




**SUSTAINABILITY  
REPORT  
2020**

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## MESSAGE FROM OUR CEO



I have a message for you - our Stakeholders.

First of all, I would like to extend my sincerest thanks to you for staying with EZLand and trusting us. The management team and I had expected 2020 to be a significant year with many ambitious plans, but sadly COVID-19 delayed what we had envisioned. It turned out to be a wake-up call for many businesses yet its impacts reinforced our belief that we are already on the right path with our commitment to sustainable development, which has become more of a business imperative instead of a personal conviction.



That is why I am delivering to you our first 2020 Sustainability Report. This report details our commitment to Environmental, Social, and Governance (ESG) issues and socially responsible investing (SRI) through ESG-related data and activities in the year 2020. Note that its main purpose is only to keep our Stakeholders up to date, help us review the past sustainable performance and identify shortcomings for improvements. In the first publication, we know that there is much more to accomplish and our journey on this path ahead is still long.

It is no doubt that COVID-19 has transformed our behaviours and priorities. In the finance sector, investors seek beyond the bottom line while business owners realise they are actually vulnerable during this unexpected pandemic. Hence why we as a firm feel certain that the non-financial factors of ESG should be incorporated in every decision-making process. I am proud to announce that we are the only Vietnam-based Real Estate Developer that has appointed a senior manager dedicated to this pursuit to ensure its success.

Although sustainability is already at the core of EZLand's DNA, fulfilling it while minimising trade-offs and maintaining financial returns turns out to be more complex. We encounter many challenges in trying to create properties that can generate sustainable wealth without depleting the environment, both for our investors and residents. It requires careful planning to not lose sight of our goal to create a safe, engaging working environment for our employees, a fair and transparent working relationship with our vendors and contractors, and to share our wealth with the community that we operate in. We believe this is our responsibility and we will press on with our ESG agenda for the upcoming years.

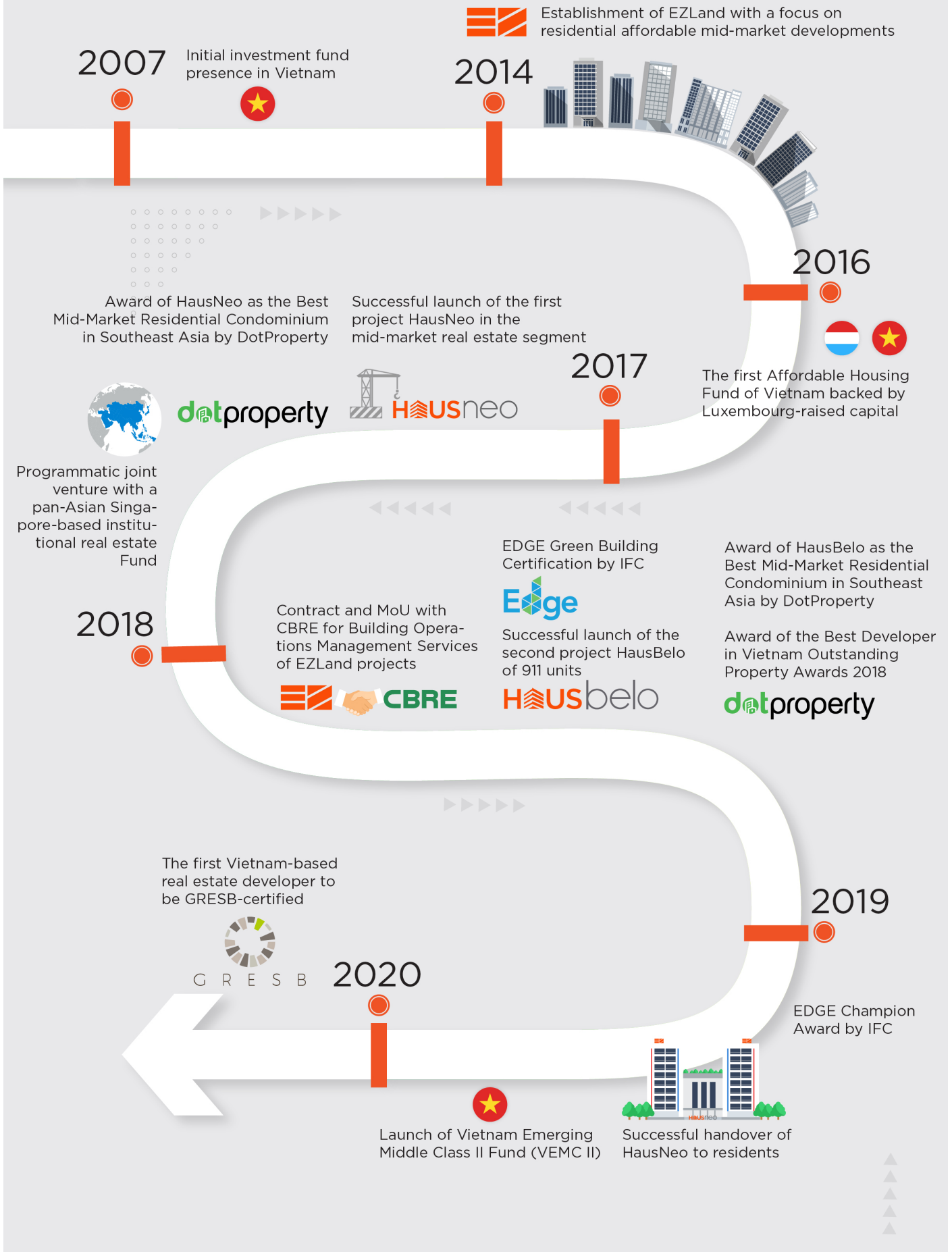
Again, thank you for trusting EZLand. I hope to continue to receive your support and wish you all the best in the future to come.

**Olivier Dung Do Ngoc**  
Chief Executive Officer, EZLand



# COMPANY PROFILE


## Our company history





At EZLand, we define wealth beyond just short-term profitability, and believe that sustainability should be at the core of our operation, which provides long-lasting values to our investors and other stakeholders.

We try to have all of our decisions made with serious consideration given to ESG issues.

<p style="text-align: center;"><b>Our Vision</b></p> <p>Our vision is to become the best mid-market real estate developer in Vietnam known for integrity, sustainability and innovative products.</p> 	<p style="text-align: center;"><b>Our Mission</b></p> <p>Our mission is to bring innovation to the local real estate market by creating sensibly priced, well-designed and sustainable modern homes that provide homebuyers with sound long-term investments.</p> 
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**Our Core Values**

	<p style="text-align: center;"><b>Honesty</b></p> <p>We work towards becoming a credible developer that consumers and stakeholders can trust.</p>	<p style="text-align: center;"><b>Quality</b></p> <p>We deliver well-designed, resources-efficient projects to provide customers sustainable values.</p>	
	<p style="text-align: center;"><b>Intelligence</b></p> <p>We strive to be thoughtful in everything we do, from planning to execution.</p>	<p style="text-align: center;"><b>Sustainability</b></p> <p>We have a genuine and unwavering commitment to sustainable development.</p>	



## ABOUT THE REPORT

### Scope of Report

This is our first comprehensive Sustainability Report (the Report) summarising the sustainability practices and performance of EZLand for the fiscal year of 1 January 2020 until 31 December 2020.

The Sustainability Report will continue to be published on an annual basis.

### Selection of Content

The topics covered in this Report were selected based on relevance to the Company's current business operation and activities with particular emphasis on the impact on economy, society and the environment.

Although the data and information provided in this report is not externally assured, the Report has been prepared as accurately as possible and the Company may seek external assurance in the future.

### Notes to Reference

In this Report, EZLandVietnam Development JSC is referred to as "EZLand", "EZL", the "Company" or "We". The copyright of this report belongs to EZLand.

### Release Channels

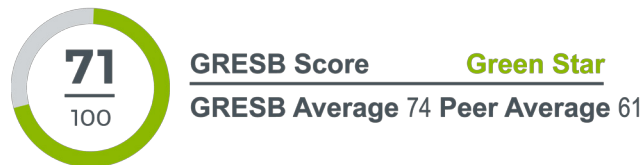
This Report is only released online to minimise the impact on the environment. No hard copies of this Report has been printed.

The Report can be downloaded at:  
<https://esg.ezland.vn/wp-content/uploads/2021/04/ESG-report-2020.pdf>

# HIGHLIGHTS OF 2020

## GRESB

In our very first attempt to join GRESB, the global benchmark for sustainable real estate development, EZLand scores a 71/100 (which is above our peer average) and a Green Star designation which recognises our above 50% score of absolute performance in all components.



### Pledge Against Wildlife Consumption

Heavy exploitation of the ecology has led to many negative consequences for human, such as the current COVID-19 pandemic. Understanding this important balance between human and nature, EZLand and other 34 large corporations and enterprises entered into the Business Coalition for Wildlife, committed to conserving wildlife and protecting the ecological environment and business growth. This is EZLand's effort to protect the natural capital of our country and to ensure a sustainable future for generations to come.





# SUSTAINABILITY SNAPSHOT

0

Plastic bottles in our meeting rooms



100%

Projects are EDGE-certified to date



27% Energy



35% Water



38% Embodied Energy in savings for our projects

USD 200,000  
Total donations to-date



2.130

Total underprivileged people impacted to-date



322

Hours of ESG activities



100%

Employees had no salary cut in COVID-19



0

Fatalities in all construction sites





## Our Approach to Sustainability

Responsible investment and development are two key priorities for EZLand. At EZLand, we recognise the importance of the non-financial factors of Environmental, Social, and Governance (ESG) in our decisions and their impacts on our investment performance and long-term business sustainability.

We believe that a responsible approach towards our projects, our stakeholders, including our employees, investors, vendors, and the local communities, the environment and society is essential to our success and the way we are doing business. We also seek to educate our employees and our stakeholders further on these ESG issues to strengthen our sustainability culture.

We strive to be a responsible corporate citizen in complying with industry standard ESG guidelines and best practices. As such, we are continuously working to review and incorporate the ESG metrics into our processes and procedures to reflect the Company's ethics and principles. We periodically review and adjust our sustainability policies to ensure it continues to adequately cover the ESG risks material to EZLand and support our evolving ESG objectives.



## ESG Policies

As we start embarking on this journey, our immediate goal for the next few years is to integrate ESG metrics into our staff performance and develop a comprehensive ESG framework for our operation. Our long-term vision is to build and scale a solid work culture of being responsible to the environment and the community. Our employees will become the very people safeguarding our values and actively seeking to mitigate the ESG risks in the company's daily operation. We seek to be recognised as a real estate developer of the highest safety and ethical standards in Vietnam. For each new project, we strive to improve sustainability standards to raise the sustainability bar in our market segment.

Below is the outline of our ESG policies. For more details on any of those policies, please refer to the individual sections published on our website.



### Environmental

As a developer of properties, EZLand is committed to managing and reducing the environmental footprints of our operations and our projects. The Company rejects one-time-use plastic items in our events and are looking to maximise reuse/recycle in implementing trash sorting. We also communicate our environmental commitment and policy to those with whom the Company works, including employees, contractors, suppliers, and customers.

### Social

EZLand considers our relationship with the local communities an essential component of our business strategy. We are committed to giving back to foster economic development in the community in which we operate. For every new development project, we are committed to allocate 0.1% of our total project budget to various charitable support and partnerships with the non-profit organisations. We encourage and provide opportunities for employees to offer their time and skills to serve the community through volunteer/service events in an effort to help solve social issues.



## Governance

EZLand respects the fundamental human rights of our employees at the Company and also those of our supply chain, as outlined in our Human Rights Policy, Section 6 of our Code of Business Conduct. EZLand also aspires to the highest standard of governance and ethical conduct. We have a zero tolerance policy towards any violation of our Code of Business Conduct. We hold our suppliers to the same standards in their business practices and daily interactions.

## Health & Well-being

The safety and well-being of our employees and those of our clients/contractors/vendors/suppliers are of the utmost importance to the Company. EZLand is committed to providing adequate and safe working conditions and complying with applicable health and safety policies and laws. EZLand also requires our contractors to provide regular safety training to the site workers and adhere to our Health, Safety, and Environmental Requirements. The Company's goal is to maintain the current zero fatalities and serious injury on our project sites.










## UN Sustainable Development Goals

In 2015, the UN General Assembly adopted 17 Sustainable Development Goals (SDGs) to tackle the world's biggest sustainable development challenges by 2030. The call is to end poverty, protect the planet, and ensure that all people enjoy peace and prosperity.

Throughout 2020, EZL seeks to align its business with these SDGs through the relevant efforts and specific actions as documented below.



SDGs	Material Topics	Action Plans
 <p><b>Goal 3:</b> Good health and well-being</p>	Supporting Local Communities	<ul style="list-style-type: none"> <li>Organise fund-raising sport events for employees to benefit local charities</li> <li>Masks and hand sanitizers donation to people in the quarantine areas during COVID-19</li> </ul>
	Health and Safety (Contractors + Employees)	<ul style="list-style-type: none"> <li>Require contractors and site staff to follow our HSE requirements</li> <li>Maintain zero fatalities and serious injury on site</li> </ul>
	Well-being	<ul style="list-style-type: none"> <li>Provide healthcare and medical insurance and annual medical check-up to employees</li> </ul>
	Indoor Air Quality	<ul style="list-style-type: none"> <li>Choose low VOC paint for apartments' finishes</li> </ul>
 <p><b>Goal 4:</b> Quality Education</p>	Supporting Local Communities	<ul style="list-style-type: none"> <li>Sponsor the construction of two schools.</li> <li>Sponsor of a full-year of Tam Viet Scholarship for underprivileged university student</li> </ul>
 <p><b>Goal 5:</b> Gender Equality</p>	Talent Attraction/Retention	<ul style="list-style-type: none"> <li>Maintain the major proportion of women in management position</li> </ul>
 <p><b>Goal 8:</b> Decent work and economic growth</p>	Employee Engagement	<ul style="list-style-type: none"> <li>Provide staff self-survey</li> </ul>
	Emergency Preparedness	<ul style="list-style-type: none"> <li>Provide flexible work arrangement to employees to accommodate their family responsibility during Covid-19</li> </ul>
	Compensation	<ul style="list-style-type: none"> <li>No salary cut during Covid-19</li> </ul>
 <p><b>Goal 9:</b> Industry, innovation, and infrastructure</p>	Green Buildings	<ul style="list-style-type: none"> <li>All projects have on-site sewage treatment plant</li> </ul>



SDGs	Material Topics	Action Plans
 <p><b>Goal 11:</b> Sustainable cities and communities</p>	Green Buildings	<ul style="list-style-type: none"> <li>▪ All projects are EDGE-certified to be resource-efficient</li> </ul>
	Customer Education	<ul style="list-style-type: none"> <li>▪ Educate customers about sustainability issues through various media channels</li> </ul>
 <p><b>Goal 12:</b> Responsible consumption and production</p>	Water Management	<ul style="list-style-type: none"> <li>▪ Install water-efficient fixtures in new developments to achieve a 30% saving of water consumption</li> </ul>
	Energy Management	<ul style="list-style-type: none"> <li>▪ All projects achieve a minimum of 20% less energy consumption than the market standards</li> </ul>
	Waste Management	<ul style="list-style-type: none"> <li>▪ Reduce plastic waste by replacing all plastic bottles with glass bottles in our office</li> </ul>
	Corporate Governance, Transparency, and Anti-Corruption	<ul style="list-style-type: none"> <li>▪ Disclose sustainability performance through annual sustainability reporting and participating in benchmarking</li> </ul>
 <p><b>Goal 13:</b> Climate Action</p>	Climate Change	<ul style="list-style-type: none"> <li>▪ Reduce carbon footprints in using only unfired brick in our projects</li> </ul>
 <p><b>Goal 15:</b> Life on land</p>	Biodiversity	<ul style="list-style-type: none"> <li>▪ Commit to not consuming wildlife</li> </ul>
 <p><b>Goal 17:</b> Advancing global partnerships to tackle the goals together</p>	Global Partnership and Affiliation	<ul style="list-style-type: none"> <li>▪ Participate in global sustainability benchmarking and certification</li> </ul>
	Supporting Local Communities	<ul style="list-style-type: none"> <li>▪ Contribute money and volunteer staff hours to charities and community groups</li> </ul>

## Environmental Stewardship

According to the World Green Building Council, the construction industry contributes approximately 39% of all carbon emissions in the world. In addition, Vietnam, as a developing country, has its own set of environmental challenges during its relentless pursuit of economic development. Hence, as a real estate developer based in Vietnam, EZLand understands our important role in reducing the global carbon footprints and combating climate change. Through employing sustainable design and green construction technology, we are doing our part in mitigating the negative environmental impacts that come with our development activities.



### Key project

In 2020, HausNima is our latest project that obtained the preliminary EDGE certificate for its sustainable design. Featuring a 9,700sqm. of green area, including a central park and two rooftop gardens, HausNima is our latest effort to provide an oasis for our customers living in the busy Thu Duc City. The project has completed its Technical Design phase and is currently under the next phase of development.





**Type:** Mid-end Residential  
**Status:** Design Phase  
**Location:** Lo Lu Street, Truong Thanh Ward, Thu Duc City  
**GFA:** 141,666 sqm  
**Number of stories:** 21  
**Certification:** Preliminary EDGE

- Sustainable Features:**
- ⚡ Energy-efficient Lighting
  - 💧 Water-efficient fixtures
  - 🔌 Charging station for electric vehicles
  - 🪟 Operable windows
  - 🏗️ Low-embodied carbon construction materials
  - 🌳 Large green area



Energy saving  
**24.5%**



Water saving  
**38.6%**



Embodied-energy  
 in Materials saving  
**29.6%**



## Green Construction Technology

The EZLand Project Development team decided in 2020 to employ only unfired bricks and pre-cast panels in our HausNima project to reduce the project's carbon footprints. The energy consumed by the manufacturing process of unfired bricks is significantly less than that of kilned red bricks since unfired bricks do not undergo the long burning process. Similarly, the precast panels used in all of our apartments have a hollow core and are lighter than traditional red brick walls, resulting in a lighter structure with less steel and concrete. With these simple switches of construction materials, the project has cut down about 30% of embodied energy compared to the traditional construction method.

EZLand continues to explore other innovative construction methods and technologies for our next projects to ensure that we can further reduce the carbon footprints associated with our developments.



## Vietnam Green Building Week

EZLand was honored to be invited by IFC to share our experiences in sustainable development with the larger industry through the Vietnam Green Building Week 2020. The event was co-organized by the Ministry of Construction and United Nations Development Programme (UNDP) on 9th - 11th December and attracted more than 1,000 attendees from various governmental organisations, research institutes, and design consultants.

The invitation speaks to the Company's leadership in sustainable development as we are the only Vietnam-based real estate developer from the South with EDGE certified projects present at the conference. During the event, Ms. Hien Minh Vuong - Sustainability Manager of EZLand, gave a presentation on "Sustainable Housing Development in Vietnam - Challenges & Demands". The presentation provided a comprehensive picture of the challenges and demands that the Company had encountered to accomplish our goal of certifying all of our projects per EDGE standards.





## Environmental Awareness Education

In our effort to walk the talk and truly create a culture centering on environmental protection, EZLand has started a series of training for our employees on these issues and actively incorporated waste-reduction practices in our operation.

In 2020, we held 2 workshops:

- An ESG workshop
- A “Giving Nature a Helping Hand” workshop with CHANGE and WildAid

The ESG workshop was our first training session on the topic and was well attended with 90% of our staff present. This was the first time the Company communicated and explained the ESG issues and how they are relevant to the Company’s business strategy going forward.

Although hosted on a workday, the “Giving Nature a Helping Hand” together with CHANGE and WildAid was popular with our staff with 35 attendants, or about more than 30% of our staff. The workshop features hands-on activities and games that promote the importance and urgency of protecting the environment and wildlife of Vietnam while allowing the staff to be creative and joyful. This was a follow-up activity after EZLand had pledged against wildlife consumption in October.



## Plastic Reduction

2020 is also the year that marks the start of our transition out of single-use plastic in the office. We replaced all of our single-use plastic water bottles in our conference rooms with the glass bottles. With this switch, the Company is effectively saving 720 plastic bottles per month from entering into the waste stream. EZLand will continue to reduce our plastic waste in implementing trash surveying and recycling program for our operation next year.



## Social Impacts

EZLand believes that creating social and economic values are of equal importance. In 2020, we put the first brick of the Corporate Citizenship strategy that allows us, as a company, to fulfill the responsibilities of a corporate citizen beyond the scope of our usual business. Throughout the year, EZLand has partnered with various non-profit organisations to organise events and activities that are meaningful and engaging for our staff while providing assistance to the underprivileged communities. We believe that participating in these philanthropic activities help our staff feel fulfilled and stay more connected to the Company.

We identified the UN SDG 3: Good health and well-being; SDG 4: Quality education and SDG 17: Advancing global partnerships as the goals that we wanted to tackle in 2020. We chose to focus on education because we have faith that a good education can improve the disadvantaged children’s lives and in turn, they can improve the communities that they are living in.



### HCPC Peace and Development Foundation (HPDF)

HPDF focuses on promoting the participation and contribution from the community and partners to the peace, development and international integration of Vietnam. EZLand has been an active partner of the organization as one of the main sponsors since 2018.

In the 2020 Peace Culture Day organised by HPDF, we specially awarded a part of Tam Viet Scholarship to Student Nguyen Khai Tran Thi for the 2019-2020 academic year.



### Saigon Children’s Charity (SCC)

SCC mainly works with children across Vietnam to help them overcome the barriers to education. In 2020, the Company finished building two schools in Hau Giang Province, Vietnam: Hoa My 3 Primary School and Tan Phuoc Hung Kindergarten, which will provide education to approximately hundreds of children today and in the next generations.

EZLand also encouraged our employees to participate in The Virtual Steps Challenge and Charity Cycling Adventure (CCA). In 2020, EZLand completed 8,657,038 steps and raised VND 391,084,460 million to the autistic children. For CCA, together with other cyclists, EZLand raised USD 445,000 to support the children impacted by COVID-19.







**LIN Center for Community Development**

LIN is a Vietnamese NGO and NPO established to support a wide range of local non-profits and help them build better capacity to serve the disadvantaged communities.

In 2020, we joined two LIN’s networking events to help them achieve that goal through two events: the Annual Cross-sector Conference and the Community Garden. Our CEO - Olivier Dung Do Ngoc was invited to give a keynote speech titled “Strategic Corporate Citizenship to Build a Better Future for Vietnam” at the Cross-Sector Conference.

**OTHER CONTRIBUTIONS**

- Visiting Ta Nung Orphanage in Lam Dong Province and HausNeo to celebrate the Mid-Autumn Festival with the children there;
- Making money donation (VND 90 million) to the central of Vietnam to recover from floods;
- Running at The Lakes Race 2020 to raise funds for orphans.



# Stakeholder Engagement








## Response to COVID-19

Our first and foremost priority during COVID-19 has always been to keep our staff safe. All employees were encouraged to work from home during this time to protect themselves from the risks of infection. In addition, the Company sought to maintain our staff’s financial security by making no salary cut at all levels. As a result, we successfully retained our employees and managed to operate the Company without disruption.

Besides, we donated masks and hand sanitizers twice to the People’s Committee of District 9, Thu Duc City, to support the local communities and our HausNeo residents.

## Stakeholders Communication

Stakeholders are the parties impacted directly or indirectly by EZLand. As a responsible organisation, we care about the key concerns of our stakeholders and strive to mitigate negative impacts while strengthening positive impacts from our activities.

Key Stakeholders	Key Topics of Concerns	Ways we communicate
<b>Contractors, consultants, and suppliers</b> 	<ul style="list-style-type: none"> <li>■ Health and Safety</li> <li>■ Impacts on the Environment</li> <li>■ Fair and Transparent Procurement</li> </ul>	<ul style="list-style-type: none"> <li>■ Site audit and inspection</li> <li>■ HSE Requirements</li> <li>■ Random tender audit</li> </ul>
<b>Customers</b> 	<ul style="list-style-type: none"> <li>■ Customer Satisfaction</li> <li>■ High Quality Products</li> <li>■ Impacts on the Environment</li> </ul>	<ul style="list-style-type: none"> <li>■ Customer satisfaction survey</li> <li>■ Customer complaints</li> <li>■ Social media posts</li> </ul>
<b>Employees</b> 	<ul style="list-style-type: none"> <li>■ Training and Career Development</li> <li>■ Impacts on the Environment</li> <li>■ Employee Engagement</li> </ul>	<ul style="list-style-type: none"> <li>■ Annual staff self-survey</li> <li>■ Training sessions</li> <li>■ CSR activities</li> <li>■ Environmentally focused activities</li> </ul>
<b>Environment</b> 	<ul style="list-style-type: none"> <li>■ Sustainable Development</li> <li>■ Pollution Control</li> </ul>	<ul style="list-style-type: none"> <li>■ Green Building Certification</li> <li>■ HSE Requirements</li> <li>■ Sustainability Report</li> </ul>
<b>Investors</b> 	<ul style="list-style-type: none"> <li>■ Business Outlook</li> <li>■ Return and Growth</li> </ul>	<ul style="list-style-type: none"> <li>■ Financial reports</li> <li>■ Financial statement audit</li> </ul>
<b>Local Community/ NGO</b> 	<ul style="list-style-type: none"> <li>■ Community Investment</li> <li>■ Impacts on the Environment</li> <li>■ Community Capacity Building</li> </ul>	<ul style="list-style-type: none"> <li>■ Community-engagement activities</li> <li>■ Charitable donations</li> </ul>
<b>Regulator</b> 	<ul style="list-style-type: none"> <li>■ Comply with laws and disciplines</li> <li>■ Pay taxes in accordance with laws</li> </ul>	<ul style="list-style-type: none"> <li>■ Government meeting</li> </ul>








## Important Notice

This report only reviews EZLand's past ESG performance and SRI approach through the Company's events. No warranties are made as to the completeness and accuracy of all the given information and it should not be used for making any future investment decision. Some numbers mentioned in this document (except for EDGE and GRESB results) are based on EZLand's internal calculations only and have not been verified or audited by any parties. EZLand does not accept any obligation to verify, correct, update or revise any assumptions, speculations that do not reflect the actual economic performance or other unanticipated events arising after the date of publication. Investors should note that our ESG performance will be independent and separate from the results of our real estate business. Past performance does not indicate future events.

This document is for information purpose only and should not be construed as an offer to buy.

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