

2023-2024 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

ENVIRONMENTAL SOCIAL GOVERNANCE

# ESG REPORT

*vietjet***Air**.com





“ As a leader in innovation and sustainable development, Vietjet is setting new standards in the aviation industry, ensuring a better future for generations to come. ”

*Madame Nguyen Thi Phuong Thao  
Chairwoman of Vietjet Air's Board of Directors*



## About This Report

Over 17 years since our establishment, Vietjet Air has always been committed to creating long-term value for our customers, employees, shareholders, and the community. Vietjet continuously strives to innovate for high business efficiency, while also focusing on contributing to environmental protection for future generations. We reference the United Nations' Sustainable Development Goals, the sustainable development strategies of the Vietnamese Government, and the International Air Transport Association's (IATA) strategies for achieving net-zero emissions to develop Vietjet's sustainability strategy.

In this report, Vietjet presents and discloses official information related to the airline's sustainability direction, our approach to relevant issues, the governance methods for key areas, and the results we have achieved on our journey toward the goal of net-zero emissions by 2050, for Vietjet in particular, and the world in general, are all discussed. This report serves as a tool for Vietjet to review and evaluate the effectiveness of the sustainable development activities carried out over the past year, assisting the Board of Directors and Board of Management to promptly update the most suitable development directions and strategies for the company. This year is the first year the ESG Report is published separately from the annual report, aiming to provide a comprehensive picture of our activities towards sustainable development and supplement more detailed information disclosed in Vietjet's 2023 Annual Report for investors and customers.

### Report Basis

This report is prepared and disclosed based on the Task Force on Climate-Related Financial Disclosures (TCFD) standards, selected by our leadership and presented on page 42.

**Reporting Period:** The 2023 Sustainability Report is prepared according to the fiscal year, starting from 01.01.2023 to 31.12.2023.

**Reporting Cycle:** Annually

### Contact Information:

Vietjet always strives to meet stakeholders' expectations for information transparency, sustainable business growth, and corporate responsibility towards the community and society. Therefore, Vietjet eagerly looks forward to receiving your sincere feedback. Any contributions or questions related to sustainability issues, please send to the email address: [Fleet@vietjetair.com](mailto:Fleet@vietjetair.com)



## Acknowledgment

**The 2023-2024 Environmental, Social, and Governance (ESG) Report of Vietjet is the first sustainability report in Vietnam's aviation industry to follow the international standards established by the Task Force on Climate-Related Financial Disclosures (TCFD).**

The ESG report represents our efforts in implementing Environmental, Social, and Governance initiatives over the past period, as well as our ambitions, goals, and sustainability strategies for the future.

We sincerely appreciate the support from colleagues in various departments who have helped us gather, summarize, and provide important information and data for the Project Team to complete the ESG report most comprehensively.

We also extend special thanks to our partners who have accompanied Vietjet on the journey of developing and implementing ESG initiatives, contributing to realizing Vietjet's sustainability commitments in the sustainable development process of Vietnam's aviation industry in particular and the world in general.



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# ESG REPORT

ENVIRONMENTAL SOCIAL GOVERNANCE

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**Madame Nguyen Thi Phuong Thao**  
Chairwoman of the Board of Directors

**Mr. Dinh Viet Phuong**  
Chief Executive Officer

**W**e sincerely thank our investors, partners, and customers for their support, cooperation, and sharing, which have greatly contributed to Vietjet's growth over the past period. The philosophy of placing customers, the community, and the environment at the core of our business operations has become the driving force for Vietjet's sustainable development and ESG management goals.

The COVID-19 pandemic virtually froze all aviation activities in Vietnam and around the world. Upon resumption after the pandemic, in 2023, Vietjet safely operated 133 thousand flights, transporting 25.3 million passengers (excluding Vietjet Thailand), including over 7.6 million international passengers, marking a remarkable 183% increase compared to 2022. To meet the growing demand for passenger transportation and to expand the aviation market, Vietjet continued to develop its route network with the addition of 33 new international and domestic routes, bringing the total number of routes to 125, comprising 80 international routes and 45 domestic routes by the end of 2023.

Although we have achieved initial commendable results, we always understand that societal and economic development also brings challenges such as global warming, climate change, and environmental pollution that need to be addressed immediately. To tackle these issues, we have strengthened close collaboration among relevant internal departments, and external partners, and contributed collectively to Vietjet's sustainable development. As a result, we have partnered with the international group Safran on fuel management and conservation, collaborated with domestic and international organizations on environmental improvement issues, and joined the Vietnamese government and community in ocean clean-up campaigns and tree planting projects. Notably, internal teams have also enhanced the development and implementation of environmental protection initiatives, addressing issues such as waste management, and emissions, and replacing tools with environmentally friendly options. In 2023, Vietjet pioneered the establishment of the "Fly Green" fund, with the goal that for each ticket sold, we will allocate a portion of the company's revenue to environmental campaigns such as tree planting, beach clean-ups, and the protection of land, water, and wildlife resources.



Vietjet has been at the forefront of fuel saving with a fleet primarily consisting of A320neo and A321neo aircraft, which save 20% on fuel and reduce carbon emissions compared to the previous generation of Airbus aircraft. These aircraft are also equipped with GTF engines, which help reduce fuel consumption by at least 20%, while also contributing to a 75% reduction in noise pollution and a 50% reduction in emissions. Optimizing the operation of these aircraft has helped Vietjet minimize carbon emissions per available seat kilometer (ASK).

In 2022, we established an internal team to serve the purpose of annual emissions reporting to implement the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA). The year 2024 marks the first time we are publishing Vietjet's ESG Report to provide a comprehensive overview of the company's sustainable development activities in 2023 for investors and customers. With a pioneering spirit, we are proud to be the first airline in Vietnam to publish an ESG Report according to international TCFD standards, providing complete information about ESG-related activities to Vietjet's investors, partners, and customers.

In addressing climate change, Vietjet aims to continuously practice and dedicate ourselves to initiatives that protect the earth by establishing management systems to cope with climate change and continuously upgrading our environmentally friendly fleet.

Placing customer safety as the top priority in our business operations to fulfill our social responsibility, Vietjet has implemented air safety assessments, applied flight data monitoring systems to evaluate quality indicators, and successfully deployed and effectively utilized the CORUSON software system to enhance safety and ensure operational quality. Additionally, Vietjet's social responsibility is demonstrated through community and social activities and local sponsorships of cultural and sports events, as well as "Strong leaves protect tattered ones" programs for disadvantaged individuals in Vietnam.

Moreover, continuously improving and building positive policies to create a safe and happy working environment for our employees has been one of Vietjet's strong advances in 2023.

In 2023, Vietjet recorded revenue of VND 53.6 trillion (separate) and VND 62.5 trillion (consolidated), increasing by 62% and 56% respectively compared to 2022. Separate and consolidated after-tax profits for 2023 reached VND 697 billion and VND 344 billion, respectively. These achievements are thanks to the support, cooperation, and sharing of our valued shareholders, partners, customers, and all employees of the company. Vietjet will continue to focus on people and the environment in its sustainable development strategy by prioritizing ESG management.

We sincerely thank you and look forward to your continued support and cooperation in Vietjet's upcoming sustainable development journey!

**Chairwoman of  
the Board of Directors**

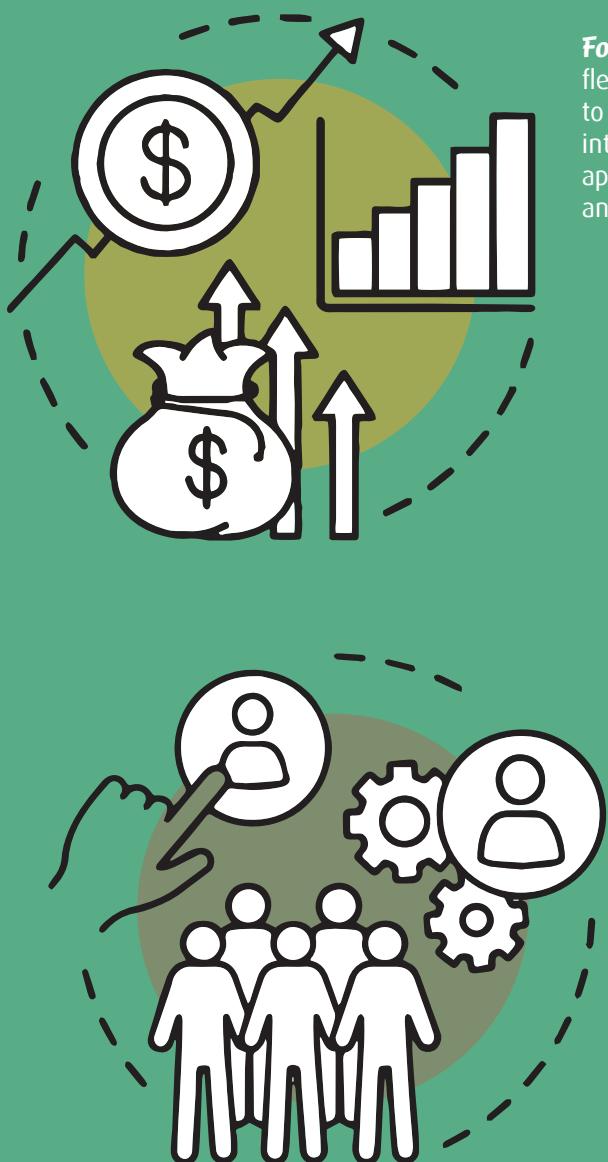
**Nguyễn Thị Phương Thảo**

**Chief Executive Officer**

**Đinh Việt Phương**

## Sustainable Development Vision

Placing ESG as a major factor contributing to the sustainable development of Vietjet and the aviation industry in Vietnam and globally, we continue to plan strategies with the following key focuses:



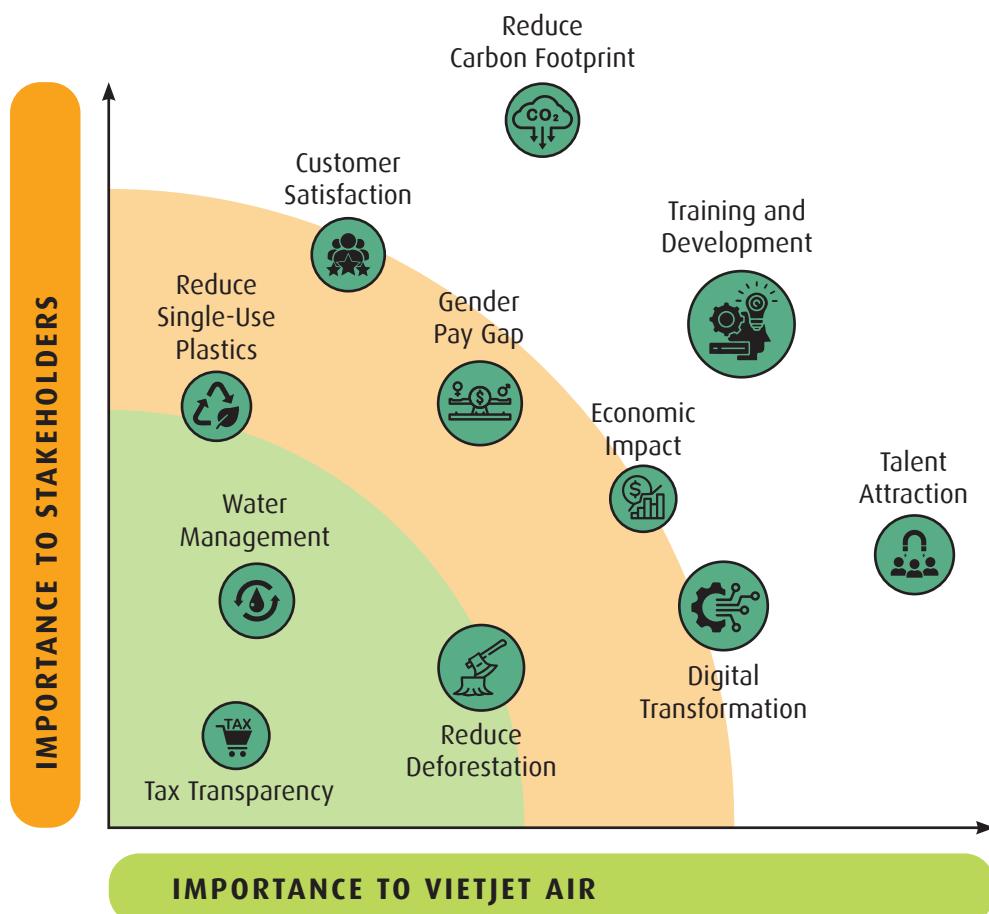
**Focus 1:** Fulfilling environmental commitments through fleet renewal and eco-friendly flight operations; continuing to strengthen close cooperation with major domestic and international partners to promote the development and application of clean, environmentally friendly technologies and fuels.



**Focus 2:** Ensuring absolute safety for passengers and cargo in flight operations. Continuing to intensify and focus on practical social activities that contribute positively to building and developing a healthy community and society.

**Focus 3:** Developing and optimizing management tools, aiming to foster a healthy working environment with equality in gender, income, and opportunities for advancement for all employees.

## ESG Matrix



## Materiality Assessment

To identify the sustainable development issues impacting Vietjet and our stakeholders, we gather information through our work processes, discussions, and various forms of engagement with stakeholders to complete our internal assessment.

Additionally, we completed our internal assessment by researching both current and upcoming regulations related to Vietjet's operations.

We have identified key indicators (where applicable and quantifiable) to monitor the success of our ESG projects.

Based on this analysis, there are a total of 11 key areas that Vietjet focuses on managing, centered around the three pillars of environment, social, and governance.

These indicators will be explained in more detail in this report. The list of key areas and their corresponding impact levels will be reviewed and updated annually by Vietjet to align with changes in stakeholder interests as well as Vietjet's business activities.



## Vietjet Air's ESG Targets

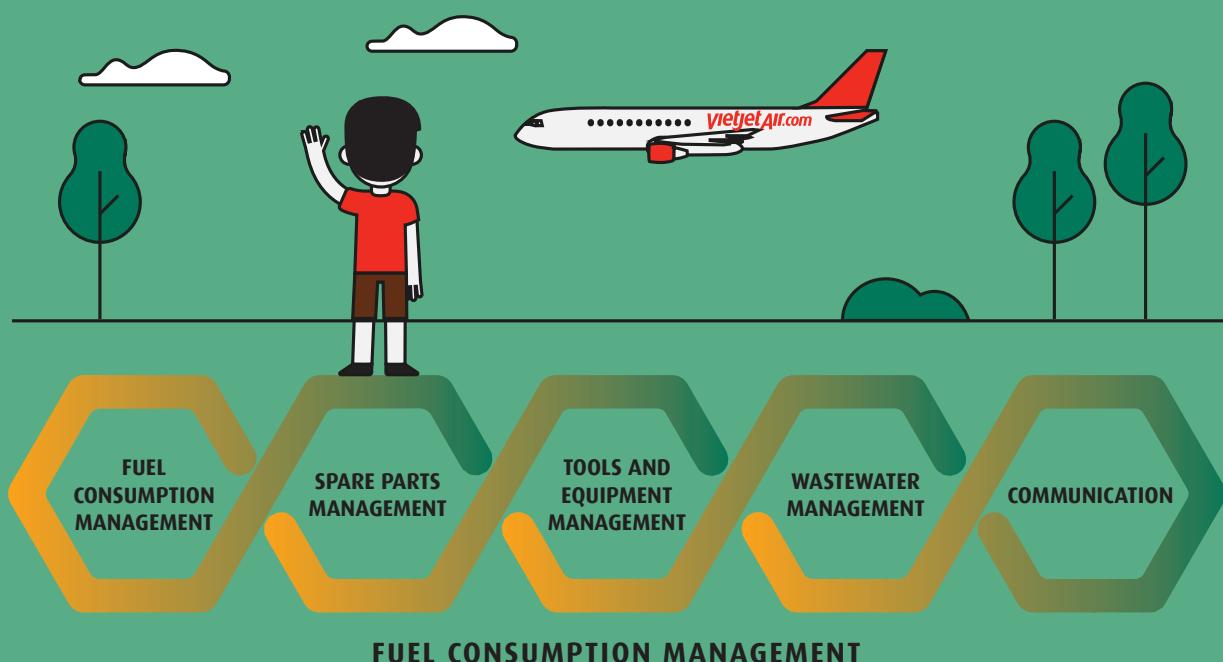
Vietjet understands that strong ESG oversight is built on clear and measurable commitments. Looking to the future, we reaffirm the comprehensive short-term and medium-term ESG targets announced in 2024, which continue to demonstrate the airline's determination to achieve long-term ESG goals.

<b>Environment</b>	Reduce emissions per available seat kilometer (ASK) by 15%
	Eliminate single-use plastics on aircraft by 2025
	Recycle at least 50% of waste on aircraft
<b>Social</b>	Increase the percentage of women in management positions to 40% by 2026
	Introduce the company's code of conduct for partner companies
<b>Governance</b>	Allocate responsibilities for ESG-related issues to the Board of Directors
	Establish an ESG Committee to ensure the full implementation of Environmental, Social, and Governance criteria in 2024
	Enhance ESG education for senior and middle management of Vietjet

## Managing Impact on the Natural Environment

Managing the environmental impact of Vietjet's business activities is considered one of the core requirements for achieving sustainable development. To ensure maximum environmental protection and minimize the airline's negative impact on the environment, Vietjet has implemented a management program focused on five key factors: fuel consumption management, spare parts management, tools and equipment management, wastewater management, and environmental protection communication.

Fuel saving is crucial and vital for Vietjet. For us, effectively and tightly controlling fuel consumption not only saves costs but also has significant environmental benefits, as each ton of burned fuel releases 3.16 tons of carbon emissions. We are committed to reducing carbon emissions into the environment by managing fuel consumption through the following three factors:



**New, Young Fleet:** Standardizing our fleet with the latest Neo (New Engine Option) technology engines, which consume 20-30% less fuel compared to the narrow-body 320/321 aircraft, contributes to reducing greenhouse gas emissions. The average age of Vietjet's aircraft fleet is 5.5 years.

**More Seats with Lightweight Materials:** Vietjet prioritizes selecting aircraft seats that minimize maintenance requirements and extend the lifespan of components while ensuring optimal comfort for our customers by choosing practical leather materials. This contributes directly to reducing future waste. By configuring more seats on aircraft with optimized space design and using lightweight materials, Vietjet has increased its fuel efficiency.

**Optimizing Flight Operations Efficiency:** Vietjet implements programs to monitor and analyze flight operations to improve fuel efficiency, such as the Safran Group's SFCO<sub>2</sub> program for optimizing aircraft fuel consumption and annual emissions reporting through CORSIA.

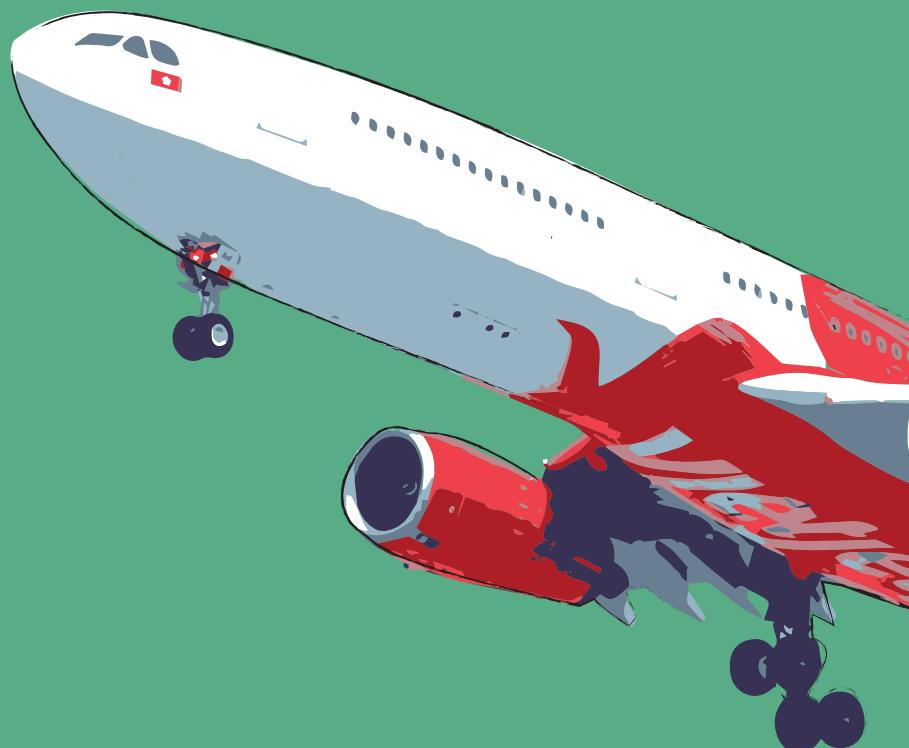
Through these measures, Vietjet aims to significantly reduce its environmental impact and contribute to global efforts to combat climate change.

## New Generation Eco-friendly fleet

Within Vietjet's fleet, A321neo and A321ceo aircraft make up approximately 70%. This is clear evidence of the company's relentless efforts in building an environmentally friendly aircraft fleet. With the capability to save fuel by up to 20%, reduce noise by 75%, and decrease environmental emissions by 50%, the A321neo aircraft stands as the top choice in our environmental protection strategy. Vietjet has also ordered a total of 386 additional aircraft, including 186 Airbus A320/321 and 200 Boeing 737 MAX.

At the end of 2023, Vietjet signed a Memorandum of Understanding (MoU) with Airbus to order 20 wide-body A330neo aircraft, aiming to expand its international long-haul network. The A330neo is the new generation of the popular A330 wide-body aircraft. By combining the latest generation engines, new wings, and a range of aerodynamic improvements, this aircraft reduces fuel consumption and CO<sub>2</sub> emissions by 25%. Equipped with the advanced Rolls-Royce Trent 7000 engines, the A330neo has a range of 7,200 nautical miles (13,300 kilometers).

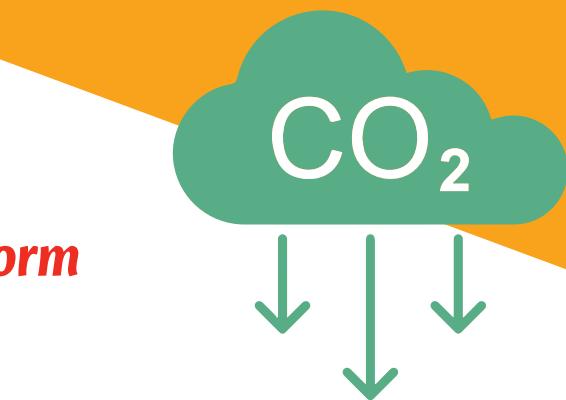
Aircraft Type	Quantity
Airbus A330	7
Airbus A321NEO	24
Airbus A321CEO	36
Airbus A320	20
<b>Total</b>	<b>87</b>



## Vietjet's Fuel Saving Platform **SFCO<sub>2</sub>**

The SFCO<sub>2</sub> solution, introduced in 2016, is the result of collaboration between Safran's advanced aerospace engine technology - one of the world's leading companies in aerospace engine manufacturing - and Safran Electronics and Defense's extensive experience in flight data analysis. SFCO<sub>2</sub> not only addresses the need to reduce fuel consumption for airlines but also enhances efficiency by analyzing data from maintenance operations and flight operations.

On June 21, 2017, Vietjet and Safran Group signed a contract to provide solutions aimed at optimizing aircraft fuel consumption (abbreviated as SFCO<sub>2</sub>).



The SFCO<sub>2</sub> contract, effective from 2017 to 2023, has helped Vietjet enhance the operational efficiency of its fleet through a specialized solution for cost management and practical measures to reduce fuel consumption and CO<sub>2</sub> emissions.

In 2023, Vietjet saved 3,213,967 kg of fuel and 4,695,606 USD through Safran's system.

### VIETJET'S FUEL SAVING STATUS IN 2023

Best practice	Saved mass	Saved cost
Holding fuel	1,254,789 kg	1,833,247 \$
Idle reverse	708,377 kg	1,034,939 \$
Reduced flaps takeoff	347,808 kg	508,148 \$
Reduced acceleration height	713,674 kg	1,042,677 \$
Taxi fuel	189,319 kg	276,595 \$
<b>Total in 2023</b>	<b>3,213,967 kg</b>	<b>4,695,606 \$</b>

*Calculation based on the unit price: \$1.461 per kilogram of fuel*



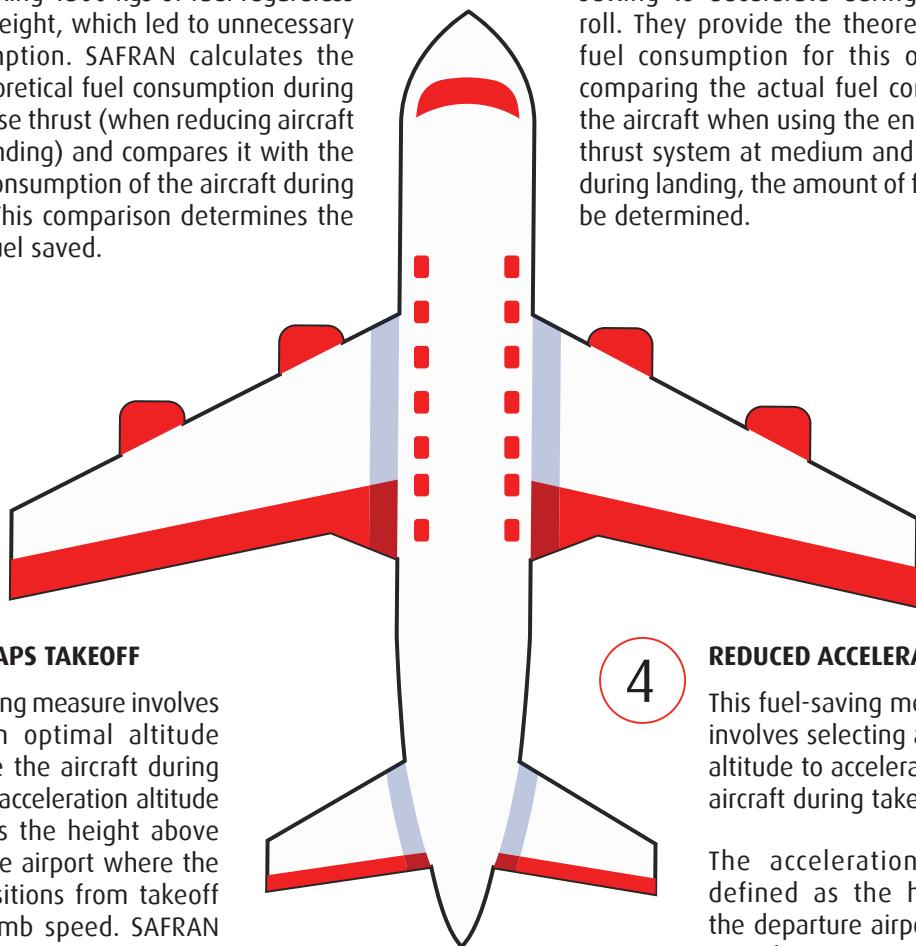
# Vietjet Air's Fuel-Saving Solutions

## 1 HOLDING FUEL

Vietjet optimizes the 30-minute holding fuel reserve carried on board based on the aircraft's landing weight. This replaces the old method of fixing 1500 kgs of fuel regardless of landing weight, which led to unnecessary fuel consumption. SAFRAN calculates the average theoretical fuel consumption during engine reverse thrust (when reducing aircraft speed for landing) and compares it with the actual fuel consumption of the aircraft during this phase. This comparison determines the amount of fuel saved.

## 2 IDLE REVERSE

SAFRAN bases its calculations on the fuel consumption when the aircraft uses the engine's reverse thrust system at the lowest setting to decelerate during the landing roll. They provide the theoretical average fuel consumption for this operation. By comparing the actual fuel consumption of the aircraft when using the engine's reverse thrust system at medium and high settings during landing, the amount of fuel saved can be determined.



## 3 REDUCED FLAPS TAKEOFF

This fuel-saving measure involves selecting an optimal altitude to accelerate the aircraft during takeoff. The acceleration altitude is defined as the height above the departure airport where the aircraft transitions from takeoff speed to climb speed. SAFRAN sets a reference altitude of 1500 feet to calculate the fuel saved for each flight. If the actual acceleration altitude is below 1500 feet, the fuel-saving measure is successful.

## 4 REDUCED ACCELERATION HEIGHT

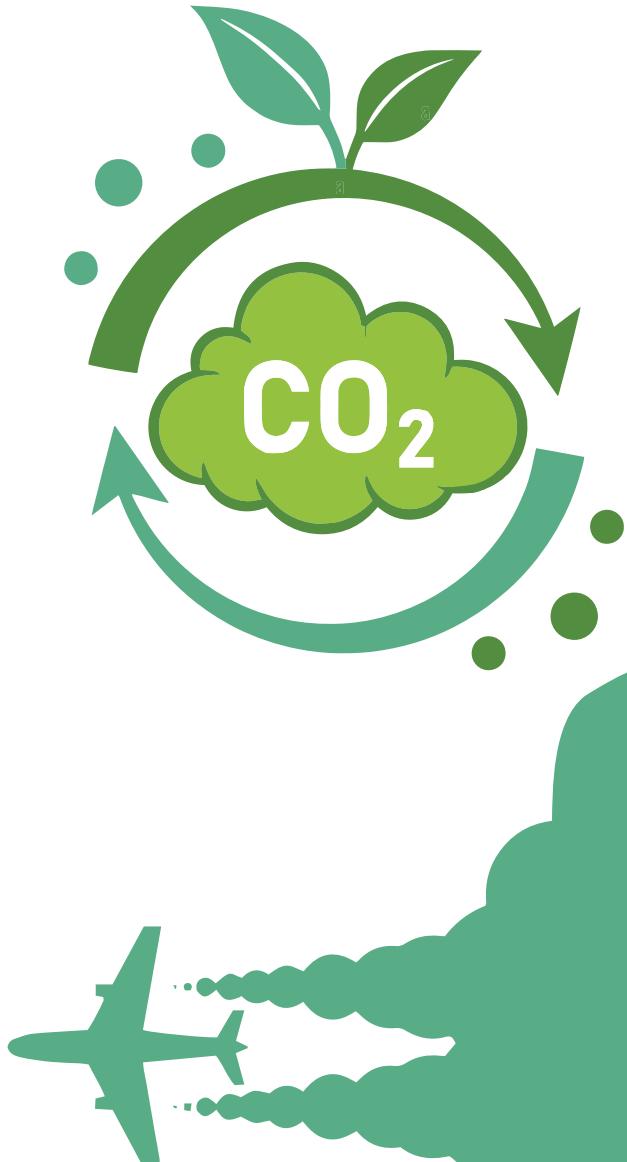
This fuel-saving measure involves selecting an optimal altitude to accelerate the aircraft during takeoff.

The acceleration altitude is defined as the height above the departure airport where the aircraft transitions from takeoff speed to climb speed.

## 5 TAXI FUEL

The reference fuel consumption for taxi fuel before takeoff is agreed upon between SAFRAN and Vietjet. This fuel-saving measure is considered successful when the actual fuel consumed during taxiing is less than the reference amount. If the actual consumption is higher, the fuel-saving measure is deemed not successfully applied.

SAFRAN sets a reference altitude of 1500 feet to calculate the fuel saved for each flight. If the actual acceleration altitude is below 1500 feet, the fuel-saving measure is considered applied.



**TOTAL EMISSIONS  
FROM VIETJET AIR'S  
INTERNATIONAL  
OPERATIONS IN 2023:**

**1,657,239**  
**tonnes CO<sub>2</sub>**

## **Introduction to CORSIA and Vietjet's Emissions in 2023**

Emissions from the aviation industry account for approximately 2.5% of global annual carbon emissions and are continuing to rise each year. To address the need to reduce carbon emissions from air travel, the International Civil Aviation Organization (ICAO) introduced the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) in 2016. Vietjet ensures compliance with Vietnamese legal regulations and international standards for environmental protection, including the reduction of carbon emissions.

Vietjet has begun reporting, tracking, and verifying its annual emissions through the CORSIA mechanism and is committed to reducing carbon emissions and offsetting carbon on its journey towards carbon neutrality by 2050. All of the airline's emission metrics are verified and audited by VERIFAVIA to provide the most accurate data for investors.

# Introduction to Sustainable Aviation Fuel (SAF)

Sustainable Aviation Fuel (SAF) is a sustainable aviation fuel produced from various sources, including waste oils and fats, industrial solid waste, agricultural and forestry waste, liquid waste products, as well as non-food crops grown on marginal land. SAF can also be produced through processes that capture carbon directly from the air. Throughout its production and use lifecycle, sustainable aviation fuel can reduce carbon emissions by up to 80%.

Vietjet began a collaboration with SAF One at the end of 2023 to develop, supply, and utilize sustainable aviation fuel (SAF) in Vietnam. This initiative aims to promote a greener aviation future and significantly

contribute to reducing carbon emissions in the aviation industry. With this agreement, Vietjet is the pioneering airline in Vietnam to engage in the research, development, and use of sustainable aviation fuel.

**Mr. Đinh Việt Phương, CEO of Vietjet, stated: "The use of sustainable aviation fuel is a crucial step in the development of the aviation industry, and Vietjet is proud to be one of the pioneering airlines committed to contributing to this collective effort."**



VIETJET AND NOVUS AVIATION CAPITAL HAVE SIGNED AN AGREEMENT FOR AIRCRAFT FINANCING AND A PARTNERSHIP TO DEVELOP SUSTAINABLE AVIATION FUEL (SAF). THIS STRATEGIC COLLABORATION AIMS TO ADVANCE THE USE OF ENVIRONMENTALLY FRIENDLY AVIATION FUELS.



## Cloud Technology

Recognizing the importance and role of each enterprise in resource utilization, Vietjet Air prioritizes the efficient, sustainable use of resources while emphasizing protection, recycling, and reuse, particularly of materials, energy, and water.

Amazon Web Services (AWS) is a comprehensive and widely adopted cloud solution, offering over 200 fully-featured services from data centers worldwide. By deploying its entire system on AWS, Vietjet has significantly reduced environmental waste from its operations.

Vietjet has implemented online check-in for over 7 million passengers, significantly reducing paper and ink waste. Currently, the online check-in rate is 50% for domestic flights and 20% for international flights. By 2025, Vietjet aims to increase these rates to 70% and 50%, respectively.

For domestic flights, boarding passes are printed on 58gsm thermal paper, self-adhesive, without perforations, and produced from recycled materials. This reduces waste and utilizes recycled resources instead of new ones. This paper is also naturally biodegradable and does not create hazardous waste, thus reducing the amount of non-degradable waste.

# Management of Replacement Parts

**V**ietjet classifies supplies into two main types:

- **Recyclable Parts:** These are parts that are repaired and reused, not generating harmful waste for the environment. To manage the use of these parts, Vietjet uses the AMOS software to track the ratio between parts sent for repair and parts discarded.

- **Single-use Consumable Parts:** These are parts that are used once and then disposed of. To handle this waste, Vietjet has contracted with functional units at airports to have these items properly disposed of. Replacement parts are regulated and referenced according to the aircraft manufacturer's documentation and are purchased from foreign suppliers.

## Management of Onboard and Airport Supplies

**V**ietjet has taken significant steps to protect the environment and minimize the impact of plastic waste:

- **Use of Recyclable and Eco-friendly Items:** Vietjet prioritizes the use of paper cups, paper straws, paper napkins, and paper bags on its flights.

- **Collection and Sorting of Recyclable Plastic Materials:** For recyclable plastic materials such as plastic bottles, plastic spoons, and plastic bags, Vietjet collects and sorts them for proper processing according to the guidelines of its waste collection and treatment service partners.

**T**hese measures help Vietjet minimize negative environmental impacts, conserve natural resources, and comply with waste management regulations, contributing to the airline's sustainable development goals.

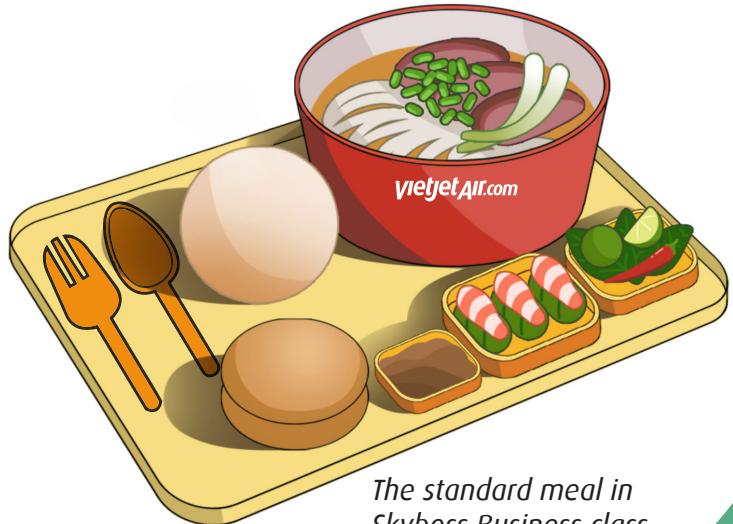


## Reducing Single-use Waste on Aircraft

Over the years, Vietjet has actively collaborated with waste management companies at various airports to handle daily waste from flights, implementing sorting and recycling processes right on the aircraft. By upgrading products, we have continuously reduced the amount of waste brought on board, contributing to operational cost savings as well.

Vietjet advocates for the use of environmentally friendly materials, such as bamboo utensils, in business class:

We have procured 20,000 sets of bamboo cutlery, which has helped reduce 600,000 grams of single-use plastic waste (each plastic set corresponds to 30 grams).



*The standard meal in Skyboss Business class*

## Wastewater Management

**In its operations, Vietjet does not extensively use water and raw materials:**

- ☛ **Water Source:** Primarily used for domestic purposes on each flight.
- ☛ **Raw Materials:** Mainly consists of recyclable and environmentally friendly tools and equipment.

Vietjet is committed to sorting and disposing of waste and wastewater after each flight according to waste treatment procedures that comply with urban environmental standards set by environmental service companies at airports. However, to ensure that service providers comply with environmental protection laws, Vietjet not only considers factors like pricing, quality, reputation, and brand but also conducts evaluations and inspections of the waste collection and treatment processes of these units.

# Promoting Environmental Protection

Vietjet is one of the pioneering airlines in focusing on environmental protection and responding to climate change by ensuring full compliance with environmental protection laws and raising awareness among its staff, passengers, and partners through various practical activities and extensive media campaigns.

As a result, every member of Vietjet is highly conscious of environmental protection and climate change response. Specific measures that each member undertakes in their daily activities include reusing office supplies, maintaining workplace cleanliness, planting trees, saving electricity, and using office equipment, water, air conditioning, and lighting efficiently.

## High-Impact Environmental Campaigns

### *Clean Up the Sea*

Since June 2018, Vietjet has collaborated with the Vietnam Youth Union to implement the "Clean Up the Sea" program in 28 coastal provinces and cities stretching from the North to the South, achieving remarkable results. The placement of trash bins in public areas has also helped raise community awareness about the importance of environmental protection.

### *Initiative to Plant 1 Billion Trees*

Vietjet has sponsored billions of VND for the project to plant 15 million trees from 2021 to 2025 in Phu Yen.



## Vietjet's Social Strategy

Vietjet always considers people as the most crucial factor in the company's sustainable development. The company focuses on building and implementing values related to safety, while also addressing the needs and desires of its employees and passenger community.

For employees, Vietjet has been continuously improving its remuneration policies, creating a professional, healthy, and friendly working environment that attracts high-quality talent from both domestic and international sources. We have been implementing solutions to enhance

the efficiency of human resource management, establishing various risk management policies to ensure a safe and healthy work environment, aiming to create excitement, joy, and happiness for employees. Vietjet is committed to integrating environmentally responsible activities, dedicated social responsibility, community benefits, and ethical economic growth into all aspects of our operations.



# Ensuring Operational Safety

At Vietjet, ensuring safety, security, and service quality is always a top priority in managing flight operations. Vietjet proactively enhances its capabilities in quality, safety, and aviation security assurance through effective resource organization, efficient use of quality management systems, data analysis systems, and safety management to achieve proactive safety levels. Vietjet is proud to be a leader in implementing flight data analysis systems and actively collaborating with Airbus to deploy the Safety Management System (SMS) that complies with the regulations and standards of aviation safety, meeting the requirements of ICAO, aviation authorities, associations, and alliances that Vietjet is a member of, in order to minimize potential risks and prevent incidents in flight operations.

Vietjet also maintains the ISO:27001 information security system, and its certification renewal results are highly rated by IATA. The airline has effectively implemented the CORUSON system in safety quality management and electronic document management to enhance safety reporting and risk management efficiency.

Vietjet is also an official member of IATA and holds the IOSA (IATA Operational Safety Audit) certification for operational safety.

## NOTABLE SAFETY ACHIEVEMENTS IN 2023

- The system's quality analysis index reached 96.79% (well above Airbus's 90% standard).
- The flight safety unit conducted internal evaluations of cockpit safety for pilots (Line Operations Safety Audit) to enhance risk management efficiency.
- Conducted safety observations for pilot training on flight simulators.
- Submitted mandatory safety incident reports to the Civil Aviation Authority of Vietnam.
- Vietjet received and processed safety incident reports throughout its operations.
- 100% of new employees received awareness training on the flight safety management system.
- 100% of aviation staff received initial and periodic training on the flight safety management system.



Safety is the top priority in our business operations. Therefore, Vietjet ensures quality management and supervision by allocating special resources and expertise to minimize safety risks while optimizing opportunities for efficiency.

1. Building a Safety Culture and Just Culture.
2. Establishing a safety reporting and confidential reporting system through the Coruson mobile app.
3. Developing a risk management system where hazards are proactively identified in aviation operations.

4. Zero tolerance for employees involved in operations and support working under the influence of alcohol or stimulants.

5. Establishing a fatigue risk management system.

6. Creating a safe working environment, ensuring risks are minimized to the lowest acceptable level.

“ VIETJET CONTINUES TO BE RECOGNIZED BY AIRLINERATINGS, A REPUTABLE ORGANIZATION SPECIALIZING IN EVALUATING GLOBAL AIRLINE SERVICES AND SAFETY, AS ONE OF THE TOP 10 SAFEST LOW-COST AIRLINES IN THE WORLD. ”



# Respect for Equality and Diversity

**K**ey Human Resources Data at Vietjet Air: Vietjet Air currently employs approximately 6,000 staff working at offices and airports both domestically and internationally. The airline strives to adhere to gender equality policies and regulations in its operations, continually enhancing diversity within its workforce. This year, the company has reduced its employee turnover rate to 8.82%.

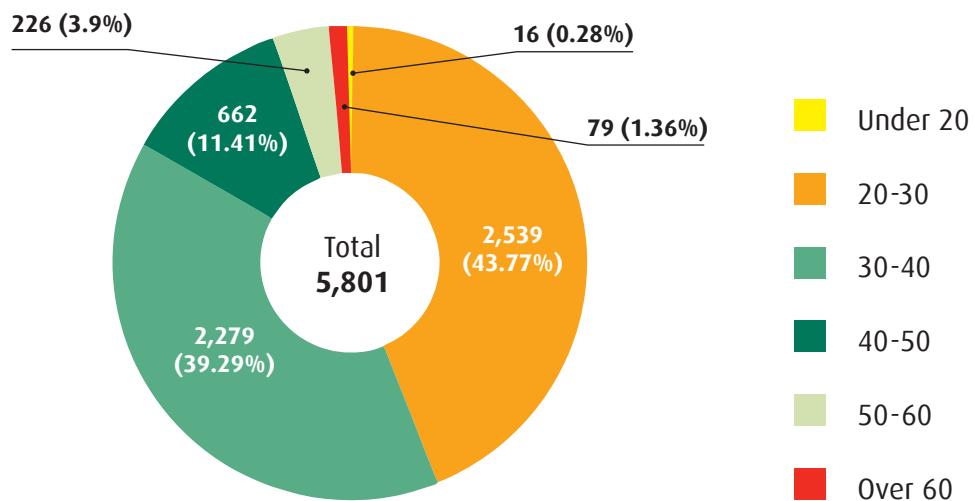
**Within the workforce structure, female employees make up 35.96%. Women constitute 28.13% of Vietjet's executive management team.**

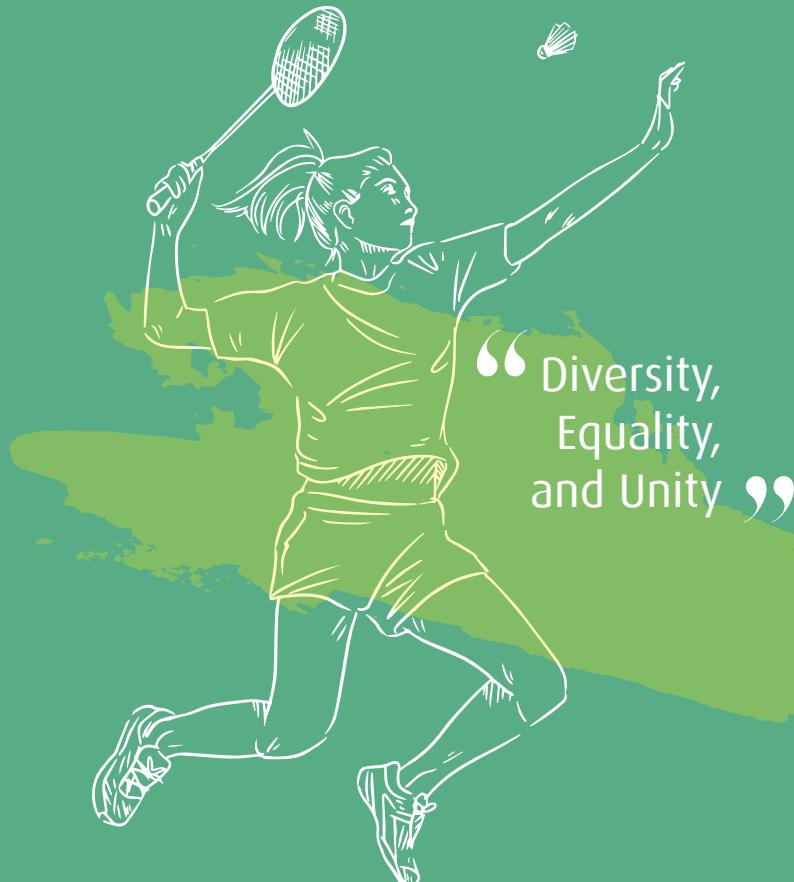
## VIETJET IS ALWAYS COMMITTED TO GENDER EQUALITY AND GENDER EQUITY

Year	Resignation	%
2022	756	11.68%
2023	554	8.82%

Group	Total Employees	Male	%	Female	%
Senior and Middle Management	96	69	71.88%	27	28.13%
Junior Management	169	116	68.64%	53	31.36%
Technical Staff	854	819	95.90%	35	4.10%
Sales Staff	130	23	17.69%	107	82.31%
Pilots	818	793	96.94%	25	3.06%
Flight Attendants	1,974	770	39.01%	1,204	60.99%
Operations Staff	1,030	742	72.04%	288	27.96%
Office Staff	730	383	52.47%	347	47.53%
<b>Total</b>	<b>5,801</b>	<b>3,715</b>	<b>64.04%</b>	<b>2,086</b>	<b>35.96%</b>

## AGE BREAKDOWN





## Employee Policies

Vietjet's workforce includes experienced pilots, flight attendants, and experts across various fields. The diversity in nationality, culture, and experience is crucial for building a dynamic and competitive team in today's business environment.

As Vietnam's leading private airline, Vietjet is a pioneer in promoting gender equality and enhancing the role of women. At Vietjet, women's roles are seen as vital, significantly contributing to the company's growth. Notably, Chairwoman Nguyễn Thị Phương Thảo and Board Member Nguyễn Thị Thanh Hà are two prominent women who have demonstrated strong leadership and excellence. Additionally, key positions within the executive management are held by women: Hồ Ngọc Yến Phương - Deputy General Director and CFO, and Nguyễn Thị Thúy Bình - Deputy General Director and President of Thai Vietjet.

With the presence of talented female leaders, Vietjet inspires young women, proving that any barrier can be overcome with passion and effort. The contributions of these female leaders create a perfect representation of women's roles and capabilities in the corporate community. This year, Vietjet was honored as one of the top 5 best workplaces and leading employers in Vietnam by Viet Research and Investment Review, based on criteria such as financial indicators, labor policies, and working environment. The company consistently strives to improve employee income annually, creating favorable conditions for employees to contribute to Vietjet's development.

**THE AVERAGE EMPLOYEE INCOME IN 2023 WAS 553 MILLION VND, DOUBLING SINCE 2020.**

### Sports Activities in 2023:

- Vietjet Sports Festival: Featuring basketball, tennis, and badminton competitions.
- 1<sup>st</sup> Vietjet Open Football Tournament 2023

These activities aim to create a healthy playground for Vietjet employees and companies in the aviation industry, promoting sportsmanship, health, and interdepartmental bonding and learning.

### ANTI-SEXUAL HARASSMENT POLICY:

**Vietjet has a zero-tolerance policy for sexual harassment in the workplace and its business environments. We are committed to creating a safe working environment free from sexual harassment for all individuals, including employees and customers.**

## ***Training and Skill Enhancement for Staff***

### **TRAINING ACHIEVEMENTS IN 2023:**

**97,453**

**Training courses conducted.**

**A**t Vietjet, the workforce is engaged in learning and collaboration within a professional environment, fostering a dynamic, creative, and motivational atmosphere for collective growth. Employees are encouraged to actively participate in training activities, skill and knowledge development, and experience sharing to enhance their competencies.

The “MiniMBA” training program, designed specifically for Vietjet’s management staff by the FSB Institute of Management and Technology – FPT University, aims to:

- 1** Develop a deep understanding of business management and contemporary topics.
- 2** Cultivate organizational-level thinking, enabling decision-making and problem-solving beyond functional areas.
- 3** Boost individual and organizational performance.



## TRAINING HOURS:

Pilots: **8,727** hours

Flight Attendants: **21,025** hours

Technical Staff: **9,948** hours

Other Employees: **388** hours

## **Vietjet Air's Training Outcomes in 2023**

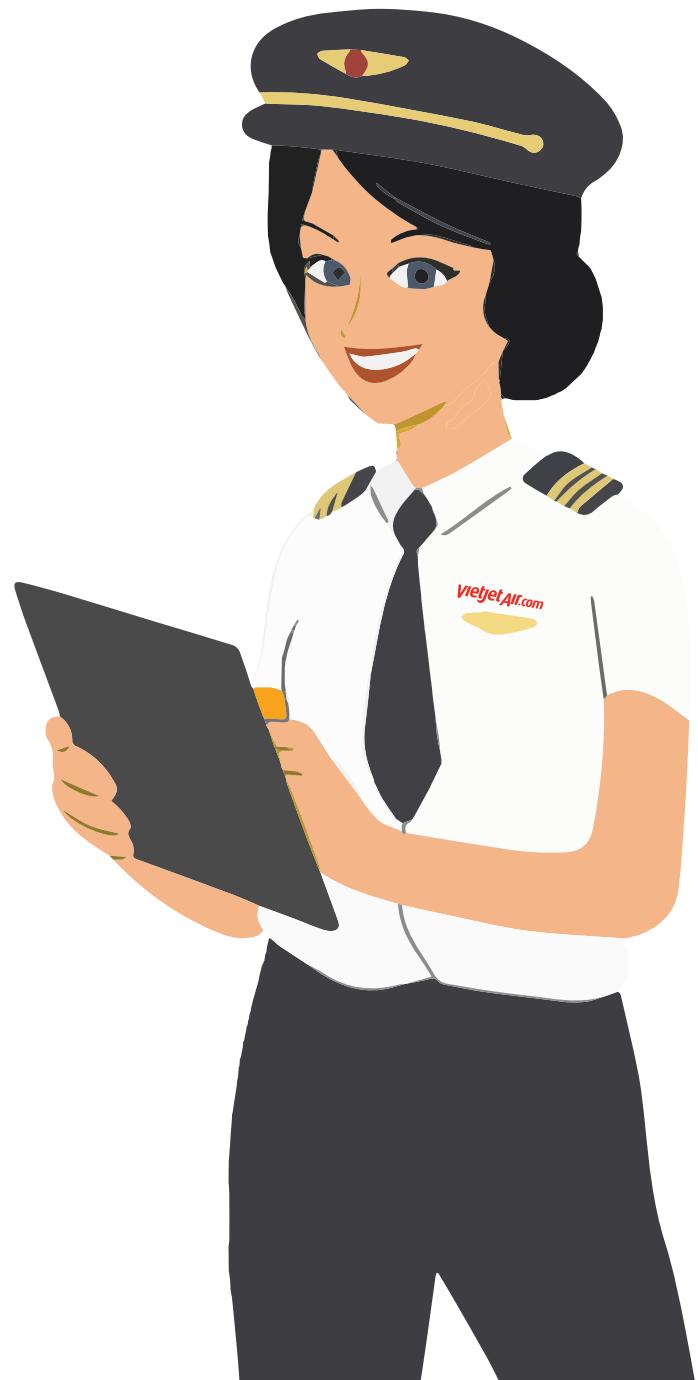
Vietjet has continued to expand and upgrade its online training format, recognized for its efficiency and cost-effectiveness. In 2023, 2,213 courses were conducted, training 97,453 participants, achieving a 54% participation rate.

### **HIGH-QUALITY PILOT AND ENGINEER TRAINING**

At the beginning of 2023, Vietjet invested in and received its third A320/321 flight simulator, in addition to the existing two simulators, for pilot and engineer training. Plans for the future include acquiring two more simulators for the A330 and B737 aircraft, bringing the total to five simulators. This expansion promises a bright future for Vietjet, solidifying its position in high-quality pilot and engineer training, not only in the domestic aviation sector but also regionally. As a result, the Vietjet Aviation Academy is becoming one of the largest aviation training institutions in Vietnam and the region.

### **TECHNICAL STAFF AND ENGINEER TRAINING**

Vietjet's technical staff and engineers are rigorously trained according to standards set by the Civil Aviation Authority of Vietnam (CAAV), as well as aircraft and engine manufacturers and regulatory authorities such as the Federal Aviation Administration (FAA) and the European Union Aviation Safety Agency (EASA). Vietjet's technical team regularly participates in specialized training courses, continuously updating information from aircraft and engine manufacturers. They implement appropriate improvement solutions to enhance the lifespan, operational quality, and reliability of aircraft, engines, and other aviation equipment.



# Personnel Safety Management

**H**uman resources play a crucial role in Vietjet's operations. Thus, effectively utilizing and ensuring the safety of this resource is a top priority. Vietjet always places its employees at the center of its development, creating conditions for them to fully realize their potential, reduce resource wastage, and increase efficiency in all company activities.

**1** Compensation and Benefits: Develop regimes and policies to ensure employees' rights regarding salaries, bonuses, and benefits, maximizing their welfare. This ensures that employees have a comfortable and enriching mental life and adequate material benefits.

**2** Training and Development: Plan and develop human resources with training programs tailored to each employee level to enhance their working skills, expertise, and professional abilities.

**3** Corporate Culture: Building and developing corporate culture is a core value for a company to sustainably build, maintain, and develop its brand, fostering trust among both employees and customers.



## Community Responsibility

In its journey towards sustainable development, Vietjet has consistently been a leader in fulfilling social and community responsibilities.

**Charity Kitchen Initiative:** Vietjet has organized a charity kitchen in collaboration with Tuong Nguyen Pagoda to provide meals for patients and the poor at hospitals nationwide.



## Facing the COVID-19 Pandemic

**Facing the COVID-19 pandemic, Vietjet has joined hands to overcome difficult challenges. In this effort:**

- 1** Vaccine Fund Donation: Vietjet, along with Sovico Group and HDBank, donated 100 billion VND to support the Vaccine Fund.
- 2** “Vietnam Khoe Manh” Website: Established the “vietnamkhoemanh” website to raise funds for the COVID-19 Vaccine Fund, accumulating over 8,000 billion VND. The “Vietnam Khoe Manh” platform supported testing and vaccination efforts during the peak of the pandemic in 2021, facilitating millions of tests. It served Vietjet customers and employees, as well as officials and soldiers entering outbreak zones to assist the public in 2021.
- 3** Medical Equipment Donations: Vietjet donated 200 ventilators, 20 ambulances, and various medical supplies to hospitals.
- 4** Free COVID-19 Testing: Provided free COVID-19 tests for all customers, citizens, and Grab drivers.

*fly green*



## Facing Natural Disasters

Every year, Vietjet allocates budget to contribute and support areas affected by natural disasters in Vietnam and around the world:

### 1 Central Vietnam Relief Efforts:

Transported 200 tons of relief goods to Central Vietnam with a budget of 2 billion VND.

### 2 Employee Salary Donation:

Donated one day's salary from employees to support people in Central Vietnam, totaling 2 billion VND.

### 3 Humanitarian Flight to Indonesia:

Provided aid for earthquake and tsunami victims in Indonesia on October 3, 2018, with a donation of 1 billion VND.

### 4 Earthquake Relief in Turkey and Syria:

Supported victims of the earthquake in Turkey and Syria on February 9, 2023, with a donation of 1 billion VND.

## Greening the Earth

### 1 Tree Planting Initiative:

Vietjet is supporting the project to plant 15 million trees from 2021 to 2025 with a multi-billion VND budget. This initiative aims to transform Phu Yen province into a green, clean, and beautiful area, promoting sustainable economic and social development. It also focuses on tree planting, forest conservation, and environmental protection for future generations.

### 2 Fly Green Fund:

Starting in October 2023, Vietjet will contribute 5,000 VND from each ticket sold to the Fly Green Fund. This fund will be used to sponsor environmental protection programs, contributing to preserving the earth's greenery. The budget of the Fly Green Fund will support various meaningful programs such as tree planting projects, forest protection, beach clean-ups, and fuel-saving initiatives.



# SOVICO Group and UNESCO: Connecting Heritage and Creativity in Vietnam

Sovico Group, a founding shareholder of Vietjet Air, and UNESCO have signed an agreement to implement the project "Connecting UNESCO-Recognized World Heritage Sites and Creative Cities in Vietnam."

The signing ceremony took place at UNESCO headquarters on November 5, witnessed by Vietnam's Prime Minister Phạm Minh Chính and UNESCO Director-General Audrey Azoulay. Through this project, UNESCO and Sovico aim to support Vietnam in building a Belt of Creative Cities, where culture is at the heart of development, and to promote sustainable tourism in local communities within the national heritage corridor.

**Nguyễn Thị Phương Thảo, Chairwoman of Sovico Group, stated, "In cooperation with UNESCO, we want to contribute to sustainable and creative development based on culture and education as pillars."**

The multi-dimensional activities and initiatives of the Hanoi Rethink project focus on three main themes: creative education, urban regeneration, and cultural dynamism. These efforts not only promote the comprehensive development of Hanoi but also play a crucial role in achieving the Sustainable Development Goals (SDGs). Specifically, the project targets SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation, and Infrastructure), SDG 11 (Sustainable Cities and Communities), and SDG 17 (Partnerships for the Goals).



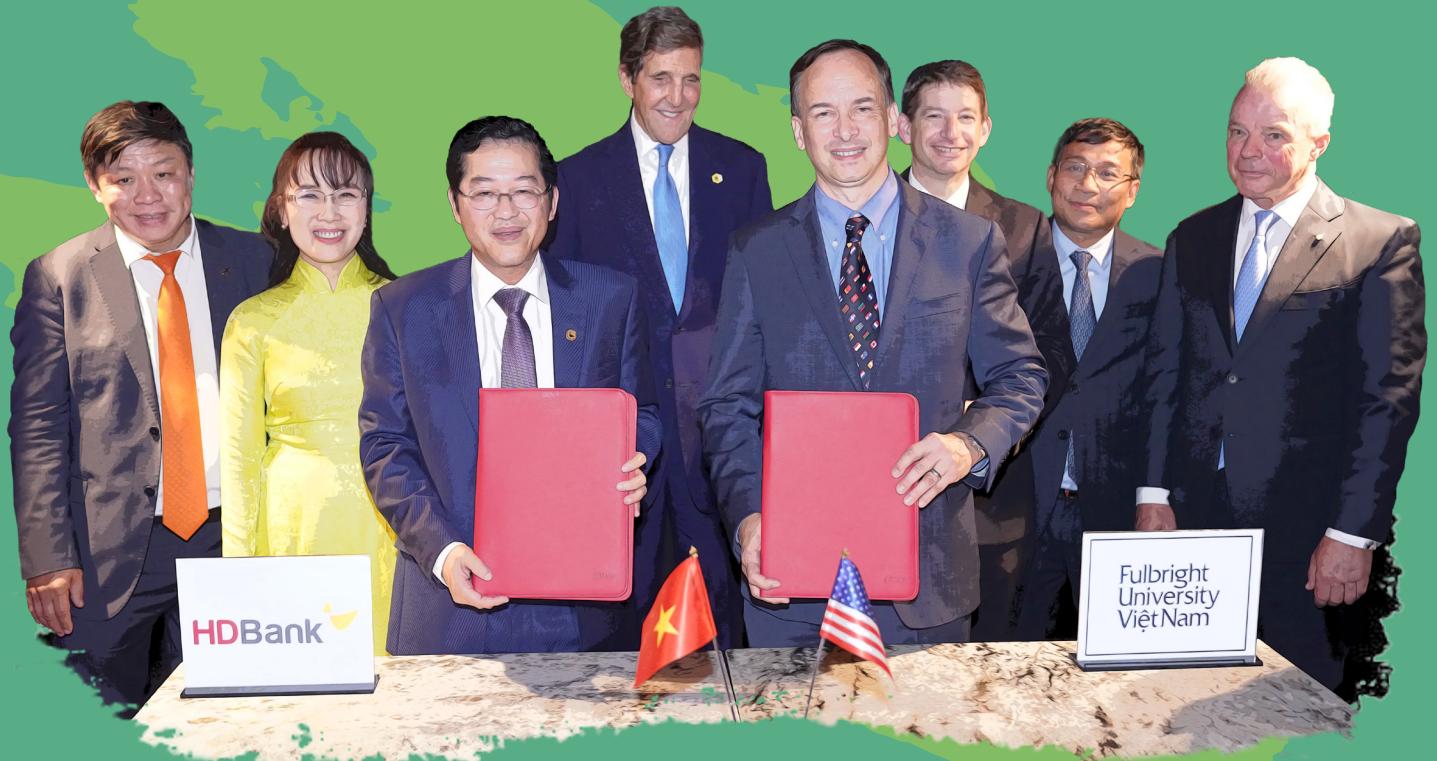
# Promoting Creative Economy and Sustainable Development with the Hanoi Rethink Project

The Hanoi Rethink project, sponsored by Sovico, aims to support Hanoi in developing a strategic, long-term vision for comprehensive, innovative, and sustainable city growth by leveraging the young creative workforce and rich cultural heritage. The project fosters the necessary conditions, such as policies, spaces, and resources, for youth to exchange ideas and take collaborative action, contributing to Hanoi's new development agenda as a Creative City. Additionally, it supports youth-led creative enterprises by focusing on promoting and commercializing their products to enhance economic benefits and contribute to the national economy. The project also strengthens multi-stakeholder cooperation in the creative industries across Hanoi and nationwide, aligning with the National Strategy for Cultural Industry Development.

In 2023, the Hanoi Rethink project achieved significant milestones. In January, UNESCO provided technical support for the Design Competition organized by Văn Miếu and the Academy of Journalism and Communication. Building on this success, in May 2023, UNESCO continued its technical support for the University of Montreal and Hanoi University of Civil Engineering to conduct the course "Designing an Inclusive and Sustainable Creative Economy in Hanoi," focusing on transforming the Red River's Middle Bank into a creative park.

As part of the Photo Hanoi 2023 Photography Biennale, the French Institute in Vietnam and the Hanoi Department of Culture and Sports, with UNESCO's support, organized youth workshops on photography techniques and applications, as well as a workshop on creative education. These events sparked lively dialogues among young people, creative professionals, and policymakers on the role of creative education in building a creative city.





## ***Donation project to FullBright University***

In 2023, HDBank, a member of the Sovico Group, signed an agreement to support Fulbright University Vietnam with \$20 million. This funding aims to build infrastructure and develop scientific research at the university in the Ho Chi Minh City High-Tech Park. The event took place during U.S. President Joe Biden's visit and the upgrade of Vietnam-U.S. relations to a Comprehensive Strategic Partnership. U.S. representatives, Special Envoy John Kerry and CEO of the U.S. International Development Finance Corporation (DFC) Scott Nathan, witnessed the signing ceremony.

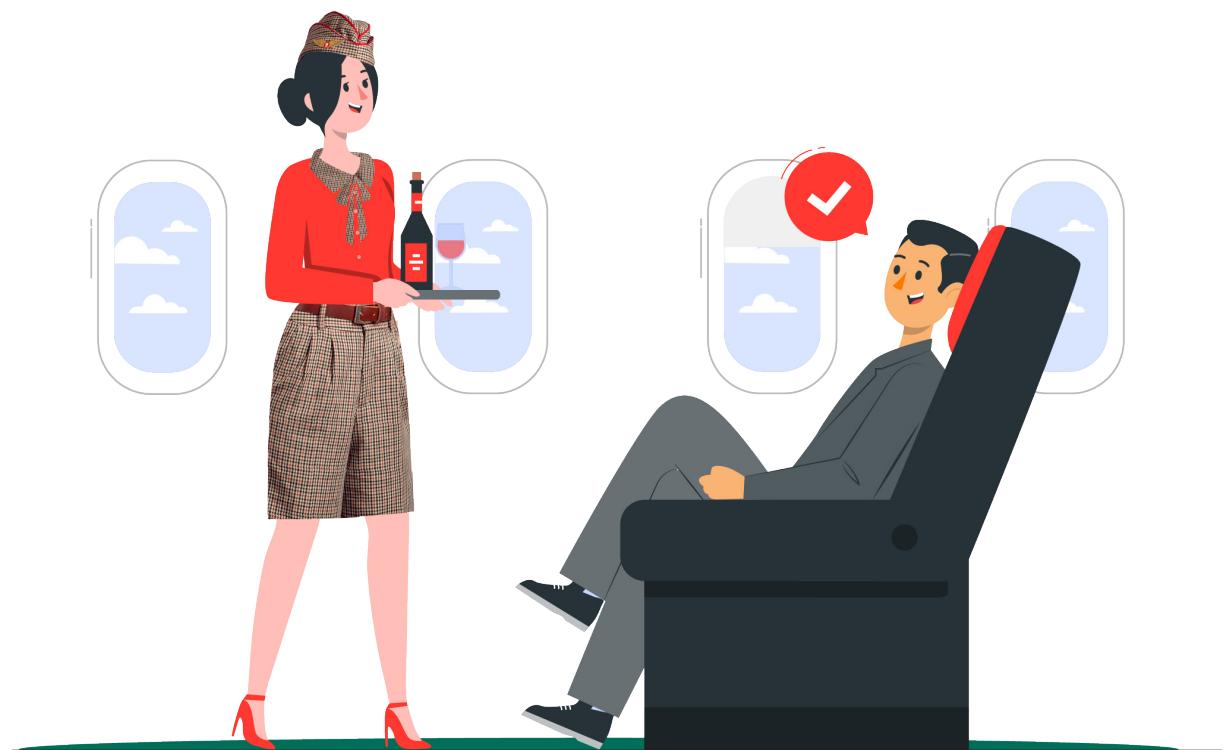
Dr. Scott Fritzen, President of Fulbright University, stated that this cooperation will accelerate the construction of modern facilities and help the university become a leading academic and research center in Vietnam.

# **Innovating Services to Increase Customer Satisfaction for Vietjet**

Vietjet continually enhances the quality of its products and services in the spirit of the slogan "Enjoy Flying" through specific programs:

- ☛ **New Website:** A beautiful, user-friendly interface makes it easy for customers to select services; adds combo packages, group tickets for families and businesses, and simple, quick payment methods.
- ☛ **Mobile App:** Supports touch-free transactions (voice control), features advertising through push notifications, and offers many convenient services.
- ☛ **Automated Customer Service:** Customers can check flight times, flights, and boarding gates through popular social media apps like Zalo and Viber without needing to contact the call center.
- ☛ **Self-Check-In Counters:** Equipped at airports, allowing passengers to complete procedures quickly on their own.
- ☛ **Artificial Intelligence:** Utilizes facial recognition for boarding procedures, reducing queuing time and increasing connectivity.
- ☛ **In-Flight Services:** Offers shopping and Wi-Fi services throughout the flight.
- ☛ **Upgraded Skyboss and Deluxe Services:** Invests in upgrading and expanding facilities, enhancing the image at airport lounges.
- ☛ **Automated Services:** Customers can change their itinerary on the website, request voluntary identity preservation online without contacting the call center.
- ☛ **E-Vouchers:** Applied to goodwill costs for passengers.
- ☛ **Food and Rest Services:** Available for passengers with long layover times.
- ☛ **E-Menu:** Implemented on flights, increasing convenience for passengers.
- ☛ **Ancillary Services:** Allows for duty-free online shopping and receiving items on the flight, providing more options for passengers.

These improvements not only enhance customer satisfaction but also demonstrate Vietjet's commitment to delivering the best flying experience.



## Positive Contributions to Local Economies

**V**ietjet's efforts to expand its flight network, particularly to remote areas, and enhance local connectivity have yielded numerous benefits. These include facilitating charitable missions, boosting regional investment and tourism, and supporting the socio-economic development of various regions. Through these contributions, Vietjet not only enhances its business operations but also significantly impacts the communities it serves.



**Mr. *Tran Thanh Kien*,**  
*Director of Dien Bien Department of Transport:*

"The new flight route connecting Ho Chi Minh City with Dien Bien and vice versa has resolved the transportation bottleneck, enhancing aviation capacity. More importantly, it creates conditions for the province to attract investment and develop its potential, especially in tourism. This contributes to socio-economic development and ensures national defense and security for Dien Bien province and the Northwest region of the country."

**Associate Professor Dr. *Nguyen Lan Hieu*, Director of Hanoi Medical University Hospital and Director of Binh Duong General Hospital, Member of the 15th National Assembly:**

"Vietjet's continuous expansion of new flight routes to remote areas, exemplified by the route to Dien Bien province, has greatly facilitated our charitable missions. Previously, traveling to villages in Dien Bien for medical check-ups and screenings required a 10-12 hour drive over dangerous mountain passes. Now, thanks to Vietjet, we save considerable time and effort. After landing at Noi Bai from Sydney on a Monday, I managed to catch a Vietjet flight to Dien Bien at 2 PM. The next morning, we inaugurated the THUONG 3 bridge in Na U village and still made it back to Muong Khuong airport in time for the afternoon Vietjet flight. It's an ideal schedule for someone juggling many tasks like me."

Thank you, Vietjet, for always supporting and accompanying doctors not only from Hanoi Medical University Hospital but also many other agencies, organizations, and associations in their charitable missions across the country."

**Mr. *Tran Thanh Lam*,**  
*Correspondent for Tuoi Tre Newspaper in Da Nang:*

"The robust development of domestic and international flight routes to Da Nang airport significantly benefits the city's tourism and service sectors. The diversity of tourists is expanding, not only from South Korea and Japan but also from India, thanks to the new flight routes."

## Risk Management

Vietjet is committed to pursuing a strategy of 'Prudent Management,' with flexible responses to ensure sustainable development and maximize benefits for shareholders and stakeholders.

### RISK MANAGEMENT PROCESS

Establishing clear objectives and operational strategies for the Company as a basis for determining the limits and extent of risk management.



# Climate Change Risk Management

At Vietjet, we recognize that Environmental, Social, and Governance (ESG) issues impact every aspect of our business operations. In 2024, we continue to comprehensively apply ESG standards to our core business activities. The Vietjet Board of Directors is directly responsible for directing all ESG-related matters in the company's business activities.

**The Board of Directors at Vietjet takes on the crucial role of overseeing and directing the integration of ESG principles into all aspects of our business. This leadership ensures that ESG considerations are embedded into the strategic and operational decisions of the company, reinforcing our commitment to sustainable development.**

In our recent evaluations, we have identified 14 key risks that could potentially impact Vietjet's business operations. The criteria for assessing the risk levels were developed by our Aircraft Planning Team, which then provided guidance to relevant departments to ensure tight control and effective mitigation of these risks in our operational activities.

To evaluate the importance of identifying ESG-related risks and opportunities, we consider both the likelihood of occurrence and the potential financial impact or inherent capability of the issue to affect Vietjet. This thorough assessment process ensures that we are well-prepared to manage and mitigate risks while capitalizing on opportunities to enhance our sustainability performance.





## Board of Directors' Experience and Educational Background

NAME	POSITION	YEAR OF BIRTH	QUALIFICATION
Madame <b>NGUYEN THI PHUONG THAO</b>	Chairwoman of the BOD	1970	<ul style="list-style-type: none"><li>• PhD from Mendeleev Academy</li><li>• Bachelor's from Moscow Institute of Commerce</li><li>• Bachelor's from National Economic School Moscow</li><li>• Founding Member of the Russian Federation System Research Academy</li></ul>
Mr. <b>NGUYEN ANH TUAN</b>	Vice Chairman of the BOD	1960	<ul style="list-style-type: none"><li>• Master's in Economics from Colorado School of Economics (USA)</li><li>• MBA from the University of Hawaii</li><li>• MBA from the Asian Institute of Technology (AIT)</li></ul>
Madame <b>NGUYEN THANH HA</b>	Thành viên HĐQT	1950	<ul style="list-style-type: none"><li>• Master's in Economics</li><li>• Bachelor's in Physics from Hanoi University</li><li>• Bachelor's in Economics from the National Economics University</li></ul>
Mr. <b>DINH VIET PHUONG</b>	Member of the BOD, Chief Executive Officer	1969	<ul style="list-style-type: none"><li>• PhD in Transport from Moscow National Academy</li><li>• MBA from CFVG (France) in Vietnam</li><li>• Bachelor's in Engineering from Vietnam Maritime University.</li></ul>
Mr. <b>NGUYEN THANH HUNG</b>	Member of the BOD	1967	<ul style="list-style-type: none"><li>• PhD in Automation from the Russian Federation Academy of Sciences</li><li>• Electrical Engineer from Kharkov University (Ukraine)</li></ul>
Mr. <b>DONAL JOSEPH BOYLAN</b>	Vice Chairman of the BOD Independent Member	1960	<ul style="list-style-type: none"><li>• Bachelor's from University College Dublin</li><li>• Certificate in Management Accounting, Executive Leadership Program from Harvard Business School</li></ul>
Mr. <b>LUU DUC KHANH</b>	Member of the BOD	1960	<ul style="list-style-type: none"><li>• MBA in International Business from the University of New England</li><li>• Master's in Banking</li><li>• Bachelor's in Economics from Ho Chi Minh City University of Economics</li></ul>
Mr. <b>CHU VIET CUONG</b>	Member of the BOD	1961	<ul style="list-style-type: none"><li>• Master's in International Economics from the University of Sussex (UK)</li><li>• Master's from Kharkov University (Ukraine)</li><li>• MBA from MIT (USA)</li></ul>
Madame <b>HO NGOC YEN PHUONG</b>	Member of the BOD, Chief Financial Officer	1967	<ul style="list-style-type: none"><li>• Master's in International Finance and Accounting from Swinburne University - Australia</li><li>• Bachelor's in Foreign Trade from Foreign Trade University (FTU)</li></ul>



# Cybersecurity

Vietjet's comprehensive cybersecurity framework ensures the protection of our digital assets and the resilience of our operations against cyber threats. This commitment has enabled us to achieve the ISO 27001 international cybersecurity certification.

## 1 Threat Detection and Prevention

- We deploy state-of-the-art threat intelligence tools to identify and mitigate emerging cyber threats. This proactive approach helps us stay ahead of potential risks.
- Our cybersecurity defenses are fortified with modern firewalls and intrusion prevention systems, ensuring comprehensive protection against cyber-attacks.

## 2 Employee Training and Awareness

- We have developed ongoing training programs to educate employees about cybersecurity threats and best practices. This ensures that our workforce is well-informed and vigilant.
- Regular phishing simulation exercises are conducted to evaluate and improve our employees' ability to resist and respond to cyber-attacks. These exercises are crucial in strengthening our overall security posture.

## 3 Data Encryption

- To enhance data protection, we implement robust end-to-end encryption protocols, safeguarding information from unauthorized access.
- We conduct frequent audits to ensure compliance with data protection standards and to identify any potential vulnerabilities that need addressing.

## 4 Incident Recovery

- A dedicated cybersecurity team equipped with advanced tools is in place to swiftly manage and neutralize threats. This team ensures rapid response and containment of incidents.
- Our incident response plans are regularly reviewed and updated to adapt to evolving cyber threats. This includes routine code reviews for all websites and applications to identify and rectify security flaws.

## 5 Collaboration with Partners

- We actively collaborate with industry peers and cybersecurity experts to share threat intelligence and coordinate on defense strategies. This collective approach enhances our ability to protect against sophisticated cyber threats.





## **Healthy Competition Policy**

Since its establishment in 2007, Vietjet has consistently supported expanding access for new service providers entering the market. History has shown that when Vietjet enters new markets and competes with traditional airlines, customers benefit from lower costs, more flexible flight options, and not having to pay for services they don't need. Additionally, Vietjet always advocates for healthy competition policies to contribute to the overall sustainable growth of the aviation industry and to promote continuous innovation and service quality improvement.

- In September 2023, Vietjet supported Bamboo Airways by accepting their passengers after Bamboo Airways ceased flights to Australia.
- Vietjet also welcomed personnel from Bamboo Airways to assist the airline in addressing excess labor after restructuring and streamlining operations.

Personnel received from Bamboo Airways since November 2023:

<b>1</b> Pilots: <b>14</b>	<b>4</b> Ground service operations: <b>02</b>
<b>2</b> Flight attendants: <b>83</b>	<b>5</b> Information technology: <b>01</b>
<b>3</b> Technicians: <b>20</b>	<b>6</b> Commercial: <b>01</b>

By fostering healthy competition and collaborating with other airlines, Vietjet aims to create a more dynamic and customer-centric aviation industry, ultimately benefiting passengers and driving sustainable growth.

## Assurance Statement from VERIFAVIA

Vietjet has completed the preparation of its Emissions Report (ER) for the 2023 reporting period. VERIFAVIA, an independent verification body approved by the Civil Aviation Authority of Vietnam, has collaborated with Vietjet to verify the data in the report. The verification of Vietjet's 2023 Emissions Report was completed on May 24, 2024. VERIFAVIA's assurance underscores Vietjet's commitment to transparency and accuracy in reporting its environmental impact, ensuring that the data provided meets the stringent standards set by an internationally recognized verification body.

### CONCLUSIONS

#### n) Data quality and materiality

*Please specify the conclusions on data quality.*

The VEDAS testing showed a good quality of the data provided by the operator. Any misstatements and inaccuracies identified were corrected before the generation of the final data set.

*Please specify the materiality threshold for this aeroplane operator.*

n1) 2%

*Is this materiality threshold being met in the Emissions Report?*

n2) yes

#### o) Conclusion in relation to the aeroplane operator's Emissions Report

*Please specify the conclusions on the verification of the aeroplane operator's Emissions Report by providing an individual conclusion for each of the verification objectives as listed in Annex 16, Volume IV, Appendix 6, 3.3.1 (as applicable).*

Emissions Report reference document:	VIETJET AVIATION JOINT STOCK COMPANY-VJC-CORSIA ER 2023-ISSUED 2024-03-06-V1
Date of Issue:	2024-03-06
Version:	V1
Total CO2 emissions from international flights (in tonnes):	1 657 239
Total CO2 emissions from flights subject to offsetting requirements (in tonnes):	285

Upon conducting the verification of the Emissions Report, the procedures implemented and used by VERIFAVIA have led to the following conclusions:

- a) the greenhouse gas assertion is materially fair and an accurate representation of emissions over the period of the Emissions Report and is supported by sufficient and appropriate evidence; Yes
- b) the aeroplane operator has monitored, quantified and reported its emissions over the period of the Emissions Report in accordance with Annex 16, Volume IV and the approved Emissions Monitoring Plan; Partially - see Justification
- c) the aeroplane operator has correctly applied the method of flight attribution documented in the approved Emissions Monitoring Plan and in accordance with Annex 16, Volume IV, Part II, Chapter 1 to ensure a correct attribution of leased aeroplane and international flights, as defined in Part II, Chapter 1, 1.1.2, operated by other aeroplane operators under the same corporate structure; Yes
- d) the stated amount of emissions reductions from the use of CORSIA eligible fuels is materially fair and an accurate representation of emissions reductions over the reporting period, and is supported by sufficient and appropriate internal and external evidence; N/A
- e) the claimed batches of CORSIA eligible fuels have not also been claimed by the aeroplane operator under any other voluntary or mandatory schemes it has participated in (where the emissions reductions from CORSIA eligible fuels may be claimed), during the current compliance period, as well as the compliance period immediately preceding it, and N/A
- f) the aeroplane operator has monitored, calculated and reported its emissions reductions generated from the use of CORSIA eligible fuels over the period of the reporting period in accordance with the SARPS; N/A



## Key Elements of ESG Risk Management Strategy

**1. Risk Identification and Prioritization:** We systematically identify potential risks related to climate change, including those that might impact our operations, financial performance, and reputation. Each risk is carefully prioritized based on its potential impact and likelihood of occurrence.

**2. Operational Controls and Mitigation Measures:** Each department is guided on how to implement stringent controls and mitigation measures for identified risks. This proactive approach helps in reducing vulnerabilities and enhances our resilience against adverse events.

**3. Continuous Monitoring and Reporting:** We have established a robust system for continuous monitoring and regular reporting on ESG risks. This system ensures that we stay ahead of emerging risks and can promptly address any issues that arise.

**4. Stakeholder Engagement and Transparency:** Maintaining open communication with stakeholders, including investors, employees, and customers, is essential for our ESG strategy. We provide transparent reporting on our risk management efforts and sustainability performance, fostering trust and accountability.

**5. Integration into Strategic Planning:** Ensuring that risk assessment outcomes are integrated into the strategic planning and decision-making processes of the organization is crucial for Vietjet.

By adopting these procedures, Vietjet can accurately identify and evaluate the most significant risks impacting its operations, based on the criteria established by the Task Force on Climate-related Financial Disclosures (TCFD). Our comprehensive risk management framework not only helps mitigate potential adverse impacts but also positions us to seize opportunities for sustainable growth and innovation in the aviation industry.

## Data Compilation according to TCFD Framework

Governance	Strategy	Risk Management	Metrics and Targets
Disclose the company's governance around climate-related risks and opportunities.	Disclose the actual and potential impacts of climate-related risks and opportunities on the company's businesses, strategy, and financial planning where such information is material.	Disclose how the company identifies, assesses, and manages climate-related risks.	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material
a) Describe the board's oversight of climate related risks and opportunities.	a) Describe the climate-related risks and opportunities the company has identified over the short, medium, and long term.	a) Describe the company's processes for identifying and assessing climate-related risks.	a) Disclose the metrics used by the company to assess climate-related risks and opportunities in line with its strategy and risk management process.
b) Describe management's role in assessing and managing climate-related risks and opportunities.	b) Describe the impact of climate-related risks and opportunities on the company's businesses, strategy, and financial planning.	b) Describe the company's processes for managing climate-related risks.	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.
	c) Describe the resilience of the company's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the company's overall risk management.	c) Describe the targets used by the company to manage climate-related risks and opportunities and performance against targets.

### Vietjet's Update on TCFD-Recommended Disclosures

► **Governance:** The Board of Directors and executive management team continuously oversee and evaluate progress towards climate-related goals and targets. They also identify and assess climate-related risks and opportunities that the organization may encounter.

► **Strategy:** Vietjet has outlined the climate-related risks above. We plan to conduct an assessment of the impact of climate change on the company's financial health within this year.

► **Risk Management:** Vietjet has provided its process for evaluating risks and opportunities related to climate change. We have also developed a matrix to assess the impact and likelihood of these risks.

► **Metrics and Targets:** Vietjet has disclosed the greenhouse gas emissions for all international flights for the year 2023.

“ A young fleet and low-cost business model already positions Vietjet among industry leaders in emissions per passenger-kilometre, but the aviation industry as a whole has a long way to go. At Oxford Net Zero we are delighted that Vietjet is stepping up to this challenge and open to creative new solutions. ”

*Professor Myles Allen  
Head of Atmospheric, Oceanic and  
Planetary Physics in the Department  
of Physics, University of Oxford  
Director of Oxford Net Zero*

*vietjetair.com*