

UnAvailable®

[SUSTAINABILITY REPORT] 2024

[UA]

CREATING AN IMPACT THAT MATTERS

[CONTENTS]

[1] INTRO 04

[2] ENERGY 08

[3] WATER 12

[4] CHEMICALS 16

[5] MATERIALS 19

[6] PLASTIC 24

[7] OUR RECYCLING 27

[8] SUPPLY CHAIN 30

[9] ENVIRONMENT 34

[10] PEOPLE 39

[11] OUTLOOK 46

[01] INTRO

[INTRO]



The garment industry remains a major contributor to global pollution, responsible for approximately 10% of human carbon emissions and consuming vast amounts of water. At Un-Available, we view this challenge not as a limitation, but as an opportunity to lead meaningful, lasting change.

Our commitment to sustainability continues to deepen as we align with global momentum toward climate resilience, circularity, and supply chain transparency. With a planet-forward mindset, we have set ambitious goals and translated them into measurable actions across our operations. This report reflects the evolution of our journey from 2021 through 2024. It highlights tangible progress, including improved resource tracking, responsible partnerships, and employee-driven initiatives. We've implemented new technologies to monitor consumption, advanced our use of renewable energy, and taken steps to align with industry frameworks and third-party certifications.

Despite global challenges such as supply chain disruptions and economic uncertainty, we remain committed to driving positive impact. By working hand-in-hand with our team, suppliers, and stakeholders, we continue to build a responsible manufacturing model that prioritizes both people and planet.

This Sustainability Report captures not only what we've achieved, but where we're going next, guided by accountability, innovation, and a deep respect for the world we help shape.

[SDGS]*

SUSTAINABLE DEVELOPMENT GOALS



Illustration: Azote for Stockholm Resilience Centre, Stockholm University

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 on natural resources such as water, cotton, and energy directly affects the planet. To lessen our impact on the biosphere, we’re heeding the guidance of the Stockholm Resilience Centre – “transition toward a world logic where the economy serves society so that it evolves within the safe operating space of the planet” – and putting it into action. (stockholmresilience.org)

[CERTIFICATES]

OUR [ACHIEVEMENTS]

2020



International Labour Standards



Kering Group Audit

2021



Sedex Virtual Assessment



ISO 9001:2015



ISO 14001:2015

2022



SLCP Verification



Higg FEM Certification

NBCUniversal

NBC Universal Assessment



SA8000 Certification



NIKE Audit
Bronze Rating

2023 & 2024



CSI Report



HCM City Green Business

ADVANCED BUSINESS IN FIRE
PREVENTION AND FIGHTING
IN 2023

WHAT WE ARE [PUSHING FOR]

2025



B Corporation Certification



CTPAT Certification



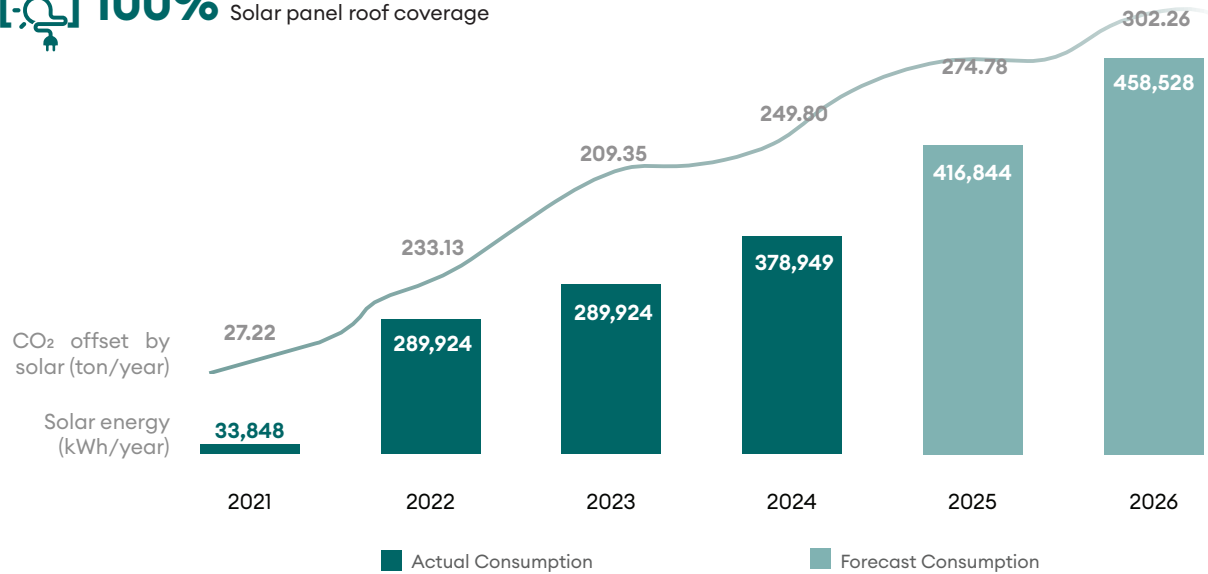
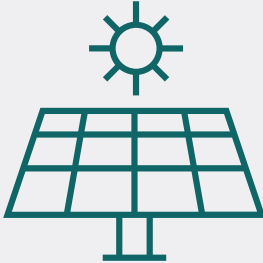
ISO 14064 - GHG

[02] ENERGY

[SOLAR ENERGY]

Completion of solar panel installation

 **100%** Solar panel roof coverage

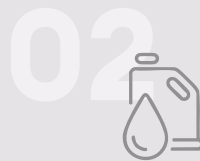



992,645 kWh
of solar energy we have been consuming from 2021 to 2024.

From 2021 to 2024, by using solar panels, we have been saving **719.50 tons CO₂**, which is equivalent to ...



58,169,253
smartphones charged



9,5 tanker trucks' worth
of gasoline



150 homes' electricity
use for one year



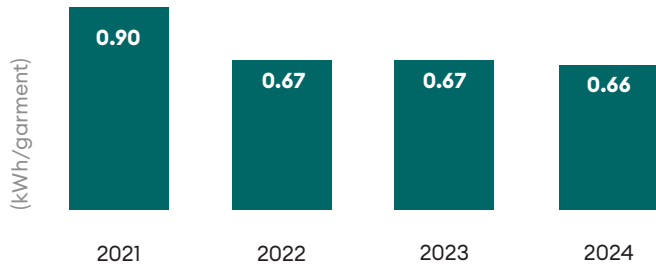
33,053 propane cylinders
used for home barbecues

*According to Greenhouse Gas Equivalencies Calculator provided by EPA

[ENERGY]

A retrospect on our energy used from 2021 to 2024

[⚡] 0.73 kWh/garment



In 2024, energy consumption was recorded at 0.66 kWh per garment, showing a slight decrease compared to 0.67 kWh in 2023. Although the change is modest, it reflects consistent control over energy use and confirms the continued effectiveness and stability of our energy-saving initiatives.



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

OUR [ACHIEVEMENTS] SO FAR

01



BUILDING AWARENESS

We continue to foster a sustainability-first mindset across the company. One of our key initiatives is the monthly Going Green Newsletter, which shares insights on energy efficiency and practical actions teams can take to contribute.

02



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.

03



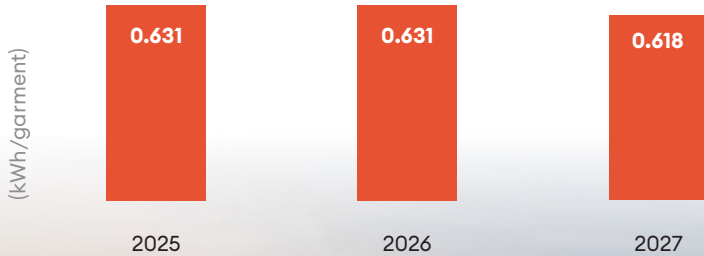
RECENT KEY INITIATIVES

- **Infrared Dryer Upgrade**
Completed the transition from traditional resistive heating lamps (1.6 kWh) to energy-efficient infrared lamps (1.2 kWh), along with improved control systems for garment drying.
- **Inverter Equipment Installation**
Replaced conventional air compressors and wastewater blowers with inverter-based systems to optimize power usage.
Upgraded to screw-type compressors for greater energy control.
- **Laser Film Exposure**
Shifted from UV to laser-based film exposure technology, reducing energy use in this process by approximately 90%.
- **Natural Light Enhancement**
Replaced outdated roofing panels to increase daylight penetration, reducing dependency on artificial lighting.
- **Heat Press Insulation**
Applied insulation to heat press molds, achieving estimated energy savings of 1,396 kWh/year (≈14.1% reduction).
- **Surge Protection Installation**
Added surge protection systems to safeguard electrical infrastructure and minimize equipment damage risks.

[ENERGY FUTURE]

Reducing energy consumption from 2025 to 2027

[⚡] 0.627 kWh/garment



SOLAR POWER

Our solar power goals for 2025-2026:

Increase solar energy usage for domestic by 10% compared to 2024

- Increase solar energy usage for Finished Product Assembler by 10% compared to 2024
- Increase solar energy usage for product printing by 10% compared to 2024



GREEN INSULATION

Increasing the plant coverings on our walls and adding more office plants to cool off our facility.



REDUCING OUR ENERGY CONSUMPTION

We aim to reduce our energy consumption by 5% between 2025 and 2026, compared to 2024. To achieve this, we are implementing the following measures across four key focus areas:

1. Equipment Efficiency

- Install an inverter system for a 22kW air compressor
- Control steam valve operation during non-productive hours
- Apply insulation to gas dryer surfaces and steam piping
- Pilot a misting system to improve air conditioning efficiency

2. Monitoring & Control

- Implement automated electricity metering
- Introduce TDS meters to monitor boiler water quality and reduce blowdown losses

3. Compressed Air Optimization

Launch a maintenance program to detect and repair air leaks

4. Renewable Energy Utilization

Install battery storage systems to enhance solar energy usage

UnAvailable[®]

[03] WATER

[WATER]

A retrospect on our water used in 2021 - 2024 (L/garment)

[] 10 L/garment



In 2024, water consumption experienced a slight uptick compared to 2023. However, the increase was marginal, demonstrating that effective water management practices remain in place and continue to deliver consistent results.

OUR [ACHIEVEMENTS] SO FAR

01



WATER METER - TRACKING

We have nine different water meters at different sections throughout our facility to track our consumption. Also, we had the water tracking boards set up in all departments to show our teams' actual consumption.

02



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.

03



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.

04



CONDUCTING REGULAR AUDITS

We are committed to conducting annual water audits and taking immediate action as recommended by auditing bodies.

05



KEY INITIATIVES

We conduct regular water audits and implement recommended improvements to enhance efficiency:

- Condensate recovery has been applied to our boiler system, contributing to meaningful water savings.
- Flow restrictors have been installed on handwashing faucets in restrooms to reduce water consumption in daily operations.

[WATER FUTURE]



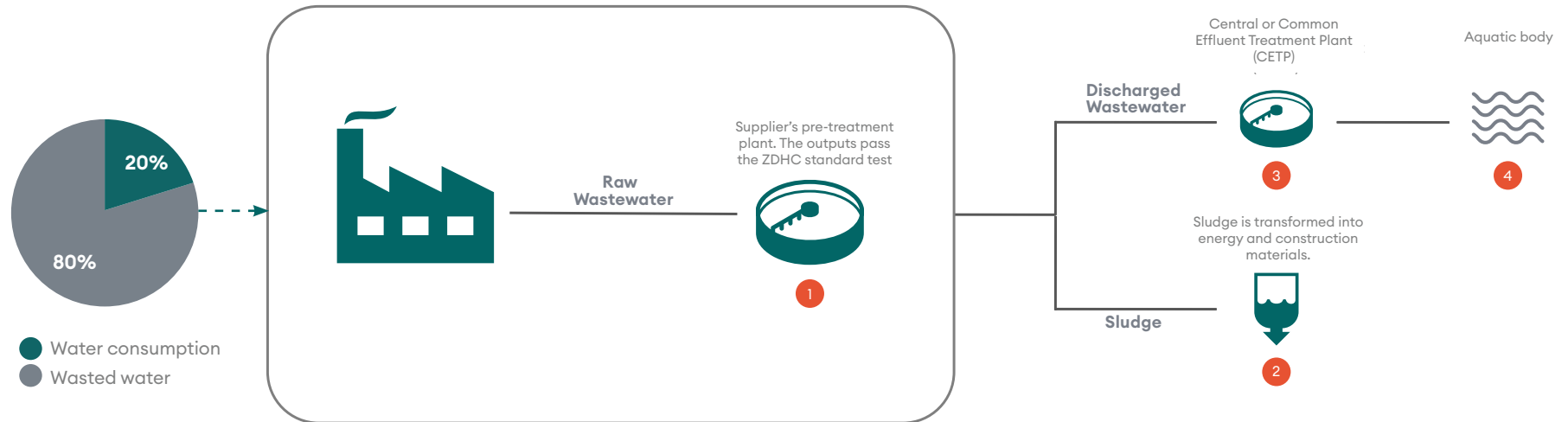
WHAT WE ARE [PUSHING FOR] IN THE FUTURE

WE ARE COMMITTED TO FURTHER REDUCING WATER CONSUMPTION IN OUR OPERATIONS BY PURSUING THE FOLLOWING INITIATIVES:

- 01 Optimizing water usage in screen-cleaning processes within the printing department.
- 02 Installing TDS (Total Dissolved Solids) meters to monitor boiler water quality and reduce unnecessary blowdown.
- 03 Improving the efficiency of toilet flushing systems to reduce water usage.
- 04 Reducing faucet flow rates at restroom handwashing stations.
- 05 Conducting regular maintenance and leak inspections of water systems and meters.
- 06 Installing automated water metering systems for more accurate and real-time tracking.
- 07 Raising employee awareness on proper use of dual-flush toilets through targeted training.

[WASTE WATER]

Our waste water treatment system since April 2020



EXPLANATION OF THE ABOVE CHART

01

Our facility's raw wastewater goes through our pre-treatment plant before entering the central treatment plant. After this stage, both wastewater and sludge pass the ZDHC standard test.

02

During the pre-treatment process, sludge, a solid by-product, will occur. A waste processing company collect the sludge and transform it into ingredients and energy for a cement factory.

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.

UnAvailable®

[04] CHEMICALS

[CHEMICALS]

Chemical Certifications and Requirements

For any chemicals used at our facility, our suppliers must submit all necessary certifications and Material Safety Data Sheets (MSDS) to disclose all chemical ingredients contained. This process helps prevent the use of any harmful substances.

We refer to the Zero Discharge of Hazardous Chemicals (ZDHC) and OEKO-TEX requirements. ZDHC is a collective of brands and retailers working towards the goal of eliminating hazardous chemical discharge from the supply chain.



Ø ZDHC

OUR [ACHIEVEMENTS] SO FAR



CHEMICAL DISPOSAL

We work closely with an environmental solutions company to ensure the safe removal of hazardous materials and sludge from our internal wastewater system.



TESTING OUR WASTEWATER

Our wastewater is tested **quarterly** to ensure compliance with local regulations. Additionally, **every six months**, we conduct a test aligned with the ZDHC (Zero Discharge of Hazardous Chemicals) standards.



ECO-FRIENDLY DYE

We are collaborating with a natural dyeing supplier in Vietnam. While the color range is more limited than synthetic dyes, the products are **100% natural** and **non-toxic**.



ECO-FRIENDLY PRINTING INKS

We are actively partnering with ink suppliers to develop non-toxic discharge printing formulas that maintain the same levels of quality, durability, and production standards as traditional inks.

[CHEMICALS FUTURE]

Chemical Certifications and Requirements

It's not sustainable if it's not all-emcompassing. Our goal is to remove all harmful substances from our processes and ensure that all of our supply chain will comply with the ZDHC MRSL 2.0 standard 100%. To achieve this, 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 using the 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 in our R&D and source more environmentally friendly alternatives.



ZDHC MRSL 2.0 COMPLIANCE

We are committed to ensuring that our supply chain is 100% compliant with MRSL 2.0.

[05] MATERIALS



[MATERIALS]

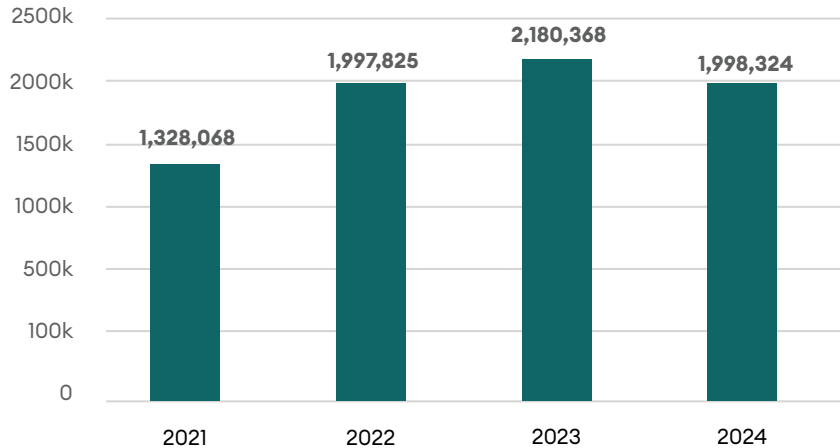


A crucial aspect of our sustainability strategy is the comprehensive evaluation and refinement of our supply chain. This process begins with the procurement of eco-friendly materials, including recycled, natural, and organic fabrics. Our commitment extends beyond sourcing, as we diligently adhere to the principles of reduction, reuse, recycling, and upcycling to minimize material waste.

[MATERIALS]

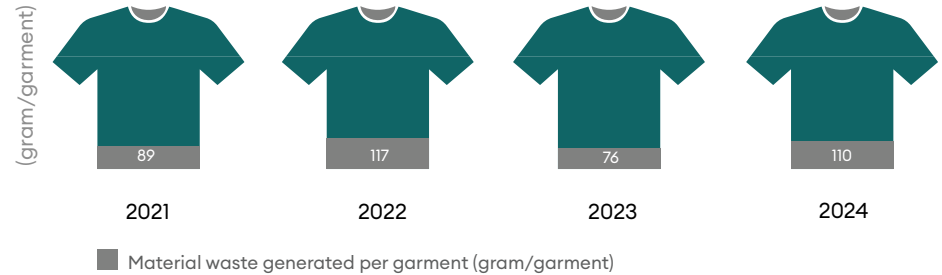
Total garments produced in 2021 - 2024

 **7,504,585 pcs**



Material waste generated per garment in 2021 - 2024

 **98g/garment**



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 source GOTS-certified fabrics, crafted with organic fibers and devoid of harmful substances such as toxic heavy metals and aromatic solvents. These fabrics are produced through environmentally and socially conscious processes, ensuring sustainability and quality.



RECYCLED COTTON

Our recycled cotton is inspected and assessed by the Global Recycled Standard and Recycled Claim Standard. The cotton sources are faulty yarns, fabrics, finished products, and wasted materials from the production process.



NATURAL FIBER FABRICS

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

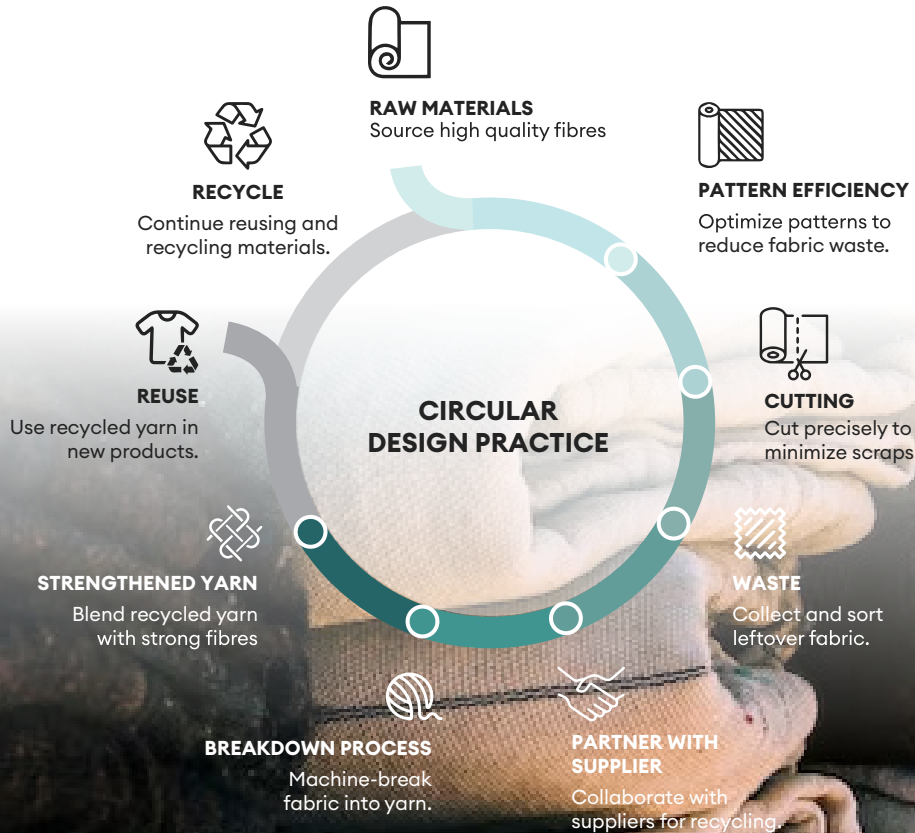
[MATERIALS]

Circularity Approach

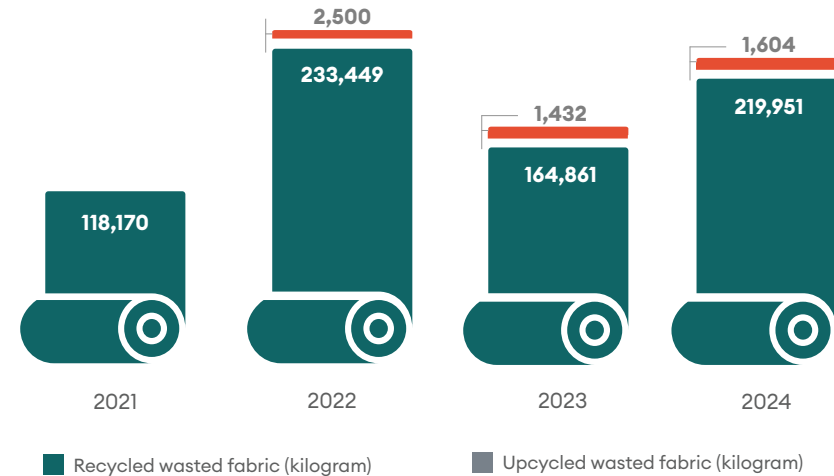
A Circular Fashion Economy

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.



Materials recycling in 2021 - 2024



Committed to the Circular Economy model, we have implemented comprehensive recycling solutions to ensure that 100% of fabric waste is recovered and effectively reused. In 2024, the volume of upcycled fabric transformed into new, value-added products increased by 5% compared to 2023, demonstrating significant progress in turning waste into valuable resources and promoting sustainable production.

[MATERIALS FUTURE]

Cotton Traceability

Committed to providing our clients with full transparency, we are looking into partnering with Good Earth Cotton® (GEC).

Good Earth Cotton® (GEC) is a cotton initiative committed to sustainability, ethical farming practices, and innovative traceability solutions. One of these solutions is **FibreTrace®** technology, which combines physical and digital tracking methods with blockchain verification to provide a cutting-edge system for tracking cotton from farm to finished product.

GOOD EARTH COTTON®

CLIMATE POSITIVE, TRACEABLE COTTON

FibreTrace®

WHAT WE ARE [PUSHING FOR] IN THE FUTURE

01

QUALITY, LONGEVITY & 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 & UPCYCLING

Our **Recycling** efforts involve a mono-material approach in garment design to ensure full recyclability. We also collaborate with suppliers to transform excess fabrics into recycled yarn for new clothes, promoting circularity. For **Upcycling**, we'll explore various upcycling methods that take scrap materials and turn them into something new.

03

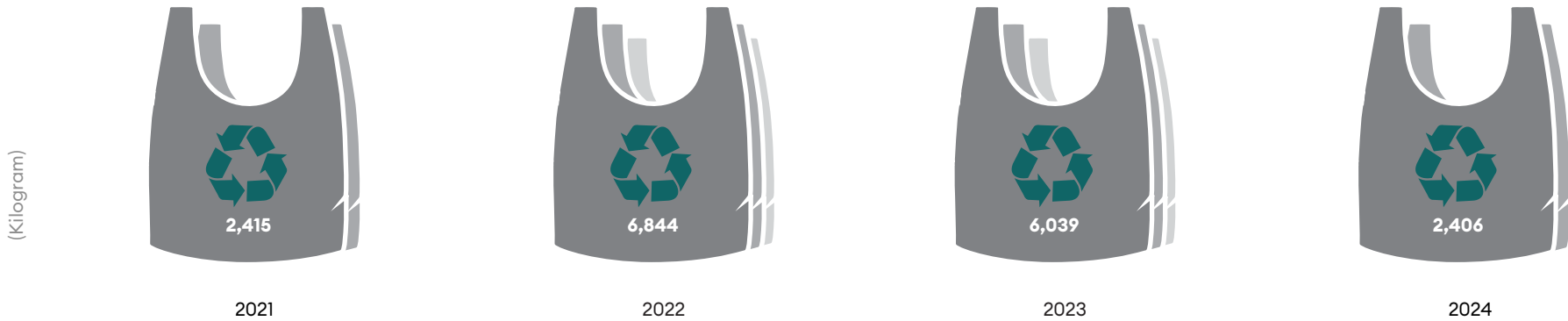
TRACEABILITY

We strongly believe that the transparent supply chain of **Good Earth Cotton®** will give consumers peace of mind, as they can easily confirm the legitimacy of their purchase, which is essential for building trust between consumers and businesses.

[06] PLASTIC

[PLASTIC]

Plastic recycled by UA in 201 - 2024



In 2024, we closely collaborated with our suppliers to transition product packaging from conventional plastic to recyclable alternatives. Compared to 2023, plastic usage was significantly reduced. This marks an important step forward in our journey toward the complete elimination of plastic in the future.

OUR [ACHIEVEMENTS] SO FAR



BANNED SINGLE-USE PLASTIC
we completely banned single-use plastics from being brought into our facility.



ZERO WASTE CAFE
We established two cafeterias where all kitchenware and serving equipment are free from single-use plastic.



FABRIC BAGS NOT POLY BAGS
We have launched reusable fabric bags to eliminate the use of plastic for internal storage. We have successfully completed the transition to reusable packaging for raw materials. All materials delivered to our facility are made from recycled or reusable materials.



GREEN PACKAGING
The Eco Garment Bag, the result of two years of research, is made from Aquapak's Hydropol™. This specially engineered material is marine-safe, compostable, recyclable, and biodegradable within 12 months if it ends up in landfill.

[PLASTIC FUTURE]

Zero plastic supply chain

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



2025



2026



2027

- Plastic packaging
- Fabric and other eco alternatives



2025 Goal: We aim to maintain close collaboration with our suppliers to implement environmentally friendly packaging solutions, striving to eliminate all plastic packaging (100%) in products delivered to our factories.

WHAT WE ARE [PUSHING FOR] IN THE FUTURE



SUSTAINABLE PACKAGING WITHIN OUR SUPPLY CHAIN

We mandate that our suppliers utilize non-plastic packaging for all deliveries. Recognizing that this is a collaborative effort, we are actively working with them to identify additional eco-friendly solutions.



ECO-FRIENDLY PACKAGING FOR CLIENTS

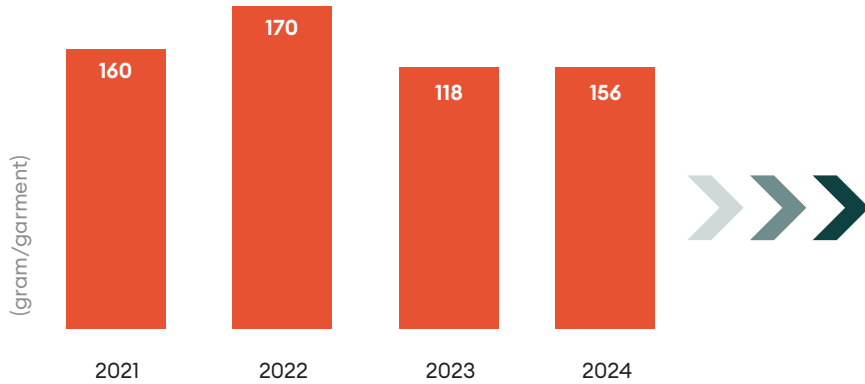
Apart from our current sustainable garment bag offering, we are committed to expanding our range of environmentally-friendly packaging options to cater to the diverse needs of our clients.

[07] OUR RECYCLING

[OUR RECYCLING]

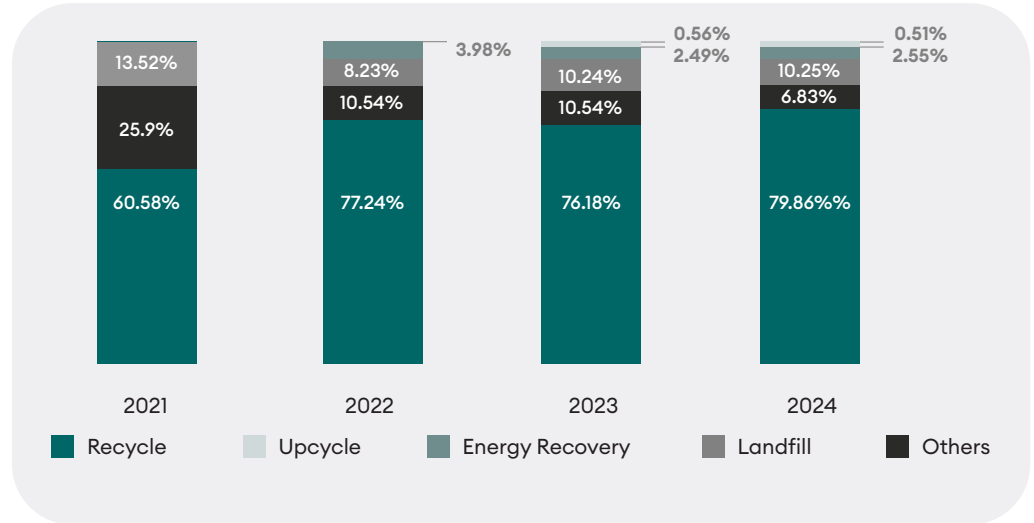
Amount of waste generated per garment(*)

 **151 g**/garment



(*) Calculation using Higg FEM Baseline Methodology.

Break down of our waste treatment methods



In an effort to address the significant amount of waste produced during production, we take a proactive approach by implementing eco-friendly waste treatment methods. Specifically, we prioritize reducing landfill use, minimizing incineration, and increasing upcycling, recycling, and energy recovery efforts.

OUR [ACHIEVEMENTS] SO FAR



BUILDING THE RIGHT MINDSET

We trained our team on waste segregation, including separating waste at the source, and reinforced the practice with clear visual signage across departments. This initiative is now embedded in our 6S auditing checklist to ensure ongoing compliance.



ECOCYCLE WASTE TREATMENT

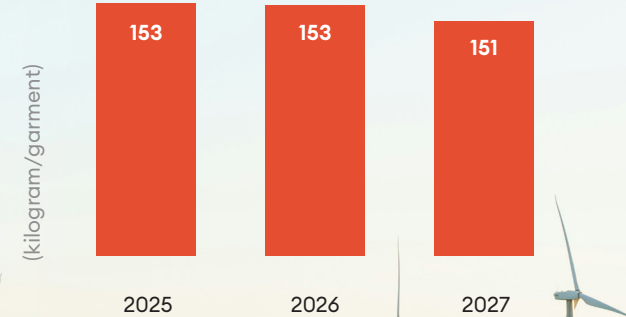
By partnering with suppliers who employ planet-forward methods, we have managed to recycle, reuse, and upcycle waste, reducing landfill and incineration.

[OUR RECYCLING FUTURE]

Amount of waste generated per garment

 **152g**/garment

In terms of the waste generated during garment production, our goal is to achieve a 3% reduction by 2025–2026, compared to 2024, followed by a further 1% reduction in 2027 compared to 2026. Over the next two years, we are committed to reducing the amount of waste sent to landfill and incineration by 3% by 2025–2026 compared to current levels. At the same time, we aim to increase the use of eco-friendly treatment methods - such as recycling, upcycling, and energy recovery - by 5%.



WHAT WE ARE [PUSHING FOR] IN THE FUTURE



EVALUATING WASTE TREATMENT PARTNERS

We will carry out regular assessments to ensure all treatment facilities meet our expectations and follow the procedures we agree upon.



SWITCHING TO ENERGY RECOVERY METHOD

We pledge to transform our waste processing methods, including those for plastics, by adopting energy recovery approaches. This change will ensure that all waste is converted into alternative energy forms.

[08] SUPPLY CHAIN

[SUPPLY CHAIN]

Breakdown of our suppliers based on certifications

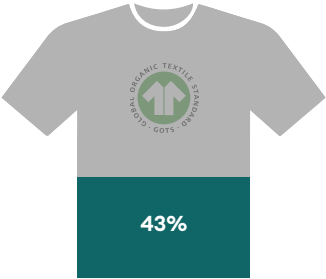
* Data from 2024

GRS/RCS Certified

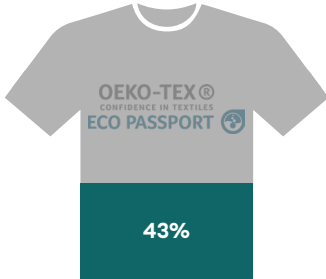


Fabric Suppliers

GOTs Certified



OEKO-TEX Certified



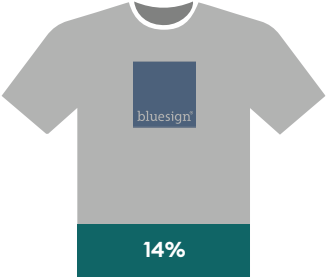
Subcontractors

Higg-FEM Certified



Trim Suppliers

Bluesign Certified



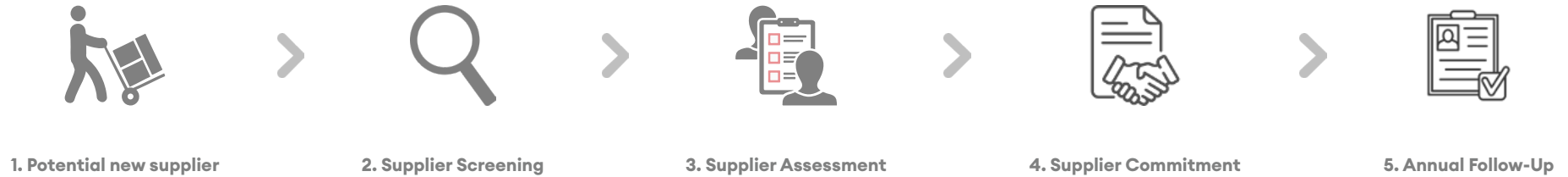
Chemical Suppliers

ZDHC MRSL, RSL Certified



[SUPPLY CHAIN]

Our current supplier onboarding process



OUR [ACHIEVEMENTS] SO FAR

Technical quality is crucial in our supplier selection process, but equally important is a supplier's commitment to sustainability, including social compliance and environmental protection efforts. As part of our ISO 9001:2015 Quality Management System, we have devised a comprehensive checklist for evaluating every potential supplier. Our outlined process guarantees that new applicants align with our objectives and adhere to our business practices. Upon completing the rigorous auditing process, we confidently onboard new suppliers, knowing our supply chain is in capable and responsible hands.

Currently, **76%** of our major suppliers possess at least one industry-standard compliance certification. Importantly, **all of them** have signed a commitment to actively pursue sustainable goals and attain the highest international standards, with clearly defined timelines for achieving these objectives.

[SUPPLY CHAIN FUTURE]

[ORGANIC STANDARDS]

[FAIR CONDITIONS]

[CHEMICAL CONTROLS]

[OVERALL STANDARDS]

WHAT WE ARE [PUSHING FOR] IN THE FUTURE



Evaluating all current suppliers, ensuring 50% comply with the industry standard for environmental and social accountability



Ensuring 100% of our supply chain is fully certified, complying with the industry standards.



Ensuring 100% of our supply chain has the highest international standard.

[09] ENVIRONMENT

[ENVIRONMENT]

Reforestation in Dong Nai 2022

In the summer of 2022, our team of 125 members joined forces with seven other like-minded companies for a hands-on tree planting event.. Together, we successfully planted 500 indigenous trees, restoring 1 hectare of degraded forest within the Dong Nai Cultural and Nature Reserve.



126
participants

1 ha
of forest

500
trees planted



[ENVIRONMENT]

Can Gio Beach Clean up 2023

On Environmental Day in 2023, with the helping hands of our 334 dedicated staff, we successfully removed 1.33 tons of rubbish, underscoring our commitment to environmental stewardship and creating cleaner, healthier communities.



334
participants

1.33
tons of rubbish



[ENVIRONMENT]

Reforestation in Ta Kou 2024

In alignment with the United Nations Environment Programme (UNEP) theme “Land restoration, desertification, and drought resilience,” 287 of our staff will join together to deepen our commitment with a reforestation initiative at Ta Kou Nature Reserve. This project, which aims to plant 1,250 trees across 1 hectare of forest, directly supports Goal 15, “Life on Land,” of the 17 Sustainable Development Goals, contributing to biodiversity and ecosystem restoration.



287
participants

1 ha
of forest

1,250
trees planted



[ENVIRONMENT]

REFORESTATION IMPACT

Our reforestation activities in 2022 and 2024 have made a measurable environmental impact. This initiative highlights our commitment to creating a healthier environment and reducing our carbon footprint through sustainable practices.



TONS OF CARBON

offset each year, reducing atmospheric carbon accumulation.



TONS OF CARBON

absorbed annually, by the newly planted trees, helping to purify the air.



TONS OF OXYGEN

produced per year, supporting cleaner air and healthier ecosystems.



KG OF POLLUTANTS

removed every year, contributing to a cleaner environment.

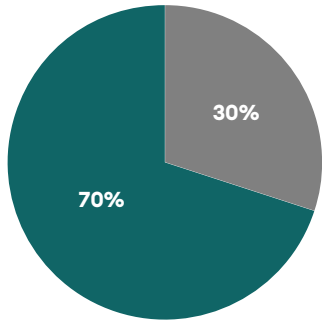


[10] PEOPLE



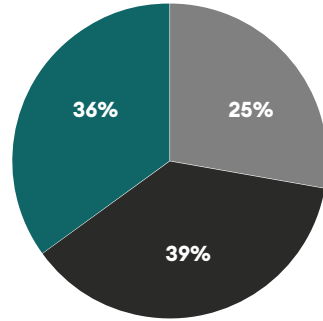
[PEOPLE]

Gender distribution



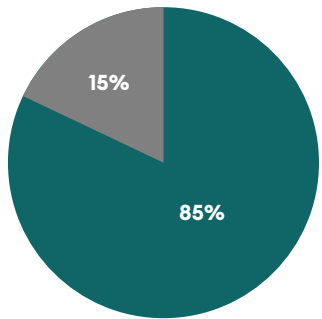
Men
Women

Job security



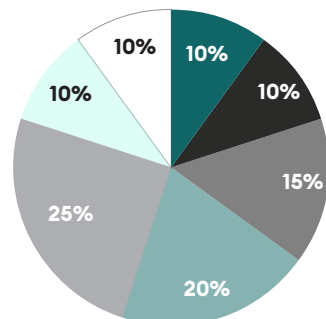
12 month contract
36 month contract
Indefinite-term labor contract

Employee satisfaction



UA employees who are satisfied with:
Company's brand
Working environment
Training & self development
Benefits
Management
Other opinions

Areas of improvement



Extra benefits
Vehicle parking shelters
Relaxing 6S rules
Improving meals quality
Compliance & Management
Benefit
Environment

OUR [ACHIEVEMENTS] SO FAR

01



EMPLOYEES SATISFACTION SURVEY

Starting from 2023, we have been conducting Employee Satisfaction Surveys to gauge our employees' contentment level, pinpoint areas where they are satisfied or dissatisfied with their job or the company. Our 2024 result was 82%. Through our efforts on "Areas of improvement" we anticipate a 4% increase, meeting our target of 86% employee satisfaction by the end of 2025.

02



TRAINING

Investing in our teams leads to not just individual triumphs but also drives our company's success. Since 2022, we crafted a holistic training approach for both factory and office departments, focusing on three core areas: standard operating procedures, functional skill development, and soft skill enhancement. Our yearly attendance rate stands at 93%, with a completion rate of 95% of the whole master plan. Furthermore, the average training hours per person reached 38.5 hours.

03



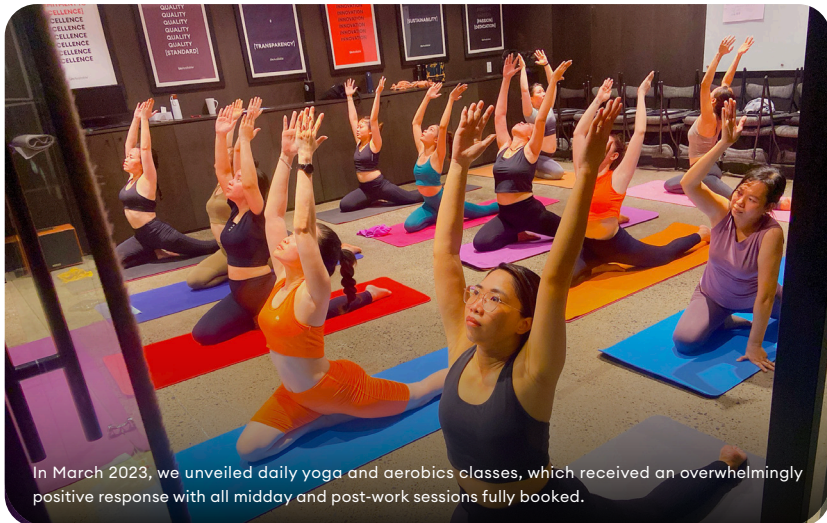
TEAMBUILDING

By reducing stress and fostering trust, we pave the way for stronger collaborations. Department-level bonding events occur every quarter, while company-wide gatherings take place 2-3 times per year. What makes our team-building events even more special is our partnership with local NGOs. Through co-organized trips, we not only bring our people together but also raise their awareness about pressing social and environmental issues. This unique approach to team building ensures that we create memorable experiences while contributing positively to our community.

[PEOPLE]



In December 2022, striking one-third of our team (200 participants) laced up their sneakers for the annual Techcombank marathon.



In March 2023, we unveiled daily yoga and aerobics classes, which received an overwhelmingly positive response with all midday and post-work sessions fully booked.

OUR [ACHIEVEMENTS] SO FAR

01



ENERGIZING BODY & MIND

In 2023 - 2024, we rolled out an exciting mix of indoor and outdoor activities designed to boost overall wellness and spark dynamic connections across departments. We also aim to enlighten our workforce on key health issues by hosting an engaging series of workshops led by doctors and health specialists. From reproductive health to early cancer detection and stroke prevention, we're committed to empowering our team with knowledge for a healthy life.

02



MANAGEMENT SYSTEM

An efficient HR management system goes beyond streamlining operations – it also boosts employee satisfaction by providing clarity on their tasks. In 2024, we persistently refined our organizational chart and job description systems across all departments. As a result, we've successfully improved our working procedures in alignment with the ISO 9001:2015 standard.

03

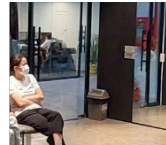


SOCIAL COMPLIANCE

Working hand-in-hand with our sustainability team, our HR department has made considerable strides in ensuring our people are treated fairly, adhering to industry standards, and meeting the expectations of our global clientele. We're delighted that our diligent efforts have been acknowledged by prestigious organizations **such as SA:8000, FAMA and SLCP Nike in 2024**, as evidenced by numerous audits. This recognition underscores our unwavering commitment to employee well-being and exceptional business practices.

[PEOPLE]

At Un-Available, people are our passion. They are the driving force behind our company. By investing in growing our culture and providing a breath of new opportunities, we ensure a nurturing environment for our teams.



[PEOPLE FUTURE]



WHAT WE ARE [PUSHING FOR] IN THE FUTURE

01 

CHARTING SUCCESS AND BOOSTING BENEFITS

Our commitment to enhancing organizational charts ensures a well-structured company where employees can clearly envision their career paths at UA. By continually evaluating the labor market, we're dedicated to providing our team with an attractive benefits package that keeps them motivated and satisfied.

02 

PROMOTING WELL-BEING

We're excited to introduce more health programs, engaging both male and female team members. As we grow, we remain focused on employee satisfaction, striving to make UA a truly enjoyable and efficient work environment. Our annual Happiness Index will keep us accountable, ensuring we consistently outperform previous scores.

03 

ADVANCED TRAINING

With basic training in place, we'll concentrate on advanced training to enhance both hard and soft skills, cultivating an elite and highly motivated workforce. Our ambitious goal is a four-day workweek by 2026.

04 

EXPANDING COMMUNITY IMPACT

Our dedication to community impact extends beyond just financial assistance to local NGOs. We aim to actively involve our teams in various community initiatives, fostering a culture of altruism and connection within UA. Together, we can make a difference in the communities we serve.

[COMMUNITY]



Over the past three years, we've been dedicated to making a difference in the lives of those less fortunate, working closely with NGOs like Newborns Vietnam and Bamboo Bridge. Our focus has been on supporting vulnerable groups, including orphaned and abused children and women.

Our approach to providing care is a blend of financial assistance, fundraising efforts, clothing donations, and hands-on involvement.

We are also passionate about environmental preservation and extend our support beyond mere funding. Our team actively takes part in events that broaden their understanding of environmental issues and inspire a deeper commitment to change. Our collaboration with Gaia Nature Conservation on a tree planting event is a prime example of this dedication.



[COMMUNITY]



UA merchandise for a fundraising event



GAIA tree planting activity



GAIA tree planting activity



Bringing our garments made for disadvantaged children in Dak Lak



Our team visited and organized a Christmas party at a local charity in 2021

OUR [ACHIEVEMENTS] SO FAR

01 

NEWBORNS VIETNAM

We are proud to continue our partnership with Newborns Vietnam (newbornsvietnam.org), an exceptional organization led by Ms. Suzanna Lubran. Through fundraising and grassroots initiatives, they reach out to low-income communities, providing essential medical equipment and training to reduce infant mortality and save precious lives. Our contributions include donating thousands of clothes and sponsoring their impactful work.

02 

BAMBOO BRIDGE

Bamboo Bridge (bamboobridgevn.com) is a dedicated non-profit organization committed to offering opportunities, training, and support to disadvantaged individuals in Ho Chi Minh City. Our ongoing support for this commendable cause includes fundraising efforts and regular financial contributions.

03 

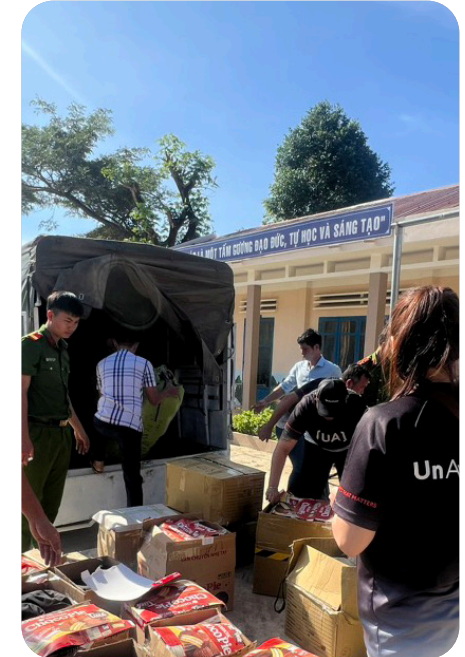
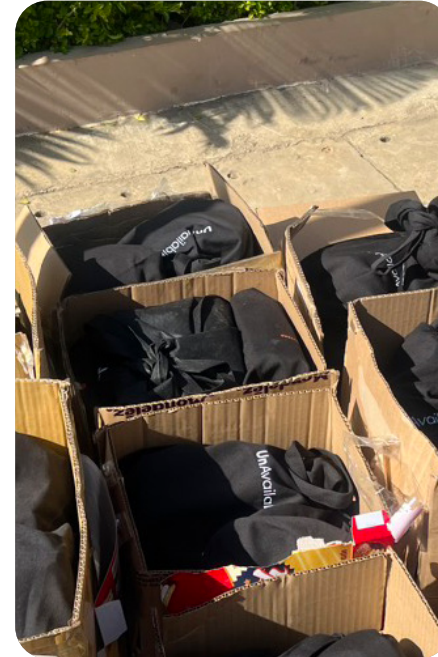
GAIA NATURE CONSERVATION

Gaia is a non-profit organization in Vietnam, devoted to empowering individuals through their nature preservation initiatives. In the summer of 2022, we actively participated in a hands-on tree planting event, joining forces with 7 other like-minded companies. Together, we successfully planted 8,500 indigenous trees, contributing to the restoration of 17 hectares of degraded forest within the Dong Nai Cultural and Nature Reserve. This collaborative effort exemplified our commitment to fostering environmental stewardship and nurturing a sustainable future for generations to come.

[COMMUNITY]

CHARITY IN NORTHERN VIETNAM

The program supported Northern communities in recovering from Typhoon Yagi (Typhoon No. 3) has provided essential relief to those affected. A total of 2,258 items of clothing, including shirts and pants, were donated to help families rebuild and stay warm in the aftermath. This initiative reflects our commitment to standing with those in need during challenging times.



[COMMUNITY]

TET NHAN AI CHARITY PROGRAM

The “Tet Nhan Ai” program for Lunar New Year 2024 brings warmth and joy to students and youth facing difficult circumstances in Quang Hoa Commune - Dak Glong District and in Buon Chuan Commune - Krong No District. In collaboration with the Dak Nong Fire Prevention and Rescue Police Department, the program has distributed approximately 500 warm coats as New Year gifts. This initiative aims to spread kindness and support to the community during the festive season.



[11] OUTLOOK

[OUTLOOK]



As we move forward, Un-Available remains deeply committed to advancing sustainability across every part of our operations. With a strong foundation built on measurable environmental actions, supplier engagement, and third-party certifications, we are now focused on scaling impact and embedding sustainability deeper into our organizational culture.

In a time shaped by complexity, from evolving customer expectations to increasing regulatory pressure, our team has demonstrated resilience, adaptability, and a shared sense of purpose. Improvements in energy and water efficiency, packaging reform, and supply chain compliance mark meaningful strides toward our long-term goals.

With brands facing growing regulatory demands, there is increased interest in working with verified, sustainability-focused manufacturers. Our alignment with global standards positions us well to meet this demand. At the same time, advancements in renewable energy, waste recovery, and digital tracking offer new pathways for innovation.

We also remain mindful of the challenges. Supply chain volatility, rising compliance expectations, and the need for credible reporting require us to stay agile and accountable. To navigate this landscape, we will continue investing in scalable solutions, cross-functional collaboration, and third-party verification.

With focus and resilience, Un-Available is ready to take the next step. It is, turning commitment into measurable impact and advancing our role as a responsible leader in the garment industry.





ENERGY

2025

Reduce energy consumption by 5% compared to 2024
Optimize compressed air, boiler water control, and cooling systems
Install inverter, automatic metering, and solar battery storage

2025 - 2026

Increase solar energy use by 10% across domestic, printing, and assembly areas
Expand greenery and plant insulation in factory and office spaces

WATER

2025

Reduce water use through screen-cleaning and toilet system optimization
Install TDS meters and automated water tracking systems
Conduct regular leak checks and improve employee awareness on water-saving practices

CHEMICALS

2025

Achieve 100% supply chain compliance with ZDHC MRS L 2.0
Strengthen collaboration with stakeholders to eliminate harmful substances

MATERIALS

2025

Continuing to broaden our offer of sustainable materials
Diversifying recycling and upcycling methods
Proving full transparency in material origins, powered by blockchain technology

PLASTIC

2025

Eliminate plastic packaging in all supplier deliveries to our factories
Expand eco-friendly packaging options for client orders

WASTE MANAGEMENT

- 2025 - 2026** Reduce total production waste by 3% and landfill/incineration waste by 3%
Increase recycling, upcycling, and energy recovery by 5%
Evaluate waste treatment partners for compliance and performance
- 2027** Achieve an additional 1% reduction in production waste compared to 2026
Expand adoption of energy recovery methods for waste processing

SUPPLY CHAIN

- 2025** 50% compliance with the industry standards for environmental and social accountability
- 2026** 100% compliance with the industry standards for environmental and social accountability
- 2027** 100% has the highest international standards

PEOPLE

- 2025** Enhancing the organizational chart
Further improving benefit package
Expanding community impact through more hands-on support
- 2026** Advancing training to cultivate an elite workforce with a four-day workweek by 2026

A group of hands of various skin tones are stacked together in a circle, holding a small green plant with two leaves. The background is dark and slightly blurred.

[THANKS]

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