province to enjoy a Happy and Healthy Tet.”

Ha Hoang Quan

Staff volunteer, Sales Supervisor



HEINEKEN® 0.0 ALCOHOL-FREE IS STILL FULL OF FUN



In 2023, HEINEKEN Vietnam continued to promote Heineken® 0.0, a malted barley beverage which contains no alcohol through the “Sip Responsibly, Drive Cheerfully” campaign, aiming to promote a responsible lifestyle and encourage the habit of “When you drive, never drink” with Heineken 0.0 as a pioneering choice for a joyful and safe festive season.

We kick started the festive season with an “Alcohol-free Week” event series, with the endorsement from the Department of Transportation and District 3 People’s Committee, to encourage “When you drive, never drink” habit and convey the message of “Alcohol-free is still full of fun” with Heineken 0.0. Additionally, Heineken 0.0 Rest Stops popped up at rest stops along major expressways nationwide, allowing drivers and passengers the chance to indulge in the refreshing taste of Heineken 0.0 and enjoy every meaningful moment along the journey. Heineken 0.0 also collaborated with wedding centers to offer the non-alcoholic beverage as a drink option for joyful and safe celebrations, from the beginning to the time the guests arrive home.



“We believe that providing consumers with choices is where we can make a real difference. Heineken® 0.0 is more than just a non-alcoholic drink, it represents a lifestyle and leads the way for joyful yet responsible celebrations.”

Dang Hoang Thinh
Brand Manager



PARTNERSHIP TO BUILD “ROAD SAFETY” CULTURE AND “WHEN YOU DRIVE, NEVER DRINK” HABIT

In 2023, HEINEKEN Vietnam continued to implement the “Road safety – When you drive, never drink” partnership program with the National Traffic Safety Committee (NTSC) to build “Road safety” culture and “When you drive, never drink” (WYDND) habit at state agencies and enterprises.



Over 400 officers and employees of Ho Chi Minh City Urban Transport Management Center and VITRANIMEX Transportation and Trading Joint Stock Company attended the four training events and pledged to comply with the internal road safety policy and practice WYDND habit.

The key efforts focused on two activities: supporting partner organizations to develop internal road safety policy and organizing a series of trainings to enhance road safety awareness, improve driving skills, as well as calling for individual WYDND commitment.



“This partnership program is an opportunity for HEINEKEN Vietnam to disseminate our “Traffic safety – When you drive, never drink” program among state agencies and enterprises nationwide, encouraging the WYDND habit in every individual within the organizations as well as in the community.”

Bui Duc Nguyen
Head of Safety & Security



**HEINEKEN Vietnam Brewery
Limited Company**

Summary of Sustainability Indicators
for the year ended 31 December 2023



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**HEINEKEN Vietnam Brewery Limited Company
General Information**

**Investment Registration
Certificate No.**

4303447008

9 October 2015

The Investment Registration Certificate was issued by Ho Chi Minh Department of Planning and Investment. The latest Amendment (7th Amendment) was made on 30 June 2022.

**Enterprise Registration
Certificate No.**

0300831132

24 October 2008

The Enterprise Registration Certificate has been amended several times, the most recent of which is by the Enterprise Registration Certificate No. 0300831132 dated 31 July 2024. The Enterprise Registration Certificate and its amendments were issued by the Department of Planning and Investment of Ho Chi Minh City.

Registered Office

18 & 19 Floors, Vietcombank Tower,
No. 5 Me Linh Square, Ben Nghe Ward, District 1,
Ho Chi Minh City, Vietnam

Auditor

KPMG Limited
Vietnam

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Other Matter

Our scope of work includes only the selected Sustainability Indicators above, accordingly we do not express an assurance conclusion on other information in the Summary of Sustainability Indicators of the Company for the year ended 31 December 2023. The selected Sustainability Indicators of the Company for the year ended 31 December 2018 are not assured.

Basis of Conclusion

We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000, Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board ("Standard"). In gathering evidence for our conclusions, our assurance procedures comprised:

- Inquiries of management and relevant staff to gain an understanding of process of preparation of selected Sustainability Indicators and related internal control;
- Evaluation of the design and implementation of the controls for collecting, managing, and reporting the selected Sustainability Indicators;
- Review of internal policies and processes of preparation of selected Sustainability Indicators;
- Analytical procedure in relation to the selected Sustainability Indicators;
- Recalculation procedure in relation to the selected Sustainability Indicators;
- Inspection of relevant supporting documents on a sample basis; and
- Evaluation of the appropriateness of the criteria with respect to the Applicable Criteria.

In accordance with the Standards, we have:

- used our professional judgement to plan and perform the engagement to obtain limited assurance that we are not aware of any material misstatements in the Assured Sustainability Information, whether due to fraud or error;
- considered relevant Example internal controls when designing our assurance procedures, however we do not express a conclusion on their effectiveness; and
- ensured that the engagement team possesses the appropriate knowledge, skills and professional competencies.

Reasonable Assurance, Limited Assurance and Material Misstatements

Limited assurance is less than absolute assurance and reasonable assurance. The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.





Misstatements, including omissions, are considered material if, individually or in the aggregate, they could reasonably be expected to influence the relevant decisions of the Company's Board of Management.

Intended Use of the Summary of Sustainability Indicators

This report has been prepared for the Company's Board of Management for the purpose of providing an assurance conclusion on the Sustainability Indicators and may not be suitable for another purpose. We disclaim any assumption of responsibility for any reliance on this report, to any person other than the Company's Board of Management, or for any other purpose than that for which it was prepared.

Responsibilities of the Board of Management

The Board of Management is responsible for:

- Identifying criteria for preparing and presenting the Summary of Sustainability Indicators that is appropriate to meet the needs of users;
- Preparing and presenting the selected Sustainability Indicators according to the Applicable Criteria presented in the Company's Summary of Sustainability Indicators;
- Determining the level of information disclosure;
- Establishing internal controls that allow the preparation and presentation of the selected Sustainability Indicators to be free from material misstatements whether due to fraud or error; and
- Keeping us informed of any identified and/or controversial issues relating to the information to be secured.

Our Responsibility

Our responsibility is to perform limited assurance on the selected Sustainability Indicators and to issue a limited assurance report that includes our conclusions.

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Independence and Quality Control

We have complied with the independence and other ethical requirements of the Professional Ethics Standards for Professional Accountants issued by the International Ethical Standards Board for Accountants (IESBA Standards), and the applicable requirements of the International Standard on Quality Control 1 – Quality Management for Firms That Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements to maintain a comprehensive system of quality control.

KPMG Limited's Branch in Ho Chi Minh City

Vietnam

Limited Assurance Report No.: 24-01-00635-24-1



Tran Dinh Vinh
Practicing Auditor Registration
Certificate No. 0339-2023-007-1
Deputy General Director

Ho Chi Minh City, 28-09-2024

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HEINEKEN Vietnam Brewery Limited Company

Summary of Sustainability Indicators for the year ended 31 December 2023

This section provides an overview of the measurements/units, key definitions, and data and statistics of the Company's selected Sustainability Indicators. The selected Sustainability Indicators are presented in accordance with Applicable Criteria defined by the Board of Management. These criteria are developed in accordance with HEINEKEN N.V.'s Brew a Better World (BaBW) strategy and BaBW 2030 goals, and the Company's internal sustainability policies and used solely by the Company's Board of Management for the purpose of managing the Company's sustainability objectives and activities.

The report data is aggregated from the Business Control System ("BCS").

The reporting scope covers all six breweries controlled by the Company for the year ended 31 December 2023, including:

- HEINEKEN Vietnam - Vung Tau Brewery;
- HEINEKEN Vietnam - Da Nang Brewery;
- HEINEKEN Vietnam - Hanoi Brewery;
- HEINEKEN Vietnam - Ho Chi Minh City Brewery;
- HEINEKEN Vietnam - Quang Nam Brewery; and
- HEINEKEN Vietnam - Tien Giang Brewery.

I. Reduction of CO₂-equivalent ("CO₂-eq") Emissions in Scope 1 and 2 versus 2018 Baseline

Description	Unit	2023	2018
			(unreviewed)
CO ₂ -eq emissions in Scope 1 & 2	kg	3,704,484	54,539,949
Reduction in 2023 versus 2018 baseline	%	93%	

Applicable Criteria:

Measurements/units

The percentage of CO₂-eq emissions reduction in production in Scope 1 and 2 in the year compared to the CO₂-eq emissions in production in 2018 (baseline for Science Based Targets initiative).

$$\text{Percentage of CO}_2\text{-eq emissions reduction in production in Scope 1 and 2 (\%)} = 1 - \frac{\text{CO}_2\text{-eq emissions in production in Scope 1 and 2 in 2023}}{\text{CO}_2\text{-eq emissions in production in Scope 1 and 2 in 2018}}$$

In which:

$$\text{CO}_2\text{-eq emissions in production in Scope 1 and 2 (kg)} = \text{Fuel purchased and energy imported (MJ or kWh)} \times \text{GHG (CO}_2\text{, N}_2\text{O, CH}_4\text{) emission factors}$$



HEINEKEN Vietnam Brewery Limited Company

Summary of Sustainability Indicators for the year ended 31 December 2023

Key Definitions and Assumptions

- The Company voluntarily reports its Green House Gas (“GHG”) emissions in alignment with GHG Protocol and Science Based Targets initiative (“SBTi”).
- The CO₂-eq emissions are calculated in alignment with the GHG Protocol Corporate Accounting and Reporting Standard.
- The CO₂-eq emission sources include:
 - Scope 1: Direct emission from on-site energy sources owned or controlled by the Company. This includes emissions from combustion in owned boilers and furnaces, fuel for owned vehicles and refrigerants.
 - Scope 2: Indirect emissions from imported (purchased) electricity, heat or steam.
- Emission factor: The energy emission factor is based on the IEA (International Energy Agency, <https://www.iea.org/>) for grid electricity, DEFRA (Department for Environment, Food & Rural Affairs, UK) for biofuels and IPCC 5th Assessment Report for fossil fuels.
- Net zero as defined by the SBTi.
- CO₂-eq emissions: this includes emissions caused by direct emissions from combustion of fuels, indirect emissions from imported (purchased) heat and electricity, and emissions from refrigerant losses. Direct emission from on-site energy sources owned or controlled by the Company. This includes emissions from combustion in owned boilers and furnaces, fuel for owned vehicles.

II. Percentage of Renewable Energy Consumption

Description	Unit	2023
Total renewable energy consumption	MJ	895,305,771
Total energy consumption	MJ	905,342,015
Energy consumption from renewable sources	%	99%

Applicable Criteria:

Measurement/units

The percentage of renewable energy consumption compared to the total amount of energy consumption.

$$\text{Percentage of Renewable Energy Consumption (\%)} = \frac{\text{Renewable Thermal Energy Consumption} + \text{Renewable Electricity Consumption}}{\text{Total Thermal Energy Consumption} + \text{Total Electricity Consumption}}$$

Key Definitions and Assumptions

Renewable energy consumption comprises of:

- Thermal energy from renewable sources includes: imported heat generated from biomass/biogas sources and owned thermal energy production from biogas.

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HEINEKEN Vietnam Brewery Limited Company

Summary of Sustainability Indicators for the year ended 31 December 2023

- Electricity from renewable sources includes:
 - Own renewable energy production = all electricity generated from renewable resources on-site (including solar); and
 - Imported electricity covered by Energy Attribute Certificates (“EACs”).
- Non-renewable energy consumption comprises of the fuel and energy for boilers.

III. Percentage of Production Sites with Zero Waste to Landfill

	Unit	2023
Number of landfill free sites	site	6
Total number of sites	site	6
Percentage of production Sites with Zero Waste to Landfill	%	100%

In which:

	Vung Tau	Da Nang	Hanoi	Ho Chi Minh City	Quang Nam	Tien Giang
% Waste Diverted from Landfill	100	99.92	99.98	100	99.09	99.52
Zero Waste to Landfill status	YES	YES	YES	YES	YES	YES

Applicable Criteria:

Measurement/units

The percentage of number of landfill free sites compared to the total number of sites.

Key Definitions and Assumptions

- Landfill free site: A site is considered to be landfill free in case less than 2% of the waste (in kilograms) of that site is sent to landfill.
- Waste: A material, substance, or by-product eliminated or discarded as no longer useful or required after the completion of a process. The majority of the Company’s production waste comprises of organic co-products like brewers’ grain, surplus yeast, anaerobic sludge from wastewater, spent kieselguhr and spent alcohol.
- Waste destinations include reuse, human consumption, animal feed, material recycling, compost/soil improvement, energy (biogas), combustion with energy recovery, combustion without energy recovery.
- Landfill: deposit into or on to land, deep injection, surface impoundment (e.g., discard into pits, ponds or lagoons), release into water bodies, permanent storage (e.g., containers in a mine); sanitary landfills, all waste which is not reused, recycled or combusted/incinerated, all waste brought to landfill by parties contracted by the Company, dump and/or waste with unknown waste destination are also considered to be landfilled.

HEINEKEN Vietnam Brewery Limited Company

Summary of Sustainability Indicators for the year ended 31 December 2023

IV. Percentage of Reused Returnable Packaging Material in Production

	Unit	2023	
		Bottles	Crates
Returned RPM used in packaging	bottle/crate	610,994,064	28,666,361
RPM loss	bottle/crate	12,325,292	24,310
Total packaging materials produced	bottle/crate	620,212,720	28,794,290
Percentage of RPM reused in production	%	97%	99%

Applicable Criteria:

Measurements/units

The percentage of reused returnable packaging material (“RPM”) per total packaging materials produced.

$$\text{Percentage of RPM reused in packaging (\%)} = \frac{\text{Returned RPM used in packaging} - \text{RPM loss}}{\text{Total packaging materials produced}}$$

Key Definitions and Assumptions

- Returnable packaging material (RPM) is manufactured of durable materials and is specifically designed for multiple trips and extended life such as Crates and Bottles.
- Returned RPM is RPM that is returned to the production location after being used.
- Returned RPM used in packaging is returned RPM that is sorted and then used for packaging process. This RPM is not waste and is used again for the same purpose for which they were conceived. This may involve cleaning or small adjustments, so it is ready for the next use without significant definition.
- RPM loss is RPM at the packaging process which is broken, discarded, disappeared, or lost, and therefore will not become available again.
- Total packaging materials produced is the quantity of finished products, suitable for trading, from packaging to store.

V. Average Water Usage

	Unit	2023
Total water withdrawal	hl	38,376,190
Total volume beverage produced	hl	14,918,258
Average Water Usage	hl/hl	2.57

In which, the average water usage in Tien Giang was as follows:

Tien Giang	Unit	2023
Total water withdrawal	hl	5,916,270
Total volume produced	hl	2,366,652
Average Water Usage	hl/hl	2.50

HEINEKEN Vietnam Brewery Limited Company

Summary of Sustainability Indicators for the year ended 31 December 2023

Applicable Criteria:

Measurements/units

Hectoliter (“hl”) water withdrawal per hl of volume produced.

$$\text{Average water usage (hl/hl)} = \frac{\text{Total Water Withdrawal (hl)}}{\text{Total Volume Beverage Produced (hl)}}$$

Key Definitions and Assumptions

- Water withdrawal: Sources of water withdrawal by production sites include groundwater or well water abstraction, water purchased from a public or private water company, surface water from rivers, lakes or sea and collected rainwater.
- Volume produced is the total amount of beverage volume produced.

VI. Percentage of Wastewater Treated at Production Sites

	Unit	2023
Total wastewater quantity to treatment	m3	2,014,583
Total effluent quantity	m3	1,910,287
Percentage of wastewater treated	%	100%

Applicable Criteria:

Measurements/units

The percentage of wastewater of all breweries treated.

$$\text{Percentage of wastewater treated (\%)} = \text{Max} \left(100\%, \frac{\text{Total wastewater quantity to treatment (m3)}}{\text{Total effluent quantity (m3)}} \right)$$

Key Definitions and Assumptions

- Wastewater refers to untreated wastewater discharged from a production site or a third-party wastewater treatment plant.
- Wastewater Treatment Plant (“WWTP”): Plant removing contaminants from the brewery’s wastewater and producing environmentally safe treated wastewater before releasing it into surface water.
- Third party WWTP: An external party in charge of the treatment of production site wastewater and subsequent discharge into surface water.
- Effluent is the water leaving the site after being safely treated at WWTP.

