

FOR BRIGHTEN LIVES



NOVALAND GROUP

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“ Novaland Group sets its development direction by keeping persistent and consistent to the goals set, embeds and integrates sustainable development into the overall operation and ensures enhancement of corporate social responsibility. This is also Novaland’s commitment to the stakeholders based on Core Values: Integrity - Effectiveness - Professionalism, through a partnership and understanding in the engagement with stakeholders.”

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MESSAGE FROM CEO



Mr. Bui Xuan Huy - CEO of Novaland Group

Dear shareholders and stakeholders,

The year 2017 marks further success for Novaland, with key milestones reached in the context of substantial market movements. Novaland was honored to be in the Top 50 best listed companies in Vietnam with market capitalization of approximately (USD) 2 billion on the stock market. Novaland currently owns a portfolio of more than 40 projects, including land areas and many new types of resort and commercial property. As a Vietnamese brand with the ambition to contribute to uplifting the country to a deserved position in South East Asia, Novaland always strives to overcome any challenges and constraints from the market by focusing on developing regional and international projects. In order to maintain excellent business results, Novaland continuously adopts strategies for optimizing business models, creating long-term value through accumulation of land, project development, sales, capital management and improved procurement methods. In investment activities, Novaland is always consistent with the set strategy, balanced among short-term, medium-term and long-term investments. All projects have their exclusive sources of funds and the cash flows of each project are separate, closely managed. Performance indicators are strictly adhered to and managed within a comprehensive risk management plan.

The year 2018 is an important year of the second phase of Novaland's development strategy. Novaland will expand to develop resort real estate products in cities with large potential for tourism development. Seeking to contribute to sustainable development of the Mekong Delta to turn it into a national, regional and international destination,

“ Seeking to contribute to sustainable development of the Mekong Delta to turn it into a national, regional and international destination, Novaland is collaborating with international consultants to focus on connection initiatives and specific projects aimed at promoting regional long-term economic development and supporting local people.”

Novaland is collaborating with international consultants to focus on connection initiatives and specific projects aimed at promoting regional long-term economic development and supporting local people.

In order to ensure business efficiency and sustainable growth, as well as to discharge our corporate social responsibility, we always give top priority to communication and understanding enhancement to develop our partnerships with stakeholders. Our core values of **Integrity – Effectiveness – Professionalism** based on our business model are closely linked to stakeholders and are reflected in our day-to-day operations. We are strongly committed to measuring the impact of any business decision to deliver good products and services, and build trust with stakeholders.

We believe that with support from financial institutions, the engagement of our shareholders and partners, the trust of our customers and the concern from our stakeholders, Novaland Group will strive and thrive while making a strong contribution to the prosperity of the national economy.

Yours faithfully,

Mr. Bui Xuan Huy
CEO



TOP **50**
BEST
listed companies
in Vietnam

~2
USD BILLION
Capitalization
value

40+
PROJECTS
(INCLUDE LAND)
Product portfolio Novaland
is developing currently

ABOUT OUR REPORT



“Sustainability Report 2017 has been designed in accordance with the Global Reporting Initiative’s (GRI) Standards, which are the most up-to-date and widely recognized standards on sustainable development, to increase transparency and accountability.”

The report also conforms with IFC’s Environmental and Social Disclosure guidelines, as well as additional disclosure for the Construction and Real Estate sector. This report also clarifies our strategic direction and commitment to sustainable development to stakeholders.

REPORTING PERIOD

The 2017 Sustainability Report provides information on the sustainability performance of Novaland Group as compared with its overall operations of fiscal year (FY) 2017 (January 1, 2017 to December 31, 2017).

SCOPE AND BOUNDARY

The report covers the main business activities of Novaland Group in Vietnam and the boundary limits the reporting on subsidiaries where Novaland Group holds more than 50% of shares. Detailed information on the financial and governance status of the Novaland Group is provided in the annual report.

Novaland Group is committed to expanding its coverage and reporting boundary to meet the ever-changing needs of its stakeholders in the future.

USE OF THE REPORT

The report is structured in two sections: Disclosure on our Strategic Approach and Governance for Sustainability, and Sustainability Performance as per each material topic categorized in themes.

We appreciate any comments and feedback to discuss and improve any aspect of the report.



Novaland Office Building
65 Nguyen Du, Ben Nghe ward, District 1, Ho Chi Minh City.

NOVALAND AT A GLANCE

“Novaland is a reputable real estate developer trusted by many customers with a variety of products in the key locations of Ho Chi Minh City. Novaland Group is currently the second largest real estate company listed on the Vietnam stock market with a market capitalization of nearly 2 USD billion. According to a survey and publication from the financial magazine Euromoney, the brand Novaland is placed in the Top 5 Investors and real estate developers and Top 2 The largest investors and real estate developers in residence in Vietnam.”

Promoting creativity and a long-term approach allows us to explore new perspectives that open the potential of location and create vibrant destinations that can grow further, create sustainable value for our shareholders, business partners and the people we work with.

For more information on our core business strategies, operations and financial performance, please refer to Novaland 2017 Annual Report.

ABOUT NOVALAND

The Company's name	▶ No Va Real Estate Investment Company (Novaland Group)
Head Office	▶ Novaland Office Building 65 Nguyen Du, Ben Nghe ward, District 1, HCMC
Tel	▶ 0906 353 838
Hotline	▶ 1900636666
Website	▶ www.novaland.com.vn



Sunrise City (District 7).

NOVALAND AT A GLANCE

“Novaland Group sets its development direction by keeping persistent and consistent to the goals set, embeds and integrates sustainable development into the overall operation and ensures enhancement of corporate social responsibility. This is also Novaland’s commitment to stakeholders based on Core Values: Integrity - Effectiveness – Professionalism, partnership and understanding of stakeholders.”



Novaland Group is progressing strategically and integrating Sustainable Development in all activities, contributing to the creation of shared values while realizing the goals in the new stage of development. We have explicitly determined our investment in the drivers for sustainable development, step-by-step integrating sustainable development into the core business tasks as well as in the short, medium and long-term strategies of the business. Sustainability material topics on a range of economic, social and environmental dimensions with specific characteristics have been identified on the basis of engagement and interaction with stakeholders.

As a leading listed company pioneering the construction of important infrastructure for economic development, Novaland is committed to its resources, innovative investment and continuous efforts to contributing to successful implementation of Vietnam green growth strategy as well as 17 UN Sustainable Development Goals.

OWNER AND LEGAL FORM

Novaland is a public limited liability company listed on the Ho Chi Minh City Stock Exchange (HSX).

CORE BUSINESS

Real estate, land use rights owned, occupied or rented with the code 6810 under the VSIC (implemented under Clause 1, Article 10 of the Law on Real Estate Business).

MARKET SHARE

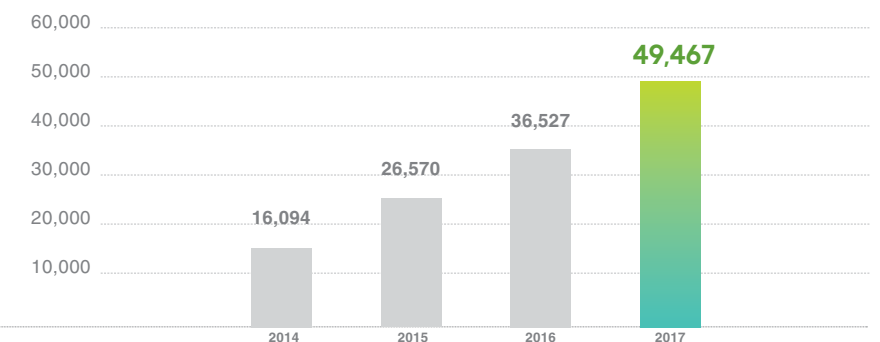
24% OF HCMC’S MID&HIGH END APARTMENTS MARKET SHARE IN 2017 (ACCORDING TO SAVILLS)

CORPORATE SOCIAL RESPONSIBILITY – SUSTAINABILITY

~75 VND BILLION SOCIAL WELFARE COMMUNITY ACTIVITIES IN 2017

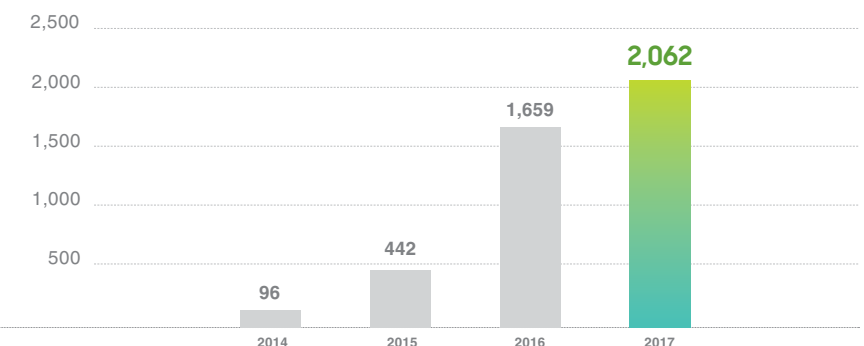
TOTAL ASSETS

~49,467
VND BILLION



NET PROFIT AFTER TAX

~2,062
VND BILLION



EQUITY

~13,256
VND BILLION

NET REVENUE

~11,632
VND BILLION

CAPITALIZATION VALUE

~02
USD BILLION

GROUP STRUCTURE

40

SUBSIDIARIES



03

ASSOCIATED COMPANIES

EMPLOYEES

+1,500

PROFESSIONAL EMPLOYEES

CUSTOMERS

250,000

CUSTOMERS

PRODUCTS

+40

PROJECTS



>10,000

PRODUCTS IN OPERATION



“ BALANCING THE ECONOMIC BENEFIT AND ENVIRONMENTAL AND SOCIAL BENEFITS IS PRIORITIZED CHOICE FOR THE BUSINESS DEVELOPMENT STRATEGY OF NOVALAND. ”

100

**CORPORATE SOCIAL RESPONSIBILITY
PROGRAM IN 2017**

APPROACH AND SUSTAINABLE DEVELOPMENT

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SUSTAINABILITY STRATEGY

“Fruitfulness is never gained overnight, but only attained in the long term as a result of a range from impressive business results for a period to the recognized contribution of Novaland to society and the community.”

With a vision of becoming a world-class real estate group and achieving the mission of contributing to the creation of communities and sustainable living for society, Novaland has established a sustainability strategy based on stakeholder engagement in the following areas:



We always place economic development in parallel with corporate social responsibility and ensure this consistency as the guiding principle in all of Novaland's business operations. Novaland is committed to adhering to the international standards of corporate governance for the long-term sustainable development of the Group.

In order to improve our approach, we adopt the method of identifying and managing material issues, integrating stakeholders' concerns into daily business operations and decision-making processes of the Group. In this way, Novaland has developed and gained the trust of the stakeholders as well as strengthened the long-term development of the Group. Through this, we also ensure the building and maintenance of sustainable relationships on the basis of respect and cooperation with stakeholders including shareholders, investors, suppliers, regulators, workers and local communities.



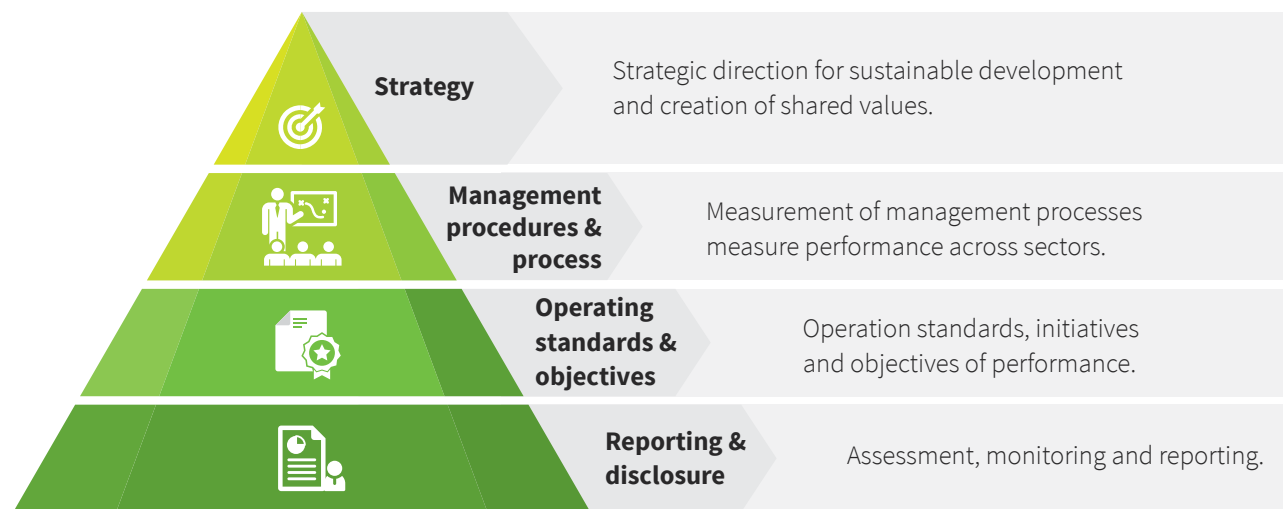
SUSTAINABILITY GOVERNANCE

RESPONSIBILITIES OF THE SUSTAINABILITY COMMITTEE

“The overall benefits balanced between economy, society and environment are the priority in business development. Novaland is a Vietnamese brand company that has a strong desire to thrive and annex its development to the community development on the basis of the valuable products generated for society. With these achievements, Novaland is developing in a professional and sustainable way to be well-positioned for the ongoing international integration.”

*Affirmed by Mr. **Pham Phu Ngoc Trai**
Chairman of GIBC, Chairman of the Sustainability Committee of Novaland Group.*

Our approach is based on the best practice framework in which specific policies, procedures and standards are developed to standardize activities and ensure the highest level of compliance. Sustainability performance is therefore monitored, disclosed and reported to stakeholders.



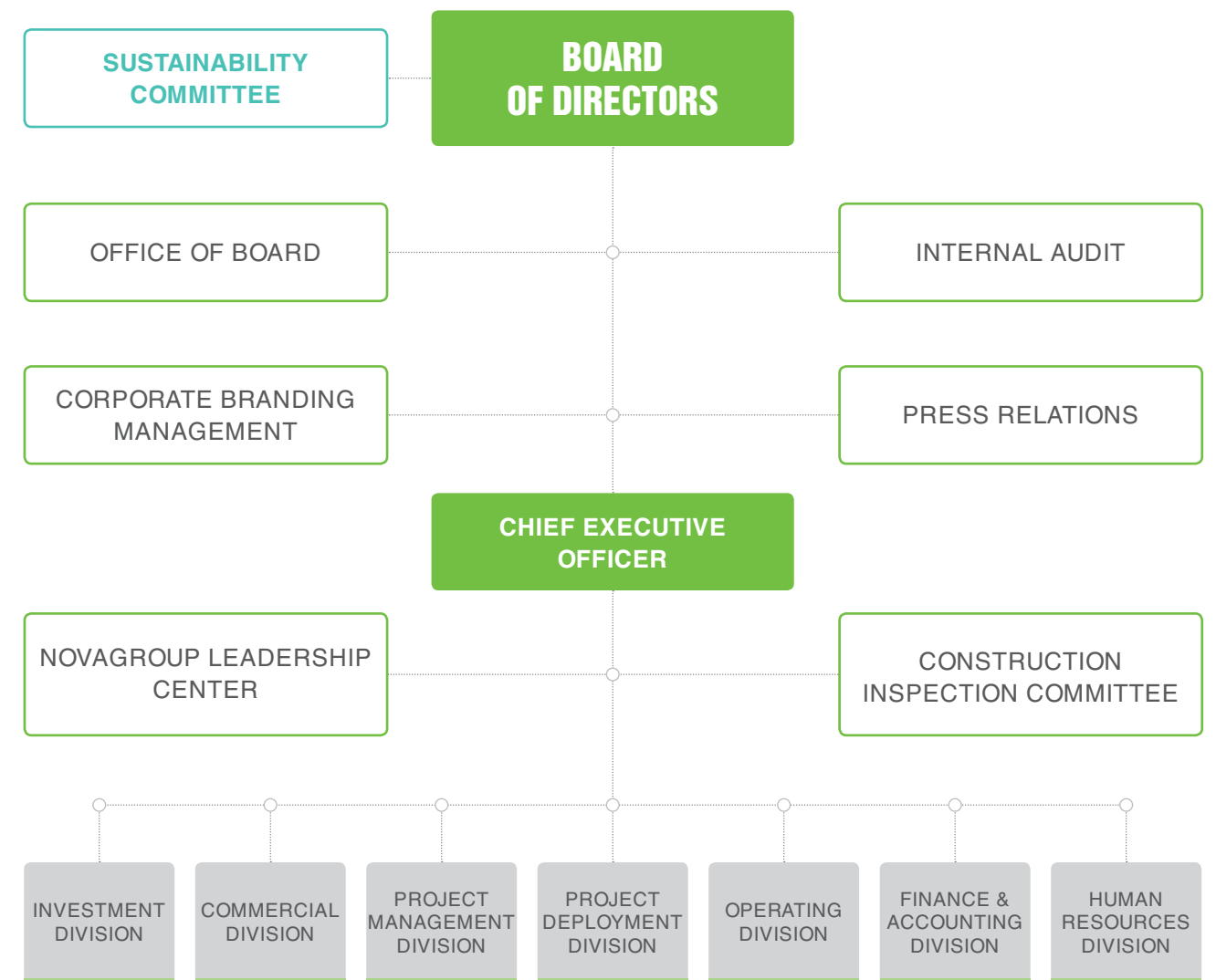
The Novaland Group Sustainability Committee was established in 2016 with independent external members with expertise and strategic and practical experience in economic, societal and environment areas.

The Novaland Sustainability Committee is responsible for promoting stakeholder engagement to achieve sustainable development goals, directing business strategies related to programs and policies, cooperation, performance and sustainability goals, reviewing and providing advice on business strategies of the Group in

conjunction with implementation plan and cooperation to ensure consistency.

In 2017, the Sustainability Committee provided timely advice to the BOD on the appropriate actions to resolutely settle the short-term difficulties analyze to provide insights and strategic solutions for the top management; thereby communicate to the stakeholders in a transparent and objective way in order to address any concerns with regard to the Group's business.

NOVALAND ORGANISATION STRUCTURE



Board of Directors clearly stated to achieve sustainable development goals, it is necessary to have a long-term development strategy that integrates and balances non-financial objectives. Novaland is conducting a review of management effectiveness as

the basis for the preparation of implementation plan for sustainability in the next period. In 2017, with the strategic direction from the Sustainability Council, Board of Management decided to invest heavily in non-financial program activities:

➔ Improve business administration and governance performance such as implementing healthy living and employee welfare, gender equality in personnel management structures, contributing to economic growth and creating sustainable jobs; strengthen global partnership;

➔ Continuing community and social program activities such as contributing to hunger eradication and poverty reduction, improving the quality of education, reducing social inequality;

➔ Protect living environment such as assisting residents to access safe water and hygiene, access energy at affordable and reliable prices, build sustainable urban and safe communities, responsible production and consumption, responding to climate change activities...

All of these goals are directed by the Board of Directors so that the Board of Directors can be put into action, step by step develop a sustainability strategy that the BOD has set consistent goals with advice by the Sustainability Council.

SUSTAINABILITY GOVERNANCE

SUSTAINABILITY COMMITTEE



Mr. PHILIP YEO LIAT KOKO
Senior Advisor

Mr. Yeo is Chairman, Economic Development Innovations Singapore (www.edis.sg) an economic development management services company. EDIS provides strategic advice and undertakes the development and management of integrated industrial and urban areas with an emphasis on job creation and industrial cluster development.

Mr. Yeo is Chairman of Accuron Technologies (www.accuron.com), a global technology group with core competencies in precision manufacturing, material processing and systems design and integration serving the aerospace, electronics and medical industries.

Mr. Yeo is an independent director on the board of directors of Hitachi Ltd (www.hitachi.com), City Developments Ltd (www.cdl.com.sg), Kerry Logistics (www.kerrylogistics.com).

Mr. Yeo is the Chairman of SPRING (Standards, Productivity and Innovation for Growth), Singapore Government's enterprise development agency whose mission is to enable and grow Local Enterprises focusing on Small and Medium Enterprises.

He was former Chairman, Agency for Science, Technology & Research (www.a-star.edu.sg) and Economic Development Board (www.edb.gov.sg), and Senior Adviser of Science & Technology in the Ministry of Trade & Industry and Special Advisor for Economic Development in the Prime Minister's Office.

Mr. Yeo holds a Bachelor of Applied Science (Industrial Engineering) and an honorary Doctorate in Engineering from University of Toronto of Canada; Master of Science (Systems Engineering) from University of Singapore; Master of Business Administration from Harvard University of United States of America; Doctorate in Medicine from Karolinska Institute of Sweden; honorary Doctorate of Science from Imperial College of United Kingdom; honorary Doctor of Letters from National University of Singapore; and honorary Doctor of Law from Monash University of Australia.



Mr. LAI CHUN LONG
Advisor

Mr. Lai Chung Loong is currently Corporate Advisor to Temasek International Advisors Pte Ltd.

Mr. Lai started his career at Chartered Industries of Singapore (CIS) in 1968. He rose to become Managing Director from 1983 to 1989.

Concurrently he was Managing Director of Singapore Technology Corporation Pte Ltd.

He was appointed President of CIS in 1989.

In September 1993 Mr. Lai moved to head Sembawang Industrial Pte Ltd serving as its Deputy Chairman & President.

Mr. Lai was the founding chairman of the Vietnam - Singapore Industrial Park (VSIP) in 1996. He assisted to bring Foreign Direct Investment into VSIP and other business sectors in Vietnam. For his contributions to Vietnam, Mr. Lai was awarded the Friendship Medal by the President of Vietnam in 2006.

Mr. Lai served in numerous community positions over the past 35 years and is currently a Patron of Clementi Constituency.

He served as a Member of the Management Council of the German-Singapore Institute from 1982 to 1989. He was a Member of the Board of Governors of the Singapore Polytechnic from 1983 to 1992. He was the Chairman of the National Automation Master Plan Committee under EDB from 1987 to 1988.

Mr. Lai was awarded a Public Service Medal (PBM) in 1992.

Mr. Lai graduated with a Bachelor in Engineering (Mechanical) from the University of Auckland under a Colombo Plan Scholarship in 1967. He holds a MBA degree from the University of California, Los Angeles in 1980 and completed the Advanced Management Program at Harvard University in Fall 1987.



Mr. LAU BOON TUAN
Member of Committee

Mr. Lau has extensive experience in managing business in South East Asia and especially in Vietnam.

In Vietnam, when he was the Finance Director of Pepsi-Cola International, he was one of the key team members to explore business opportunities in Vietnam in 1992. He was part of the team who identified potential JV partners and negotiated on the overall structure of the shareholding for Pepsi-Cola Vietnam which went into operation successfully within 4 hours of the US embargo being lifted in 1994.

In 2008, he was appointed Head of Vietnam with the objective to spearhead Fullerton Financial Holding's (FFH) entry strategy into Vietnam through the setup of a finance company as well as an acquisition of local bank. After he sealed the deal with all regulatory approvals in 2011, he was the first foreign CEO to be appointed to run the local bank, Mekong Development Bank.

Before joining FFH, in 2005, he was appointed as the Group CEO of Singapore Post Limited (SingPost) where he improved SingPost's net income over 3 years with a CAGR growth of 15%. As a result, SingPost stock price went up 41.0% during his tenure and the market cap exceed \$2 billion dollars. SingPost became the 40th largest listed company in the Singapore Stock Exchange in terms of market cap during that period.

In his career that spans over more than 30 years, he held different key positions starting at PriceWaterHouse, Finance Director Pepsi International, COO Yeo Hiap Seng (Singapore), CEO CitiBank Consumer Bank Thailand, Group CEO Singapore Post Ltd, Head of Vietnam Fullerton Financial Holdings (wholly owned subsidiary of Temasek Singapore) and CEO of Mekong Development Bank.

Mr. Lau graduated from University of with a Bachelor of Commerce degree.



SUSTAINABILITY GOVERNANCE

SUSTAINABILITY COMMITTEE



Mr. PHAM PHU NGOC TRAI
Chairman

- Founder & Chairman, GIBC.
- Chairman, Masan Nutri Science.
- Chairman, Rolex Vietnam.
- Chairman of Advisory Board, VinaCapital.
- Senior Editor Advisor, Forbes Viet Nam.
- Chairman, Leading Business Club (LBC).

Mr. Pham Phu Ngoc Trai – Chairman of Global Integration Business Consultants (GIBC), a company which was established with the mission of facilitating the integration and sustainable growth of Vietnamese Businesses – has more than 30 years of experience in various FMCGs business including state-owned enterprises, joint-ventures and foreign companies, spanning across Vietnam and countries worldwide.

Mr. Trai held the position of Chairman and CEO of Saigon Food Processing Company (Foodexco), General Director of SPco. Holdings Company, International Beverages J>V Company (IBC), before being appointed to the President & CEO of PepsiCo Vietnam and South East Asia, Vice President – Corporate Affairs in Asia Pacific,... He was among the very Vietnamese senior leader in charge of regional business in leading multi-national company. Under his leadership, PepsiCo Vietnam had consecutively won 4 prestigious DMK awards-the most honorable award of PepsiCo International.

Apart from his business leadership, Mr. Trai is also known as a pioneer of CRS work in VCCI, the Saigon Times Foundation, Sponsored Association for Poor Patients in HO Chi Minh City the Saigon Golf Association.

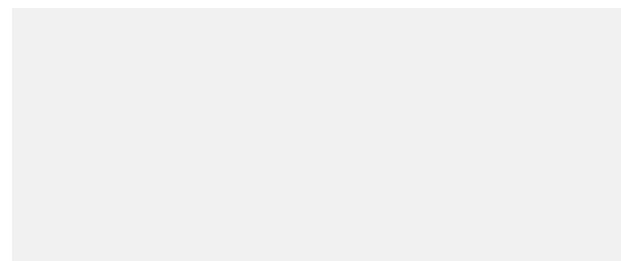


Ms. LAM THI NGOC HAO
Member of Committee

- ACCA fellow member.
- CFA charter holder.
- Certified Public Accountant, Australia.
- Certified Public Accountant, Vietnam.

Ms. Hao is an audit partner in the Ho Chi Minh City office of KPMG Vietnam. She has been working with KPMG for more than 18 years and was involved in a wide range of external audit assignments which include statutory audits under local regulations and annual audits of financial statements of local and multinational clients which require awareness of Vietnamese Accounting Standards, International Financial Reporting Standards and corporation systems.

Ms. Hao is currently leading Private Business which aims to support fast growing business to overcome challenges through planning and managing the growth. She manages a team consists of dedicated experts and professionals, with in depth global experience and local knowledge, who can assist fast growing business on growth strategy, corporate structure, process, procedures, system, and developing professional management practices.



“The BOD determined that the Group needs a long-term sustainability strategy to achieve its sustainability goals which incorporates and balances non-financial objectives. Novaland is conducting a review of management effectiveness in all key business area to have a basis for the development of an implementation plan for sustainable development in the near future.”

In 2017, with the advice of the Sustainability Committee, the BOD decided to invest drastically in the following non-financial activities:

- ➔ Improve corporate governance activities, including healthy living and employee welfare enhancement, gender equality in personnel structure and leadership, contributing to economic growth and employment generation and global partnership;
- ➔ Continue community and social activities such as contributing to hunger eradication and poverty reduction, improving the quality of education and reducing social inequality;

- ➔ Protect the living environment, such as assisting local residents to access safe water and sanitation, energy sources at reasonable and reliable prices, building sustainable urban and safe communities, environmental friendly production and operations and responsible consumption, resiliently responding to climate change, etc.

All of these goals are formulated and guided directly by the BOD and articulated by the BOM for the purpose of designing a sustainability strategy set as a goal by the BOD and the Sustainability Committee.



RISK MANAGEMENT

RISK MANAGEMENT OBJECTIVES

“Risk management is now considered an important tool for effective corporate governance and sustainable development. The BOM and subsidiaries always give first priority to risk management in corporate governance execution.”

Established in 2015 with the advice of leading consulting firm KPMG, the system of risk management at Novaland complies with the requirements of International Standard ISO 31000: 2009 and COSO 2004. Throughout the process of operation of the system, risk management is always maintained and improved towards a framework of risk management to build the culture of “no sudden surprise” in the risk management – dynamic risk management. Specifically, after identifying material risks, a good risk monitoring mechanism will monitor warning signs and early analysis of potential risk events and ensure effective risk management procedures to bring risk to the expected level. The risk management system therefore effectively assists the BOM efficiently to minimize losses and maximize opportunities to achieve business objectives and safeguard the interests of the Group and its stakeholders.

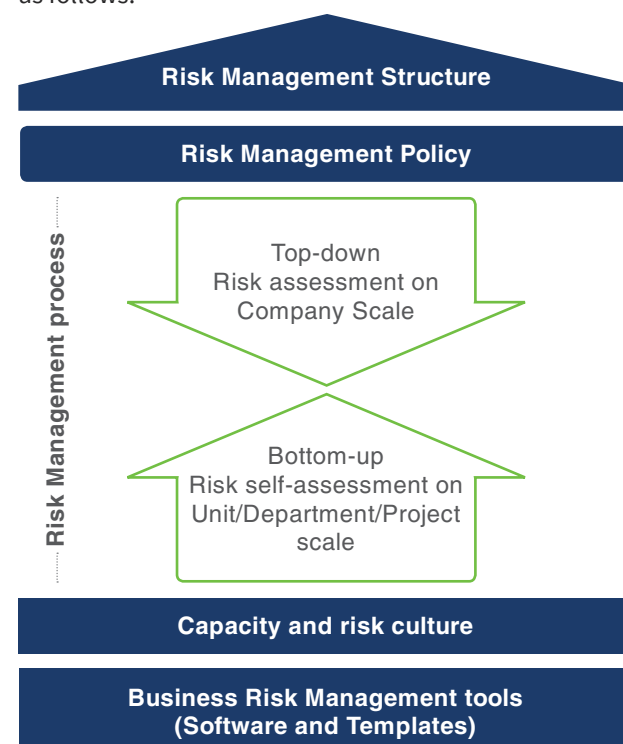


RISK MANAGEMENT POLICY

The risks arising from the development of real estate projects are all material. These risks are managed by detailed procedures, which emphasize the importance of transparency, product quality, human resources’ morality and accountability to the community.

Through the issuance of the risk management policy, the Group expresses the viewpoint of risk acceptance in setting business objectives and direction, i.e. defining strategy, investment, risk management planning for any operations with inherent risks.

Novaland’s Risk Management Framework is illustrated as follows:

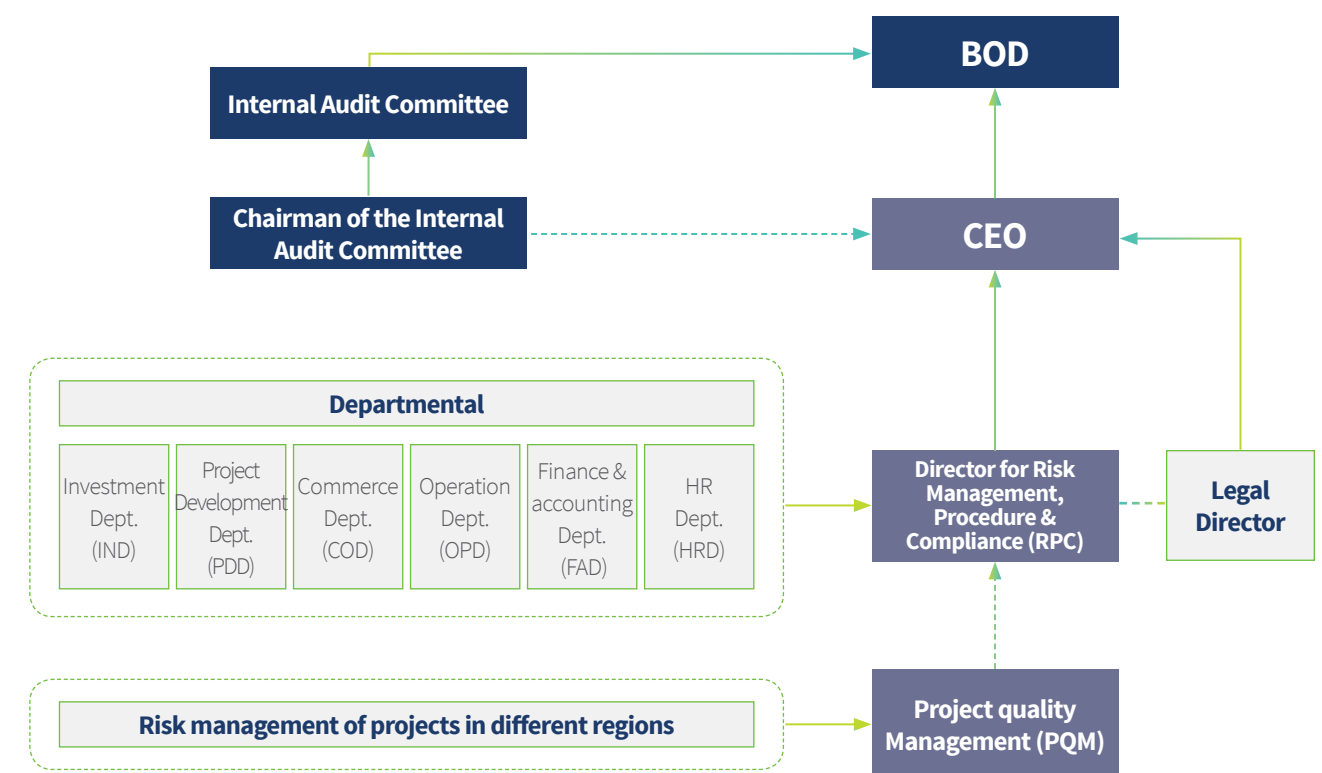


Sources: Novaland Group

RISK MANAGEMENT STRUCTURE

The Group views that risk management is highly effective only if the awareness of risk management and its implementation are maintained and improved over a continuous process rather than at a point in time.

As such, the Group has developed a risk management structure and operation throughout the subsidiaries and affiliates in the same system to ensure the unity to achieve the highest risk management effectiveness.



LEGEND:

- Owner of risk (1st layer of defense)**
Most of the risk is actively managed daily at the Department/Division/Project.
- Risk management divisions (2nd layer of defense)**
Supervisory divisions, including Project Quality Management division (PQM) and Legal & Compliance division (L&C), that are responsible for collecting and analyzing information from different sources.
- Independent assessment and inspection department (3rd layer of defense)**
The Internal Audit Dept. gives its independent opinion to verify the risks and effectiveness of controls
- Functional report
- - - Administrative report
- - - Two-way communication on risks



RISK MANAGEMENT PERFORMANCE IN 2017

The Group's awareness of risk management is seen in activities of each employee, group/department and in daily activities at the Novaland Group with the following specific activities:

- ➔ Risk management processes are regularly implemented of Identification, Assessment, Treatment, Monitoring and Risk Reporting. The risk appetite and risk measurement parameters are updated to ensure high practicability;
- ➔ Continuously review, assess risk and improve current processes: Develop and comply with the Communication Crisis Prevention and Response Process; Process of Information Security Risk Management; Incident Management Process in Construction Management, Safety, Environment;
- ➔ With the aim of automating the risk management, the Group is piloting the risk management software of RSA Archer with the consultancy from KPMG Consulting company;
- ➔ Regularly monitor and catch up with the market economy, regulatory changes and SWOT analysis, etc., to identify risks and challenges as well as capture business opportunities;
- ➔ Novaland Corporation also obtained ISO/IEC 27001:2013 certification for Information Security.

RISK MANAGEMENT PLAN IN 2018

Every year the Risk Management Department together with the BOM review and evaluate the effectiveness of the risk management system, thereby designing a development plan and the position of risk management for the next year. The BOM decides how to implement risk management and the level of maturity of risk management to have a basis for decisions on how to operate the risk management.

With the direction of building a professional risk management system, in 2018 the Group continues to aim to automate the risk management with the plan to apply RSA Archer, a specialized risk management software, for many projects.

In addition, the Group continues to improve the awareness of staff of risk management through both online and e-learning training and consultancy through practical activities at the departments. Based on that, the culture of building risk management voluntary spirit and proactiveness of each employee are being developed to achieve the highest risk management effectiveness.

“ All staff daily activities at Novaland are based on the Group's Code of Conduct to ensure operational transparency and integrity to deliver high-quality products and professional services to customers. ”

Every levels ranging from the BOD, the BOM, and the management staff to the staff must strictly observe and are regularly supervised in terms of their compliance with the COC. Any act of violation of the COC that adversely affects the Group's core values is strictly sanctioned. In contrast, the Group's management always rewards and protects individuals who whistleblow and report wrong behaviors and contribute to the building of a healthy and honest working environment. Novaland's management appreciates the contributions of the staff, including those who discontinue working for the Group due to changes in the human resource plans or who are redundant. The Group has a policy to support staff in their new job search, which represents the humanistic trait of Novaland corporate culture.

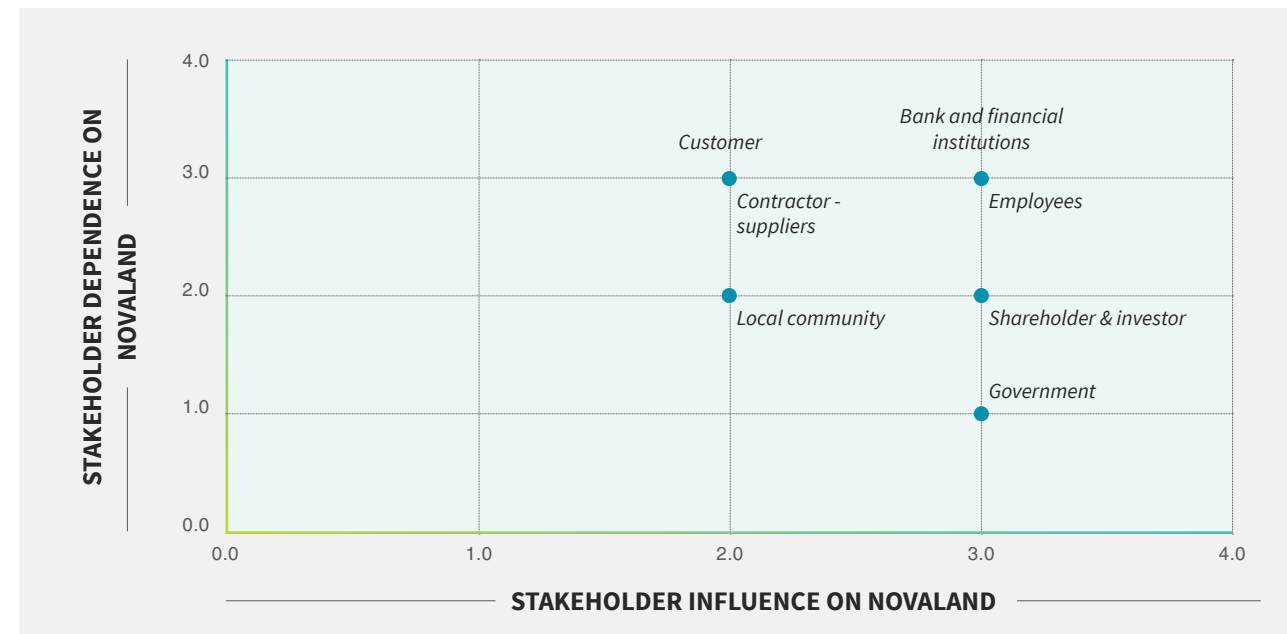


STAKEHOLDER ENGAGEMENT

Sustainable development strategy in Novaland ensures that stakeholders are important elements in the development of the Group. We always place top priority on the accountability for transparent and timely communication for stakeholder interests, which the Group considers as its mission for the development of a cooperative and trustworthy relationship with stakeholders. The process of stakeholder engagement of the Group was carried out in stages, from identifying all relevant stakeholders, prioritizing stakeholders to engage and conducting constructive dialogues with them.



STAKEHOLDER PRIORITIZATION



“Over the past few years we have maintained different communication methods with stakeholders to enable Novaland to align its policies in a timely manner to generate the highest value. Improvement of communication methods helps to ensure that feedback and expectations from stakeholders are obtained and addressed to meet their increasing demands.”

With customers: Novaland always places top priority on the motto “the Customer is No. 1”. Attaching high importance to ensuring the health and safety of our customers, Novaland focuses on construction quality management, management of buildings, after-sales service and technology application to introduce those products that meet the diversified needs of customers. The Group extends special care to every aspect ranging from project design to construction and gives advice to customers on choosing the right product by listening to each comment from customers to improve the service and products.

With shareholders: Novaland is committed to safeguarding their rights and interests by providing honest, timely and transparent information on the Group’s performance through regular contact with shareholders.

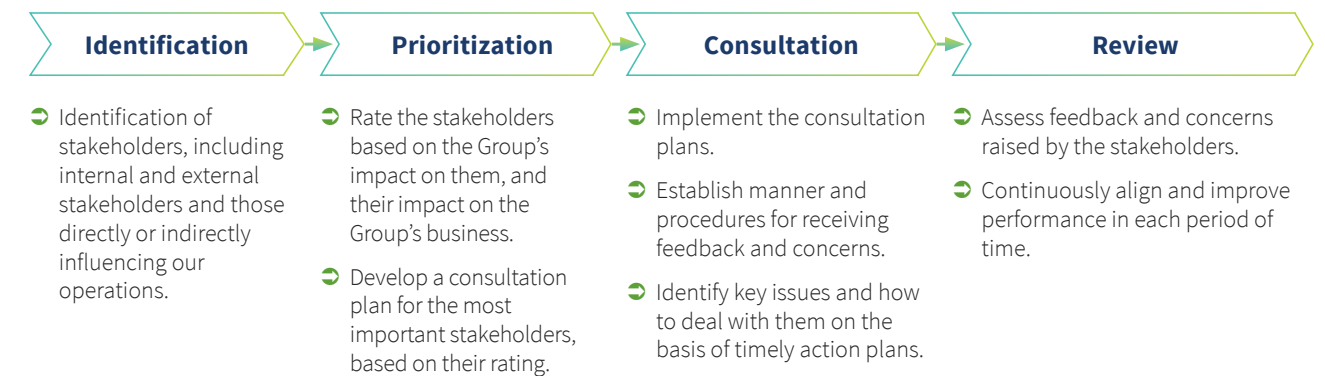
With the employee: the Group applies technology in human resource management to retain talents with such tools as Staff Capability and Performance Assessment (PMS), IDP, KPIs, and market-based standardized policies on compensation and benefits, welfare, training and corporate culture.

With the community: Novaland has determined

that its responsibility for contributing to community development and that its community activities are not confined to supporting activities, but also expanded to awareness-raising and community capacity development through social welfare activities, including caring for disadvantaged people and building infrastructure, such as building rural bridges.

With local government: we actively cooperate with government agencies to ensure timely adoption of new policies as well as improvement of the cooperation efficiency to further contribute to national economic development.

Stakeholders engagement process and procedure:



STAKEHOLDER ENGAGEMENT RESULTS

Stakeholders	Examples of issues raised by stakeholders	Novaland’s actions to meet the expectations of the stakeholders
CUSTOMER	<ul style="list-style-type: none"> Responsibility and commitment to products and services. Communicate with customers. Responsible and sustainable sourcing. 	<ul style="list-style-type: none"> Product quality control through quality management system, green and sustainable solutions. Customer-oriented management, satisfying customer’s satisfaction with the higher and higher needs and lifestyles.
BANK/FINANCIAL INSTITUTIONS	<ul style="list-style-type: none"> Economic efficiency and payments to capital providers. Compliance and transparency in disclosure. Sustainable lending and investment. 	<ul style="list-style-type: none"> Raising credit rating on good financial management efficiency. Enterprise-wide risk management system, enhanced corporate governance and transparency. Green building projects.

STAKEHOLDER ENGAGEMENT

Stakeholders	Examples of issues raised by stakeholders	Novaland's actions to meet the expectations of the stakeholders
CONTRACTOR/INVESTORS	<ul style="list-style-type: none"> ➔ Share resources to enhance the competitive advantage of the contractor. ➔ Occupational health & environmental management and compliance. 	<ul style="list-style-type: none"> ➔ Building up effective partnerships with contractors / suppliers. ➔ Raising awareness of Novaland's environmental practices and policies.
EMPLOYEE	<ul style="list-style-type: none"> ➔ Employment, salary and working conditions, remuneration and bonus. ➔ Labor motivation, education and training programs for career development. ➔ Occupational health and safety. 	<ul style="list-style-type: none"> ➔ Improving the income and welfare of employees. ➔ Education and training program - Regularly conducted based on needs assessment. ➔ Occupational Safety and Health Program. ➔ Improving working conditions.
SHAREHOLDER/INVESTORS	<ul style="list-style-type: none"> ➔ Economic benefits and profits for shareholders. ➔ Compliance and transparency in information disclosure. ➔ Strategy and road map for sustainable development to ensure social responsibility of enterprises. 	<ul style="list-style-type: none"> ➔ Market position and diversification. ➔ Enterprise-wide risk management system and corporate governance. ➔ Green building and sustainable building application.
LOCAL COMMUNITY	<ul style="list-style-type: none"> ➔ Community Development Program - local infrastructure development. ➔ Employment and employment opportunities for local people. ➔ Timely and responsible response and to community complaints. 	<ul style="list-style-type: none"> ➔ Increasing investment in community development. ➔ Co-operation and capacity building for local communities. ➔ Timely & transparent mechanism for receiving complaints.
GOVERNMENT	<ul style="list-style-type: none"> ➔ Ensure sustainable economic growth, job creation, tax obligations. ➔ Socio-economic development program for the community. ➔ Management of environmental and social impacts. 	<ul style="list-style-type: none"> ➔ Contributing to regional economic development for sustainable growth. ➔ Focusing on prioritized community development programs. ➔ Strengthening the internal inspection of the implementation of state policies and regulations. ➔ Regular consultation meetings with local authorities.

MATERIALITY ASSESSMENT

“ Identification of material aspects based on the results of updating the needs and expectations of stakeholders in line with the Group's development strategy is a critical prerequisite that helps the Group in risk management and leveraging opportunities in the context of sustainable development. ”



As a part of our 2017 plan, we reviewed and updated the materiality assessment in our priority areas that reflect the changing trends throughout the Group's value chain. The identified material matters were assessed based on the extent of the impact on Novaland business and they were on topics of high concern of the stakeholders. The material aspects were also reviewed and assessed with reference to the 17 United Nations' Sustainable Development Goals (SDGs).

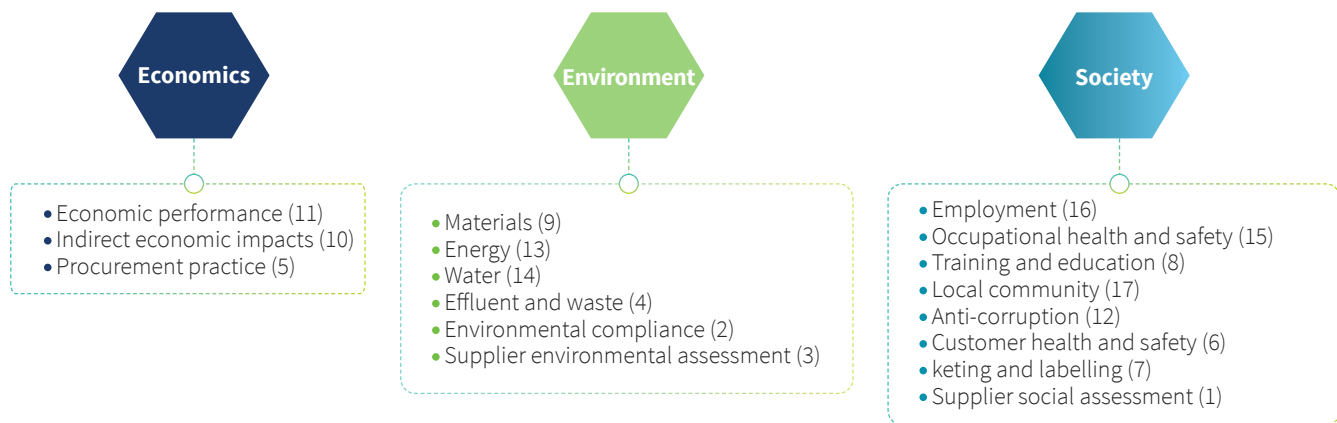
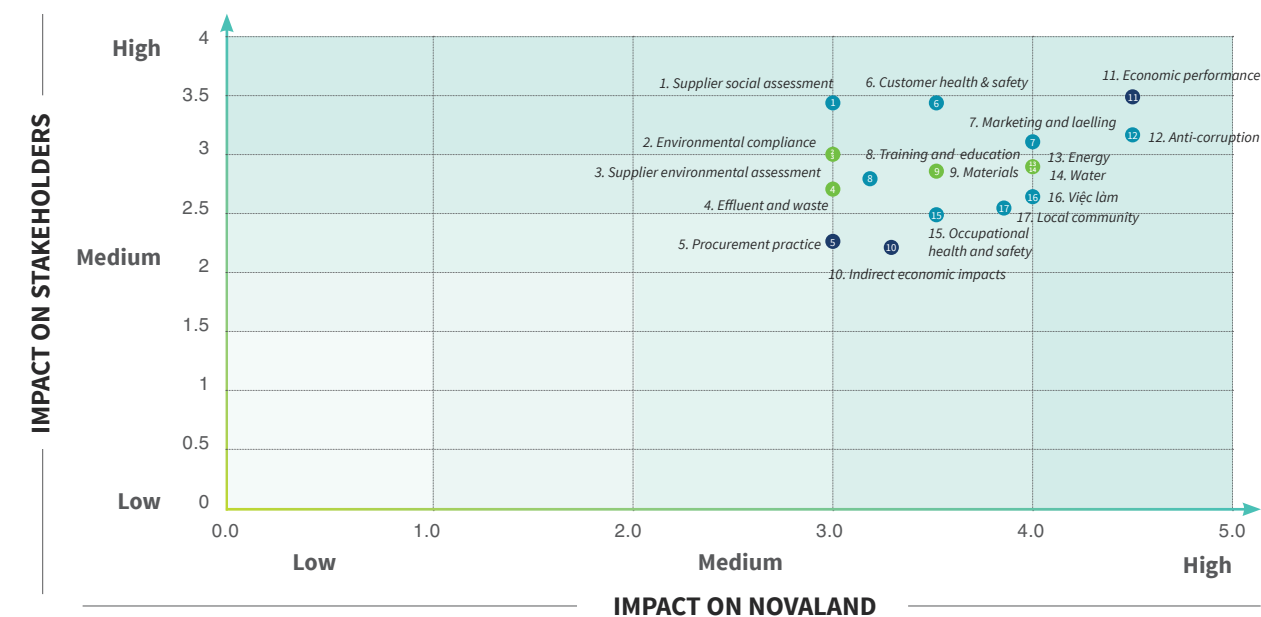
Materiality assessment was also conducted through workshops with senior executives to agree upon updated material topics and aspects and the results of assessment were updated to the materiality matrix map. The key topics by economic, environment and social pillars reflect the level of concern from the stakeholders in the real estate development industry, with additional topics on economic indirect impact assessment and vendor assessment in terms of social and environmental practices.

MATERIALITY ASSESSMENT

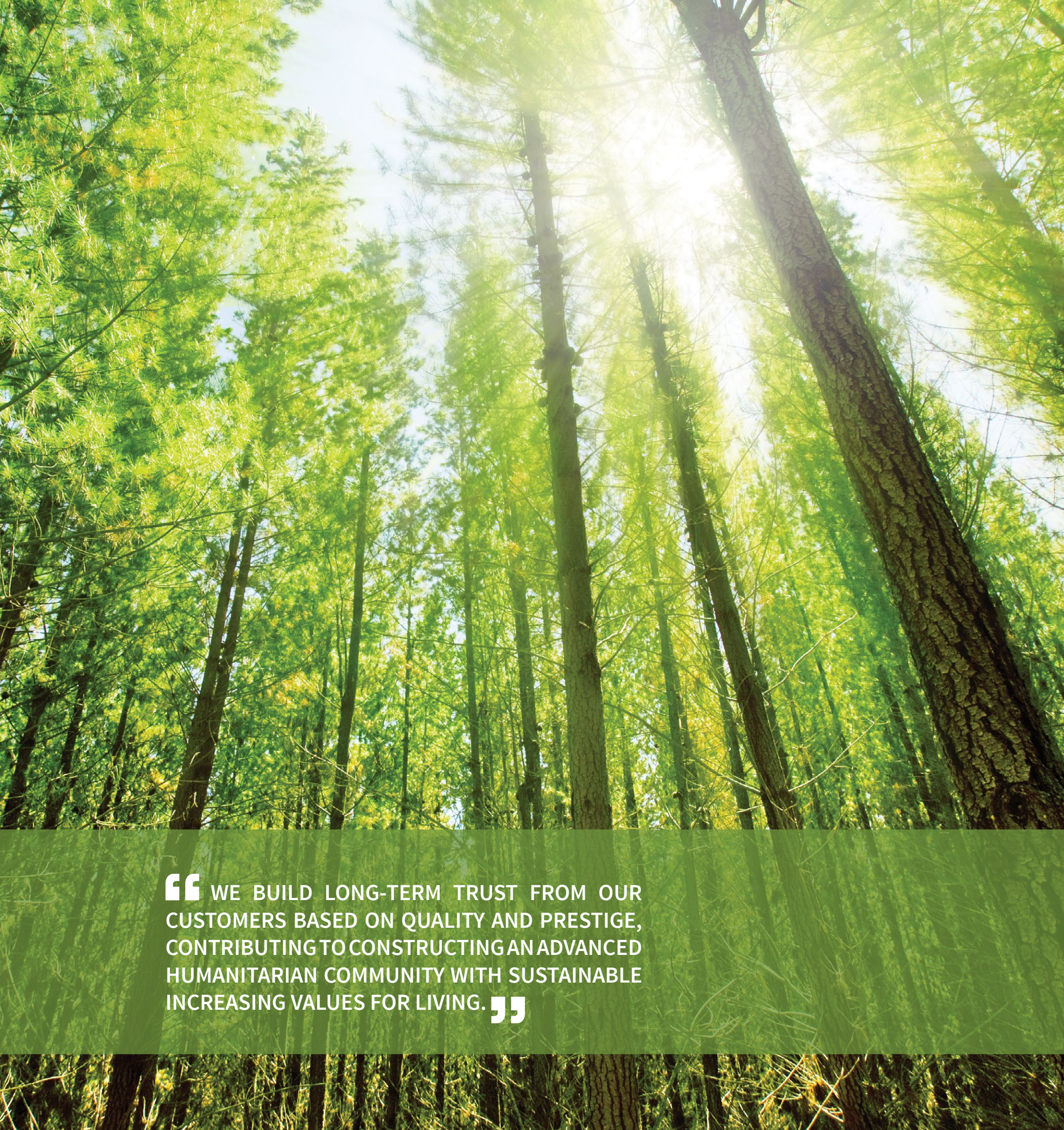


- ➔ Preliminary assessment to identify significant issues that may arise in relation to the business and concerns of the stakeholders..
- ➔ Each aspect is scored accordingly based on the interests of the stakeholders and the business.
- ➔ The selected material aspects are validated by the mid-level management.
- ➔ The management at all levels review the selected material aspects to determine if they are aligned with the Group's business strategy.

MATERIALITY MATRIX



A view from Lakeview City (Dist. 2, HCMC)



“ WE BUILD LONG-TERM TRUST FROM OUR CUSTOMERS BASED ON QUALITY AND PRESTIGE, CONTRIBUTING TO CONSTRUCTING AN ADVANCED HUMANITARIAN COMMUNITY WITH SUSTAINABLE INCREASING VALUES FOR LIVING. ”

~75
VND BILLION
ON SOCIAL WELFARE ACTIVITIES IN 2017

**SUSTAINABILITY
PERFORMANCE**

Recap of sustainability performance	34
Create shared value through partnership	36
Invest in green and sustainable project development	62
Satisfying the needs and expectations of customers	74
Key performance in 2017	80

RECAP OF SUSTAINABILITY PERFORMANCE

“As per the sustainability strategy defined to ensure the interests of stakeholders in the development of the Group, we have established a requirement to create shared values through effective business practices, stable employment, delivering good products and services to the community and society. We build long-term trust from our customers based on quality and prestige, contributing to constructing an advanced humanitarian community with sustainable increasing values for living.”



Meeting the requirements of the Management Board in the reviewing the business in year 2017, the sustainability performance of all areas have been comprehensively assessed in various dimensions to identify the areas for improvement, which is the basis for setting development plan for the next years. The Steering Board defines priority tasks to further improve operational efficiency through the application of international governance and supervisory practices while strengthening engagement with stakeholders to achieve set goals.

Aspect	Programs and initiatives	Performance results	Effective-ness
HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT	<ul style="list-style-type: none"> ➔ Carry out Leadership Training Program. ➔ Strengthen performance management system by designing KPIs. ➔ Develop human resources to meet future growth demand and aspirations. ➔ Further improve remuneration, welfare and reward schemes to increase their diversity and market competitiveness. 	<ul style="list-style-type: none"> ➔ Mini MBA programs for the senior management. ➔ Staff Capability and Performance Assessment (PMS). ➔ Total training hours of more than 400 hours dedicated to nearly 100 leaders and managers. ➔ Over 229 Mentoring – Coaching sessions for 37 pairs of Mentors – Mentees. ➔ Implement the ESOP program for all staff. 	Fully met the senior management's requirements
INVESTMENT IN COMMUNITY DEVELOPMENT	<ul style="list-style-type: none"> ➔ Sustainable development alongside the community, enhancing corporate social responsibility. Spread the sense of social responsibility and volunteer activities to agencies, partners, shareholders, customers and staff. 	<ul style="list-style-type: none"> ➔ Spend nearly VND 75 billion on social welfare activities, initiate nearly 100 community programs/activities with hundreds of thousands of beneficiaries. 	Fully met the senior management's requirements
ENVIRONMENTAL IMPACT MANAGEMENT	<ul style="list-style-type: none"> ➔ Benchmark the usage of materials, energy and water in projects. ➔ Training for awareness raising on environmental quality assurance and control. 	<ul style="list-style-type: none"> ➔ Set energy consumption norms and energy saving practices. ➔ Conduct environmental impact assessment for all implemented projects. 	Basically completed
HEALTH AND SAFETY	<ul style="list-style-type: none"> ➔ Establish Health, Safety and Environment Board. ➔ Provide safety monitoring and risk management training at each stage of project implementation. ➔ Monitor safety with contractors. ➔ Monitor and assess staff health. 	<ul style="list-style-type: none"> ➔ The Health, Safety and Environment Board periodically reviews the implementation. ➔ Carry out periodic safety training for staff. ➔ Monitor construction safety of staff and equipment, control the accident rate to the lowest level. ➔ Implementing health programs. 	Completed
TECHNOLOGY RENOVATION	<ul style="list-style-type: none"> ➔ Upgrade IT infrastructure. ➔ Complete the construction of a centralized monitoring center. ➔ Apply IT to customer support programs. 	<ul style="list-style-type: none"> ➔ Adopt SAP-ERP application for the whole Group. ➔ Run the Center for remote projects in a coordinated manner and oversee the implementation of projects. ➔ Maximize customer support through the NovalandCare application. 	Basically completed

The sustainability performance over materiality topics of the year was presented in very details in the next sections.

CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

ECONOMIC PERFORMANCE

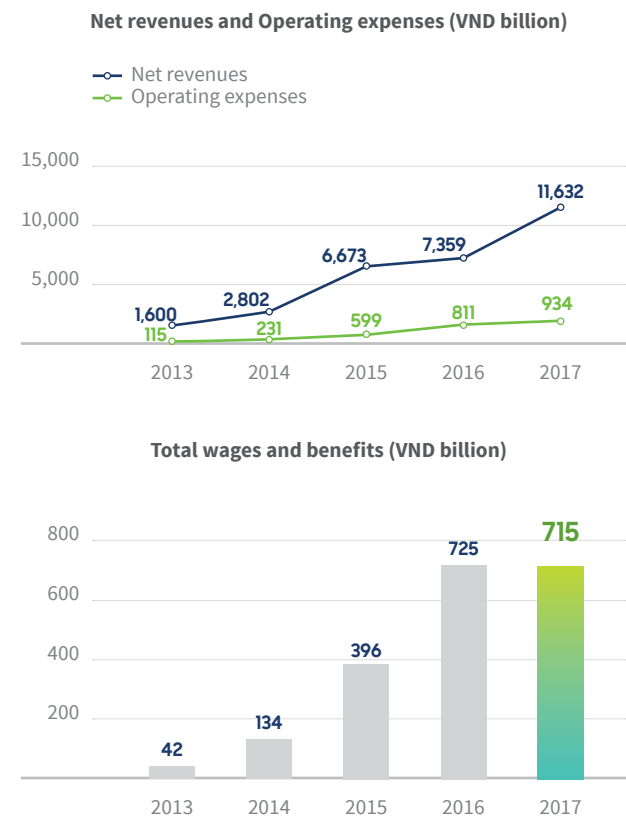


DISCLOSURES

- GRI 201-1:** Direct economic value generated & distributed.
- GRI 201-2:** Financial implications and other risks and opportunities due to climate change.
- GRI 201-3:** Defined benefit plan obligations and other retirement plans.

To achieve the strategic goals and tasks of Stage 2 development, Novaland focused on the middle level to luxury apartment segment to meet the market demand and its the action plan which is its competitive edge. With the appropriate direction set by the leadership, competence and professionalism, and the dynamics of all staff, the Group always brings the optimum value to its customers. Combined with rational changes in organizational model, management and operating mode, in 2017 Novaland achieved its goals and affirmed its competitive position in the real estate market.

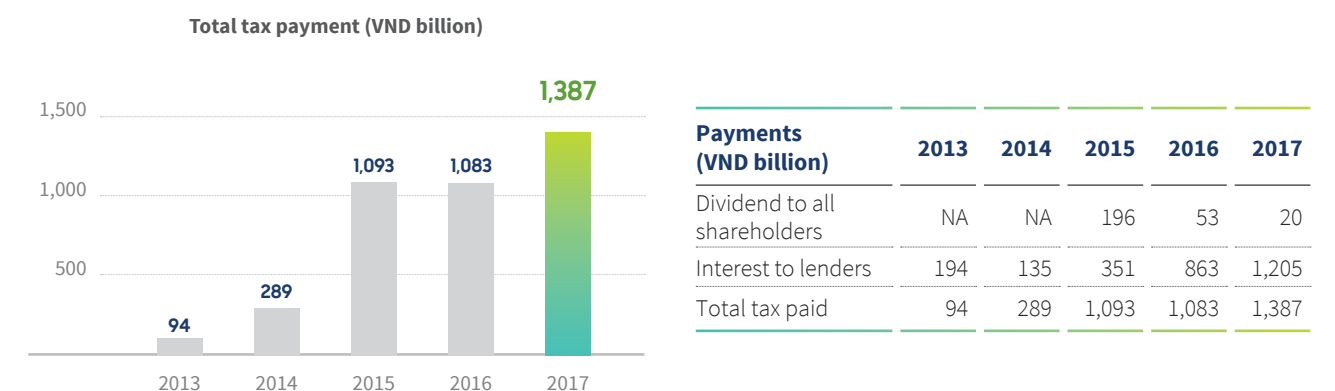
Novaland Group reached its 2017 target with more than VND 11,632 billion in net income, up 58% over the same period of the previous year, and total net after-tax profit of approximately VND 2,062 billion, up 24% against 2016 with the gross margin at 28%, up 27% against the previous year.



In 2017, Novaland finalized two increases of its charter capital by issuing individual shares to swap its ESOP shares and debts to staff. As a result, the chartered capital increased from VND 5,962 billion to VND 6,297 billion and from VND 6,297 billion to VND 6,497 billion, equivalent to 5.6% and 3.1%, respectively.

In order to make best use of the opportunities in the real estate market, the senior management of the Group prioritized the use of business profit to reinvest in new development projects and accumulation of land areas for long-term strategic development. In addition to the dividend payment to shareholders holding preferential shares and convertible dividends, the Group's dividend policy is more focused on the issue of bonus shares or payment of dividends by the means of shares. According to the plan approved by the General Meeting of Shareholders in 2017, Novaland will spend more than VND 2,000 billion of share premium and retained earnings to distribute bonus shares to shareholders.

“In the context of the hard-pressed economy and business challenges, Novaland Group has always maintained its position with remarkable profit gains.”



CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

FINANCIAL IMPACT, OTHER RISKS AND OTHER OPPORTUNITIES FOR THE GROUP DUE TO CLIMATE CHANGE

“ Novaland Group is well aware of the effects of climate change on the national economic growth and the real estate industry, and has performed their impact assessment to work out solutions to respond to climate change effects for risk management and take advantage of opportunities in the coming period. ”



Natural disaster	Risk	Effects	Prevention
Storm, flood	<ul style="list-style-type: none"> ➔ Delay in construction and/ or supply progress. ➔ Increasing threat to safety at construction sites. ➔ Flooding construction site/ buildings. 	<ul style="list-style-type: none"> ➔ Lengthened construction time; increased construction cost, operation expenses and compensation. ➔ Loss of company's reputation. 	<ul style="list-style-type: none"> ➔ Use the most up-to-date construction methods and materials to speed up construction progress. ➔ Select high-quality, reputable contractors that are able to apply new construction technology. ➔ Actively control procurement schedule in order to prevent risks.
Sea level rise	<ul style="list-style-type: none"> ➔ Erosion of coastal areas/ low-lying areas. 	<ul style="list-style-type: none"> ➔ Loss of properties in coastal areas. ➔ Increased cost of land leveling. 	<ul style="list-style-type: none"> ➔ Research topography of new project area in consideration of sea level rise phenomena. ➔ Cooperate with reputable design consultant to minimize impact in long term.
Increased temperatures	<ul style="list-style-type: none"> ➔ Heat-related illness. 	<ul style="list-style-type: none"> ➔ Decreased productivity of employees at construction site. ➔ Increased medicine/ insurance fee. 	<ul style="list-style-type: none"> ➔ Encourage employees do sport/ regular exercise and healthy activities in order to have good health. ➔ Invest in green area for new project. ➔ Apply green building standard and use environment-friendly building materials.

RESPONSIBLE PROCUREMENT AND SUPPLIER ASSESSMENT

DISCLOSURES

- GRI 204-1:** Proportion of spending on local suppliers.
- GRI 308-1:** New suppliers that were screened using environmental criteria.
- GRI 414-1:** New suppliers that were screened using social criteria.

By integrating sustainability elements in procurement activities, Novaland kept pace with established sustainable development goals and step-by-step built a sustainable supply chain for its long-term development. Novaland initially set policy requirements and recommendations to ensure that suppliers adequately address the relevant regulatory requirements and promote progressive environmental and social practices in contribution to building a mutually beneficial partnership.

For all projects, right from the selection of suppliers, Novaland prioritized suppliers who comply fully with legal requirements, have a sense of responsibility for environmental protection, and social and business ethics. The percentage of new suppliers preliminarily assessed by environmental criteria was 10%.

In addition, in respect of prequalification of contractors and suppliers, Novaland conducted field trips to factories to fully assess environmental compliance and social practices. In 2017, 68 new suppliers were evaluated for environmental performance.

The Group's procurement policy is purchase of large quantities to stabilize prices and maintain supply continuity while favoring local/foreign suppliers. The suppliers were fully informed of demand forecasts to provide feedback on cooperation manner for highest efficiency.

	Location	Quantity	Ratio (%)	Contract value with VAT	Value (%)
Overseas supplier	Asia	13	1.97	4,677,054,758	0.2
Domestic supplier	Vietnam	647	98.03	2,371,938,504,707	99.8
Total		660	100	2,376,615,559,465	100

IN ITS 2018 PLAN, NOVALAND WILL CONTINUE TO:

- 1 Screening accepted bidders (ASL), request contractors and suppliers from strategic and leverage Group to conduct a review similar to PRO operation by applying environmental criteria in the assessment of the relevant third party suppliers.
- 2 Consider adding and completing environmental impact assessment criteria to the new contractor/ supplier evaluation.

CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

ANTI-CORRUPTION PRACTICES

DISCLOSURES

GRI 205-1: Operations assessed for risks related to corruption.

GRI 205-2: Communication and training about anti-corruption policies and procedures.

GRI 205-3: Confirmed incidents of corruption and actions taken.

Integrity and anti-corruption are the core values, principles and consistent perspective of Novaland. Different initiatives have been implemented to address corruption to turn the values into the Group's business culture.

Novaland has developed an internal COC and a combination of measures and channels to communicate to all leaders and staff on policies and regulations on combatting

corruption and bribery. Not only focus on the issuance of the COC but we also taken actions and measures to promote anti-corruption activities and develop a clean working environment both internally and externally:

- ➔ Risk assessment activities at the departments are annually reviewed.
- ➔ Communication of the COC to partners, suppliers, contractors and regular monitoring of the implementation.
- ➔ The hotline of anti-corruption and integrity is maintained to receive 24/24 reports.
- ➔ The internal communication department periodically communicates to staff via e-mail, bulletin, portal, etc.
- ➔ Enhanced internal communication on the COC and internal violations.
- ➔ The Group has not recorded any cases of corruption in 2017.

REGULATORY COMPLIANCE

“Novaland operates with a vision to become a world-class real estate corporation with high status and strong development to contribute to a happy and prosperous life for the community.”

In order to maintain and develop the values of the Group as expected, in addition to the core values of Integrity – Efficiency – Professional, all activities of the Group must always comply with the legal and regulatory framework.

The Group's compliance with the laws is also reflected in its demand of every staff member to ensure that the conduct of staff is not in breach of the law as well as the Group's COC. Each staff member, regardless of their position, must be his or her own supervisor to ensure compliance with the Group's policies and regulations. The legal department is

responsible for advising and training on compliance issues as well as investigating any case of alleged violation to prevent non-compliance to ensure the brand image and prestige of the Group.

The Group has also communicated with its business partners, investors and other stakeholders to request compliance with the principles set by the Group. The Group has also guided to help partners, customers and others when they have questions about compliance with the laws and regulations.

HUMAN RESOURCE DEVELOPMENT

DISCLOSURES

GRI 102-8: Information on employees and other workers.

1,500+
DEDICATED STAFF

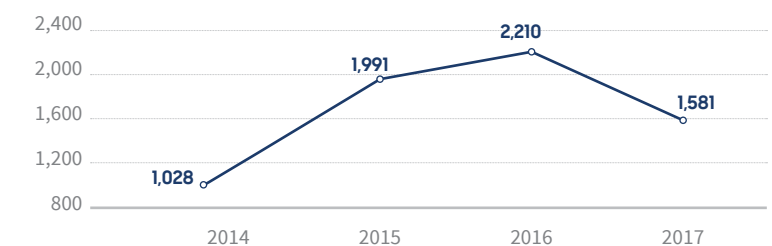
“Human resources are the asset and the critical factor for business success and achievement of the Group's sustainability strategy. Therefore, the Group has set out a strategy to invest in human resources development to meet the requirements of the new development stage.”

We are proud to own a team of 1,581 dedicated staff who constantly desire to fulfill the mission of the Group, making Novaland soon to become a world-class real estate corporation. It is encouraging that women make up a higher proportion of mid-level, senior management positions and strategic leadership, demonstrating the greater contribution of female staff to the performance of Group. In Novaland, the management respects and promotes gender equality and promotes the rights of women in welfare policies exclusively designed for female staff.

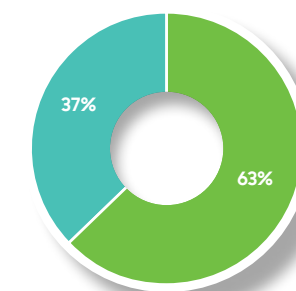
It is a challenge for the Novaland Group to maintain a stable labor force and its quality. In the year 2017, despite the staff restructuring activities performed to meet the requirements of the business development strategy for Stage 2 of the Group, the staff structure was kept stable in many aspects:

- 1 The number of staff in the experienced staff age group kept rising, with the proportion of people aged 30 to 50 increasing steadily over the years to 72% in 2017 compared to only 52% in 2014.
- 2 Staff quality is ensured through the proportion of postgraduate, tertiary and higher education staff continuing to increase from 70% in 2014 to 94% in 2017.

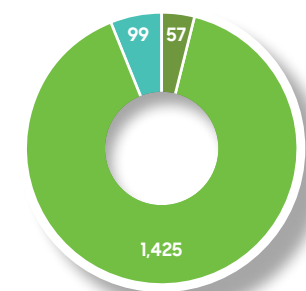
Number of staff in 2014 - 2017



Employees by gender

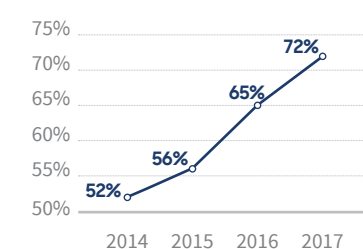


Employee qualifications

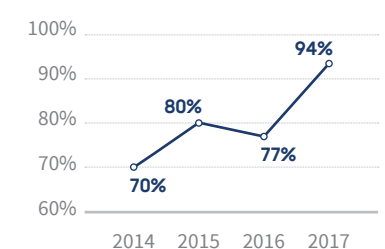


● Male ● Female ● Higher education ● College/university ● Intermediate level

Proportion of 30 - 50 year old employees (out of Group employees)



Proportion of employees with college/university & higher education



CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

EMPLOYMENT

DISCLOSURES

GRI 401-1: New employee hires and employee turnover.

GRI 401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees.

GRI 401-3: Parental leave.



“The Group’s recruitment policy was adopted effectively to attract and retain qualified and professional staff that meets development needs. Novaland has maintained a high level of remuneration and reasonable welfare benefits in addition to its bonus policy, enabling its employees to develop their career for advancement.”

The recruiting process, with a system of clear and transparent selection criteria, is carried out by highly-experienced recruitment staff to help select suitable qualified staff who are dedicated to long-term service at the Group.

Different programs and measures were adopted to retain talents and staff, including:

- ➔ Review and update the salary/market framework at market competitive rates and balanced with staff workload.
- ➔ Promote talent development and retention programs for key positions.
- ➔ Reasonable labor norms, appropriate allocation of workload among staff with close monitoring.

Novaland’s compensation and benefits policy accommodates the diversity of beneficiaries, is competitive in the market and updated annually. In particular, Novaland has adopted the bonus policy in line with the ESOP program to increase employee dedication and devotion to the development of the Group. In parallel with the promotion of benefits through cooperation with suppliers, typically through personal

and family care services, in 2017, Novaland expanded the coverage of health insurance for relatives of middle-level managers. In addition to common practices such as social insurance, holiday bonuses, periodic health checks, Novacare insurance, etc., Novaland set up life insurance programs for supervisors and higher level management. The programs are currently being finalized for rollout in 2018.

Staff leave was closely monitored through surveys and interviews to further improve the strategy for talent attraction and sustainable human resource development. In 2017, the voluntary leave rate at the Group was about 12.8% (excluding sales staff), which was appraised as average in the Vietnam labor market.

In 2018, we set a target to reduce the voluntary resignation rate to 8%. With the goal of designing more practical benefits for staff, as well as increasing staff dedication to the Group, Novaland will introduce optional benefits for the management, who can select their discretionary benefit package and other long-term benefit packages, to retain talent.

TRAINING AND EDUCATION

DISCLOSURES

GRI 404-1: Average hours of training per year per employee.

GRI 404-2: Programs for upgrading employee skills and transition assistance programs.

GRI 404-3: Percentage of employees receiving regular performance and career development reviews.

“Novaland determined that the development of the Group is coupled with the development of each member of staff. We strive to provide our staff with development opportunities that match their potential.”

70,494
THE TOTAL NUMBER OF TRAINING HOURS
IN 2017

In addition, education and training play an important role in meeting the development needs at higher level. Training programs are designed to meet the practical needs of all levels, providing new knowledge, leadership and management experience to enable staff to be ready for the development of the Group.

SPOTLIGHT ON THE TRAINING AND CAREER DEVELOPMENT STRATEGY OF NOVALAND

In 2017, the Group achieved remarkable results from the training programs delivered by NLC Leadership Training Center. There were more than 57 new master-level graduates of the Mini MBA in cooperation with FPT School of Business, raising the total number of training hours to 400 hours for nearly 100 leaders and managers. More than 229 Mentoring– Coaching sessions for 37 pairs of Mentors – Mentees as management staff were conducted, which helped to link the management closely to staff by sharing work experience, effective internal coordination and enhanced cooperation among different departments. Further to the success of 2016, the Training Center of the Group partnered with Dale Carnegie to continue the “Breakthrough Leadership” curriculum to improve leadership and personal development for middle and upper-level executives.

In addition, training courses on corporate governance, tax training and financial reporting in accordance with



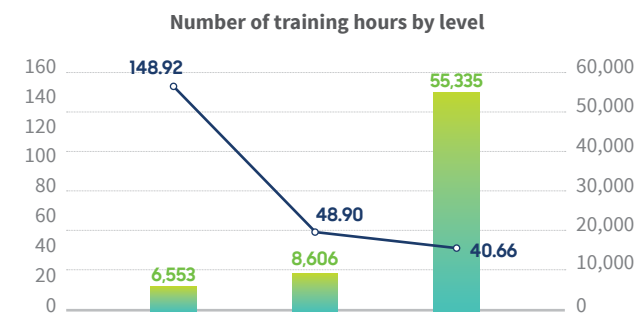
Closing Ceremony of Mini MBA Course of NovaGroup Leadership Center.

CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

international financial reporting standards were delivered to the management and relevant staff. With the motto of “Customer is No. 1”, all staff of Novaland Group were enabled to take part in the training courses for awareness raising on customer service. In addition, the staff had access to soft skills training courses, and courses on customer service and behavior skills. With a team of talented and capable staff, the Group pioneered the development of specialized training programs to further enhance confidence and skills in the real estate market for the team. In particular, the Novaland Business Ambassadors Contest helped staff to have the opportunity to compete with their colleagues through actual contest rounds, to be equipped with knowledge and learn from top management.

The total number of training hours in 2017 is 70,494 hours, of which the training for senior management is 6,553 hours, middle management 8,606 hours, and staff and supervisors 55,335 hours. In particular, the average hourly training of a senior manager is 148.92 hours, middle managers e is 48.90 and staff members is 40.66 hours.



We created a learning environment that has a great impact on our employees through our approach, direct communication for human development and leadership skill development program, staff performance appraisal process. We have now built an NLC training center to develop training programs to improve the expertise and skills of staff.

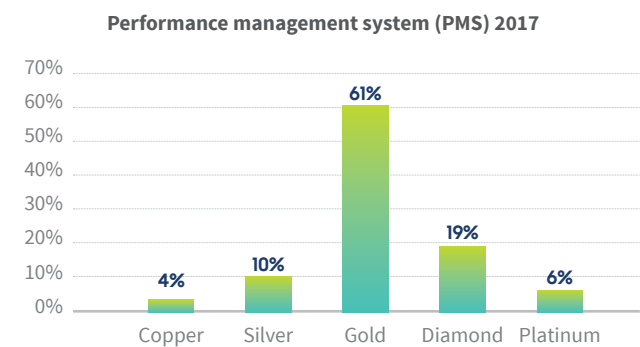
In addition to online training and new learning methods, we have a five-minute week program where staff can access opportunities to develop themselves. The staff are enabled to learn from colleagues and leaders at the workplace through in-house training, and training and linkage initiatives.

For the management, experience and communication are the key skills valued in professional development.

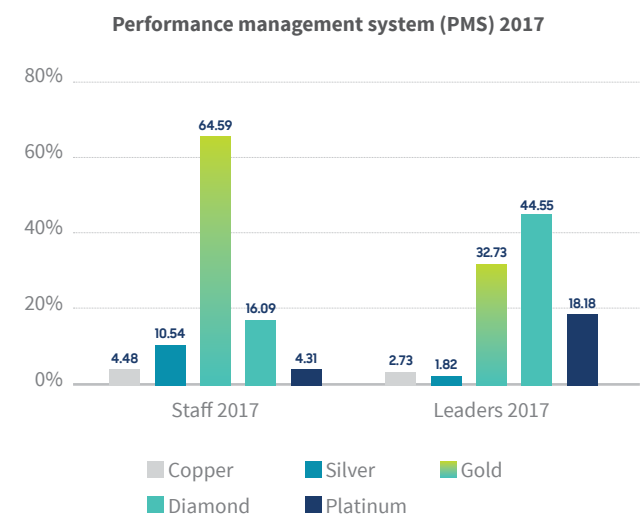
IMPROVED IMPACT ASSESSMENT OF IPP AND PMS TOOLS

Novaland is always fair and transparent in staff performance appraisal, which is a prerequisite for rewards and salary raise for staff with excellent performance. Performance appraisal is currently conducted through the PMS system, which is the basis for the implementation of ESOP.

In pursuit of the goal of constantly improving the efficiency of its staff, Novaland continues to update the regulations and methods of annual performance review, taking into account appropriate allocation rates to ensure fairness in appraisal with a system well designed to reduce time taken, and ensure the structure and accuracy.



(Of the total staff number of 1,581, 41 members, or 2.59%, were newly admitted in December 2017, so PMS was not performed at the end of the year.).



HUMAN RESOURCE AWARDS

ASIA's
BEST EMPLOYER BRAND
AWARDS 2017.



ASIA BEST EMPLOYER BRAND AWARDS 2017

Employer Branding Institute

With its remarkable staff policies in 2017, Novaland is the only company in Vietnam to be awarded the 2017 Asia Best Employer Brand Awards for the second time by the Employer Branding Institute.

ASIA CORPORATE SOCIAL RESPONSIBILITY AWARD IN 2017

Investment in people

Novaland is also the first Vietnamese brand in the real estate sector to be honored with the Asia Corporate Social Responsibility Award in 2017 – Asia Responsible Entrepreneurship Awards in the category of Enterprise with Strategies for Human Resource Development – Investment in people.

TOP 100 BEST WORKPLACES OF VIETNAM 2016

Anphabe.com

For the second consecutive year, Novaland was voted in the list of Top 100 Best Workplaces of Vietnam 2016 as announced by the professional network of management level Anphabe.com, ranked second in the sector of real estate, architecture and design.

OUTLOOK FOR 2018

2018 is an important year for the implementation of Phase 2 of the development strategy. The Training Center will continue to improve the quality of staff through key programs:

- 1 Development of internal trainers including Train the Trainer;
- 2 Continue to hold Mini MBA courses for potential leaders;
- 3 Deliver soft skills and supporting skills training program for middle management, including managers and deputy managers, supervisors and team leaders with excellent performance;
- 4 Deliver training courses to improve knowledge for all staff to meet the business expansion strategy to commercial real estate and convalescence;
- 5 Continue to maintain soft skills training courses for staff;
- 6 Assist departments to improve their specialized knowledge such as new BIM technology courses, and courses for updating financial, accounting, securities knowledge, etc.

CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

COMMUNITY DEVELOPMENT INVESTMENT

DISCLOSURES

GRI 413-1: Operations with local community engagement, impact assessments, and development programs.

GRI 413-2: Operations with significant actual and potential negative impacts on local communities.

“Persistence and consistence with the goals set, sustainable development with the community, and enhanced corporate social responsibility are the development direction of the Group; which is also Novaland’s commitment to customers, society and the community.”

(abstract from Novaland CEO’s message)



The Ground Breaking of 7 well-fares bridges construction in Dong Thap Province.

The Novaland Group always attaches great importance to social work in its strategy, considering it its responsibility to the community to contribute to the long-term sustainable development of society.

For Novaland Group, sharing value with society is the responsibility for ensuring sustainable long-term development. Our business development depends on national economic growth. We determine that success is not just recognized by the results of the business but also at the level of and responsibility for contributing to community development.

At Novaland, we always show our responsibility to the community through sponsorship of disadvantaged people, mitigation of the impact from natural disasters and cultural and art performance activities to maintain and promote the best of Vietnamese culture. The social activities also include our contribution of investment in infrastructure development, including building rural bridges, schools, repairing bridges and roads, social welfare activities, gratitude extension and scholarship provision to nurture the studiousness of students. Concurrently, all staff are encouraged to take part in charity activities to help disadvantaged people.

In order to build a strong community, we also actively cooperate with local government agencies, non-governmental organizations, local partners and people in order to raise awareness and develop community capacity.



~75
BILLION VND
ON SOCIAL WELFARE ACTIVITIES

~100
COMMUNITY-BASED PROGRAMS/ACTIVITIES
ACROSS THE COUNTRY

OBJECTIVES

- 1 Sustainable development with the community, raising corporate social responsibility.
- 2 Contribute to a happy and prosperous life for the community.
- 3 Spread the sense of corporate social responsibility and volunteer activities to agencies, partners, shareholders, customers and employees.

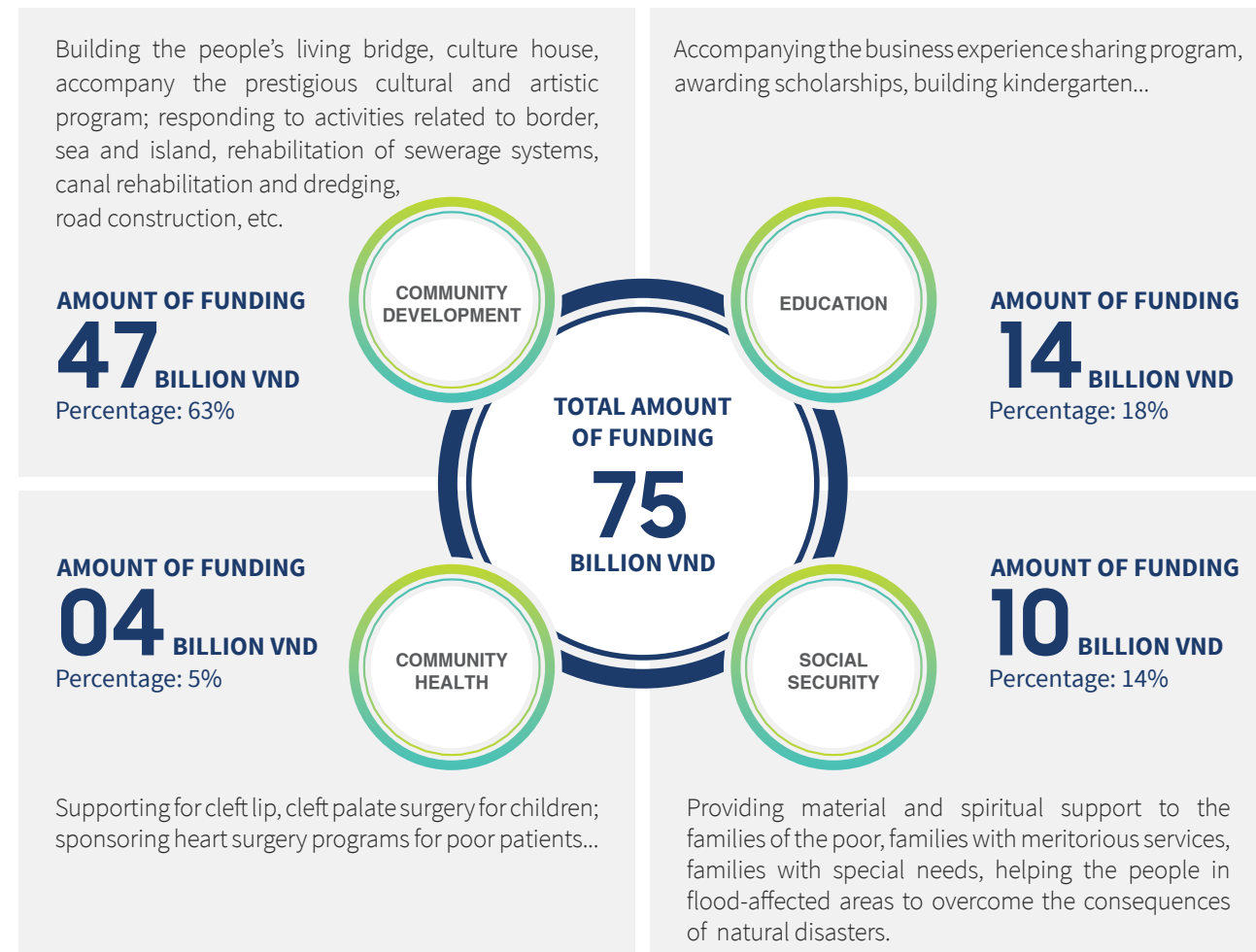
PERFORMANCE

In 2017, Novaland spent nearly VND 75 billion on social welfare activities, implementing nearly 100 community-based programs/activities across the country, with hundreds of thousands of beneficiaries as well as thousands of staff taking part voluntary activities to share the Group’s responsibility to society.

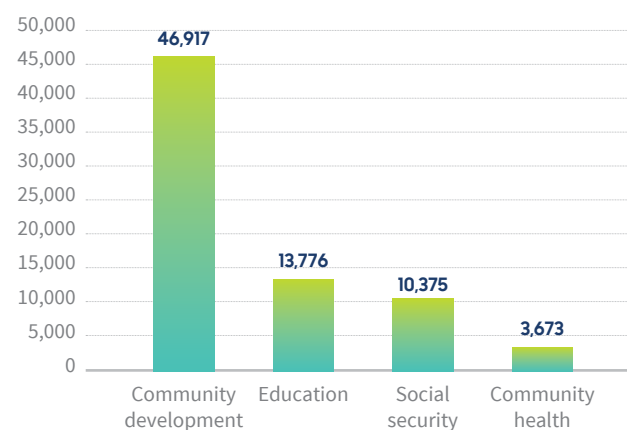
CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

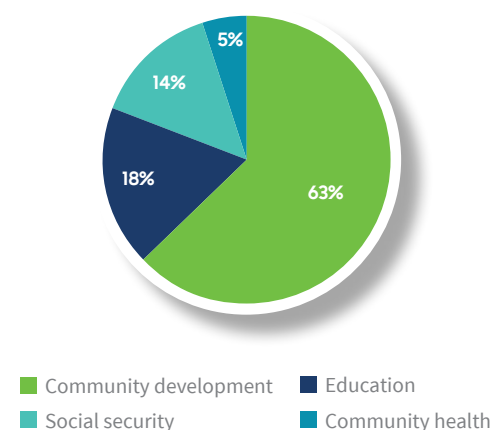
OPERATION AREAS



Amount of funding by areas (VND million)



Key areas for funding by percentage



EDUCATIONAL SUPPORT

TAKING CHILDREN TO SCHOOL

“In line with the motto “Children are the hope of the country”, in 2017, through many organizations the Group donated thousands of scholarships to pupils and students on the occasion of the new school year.”

Particularly, the scholarship program named after Nhe teacher was implemented in the past 13 years. It is one of the wishes of the management of Novaland Group from the first years of operation of the company and it made the dream of going to school for more than 1,000 poor children in Dong Thap Province. Besides, the Group also coordinates with the television station to run the program of sharing business experiences of Vietnamese enterprises in the market economy with international integration, professional support and communication to raise stature of businesses and entrepreneurs.

Typical activities:

- Program “CEO – The key to success” broadcast on VTV1;
- Sponsoring Pham Phu Thu Scholarship of Saigontimes Foundation;
- Sponsoring Nguyen Huu Tho scholarship of the Ho Chi Minh City Fatherland Front Committee;
- Maintaining the journey of 13 consecutive years to launch Nhe teacher scholarship program Given 10,000 notebooks to students to start the new school year;
- Sponsoring the the program “Lighting the Dreams” of the Vietnam Association for Protection of Child Rights;
- Participated in the construction of Sao Bien Kindergarten in Tam Hai Island Commune, Nui Thanh District, Quang Nam Province through the “Swing for Life” Golf Award Fund.



CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

SPECIFIC PROGRAMS:

No.	Activity	Beneficiaries	Partner	Time	Cost (VND million)
1	Pham Phu Thu scholarships	Poor studious students across the country	The association is a part of the Saigon Economic Times Fund (STF)	Jan, May, Sept	300
2	“CEO – Key to success” program	VTV1 audience	VTV1 Hoang Gia Communication Company	Mar-Dec	12,000
3	Walking program to raise funds for Study Promotion Fund in District 4	Poor students in District 4	District 4 People’s Committee	26 Mar	100
4	Funding for Study Promotion Association of Phu Nhuan district	Poor students of Phu Nhuan district	Study Promotion Association of Phu Nhuan district	Aug	20
5	Award of Nguyen Huu Tho scholarships to students and pupils of Can Gio district on the occasion of the new school year	Disadvantaged students and pupils	Ho Chi Minh City Farther Land Front	Aug	458
6	Donation of notebooks to poor students in Vinh Long and Dong Thap on the occasion of new school year 2017	Poor students	Ho Chi Minh City Police newspaper	Sept	17
7	Building Sao Bien preschool in Tam Hai island, Nui Thanh district, Quang Nam province through the Swing 4 Life charity golf award	Children of Tam Hai Island Commune, Nui Thanh District, Quang Nam Province	Quang Nam People’s Committee The Association for People with Disability Sponsorship, Children’s Fund and Quang Nam Poor Patients	Sept-Dec	500
8	Sponsorship of Lighting the Dreams Program, Granting scholarships and gifts to children in extremely difficult circumstances in Tien Giang, Hau Giang, Tra Vinh, Ben Tre - The 4 th “Lighting the Dreams” based in Ben Tre	Children with special difficulties and poor students in the country	Vietnam Association for Protection of Child Rights	1 Oct	330
9	Offered Nguyen Huu Tho scholarship for studious students in Ba Tri District, Ben Tre Province (Cost of the program was from the Fund “For the Poor” Fund, HCM City 2016)	Students	Vietnam Fatherland Front Committee in HCMC	5 Oct	30
10	Offered notebooks for poor students in Dong Thap	Students		Oct	25
11	Offered educational equipment (computers, tables, chairs, cabinets...) in Dong Thap	Students	Dong Thap Union Central Executive Committee School in Long Khanh A Commune, Dong Thap	4 Nov	130
12	Awarded the 13 th Teacher Nhe scholarship in Long Khanh A Commune, Hong Ngu District, Dong Thap Province	Students	People committee of Long Khanh A Commune, Hong Ngu District, Dong Thap Province	14 Nov	463



Walking program to raise funds for Study Promotion Fund in District 4-3/2017 in HCM.



“CEO – Key to success” program in 1-12/2017 aired on VTV1.



Give presents and scholarships to poor students in Dong Nai province in August 2018.



Pupils are happy to received Teacher Nhe scholarships in Dong Thap province.



Novaland Joined the program “Enlightening the Dreams” in Ben Tre on 1/10/2017 – donated 400 scholarships and gifts to children in difficult circumstance.



Awarded Pham Phu Thu scholarship STF - to students in Quang Nam province.



Award of Nguyen Huu Tho scholarships to students and pupils of Can Gio district on the occasion of the new school year 2017-2018.



Granting scholarships to students who are martyrs’ children at the Peace Story Project No. 5 in Quang Tri - July 2017.

CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

COMMUNITY HEALTH

HELPING PEOPLE RECOVER FROM ILLNESS OR INJURY AND ENJOY LIFE AGAIN

“ In public health care aspects, Novaland has been co-operating with numerous NGOs to appeal and engage the community in bringing together healthy lives for many patients’ children and families in difficult circumstances throughout the country.”

Typical activities:

- ➔ “Connecting love” Program on HTV9 appeals surgery support to 500 children with congenital heart disease in Vietnam.
- ➔ Co-operated with Operation Smile Vietnam to organize the 26th Annual Charity Auction which is part of a series of fundraising activities, bringing about free surgery to 400 children with cleft lips and cleft palates in Vietnam.
- ➔ Donated to Ho Chi Minh City Sponsoring Association to support cases of heart disease for the poor.

SPECIFIC PROGRAMS:

No.	Activity	Beneficiary	Partner	Time	Cost (VND million)
1	Big Bracelet 2017 program in Quang Nam	Children with congenital heart disease, poor children, orphans, handicaps, cerebral palsy, poor households, policy beneficiaries, staffs at 16 social units in Quang Nam province	Quang Nam Association for the Protection of People with Disabilities, Children’s Rights and Poor Patients	3 Jan	200
2	Sponsored sports activities (tennis, golf, manoeuvres, ...)	People, local personnels	Departmental agencies, unions...	Mar-Jul	207
3	"Together for humanitarian purposes, for the victims of Agent Orange" Program	Victims affected by agent orange and dioxin	Humanitarian Magazine	9 May	100
4	Program Gala Dinner - Art Auction – by Operation Smile	Children with cleft lips, cleft palates	Operation Smile	27 May	300
5	Sponsored heart and eye surgery in support of the Southwest Poverty Supporters' Association	Patients in need of heart and eye surgery	Southwest Poverty Supporters' Association	31 May	500
6	“Connecting love” Program	Children with congenital heart disease in difficult circumstances	VinaCapital Foundation, HTV	June/17-Apr/18	1.225
7	Sponsored heart surgery for poor patients	Patients with heart disease in difficult circumstances	Ho Chi Minh City Sponsoring Association	19 Sept	930
8	Sponsored ANTV golf cup		ANTV	Jul	300

“Connecting love” – Supported heart surgery for children with congenital heart disease.

Sponsored heart surgery for poor patients
Ho Chi Minh City Sponsoring Association
(19/9/2017).

Continuing to be the Golden sponsor of the fund raising night to support children with childhood facial deformities of Operation Smile Vietnam.



CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

SOCIAL WELFARE

ONSITE AND DEDICATED

“Social security is also a major priority in Novaland’s community support strategy. Priorities are given to disadvantaged families, families of war invalids, mothers and wives of martyrs, retired revolutionary officers and victims of Agent Orange – and families having made great contributions to the cause of peace keeping for the nation. This support is in the form of visits and giving gifts on Tet holidays and other holidays in many provinces.”

We also create favourable conditions for people in disadvantaged areas to improve their material and spiritual life by donating cows, houses of gratitude, etc.

Notably, with the spirit of caring for others as the beauty of culture that was enlightened from the early days of foundation of Novaland Corporation, the staff of the company are always proactive and responsive and prompt in volunteer activities by making donations to express sympathy with the suffering and helping people in areas hit by natural disasters to overcome consequences of floods. In addition, we also organize exchanges with disadvantaged children in social protection centers, trying to bring joy in life for children.

Novaland spent over \$10.4 billion is on social welfare activities in 2017.

Typical activities:

- ➔ Tet program for the poor in Ho Chi Minh City and Dong Thap Province.
- ➔ Donation of 20 breeding cows to poor farmers An Ninh Dong and An Ninh Tay Commune, Duc Hoa District, Long An Province.
- ➔ Give gifts to children affected by Agent Orange in Binh Thuan.
- ➔ Join the program “Sacred Immortality” of Nhan Dan newspaper.
- ➔ Building cultural house for people and children of Hoa An Commune, Cao Lanh City, Dong Thap Province.
- ➔ Charity and donation activities by staff of Novaland Group to help people in Quang Nam to overcome aftermath of typhoon No. 12, visit and give gifts at social protection centers in Can Tho, Lam Dong, Ho Chi Minh City.



Novaland Group's employees positively join CSR activities.

SPECIFIC PROGRAMS:

No.	Activity	Beneficiary	Partner	Time	Cost (VND million)
1	Supported activities in Binh Dinh: Repair of rural bridge and offering gifts	People of flood victims in Binh Dinh affected by floods and natural disasters	Executive Committee of Binh Dinh Provincial Union	19 Jan	1,000
2	The Tet program for the poor	Poor people in districts 1,2,3,4,8, Binh Thanh, Tan Binh, Cu Chi, Hoc Mon	People's Committees of those districts	Jan-Feb	4,070
3	Supported program related to caring for staff, workers, union members life through the annual program of some local agencies, organized children's Defense skills classes...	Personnels employees, union members	Department of Natural Resources and Environment, Department of Industry and Trade, People's Committee of Ward, People's Committee of District, Sen Viet Red Cross Association...	Jan-April	1,550
4	Gratitude Program of District 3	Poor People in District 3	People's Committee of District 3	Jan-Dec	2,000
5	Sponsored for the Fund supporting the Center for Disaster Prevention and Mitigation in Central Vietnam	Disaster victims in Central Vietnam	Central Disaster Support Fund	May	200
6	Donated over 20 cows to poor farmers in An Ninh Dong and An Ninh Tay Communes, Hoai Duc District, Long An Province	Poor farmers	People's Committee of Duc Hoa District, Long An	Apr	500
7	Program Summer Camp Ambassador of Vietnamese goods	Students of An Giang, Can Tho, Ben Tre, Dong Thap, Vinh Long	High Quality Vietnamese Business Association, Leading business club, Ambassador of Vietnamese goods Club	5-9 June	200
8	Sponsored to build culture house in Hoa Hung Hamlet, Hoa An Commune, Cao Lanh City, Dong Thap Province	People in An Hoa Commune	People's Committee of An Hoa Commune, Dong Thap	28 June	700
9	Volunteer activities of Novaland team - Team Building 2017 in Can Tho (green tree planting, visiting gifts for orphaned children, environmental sanitation)	Handicapped people orphans in Ninh Kieu District, Can Tho	Doan Cai Rang District, Ninh Kieu District - Can Tho City	June	105
10	Defense skills for children	Children	HCMC Center for Youth Social Work	Jul	10
11	Sponsored 12 savings book for program “Dong Loc - Sacred Immortality”	Martyrs' families	Nhan Dan Newspaper	22 Jul	240
12	Financed the logistical support of the Trade Union of Ward 6, District 4	Civil servants and workers in Ward 6, District 4 People's Committee	Ward 6, District 4 People's Committee	Jul	10
13	Sponsored Veterans Association of Ho Chi Minh City to organize the program to commemorate the 70th anniversary of war invalids and martyrs	Veterans	Sponsored Veterans Association of Ho Chi Minh City	27 Jul	50

CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

No.	Activity	Beneficiary	Partner	Time	Cost (VND million)
14	Gratitude activities for victims of war invalids Hung Phu, Cai Rang, Can Tho	Families of war invalids and relatives of heroes who contributed to the revolution in the ward	People's Committee of Hung Phu Ward, Cai Rang District, Can Tho	Jul	10
15	Sponsored for program for gratitude house in 2017 for the mother Truong Thi Cai	People with meritorious services to the revolution	People's Committee of Ward 6, District 3	Jul	10
16	Sponsored the program Nha Be full of meaning, integrity	Wounded soldiers, families of wounded soldiers, martyrs, people with meritorious services to the revolution	People's Committee of Nha Be District	Jul	500
17	Sponsored in occasion of war invalids and martyr day 27/7 - Ward 7, District 3	War invalids and martyrs' families	People Committee of Ward 7, District 3	Jul	10
18	CSR - Team Building in Dong Nai, Dalat: Offered gifts for children in Long Thanh District, visited Lam Dong Blind Association and Social Protection Center	Blind students and orphans, people with disabilities	Long Thanh District Youth Union, Lam Dong Blind Association and Social Protection Center	Aug	285
19	Compassionate Heart program	Children with disabilities	HCMC Disabled Children Protection Association	29 Sept	150
20	"Mid-Autumn Festival Spreads Love" Volunteer program	Disabled children, orphans, cerebral palsy, single old people, ethnic minority students	Huynh Mai sponsoring association for poor patients	30 Sept	271
21	Took care of children in Mid-Autumn Festival in District 1,4 and 6	Children in difficult circumstance	People Committee of District 1,4,6	2 Oct	15
22	Granted gratitude house in Ba Tri district, Ben Tre province	Martyrs' wife	Vietnam Fatherland Front Committee in HCMC	5 Oct	50
23	Sponsored program "For a healthy Ward 8, District Phu Nhuan"	Local people	People Committee of Ward 8, Phu Nhuan District	Oct	10
24	Quang Nam disaster relief program to overcome natural disasters after the storm No. 12 in 2017	People suffering damage	Quang Nam Association for the Protection of People with Disabilities, Children's Rights and Poor Patients	26 Nov	1,580
25	Supported alley 86 Ward 12 Tan Binh District	Local people	People Committee Ward 12, Tan Binh District	Nov	10
26	Supported for 20/11 activities for People's Committee of Cai Rang District, Can Tho		People Committee of Cai Rang District, Can Tho	Nov	5
27	Supported Phu Yen countryman association - flood relief assistance in Central Vietnam	People damaged by disaster	Phu Yen countryman association	Nov	50



CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

COMMUNITY DEVELOPMENT

BUILDING BRIDGES, ECONOMIC DEVELOPMENT AND CULTURAL DEVELOPMENT

“With the mission of a leading real estate development company in Ho Chi Minh City, the goal of community development activities is to make long-term and sustainable contributions to national construction and development.”

This is highlighted in the joint work with the local authorities to build rural bridges to completely replace many degraded temporary wooden bridges to create good traffic conditions and ensure transportation safety; concurrently creating the premise for the local economic development.

The Group cooperated actively with many agencies, NGOs and local people to carry out many programs to develop community capacity, share business experiences of Vietnamese enterprises in the market economy integrating into international markets, professional support and communication to enhance the position of the Group and its management.

We join prestigious cultural and artistic programs to uphold and promote cultural identity among our youth; actively respond to appeals to programs aimed at soliders at land and sea borders. This helps raise awareness in the community of the sovereignty over the islands, protection of national security and work towards a stronger future for the Vietnamese people.

Typical activities:

- ➔ Program “For a living-worth city” broadcast on HTV9.
- ➔ Sponsoring the program “Peace story” No 5 launched by the Tuoi Tre Newspaper and the Central Association of Students.
- ➔ Joining the program “Young aspirations” No. 11 of Thanh Nien newspaper.
- ➔ Supporting the fund for “For the island of homeland - For the first line of the motherland” and “Fund for the poor “ of Ho Chi Minh City Vietnam Fatherland Front Committee.
- ➔ Building a cultural club at Hoa Hung Hamlet, Hoa An Commune, Cao Lanh City, Dong Thap Province.
- ➔ Building 07 bridges in Hong Ngu District, Dong Thap Province.
- ➔ Building a rural bridge in Vinh Tri Commune, Vinh Hung District, Long An Province.



Program “For a living-worth city” broadcast on HTV9.

SPECIFIC PROGRAMS:

No.	Activity	Beneficiary	Partner	Time	Cost (VND million)
1	Program “Because the city is worth living”	HTV9 audience	HTV	Jan - Dec	396
2	Sponsored Nui Chua National garden	Sea turtles at Nui Chua National garden	Team “My family love the nature	5 Apr	100
3	Program "Letter to a lover - Trinh Cong Son"		Thanh Nien newspaper organization	7 May	500
4	LIN center's Workshop “Good work is good for business”		Lin Center	19 May	100
5	Sponsored Dong Khoi fund in Ben Tre	Young businessmen in Ben Tre	Leading business club and People Committee of Ben Tre	29 June	500
6	Program “Peace Story” No.5	Students from Quang Tri, Hanoi, Hue, HCMC (live) and VTV6 audience	Youth News Central Vietnam student association Viet Vision	Jun- Dec	4,200
7	Program “Youth aspirations “Flaming fire A red flower”	Families of martyrs, families with meritorious services to the Revolution and Heroic Vietnamese Mother across the country	Thanh Nien Newspaper organization	Jun - Jul	500
8	Sponsored bridge construction in Dong Thap - Commencement ceremony of construction of 07 residential bridges in Hong Ngu District	Hong Ngu local people	People Committee of Hong Ngu District, Dong Thap Province	28 Oct	15,038
9	Sponsored construction of Sao Bien infant school in Tam Hai Island Commune, Nui Thanh district, Quang Nam province through the Swing 4 Life charity golf program	Children of Tam Hai Island Commune, Nui Thanh District, Quang Nam Province	Quang Nam Association for the Protection of People with Disabilities, Children's Rights and Poor Patients	Sept-Dec	500
10	Sponsored infrastructure for My Hung Border Guard, Cao Bang	Border guard officer and soldiers	People Committee of Phuc Hoa District, Cao Bang	Aug	1,500
11	Sponsored “The Capital Golden Lotus 2017”	Business woman	Hanoi Association For Entrepreneur Woman (HNEW)	7 Oct	110
12	Sponsored fund for "For the poor", "For the sea island of homeland - for the front line of the Fatherland" HCMC	Island and sea soldiers, border soldiers, poor students, poor households, mother / wife martyrs	Vietnam Fatherland Front Committee in HCMC	Sept- Nov	1,000
13	Sponsored fund “For the poor in District 2	The poor	People Committee of District 2	Nov	1,000
14	Housing design competition – Department of Construction HCMC		Department of Construction HCMC	Nov	1,000
15	Companioned program “The young aspirations 11 –The Youth “	Poor and studious students	Thanh Nien Newspaper organization	12 Dec	550
16	Financed rural bridge construction in Vinh Tri Commune, Vinh Hung District, Long An Province	Local People	People Committee of Vinh Hung district, Long An	Dec	2,730

CREATE SHARED VALUE THROUGH PARTNERSHIP

DISCLOSURE ON SPECIFIC STANDARDS

CSR AWARD



On June 2, 2017, at the announcement ceremony of the Vietnam Property Awards 2017, held at the InterContinental Asiana Saigon (HCMC), Novaland was honored with many prizes, a part of which is special award for CSR activities:

SPECIAL RECOGNITION IN CSR



Also on June 2, 2017, at the announcement ceremony of the Asia Responsible Entrepreneurship Awards (held in Bangkok, Thailand), Novaland was honored with the category:

SOCIAL EMPOWERMENT

Asia Responsible Entrepreneurship Awards is a prestigious regional award of the Enterprise Asia NGO - to recognize and honor Asian businesses moving towards sustainable development through two criteria: To innovate in human resources development, and to have activities reflecting the sense of responsibility to society and the community.

HONOR THE BUSINESSES THAT MAKE POSITIVE CONTRIBUTIONS TO THE COMMUNITY

“For the purpose of looking back on the results achieved in 2017 towards the goal of Sustainable Development, Vietnam Union of Science and Technology Association (VUSTA) organized the event “Meeting 2017 for cooperation and development” in which the guests are enterprises, social science organizations,...”



Novaland' representative received Vietnam Property Awards, categories CSR 2018.

INDIRECT ECONOMIC IMPACTS

DISCLOSURES

GRI 203-1: Infrastructure investments and services supported.

GRI 203-2: Significant indirect economic impacts.

“As living standards and intellectual level increase, people are more and more concerned about the quality of life and the natural environment and tend to choose a green habitat.”

People who want to buy house not only care about the basic issues in the apartment but also the surrounding areas. Urban environment, local economy, population and infrastructure play an important role and have a significant influence on the decision to choose a place of residence. Therefore, supporting local economic and environmental development, maintaining relationships with policy makers is a priority to Novaland Group.

Novaland promotes the inclusion of maximum support in its projects in a number of aspects as well as supporting, funding for the construction of cultural houses, gratitude houses, kindergartens, and flood relief programs.

SPECIFIC ACTIVITIES:

No.	Project name	Supporting content (roads, bridges, dredging rivers...)	Cost (VND)	Start time	Completion time
East area			16,675,630,056		
1	Wilton	Renovation of drainage system & alley expansion 71	5,359,050,464	15/12/2017	06/2/2018
2	Lakeview City	Renovation and dredging of Giong Ong To canal	6,752,356,600	3/1/2017	28/3/2017
3	The Sun Avenue	Renovation of ½ road D2 (under Van Minh project)	1,500,000,000	2/2018	8/2018
4	Tropic Garden	Renovation of road 40	3,064,222,992	9/2015	12/2015
5	Golf Park	Connected sewerage system of alley 1 to drainage system of the project	Không đáng kể		
Central and South area			49,125,000,000		
1	Galaxy 9	Kindergarten at the project, area 734.88 m ²	33,075,000,000	8/2014	9/2017
2	Galaxy 9	Built road 3 from Nguyen Khoai to Ton That Thot (40 m2 in length)	7,200,000,000	9/2015	2/2016
3	The Tresor	Construction of new 190m internal road passing project	2,850,000,000	6/2017	Quarter 2/2018
4	Sunrise Cityview	Dredged, opened the flow of canal Ong Doi from Kenh Te Bridge to Kieu Dam Bridge, Tan Hung Ward - District 7	500,000,000	9/2016	1/2017
5	Sai Gon Royal	Construction of a new 400m internal road passing through the project site (2018)	6,000,000,000	Quarter 4/2018	Quarter 2/2019
West area			105,673,467,000		
1	Richstar	Construction of a new 750m ² public park on Hoa Binh Road	900,000,000	6/2018	12/2018
2	Richstar	Construction of new road D1 with 12m building line, 49m in length with lighting, drainage, trees ...	1,225,000,000	6/2018	12/2018
3	Richstar	Collaborated with Tan Phu District People's Committee to build public parks and schools around 6,350 m ² in the district	100,000,000,000	1/2018	12/2018
4	Botanica Premier	Construction of a new 3,200m ² public park on Hong Ha Street	3,200,000,000	6/2018	12/2018
5	The Prince Residence	Alley renovation around the building	348,467,000	9/2015	11/2015
TOTAL			171,474,097,056		

INVEST IN GREEN AND SUSTAINABLE PROJECT DEVELOPMENT

PROJECT RESPONSIBILITY

GROUP PORTFOLIO **40+** PROJECTS

>10.000
COMPLETED AND DELIVERED PRODUCTS

“Novaland is proud of the quality assurance delivered to customers, contributing a small part to changing the face of HCMC. Standing on the tower crane - one of the hallmarks of a building is the strong, solid Novaland symbol that promises a modern and humane environment.”

The year 2017 is closed with nearly 3,600 quality products to customers right or sooner than committed time. Opinions from customers will be a valuable asset to Novaland to further improve the quality of products of 11 projects to be handed over to customers in 2018.

Commitment on project quality to form good products, build and maintain customer trust is a prerequisite goal which has been the company's orientation throughout the product deployment and delivery. Apply strict control measures in the product creation process through by means of a disciplined and systematic approach to evaluate and improve the effectiveness of risk management control, examine the management procedures in Group's departments; notably focus on quality, safety and data and documents archiving. This is considered as the second defense layer to identify and eliminate poor quality



risks across the manufacturing process from designing, selecting contractors, constructing and product hand over and putting into use.

QA Department focus on developing guidelines and allocating resources for examination in each phase. The entire QA process is developed by QA experts and closely supervised by the highest levels of management, which aims to optimize the quality control and ensure the delivery schedule.

During the design phase, besides selecting the qualified and experienced design contractors, QA Department ensures detailed examination of design ideas, architectural, structural and electromechanical design, fire protection system design, infrastructure and landscape design. This review ensures synchronization across disciplines to smallest details, in line with current regulations and above all to meet the utility as committed to the customer.

During the bidding phase, Novaland's the prestige and image with contractors and suppliers is ensured through

detailed prequalification examination of contractors, suppliers, bill of quantities (BOQ), orders... The task complies with bidding law and value accuracy not only to select the best contractors on price and construction capacity but also to ensure fairness, competition and satisfaction for this group of stakeholders.

In the process of construction, besides the supervising & consulting team and project management Board with profound experience, the QA team carefully selected from the qualified and disciplined candidates conduct independent and objective tests to increase product value and improve project design. The Corporate owns process of construction and electromechanical quality control, the process of testing 100% the main electromechanical equipment of the project using quality policy and the guideline of inspection standards consistent among the relevant departments to ensure uniformity as well as product quality. In other respects, with a system of strict health safety and environmental (HSE) guidelines, policies, and standards, QA's safety – guarantee engineer team contribute to ensuring safety at all projects, which makes the difference between Novaland and other investors in

terms of discipline in construction as well as spirituality as the projects have no occupational accidents, providing peace of mind for residents in the future.

During the pre-handover phase, QA team conducts quality and electromechanical inspection procedures in all areas within the apartment, office and office-tel, public areas of the building, utility areas, swimming pools, children's playgrounds, basement for parking, technology, infrastructure and landscape. QA team leader recommends test and trial run 100% operational function to ensure equipment interconnection and synchronization in service to the residents. All these activities are the last steps to ensure perfection to the smallest details prior to delivery to the customer.

In like manner, quality assurance activities are continually updated and improved to enhance product quality and intergrate the latest technological advances into product quality. Staff capacity is constantly sharpened through training with the aim of knowledge-updating and practical experience sharing.

INVEST IN GREEN AND SUSTAINABLE PROJECT DEVELOPMENT

PRODUCTS AND SERVICES LABELLING

“Novaland always strives to ensure the right of consumers to have access to accurate and complete information about the economic, environmental and social impacts of the products and services they use, from both the product and service brand and the marketing communication aspect.”



ICON 56 apartment (Ben Van Don, Dist.4)

DISCLOSURES

GRI 417-1: Requirements for product and service information and labeling.

GRI 417-2: Incidents of non-compliance concerning product and service information and labeling.

GRI 417-3: Incidents of non-compliance concerning marketing communications.

CRE8: Sustainable and Green Labeling, Assessment and Labeling for new buildings, management and restoration. Fair and responsible marketing communications as well as access to information on product composition, and how to use and how customers do not use the product properly, can help customers make thorough choices.

Novaland Group is always oriented to develop and implement appropriate marketing and communication strategies for products and services. The Group issues and guides the use of trademarks to ensure compliance in all marketing, protection and enhancement of the Novaland brand. Promotional plans are always focused on planning, investing and implementing seriously and professionally to ensure that clients and shareholders are provided with the most complete, accurate and timely information.

Documents providing information on products and services are always prepared in detail for our customers, including brochure, leaflet, product information, product handbook.

The selection of construction materials and equipment for construction activities at the projects are guaranteed to provide sufficient information on the label and origin of goods, information sheets or specifications. At present, information relating to environmental compliance (eg using local materials, information on the distance from the material's origin to the construction site, which directly correlates to harms to the environment due to the transport distance and the shipping process) is also considered to fully assess impacts.

Novaland is one of the few real estate firms to take the lead in adopting the EDGE green building system of International Finance Corporation (IFC) under World Bank in designing and executing projects, with the goal of reducing the material consumption by 20%, in power consumption, and water consumption. In 2016, Orchard Garden (Phu Nhuan District, HCMC) meets the Green Building Certification of EDGE with energy reduced by 21%, water decreased by 23% and material by 33%.

ON DECEMBER 28, 2017, MIBRAND VIETNAM AND BRAND FINANCE ANNOUNCED

VIETNAM'S TOP 50 MOST VALUABLE BRANDS 2017

WITH TOTAL BRAND VALUE OF >11 BILLION USD
Novaland brand name after one year of listing was officially on the list.

MESSAGE IN ASPECT OF TECHNOLOGY AND THE ENVIRONMENT

“Sustainable development is the rule in business. Compliance with the law, environmental protection, not going against the interests of the community... All activities must be based on honesty to bring customers good services, good products and added value over time.”

Abstract of the message from the Chairman of the BOD of Novaland Group



In 2017, the Government issued a national action plan with 17 common objectives and 115 specific targets for sustainable economic growth coupled with progress in social equity and environment and ecology protection, management and effective use of resources, active response to climate change. When adopting the ESG - Risk Management approach to environmental, social and governance factors, Novaland understands that in the initial stage, the Company will face many challenges, costs increase in parallel with use of advanced technologies which are less harmful to the environment... However, in the long run sustainable value for shareholders will be ensured with new business opportunities created.

In 2017, the implementation of management related to technology and the environment includes:

- (1) Materials;
- (2) Energy;
- (3) Environmental protection;
- (4) Human and occupational health.

Novaland continues to affirm the consistent and penetrated message of the Board of Directors in accomplishing the Group's mission “to contribute to the creation of an advanced humanitarian community with a modern lifestyle of many utilities, thereby creating sustainable added value of living for itself and for the society”.

INVEST IN GREEN AND SUSTAINABLE PROJECT DEVELOPMENT

EFFICIENT USE OF ENERGY, MATERIALS AND RESOURCES

MATERIALS

Disclosures

GRI 301-1: Materials used by weight or volume.

GRI 301-2: Recycled input materials used.

With the construction industry nature which is using a lot of construction materials, including the raw materials consumed during the construction process having a certain impact on the environment, Novaland step by step evaluates and implements the use of appropriate substitute materials.

We embed corporate responsibility into the procurement model, in which bidding and asset procurement activities are linked to the social, environmental and economic responsibility of the Group with a view to enhancing customers' quality of life in particular, the surrounding community and society in general. Novaland owns a dedicated R&D team specialized in research and application of new environmental and human friendly materials, bringing about sustainable values and health for not only residents in Novaland's buildings but also the neighboring communities.

With the aim of improving the efficiency of materials use, saving natural resources and minimizing their negative impacts on the environment and ecosystems, we have been implementing the initiative:

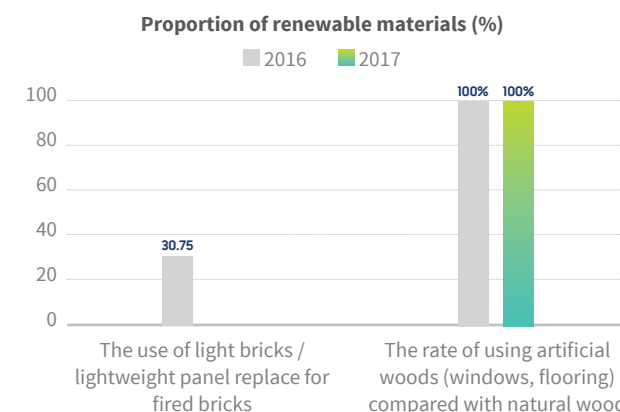
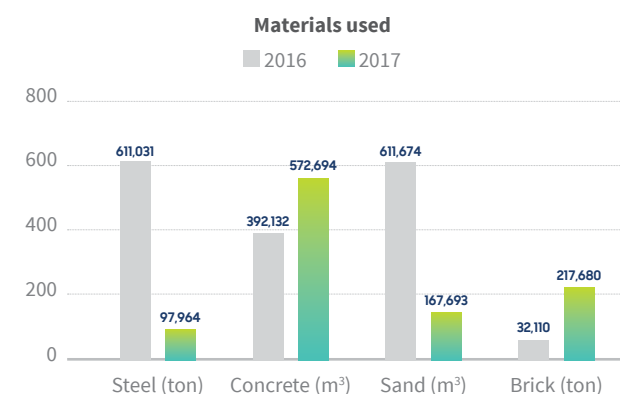
- ➔ As for materials for construction, we have gradually shifted to lightweight brick, non-fired brick, light-weight construction panel from fired brick instead of traditional bricks, contributing to reduction of energy consumption in brick baking.
- ➔ 2. As for plank and floor, The Group choose manmade wood from recycled wood, husk, sawdust etc. instead of natural wood. Artificial wood, in numerous aspects, is superior to some common natural types, by way of illustration, less warping, better water resistance and abrasion resistance while boasting equivalent beauty and lower costs. Hence, waste from a large number of industries will create high quality materials,

save resources and settle problems related to the environment if used properly.

- ➔ We are prioritizing environmentally friendly materials and construction materials available in Vietnam for our construction works (eg. stone brick

Influence of materials on sales and profits

Given the specific characteristics of construction industry, materials account for 55% -65% of total investment costs, thus fluctuations in input material prices greatly affect the Group's revenue and profit. Nevertheless, most of the company's partners are assigned by the company and strategic cooperation agreements have been signed in advance, whether the material prices increase or decrease does not affect the product price.



ENERGY

Disclosures

GRI 302-1: Energy consumption within the organization.

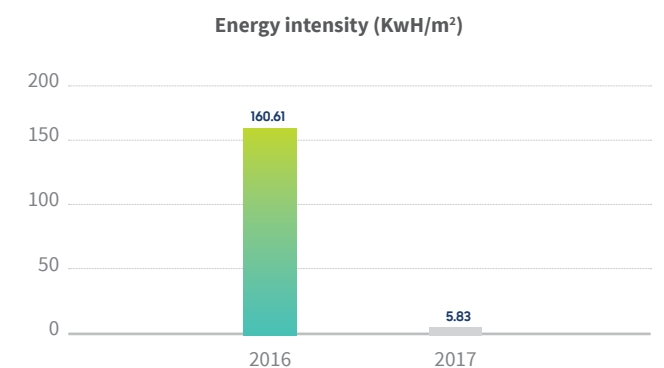
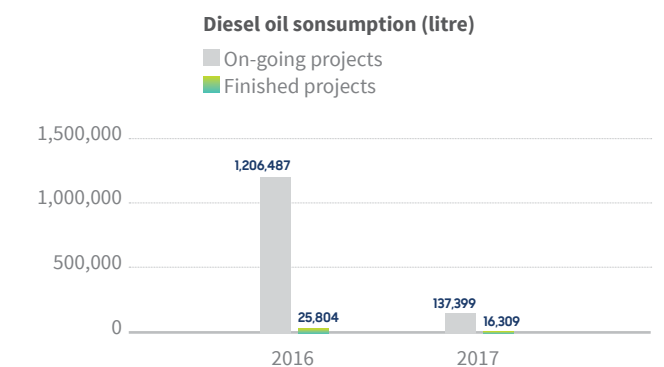
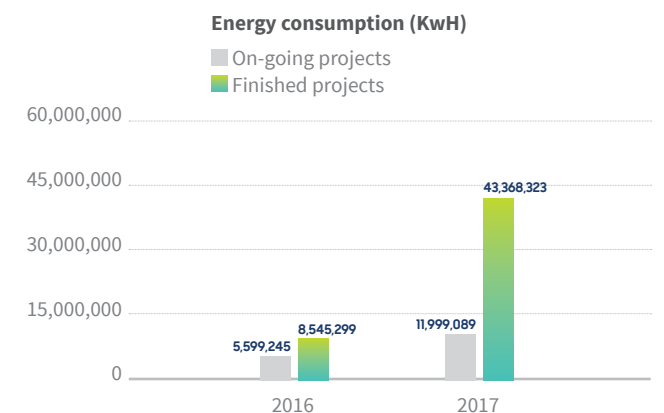
GRI 302-2: Energy intensity.

Solutions to improve energy use efficiency enable us to reduce costs and maximize performance. The energy consumed by the project activities is mainly from grid electricity and DO for power generation.

It is the nature of the construction industry for most energy consumed in our operation to be for equipment operation, transportation, and system operation. We control the operating time, transportation distance of materials, use new equipment with high efficiency so as to restrict material loss and save energy.

By applying new technologies in the process of construction and operation of a system of projects (application of the optimal energy management system BMS into building system operation, apartments use smart technology...) The monitoring of electrical equipment operating over time is installed during the operation of the system to reduce power consumption.

With the aim of energy saving for lighting, we have used LEDs as a replacement for fluorescent and compact bulbs at projects Rivergate Residence, The Tresor Residence (District 4), Lucky Palace (District 6), GardenGate Residence, Kingston Residence (Phu Nhuan District). With regard to energy saving for ventilation and water supply, we apply engine for water pumps and high efficiency fans into most of on-going projects.



INVEST IN GREEN AND SUSTAINABLE PROJECT DEVELOPMENT

EFFICIENT USE OF ENERGY, MATERIALS AND RESOURCES

WATER

Disclosures

GRI 303-1: Water withdrawal by source.

With the approach of efficient use of resources, measures to strengthen the management of water use in the project areas, residential areas, Novaland implements water saving throughout the construction process via exercising control of water supply points during raw construction as well as water management in building operation (supervising water consumption for tree watering and using water saving sensors and water meters in public areas, and specialized lockers only for specialized staff to manipulate etc.). These task are regularly monitored by a team of specialized staff to control the compliance efficiently.

Lakeview City (District 2) takes its pride to be one of the first projects designed and implemented in compliance with the smart and environmentally sustainable urban criteria and the premise for the next projects.

In 2017, the total volume of water withdrawal of Novaland reached over 887 thousand m³, increasing by 12.61% compared to the financial year 2016, with the intensity of water for on-going projects is 1.68 m³/m² and for completed projects is 1.64 m³/m².



Lakeview City (Dist.2, HCMC).

MINIMIZING ENVIRONMENTAL IMPACT

EFFLUENT AND WASTE

Disclosures

GRI 306-1: Water discharge by quality and destination.

GRI 306-2: Waste by type and disposal method.



Construction activity also generates waste that needs to be treated. In order to limit the impact on the environment, Novaland Group classifies waste into different categories including hazardous waste, household waste and etc. and make waste collection contracts with functioning units. Sewage has been treated to meet environmental standards during construction and operation. The status is reported to relevant functioning authorities every six months. We ensure that treated sewage meets Vietnamese standards and regulations related to the environment.



ENVIRONMENTAL COMPLIANCE

Disclosures

GRI 307-1: Non-compliance with environmental laws and regulations.

Novaland’s compliance with the law of environmental protection is the responsibility of the corporation, also an important factor promoting the corporation sustainable development.

In the year 2017, Novaland Group does not commit to any violations of environmental laws and regulations in our records. The verification of no violations is also based on Novaland data from the audit results (no penalty), information recorded from the legislation compliance monitoring system.

We always adhere to environmental safety regulations pursuant to the requirements from the Department of Resources and Environment in all our projects, such as (1)

Classification of hazardous waste, household waste, waste collection contracts with functioning units; (2) Sewage has been treated to meet environmental standards during building operation. Status is periodically reported to relevant functioning authorities every six months, ensuring that treated sewage meets standards.

Besides, noise control during construction is guaranteed in terms of compliance within acceptable limits at all times. We use new technology in construction and in concrete casting for walls, columns and floors so as to reduce noise and dust released in wall construction and painting, while reducing waste from debris at some projects such as The Sun Avenue Residence (District 2), Lucky Palace (District 6), GardenGate Residence (District Phu Nhuan), The Botanica (District Tan Binh. In pre-commissioning stage, buildings are equipped with noise-isolating solutions and the devices with acceptable noise level to meet standards and improve the quality of life for residents.

INVEST IN GREEN AND SUSTAINABLE PROJECT DEVELOPMENT

R&D - TECHNOLOGICAL INNOVATION

“With a vision to become one of the leading real estate enterprises not only in terms of product quality and customer service, Novaland also sets it as a goal for the Corporate to be the lead in exploitation and thorough application of the most up-to-date technology to effectively implement business and sustainability strategy.”

THE IMPORTANCE OF MODERN INFORMATION TECHNOLOGY APPLICATION AND NOVALAND GROUP'S ABILITY

Technology, especially information technology (IT) plays an important role and is the stimulant of change in all fields and sectors including real estate business. Nowadays, all employees of the Novaland Group use mobile devices almost continuously connected, ensuring continuous operation and business can be resolved promptly and timely. The ability to apply IT which is modern and suitable to meet management and business requirements is one of the determinants to the Corporate success.

Novaland Group apply IT to not only the Board of Management in business management, employees in day-to-day work, business activities but also customers and residents living in projects that Novaland delivered. The prerequisite to accomplish this is an IT infrastructure that is well-suited for robust application platforms.

TECHNOLOGICAL INNOVATION FOR CORPORATE GOVERNANCE

Comprehensive corporate governance is one of the top priorities in our IT investment strategy. In 2017, the Corporate officially took the first step to build and deploy SAP ERP (Enterprise resource planning) on HANA modern database system with special solutions for real estate sector. In addition to deploying standard accounting, financial and supply management modules, SAP specially develops modules from project management to sales to Novaland's own requirements. Being put into operation, SAP not only helps to operate the whole system efficiently and smoothly, providing timely and accurate information to management levels, but also ensures standards of information and data control and safety.

TECHNOLOGICAL INNOVATION IN DAILY BUSINESS OPERATIONS

Throughout 2017, Novaland has continually upgraded its infrastructure to provide a mobile work environment via modern wireless, secure remote connectivity and cloud computing for the entire the Corporation ranging from accountants, salesperson... to field engineers. For application platforms, Novaland has invested in deploying and developing applications on advanced application platforms of SAP, Microsoft and Google.

By deploying and putting cloud computing applications on the Microsoft and Google cloud platforms into practice, communication, exchange and storage via email and work tools turn convenient, fast, stable and secure, augmenting productivity and efficiency. Modern wifi system with broadband internet connection provides a dynamic and convenient working environment; employees are given laptops and use mobile devices that comply with information safety standards to ensure timely completion of work.

Internal and inter-departmental business processes have gradually applied IT to save time and resources; It also helps to control processes efficiently and professionally. Thereby, departments can conduct self-control, audits can conduct easier query and support effective risk management. In particular, the application of IT to process operations also saves paper costs and documentation resources for documents storage in case of manual approval transfer, step by step directing towards the goal of implementing Paperless Office in 2018. The system also help to make searching and retrieval quicker. Assignment of authorized personnel to access archives is easier.

Furthermore, Novaland has made a great stride in strengthening project management through the

establishment of Project Monitoring Center, an independent supporting unit for Board of management in real time monitoring and reporting of the project list being and to be implemented. The center plays an important role in ensuring centralized and integrated project planning, monitoring project performance and reporting across MIS management reporting layers; Simultaneously conducts remote project monitoring and implements operation in a synchronous manner, in accordance with advanced project management practices in the project and related departments. Apart from that, the Center supports key issues identification at regular intervals and helps to tackle problems swiftly to achieve the project targets.

TECHNOLOGICAL INNOVATION FOR SERVING RESIDENTS LIVING IN OUR PROJECTS

Identifying inhabitants in Novaland projects is also an important target of the IT strategy, Novaland Care application software using responsive web design developed to help residents interact with the Building Management Board via suggestion box, notifications, and online utilities on mobile devices. Consequently, residents can easily receive information quickly and timely without space or time gap.

The software also assists residents in getting access to facilities in their neighborhoods and vicinity areas, assists the Management Board in the security of the residents by means of booking utilities, absenteeism registration... NovalandCare is one of the initial proofs indicating Novaland's wish to bring about a life of technology and utilities to every citizen.

RISK PREVENTION MEASURES RELATED TO INFORMATION TECHNOLOGY

In 2017, Novaland Group has developed and obtained the Certificate of Information Security Management System for business activities ISO / IEC 27001:2013 with application scope of the whole system. The achievement of this security certificate demonstrates the Board of management's concern and commitment to information risk management as well as measures to mitigate potential IT system risk timely.

Moreover, Novaland also pays significant attention to the safety of IT system operations, proactively conducts securities vulnerability review and system intrusion testing - executed by a trusted and reputable partner - to assess the IT system overall performance. Following that, the company has taken actions and measures to overcome weaknesses in a timely manner and promote the security ability of the system.

With a vision to become one of the leading real estate enterprises not only in terms of product quality and customer service, Novaland also sets it as a goal for the Corporate to be the lead in exploitation and thorough application of the most up-to-date technology to effectively implement business and sustainability strategy. 2017 is the year for upgrading infrastructure and investing, deploying and applying applications with a comprehensive and professional scope, which is the basis for the development of new technology applications in the near future.



INVEST IN GREEN AND SUSTAINABLE PROJECT DEVELOPMENT

OCCUPATIONAL HEALTH AND SAFETY

“We always place the policy of environmental health and safety on top priority and consider it as the operational criteria for the projects “Safety is the No. 1 priority”. The company promulgated policies on reward and punishment for labor safety on the construction site. Costs and investments for safety work are included in project investment costs through contracts with well-known construction contractors.”

DISCLOSURES

- GRI 403-1:** Workers representation in formal joint management-worker health and safety committees.
- GRI 403-2:** Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities.
- GRI 403-3:** Workers with high incidence or high risk of diseases related to their occupation.
- GRI 403-4:** Health and safety topics covered in formal agreements with trade unions.

The safety check in the project was developed with a set of labor safety instructions guiding the steps of work performance and management of construction equipment and human, operation. Particularly, the requirements for safety training prior to the operation permission and the equipment monitoring and management with stringent labour safety requirements at the construction units with more than 70 Forms of human and equipment management control and check. The responsibility is assigned to safety-specialized staff for each project implementation on a regular and continuous basis.

Moreover, Quality Assurance Department and Occupational Health and Safety Board conduct periodic check every week and month at all on-going projects. We

have developed internal safety assessment procedures and a set of safety, health and environment reference standards, implemented cross-checking on daily weekly and monthly basis on projects and conduct benchmarking among contractors, compare the teams among Project Management Boards for prompt achievement encouragement as well as deterrence to improve safety awareness and safe construction measures.

In the office block area, the occupational safety committee performs well the periodical inspection of working conditions and working environment in accordance with current regulations. Take care of employees’ livings and periodic health checks in good and high quality organization to ensure employees with physical check-up equal or better than the requirements of current regulations.

What is more, every year, Novaland appoints safety staff in the Quality Assurance Department to update the new knowledge of safety, health and environment regulations. This team will be the core team who teach and update new knowledge on labor safety for more than 2,000 employees in the Group monthly in both the field work and office. In addition, we cooperate with reputable and qualified centers on occupational safety training in accordance with Decree 44/2016/ND-CP for 02 groups of laborers with

nearly 600 workers. The program has just ended in the middle of December 2017.

We are applying remote management technology (installation of camera tracking center projects) to monitor site activities and timely intervention.). Purchase human insurance at the construction site.

With the rigorous application of the OHSAS (Occupational Health and Safety Assessment Series) to individual contractors, we have significantly reduced accidents on site, ensuring the rate of injuries at low level, 0.0039%,/149,866,657 operating hours.

Novaland is committed to providing the most attentive physiotherapist, from daily nutrition, healthy sports to annual health checks. In 2017, Novaland continues to carry out physical health care for employees such as:

- Organize annual health checks.
- Gymnasium at the office.
- Organize of kitchen for NV to ensure food safety.
- Organize and invite experts to guide you on health topics.
- Organize clubs: football, tennis, photography...
- Set up a momy room for mothers.



SATISFYING THE NEEDS AND EXPECTATIONS OF CUSTOMERS

CUSTOMER SATISFACTION

“More than anyone else, Novaland understands that customer satisfaction is the measure of business success. Because customers are the ones who make a profit and a company that is considered to be successful is when it comes to the number of customers and the ability to attract customers.”



Novaland’s “Customer number 1” orientation consists of main factors: first, timely response to customer concerns; Second, create added value for customers through services.

In particular, in response to the Group’s growth momentum, the Customer Service Department was established in December 2016. Over the course of one year, the Customer Service Department has teamed up with other departments in enhancing customer experience. The customer care team of the Group always ensure the dedicated service, ensure the highest convenience for customers.

Quick and accurate in customer satisfaction assessment is the key for Novaland to continue to improve customer service. We use surveys and customer interviews as the primary tools for this task. Novaland Group conducts survey, listen to the wishes of customers who are using apartments periodically 02 times per year. We teamed up with building management units to improve the quality of service and provide feedback to residents.

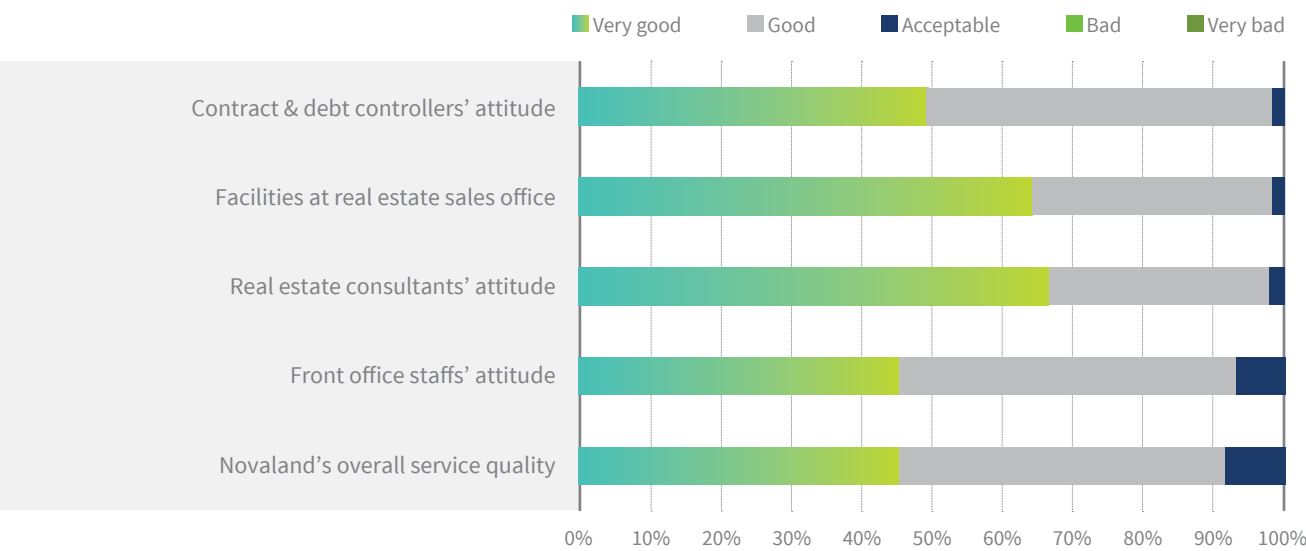
We also analyze the vacancy rate, fluctuation in the number of tenants and direct feedback from customers to collect additional evaluation results for customer satisfaction.



We sorted the satisfaction level of customers in 5 levels, simultaneously launched the evaluation criteria on each aspect according to a chart and the result is shown in the chart below:

	Very good	Good	Acceptable	Bad	Very bad
Novaland’s overall service quality	45%	46%	8%	0%	0%
Front office staffs’ attitude	45%	48%	7%	0%	0%
Real estate consultants’ attitude	66%	32%	2%	0%	0%
Facilities at real estate sales office	64%	34%	2%	0%	0%
Contract & debt controllers’ attitude	49%	49%	2%	0%	0%

SATISFYING THE NEEDS AND EXPECTATIONS OF CUSTOMERS



In 2017, with the theme of “customer-centric,” Novaland paid great attention to customer and resident care. The program “Novaland 2017 Customer Care” with many special offers has been implemented, notably the “Novaland Concert” program - 03 music nights with the most popular A-class music star in Vietnam with the attendance of more than 6,000 loyal customers; or the “Novaland Photo Contest” has received a lot of resident and community participation with high quality and emotional photos.

Grade	Offer to buy new products within 01 April – 31 December 2017 (Based on contract value)			Other special offers
	For customer		For relatives (*)	
	Special offer	Normal		
Member		• 1% for all new products		• Tet’s calendar gift • 30 million VND Voucher on birthday
Gold	• 2% for 03 new products	• 1% for all new products	1%	• Tet’s calendar gift • Novaland concert on April 2017 • 50 million VND Voucher on birthday
Gold*	• 3% for all new products • 2% for 03 new product	• 1% for all new products	1,5%	• Tet’s calendar gift • Novaland concert on April 2017 • 50 million VND Voucher on birthday
Diamond	• 5% for 01 new product • 3% for 03 new products	• 1% for all new products	2%	• Tet’s calendar gift • Novaland concert on April 2017 • 50 million VND Voucher on birthday and other presents on special occasions • Priority to select 01 product of a new project
Platinum	• 8% for 01 new product • 5% for 03 new products	• 1% for all new products	2%	• Tet’s calendar gift • Novaland concert on April 2017 • 50 million VND Voucher on birthday and other presents on special occasions • Priority to select 02 products of a new project

Most importantly, Novaland continues to hold customers’ trust when handing over 07 projects in 2017, adding to the joy of Mau Tuat Spring 2018 in a new and spacious home for thousands of thousands of residents.

AFFORDABLE PRODUCTS AND SERVICE

The year 2017 marked a shift of the apartment market, middle-class products accounted for a high proportion, with a moderate amount of high-class segment.

“Novaland Group has always kept pace with the development trend of the society, anticipating the needs of customers to design and create many quality projects with the brand Novaland introduced to the market. Novaland always puts a lot of effort into providing affordable products and services that meet the needs of the market.”

In order to develop such projects, Novaland has implemented a range of solutions including selecting the appropriate bidding option for each project, building the project in modular manner to lower the cost, follow the standardization process to reduce costs and time.

The Group Steering Board prioritizes the use of business profits to reinvest new development projects and accumulate land areas for long-term development strategies. Land areas of the Group are concentrated in the core areas through effective M&A activities and accumulated at reasonable prices at the prime location, contributing a significant portion to the project cost reduction.

In addition, Novaland Group also strives to provide customers with affordable living services through a number of initiatives such as using LEDs at projects, residents paying for electricity directly, ensuring the price conform to Vietnam regulations. The price does

not include service charges, which means that residents pay lower water costs than direct purchases thanks to wholesale discounts, remind residents to register for water norms to be entitled to unit price under water norms; sign contracts with suppliers with clear origin, ensuring the unit price is equal or lower than the market.

Intelligent consumers not only want their apartments to be modern and well-equipped, they also care about the surrounding ecosystems and the services and infrastructure that surround them. In recent years, Novaland conducts research on the different needs of customers to carry out the services the corporation provides independently and cooperatively.

In 2018, the business plan focuses on building a strong professional team, increasing the value of human resources, improving the process of building the system, applying technology to reduce costs and create intelligent real estate products to increase competitive advantage.

CUSTOMER HEALTH AND SAFETY

“The health and safety of our customers is always a top priority for Novaland, which is why we are constantly improving the quality of our apartments and services, ensuring the living environment in good condition in every stage of the project construction process.”

Products developed by the Group always meet the requirements of safety and health for the community, in particular, the products of Novaland Group meet the following requirements:

- Regulations on fire prevention and fighting;
- The use needs of people with disabilities;
- Regulations related to the health of users.

SATISFYING THE NEEDS AND EXPECTATIONS OF CUSTOMERS

OPINIONS SHARED FROM CUSTOMERS

TRANSFER AND LEASE SERVICE NOVALAND AGENT LEVERAGE OF ADDED VALUE OF INVESTMENT

Novaland Agent which provides support services for the transfer, lease of Novaland property products; support solutions consulting on financial legal and apartment management, has officially came into operation from September 2016. After more than a year in operation, this service has received many positive feedback on effective solutions to increase the value of real estate investment as well as quality of service.

Novaland Agent's transfer service is very convenient for foreigners when buying and selling real estate in Vietnam. We do not need a lot of market knowledge to persuade others to buy products on sale because Novaland Agent will support everything.

Mr. Richard Rayce - British film producer

The Novaland Agent staff is very enthusiastic, thoughtful and quick, does not waste my time. You usually prepare the papers, I just need to sign up at notary. Every transaction is completed within 1 week to 10 days. So far, I have conducted more than 10 transactions of product transfer at Novaland Agent.

Said Ms. Quan Anh Thoa

NOT ONLY A PLACE TO LIVE BUT ALSO A PLACE TO ENJOY LIFE

My family is the first family to live in, and really impressed with the project's 3.6 hectares of lakes. It is true that Novaland can do what they has said! Fresh air, cool, my home almost do not need air conditioning. My husband sister's family also moved to the next. Children of both family ride bike comfortably around the urban area, adults do exercise together in the afternoon.

Ms. Le Thi Nga, a resident of Lakeview City, said in satisfaction

After a period of living in Lucky Dragon Residence, my wife and I felt very happy about the security of the compound model. Civic population, utility right at the door... There were times my family took a long-day trip, when we were back home, I saw the pots of bonsai in front of the house is still looked after by the assistants. It is true that the building management service is so impressive, they are always responsible for things that are not theirs.

Said Quynh Mai, a resident of Lucky Dragon Residence.

In addition, there are many favorable comments that customers have given Novaland about the commitments that the Group has actualized based on its heart to customers.

Novaland Group continues to develop a variety of good products to stay, effective to invest and especially strengthen improvement of the quality of customer and residential care services in the upcoming period. The trust and companionship of tens of thousands of customers undoubtedly have strengthened the journey of value creation and created an advanced humanitarian community of the Novaland brand.

STRONGLY INCREASING VALUE OF INVESTMENT



I have bought five villas at the Lakeview City Project, so far have transferred three properties with a profitability rate that made me really satisfied with this investment. The rest has been handed over and the inside is under construction. It will be proud for me to show off to my friends that in the midst of the noise and dust of the city, my home owns a green, airy space, good for health thanks to the lake near 3,6 hectare.

Ms. Ngoc Anh - Director of Bright Morning Company is happy to share about the efficiency of housing investment last year.



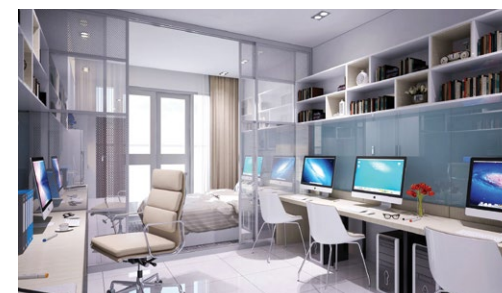
At first I bought a 1 bedroom apartment, someone asked to buy it before the furniture inside the apartment is completely built. The next apartment I bought at the airport is very convenient both for sale and for rent. I am also very fortunate to have just picked up two more apartments of the Botanica Premier project. The Novaland Group has a very good reputation, which is a solid investment channel.

Mr. Bui Quang Lai
Commented on the liquidity of the Novaland apartment.



I chose the Officetel model for investment because Vietnam is a developing country, the number of companies is increasing, the demand for office also increases. All three Officetel Orchard Garden apartments delivered to me in June are very easy to find tenants for office and accommodation.

Ms. Nguyen Phuong Thu cheerfully narrated Officetel investment for lease.



Officetel is very popular abroad, so when Novaland developed this product, I invested right from the first round. The location of Lexington Residence is very convenient for business so I decided to buy 8 apartments. I use 7 of them for company office, and the other for rent.

Mr. Andrew Lim - Singapore Business Entrepreneur revealed the reason for buying Officetel in bulk.

The stories of investing in villas, townhouses, apartments, commercial lots, officetels... from Novaland customers can be very diverse in purposes and investment methods, but one thing in common has been and will be mentioned again is the satisfaction with investment efficiency, willingness to continue investing in new projects and to engage relatives, friends in the investment.

CONSISTENT WITH THE MOTTO
CUSTOMERS ARE NUMBER 1

KEY PERFORMANCE RESULTS IN 2017



“The achievements of the Novaland Group have been recognized and honored through many prestigious awards and titles domestically and internationally, demonstrating their unremitting efforts in creating quality products and land planning in strategic locations, modern living environment, contributing to the sustainable development of society.”



TOP 50 50 BEST LISTED COMPANIES IN VIETNAM

Forbes

Novaland is proud to be featured in the rankings after officially listing and announcing the disclosure. The listed companies account for over 60% of the HSX and HNX capitalization. The list uses the Forbes' methodology of ranking US listed companies in terms of double growth rates for investment, Profit, Profitability, EPS and sustainability level. In 2017 many new companies appear, which are leading businesses in many industries with billion dollars of capitalization.



ASIA PACIFIC PROPERTY AWARDS 2017

International Property Awards

The award is to honor the two projects The Sun Avenue Residence with the title “The best residential complex in Vietnam, the complex of typical architecture in Vietnam. High-rise buildings with typical architecture in Vietnam, Typical apartment projects in Vietnam, Typical complex projects in Vietnam, Typical high-rise projects in Vietnam “and Lakeview City with title” typical residential and residential areas with typical architecture residential project in Vietnam”. The Honored projects are evaluated on the basis of superiority in service delivery, creativity in design and spatial planning, the potential to increase the value of the product as well as the effective synergy in the use of materials and resources, contributing to environmental protection.



TOP 06 BEST ANNUAL REPORT

HSX, HNX, Dragon Capital and Investment Review

The Novaland Group was honoured in the Top 6 Real Estate Firms with best Annual Report; Top 10 best corporate governance Annual Report and Top 10 Sustainability Reports for the first time. Annual Report represents Novaland's effort and commitment to providing information in the most transparent manner, not only meeting the requirements of Vietnamese law but also adopting higher international governance practices and GRI standards.



TOP 10 BEST REAL ESTATE INVESTOR IN VIETNAM

BCI Asia Awards

This is the fifth consecutive year the Novaland brand has been honored at the BCI Asia Awards - one of the most prestigious awards in the construction industry in Asia. The awards represent objective and professional assessments from industry experts who recognize the innovative journey of the Novaland team in providing valuable products to the society.



40 MOST VALUABLE BRAND NAMES IN VIETNAM

Forbes

Novaland was honoured in top 40 for the first time after officially listing from the end of 2016. The rankings calculate the contribution of the brand to the business performance of the company, the contribution of revenue to the industry, EBIT, intangible asset value, sector average P / E.



VIETNAM PROPERTY AWARD, ASIA PROPERTY AWARD

Guru Property

Novaland was honored at the title Real Estate Developer Awards of the Year, Special Certificate of Corporate Social Responsibility, Property Award for The Sun Avenue Residence Project. In addition, Serai Nova Phu Sa Resort is the typical representative of Vietnam for the award of the best landscape hotel project - Asia Property Award.



ENTERPRISES WITH INFLUENCE ON THE COMMUNITY, ENTERPRISES WITH EXCELLENT STRATEGY FOR HUMAN RESOURCE DEVELOPMENT

Asia Responsible Entrepreneurship Awards 2017 (AREA)

Prestigious regional Awards by NGO Enterprise Asia honored Novaland in two categories for Community and Human Resource Development. Especially, Novaland is the first Vietnamese brand in the field of real estate which was named for this award.



BEST EMPLOYER BRAND IN ASIA 2017

Employer Branding Institute in coordination with World HRD Congress and Stars of the Industry Group with the support of strategic partner CHRO Asia and patronized by Asian Confederation of Businesses

Thanks to the effective and sustainable human resource management strategy, Novaland Group has been continuously honored by the prestigious HR Awards and the only Vietnamese company to receive the award. The award aims to honor Asian businesses with excellent HR strategies.



EUROMONEY REAL ESTATE AWARD

Euromoney

Euromoney's Real Estate Awards is one of the world's most prestigious rating systems, and has launched a 13-year global property awards program to honor the leading real estate developers in each country. Ranking criteria are based on superior strengths in product portfolio, service quality, investment strategy, reputation and scale of development. Novaland take its pride to be featured in Top 4 Real Estate Investors and Top 2 Residential Developers in Vietnam.

Brand Finance®

50 VALUABLE BRAND NAME

Brand Finance

Brand Finance is a leading brand valuation company, valuing 7,000 brands worldwide each year. This is the only ranking that has a brand valuation approach that meets the criteria of ISO 10668 on valuation standards. The brands under Brand Finance valuation is allowed to be used with the tax authorities, audited and used in M & A transactions. Novaland is proud to be selected in the first year of its listing.



Global Reporting Initiative™

GRI INDEX FOR “IN ACCORDANCE: CORE”

This report is developed in accordance with GRI Standards “core” requirements

GENERAL STANDARD DISCLOSURES			
Profile Disclosure	Description	Reference page / Explanations	External Assurance
STRATEGY AND ANALYSIS			
GRI 102-14	Statement from senior decision-maker	Page 4	Not assured
GRI 102-15	Key impacts, risks, and opportunities	Page 14 - 15	
ORGANISATIONAL PROFILE			
GRI 102-1	Name of the organisation	Page 9 – About Novaland	
GRI 102-2	Activities, brands, products, and services		
GRI 102-3	Location of headquarters		
GRI 102-4	Location of operations		

GENERAL STANDARD DISCLOSURES			
Profile Disclosure	Description	Reference page / Explanations	External Assurance
ORGANISATIONAL PROFILE			
GRI 102-5	Ownership and legal form	Novaland is a public company limited and is listed on the Ho Chi Minh Stock Exchange (HSX). (Please refer to “Investor Information” in the Annual Report 2017)	
GRI 102-6	Markets served	Page 9 – About Novaland	
GRI 102-7	Scale of the organization	Please refer to page 144 - 145 of the Annual Report 2017	
GRI 102-8	Information on employees and other workers	Page 42 – Employment	
GRI 102-41	Collective bargaining agreements	Please refer to page 152 of the Annual Report 2017	
GRI 102-9	Supply chain	Please refer to page 128 - 129 of the Annual Report 2017	
GRI 102-10	Significant changes to the organization and its supply chain	Please refer to page 128 - 129 of the Annual Report 2017	
GRI 102-11	Precautionary Principle or approach	Page 16 - 17 – Our sustainability approach	
GRI 102-12	External initiatives	Information is mentioned thorough out the report	
GRI 102-13	Membership of associations	No information	
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
GRI 102-45	Entities included in the consolidated financial statements	Please refer to page 180 of the Annual Report 2017	
GRI 102-46	Defining report content and topic Boundaries	Page 29 - 30 – Materiality assessment	
GRI 102-47	List of material topics		
GRI 103-1	Explanation of the material topic and its Boundary		Not assured
GRI 102-48	Restatements of information	No restatement	Not assured
GRI 102-49	Changes in reporting	No change	
STAKEHOLDER ENGAGEMENT			
GRI 102-40	List of stakeholder groups	Page 26 - 27 Stakeholder engagement	
GRI 102-42	Identifying and selecting stakeholders		
GRI 102-43	Approach to stakeholder engagement	Page 27 - 28 Stakeholder engagement	
GRI 102-44	Key topics and concerns raised		
REPORT PROFILE			
GRI 102-50	Reporting period	Page 7	
GRI 102-51	Date of most recent report		
GRI 102-52	Reporting cycle	Page 9	
GRI 102-53	Contact point for questions regarding the report		
GRI 102-54	Claims of reporting in accordance with the GRI Standards	Page 6	
GRI 102-55	GRI content index	Page 82 - 86	
GRI 102-56	External assurance		Not assured

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GENERAL STANDARD DISCLOSURES			
Profile Disclosure	Description	Reference page / Explanations	External Assurance
GOVERNANCE			
GRI 102-18	Governance structure	Please refer to page 59 of the Annual Report 2017	
GRI 102-19	Delegating authority	Page 16 - 17 - Sustainability Council and responsibility	
GRI 102-20	Executive-level responsibility for economic, environmental, and social topics	Page 18 - 21 - Members of the Sustainability Council	
GRI 102-21	Consulting stakeholders on economic, environmental, and social topics	Page 26 - 27 - Stakeholder engagement	
GRI 102-22	Composition of the highest governance body and its committees	Page 17	
GRI 102-23	Chair of the highest governance body		
GRI 102-24	Nominating and selecting the highest governance body		
GRI 102-25	Conflicts of interest		
GRI 102-26	Role of highest governance body in setting purpose, values, and strategy	Please refer to page 58 - 59 of the Annual Report 2017	
GRI 102-27	Collective knowledge of highest governance body		
GRI 102-28	Evaluating the highest governance body's performance	Please refer to page 72 - 74 of the Annual Report 2017	
GRI 102-29	Identifying and managing economic, environmental, and social impacts	Page 30 - Materiality assessment	
GRI 102-30	Effectiveness of risk management processes	Page 22 - 24 - Risk management	
GRI 102-31	Review of economic, environmental, and social topics	Page 30 - Materiality assessment	
GRI 102-32	Highest governance body's role in sustainability reporting	Page 17	
GRI 102-33	Communicating critical concerns	Page 27 - Stakeholder engagement	
GRI 102-34	Nature and total number of critical concerns	Page 27 - Stakeholder engagement	
GRI 102-35	Remuneration policies	Please refer to page 164 of the Annual Report 2017	
GRI 102-36	Process for determining remuneration		
GRI 102-37	Stakeholders' involvement in remuneration		
GRI 102-38	Annual total compensation ratio		
GRI 102-39	Percentage increase in annual total compensation ratio		
ETHICS AND INTEGRITY			
GRI 102-16	Values, principles, standards, and norms of behavior	Page 25	
GRI 102-17	Mechanisms for advice and concerns about ethics		

SPECIFIC STANDARD DISCLOSURES				
Profile Disclosure	Indicators	Description	Reference page / Explanations	External Assurance
		ECONOMIC		
Aspect:				
1. Economic Performance	GRI 201-1	Direct economic value generated and distributed	Page 36	
	GRI 201-2	Financial implications and other risks and opportunities due to climate change	Page 37	
	GRI 201-3	Defined benefit plan obligations and other retirement plans		
2. Indirect Economic Impacts	GRI 203-1	Infrastructure investments and services supported	Page 61	
	GRI 203-2	Significant indirect economic impacts		
3. Procurement Practices	GRI 204-1	Proportion of spending on local suppliers	Page 39	
		ENVIRONMENTAL		
Aspect:				
1. Materials	GRI 301-1	Materials used by weight or volume	Page 66	
	GRI 301-2	Recycled input materials used		
2. Energy	GRI 302-1	Energy consumption within the organization	Page 67	
	GRI 302-3	Energy intensity		
3. Water	GRI 303-1	Water withdrawal by source	Page 68	
4. Effluents and Waste	GRI 306-1	Water discharge by quality and destination	Page 69	
	GRI 306-2	Waste by type and disposal method		
5. Environmental Compliance	GRI 307-1	Non-compliance with environmental laws and regulations		
6. Supplier Environmental Assessment	GRI 308-1	New suppliers that were screened using environmental criteria	Page 39	
	GRI 308-2	Negative environmental impacts in the supply chain and actions taken		
		SOCIAL		
Aspect:				
1. Employment	GRI 401-1	New employee hires and employee turnover	Page 42	
	GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		
	GRI 401-3	Parental leave		
2. Occupational Health and Safety	GRI 403-1	Workers representation in formal joint management-worker health and safety committees	Page 72	
	GRI 403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Page 73	
	CRE1	Percentage of organizations operating in compliance with internationally recognized health and safety management systems	Page 73	

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SPECIFIC STANDARD DISCLOSURES				
Profile Disclosure	Indicators	Description	Reference page / Explanations	External Assurance
SOCIAL				
Aspect:				
3. Training and education	GRI 404-1	Average hours of training per year per employee	Page 43	
	GRI 404-2	Programs for upgrading employee skills and transition assistance programs		
	GRI 404-3	Percentage of employees receiving regular performance and career development reviews		
4. Supplier social assessment	GRI 414-1	New suppliers that were screened using social criteria	Page 39	
5. Local communities	GRI 413-1	Operations with local community engagement, impact assessments, and development programs	Page 46	
	GRI 413-2	Operations with significant actual and potential negative impacts on local communities		
6. Anti-corruption	GRI 205-1	Operations assessed for risks related to corruption	Page 40	
	GRI 205-2	Communication and training about anti-corruption policies and procedures		
	GRI 205-3	Confirmed incidents of corruption and actions taken		
7. Customer health and safety	GRI 416-1	Assessment of the health and safety impacts of product and service categories	Page 77	
	GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		
8. Marketing and labelling	GRI 417-1	Requirements for product and service information and labelling	Page 62	
	GRI 417-2	Incidents of non-compliance concerning product and service information and labelling		
	GRI 417-3	Incidents of non-compliance concerning marketing communications		
	CRE8	Sustainable and Green Labeling, Assessment and Labeling for new buildings, management and restoration	Page 64	



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