

2022 - 2023 Edition

Environmental **Social** **Governance** **Report**

SUSTAINABLE DEVELOPMENT REPORT

2022-2023

**“The journey of a thousand miles begins with
a single step” - Lao Tzu**





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Report Overview

On the way towards the 20-year milestone of formation and development (2005-2025), InterLOG always puts employees, partners, customers, shareholders and the community at the center of all its sustainable growth. This can be clearly seen in the vision - mission and core values of InterLOG in development journey.

For Employees: InterLOG always creates opportunities for advancement, solid career development, and promotes innovation and creativity of each individual. InterLOG also identifies itself as a talent incubator, a launching pad to help potential employees become new-generation leaders in the future.

For Customers & Partners: Always strive to bring quality services and effective solutions with sustainable value to customers and partners.

With the Community: Pioneering connection and volunteer activities, wishing to bring practical values to the community, awareness and efforts to act for the living environment and this planet.

For Shareholders: Bring shareholders attractive, long-term benefits, committed to sustainable growth in annual dividend rates.





The ESG-compliant sustainability report is an independent report that demonstrates InterLOG's overall strategy for sustainable development orientation and goals in key Governance - Social and Environmental factors.

In this ESG report, InterLOG publishes and presents its sustainable development strategy model from 2022; How we research and approach; ESG practices in the organization's activities. Practices will be increasingly improved, gradually professionalized in all sustainable development activities of InterLOG. In addition, some activities that have achieved results towards sustainable development goals will also be committed and published in this report.

The ESG Sustainability Report is also a measure that helps InterLOG's Board of Directors and Management easily assess the effectiveness of ESG practices at the enterprise, thereby updating the most appropriate directions for InterLOG's sustainable development goals.

A. Basis for reporting:

InterLOG's ESG report is prepared and published based on the reference of the United Nations' SDGs. The report also integrates InterLOG's own research initiatives on sustainable development models of the industry and SDGs development goals into relevant sections to demonstrate InterLOG's contribution to the achievement of these goals.

B. Report Scope:

Reporting period: The 2022-2023 ESG report is prepared according to the accounting year, starting from January 1, 2022 to December 31, 2023.

Reporting cycle: every 2 years

Report data: The report is prepared within the scope of operations of InterLOG Company, including branches and member companies under InterLOG in Vietnam.

This report and other sustainability-related publications will be available on the InterLOG website.

Release date: 08/09/2024



Message from the Chairman of the Board of Directors



“A small action

from each InterLOG-er creates huge, sustainable impacts for green living! ”

In recent years, global challenges of pollution, climate change, and population polarization leading to inequitable distribution of food, water, health care, data security, & privacy have become increasingly prominent.

Therefore, green growth is a global trend and an inevitable development path for Vietnam. At the COP26 Climate Summit held in Glasgow (Scotland), Vietnam, along with many countries around the world, committed to achieving net zero emissions by 2050. Up to now, Vietnam has implemented many specific actions: completing the legal corridor to attract green finance, approving the JETP (Energy Transition) project; Action program on green energy transition; Action program to reduce emissions in the transport sector;...

In the spirit of always accompanying the country in response to the Prime Minister's call, InterLOG has taken specific actions and included them in the organization's ESG sustainable development strategy in recent years.

Not only do we define our strategy and goals in our sustainability journey, but we also strive to raise awareness of “Green Transformation” to all internal members, customers, partners, & the logistics industry community & our supply chain, where our carbon footprint passes through. In this ESG report, we will also publish the results achieved from the above activities and hope to spread the green spirit more & more widely.

Besides environmental factors and social responsibility, the factors that improve management efficiency in InterLOG's business operations are commitments to employees, customers, partners...

which we are continually improving will also be published in this report. Integrating ESG practices into business operations demonstrates InterLOG's role and responsibility in the journey to protect this green planet.

Every journey of a thousand miles begins with a single step. Therefore, we believe that small actions from each individual InterLOG can create huge, sustainable impacts for green living now and in the future!



VISION

Continuously improve to become a reputable and sustainable logistics service provider and supply chain innovator in Vietnam.

MISSION

Innovate supply chain solutions, bring sustainable value to all stakeholders and contribute to improving quality standards and competitiveness of Vietnam's supply chain on a global scale.

About InterLOG Corp.

Established in 2005, with an initial scale of just over 20 members working together to develop domestic and international logistics services, InterLOG Corp. has achieved many successes and has more than 200 employees to date:

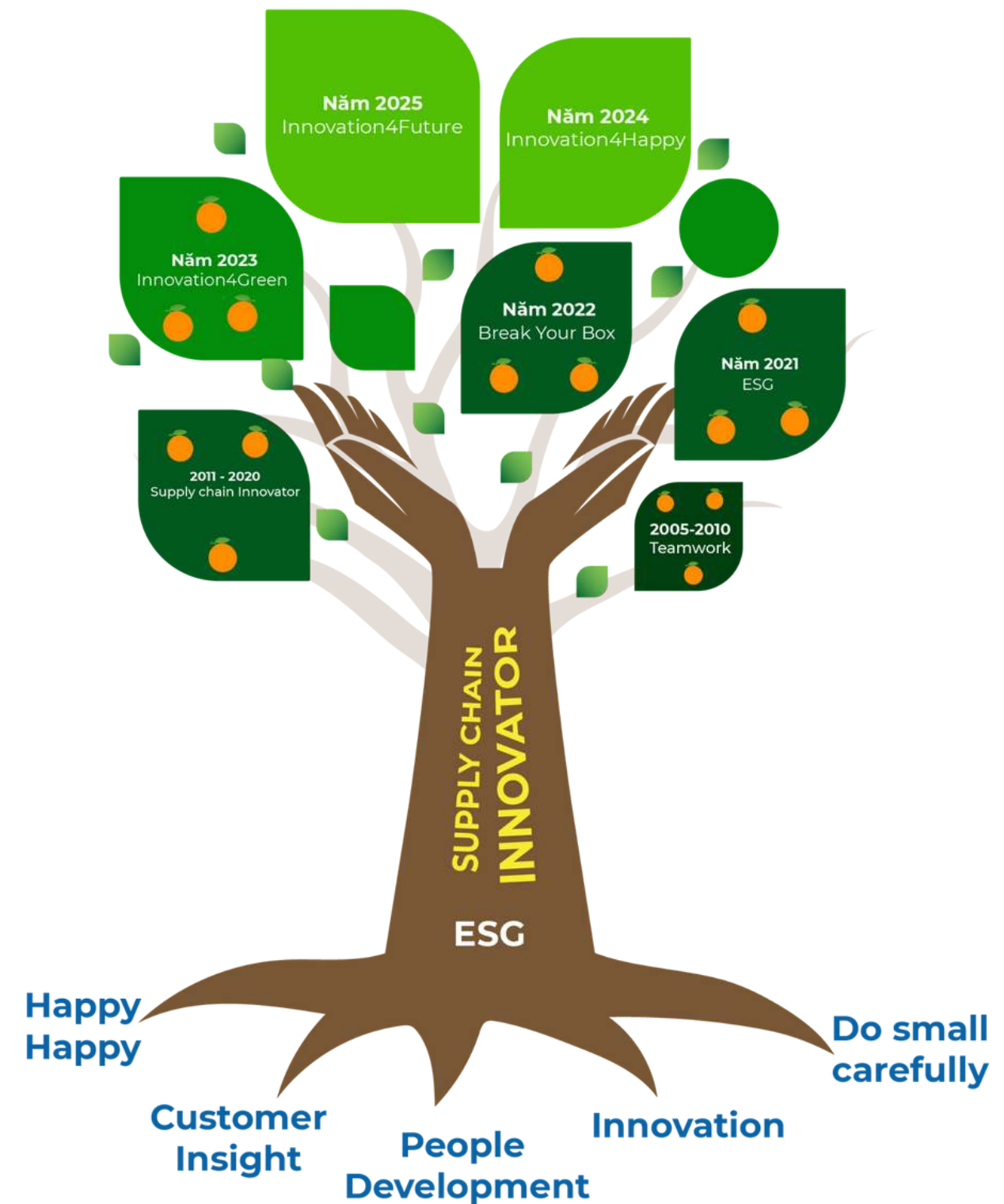
- **2006:** InterLOG was certified as a National Strong Brand.
- **2008:** InterLOG became one of the qualified Customs Brokers certified by the General Department of Vietnam Customs.
- **2011:** InterLOG became a member of the World Cargo Association (WCA) - expanding its global partner system; officially became the exclusive agent of AWS in Vietnam - a business specializing in Master Consol in the Asian region.
- **2013:** InterLOG developed a branch in Hanoi.
- **2016:** InterLOG developed a branch in Hai Phong.
- **2018:** InterLOG cooperated with strategic shareholder Daiichi Freight System - Top 05 Japanese Logistics enterprises; joint venture with Asian Worldwide Services Vietnam, Asean Cargo Gateway JSC, ... to become an enterprise providing a variety of comprehensive logistics services and optimal supply chain solutions for large domestic and foreign enterprises, especially enterprises in the FDI segment of the electronics industry, automation, processing and export processing ...
- **2019:** The Ministry of Industry and Trade awarded InterLOG Corp. the title of Enterprise with outstanding achievements in developing Vietnam's Logistics service industry with an average annual growth rate of 20%.
- **2021:** InterLOG changes its brand identity with new colors and logos. This innovation of InterLOG aims at the sustainable development stage associated with the E.S.G model of the enterprise.
Become one of the 5 founding members of the Vietnam Industry Support Alliance (VISA)
- **2022:** Launch of WR1 brand - E-Logistics platform
InterLOG was honored in the Top 10 Asia Pacific Brands and Services
- **2023:** InterLOG honored as Top 4.0 Enterprise Vietnam
Opening ESG Building office in Da Nang & expanding the market in the Central region and DDP service to the US, specializing in transporting handicrafts, religious items, FBA...

20 years
Sustainable
Development &
Innovation

1 Positioning

1 Objective
Sustainable Development

5 Core Values



**InterLOG's Innovation Tree
towards sustainable development goals**

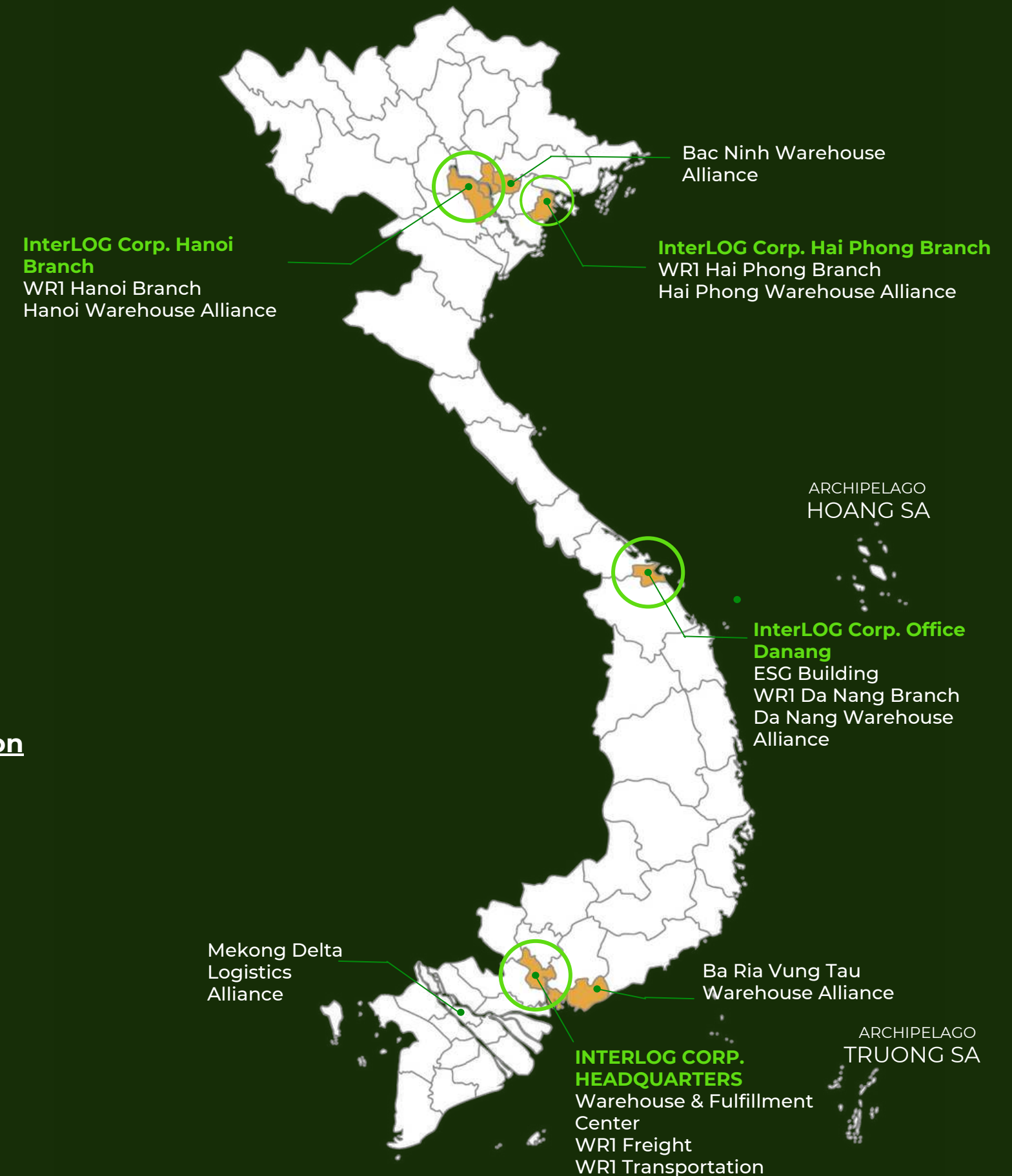
Offices & Branches

After nearly 20 years of establishment and development, InterLOG Corp. has developed branches, offices, and alliance networks nationwide. Expanding the market in domestic regions not only increases InterLOG's sustainable ecosystem over the years, but also enhances its supply chain management capacity and provides increasingly professional and comprehensive logistics services.

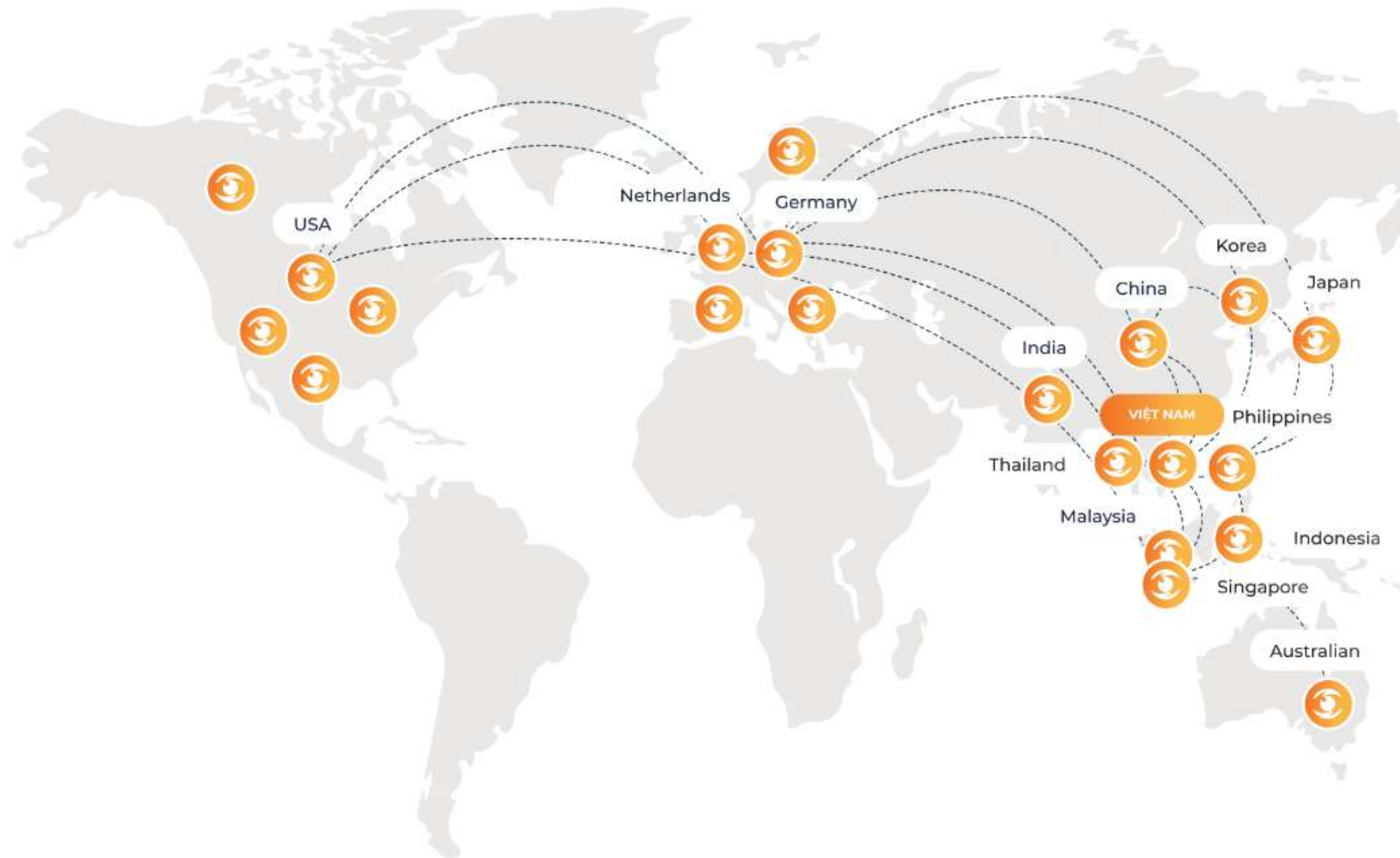
Vision to 2030: continue to expand branches and representative offices abroad, especially in the Japanese and American markets, aiming at the mission of "improving quality standards and competitiveness of Vietnam's supply chain on a global scale."

Main services

- Road freight transport
- Coastal and ocean freight transport
- Inland waterway freight transport
- Warehousing and storage of goods
- Cargo handling
- Delivery
- Supply Chain Management Consulting
- Organization of trade introduction and promotion



Global Agent Network



HOA KỲ	NAM PHI	CHÂU Á
Long Beach Los Angeles New York Oakland Seattle Houston Miami Chicago	Durban Port Sudan	Singapore Indonesia Jakarta Semarang Philippines Manila Malaysia Thái Lan Bangkok Laem Chabang Bangladesh Chittagong Đài Loan Taichung Kaohsiung Keelung
KHỐI EU	TRUNG ĐÔNG	ÚC
Rotterdam (Hà Lan) Hamburg (Đức) Bremen (Đức) Barcelona (Spanish) Valencia (Tây Ban Nha)	Abu Dhabi Jebel Ali	Hàn Quốc Incheon Busan Nhật Bản Tokyo Nagoya Osaka Yokohama Trung Quốc Xingang Dalian Qingdao Shanghai Shenzhen Guangzh Hong Kong

Agent network with 60+ countries worldwide

Our networks with carriers, logistics organizations in 60+ countries, widely covering and conquering partners in demanding markets such as the US, UK, Japan, Singapore, etc.

Diverse shipping routes at reasonable costs

InterLOG advises on key shipping routes with flexible time frames and reasonable costs, helping customers have many options to optimize shipping time and costs.



LỄ BIỂU DƯƠNG TOP CÔNG NGHIỆP 4.0 VIỆT NAM I4.0 AWARDS LẦN THỨ HAI NĂM 2023

INTERLOG
SUPPLY CHAIN INNOVATOR

OUTSTANDING ACHIEVEMENTS

CÔNG TY CP GIAO NHẬN TIẾP VẬN QUỐC TẾ INTERLOG

Chuyển đổi số xanh vì mục tiêu phát triển bền vững
ngành Logistics & Chuỗi cung ứng Việt Nam



TOP 4.0 ENTERPRISES OF 2023

InterLOG Company was honored for the first time as Top 4.0 Enterprises of Vietnam 2023, in the category of Top Science - Technology and Innovation Enterprises, applying digital transformation to its production and business activities.



TOP 10 ASIA PACIFIC OUTSTANDING SERVICE BRANDS 2022

InterLOG was honored in the Top 10 typical brands and services in Asia Pacific 2022, in the field of "Providing logistics services and supply chain solutions"



InterLOG is fully aware of its responsibility to promote sustainable economic and social development, while contributing to environmental protection to leave a green planet for future generations.

InterLOG aims to spread the InterLOG ESG model as a platform to encourage stakeholders to apply and expand this model to more individuals and organizations in Vietnam. To achieve this, InterLOG aims to maintain and enhance customer confidence through the implementation of good corporate governance, ensuring that management, control and operation functions are all operated for the benefit of employees, customers, shareholders and stakeholders.

This commitment to sustainable development is integrated into InterLOG's development strategy, which includes steady and stable growth to meet shareholders' expectations; improving customer experience; building and maintaining a green working environment, encouraging and developing talents, and actively contributing to social activities. In addition, InterLOG also aims to reduce greenhouse gas emissions, hoping to spread environmental protection actions to stakeholders and change environmental protection awareness for all parties in the journey to greening this planet.



Governance
SUSTAINABLE GROWTH & EFFICIENT SUPPLY CHAIN MANAGEMENT

InterLOG strives for sustainable growth through effective production and business activities; service quality management; digital transformation application, while ensuring the supply of services meets quality standards...



Society
DEVELOPING AND CONNECTING HUMAN RESOURCES TO CONTRIBUTE AND BUILD SUSTAINABLE COMMUNITIES

InterLOG always focuses on training and developing talents through welfare policies, ensuring employee health, practical CBTA training and coaching programs; at the same time, increasing internal connectivity and solidarity by building cohesive corporate culture programs...

InterLOG strives to ensure service quality and customer experience; fulfills responsibilities well, contributes to the professional community and society, and develops sustainably together.

ESG sustainable development orientation

InterLOG's ESG sustainable development orientation is built on Vietnamese and international regulations on sustainable development and references the 17 Sustainable Development Goals of the United Nations. Of those 17 goals, InterLOG focuses on the following 9 goals:



Environment
REDUCE IMPACT ON THE NATURAL ENVIRONMENT & CREATE A HAPPY WORKING ENVIRONMENT

InterLOG always strives to accompany Vietnam in the journey of "Greening Vietnam" in response to the Prime Minister's call to join hands in planting 1 billion new trees in Vietnam, while reducing negative impacts on the environment through applying green logistics solutions in transportation; green transformation internally, launching programs to raise awareness and actions to reduce carbon emissions, save energy, fuel, etc.

In addition, InterLOG also aims to build a healthy physical environment and happy spirit to help each of our employees improve and develop themselves, in accordance with the core value of Happy-Happy.

ESG Model

InterLOG builds a sustainable ESG development model and spreads awareness to employees, shareholders, customers, partners and stakeholders to join hands in action for common sustainable development.

InterLOG's ESG model is a combination of the standards in the international ESG model and the 09 sustainable development goals of the United Nations in accordance with the business sector of the enterprise. In particular, we also develop initiatives on physical and mental criteria in the Environment factor to emphasize the core value that we have always aimed for since our establishment, which is to build a Happy-Happy working environment of the enterprise.



Sustainable Development Management

InterLOG's ESG model sustainable development strategy is chaired by the Chairman of the Board of Directors and General Director of InterLOG, providing direction,... defining and monitoring the implementation of goals and approving all sustainable development initiatives in all activities.

Departments including the Human Resources Administration Department, the Quality Management and Digital Transformation Department, and the Marketing and Brand Communications Department are concurrently responsible for planning and implementing detailed sustainable development activities as an ESG Subcommittee under the direction of the Chairman of the Board of Directors and General Director.

The main responsibilities of the ESG Subcommittee (concurrent) include:



Develop an appropriate ESG strategy in line with InterLOG's development orientation, ensuring effective implementation of ESG activities.



Develop and manage ESG metrics to ensure compliance with laws, internal regulations and business trends.



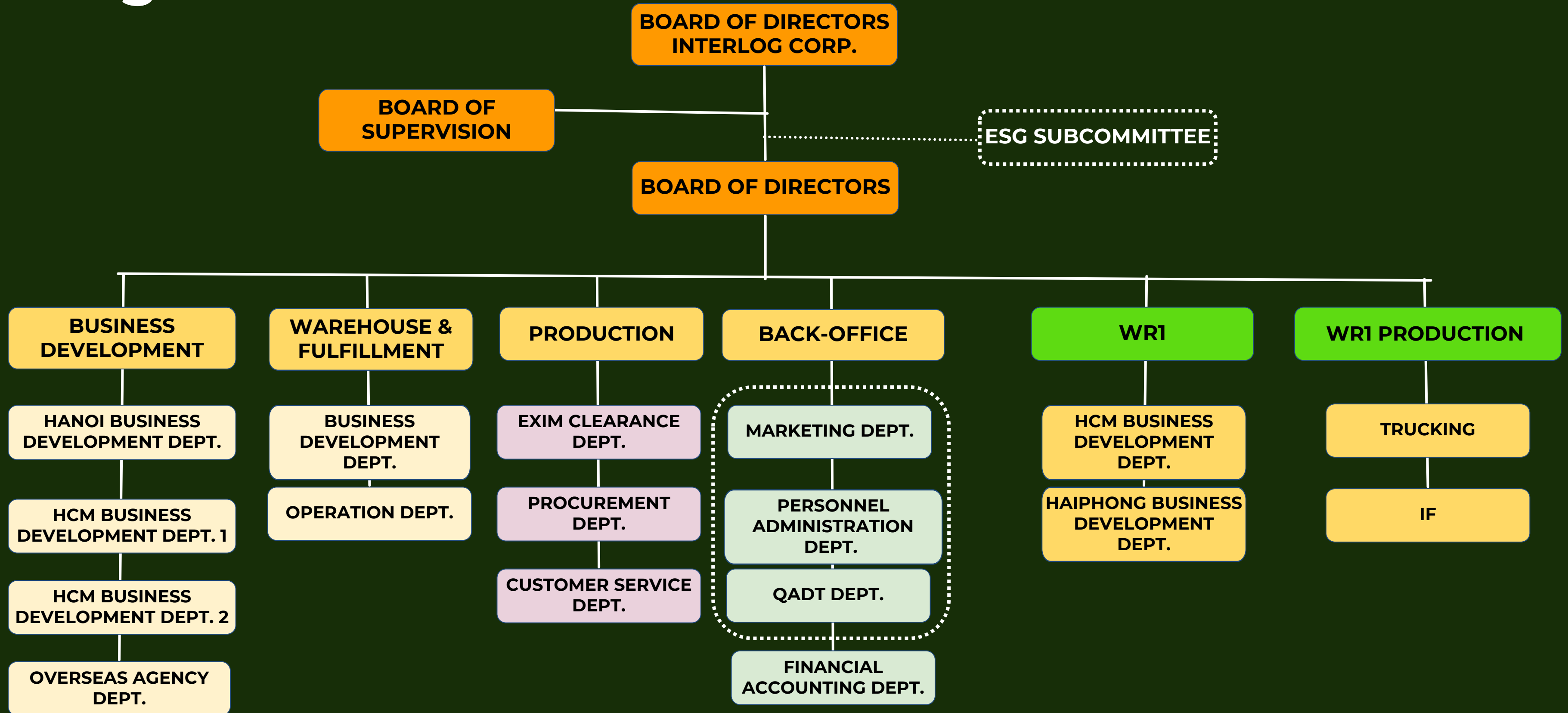
Participate in the development of an ESG reporting framework.

Implement policies, coordination processes, and comprehensive information synthesis and disclosure.



Coordinate with departments to communicate and implement appropriate ESG activities.

Organizational chart



Environmental



REDUCE IMPACT ON THE NATURAL ENVIRONMENT & CREATE A HAPPY WORKING ENVIRONMENT

Natural environment

- Enhance the application of green logistics solutions in transportation.
- Waste management & recycling, greening (Sponsorship & tree planting)
- Raise awareness and actions to reduce carbon emissions, save energy and fuel in business operations.

Spiritual environment

- Create a happy working environment.

Physical environment

- Improve employee health through physical education and team sports programs...

Social



DEVELOPING & CONNECTING HUMAN RESOURCES CONTRIBUTE & BUILD SUSTAINABLE COMMUNITIES

Human Development

- Management team: Develop sustainable leadership thinking.
- Staff: Awareness training, professional skills, digital skills...

Social Connection

- Actively participate in social responsibility and volunteer activities for a better life.

Contribute and build sustainable communities

- Ensure service quality and customer experience;
- Efforts to raise awareness for the industry community with the Vietnam Logistics Services Association (VLA) and the Vietnam Industry Support Alliance (VISA).

Governance



SUSTAINABLE GROWTH & EFFICIENT SUPPLY CHAIN MANAGEMENT

Sustainable Supply Chain Management

- Ensure supply meets standards.
- Tax transparency.
- Digital transformation in business operations. Risk management & service quality.
- Internal control mechanisms.



E - Environmental

REDUCING IMPACT ON THE NATURAL ENVIRONMENT & BUILDING A HAPPY WORKING ENVIRONMENT

Combating climate change is one of the most important challenges we face, both as a society and as a business. InterLOG is committed to supporting our customers and actively participating in the green transformation of the logistics industry. InterLOG is also working to take proactive measures to reduce its environmental impact and to find ways to limit emissions in its business operations.

Besides, building a happy working environment that helps each employee achieve a green spirit and strong physical health is also one of InterLOG's goals in the Green Transformation journey.



**Natural
environment**



**Physical
environment**



**Spiritual
environment**



E - ENVIRONMENT

REDUCE IMPACT ON THE NATURAL ENVIRONMENT

Orientation

The logistics and transport sector is the largest emitter among the global high-emission sectors. According to the European Commission, total global transport emissions in 2022 were approximately 8.1 billion tonnes of CO₂e, up 5% from 2021 and accounting for 14% of global emissions that year.

As one of the global logistics and transportation enterprises, InterLOG is fully aware of the significant impact of the enterprise on the environment, and at the same time, reducing emissions from the enterprise's transportation service business activities is urgent and requires action.

In early 2023, InterLOG shaped a clear Green Transformation model in the enterprise, which is an important guideline to help InterLOG stick to action goals to achieve the Net Zero goal in the journey to reduce negative impacts on the environment by 2030.

Accordingly, InterLOG has built 3 important pillars in the green transformation of the enterprise including:

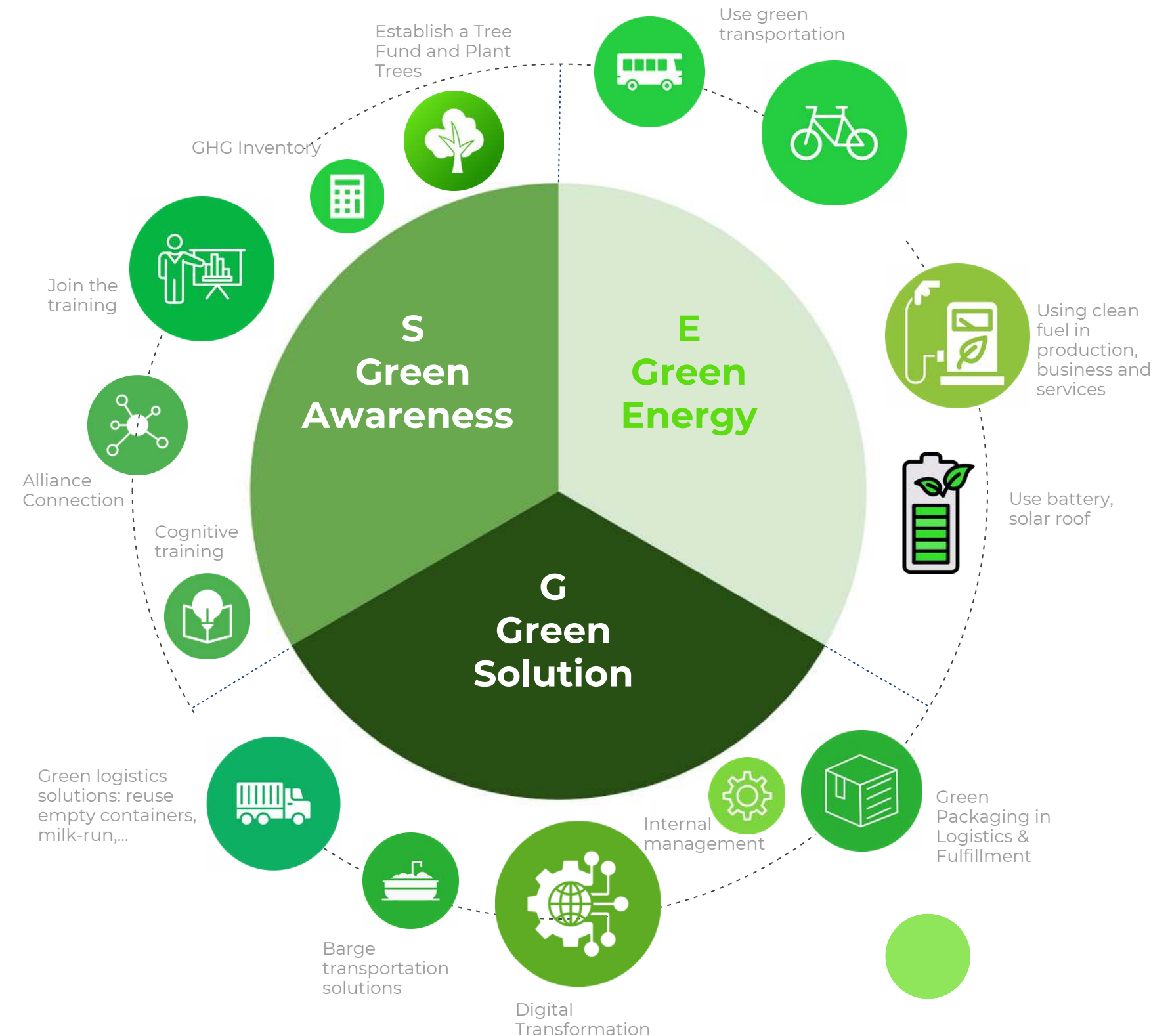
- Green Awareness (Social)
- Green Energy (Environmental)
- Green Solution (Governance)

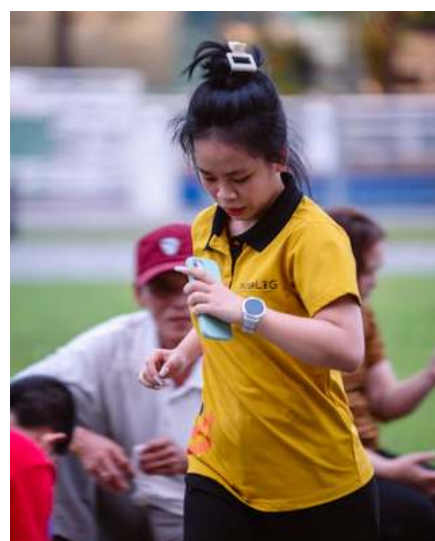
Green Awareness: With this model, green awareness is considered the most important factor. Because if every employee is aware of environmental protection, it will create sustainable development for individuals and businesses, then the green transformation goal of the business will be truly promoted. Accordingly, creating movements and training programs on Green Transformation awareness and internal GHG inventory will be one of the main directions of InterLOG in management activities.

Green Energy: In business operations, InterLOG aims to use clean sources of raw materials; equipment that consumes less fuel and energy; use means of transportation to work and business trips that use clean fuel, alternative energy and have the lowest emissions; at the same time, encourage employees to travel to work by public transport, bicycles... to minimize environmental impact; use electricity and water properly, economically but effectively...

Green Solution: In office management, InterLOG aims to become a paperless office & a green - clean - beautiful working environment. To achieve this goal, InterLOG has set out a roadmap and strongly promoted digital transformation in the enterprise.

At the same time, apply green logistics solutions to the transportation, production and business service activities of the enterprise.





Featured activities:

Green Awareness:

- In 2022 and 2023, InterLOG participated in training courses on greenhouse gas inventory, communication and advocacy for the program "Pick up trash to live differently", spreading the spirit of environmental protection at the enterprise and on social networking platforms,... to raise awareness for each employee and the community.
- Renovating the office at Ho Chi Minh Headquarters and Hanoi Branch in accordance with ESG orientation; Opening the ESG Building in Da Nang, the green symbol of InterLOG, contributing to raising awareness among members to work together towards the goal of green transformation in the enterprise.
- In 2022, InterLOG officially established the **#Run4Green #Run4ESG** Tree Fund, encouraging each InterLOG member to participate by "exchanging kilometers for trees". Each kilometer walked or run will be converted into 3,000 VND for the InterLOG Tree Fund.
- In 2023, in the charity program to donate the 2022 Green Tree Fund to the Fatherland Front Committee of Chau Doc City, An Giang, more than 150 employees of InterLOG and WR1 joined the Chau Doc City Youth Volunteer Group to plant trees, joining hands to green Vietnam.

Green Energy:

- Use vehicles that use clean fuel for business trips for employees and leaders.

- Applying solar rooftop to create clean electricity for the entire ESG Building system.

Green solution:

- Digital transformation in 2022 and 2023 is strongly promoted in business management activities when investing in management software technology up to more than 1 billion VND. Helps optimize processes, technologize processes, contributing to reducing the amount of paper consumed in administrative paperwork.

Number of savings papers in 2023:

37 grams of paper ~ 83.25kg/year
protect the life of 2.4 Spruce trees ()**

- In 2022 and 2023, InterLOG identified transportation activities from WR1 Trans, one of InterLOG's subsidiaries - belonging to the Scope 3 emission group of the enterprise, so WR1 Trans applied Green Logistics solutions such as reuse empty containers, Milk-run solutions, etc. to optimize the freight transport process, reducing emissions to the maximum level.
- In addition, WR1 Trans has also installed modern sensors on each of its owned tractors to measure fuel consumption and control direct emission indicators every month. (The reduction indicators are detailed on page 37 of the ESG 2022 and 2023 reports)

(**) Spruce is a tree commonly used in the paper industry.

E - ENVIRONMENT

REDUCE IMPACT ON THE NATURAL ENVIRONMENT

Green Awareness

Protecting the environment and atmosphere is an indispensable responsibility of enterprises. InterLOG recognizes the importance of maintaining a balance between economic development and environmental protection. By donating and planting trees, we hope to make a positive contribution to environmental protection and spread this spirit to many other enterprises to together "green Vietnam".

In 2022, InterLOG established the #Run4Green #Run4ESG Tree Fund, and encouraged employees to take on the challenge of walking and jogging to "exchange kilometers for trees". Accordingly, each kilometer walked or jogged will be converted into 3,000 VND to buy seedlings. At the end of the 2022 program, the Fund reached nearly 70 million VND, contributing about 2,500 trees to Chau Doc City, An Giang in 2023.

Implementation results

2.500
green tree

presented by InterLOG to the
Fatherland Front Committee
of Chau Doc City - An Giang

Contribute to **31.216**
tons of oxygen (*)



(*) Based on Blocktree data

E - ENVIRONMENT

REDUCE IMPACT ON THE NATURAL ENVIRONMENT

Green Solution

The journey towards a Net Zero future is an important commitment for many businesses, including the logistics industry.

To achieve this goal, InterLOG continuously researches technological solutions, forecasts and analyzes, and cooperates with partners to select sustainable routes and transportation methods to optimize routes, reduce time and minimize CO2 emissions during transportation.

These efforts not only help businesses achieve their carbon neutral goals, but also contribute to environmental protection and building a sustainable future.

In 2022 and 2023, WR1 Trans has deployed the Empty Container Reuse solution to optimize transportation routes.

At the same time, WR1's tractors (a subsidiary of InterLOG Corp.) are all equipped with SOJI oil sensors - designed according to European standards, with an accuracy of up to 99.5%, to measure the daily diesel consumption of transport vehicles, while helping WR1 Trans control sustainable fuel consumption over 3 years at 35-36 liters/100km (compared to conventional old vehicles of 40 liters/100km).

The results also show that the total amount of diesel consumed in 2022 decreased by 646 liters of DO. In 2023, this figure continued to decrease sharply by 102%, reaching a decrease of 1,305 liters of DO. (***)CO2 emissions will also decrease by 1.74 tons in 2022 and continue to decrease by 3.52 tons in 2023.

This shows that the effectiveness of applying the Empty Container Reuse solution really creates a positive impact on the environment, significantly reducing emissions, while helping WR1

Reuse empty containers solution

Year	Distance Reduced (Km)	Diesel fuel reduction (L)	CO2 emissions reduction (Tons)
2022	1.615	646	1,74
2023	3.264	1305	3,52

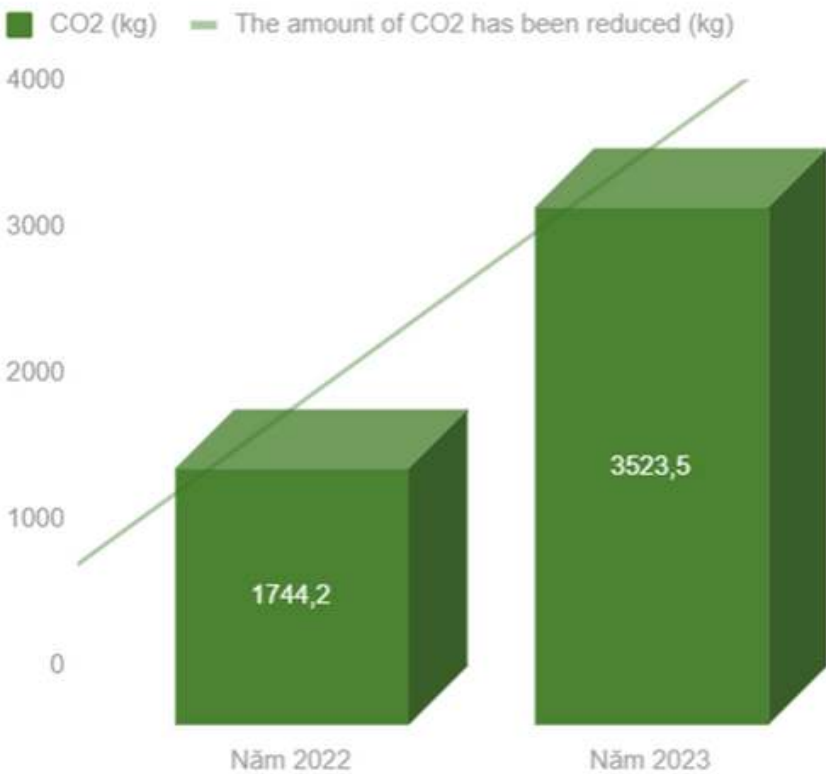
Emissions are calculated by InterLOG using the IPCC default formula and coefficients:

Emissions = (fuel consumption) x (NCV) x (Emission factor)

InterLOG also estimated emissions based on emission factors and conversion factors used for GHG inventories, the Global Warming Potential (GWP) value.

CO2 emissions = GHG emissions x GWP

*** Data provided and guaranteed by WR1 Trans



E - ENVIRONMENT

BUILDING A HAPPY WORKING ENVIRONMENT FROM PHYSICAL TO MENTAL

The physical and mental environment has been one of InterLOG's sustainable corporate culture features for many years. Especially since 2021, through the Covid pandemic, in the process of researching the 3 Green Factory model (Green Factory, Green Model and Green Workers), InterLOG's Board of Directors clearly identified the need to restructure the enterprise according to the ESG sustainable development model. In particular, the spiritual factor of human resources is the key to overcoming the challenges of enterprises in the VUCA era.

InterLOG especially focuses on this element of the Environment, which is also a difference in the company's ESG sustainable development strategy.

In 2022 and 2023, InterLOG will increasingly focus on organizing corporate culture programs to promote connection and enhance positive spirit for employees as well as external customers and partners.

Physical training program:

- Practice Taisho Gymnastics every day;
- Trekking activities train the will;
- #Run4Green #Run4ESG walking/running program for the environment exchanges kilometers for trees.

The goal of each program is to improve health and enhance the positive spirit of #happy-happy for each InterLOG member, while spreading it to the industry community.

Positive Mental Health Program:

- Exchange and experience different cultures (cuisine, costumes, dances...) through National Day Celebration programs of countries around the world.
- The program "Sing 4 Happy" not only searches for young musical talents but also connects departments together.
- Teambuilding programs participate in challenging outdoor activities, adding interesting experiences and enhancing the spirit of solidarity and positivity for each InterLOG member.

The program's goal is to bring great spiritual value, motivate and help InterLOG members balance work and life, and love themselves but still be devoted to their colleagues.

Through that, InterLOG affirms its unique characteristics in corporate culture and brand personality:

- **Do small carefully**
- **Innovation**
- **Customer Insight**
- **People Development**
- **Happy - Happy**



E - ENVIRONMENT

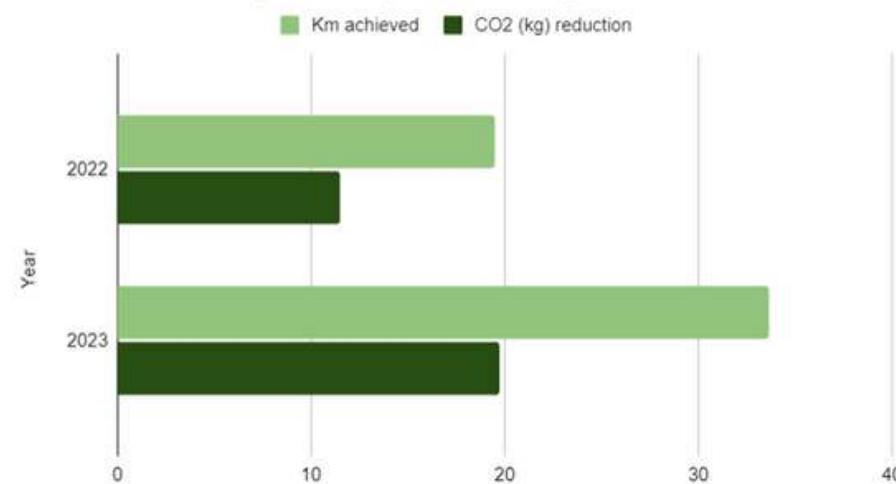
BUILDING A HAPPY WORKING ENVIRONMENT FROM PHYSICAL TO MENTAL

Results achieved

One of the outstanding programs in the Physical & Mental Environment element is **#Run4Green, #Run4ESG**. This program not only helps reduce CO2 emissions, which have a negative impact on the environment, but also strengthens physical fitness, enhances positive spirit, and connects internal members.

For every kilometer walked or jogged by InterLOG employees, 588 grams of CO2 emissions will be reduced when traveling by motorbike.

- 2022: The total number of kilometers achieved by all InterLOG members in the program is 19,505 km, equivalent to nearly ½ of the Earth's circumference and reducing 11.4 tons of CO2.
- 2023: total kilometers achieved from the program up to 33,619km, equivalent to reducing 19.8 tons of CO2.



Results of CO2 emission reduction through the Run4Green program in 2022 and 2023

In addition, the program also helps improve the health of InterLOG members. The results of the early 2023 health check-up of all InterLOG employees showed:

72% of employees self-assessed based on the results of the company-wide periodic health check-up, showing that their health improved after 1 year of participating in the **#Run4Green #Run4ESG** program, combined with physical training activities such as Taisho, Trekking... during the year.

In addition to reducing environmental impact and improving employee health, the programs **#Run4Green #Run4ESG, #Sing4Happy...** all help to stimulate positive spirit among employees.

According to an internal survey conducted in 2023, up to 84% of employees love InterLOG's corporate culture.

**** Figures provided by InterLOG Human Resources Department and guaranteed from internal survey conducted in 2023.



S - Social

DEVELOPING & CONNECTING HUMAN RESOURCES TO CONTRIBUTE & BUILDING SUSTAINABLE COMMUNITIES

1. Human resource care and development

Approach method

As one of the prestigious logistics companies in Vietnam, InterLOG builds competitive advantage through investment in human resource development. InterLOG values the relationship with employees as partners, working together towards common goals, while creating opportunities for employees to develop themselves and contribute to the sustainable development of the company. InterLOG always strictly complies with legal regulations related to employees, protecting their legitimate rights and interests. The company also focuses on building attractive welfare and compensation policies, a progressive, humane and sustainable working environment.

InterLOG focuses on developing InterLOG people through 5 core values from the early days of establishment until now:

DO SMALL CAREFULLY: InterLOG always guides its employees to work with enthusiasm, passion and dedication in everything they do. Be ready to learn and improve from small things with the spirit of Kaizen and always be aware of potential risks.

INNOVATION: InterLOG encourages InterLOG people to always be pioneers in innovation, creating services and solutions in sustainable supply chains for all stakeholders, and even their own lives to increase their experiences and breakthroughs, seeing their own unlimited potential.

PEOPLE DEVELOPMENT: At InterLOG, the company always focuses on training, developing and creating promotion opportunities for employees in many different forms. Especially focusing on improving professional skills in practical work activities (CBTA). Thereby, employees can easily grasp the profession and improve their qualifications effectively.

CUSTOMER INSIGHT: InterLOG always puts employees at the center of all development activities, and considers them as internal "customers" who always need attention and care. From there, we create training programs that are closely connected to the actual needs of these special customers.

HAPPY-HAPPY: InterLOG constantly improves in internal development to aim for a happy spiritual environment, helping employees have good physical health and know how to balance work and life. Each program "designed" for InterLOG personnel uses the above 5 values as a guideline for construction and application. Especially in recruitment, InterLOG has also selected candidates who are suitable for these values as a harmonious identity in InterLOG's corporate culture.

Working environment

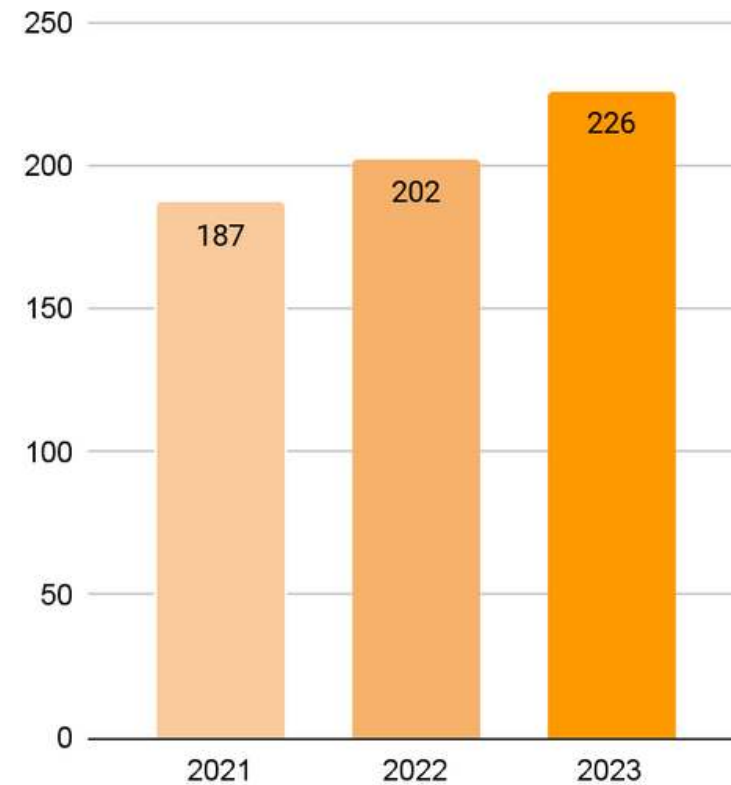
The working environment at InterLOG always aims to comply with the state's labor laws, ensure labor safety and create green and sustainable working conditions. InterLOG is committed to protecting the rights of employees, from ensuring basic rights to building a friendly, healthy and safe working environment.

InterLOG always works closely with InterLOG Union to promptly resolve issues related to the rights, obligations and benefits of employees. Salary, bonus and welfare policies are designed to attract, retain and encourage employees.

InterLOG not only focuses on creating a fair and transparent working environment but also strives to build comprehensive welfare programs, helping employees develop their careers and improve their quality of life.

Thanks to these efforts, InterLOG has not only built a dedicated and professional staff but also created a working space where every employee feels proud and attached.

InterLOG's turnover rate over 2022 and 2023 reached an average of 15%/year. This rate in 2023 decreased by 24.32% compared to 2022. This figure is a positive factor in the economic situation facing many difficulties and major fluctuations. This also shows that InterLOG always strives to create a stable and sustainable working environment, promoting the full capacity of its employees, helping them feel secure in their work, stay committed and achieve their goals.



As of December 31, 2023, InterLOG had 226 employees with fixed-term and indefinite-term labor contracts and full-time, with no seasonal employees.

(1) Number of employees per capita statistics compiled from InterLOG Corp. as of December 31 of the years including independent branch company WR1.

(*) The index for 2022 and 2023 is guaranteed by ADAC

Recruitment

InterLOG's recruitment policy always focuses on attracting talented personnel through attractive and rich benefits, while ensuring gender equality, locality and diversity.

InterLOG is constantly looking for innovative and effective ways to access high-quality human resources to meet the company's growth and expansion needs.

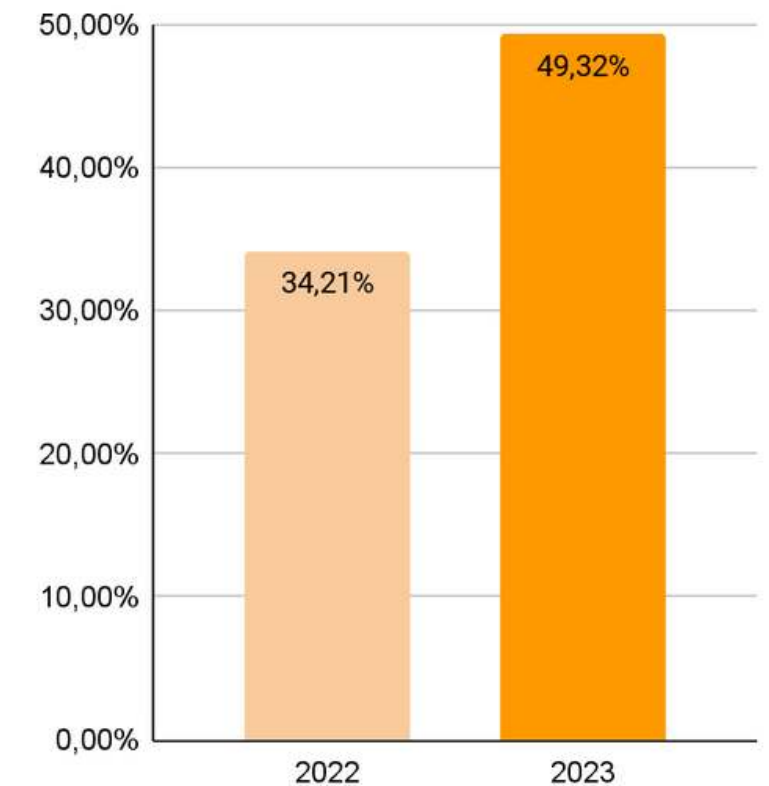
- One of InterLOG's important activities to attract quality human resources is to participate in Job Fair programs and career orientation programs at universities, where the company has the opportunity to directly interact with students and introduce career opportunities in the logistics field.
- In addition, InterLOG also supports the Aus4Skills program, a 10-year cooperation program between Vietnam and Australia. This program has been supporting Vietnam to develop human resource capacity, help take advantage of new economic opportunities and achieve sustainable development in the future.

Also through the Aus4Skills program, InterLOG can access and search for highly qualified personnel in the logistics field, meeting the practical labor needs of businesses.

Recruitment data:

- The successful recruitment rate of new employees in 2023 increased by 15.11% compared to 2022. InterLOG focuses on recruiting personnel in the business, production and IT sectors,... according to the orientation and growth rate of enterprises in the new era.

The growth in the rate of successful recruitment of new employees over the years also shows that InterLOG's welfare policies and working environment are increasingly being improved to attract new human resources.



Training

InterLOG prioritizes human resource training and development through professional skills training programs, soft skills training programs and practical training programs.

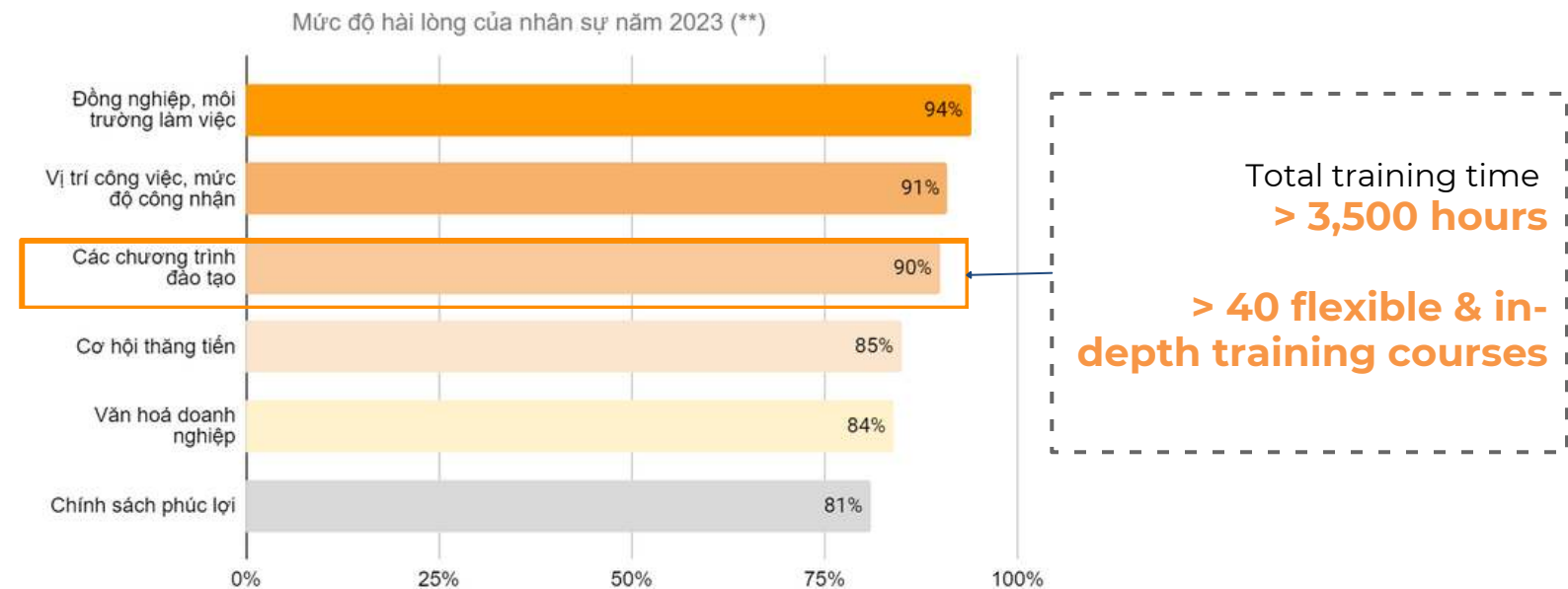
- For the management team: InterLOG focuses on developing the mindset and qualities of genuine leadership. Intensive training courses on human resource management and team leadership skills are held regularly, helping the management team improve their leadership capacity and management effectiveness.
- For staff: InterLOG focuses on training awareness and professional skills according to the Competency-Based Training and Assessment (CBTA) method. At the same time, the company also focuses on improving digital skills for employees in the 4.0 era, helping them to become familiar with and effectively use the latest technologies in their work.
- InterLOG's annual Team building program is a traditional cultural feature designed to train potential generations of young team leaders: not only helping young people develop team management and situation handling skills, but also creating opportunities for bonding and building team spirit.
- InterLOG's young staff develop themselves through the 24-hour Personal Supply Chain Training Program, practicing a positive lifestyle, working productively and achieving good health.
- The program "Remembering the ancestors" is also one of the proud programs of InterLOG members. In the past 2 years, InterLOG has promoted the organization of sightseeing and learning activities at historical sites:

- 2022: Organize for InterLOG management staff to visit and learn about Nha Rong Wharf, Phan Chu Trinh Mausoleum, Asaba Doctor's Stele (Japan)...
- 2023: Visit Princess Ngoc Van Temple - Thoai Ngoc Hau Tomb - Vinh Te Canal - Hien Luong Bridge - Truong Son Martyrs Cemetery - Nga Ba Giong - Dien Hong Flower Garden, Bac Bo Palace...
- The training program to learn about cultures from countries around the world helps increase awareness and understanding, opening the mind to the outside world. Through that, it also helps employees realize that "we are always small in this world" and always be humble to learn throughout life.



Training programs at InterLOG not only help employees develop comprehensively but also create high-quality human resources, meeting the needs of development and expansion of InterLOG's business activities in the future.

Training programs are rated by InterLOG employees as one of the most satisfying and attractive activities (90%) in human resource care and development activities (second only to Working Environment and Recognition).



(**) Satisfaction assessment was surveyed on 118 employees and data was compiled from InterLOG's Human Resources Administration Department Report at the end of 2023.

Human resource development

In 2023, InterLOG will build a competency framework along with a human resource development roadmap for each level and department based on the job description system of each InterLOG employee.

In addition, the company has also encouraged managers to complete annual target plans, improve their training and team development capacity at the unit, and be ready to participate in learning new knowledge.

InterLOG's staff has the right to proactively propose courses suitable for themselves to develop additional professional skills or new knowledge and skills for the desired position to transfer to and take on in the near future.

Learning and development activities are based on a career path that each InterLOG employee needs to clearly define when preparing to transform themselves in their career.

In particular, InterLOG always creates opportunities for employees to rotate to new positions according to their wishes, promoting potential employees with leadership thinking and qualities to higher positions, taking on new opportunities and challenges, helping to fully develop the hidden potential of each InterLOG person.

Aiming to become an “Incubator of sustainable leaders”, InterLOG is ready to entrust new investment projects in the future for talented people to dare to challenge themselves, explore their full potential and master these future businesses, while contributing to the overall sustainable development of InterLOG.

InterLOG also regularly recognizes and honors its employees to show gratitude for their contributions to the company's development journey.



Program “THE NEXT GEN-1” - (The next generation of InterLOG leaders)

Since 2022, in order to honor and appoint outstanding personnel to take on new management roles, InterLOG has implemented the "The Next Gen-1" Program, thereby also affirming InterLOG's core value of "People Development" on the path of sustainable development of the enterprise.

Accordingly, in 2022, there will be 23 personnel appointed to the program and in 2023, this number will be 04 personnel.

Number of personnel appointed
in 2022 & 2023 by rank

	2022	2023
Leadership	8	0
Management level	8	1
Team Leader	7	3

In 2023, Nguyen Truong Giang represented InterLOG to participate and won the first prize in the VLA Fiata Young Logistics Professional Award 2023 in Vietnam organized by the Vietnam Logistics Research & Development Institute (VLI). Giang's achievement is both a source of pride and a result of InterLOG's training and human resource development over many years.



Compensation & Benefits Policy

InterLOG's salary and benefits policies are always competitive, built on the basis of labor market surveys and regularly adjusted to ensure fairness and transparency.

The average starting salary for new employees at InterLOG in 2023 is typically 92.31% higher than the regional base salary (depending on the position's title and professional experience), and a 33.3% increase compared to 2022.

Employee income is determined based on the performance of the company, department and individual.

In addition, InterLOG also issued an ESOP bonus policy for employees with 01 year of seniority or more and who have made practical contributions to the company, in order to recognize, increase commitment and help employees and shareholders understand the development direction of the enterprise.

In addition to the salary and bonus policy, InterLOG also builds vacation programs, entertainment activities for connection, monthly and quarterly birthdays, organizes annual year-end parties... to improve working spirit and connection among InterLOG members.



In particular, since the beginning of 2022, InterLOG has implemented a flexible working policy (hybrid working) to facilitate the balance between work and personal life, while enhancing work efficiency and employee satisfaction. With this policy, employees can choose to work from home for 2 days and work at the office on the remaining working days, depending on personal needs and work requirements.



InterLOG always puts the health and happiness of its employees first. The company implements annual health care programs, including general health check-ups at reputable medical facilities. Employees receive comprehensive health checks to detect health problems early, along with nutritional and healthy lifestyle counseling services.

Regarding maternity policy, InterLOG ensures full compliance with labor laws. Female employees are entitled to maternity leave as prescribed, including pre- and post-natal leave. The company also provides additional financial support and flexible working conditions after maternity leave, making it easier for employees to balance work and family responsibilities.

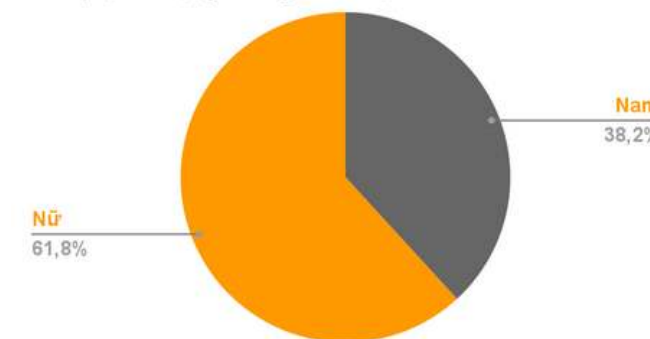
2. Respect gender equality and diversity

InterLOG is committed to creating a working environment that respects diversity, gender equality and fairness. InterLOG's gender equality and opportunity policies are specifically stipulated in the internal labor regulations and collective labor agreements, applied in all activities of the company. The company implements a fair recruitment policy, based on ability and experience, regardless of gender, religion or origin. All employees have the opportunity to participate in training and skill development programs, helping them improve their expertise and promotion opportunities.

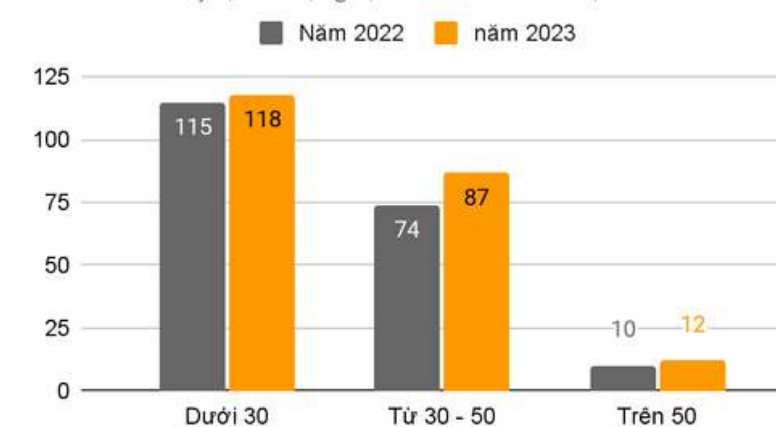
Results achieved

- The proportion of female employees in the whole company in 2023 is >58% and >61% in 2022

Tỷ lệ lao động theo giới tính tại InterLOG năm 2022

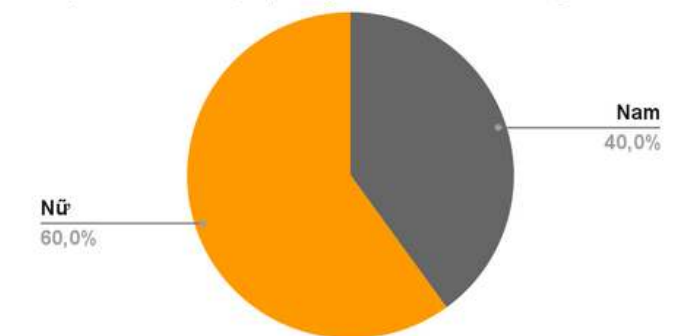


Tỷ lệ lao động tại InterLOG theo độ tuổi

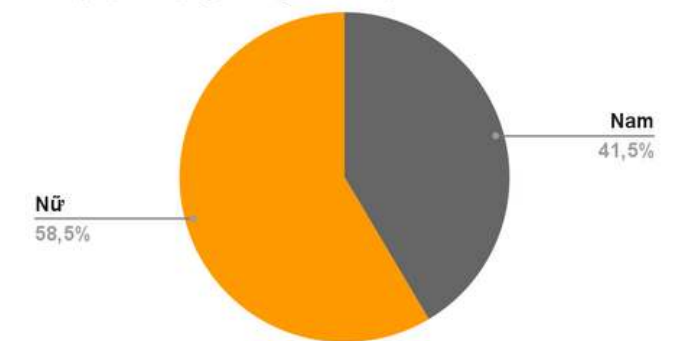


- The proportion of female personnel in InterLOG's Board of Directors and management level is up to 60%.
- 40.1% of employees are between 30-50 years old and 54.4% of employees are under 30 years old, showing a balance between young human resources and experienced professionals and managers.

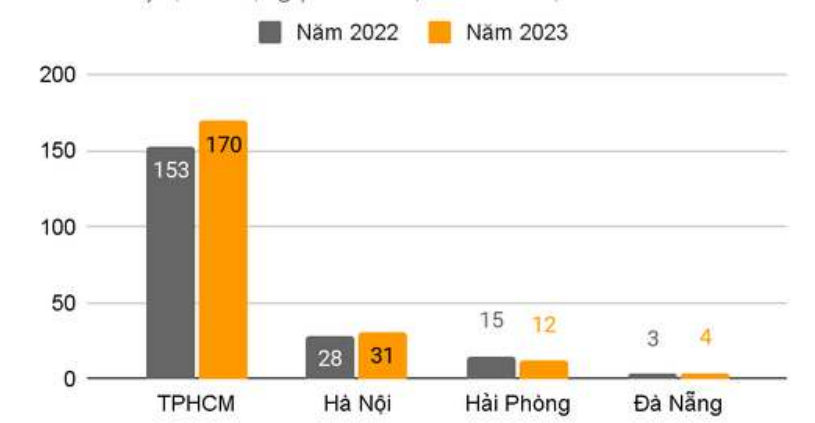
Tỷ lệ nhân sự cấp quản lý của InterLOG theo giới tính



Tỷ lệ lao động theo giới tính tại InterLOG năm 2023



Tỷ lệ lao động phân bố tại các khu vực theo năm



Management and employee diversity statistics (2022 and 2023 indexes provided and guaranteed by InterLOG HR)

3. Improve the quality of customer service

Approach method



InterLOG always focuses on customers and adheres to the core value of Customer Insight. By deeply understanding the needs and desires of customers, InterLOG has been providing efficient, flexible logistics services that best meet the requirements of each customer.

Every year, InterLOG conducts a customer survey to continuously improve and enhance the quality of its services. Through customer feedback and suggestions, the company can identify strengths that need to be promoted and shortcomings that need to be overcome. This helps InterLOG continuously optimize its Supply Chain management solutions and logistics services, ensuring that all services meet the highest standards and are suitable for the actual needs of customers.

Results achieved

- **76%** of customers rate InterLOG's staff as enthusiastic, dedicated, and responsible in every solution and service provided.
- **64%** of customers agree that InterLOG's customer support service is of good quality.

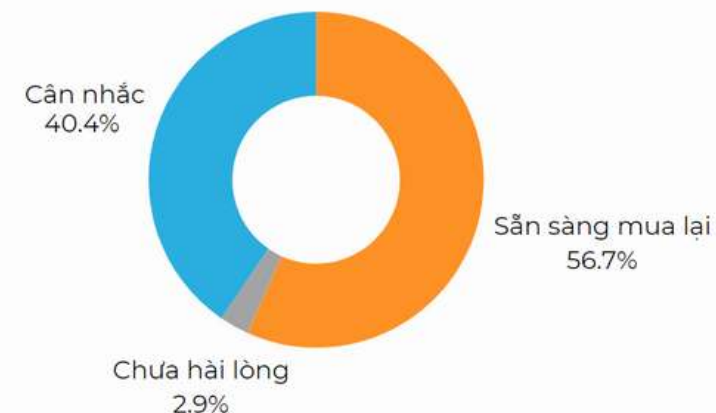
Đội ngũ nhân viên nhiệt tình, tận tâm, trách nhiệm - 79/104 lượt chọn

76%

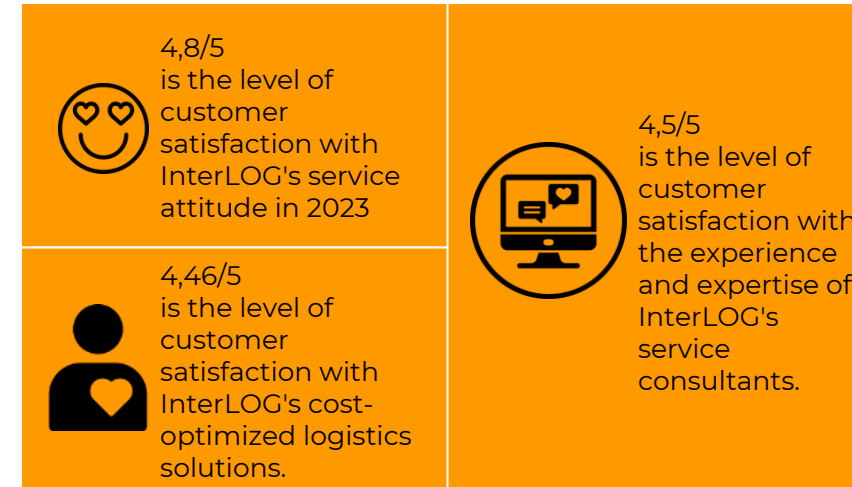
Dịch vụ hỗ trợ khách hàng tốt - 67/104 lượt

64%

- **56.7%** of customers, equivalent to 80% of foreign invested enterprises (FDI), highly appreciated the service quality of InterLOG and were willing to use the service again.



By 2025, InterLOG aims to continue to perfect the streamlined SOP customer service process, while developing e-logistics technologies, helping customers monitor and manage their shipments 24/7, enhancing customer experience with InterLOG's services.



(***) Statistics are based on a survey of 104 corporate customers who have used InterLOG services and are provided by InterLOG's Customer Care Department.

Media information

The production and posting of external information to enhance customer experience and trust is also subject to strict procedures. Important communication information will be approved by the Board of Directors to ensure that InterLOG's communication activities are consistent, contributing to the achievement of business goals and the development of the company's brand image.

In 2022 and 2023, 100% of production and communication information complies with the issuance process, and no violations affecting the information and brand of the enterprise have been recorded.

Process of receiving customer information and feedback

In addition to implementing SOP procedures for import and export services to guide and ensure the quality of business services, InterLOG also builds a process for receiving information and customer feedback to improve service quality and customer satisfaction.

This process involves receiving information from customers, analyzing and evaluating the problem, and then providing appropriate solutions. Each feedback will be handled promptly and transparently, ensuring that customers receive an answer or solution in the shortest possible time.

Customer request handling process:



4. Contribute and build a sustainable community

Orientation

InterLOG always aims to develop a sustainable community by providing real valuable solutions, while spreading to many other businesses and communities to join hands in building a strong Vietnam.

InterLOG actively participates in and contributes to the sustainable development of the logistics industry community through research activities on solutions and initiatives for the industry. In particular, InterLOG Chairman and CEO, Mr. Nguyen Duy Minh, is one of the very active members in developing and connecting the Vietnamese and global logistics community. At the same time, he also holds the role of General Secretary of the VLA Association, attached to and accompanying the VLA Association for over 10 years since 2012.

In addition, InterLOG also contributes sustainable logistics and supply chain management solutions to the industrial community by working with the Vietnam Industry Support Alliance (VISA) to build a series of seminars/webinars to raise awareness and capacity for effective supply chain management. Ms. Pham Thi Tinh - Commercial Director of Hanoi Branch is holding the role of Head of the Solution Committee and Ms. Tran Thanh Hoa - Commercial Director of HCM is Head of the Connection Committee of VISA Alliance, demonstrating the positive contributions of InterLOG members to industry associations, wishing to bring high values to the community.

InterLOG has also implemented trade connection programs between large factory enterprises and enterprises in the industrial chain, while contributing to increasing the localization rate with the spirit of "MAKE-IN VIETNAM".

Through these active contributions, InterLOG has the opportunity to understand more deeply the actual needs of the market and customers and always strives to create the most effective supply chain management solutions for each customer.

Not only contributing to the professional community, InterLOG is also active in charity work and social responsibility, helping many difficult situations, bringing joy and warmth to the less fortunate in the community.

InterLOG also regularly participates in humanitarian blood donation programs, contributing to saving lives and improving the health of many patients in need of blood. These activities not only demonstrate the humanitarian spirit of the InterLOG collective but also affirm the company's mission for the community in the journey of sustainable development.

Outstanding activities Building and developing sustainable communities

- InterLOG and WR1 actively participate in the 2022 Provincial Logistics Competitiveness Index (LCI) project implemented by the VLA Association in collaboration with VCCI, Dream Incubator, and VLI.

With this project, members of InterLOG & WR1 under the Research Board have made efforts to connect and survey cargo owners (CO) and logistics enterprises (LSP). In particular, the number of CO enterprises is up to 50 large FDI enterprises in key economic regions in 26 provinces and cities nationwide including Hanoi, Hung Yen, Hai Duong, Bac Giang, Thai Nguyen, Ho Chi Minh, Binh Duong, Dong Nai, Ba Ria - Vung Tau...



Through this index, localities as well as the business community and state agencies have the basis to propose appropriate logistics development plans for their provinces and cities.



- In 2022, Chairman and General Director of InterLOG, Mr. Nguyen Duy Minh, General Secretary of VLA Association, represented the Association to introduce Vietnam's strengths in economy, culture and society at the 2022 FIATA World Congress (FWC 2022) and successfully won the right to host FWC 2025 in Vietnam. The program will open up opportunities for trade connection and cooperation with more than 1,000 leading logistics enterprises in the world, contributing to increasing import and export, improving the competitiveness of Vietnamese enterprises.



- In 2022 and 2023, InterLOG has cooperated with VISA Alliance to consecutively organize

08	Workshop on Supply Chain Risk Management related to Customs Clearance Reporting	05	Business connection program between businesses in the industrial supply chain
01	Workshop on Improving Supply Chain Management Capacity for Supporting Industry Enterprises	03	Workshop "Green Transformation" for manufacturing and export enterprises

Most of the programs attract more than 200-800 customers from participating businesses. Through that, it can be seen that InterLOG's understanding of customers is very deep and close to the actual needs of businesses.

- Through trade connection programs, InterLOG has also successfully connected FDI factories in Vietnam and enterprises providing supporting industry products. In particular, attracting nearly 20 large purchasing enterprises (Buyers), together bringing practical value to all parties.



Social responsibility: working together to create a more prosperous life

InterLOG always affirms its role and social responsibility through a series of practical and meaningful activities. From supporting remote families in difficult circumstances, to accompanying charity programs called for by the Industry Association. InterLOG understands that sustainable development comes not only from profit figures but also from human values and sharing with society.

In charity campaigns, InterLOG always calls for the participation of all employees, from the board of directors to the staff, to join hands to create a happier life for everyone.

Programs such as blood donation, gift giving to poor children, or environmental protection activities have become annual activities, attracting the attention and support of many members of the company.

InterLOG believes that every small action can contribute to great things. With a high sense of social responsibility, the company not only wishes to bring benefits to customers and partners, but also commits to contributing to the common development of the community, building an increasingly better and happier society.

Featured activities

2022:

- Humanitarian blood donation program "Red drops of love" 2022
- Gift giving program for patients at the Oncology Hospital with VLA Association...

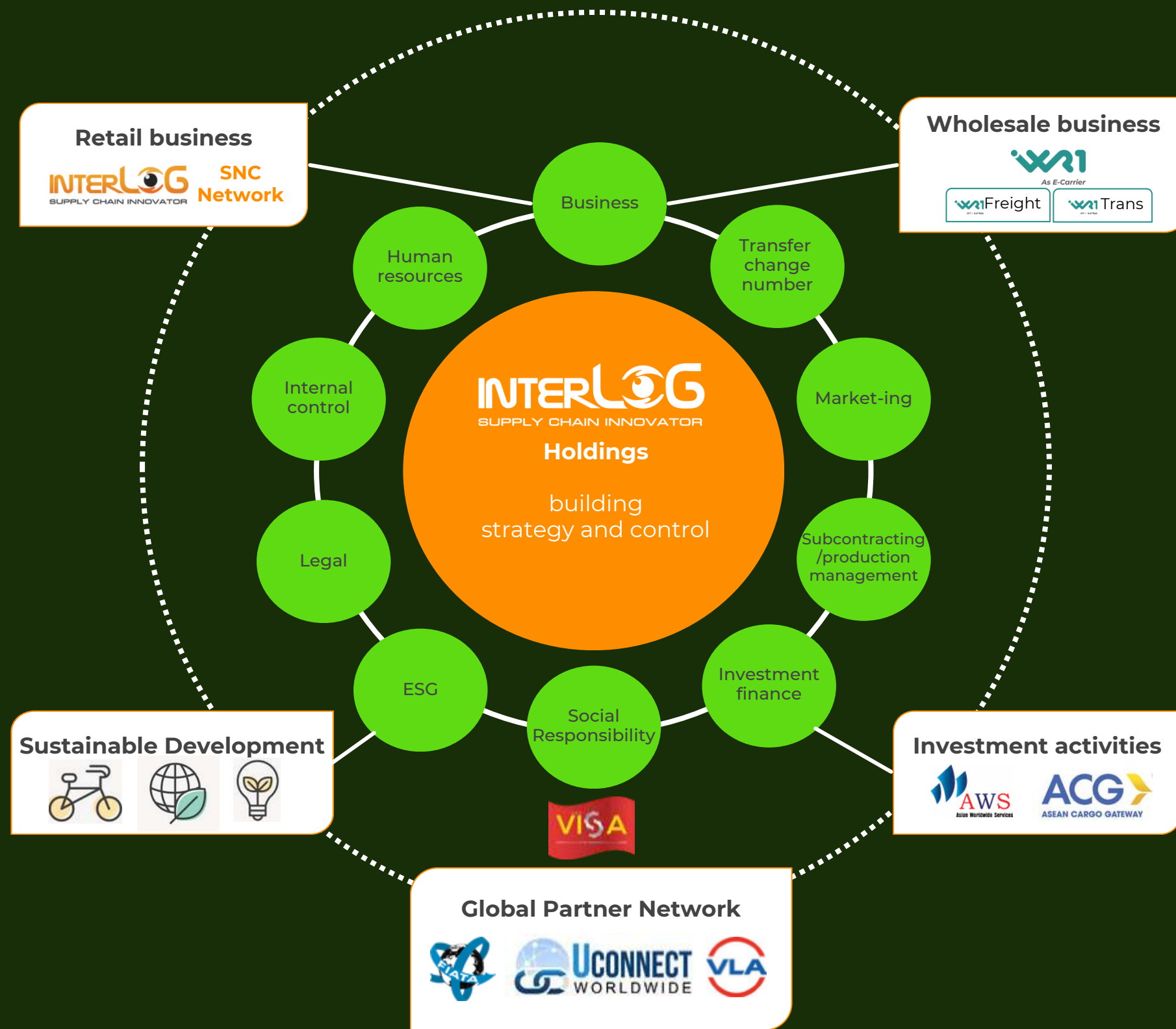
2023:

- Charity program "Warm Tet in Central Vietnam"
- Humanitarian blood donation program "Red drops of love" 2023
- Donating 2,500 trees in Chau Doc, An Giang...



G - Governance

DEVELOPING & MANAGING EFFICIENT SUPPLY CHAIN



1. Building a sustainable business model

Orientation

With a vision to 2030, InterLOG builds a model of a sustainable development Holdings Group according to a circular ecosystem, bringing many outstanding and resonant values. In 2022 and 2023, InterLOG continues to perfect the functions of departments according to the Holdings model, ensuring smooth and effective operation from the Administration Block (Executive Board), Back-Office Block (Human resource management, finance, Marketing, technology, legal, QA ...), Commercial Block (retail business, wholesale, ...) to the production block (Procurement, CUS, Import-Export Customs Clearance ...)

Not only that, InterLOG also increases investment activities, takes advantage of financial resources to expand scale and improve service quality. The establishment of joint ventures, affiliates, independent branches and mergers of subsidiaries to specialize in specific fields helps the group improve competitiveness and expand business activities. The goal by 2025 is that InterLOG will separate WRI Freight and WRI Trans to develop independently but still bring about overall economic efficiency in InterLOG's circular ecological model.

In addition, InterLOG focuses on expanding its global partner network, creating a sustainable and strong supply ecosystem. Strategic partners from many different countries help the group access advanced technology, management experience and new markets.

All of the above factors not only create intrinsic strength for InterLOG, but also contribute to building a sustainable supply ecosystem, meeting the requirements of the times and bringing long-term benefits to stakeholders.

Featured Activities

In November 2022, the WRI brand was officially launched, a subsidiary of InterLOG specializing in providing domestic and international transportation services for domestic and foreign logistics and forwarder (3PL) companies. Investing in WRI company and expanding the business model is also a flexible and innovative strategy of InterLOG's Board of Directors in the journey of sustainable development of the enterprise.

InterLOG will continuously participate in global bidding projects in 2022 and 2023, providing global transportation and logistics services. These opportunities demonstrate InterLOG's strong competitiveness against the world's leading service providers. Through these projects, InterLOG affirms its ability to provide increasingly professional logistics services, sustainable growth, meeting all strict requirements and international standards of customers who are large factories around the world.



2. Sustainable development risk management

InterLOG always puts top priority on risk management and sustainable development in all business activities. InterLOG has built and implemented strict risk management mechanisms, ensuring stability and safety in operations according to ISO 9001:2015 standards.

InterLOG always focuses on sustainable development, applying environmentally friendly measures such as reducing emissions, using renewable energy and recycling materials. This not only helps protect the environment but also creates a difference and reputation for the brand in the global market.

In the transportation sector, InterLOG applies strict quality control measures, from selecting shipping partners to managing transportation routes. Real-time monitoring systems and advanced technologies help the company quickly detect and handle incidents, minimizing negative impacts on service and brand reputation.

For logistics operations, InterLOG invests in smart warehouse management technology. Storage and goods management processes are optimized to ensure safety, efficiency and cost savings. The automated warehouse management system helps track and control inventory accurately, minimizing the risk of loss and damage.

InterLOG has implemented many measures to manage risks in transportation and logistics activities, ensuring safety and efficiency in all stages of operation. Below are some specific measures that InterLOG has been applying in 2022 and 2023:

Sustainable Development Risk Management Measures

1. Apply ISO 9001:2015 standard and periodic assessment:

- InterLOG QA Department coordinates with units and departments to use the matrix method to assess potential risks in the production and business process, and at the same time propose emergency response plans.
- Control of nonconformities and corrective and preventive actions
- Propose improvement activities in the general operating procedures of each unit and department.

2. Safety training:

- Organize periodic training courses on labor safety, risk awareness in business activities... for all employees, to improve awareness and skills on safety at work.



Risk Management in Transportation Operations

1. Shipping partner quality control:

- Choose reputable shipping partners with a track record of safety and performance.
- Regularly evaluate the effectiveness and quality of services of partners.

2. Real-time monitoring:

- Use TMS systems and real-time tracking technologies to monitor the route and status of freight vehicles.
- Early warning of traffic incidents or emergency situations for timely response.
- Continuously update information from shipping lines to manage, monitor and notify shipment status during international transportation.

3. Driver training and safety:

- WRI-Trans regularly conducts training sessions for drivers and operators on safety procedures and emergency response.
- Conduct periodic training sessions to improve safety skills and awareness.



Risk Management in Logistics Operations

1. Investing in infrastructure:

- Build standard warehouses with fire prevention and fighting systems, temperature and humidity control.
- Use safe and modern lifting and transporting equipment.

2. Warehouse management technology:

- Apply automated warehouse management system (InterLOG-WMS) to accurately track and control inventory.

3. Procedures for storing and preserving goods:

- Establish strict storage and preservation procedures to minimize the risk of damage and loss.
- Conduct periodic inventory and life cycle management of goods to ensure proper rotation.



3. Digital transformation of operating processes

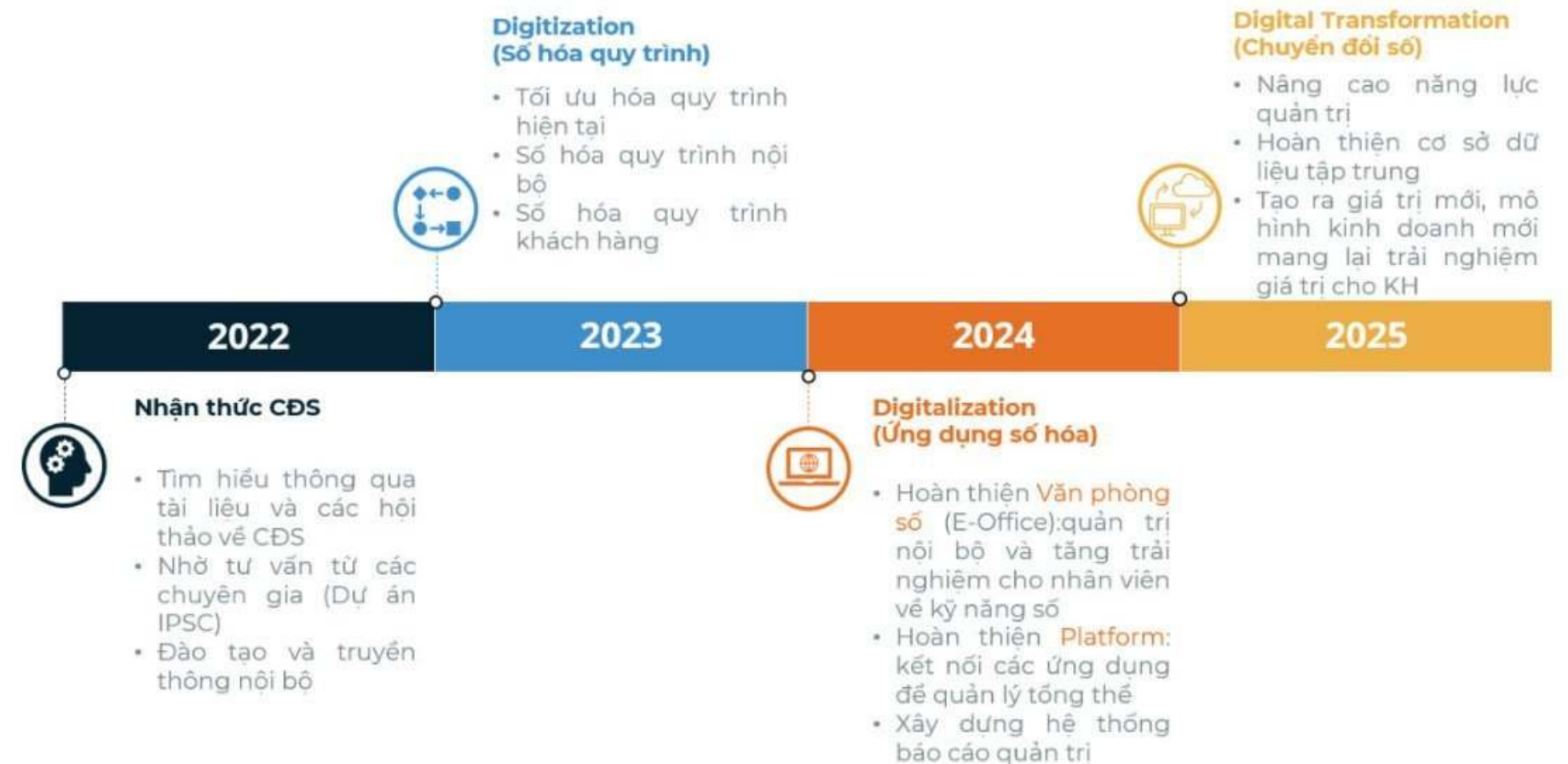


From 2022 to present, InterLOG has implemented the E-Office project, a digital office to optimize the management process and digitize office administrative activities. Accordingly, the management of personnel records, asset management, documents, timekeeping, etc. are digitized and integrated on the same platform, not only increasing work efficiency, minimizing physical document storage space but also reducing the amount of documents consumed in the office.

In warehouse management, InterLOG applied Quick WMS management software to help the Warehouse & Fulfillment Center Unit reduce order processing time and product data retrieval from 10 minutes to 3 minutes. Thus, digital transformation not only helps save time and energy of employees, but also creates efficiency and increases productivity for the entire operating process.

In 2022, the total investment in software technology of the whole company will reach 1.05 billion VND, showing the strong digital transformation of the enterprise to adapt to the era of technology and e-logistics. In 2023, InterLOG will continue to implement technology projects based on the investment platform from 2022.

InterLOG's digital transformation roadmap to 2025



Featured Activities

- Digitize business administration processes: use 1Office platform. Microsoft 365...
- Applying digital marketing to marketing and brand communication activities.
- Digitize warehouse management & operations with Quick WMS (Warehouse Management System) platform
- Completing customer and partner data platform for B2B e-commerce project (WR1)
- Digitize transportation and order management through TMS (Tracking Management System) platform

Results achieved

3. Digitizing business administration processes: using the 1Office platform. Microsoft 365:... towards a paperless office

- 100% management of all personnel information, labor contracts, insurance information on the common system
- Manage retrieval, statistics and quick reporting data
- Manage 100% of asset information (allocation - recovery) on the common system.
- Managing documents, calculating salaries, and timekeeping: 100% of employees at the office use GPS technology to check attendance and approve permits on the 1Office platform.
- 100% of office, administrative and marketing processes are automated into management on the 1Office platform.



Application of technology in business administration

2. Applying digital marketing to marketing activities and increasing brand communication

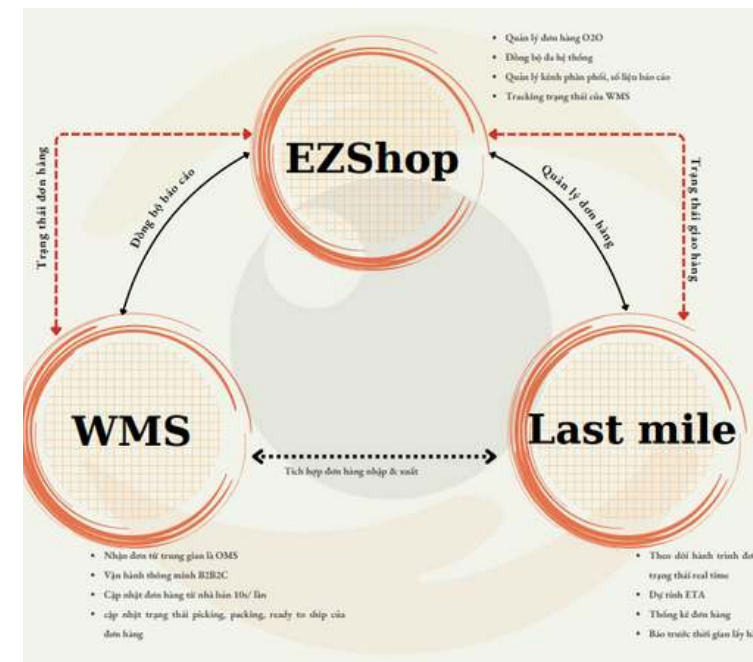
- Invest in developing channels to own websites and Meta fanpages to reach and attract potential customers:
2022: Traffic from the website www.interlogistics.com.vn reached >8700 users in just 7 months of rebuilding since May 2022. Accordingly, organic search sources account for 70%, showing quality content that easily attracts customers. The number of users accessing the InterLOG Meta fanpage in 2022 increased by 1900% compared to 2021 and in 2023 increased by >69% compared to 2022.

2023: Invest in SEO search optimization campaign so traffic grows to >62,000 users, up >623% compared to 2022, reaching >100 potential business customer data with service needs (Lead), up >808% compared to 2022, contributing to promoting services, images and increasing brand value in the market.

- Deploy paid advertising campaigns on online platforms to increase the reach of potential customers both domestically and internationally. Results achieved in 2022 >510 clicks of interest from domestic users and nearly 1,000 clicks of interest from foreign users, especially from Thailand, Japan...

3. Digitalize warehouse management & operations using Quick WMS (Warehouse Management System) platform

- 2023: Build a complete warehouse management system <https://wms.interlogistics.vn/#/login> to serve fulfillment orders for e-commerce customers. Especially integrated with the EZshop platform to help customers easily synchronize data from e-commerce platforms, making it easy to manage orders, import/export warehouses, and transport to end users.
- Save time retrieving product information from 10 minutes to 3 minutes compared to the old system.



4. Complete customer and partner data platform for B2B e-commerce project (WR1)

WR1 Platform is one of the product and service brands under InterLOG. It is considered an “All-in-one” connection and integration platform like a B2B e-commerce platform, helping business customers, logistics partners, forwarders, connect quickly, and manage orders on the online platform easier than ever.

- 2022: Complete information structure, decentralization and setup information processing procedures.
- 2023: Pilot implementation with loyal customers. Of which, 90% of data has been uploaded to the systems during the data collection phase.



5. Digitalize transportation and order management through TMS (Tracking Management System) platform

WR1 applies “REAL-TIME LOCATION TRACKING TECHNOLOGY” in managing all domestic shipments, helping customers track their cargo schedules anytime, anywhere through the TMS platform.

- 2022: Complete asset management, automated payroll, data analysis and reporting features.
- 2023: 100% of drivers have been able to pay on the TMS application and transfer additional cost and payment data to the system.



THỜI GIAN THỰC - MINH BẠCH - THUẬN TIỆN





4. Research and development

Researching supply chain management and optimization solutions is InterLOG's strength and core activity in the journey of sustainable business development.

With a deep understanding of the diverse and constantly changing needs of customers, especially the FDI Factory customer group, InterLOG invests heavily in research, constantly innovating the most optimal and effective solutions for customers.

In addition, InterLOG also builds strategic partnerships with suppliers and major shipping lines around the world, helping to develop increasingly professional logistics service solutions, not only helping InterLOG maintain its reputation in the market but also contributing to the sustainable development of the logistics industry, bringing long-term value to customers and the community.

Featured activities

Following the green transformation trend of domestic and foreign markets, especially under the pressure of EU-CBAM policy on businesses and factories importing and exporting to the EU market, InterLOG's research experts have proposed Green Logistics solutions and awareness raising activities in 2023.

1. Deploy research and propose green solutions to customers' sustainable supply chains:

- Empty Container Reuse Solution: With this solution, customer businesses can reduce oil consumption by about 11 liters of DO/container.

- Solution using barges for water transport
- LCL consolidation solution at ICD Tien Son
- Equip tractors with oil sensors to measure fuel consumption....
- Research on green packaging solutions in the logistics & fulfillment supply chain.
- Research and implement a series of programs to raise awareness of emission reduction for businesses

2. Research on the Warehouse & Fulfillment operation process to optimize costs for e-commerce customers.

3. Research new Supply Chain Models, expand domestic and foreign business markets:

- Agricultural Supply Chain
- Supply chain of leather shoes, garments...

4. Participate in research projects to find solutions for the logistics community:

In particular, InterLOG's solution experts also participated in the 2022 provincial logistics competitiveness index (Logistics Competitiveness Index - LCI) research project conducted by the VLA Association in collaboration with VCCI, Dream Incubator, and VLI. Thereby, the quality of logistics services in each key region is surveyed to serve as a basis for studying the actual needs of customers, creating suitable logistics solutions and services and bringing more practical value.

“ ESG sustainable development is not just words but a long-term strategic action that requires perseverance and consensus from the whole team”

Nguyen Duy Minh - Chairman and CEO of InterLOG