



HELPING HANDS - THE FIVE FINGERS ARE A SYMBOLIC OF THE FIVE GOALS



VIETNAM – Helping Hands is a program developed by Autogrill VFS F&B to provide employees with a sense of belonging as the company continue to grow business with an active awareness of responsibility to contribute to society, community and the environment.

Since the day of establishment, Helping Hands has been widely held at all 5 international airports in Vietnam. With the deep sympathy, the kindness and generosity of employees at Autogrill VFS F&B all over the country, the program has helped to alleviate unfortunate lives, bringing material and spiritual encouragement to them. In addition, the program also aims at activities to protect and preserve the environment.

The five goals

Quality Assurance: In an industry where it takes years to develop a reputation but minutes to destroy one, Quality Assurance has become a part of who we are. By incorporating the best of international quality standards, dedicated auditing teams, independent testing and concise

training and monitoring this pillar ensures that we not only protect our reputation but enhance our reputation and set ourselves apart from our competitors.

Sustainability: As one of the world's top 5 contributors to non-reusable waste, we have pioneered numerous programs that invest in our future. Under the banner of "re-use, replace or recycle" items previously considered as disposable have each been assessed under these criteria and alternative sought. It again creates a positive point of difference at our locations and has been well received by our partners.

Vocational Training: Historically, hospitality has not been seen as a career in Vietnam and we have recognized our responsibility to develop the next generation. By investing in our own people and providing pathways, participating in local job fairs that deliver opportunities to the community's unemployed, providing internships for those seeking experience and working with community organizations responsible for disadvantaged youth, sometimes all a person needs is an opportunity.

Community Care: We see a real desire from our people to be part of a culture that stands for something alongside our daily business. We have seen great pride and happiness in being able to participate in, amongst others, providing food and other essentials to disadvantaged communities, beach and river clean ups, voluntary blood donations and thousands of gift packs to underprivileged children during festive times. Our actions strengthen our place in the communities where we operate.

TOI YEU VIET NAM (I Love Vietnam): If the evolution of Vietnam is to continue then we should take every opportunity to ensure the knowledge and expertise that we possess is shared and instilled in everyone that we deal with. From utilizing the best of local providers and exposing them to best practice, instilling the highest standards into our suppliers and delivering a truly international level of experience to each visitor we would hope that our love of Vietnam translates into both return and new visits.

For more information, please contact +84 (0) 907909355 or email to Ha.vuhoang@autogrillvfs.com.vn

About Big Bowl

The ambience, service and cuisine of Big Bowl is focused on educating the customers about local food and Vietnamese eating culture in an innovative way. High-quality ingredients are used, inclusive of 100% Australian beef, while fresh vegetable and good hygiene materials win strict standards of Viet GAP, Global GAP and BRC&HACCP. Big Bowl maintains the traditional cooking methods of slow boiling bones over a 24 hour period before building the stock with an

extensive array of herbs and spices all while maintaining the efficient service found in street stalls. Food is also produced "a la minute" ensuring the guests experience only the freshest food at all times.

About Autogrill VFS F&B Co. Ltd

Autogrill VFS F&B Co. Ltd. is a joint-venture between Autogrill, the world's largest provider of food, beverage and retail services for travelers and Vietnam Food & Beverage Services Company. Autogrill VFS F&B Co. Ltd. was founded in 2013 and offers unparalleled dining services at the major international airports throughout Vietnam. We are committed to make the travelers "Feeling Good On The Move" through providing outstanding customer service, a wide variety of quality food and beverage in stylish airport outlets that best present local favorites and our many internationally recognized brands.

About Autogrill®

Autogrill®Group is the world's leading provider of food & beverage services for guests on the move. Established in 1977, the Italian group operate mainly in airports, motorways and railway stations but also on high streets and in selected commercial sites and cultural venues. We serve a world on the move, travellers or urban moving in the city. With around 4,000 points of sale managed in 31 different countries, we are the world leader in food & beverage service for travelers.