

AUTOGRILL® VFS F&B

SUSTAINABILITY

REPORT

H1 2023





Over **2,100,000** bowls of Phở



Over **2,000,000** pieces of banh mi, sandwiches and pastries



Over **2,700,000** glasses of coffee, tea and juice



Nearly **1,000,000** burgers

(*) Quantity sold in 2019

Established in 2013, Autogrill® VFS F&B Company commits to make travelers “**Feel Good On The Move**” through providing unparalleled dining services, a wide variety of quality food and beverage in stylish airport outlets that best present local favorites and many internationally recognized brands.

In 2019, we provided food & beverage services to tens of millions of passengers at **5** major international airports in Vietnam.

90 outlets and the wide variety of **20** international and local brands are our strengths and make our business model stand out from the crowd.

The F&B offering features well known international brands, including the largest fast food hamburger

chain in the world - Burger King, the 50-year-old Popeyes Louisiana Kitchen, and one of the most prominent Chinese restaurant chains - Crystal Jade Kitchen.

We also differentiate ourselves with a flair for creating specific concepts ad hoc for airports, including pho-based brand Big Bowl, Vietnamese baguette brand Banh mi kep, Saigon Cafe Bar Kitchen, and Hanoi Cafe Bar Kitchen, in order to produce something truly unique.



Feeling good on the move®

Our Group Sustainability Strategy

CUSTOMER FOCUS

- Product Safety
- Sustainable Products
- Responsible Marketing
- Digital Tools
- Customer Service & Guarantee Service
- Customer Safety
- Customer Privacy & Data Protection



EMPLOYEE EXPERIENCE

- Attractive working Environment, Conditions & Incentives
- Training & Development
- Career Progression and Recruitment
- Non-discrimination, Diversity, Inclusion
- Health & Safety
- Internal Communication



OUR ESG FOCUS AREAS AND RELATED TOPICS



- Respectful use of Natural Resources
- CO₂ Footprint and Energy Consumption
- Waste Management
- Sustainable Logistics & Supply Chain

PROTECTING ENVIRONMENT



- Corporate & Sustainability Governance
- Code of Conduct & other policies
- Supplier Code of Conduct
- Stakeholder Dialogue
- Partnerships with Landlords and Suppliers
- Sustainable Growth for Investors
- Community Engagement

TRUSTED PARTNER



CUSTOMER FOCUS



We provide the highest standards of quality and safety throughout all operations. Our goal is to provide travelers around the world with the best-in-class experience, by listening to their needs and constantly improving our product assortments and services.

CASHLESS & TOUCHLESS PAYMENTS

Offer a variety of payment type options to help customers complete the buying process using the payment method and channel they feel most comfortable with.

SAMSUNG
Pay



napas



Bank
Transfer



RESPONSIBLE SOURCING

- All products/ingredients are from highly trusted sources, vendors, and suppliers with full traceability.
- Periodically auditing vendors and suppliers.
- Randomly conducting lab tests for products/ingredients across all branches.

Store Excellent Visit Program

In partnership with NSF, the global famous independent food safety auditing service provider, implement Store Excellent Visit program, **twice per year**, at all **90** outlets which covers food safety and quality of products and services.



EMAIL



HOTLINE

Hãy chia sẻ
trải nghiệm
của bạn!!

TELL US YOUR EXPERIENCE
귀하의 체험에 대해 알려주십시오
あなたの経験をお聞かせ
请告诉我们您的体验



CUSTOMER EXPERIENCE

Gathering customer feedback, concerns and suggestions through our own **WECARE** mailbox, in-store customer experience survey, and social listening conducted across **5** airports, where AutogrillVFS F&B operates.



EMPLOYEE EXPERIENCE

We promote people engagement throughout the organization and listen to their needs. Our goal is to attract, develop, and retain talent within the Group in order to nurture the leaders of tomorrow. We strive to foster a working environment that prizes diversity, equity, and inclusion at all levels of the organization.



1,200+ employees

59% female, **41%** male

116+ billions VND for salary & benefit

42,000+ training hours (online & offline)

121 candidates internally promoted

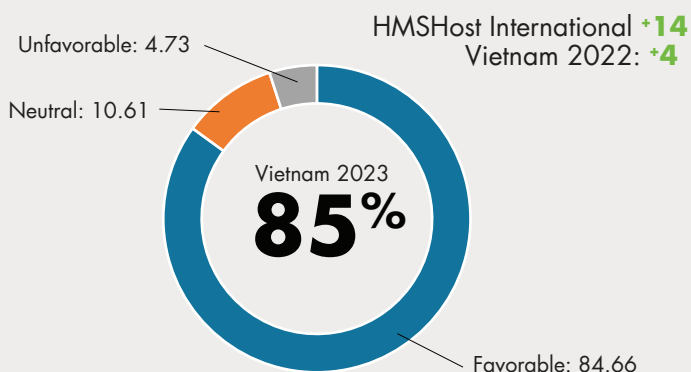


**INTERNATIONAL
SPEAK UP POLICY**

**LOCAL HR
EMAIL HOTLINE**

DO YOU FEEL GOOD?

Annual employee satisfaction survey



BEEKEEPER

Introducing BEEKEEPER, the effective app to boost internal communication among the team more efficiently.

03 internal activities conducted,
and **118** prizes awarded.

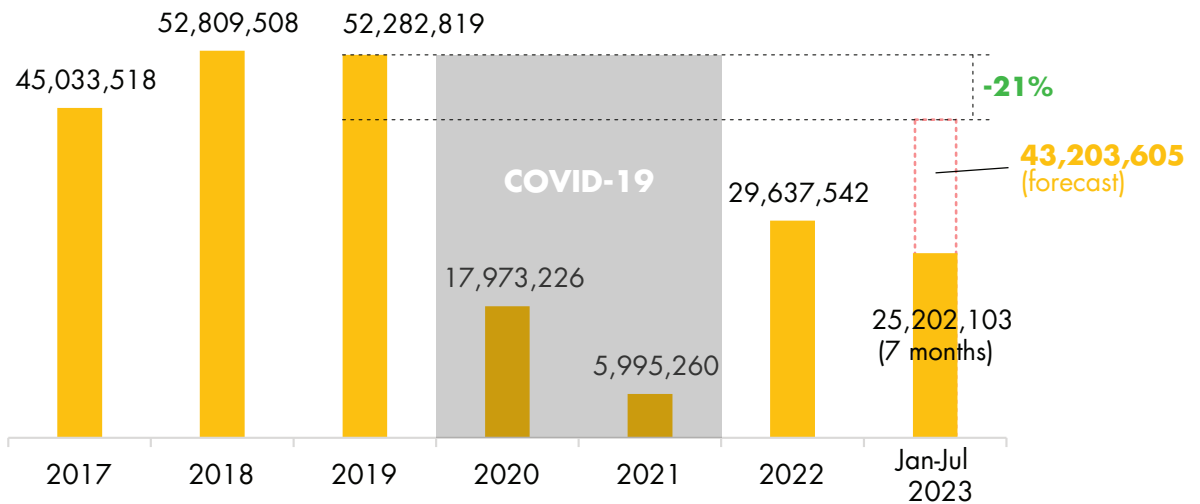


PROTECTING ENVIRONMENT



We are committing to reduce the use of virgin plastic for packaging and to making our business more circular through the reuse of materials.

DISPOSABLES(*) USAGE (ea)



(*) Disposables includes lids, cups, straws, bags, boxes, napkins.



We are committing to reduce the use of disposables through many different approaches:

- Use glass & ceramic serving wares for serving dining-in at all outlets.
- Encourage guests not to use lids and straws if they don't really need them via the "**SAY NO TO LIDS & STRAWS**" in-store inviting sign.

~~PLASTIC LIDS~~
~~PLASTIC CUPS~~
~~PLASTIC BAGS~~

We proudly announce that there is **NO PLASTIC LIDS, CUPS & BAGS** used in our outlets across all branches.

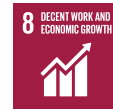
The transition to environmental material (paper, sugarcane bagasse) for lids, cups & bags was 100% completed at the end of June 2023.



TRUSTED PARTNERSHIP

Autogrill VFS is aware that the long-term sustainability of its business relies on the capacity to build, establish and maintain trusted relationships with all our partners, landlords, and airport authorities.

Integrity is a key element in our business behavior across all levels of the organization.



In the first half of 2023, we....

- Created **240+** jobs for local communities.
- Contributed **16+ billion** VND to the state budget.
- Contributed **15+ billion** VND to the social insurance fund.
- Conducted **08** Helping Hands activities with a total support of **210 million** VND worth of essential goods and **400** voluntary working hours to support and visit people with disabilities, people in difficult circumstances, poor pupils, and orphans.
- Joined **03** blood donations with **236** employees participating.



Helping Hands

AutogrillVFS's Giving Back To Society Program
Since 2018



THANK YOU.

