

UnAvailable®

**[SUSTAINABILITY REPORT]**  
**2018-2021**

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# [01] INTRO

[UA]

CREATING AN IMPACT THAT MATTERS



The garment industry is one of the biggest polluters on the planet. However, at Un-Available, we hope to change that by cultivating a new attitude through planet-forward initiatives. By investing in sustainability, we hope to change people's perceptions around waste and find renewable solutions to help save the environment.

At our facility, we have high ambitions and clear objectives to make being green the norm. We believe that words without action mean little and our position is to promote meaningful change through active innovation. While our team of suppliers, partners, and stakeholders ensure the natural resources we use adhere to global standards, we also uphold a set of rigid protocols to guarantee we're accountable for our environmental and social responsibilities. By confronting prevailing business trends that encourage waste, we look to create solutions that curb outdated and harmful habits. And by pulling back the curtain, we provide transparency across our business.

Our 2020 Sustainability Report provides a retrospect to what we accomplished last year. By highlighting our achievements, things we are working towards, and future goals, we provide an overview of what lies ahead. As our facility continues to shift to tackle our mission, we remain diligent in our cause. And with time being of the essence, there is no room for excuses. It is now about creating a new status quo.



Developed by the United Nations, the Sustainable Development Goals (SDGs) are 17 interlinked global goals created to achieve “a better or more sustainable future for all” (un.org). Set in 2015 by the UN’s General Assembly, their objective is to accomplish these goals by 2030.

By including the SDGs in our report, we ensure our practices align with a recognized global agenda. The illustration by Carl Folke, Director of the Stockholm Resilience Centre at Stockholm University, provides a visual reference outlining these objectives.

As a garment manufacturer, our dependency and usage of natural resources such as water, cotton, and energy directly affect the planet. To lessen our impact on the biosphere, we’re taking the words of the Stockholm Resilience—“transition toward a world logic where the economy serves society so that it evolves within the safe operating space of the planet”— and creating action.

(stockholmresilience.org)

# [CERTIFICATES]

## OUR [ACHIEVEMENTS] IN 2020



International Labour Standard (ILS) Audit by the Walt Disney Group  
FAMA (Facility and Merchandise Authorization) **certified**

## OUR [AUDITS] IN 2020



Kering Group Audit  
Environmental and Social Audit

## WHAT WE ARE [PUSHING FOR] IN 2021



ISO 9001:2015 and ISO 14001:2015 Audit  
ISO Certification process started in 2020  
ISO Certification expected to be issued in 2021

## WHAT WE ARE [PUSHING FOR] IN 2021



Adidas Social and Environmental Affairs (SEA) Audit  
Adidas SEA audit process started in 2020  
Adidas SEA audit process expected to be issued in 2021

## Supply Chain

2021: Assess the working conditions for 100% of suppliers

2023: 100% comply with operating license and permits for all suppliers

## Chemical

2021: 100% compliance with ZDHC Standards in UA

2023: 100% compliance with ZDHC Standards (within our supply chains)

## People

Support more NGOs and community initiatives by 2021

**[UA]**  
**TARGETS**

## Plastic

2021: Eliminate 80% of single use plastic

2023: Zero single use plastic

## Materials

Develop variable sustainable materials and treatments

## Energy

2021: Reduce usage by 5%

2023: Reduce usage by 15%

## Water

2021: Reduce usage by 5%

2023: Reduce usage by 15%

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# [02] ENERGY

[UA]

CREATING AN IMPACT THAT MATTERS

# [ENERGY]

## A Retrospect On Our Energy used in 2018/2019/2020

[⚡] **0.72kWh**/garment (\*)  38 times charging iPhone 6S

\* Data from 2020.



In 2020, our total energy consumption increased when we moved into our newer and larger facility. However, the energy used per garment saw a **5%** decrease.

(\*) Calculation using Higg FEM Baseline Methodology



We use the **Higg Index** as a tool to track our **energy consumption** and calculate our baseline.

## OUR [ACHIEVEMENTS] SO FAR



### BUILDING THE RIGHT MINDSET

Implementation of a monthly Going Green Newsletter and daily radio show to highlight energy efficiency topics.



### ELECTRICITY TRACKING

We are diligent about tracking our daily energy consumption by recording our meters to determine whether the output is in line with the factory's actual working time. We do this to ensure the accuracy of usage and find solutions to reduce waste.

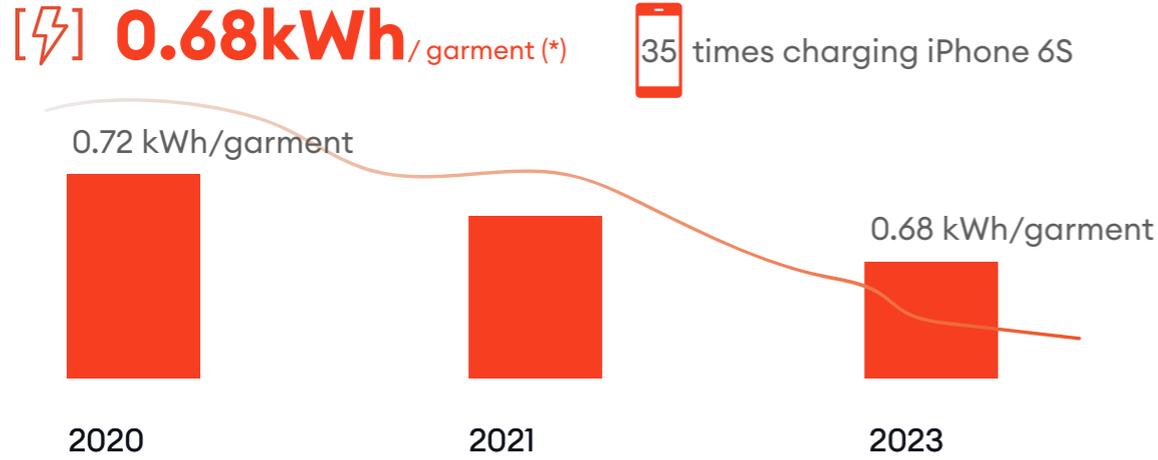


### ENERGY EFFICIENCY

95% of the sewing machines on our factory floor are now energy efficient. In our printing department, we train our team to find the right balance between artwork and lights needed to minimize our ash dryers' energy usage.

# [ENERGY FUTURE]

Reducing energy consumption in 2021/2022/2023



Our goal is a **15% reduction** in energy consumption by **2023**



Solar panel system will be installed in **summer 2021**.

## WHAT WE ARE [PUSHING FOR] IN THE FUTURE



### SOLAR POWER

Our mission to use **100% renewable energy** and **reduce our carbon emissions** will see our solar panel system installed in **summer 2021**.



### REDUCING OUR ENERGY CONSUMPTION

Based on our 2020 benchmark, we're focused on reducing our energy consumption by **5%** by the **end of 2023**.



### GREEN INSULATION

We will utilize natural plant coverings on our walls to help cool our facility.

## Implementing our own solar system



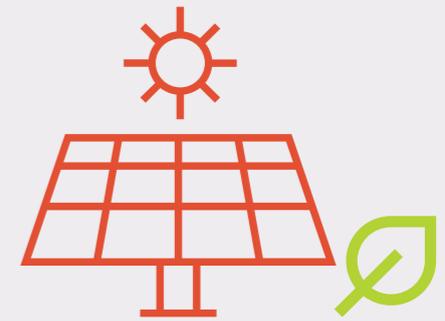
### Energy From Conventional Sources

Burning coal, gas, and oil.



In Vietnam, coal consumption, the dirtiest of fossil fuels, increases by 11.3% per year. Combined with gas and oil usage, it contributes to **carbon emissions (1kWh = 0.913 kg CO<sub>2</sub>)**

Shifting from conventional energy sources to solar energy utilises renewable energy.



## 690 kWp

**Solar Panels**, on average, creates 82,730 kWh of green energy per month.

By using solar panels, we're **saving 75,532 kg CO<sub>2</sub>**, which is equivalent to ...



**9,632,764**  
smartphones  
charge



**3,596** fully grown  
trees



**9** yearly energy bills  
for a family home



**3,088** propane  
cylinders used for  
home barbecues

# [03] WATER

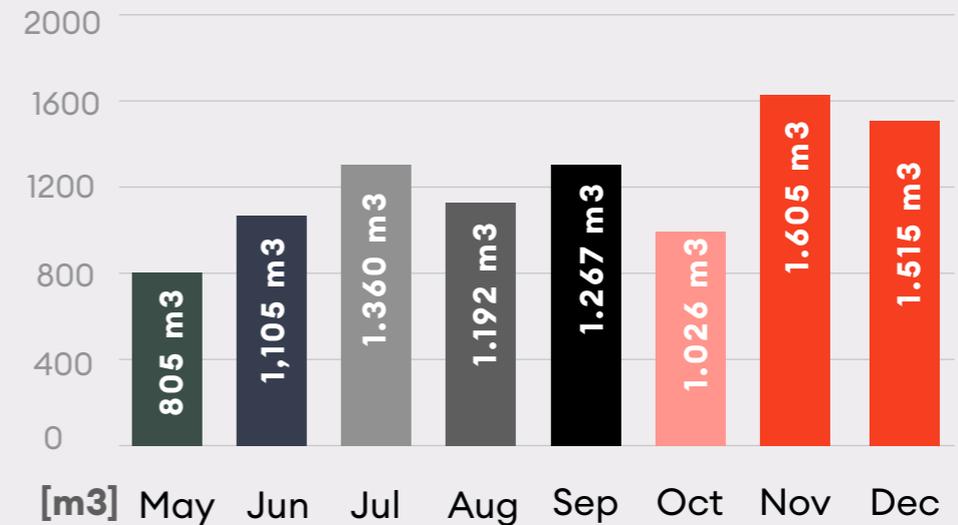
## Our water consumption in 2020

Our water per garment usage remains consistent at **0,01 m3/garment(\*)** from **May – December 2020**



(\*) 10 liters/ garment only refers to the water used at our facility and excludes washing and dyeing processes from our suppliers. Calculation using Higg FEM Baseline Methodology

### Water Usage in 2020



## OUR [ACHIEVEMENTS] SO FAR



### BUILDING THE RIGHT MINDSET

We use our daily radio show and a monthly newsletter to inform our teams on topics related to the global water crisis and how to use water more mindfully at our facility and at home.



### WATER METER

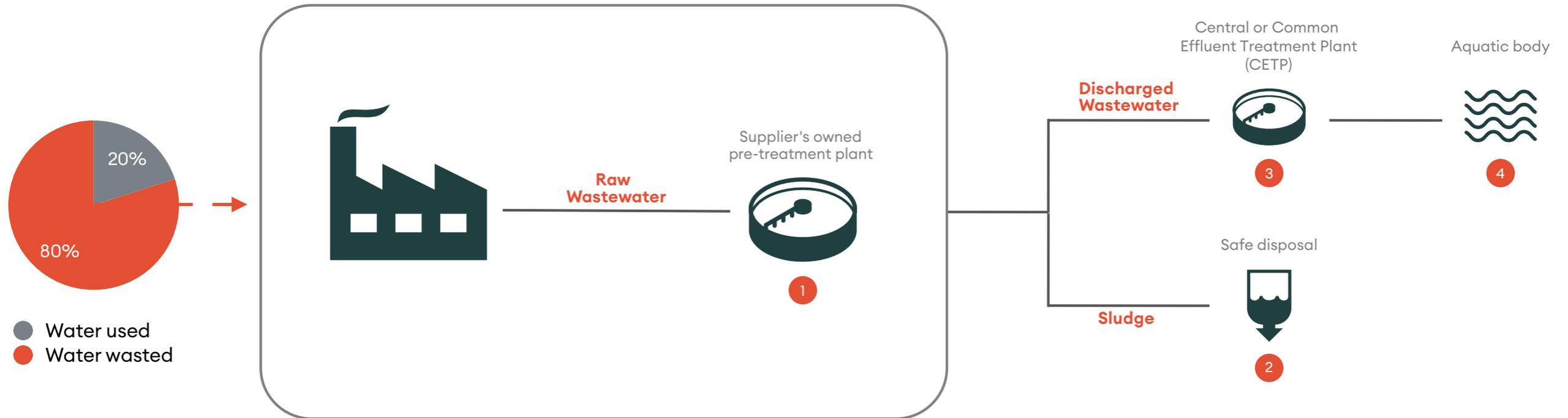
We have nine different water meters at different sections throughout our facility to track our consumption.



### WATER TRACKING

We set up water tracking boards in all departments to show our teams' actual consumption.

## Our wastewater treatment system since 4/2020



## EXPLANATION OF THE ABOVE [CHART]

# 01

Our facility's raw wastewater goes through our pre-treatment plant before entering the central treatment plant.

# 02

During the pre-treatment process, sludge, a solid by-product, will occur. A waste company collects the sludge for disposal.

# 03

The final wastewater treatment happens at the central or common effluent processing plant (Vinh Loc Industrial Zone)

# 04

Once the process is complete, the plant releases the water directly into the environment.

# [WATER FUTURE]

## Water Stewardship

To combat the global water crisis requires action. By collaborating with our stakeholders and creating a four-part chain of accountability, our focus is on building progress.



### BUILDING WATER AWARENESS

We will educate our teams, stakeholders, and communities on reducing our water waste through diligent research and resource allocation.



### COLLECTING DATA

By tracking water consumption, we can properly measure output and find solutions to solve over-usage issues.



### ENGAGING STAKEHOLDERS

Open and honest discussions with suppliers, partners, NGOs, and community organizations on water challenges help build stronger relationships, vital to combating this crisis.



### WORKING WITH LOCAL GOVERNMENTS

To create significant and long-lasting change, we will work with our local governments to find long-term solutions around reducing water waste.

## WHAT WE ARE [PUSHING FOR] IN THE FUTURE



### RECYCLE WASTEWATER

We are currently testing the water quality from our wastewater treatment system to ensure we can safely utilize it for landscaping in 2021. Our goal is that the water condition passes the QCVN08 Standard (The National Technical Regulation on Surface Water Quality) for usage. Until then, we will continue to improve our operations to ensure the best outcome.



### WATER REDUCTION IN OUR SUPPLY CHAIN

We aim to **reduce the water consumption** at our facility by **5% and 15%** by the end of 2021 and 2023, respectively.

We will also **engage our suppliers** to join our mission by tracking and reducing their water consumption.



### COLLECTING RAINWATER

We currently have a 130m<sup>3</sup> tank for water storage. In the future, we will prioritize rainwater collection to use for landscaping and cleaning purposes at our facility.

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# [04] CHEMICALS

[UA]

CREATING AN IMPACT THAT MATTERS

## Chemical Certifications and Requirements

For any chemicals used at our facility, our suppliers must submit all necessary Material Safety Data Sheets (MSDS) files and certifications. This process prevents the use of any harmful substances.

We refer to the Zero Discharge of Hazardous Chemicals (ZDHC) and OEKO-TEX requirements. The ZDHC is a group consisting of brands and retailers working towards a zero discharge of hazardous chemicals.

In addition, we have started our process to gain the ISO 9001:2015 and ISO 14001:2015 certification to guarantee our facility's quality and environmental standards.



## OUR [ACHIEVEMENTS] SO FAR



### CHEMICAL DISPOSAL

We work closely with an environmental company that guarantees the safe removal of hazardous materials and sludge from our internal water waste system.



### TESTING AND REVIEW OF OUR WASTEWATER

We test our wastewater every **six months** to ensure that we meet compliance requirements.



### ECO-FRIENDLY TREATMENTS

We are working with a natural dyeing supplier in Vietnam. The color palette is limited compared to artificial dyes, but it's **100% non-toxic** and **100% natural**.

## Chemical Certifications and Requirements

We have to change the way how we produce our garments. Our mission is to remove all harmful substances from our processes. To implement the **ZDHC Approach**, we will collaborate with our stakeholders and make them accountable for their responsibilities.

### CERTIFICATION BODIES

We will require our suppliers to update their internal systems so chemical formulators can check for newly added substances.

### CHEMICAL FORMULATORS

We will require the removal of non-conformant chemical products from our catalogue and develop alternatives. Catalogue will be certified against ZDHC MRSL V2.0 and uploaded onto Gateway.

### FACILITIES (UA)

We will check chemical inventories and communicate with our suppliers about our ZDHC MRSL adaptation. This will guarantee the purchase of certified products.

### BRANDS/RETAILERS

We will inform our suppliers and their supply chains about transitioning to ZDHC MRSL V2.0.

## WHAT WE ARE [PUSHING FOR] IN THE FUTURE



### TRANSPARENCY IN OUR CHEMICAL DISPOSAL

We're making it our responsibility to know more about the treatment and release of our chemical waste.



### ALTERNATIVE RESOURCES

We will continue to invest our R&D towards finding more environmentally friendly alternatives.



### ZDHC COMPLIANCE

We hope to comply 100% with the ZDHC Standard internally by the end of 2021 and within our supply chain by 2023.

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# [05] MATERIALS

[UA]

CREATING AN IMPACT THAT MATTERS

# [MATERIALS RESEARCH]



As one of the world's biggest polluters, the garment industry needs to change. Our goal at Un-Available is to create a long-lasting transformation that contributes to the betterment of our planet.

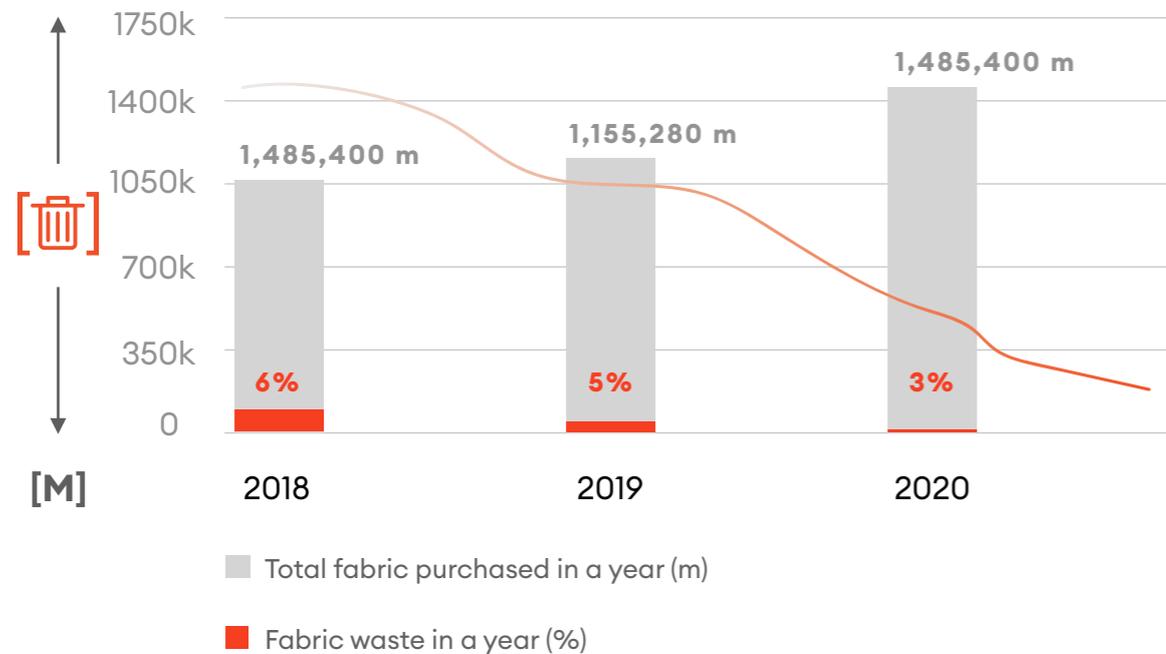
Achieving our objectives requires reviewing and revising existing practices and supply chains and restructuring them to operate in an environmentally friendly and ethical way.

The process has already started with the sourcing and usage of sustainable materials within our production. And we will look to increase our use of renewable practices for years to come.

Last but not least, we will reduce our material waste.

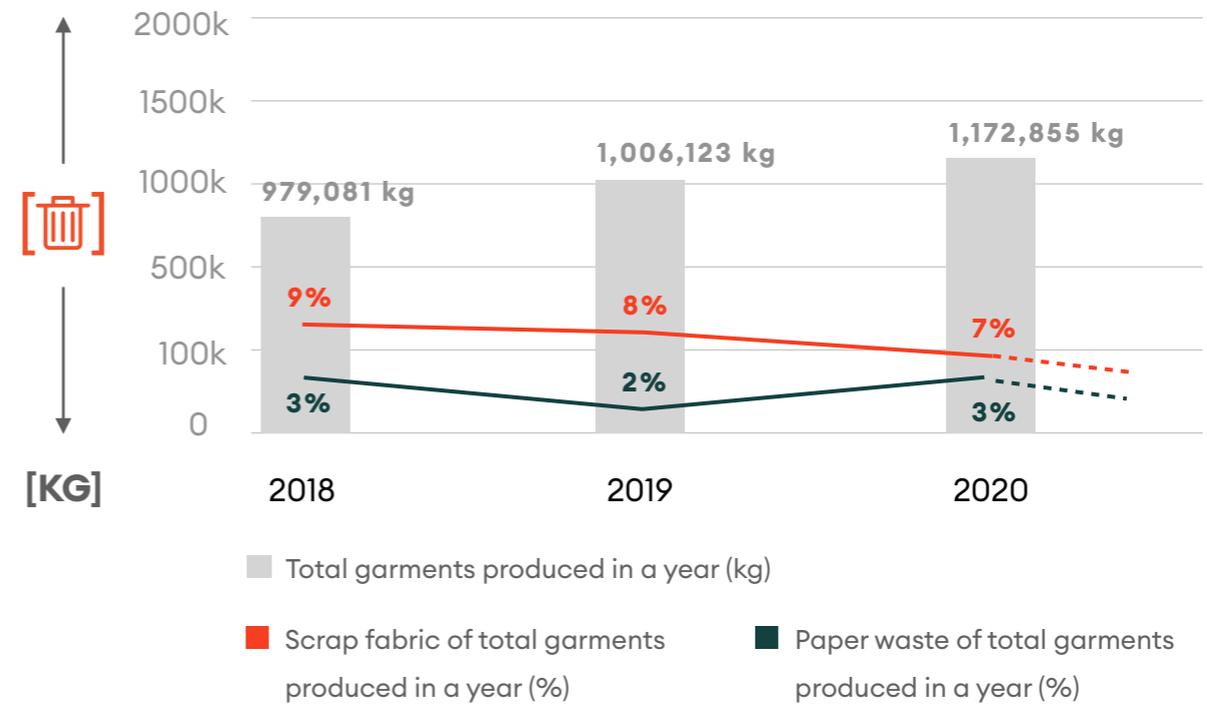
## Fabric Waste in 2018/2019/2020

◀ Total per year ▶



## Other Waste in 2018/2019/2020

◀ Total per year ▶



## OUR [ACHIEVEMENTS] SO FAR



### PRODUCT PROCESS SCORING SYSTEM

We developed a scoring system to help identify the environmental impact of each process required to produce a garment.

With it, we can review our actions and products to identify areas for improvement.



### GOTS-CERTIFIED MATERIALS

We sourced GOTS-certified fabrics and recycled fabrics to use for our clients' production.



### ECO-FRIENDLY FABRICS

We worked with our suppliers to source eco-friendly fabrics made from linen, hemp, bamboo, and coffee grounds.

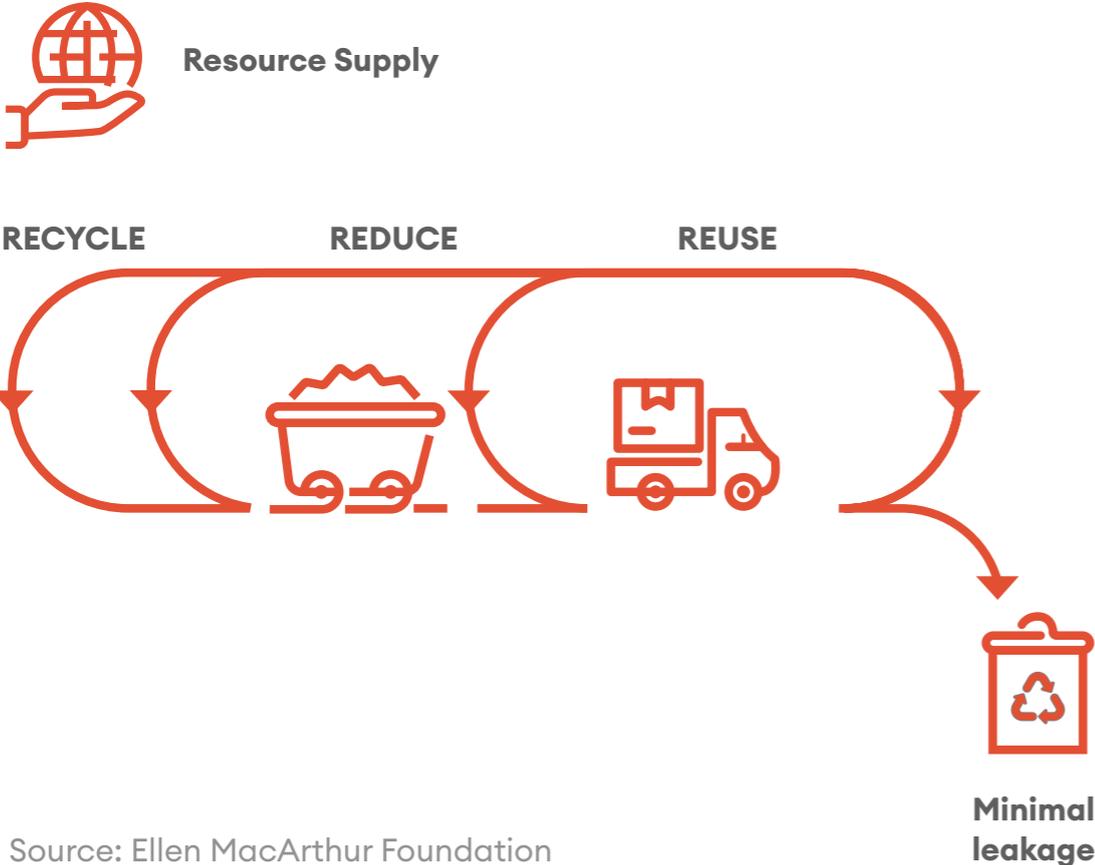
# [MATERIALS FUTURE]

## Circularity Approach

At Un-Available, our goal is to create a business model based on a circular economy, which aims to create value at every step of the production process.

To achieve this, we will work with our suppliers to focus on the reusability of raw materials and products.

### Circular Economy



Source: Ellen MacArthur Foundation

## WHAT WE ARE [PUSHING FOR] IN THE FUTURE

01

### QUALITY, LONGEVITY, AND SUSTAINABILITY

We prioritize providing products that are premium in quality and longevity. By sourcing and developing sustainable materials that last, we ensure our garments will endure for generations to come.

02

### RECYCLING

Working with our partners, we aim to produce more utilizing the mono-material approach. By designing garments made from one material, it enables full recyclability at the end of the product's lifecycle. We'll also work with our supplier to process all faulty and excess fabrics to create recycled yarn for new clothes, the epitome of circularity.

03

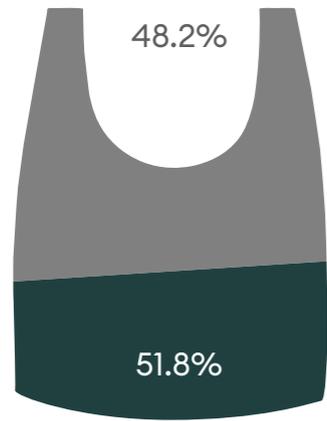
### UPCYCLING

In addition to recycling, we'll explore various upcycling methods, that take scrap materials and turn them into something new.

# [06] PLASTIC



## Plastic bags usage and wastage by UA in 2018/2019/2020



2018



2019



2020

- Plastic bag usage
- Plastic bag wastage



**Plastic bag waste** created during production for storing fabric, panels, and garments, cannot be re-used because they are broken or deteriorated. **Plastic bags for internal use** are for storing fabric, panels, and garments.

## OUR [ACHIEVEMENTS] SO FAR

01



### BANNED SINGLE-USE PLASTIC

In September 2020, we banned single-use plastics from being brought onto our premises.

02



### ZERO WASTE CAFE

We recently set up an internal cafe to reduce the influx of single-use plastics, delivery drinks, and snacks. All items sold on premise are packaging-free.

03



### FABRIC BAGS NOT POLY BAGS

We launched reusable fabric bags to eliminate the use of plastic storage bags for fabrics and raw materials. Our goal is to replace all poly bags in our warehouse by the end of 2021.

04



### GREEN PACKAGING

More than 50% of our clients have shifted to biodegradable poly bags in the last two years. We are also currently testing, sourcing, and developing more sustainable trims options.

## Reducing plastic with our suppliers

In addition to our internal efforts to reduce plastic consumption and waste, we've also collaborated with our partners and suppliers.



We'll collaborate with our suppliers to find actionable solutions around plastic waste management, including separation and disposal. Washing textiles releases microfibres into the oceans. To minimize the shedding, we developed raw materials from natural fibres. We're also investigating innovative wastewater treatment systems to help address various issues. Finding solutions take time. However, we're committed to doing it the right way.

## WHAT WE ARE [PUSHING FOR] IN THE FUTURE

01



### ZERO WASTE CANTEEN

Our canteen will produce zero waste by June 2021.

02



### SUSTAINABLE PACKAGING

We're creating a joint effort with our suppliers to find sustainable packaging solutions. At the moment, we're reducing and eliminating single-use plastic by using fabric bags and reusable boxes for transporting trims and samples.

03



### REDUCING PACKING PLASTIC

Suppliers are required to provide non-plastic packaging for their deliveries.

04



### ECO-SOLUTIONS

Our purchasing team recently sourced a material that dissolves in hot water. We will continue to test and develop it to reach the desired quality standard.

# [07] PEOPLE

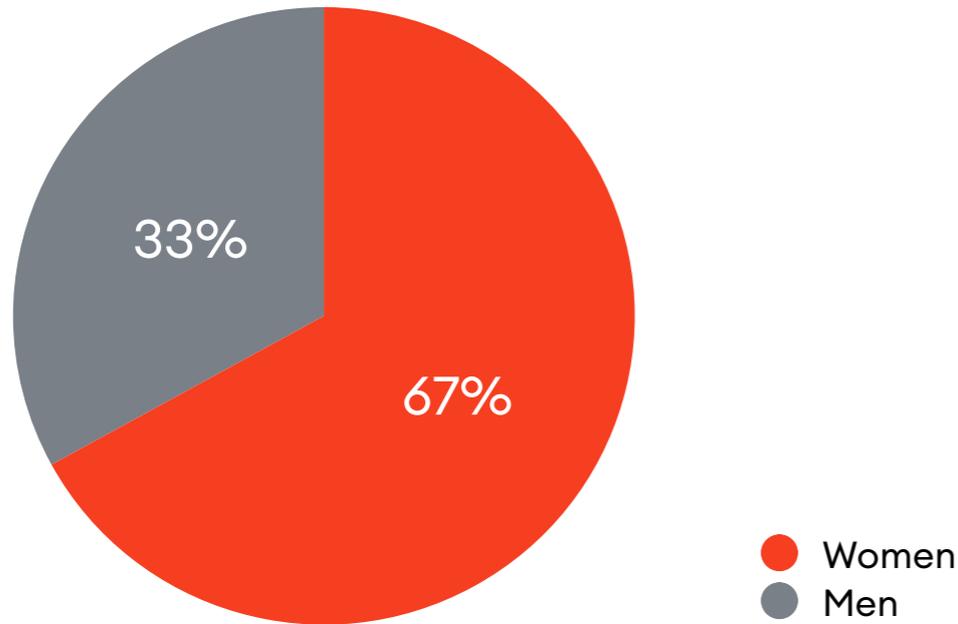


People are vital to our company's success, and our mission at Un-Available is to continue to provide a safe and nurturing workplace for our team members. We strive to create an environment that welcomes feedback and honest communication and champions growth and improvement.

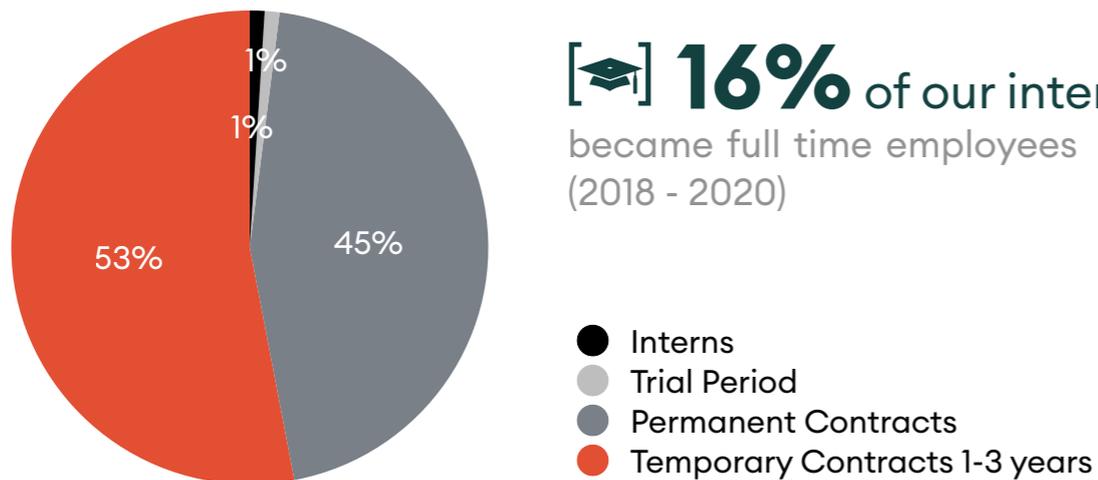
We believe in supporting a thoughtful, diverse, equal, safe, and healthy space for all.

# [PEOPLE UA]

Percentage of employees at UA from 2020



Job security at UA from 2020



**[🎓] 16%** of our interns became full time employees (2018 - 2020)

- Interns
- Trial Period
- Permanent Contracts
- Temporary Contracts 1-3 years

## OUR [ACHIEVEMENTS] SO FAR

### INVESTING IN PEOPLE



By investing in our teams, we're not only ensuring their success, but our company's as well. By providing workshops and training sessions to build and improve skill sets, we remain committed to supporting people looking to grow. We will also look to provide workshop opportunities within the community.

### TEAM BUILDING



We believe that good work stems from positive interactions. By providing opportunities to build and strengthen relationships through workshops and sports, we hope to create a supportive and healthier environment.

### EDUCATIONAL RADIO SHOW



Our daily radio show highlights essential environmental and social topics while also providing fun, curated playlists to create a comfortable and pleasant atmosphere for our employees.

# [PEOPLE]



Bamboo Bridge orphanage on a day trip with the girls in 2020

## COMMUNITY IMPACT

Community is vital, and our goal for 2021 focuses on increasing engagement and support for projects and social outreach. Over the last two years, we've supported various NGOs like Grow Green Vietnam, Newborns Vietnam, and Bamboo Bridge.

Additionally, we support local communities with direct ties to our team members.

In 2020, heavy flooding affected countless residents in central Vietnam, with many families losing their homes. Our employees collected donations and were able to help those in need.

## CONTINUE TO [SUPPORT] LOCAL NGO



### GROW GREEN VIETNAM

We're currently funding an educational NGO called *Grow Green*, which works to increase awareness and create solutions around the plastics and waste issue Vietnam is now facing.



### NEWBORNS VIETNAM

We sponsor, donate, and help *Newborns Vietnam* ([newbornsvietnam.org](http://newbornsvietnam.org)), an incredible organization run by Ms. Suzanna Lubran. Through fundraising and grassroots efforts, they provide outreach in low-income areas and provide medical equipment and training to reduce infant mortality and save lives.



### BAMBOO BRIDGE

We've donated to *Bamboo Bridge*, which helps disadvantaged individuals with training and many employment opportunities as well as scholarships. We'll explore future partnerships to help build better and brighter futures for those in need.

# [PEOPLE FUTURE]



The UA Team at the 2019 Marathon in Ho Chi Minh City, Vietnam

## SPORT ACTIVITIES



### OUTDOOR ACTIVITIES

Sustainability isn't just environmental, but social as well. And outdoor sports provide a myriad of benefits. It's a healthy alternative to release tension and to re-energize. It also offers creative team-building opportunities, which grow relationships cross-functionally. Our company may have different departments, but it's all about us as a team.



### SPORTING EQUIPMENT

To counteract the hours spent at a sewing machine or in front of a PC, we're looking to provide tools to help relax the body and release some tension. Our goal is to continue to build on the benefits of sports, including our annual company marathon, by investing in a diverse range of equipment that anyone can use.

## WHAT WE ARE [PUSHING FOR] IN THE FUTURE



### IMPROVING WELL-BEING

We will continue our annual review of food and water suppliers and seek feedback from our team to improve and provide a healthier and happier environment.



### COMMUNITY IMPACT

We hope to actively involve our teams in our continued support of NGOs and community initiatives.



### PARTNERSHIP WITH FARMERS

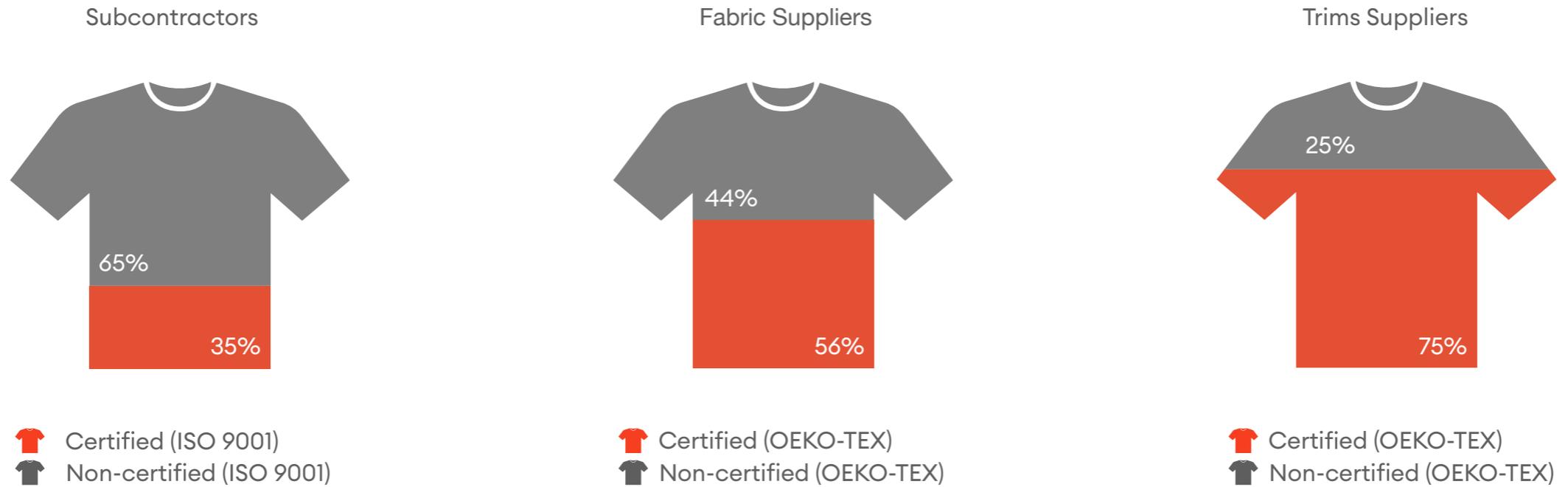
Our goal is to create a transparent path for our supply chain to ensure the proper production of resources from partnering farmers.

# [08] SUPPLY CHAIN



## Breakdown of our suppliers based on certifications

\* Data from 2020



## OUR [ACHIEVEMENTS] SO FAR

### OEKO-TEX AND ISO 9001 STANDARDS FOR OUR SUPPLIERS

OEKO-TEX is a product label and certification that confirms the ecological safety of textile and leather goods throughout the different steps of a supply chain. The certifications mentioned in the graphics above are only referring to environmental and quality standards.

We review and analyze the working conditions at our suppliers to avoid any risks that may cause harm to the people and the environment. In the future, 100% of our suppliers will fulfill social and environmental standards.

# [SUPPLY CHAIN FUTURE]

## Our Objectives

In 2021, our **key objective** focuses on assessing and monitoring our suppliers to achieve a **fully sustainable supply chain**.

By the end of 2023, we aim to have **50% of our sub-contractors** certified with industry standard certifications for environmental and social accountability.

Our long-term objective is **100% compliance**. We plan on working with suppliers of the highest environmental and social standards.

**Ultimately, we aim to achieve the highest international standard.**



**Certifications** we are aiming to achieve to reach our goal of the **highest international standard**.

## WHAT WE ARE [PUSHING FOR] IN THE FUTURE

As part of our ISO 9001:2015 Quality Management System, we developed a checklist to send out to every supplier. Following the outlined process below ensures that all new applicants meet our objectives and align with our business practices. The **supplier assessment** section of the checklist is **two-tiered**. It focuses on their technical quality and social compliance, as well as their environmental evaluation. Once thoroughly screened, we onboard new suppliers knowing our supply chain is in good hands.



1. Potential new supplier



2. Supplier Screening



3. Supplier Assessment



4. Supplier Commitment



5. Annual Follow Up

# [09] OUTLOOK



2020 was an unpredictable and challenging year. We felt the effects of the global pandemic on every level of our daily lives. When it came to running a business reliant on people working together in a physical space, there were no easy answers. But through diligence, determination, and the support of our colleagues, we were able to overcome many obstacles.

We successfully moved into our new sustainably-led facility through careful planning and followed stringent guidelines to ensure everyone's safety. A hub to support our vision for a cleaner and greener future, we will continue to work towards our mission while implementing better practices. And with so much uncertainty globally, we prioritized our workforce's well-being and ended the year without a single redundancy.

At Un-Available, every year is an opportunity to achieve more. In 2021, we will reduce energy and water consumption and increase our sourcing and use of sustainable materials. Our cafeteria, canteen, factory floor, and warehouse will become single-use plastics free. We will further educate ourselves about sustainability and find ways to understand our industry's changing nature. We will also provide growth opportunities for our employees and the community through workshop programs.

Everything we do entails a certain degree of sacrifice to find the right solutions. However, our commitment to the planet and our people remains steadfast. Our investment towards change is invaluable and much needed to repair and rebuild. And if 2020 taught us anything, working together will allow us to create a more significant impact in the future.



**[THANKS]**

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