



2021 Sustain- ability Report

Shell



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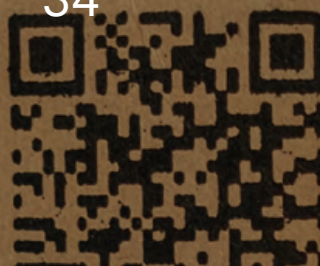
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**For feedback and comments
on this report, please contact
info@pizza4ps.com**

Scan the code
to book a table



A message from our founders

Sanae Takasugi (left) and
Yosuke Masuko (right) at
Pizza 4P's Xuan Thuy



2021 marked our most challenging year yet, even more than 2020 since we founded the company in 2011. Who would have thought that the 10th anniversary of Pizza 4P's would be a celebration, but the beginning of the biggest crisis in the company's history?

In the past 10 years, we had never faced a financial crisis, but this time was different. We had to issue bonds and take out corporate debt to sustain the company. Of course, this financial difficulty has affected our decisions on sustainable projects and we were faced with a situation where we could not take the improvement action as we want.

We began to think deeply about why we existed and what we were there for. We've looked back and focused on rebuilding our corporate vision of how we wanted to be as a company.

After re-examining both the ideal and the reality, the remaining members of the team set a vision for the year 2030 on top of our long-term vision (purpose), "Make the World Smile for Peace".

Our 2030 vision statement—"4P's is the most inspiring global F&B brand for its happiness spread from people to the world."
—aims to inspire people, communities, and society to create a positive impact and trigger to spread happiness all over the world. We also believe that sustainability is the basis for achieving our Vision.

All of us fully acknowledge that our current level of sustainability is still a long way from where we want it to be. This report, in truth, does not make me as proud as the 2020 report.

However, after the 2020 Sustainability Report was published, a viable change in the perception of sustainability among our partners (employees) within the company actually occurred. We also received positive feedback from the outsiders that they were inspired by our Sustainability Report and started taking small actions since then. Actually, this is one of our intentions when we determine to publish this Sustainability Report in 2020, as the reality and result are not something to be proud of and hesitate to speak aloud.

So from the very beginning what we aim to do is: understand and acknowledge the current situation, which is still far from satisfactory or perfect, but make improvements day by day, little by little, and communicate those progress and facts to others in public, all along our journey. So that we may be able to inspire even a handful of people to make any small changes and small actions, which we hope may become a big impact in the future.

During the toughest pandemic period in 2021, we sometimes felt like giving up, but hearing positive feedback and voices like those mentioned above gave us great encouragement and pushed us to keep moving forward unceasingly. Also, it reminds us of the importance of moving forward even with the smallest steps, no matter how slowly we go or how much effort it takes.

Therefore, we are also determined to publish this report this year, to keep moving forward, and hopefully, we can bring a little burst of motivation to anyone reading this, inspiring them to take any small action that could be the foundation for something greater in the future. We believe this is a small yet important step towards our vision, Make the World Smile for Peace.

We will continuously aim to be an inspiration to the world.

Thank you for your continued support.

Sincerely,

Yosuke Masuko
Co-founder & CEO

Sanae Takasugi
Co-founder & Deputy CEO

About 4P's

4P's is on a mission to Make the World Smile for Peace. At 4P's, we serve access to inner peace which empowers compassionate acts; thus cultivating lifelong happiness for all.

The Japanese-founded company opened its first restaurant in Ho Chi Minh City in 2011. Currently, there are 24 Pizza 4P's branded locations throughout Vietnam, in Ho Chi Minh City, Hanoi, Danang, Nha Trang, Hai Phong, and Cambodia in Phnom Penh. All our stores are driven by the concept of "Earth to People", which is the appreciation and delivery of natural ingredients from grower, to chef, to table.

We have our own cheese factory in Da Lat, where we produce most of the cheese that we use in our own restaurants and sell to other restaurants, hotels, and supermarkets. The company also operates two Ippudo restaurants, a Japanese ramen restaurant, and two coffee shops as "About Life Coffee Brewers HCM" – a Vietnamese franchisee of the Tokyo-based coffee shop, and Cafe 4P's – our own cafe brand in Hanoi.

Our head office is located in Ho Chi Minh City, while we also have offices in Hanoi, Danang, and Phnom Penh. Our total number of employees is 1,827 as of December 2021.

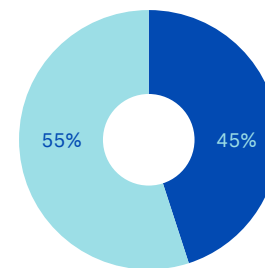


Pizza 4P's Cambodia

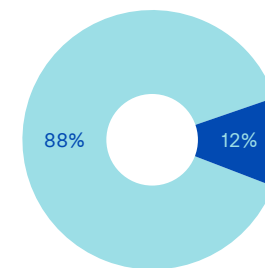


Farm visit, Dak Lak

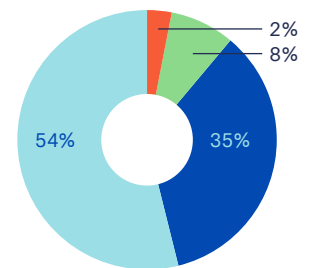
Partner Breakdown



Female **1,009**
Male **818**



Full time **1,619**
Part time **208**



South Vietnam **993**
North Vietnam **647**
Central Vietnam **154**
Overseas **33**

About this Report

This is an annual sustainability report for the 4PS CORPORATION. It focuses on the economic, environmental, and societal impact of all our brands; Pizza 4P's, Ippudo Vietnam, About Life Coffee Brewers HCM, Cafe 4P's, Beer 4P's, Market 4P's, as well as our cheese factory in Dalat, and offices in Vietnam (Ho Chi Minh City, Hanoi, Hai Phong, Nha Trang, and Danang) and Phnom Penh in Cambodia.

In this report, we have included key detailed information about the companies' performance in the areas of packaging, sourcing, natural resources, waste, food safety, climate change, and society.

This report references the standards of the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB).

Reporting Period

The reporting year is our 2021 fiscal Year (January 1, 2021 through December 31, 2021)

Currency

All references to currency are in Vietnamese Dong, unless otherwise noted.

Pizza 4P's 10 Year Pizza



Our progress in 2021

2021 has not been an easy year for our business because of the impact of the global pandemic. We have had to make a lot of tough decisions throughout the year, however, beyond all the difficulties and challenges, we have also made some progress on our business. Here are some of our key progressions in 2021.

Pizza 4P's Giga Mall

As we look back on 2020 with historic typhoons and floods in Vietnam, this store was built with the concept of "Overcome" for a better future, through natural and recycled materials in interior design. The reception wall and the wall behind the pizza oven have a dried clay finish, which is a natural material commonly used in building traditional houses in Vietnam. The table tops of the pizza counter were made from Terrazzo using recycled glass from 4P's beer and wine bottles. When guests dine in at this store, they can gaze at the art installation made from bamboo and reclaimed wood.



Pizza 4P's Giga Mall

Pizza 4P's Indochina Plaza Hanoi

We are trying to show our great respect for Vietnamese traditions through this store. The facade resembles a contemporary sculpture with the red color of Bat Trang bricks. The Bat Trang ceramic brick walls divide the layout into private but intimate interlocking spaces, inspired by the narrow alleys in downtown Hanoi. The design of this highly aesthetic and convenient store is to honor the beauty of traditional materials, as well as to preserve and develop the remaining long-established craft villages in Vietnam.



Pizza 4P's Indochina Plaza Hanoi

Pizza 4P's Cambodia

This is our first store overseas as a Pizza 4P's brand located outside of Vietnam. To celebrate this new milestone, we decided to turn this store into a zero-waste concept. As waste is becoming one of the most critical issues in Cambodia, we wanted to contribute to providing a solution to that problem from our restaurant and raise awareness about this issue within the country. Details of this project will be introduced in the waste category of this report.



Pizza 4P's Cambodia

Pizza 4P's Aeon Mall Tan Phu

At this store, we set an architectural concept as "Eating a Pizza in a Forest". This store is located inside the large shopping center AEON Mall Tan Phu in the Ho Chi Minh City metropolitan area, thus we wanted to create a place where people can feel relaxed and connect with nature as if they are invited to a pizza party in the forest. All the wooden tiles covering the columns are reclaimed wood which was originally used as flooring in wooden houses in the Mekong region.



Pizza 4P's Aeon Mall Tan Phu

Café 4P's

We opened our own cafe brand, "Cafe 4P's", a coffee shop located in Hanoi. At this new division of 4P's brand, we create a new specialty coffee offering, consisting of physical locations, and at-home products. Our focus at Cafe 4P's is to create a platform that inspires mindfulness and inner peace from people to people. Cafe 4P's has incorporated many sustainable elements in its design and development such as reusing the construction materials of the previous cafe in this location as a terrazzo flooring, coffee ground dyed uniform and fixtures, an electric food waste composter that can compost the coffee ground and paper waste, and coffee cups created by the craftsman in the Bat Trang village.



Café 4P's packaging (concept)

Market 4P's

We rebranded our B2C retail business to "Market 4P's", an online and offline retail store of 4P's products. Market 4P's is a retail destination (online and physical) that seeks to provide a convenient and meaningful meal shopping experience. Inspired by the noble meaning of the traditional lifestyle "đi chợ"/ go to market: handpicking food and preparing meals as a gesture of care and love, Market 4P's aims to elevate busy people's life quality and bring about inner peace through providing convenient and high-quality self-made dining experience at home. Currently, we are operating the physical shops at our stores in Hai Ba Trung, Phu My Hung, and Saigon Pearl in HCMC. You may also access the online store through scanning the QR code!



Market 4P's Logo

Listed in the Essence of Asia category by Asia's 50 Best Restaurants 2021

We are delighted to be one of only four restaurants in Vietnam named in the 'Essence of Asia' category by Asia's 50 Best Restaurants 2021. This category sheds light on restaurants in Asia that represent local culinary culture, as well as make a positive contribution and impact on the community and environment. For us, this is a great and special honor, especially with our 10th anniversary. Over the years, we have been constantly striving towards our vision of 'Make the World Smile for Peace'. This is also considered an achievement thanks to the efforts, support, and love from 4P's family and beloved guests. We extend our sincere thanks to everyone!



Pizza 4P's Giga Mall

Key Numbers in 2021

Total guests

1,707,318 guests

Total pizzas made

1,444,587 pizzas

Total cheese produced

244 tonnes

Pizza 4P's Aeon Mall Tan Phu

Quantity comparison: guests, pizza and cheese (2019–2021)

Item	2019	2020	2021
Total Guests	2,139,749	2,018,314	1,677,351 (Vietnam) 29,967 (Cambodia)
Dine in and takeaway	Included above	Included above	1,429,154 (Vietnam) 29,967 (Cambodia)
Delivery	Included above	Included above	248,197 (Vietnam) 0 (Cambodia)
Number of stores	18 Pizza 4P's 2 Ippudo 1 Citadine Cafe 1 ALCB 1 Truck & Container	21 Pizza 4P's 2 Ippudo 1 ALCB 2 Truck & Container 2 Ghost Kitchens	25 Pizza 4P's 2 Ippudo 1 ALCB 1 Cafe 4P's 3 Truck & Container 3 Ghost Kitchen
Total pizzas baked	1,100,600	723,330	1,421,292 (Vietnam) 23,294 (Cambodia)
Total cheese produced (tonnes)	145.3	164.9	244

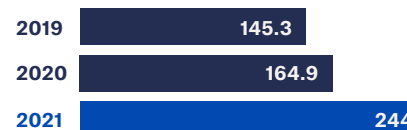
Amount of pizzas produced



Total guests



Amount of cheese produced (tonnes)



Materiality

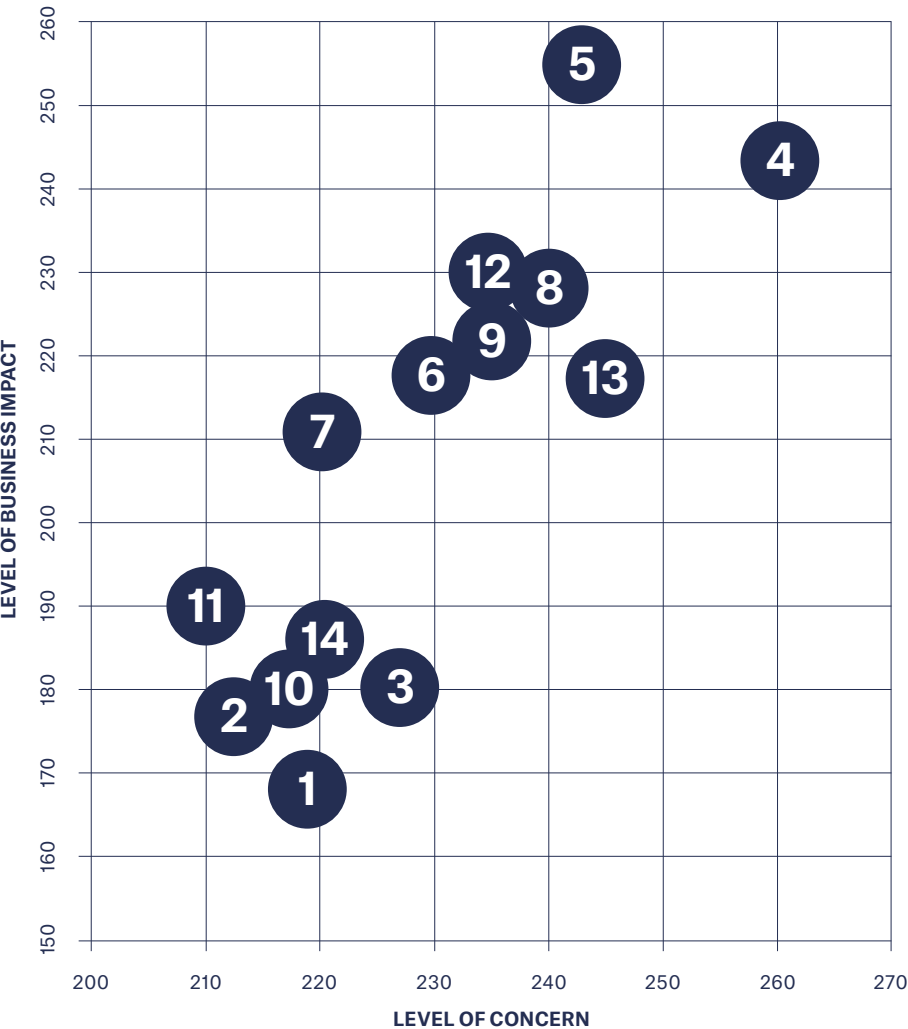
In preparing this report, we referenced our last year’s sustainability report, and conducted another survey of our stakeholders including the guests, shareholders, employees, and suppliers to identify the environmental, social, and governance (ESG) issues most relevant to our stakeholders, as well as to specify those issues that are within our control. Through this materiality assessment, we identified the 14 priority issues for our business and evaluated each issue for its level of stakeholder concern and the potential positive or negative impact on our business.

Topics:

- 1. Climate change
- 2. Energy management
- 3. Water management
- 4. Food safety
- 5. Healthy food
- 6. Labor practices
- 7. Diversity & Inclusion
- 8. Environmental and social compliance on supply chain
- 9. Sustainable sourcing
- 10. Animal welfare
- 11. Biodiversity
- 12. Packaging
- 13. Waste management
- 14. Community support

Materiality Matrix

Our materiality matrix, based on stakeholder feedback, maps business impact and stakeholder concerns from low to high. We have used the results of this materiality assessment to shape the content of this report and set the priority of our sustainability-related projects in the coming years.



Stakeholder engagement

We engage regularly with our guests, investors, partners, suppliers, non-governmental organizations (NGOs), and other stakeholders in our areas of operation. We try to collect as much feedback from them to have more Kaizen (improvement) in our business.

Partner (employees)

We encouraged all kinds of feedback from our partners. Feedback can be sent via email (HR team's email box), Workplace chat, monthly Happiness Survey, or sent directly to the Director of HR or COO. Our C-suite also had routine store visits to have face-to-face meetings and gather feedback from any partners.

Guest

Dine-in and delivery guests are invited to do an emoji scale rating, areas of improvement, and additional notes after their experiences. Feedback will be shown in-house instantaneously, so our partners can quickly follow up and recover any issues. Guests are welcome to share their experiences on SNS (Facebook, Instagram, Google, Zalo, Line). Guests can also contact us by calling the hotline and related restaurants for support, or emailing the Special Feedback Mailbox directly connected to the Board of Pizza 4P's.

Supplier

Without the support of our suppliers, our business would not exist. Our sourcing team is constantly working closely with individual suppliers to get feedback and improve ourselves. In 2021, we conducted a Happiness Survey with some of our suppliers to gather feedback on our business behavior and how we can further improve our supplier relationships.

NGOs and social enterprises

We engage regularly with local NGOs and social enterprises to discuss ESG topics and collect as much information and feedback as possible from them to reflect it onto our business. In 2021, we've been working closely with local organizations such as Humane Society International, WasteAid, UNDP Vietnam, Let's Do It Vietnam, TONTOTON, CL2B, Evergreen Lab, Friends-International, Daughters of Cambodia.



Packaging

Delivery & Takeaway

Our first commitment in packaging is food safety for our customers, as we have worked with trusted partners to provide 100% certified food safety and 100% BPA-free packaging materials. When working on food packaging, functionality is crucial as it is not only important to maintain the high quality of these food products, but also to minimize damage that leads to food waste. In 2021, our delivery teams have been continuously working to optimize the packaging process, from delivering hot and cold food separately in our powered-heat bags and cool bags, to innovating the packaging procedure to ensure different elements keep their integrity after delivery.

Delivery and takeaway have become a significant part of everyday dining, especially in the wake of the pandemic, where packaging plays a huge role in the environmental impact. The most effective way to reduce packaging waste is to use less. In 2021, our team revised our current practice of packing condiments and cutlery and applied the new rules nationwide. From December 2021, guests will only be receiving the items they have selected on the website or noted with the call center, and our Delivery Team packed the exact number requested. This has been a challenge in the beginning as customers expected a complimentary cutlery set for every delivery meal. Our partner has followed up with the customer after their feedback, sharing the new rules as well as our value in reducing waste. We're looking forward to a significant reduction of single-use condiments, cutlery, and napkins by 2022 and hope to help shift the culture away from single-use plastic and materials.

In 2021, 66.67% of our delivery packaging came from renewable sources including bamboo, wood, or bagasse and 27.78% was compostable. Our napkins and cutlery are FSC certified and we are committed to reusing FSC certified pizza boxes from Q2, 2022. There are still many elements of our packaging made from plastic, including the lining of delivery boxes, plastic pouches, pizza savers, and zip bags. We believe it is of paramount importance to explore eco-friendly innovation, design, and solutions, such as the use of compostable and recyclable materials to improve the overall sustainability of our packaging.



Takeaway coffee



Pizza 4P's Delivery cutlery and sauce packaging

Item	Material	Renewable?	Compostable?
Shopping Bag	Bioplastic from Cassava	Yes	Yes
Pizza Box	Paper	Yes	Yes
Cutlery	Wood	Yes	Yes
Pizza Saver	PP	No	No
Food Box	Kraft paper + PE lining	Yes	No
Round Box with plastic lid	Bamboo paper + PE lining + PP lid	Yes (box only)	No
Sauce small bagasse with plastic lid	Bagasse + PP lid	Yes (box only)	No
Soup Box	Kraft paper + PE lining	Yes	No
Small sachet (for ketchup, chili sauce, chili oil, olive oil, honey, pepper, etc.)	LDPE	No	No
Zip bag	LDPE	No	No
Package for semi-food materials (pasta sauce, cheese, etc)	LDPE	No	No
Paper Napkin	Paper from virgin pulp	Yes	Yes
Tin foil	Aluminum	No	No
Parchment paper	Paper + Additives + Silicon coating	Yes	No
Drink cup with lid	Paper + PE lining + PP lid	Yes	No
Aluminum box with paper lid	Aluminum + Paper lid + Aluminum coating	No	No
Wine bag	Kraft paper + String	Yes	Yes
Delivery Label	Paper + Label Adhesive	Yes	No

Packaging

4P's Retail (B2C)

In 2021, we made two changes on how we package products. First, we start using a cellulose string to tie the burrata during the cheese-making process. Burrata was made by stretching the curd to create a pouch and then filling it with a mixture of cream and fresh curd. The pouch needs to be closed by a string, and prior to June 2021, we used nylon or Polypropylene string for that. Our cheese factory has replaced that plastic string with cellulose string, which was made from the plant's natural cellulose. This material is non-toxic and odorless, can decompose naturally in soil without causing secondary pollution to the environment. As a result, we were able to eliminate 214kg of plastic in our burrata cheese production from June to December 2021. Second, we made improvements to our Camembert cheese packaging, where the outer packaging was replaced from plastic to FSC certified cardboard in December 2021.

For other retail products, we have researched and tested various alternative materials ranging from home compostable bioplastics to natural leaves. However, these materials still need further development to meet our food safety and quality requirements. In 2021, we decided to partner with TONTOTON to reduce the impact of our plastic packaging while continuing to source a better solution. We purchased 1 ton of plastic credit from TONTOTON, where they will work with local communities to rescue ocean-bound plastic and turn it into energy. We are pleased to share that our Plastic Neutral retail product will be launched soon in 2022. We believe this is a step in the right direction to reduce the impact of plastic waste and we are actively working on finding better packaging and production technology that has as little impact on the environment as possible without compromising on quality.



4P's Frozen Margherita



4P's Reusable jars

4P's Retail (B2B)

We are proud to share that in 2021, we received 4,564 jars from customers returned to us. The program has been extended to B2B customers, with the recollection of 744 jars from our business clients. In the coming year, we are working even harder with our B2B customers to make the return process easier and more efficient.

About Life Coffee Brewers HCM and Cafe 4P's

In 2021, About Life Coffee Brewers HCM and Cafe 4P's successfully replaced various plastic components with compostable materials.



Takeaway coffee packaging

Item	2021 Status	How can we improve?
Cup	Glass (dine in guests), Paper cup with a plastic liner (takeaway and delivery)	We are working closely with a local supplier for a compostable liner cup. Reusable option is better. We hope to encourage more guests to bring their reusable cups.
Lid	We replaced the plastic lid with a 100% compostable lid made of bagasse.	Reusable option is better. We hope to encourage more guests to bring their reusable cups.
Coffee bean bag	The coffee beans were packaged in a home-compostable certified coffee bean bag imported from New Zealand.	Complete rollout of this material packaging
Coffee cup carrier	We replaced the plastic carrier with a paper carrier.	Guests could refuse a carrier, or bring their own bag for their reusable cups.

Sourcing

51%

of our purchased ingredients
are locally sourced

Environment and Social management system

In 2021, we continued our ESMS (Environment and Social Management System) throughout our organization, ensuring none of our new and existing suppliers use child labor, nor use any prohibited and/or harmful substances.

Farm visit, Dak Lak

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Local & sustainable

With the commitment to quality and safety, every ingredient we sourced has a traceable origin from certified food safety producers. Our local producer has become a strategic partner for us to grow our ingredients, ensuring fresh and quality products that align with 4P's standards. In 2021, we also worked directly with many prestige manufacturers from overseas to import outstanding sustainable products, such as natural wine from Italy and France, and natural sake in Japan, to introduce to the people in Vietnam.

The food we source goes beyond the culinary enjoyment of our guests. It also directly impacts the supplier that produced it and the ecosystem in which it is grown. We continue to use the three indicators (Locally sourced, Sustainably sourced, Sustainably sourced with certification) to assess the sustainability of our sourcing. In 2021, we were able to raise our sustainable sourcing by 2.7 times compared to 2020, and the percentage of certified sustainable producers also increased significantly. Our next step in the coming year is to not only maintain this upward trajectory, but also work more with our key sustainable suppliers to improve local and sustainable sourcing.

Vietnam

Item	2019	2020	2021
Local	65%	67%	51%
Sustainable	2.6%	3.3%	9.3%
Certified Sustainable	0.00%	0.09%	1.26%

Cambodia

Item	2019	2020	2021
Local	--	--	14%
Sustainable	--	--	3.6%
Certified Sustainable	--	--	0.25%



Niida-Honke Brewery



DannyGreen Farm



The Ho Tieu Spice Farm

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Sustainable Partners

金寶自然米栽培田

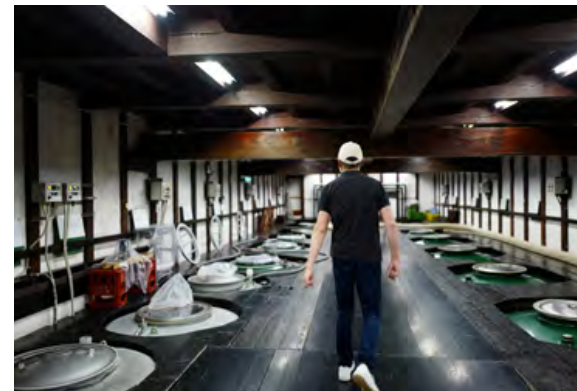
Niida-Honke Brewery

New sustainable food producers

Our materiality matrix, based on stakeholder feedback, maps business impact and stakeholder concerns from low to high. We have used the results of this materiality assessment to shape the content of this report and set the priority of our sustainability-related projects in the coming years.

Natural sake from Niida-Honke

Niida-Honke is known for its natural sake brewing using only organic rice grown by their own farm. They do not use any chemical substances, but brew sake from pure nature with their own bacteria, with a very traditional brewing method, creating a very gentle and delicious sake flavor that triggers a refreshing feeling for the body and mind. In 2021, we visited their brewery in Fukushima, Japan. You can read our article about this visit and interview with them by scanning the QR code below.



Niida-Honke Brewery



Scan the QR code to read more about Natural Sake from Niida-Honke

Natural wine from Camilo Donati

Camillo Donati is a natural wine producer from Emilia-Romagna, Italy. The grapes are grown organically and all work is done by hand, without the use of any machinery. Vinification is also carried out using traditional methods, including the use of wild yeasts, maceration of all grapes, no temperature control, and filtration through cotton bags.



Camilo Donati Winery

Natural wine from Domaine Marcel Lapierre

Domaine Marcel Lapierre is a family winery in Beaujolais, France. They grow grapes organically, without the use of chemical fertilizers. They are also considered as one of the first creators of the globally known natural wines.



Domaine Marcel Lapierre

Butternut squash from DannyGreen

DannyGreen is an organic farm located in Tay Ninh province. Their farm is JAS Organic certified, growing safe and fresh vegetables and fruits. We sourced their organic butternut squash to create "Organic Butternut Squash and Ho Tay Jasmine Milk Tea Potage" as one of the new seasonal menus in December 2021.



DannyGreen Farm

Cricket powder from Cricket One

Based in Binh Phuoc Province in Southern Vietnam, Cricket One is a cricket farming startup that is involved in everything from production to processing of edible crickets. The company sells various raw materials such as powder and oil processed from crickets, and has already exported its products to 15 countries including Japan, Europe, and the United States. We used their cricket powder to make a pate for our Entovegan Cricket Burger which added a unique texture.



Cricket One Farm

Spices from The Ho Tieu

The Ho Tieu is a chemical-free spice supplier. They have farms on Phu Quoc island, home to environmental characteristics that form the land which is quintessential for pepper to flourish. We used their chemical-free spices to make a bresaola used in our 10th-anniversary pizza.



The Ho Tieu Spice Farm

Local tea from Maroca

About Life Coffee Brewer HCM has created a new seasonal drink with a locally harvested tea from Maroca. This black tea is grown in Long Coc and certified by Rainforest Alliance. We used this tea to make a cold brew tea macchiato.



ALCB Seasonal Drink

New sustainable food producers Cambodia

Eggscellent

Eggscellent is a cage-free chicken egg farm in Siem Reap. The farm is based on a cage-free egg ideal, meaning the chickens get to roam through a spacious barn with a sense of freedom. This includes playing, flying, and dust bathing all day long. All eggs used in Pizza 4P's Cambodia are sourced from them.



Eggscellent Farm

Cambodia Fresh Farm

Cambodia Fresh Farm is raising tilapia in Kandal province; they opened their fish farm in 2017 and now have 20 fish farms on 4.5 hectares of land. Their fish farm is equipped with a high-quality water filtration system that prevents diseases, so tilapia are raised without any chemicals. We use their tilapia for our signature Zero Waste Concept Pizza at the Cambodia store as their fish are fed with our wasted vegetable scraps.



Cambodia Fresh Farm

Happy + Co Farm

HAPPY + CO Farm is a vegetable and fruits farm located in Siem Reap. They grow vegetables ethically, prohibiting the use of chemical pesticides, using rainwater, and composting waste. In addition to growing pesticide-free vegetables, the farm also works to create jobs for local people and currently employs about 40 people from local villages. We purchase their organic rocket which is used in a lot of our dishes.



Happy + Co Farm

Demeter

Demeter is a social enterprise that produces tea and other made-in-Cambodia herbal products. They work with local schools and small farms in the community to grow and harvest their herbal ingredients. All raw ingredients are grown naturally without chemicals and hand-picked by locals.



Demeter Herbal Tea

Kurata Pepper

Kurata Pepper is an organic pepper farm. Since 1997, they have successfully been growing and harvesting organic pepper on their farm located in the foothills of the Cardamom Mountains. They are committed to reviving the legendary quality of Cambodian Pepper, once dubbed "the most delicious pepper in the world", and making it world-famous again. All peppers used in the Pizza 4P's are sourced from them.



Kurata Pepper Farm

Ecologgie

Ecologgie is a cricket farming company in Cambodia. They raise crickets and process them into powder products, which are mainly exported to Japan. They are committed to not using any chemicals in raising crickets and supporting the local community. We used their cricket powder for our Zero Waste Concept Pizza.



Ecologgie Cambodia

Existing sustainable partners

Everyday Organic

We deeply want to express our gratitude to our existing sustainable suppliers, who have been working with us since before 2021. These include Thien Sinh Farm (chemical-free rocket and kale supplier), Yoshimoto Mushroom (chemical-free button mushroom supplier), Dalat Ecology (chemical-free shiitake mushroom supplier), Nhat Sinh Coco (natural sea salt supplier), Everyday Organic and Healthy Farm (cage-free egg supplier), Viet Pepper (organic pepper supplier), SFF Seafood (natural crab supplier), Hatvala and GoGreen Vietnam (chemical-free tea suppliers), Fargreen (natural honey supplier), Marou and Alluvia Chocolate (ethically grown chocolate suppliers), AJ Wine (natural wine importer), Annam (LaVie glass bottled water supplier).

10 Year

Pizza 4P's 10 Year Pizza

10 years ago, it all started in a small restaurant hidden in an alley on Le Thanh Ton Street, Ho Chi Minh City. Looking back, we feel grateful for all the lessons learned, challenges faced and relationships formed. To mark this important milestone, we created a special pizza for our 10th Anniversary.

This pizza is an expression of our gratitude to the people and partners who have supported us over the years. This unique dish features kale and morning glory, grown and harvested by Thien Sinh Farm. We are especially grateful for this partnership, as it is the foundation of many of our signature dishes.

Also, this dish contains a special portion of beef, coming from one of the 'Happy Cows' at Thien Sinh Farm. The cows are raised in a free-range barn with no hormones or antibiotics, no imported crops, and able to roam outside in a pasture. This approach helps reintegrate the cycle and allows for circular interactions between soil microbes, plant roots, and grazing animals. The cows here get to live in a happy and healthy environment, which is an important factor that we are mindful of as it helps reduce our impact on Mother Earth. Additionally, the cows drink the whey water from 4P's cheese factory which contributes to cows' health, thus we feel a special connection to these cows.

Pizza

Interview

Thien Sinh Farm

We conducted an interview with one of the founders of Thien Sinh Farm - an organic farm located in Don Duong, Lam Dong - our supplier of the rocket and kale.

Thien Sinh Farm, Dalat

4P's: Could you explain about your farm?

Hama: What we are doing is that as a farm producing food, we strive to be more sustainable and healthier in our production processes. In essence, we want to be more explicit about how we produce the vegetables. We won't know what we're producing if we buy industrial animal feed for our cows industrial fertilizers purchased from the factory, or chemicals from abroad. We don't know what's in it. If we rely on these products, we cannot explain what we are producing for our customers.

So, Mr. Thang and I decided to only use what we know - things that can be trusted, things that can be explained - for the customers and their families. It's a simple idea: we want to know what we're producing, it has to be good for the ecosystem, it's healthy, it's good for the natural environment, so it can be a little more sustainable for the future.

To raise cows, we use ingredients called whey water produced from 4P's cheese factory, a byproduct of cheese making to grow grass, corn, and vegetables for our cows. As for cow manure, which is collected under the "Bio bed" tank, we do not discard the manure but let the nutritious organic ingredients mix together to form compost. In addition to composting, the ingredients used at the farm are local, and the bacteria are also collected in the wild nearby. So, I can explain where the ingredients used come from, ensuring there is no pollution and impact on the ecosystem.

We also use the farm's land to make, create seedlings, and send them to 4P's stores like Xuan Thuy. In addition, we work with local ethnic minorities. The farm is located in a poor economic area in Don Duong where ethnic minorities are living. About 70% of our employees are ethnic people in the village.

There is a lot to explain to you, but I want to share why we follow this farming method without the use of chemicals. We recognize that sustainable development must be achieved not only in our products, but also for the locals, our customer's families, and the restaurants.

One of our achievements is working with Pizza 4P's, as we have to work with the partner to sustain our organic farming system. There must be an exchange of information between the producer and the consumer. We really need partners to do it together.



Thien Sinh Farm, Dalat

Are there any difficulties with organic farming?

There are many difficulties when growing organically, but the most difficult thing right now is climate change. For example, rainfall, temperature, and these conditions are no longer the same as before. This dry season has heavy rain, while the rainy season is very hot and humid. Every year we have to closely monitor this change, keeping in mind the fact that it is very difficult to create the right environment for our vegetables under these conditions. Even conventional farms are affected by this, but they have a solution to use chemicals - even so, we can't do that. So this is one of the very difficult problems at the moment for us. This is a matter of concern as when we were in the city, we were not aware of the difficulties we may face on the farm. Climate change is actually happening in Vietnam.

From an economic point of view, how can organic farming be successful?

We need cooperation. Without cooperation and actual demand, we cannot exist. This is not only about the price, but also the long-term relationships with customers. Sometimes it is necessary to make appropriate adjustments to our prices, not to be dependent on the market price, thereby helping to sustain our business. In an effort to create this cooperation, I hope that the dialogue between 4P's and the farm can help both parties understand each other better.

Thien Sinh Farm is taking sustainable initiatives such as reducing its environmental footprint, and reducing waste. How can 4P's collaborate with this?

One of the key factors for both parties is the 4P's cheese factory. We've only utilized the whey from the cheese factory with agricultural techniques to turn it into a raw material for use on our farm. From there, its latent value will be utilized. It is in the management cost, or often no other cost, to apply it to the circulatory system. For example, whey water can be used to raise black soldier flies, and it can be converted into a source of protein for pigs to eat, and pigs can be sold to restaurants. I just got this idea and we can talk more.



Thien Sinh Farm, Dalat



Thien Sinh Farm, Dalat



Thien Sinh Farm, Dalat

Natural Resources

Electricity

4,323 MWh

Total consumption of electricity
(5% decrease from 2020)

27 kWh

Electricity consumption per square meter
(18% decrease from 2020)

2.40 kWh

Electricity consumption per guest
(6% increase from 2020)

12.36 MWh

Renewable energy consumption
(0.3 % of the total electricity consumption,
and the rest of 99.7 % is from grid electricity)

Note:

This data does not include consumption at our stores in Lotte in Hanoi and AEON Tan Phu in HCMC as they do not have electricity meters at the facility. As consumption data for some stores are not available, it is estimated based on the paid amount or the average of other months.

Total consumption of electricity (MWh)

2020 4,574

2021 4,323

Electricity consumption per square meter (kWh)

2020 33.13

2021 27.09

Electricity consumption per guest (kWh)

2020 2.27

2021 2.4

Water

81,528 m³

Total consumption of water
(11% decrease from 2020)

0.59 m³

Water consumption per square meter
(18% decrease from 2020)

0.05 m³

Water consumption per guest
(same as 2020)

Note:

This data does not include the consumption of our store in Lotte and the cheese factory in Dalat as they do not have water meters at the facility. As consumption data for some stores are not available, it is estimated based on the paid amount or the average of other months.

Total consumption of water (m³)

2020 91,973

2021 81,528

Water consumption per square meter (m³)

2020 0.72

2021 0.59

Water consumption per guest (m³)

2020 0.5

2021 0.5

Natural Resources

Wood

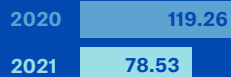
78 tonnes

Total wood consumed
(34% decrease from 2020)

3.7 kg

Wood consumption per square meter
(22% decrease from 2020)

Total wood consumed
(tonnes)



Wood consumption
per square meter



Gas

375 tonnes

Total consumption of gas
(12% decrease from 2020)

2.8 kg

Gas consumption per square meter
(13% decrease from 2020)

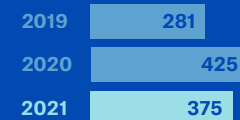
0.21 kg

The gas consumption per guest
(same as 2020)

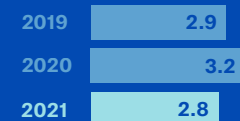
Note

This data does not include the consumption of our stores in Lotte, Hanoi as they do not have a gas meter at the facility

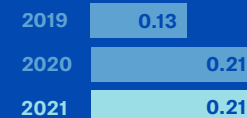
Total gas
consumption (tonnes)



Gas consumption
per square meter (kg)



Gas consumption
per guest (kg)



Waste

Jar Return Program

In August 2020, we launched a new circular model program called the “Jar Return Program”. This program enables our guests to return empty jars of Pizza 4P’s original yogurt and pudding to any of our stores in Ho Chi Minh City and Hanoi so that we can collect, sanitize, and reuse them. Guests are able to receive one free string cheese in exchange for a glass jar, or one free yogurt or pudding in exchange for two jars. Over the course of 2021, we collected 4,564 pieces of glass jars from our B2C business, representing approximately 7.7% of our total jars produced in the same period. We also rolled out this program at our B2B clients since 2021, and collected 744 jars, which is about 2.0% of the total jar products sold in a year. We would like to increase the return rate as much as possible by reminding guests of the incentives.

B2C

4,564 Jars

The number of glass jars we have collected
(7.7% return rate)

B2B

744 Jars

The number of glass jars we have collected
(2.0% return rate)

Recycling

Key Numbers

~4,000 L **4,684 L**

Whey reused (litres daily)

Collected waste kitchen oil

4,765 kg **2,072 kg**

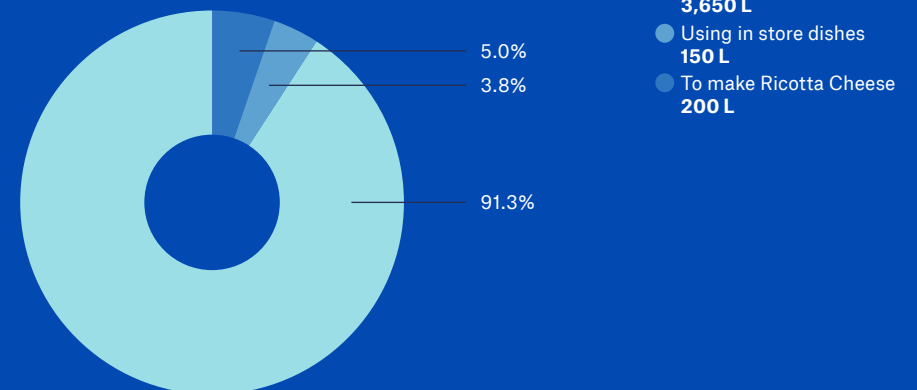
Collected glass bottle waste

Collected waste from the central kitchen

Whey

The more cheese we produce at our factory in Da Lat, the more whey will be discharged as a by-product of cheese production. Currently, our cheese factory disposes approximately 4,000 liters of whey per day. Around 90% of the whey is sent to Thien Sinh Farm - our supplier of organic rocket and kale - located nearby our factory. They use whey to feed their cows and pigs, while the remaining is used to make ricotta cheese or used in our dishes in the store (i.g. mixing in the pizza dough, whey dressing, whey stout beer, whey cider, etc.)

How does 4P’s reuse whey? (%)



Glass bottles

From November 2020, we started collecting glass waste from our stores in Ho Chi Minh City under the partnership with O-I BJC. They collected the glass bottle waste from our stores, then crush and melt it, and create new glass bottles at their factory. We recycled 4,765kg of glass bottles in 2021.

Collected glass waste (kg)



Kitchen oil

From January 2021, we started collecting the waste kitchen oil from our stores in Ho Chi Minh City under the partnership with IDN Group. They use the collected waste kitchen oil as an ingredient for making pig feed, or recycled into biofuel. We have recycled 4,684L of waste kitchen oil in 2021.

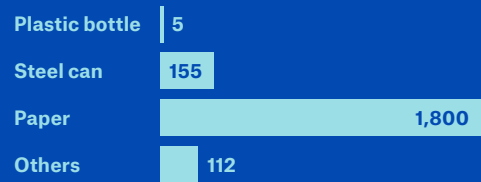
Collected kitchen oil waste (kg)



Recyclable wastes from the central kitchen

From this year, we partnered with local company VCCH to collect recyclable waste from our central kitchen in Ho Chi Minh City. A total of 2,072kg of waste was collected in 2021.

Recyclable waste collected from Central Kitchen (kg)



Single use items

Single-use is not a sustainable way of consumption. However, the restaurant business uses a huge amount of disposable utensils in both the guest areas and kitchen. We acknowledge our current situation as listed in the table below and intend to reduce this as little as possible or replace it with a more sustainable solution in the coming years.

Guest Area

Item	2021 Status
Wet wipe	Box type wet wipe
Paper napkin	FSC certified paper

Kitchen

Item	2021 Status
Glove	Plastic or rubber gloves
Garbage bag	Single-use plastic
Package of semi-food and cheese	Single-use plastic vacuum packaging
Hair cover	We use a non-woven single-use hair cover.
Bag for food preparation	We use a lot of plastic bags during food preparation to store the food ingredients to be ready to serve.
Food wrap	Plastic wrap
Parchment paper	Single-use parchment paper.
Tinfoil	Single-use tinfoil
Kitchen paper	Single-use kitchen paper
Mask	We use a single-use mask.

In 2021, we made several improvements to reduce the consumption of these single-use items. For example, we abandoned the use of individually packaged wet wipes in all of our stores and replaced them with box-type wet wipes to reduce plastic waste from packaging. We can reduce a lot of plastic packaging waste thanks to this action, however, these box-type wet wipes are still single-use and generate a certain amount of waste. We are considering using wet wipes as an alternative, which can be reused over and over again.

We also started limiting glove consumption by avoiding unnecessary glove usage while maintaining high standards of food safety in our kitchen. In 2021, our operations team put an immense amount of effort into saving glove consumption in the kitchen.

Letters to the Future

Letters to the Future book

As we were going through increasingly challenging times during the pandemic and lockdown in major cities in Vietnam extended for several months in 2021, we felt the urge to share something positive and uplifting with the community. In that sense, 4P's collaborated with local creators Ki Saigon and Zac Buehner on a project with the simple purpose of sharing compassion with other people and the world around us. We think now more than ever is a great opportunity to express our gratitude to each other, and more importantly to think about how we can encourage the current and future generations to be more compassionate to our planet.

We started by reaching out to our friends and loved ones and encouraging them to write a letter to the future, to their great-great-grandchild. However, in order for these letters to be passed on to such distant generations, these letters must be preserved in a material that can last a very long time. To do this, we had to make a book out of plastic, as the waste we leave behind will still be around when our great-great-great-grandchildren are born a thousand years from now.

We teamed up with local recyclers to help us source the plastic we need, and with the help of our friends, we were able to collect different types of plastic bags, styrofoam boxes, bubble wrap and various types of plastic sheets needed to create the base material. Plastics were ironed together, forming the pages of our book. Then, each letter to the future was scanned, turned into silkscreens, and individually hand-printed page by page, preserving the original handwriting of the author. Lastly, the letters to the future's book comes with its own artwork, ready to be displayed to spread awareness of the cause.



Scan here to visit the Letters to the Future website



Scan here to see our article about this project

We made this book with letters collected from all over the world and plastic collected from the streets of Vietnam

This book brings together the polar opposites of negative and positive.

On one hand, it shows optimism, hope and compassion for the future of the planet. On the other hand, it shows the ever lasting detriment of our actions when it comes to single-use plastic.

Our intention was to show that even the smallest piece of plastic will be around even when our great great grandchildren are born a thousand years from now.

Rather than the plastic, let us leave them with hope, compassion and optimism, like the beautiful letters we collected from all over the world.

Interview

PLASTIC People

PLASTICPeople was founded in 2019 by Nestor and Nano. They transform plastic waste into valuable products such as beautiful furniture or construction materials. 4P's has been working with them since the beginning. We have collaborated with them on many projects such as the office table, bar counter at the Le Dai Hanh store, the bench at the Indochina Danang store, and coasters for drinks. We recently worked with them for the Cambodian store where we used more than 3 tonnes of plastic waste. This time, we interviewed Nestor and Nano, the founders of PLASTICPeople to have a thorough understanding of their passion for plastic waste upcycling in Vietnam.

PLASTICPeople workshop

4P's: Could you explain how PLASTICPeople started?

PLASTICPeople: Let me share how we started this project. Three years ago, when PLASTICPeople was founded, there was a lot of plastic out there. Plastics are not appropriately collected and processed, most of which end up in landfills. And we asked ourselves: What can we do? How can we do better? We can't just keep complaining about the problem, we need to take action.

What is the current situation of waste in Vietnam?

When we look at the level of pollution, that is a huge number with more than 350 million tons of plastic produced annually. Half of the plastic is single-use, which is useful for a few minutes and then thrown away. The recycling industry is only focusing on 15% of so-called high-value plastics, such as bottles, hard plastics, and plastics designed for recycling.

Especially in Vietnam, there is still no effective method for waste separation and segregation. Even though we separate them at home, everything will end up in the same truck all the way to the landfill. Only high-value plastics that can be sold will be separated by their workers. What is happening to all the other plastics? Obviously, the vast majority of that ends up in landfills, all mixed up and extremely difficult to sort out, not to mention the low profits of recycling them. Dreadfully, our landfills are overloaded because countries like Vietnam are importing plastics from other countries to landfill them in our space. There's no room left, and they're leaching toxins and harmful chemicals, eventually ending up in the surrounding rivers, oceans, soil, and crops. This is something we need to stop.

Are there plastic recycling facilities in Vietnam?

There is a large industry of recycling. To put it simply, recycling is basically transforming plastic waste into pellets to replace virgin plastic and make another item, for example, using an old bottle to make another. They only focus on high-value plastics and they need a constant input of plastic waste, at the same quality and of the same type. One thing you may find shocking is that most of the plastic that those recyclers use comes from abroad, not from Vietnam. Something is wrong here.

Why did you name your company PLASTICPeople?

Plastic and people are the problem but also the solution. PLASTIC itself is not a problem, in fact, it is an excellent material. The problem is our overuse of plastic in all parts of our daily lives and the lack of responsibility and efficient management in the disposal and collection of plastics. PLASTICPeople offers a solution to plastic pollution where everybody is part of this circular economy solution in the different steps of the process. Starting from sorting and basic cleaning at home, the plastic waste conversion process goes through several steps such as collection, treatment, and conversion of plastic waste into high-quality, beautiful, and safe upcycled plastic materials. This material will then be transformed into furniture and building materials, among many other products that can be used in our daily lives, contributing to the improvement of our environment and society.



PLASTICPeople workshop

What is the process of upcycling plastic waste?

At PLASTICpeople, we work on converting almost any type of plastic waste into useful materials that can then be used for furniture design and product development. Not only does it have an environmental impact as we process large volumes of plastic waste into something useful, but it also impacts society by empowering low plastic waste collection, which accounts for 85 % of the amount of plastic no one collects, and creating new job opportunities. We are also creating a new economic model around another plastic recycling model.

This model is a clear example of a circular economy, starting with ourselves, in our homes, in our offices, and in our schools. It's up to you to put the plastics in one bin or mix them all together; to rinse your coffee cup and your lunchbox, you just put everything together in a plastic bag, or mix it all up in the same trash. The next step is the collection. Obviously, even with that much effort, there has to be an efficient way to collect plastics. That's something we work with the stakeholders, established waste pickers, other recyclers, and collectors to empower the collection of the separated plastics. After that, at PLASTICPeople's facility is where we do that magic happens. By understanding the types of plastic that we supply at our facility, we follow our unique process of transformation, mixing and processing to create safe, beautiful, and high-quality standard materials. These materials can be used by architects, designers, and companies to make durable, high-quality products that come back to our lives to close the loop of the circle.

What is the role of PLASTICPeople?

At this point, we have a facility that has been in operation for over two years. We started small, and now we are growing and increasing our capacity for processing. We can get up to 1.2 tons per day and shift of the final products at our site. We are directly and indirectly impacting people along the way because even if we don't work directly with the waste pickers, we work with the recycling collection stations, collectors, and recyclers, which will impact the entire network of collectors.

What do we do? We make materials. We find solutions to almost every type of plastic waste that we find in our lives, especially the single-use packaging items that no one likes and collects. We do the transformation of different types of plastic waste to make our final products.



Collected plastic waste



PLASTICPeople material

Could you tell me about your projects?

We had a project in the Mekong Delta to build social housing out of recycled plastic panels. You can see here that the construction of a house, for example, a 4x15m Vietnamese-style house can use up to 1 ton of plastic waste. There's a lot to consider, from choosing different types of plastic materials to color combinations, and how to compare materials, in order to create materials of the same quality with uniform colors and pattern in the final product. It's important to mention that we use no chemicals, colorants, or additives. We call it the "natural way". These materials are used by architects, designers, furniture makers, and product developers to create the products you know.

We make very nice and sturdy panels. We invited creatives to create a new collection of stools, and we want to continue developing more standard products. Recycling bins made from upcycled plastic are some of our best products. The applications are almost endless; lockers, tables and table tops are our original products; flooring from different materials; gardening materials; coasters; a slide in 4P's Xuan Thuy; even jewelry can be made from recycled plastic! In 2021, our project with Pizza 4P's Cambodia was to integrate these beautiful terrazzo and glaze blue palettes into their interior space.

How do you create awareness?

Education is key to understanding the problem and starting to take action. As mentioned, we want everyone to be part of the solution. Sometimes we aren't aware of our capacity. We work with educational institutions, especially universities and schools, to empower and spark imagination and ideas when looking at plastic waste. We want them to work with us, and create materials to make the products. We also work with offices, factories, and restaurants like Pizza 4P's to optimize plastic use and reduce its impact. For some plastics we cannot avoid using such as packaging to ensure food safety and hygiene, we process them to form other materials. Here are some of our customers, partners, supporters, and pioneering partners who have worked with us for a long time like 4P's. We are growing fast and spreading to more people so that we can handle more plastic.



Sorting bins at Pizza 4P's Cambodia



Pizza 4P's Cambodia



Our cutlery boxes at Pizza 4P's Cambodia, produced by PLASTICPeople

What are the difficulties?

You can imagine there are many challenges, but there are 3 important parts where we must focus. The first part is sourcing, how to get access to the plastic waste. Fortunately and unfortunately, there is plenty of plastic waste. The challenging part here is how to empower separation, segregation, and collection to recover those plastics. You may find that difficult because in Vietnam the main collection source of recyclables is done by the informal sector. That's what we're trying to do - working with relevant partners to empower recollection, thus increasing efficiency, training, creating community collection points, and working with restaurants on how to implement actionable plans to get easier access to the source of the plastic. At the same time, it's very encouraging to see people at home separating their plastic during the lockdown. We have guidelines for sorting plastic and people have brought plastic to us perfectly sorted and clean to be processed. That's where the first big challenge comes in: How to make recollection easier for the consumers, the producers, and how to facilitate the logistics to bring it to our facility.

The second part is about processing capacity, which is a very different matter. The PLASTICPeople model can be easily scaled up if there is a reliable source of plastic waste and a market that can absorb the volumes of upcycled plastic materials that we produce.

The last part is the market itself. We are developing a market to create a great demand for upcycled plastic materials. The market affects the volume of plastic. It's amazing to see how much plastic we can use for a project like the Pizza 4P's Cambodia one which uses over 3 tons of plastic waste. Every time we have a project, we not only clean up the environment but also create useful products. It is important that we demonstrate a commitment to high product quality and safety when manufacturing these materials. The products we provide must be accurate in terms of quality and safety, for example, whether the dining table is good to use, safe, and free of harmful substances. That's because we can guarantee the traceability of the plastic, knowing exactly where that plastic comes from, and then choose a safe plastic for countertops, floors, roofs and more. This is the last element of the puzzle, and it is also up to us to choose the right plastics to create recycled plastic products. Professional designers and architects choose our upcycled plastic materials to develop useful and beautiful products and projects, so you shouldn't choose these products only because they're recycled, but because they're useful, beautiful, and durable.



PLASTICPeople workshop

Do you feel the changes in the mindset of Vietnamese people in the past 5 years about plastic issues?

It was something that happened very quickly. In the past, it was very basic to recognize the harmful effects of plastic. But about 5-10 years ago, there was a global movement because of the exacerbating amount of plastic waste that we could not ignore. Things are changing here, but very slowly. More and more people want to join us, as mentioned in the time of COVID, they sort their own plastic waste into one big bag because they know that the plastic put in the trash will end up in the landfill, thereby causing pollution. They said no and chose to act. The change is because people are aware of climate change, for example, heavy rain, floods, and more natural disasters happening especially in Vietnam. These things are happening and we must all take action. It is an opportunity for each of us, for PLASTICPeople to seize opportunities, bring hope and a real solution to plastic pollution. Because we, as individuals and as a community, have the power to make the change. Don't wait or rely just on governments or big companies. If we do the move, they will move, because we are part of the system. Those changes, if expressed and shared together, will have a big impact in the future. That depends on us.

terrazzo and glaze blue palettes used in Pizza 4P's Cambodia

Zero Waste in Cambodia

In July 2021, Pizza 4P's opened its first overseas store in Cambodia, in the capital Phnom Penh. When opening a new store, Pizza 4P's has decided to tackle the country's serious waste problem head-on and adopted a "zero-waste" concept.

Pizza 4P's Cambodia

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Store design and materials

At this store, we have highly promoted a sense of zero waste in every aspect of the restaurant, including the actual building materials used in the restaurant, staff uniforms, and essential restaurant accessories. Here are some examples:

Upcycled 3 tons of plastic waste into furniture

We have worked with PLASTICPeople, with whom we have collaborated several times in Vietnam, to extensively use plastic waste as part of the furniture used in the store. They combined materials made from indigo color plastic waste, the corporate color of Pizza 4P's, on tables, chairs, and other places where customers would see them. More than three tons of plastic waste were recycled to make these pieces of furniture.

We also requested PLASTICPeople to make cutlery boxes and condiment containers that are always available at each table from the garbage of paper cartons.

There is a room called the "recycling room" in this restaurant, where 20 types of garbage are separated and stored after sorting. The boxes for storing them were also commissioned by PLASTICPeople and made from aluminum paper carton waste. This room is open to all guests and is a place where they can learn about how Pizza 4P's actually sorts, process, and reuses garbage.

Discarded glass bottles into terrazzo and glass

Tables made of artificial marble called "terrazzo", and the beautiful patterns are created by mixing cement with glass. In fact, all the glass used here is made from recycled glass bottles that have been discarded.

The glasses used to pour water to serve customers are actually made from wine bottles that are cut in half.

Use of reclaimed wood

For the wood used for flooring in the store, we commissioned Niron Studio, a company that builds with waste or reclaimed wood. Since illegal deforestation is a serious problem in Cambodia, we believe this kind of movement to reuse waste wood is truly meaningful. In addition to the flooring and walls, the baskets for customers' luggage and the wooden plates for serving cheese platters are also made from this waste material.



Furniture at Pizza 4P's Cambodia made of recycled plastic



Reclaimed wood

55

Turning leather waste into bill holders

We collected discarded leather products from garment factories in Cambodia, and commissioned Gomi Recycle to create a bill holder.

Turn flour bags into eco-bags

When the pizza flour is transported, lightweight and durable nylon bags are used. To find a way to reuse these bags, we asked Only One Planet to create an eco-friendly bag for pizza take-out that reuses these polyethylene bags. The bag is large enough to hold a pizza, but can be folded up to fit in a pocket.

Pizza server made from empty bullet casings

We asked Andkow & Co to use brass made from recycled bullet casings to make the pizza server used in our Cambodian restaurant and the Pizza 4P's logo at the entrance. What was once created with the intention of hurting people is now being reused in a pizza restaurant that aims for peace.

Uniforms made from leftover fabric

The uniforms used at the Cambodian restaurant are made entirely by Daughters of Cambodia, and the materials used are recycled from clothes that are leftover from the production of regular clothes.

We also asked Sui Joh to make the covers for the trolleys used to collect the plates after customers had finished eating, using fabric that would otherwise be discarded.



Pizza server made from empty bullet casings



Uniforms made from leftover fabric

Reduce

The most important aspect of practicing zero-waste is avoiding generating waste in the first place. In other words, this is the "reduce" part of the 3Rs. Reduce is a very simple action that sometimes goes unnoticed by the customers, however, it is actually the most efficient zero-waste action as it requires much less cost and effort than recycling.

Wet wipes and paper napkins

We have replaced wet wipes with hand towels that can be reused a number of times by washing them. We saved 29,913 wet wipes in 2021. For paper napkins, we already had cloth table napkins, so we decided to get rid of them as well.

Reuse

Reuse is more sustainable than using or buying new materials. More and more people are now realizing the wonders of reuse, and more items are becoming reusable. Nevertheless, if you look back a few decades ago, most items were reusable. We believe that with our creativity, we can bring the habit of reuse back to this society.

Beer bottles

Flower Nano Brewery in Kampot - the brewery of our original craft beers Whey Stout - reuses beer bottles as much as possible by washing them at their brewery. We collect empty bottles at our stores and send them back to the brewery. A total of 574 bottles were reused in 2021.

Chipped plates

Khmer Ceramics, a company that manufactures plates, is able to repair the chipped part by filing and repainting it well. We couldn't repair a plate that had been split in half, but we could repair and reuse it if it was only slightly chipped. It is a wonderful thing to repair the damaged part and then reuse it.

Citrus peels

We have partnered with Demeter, a zero-waste herbal tea brand, to distribute cacao shells from local chocolate producers and lime peels that would otherwise go to waste to produce herbal teas.



Glass bottle collection



Recycle

4P's Cambodia store is where we pledge to challenge ourselves to get rid of waste in landfills. We reduce waste little by little as much as we can, switch to reusable materials where possible, and recycle the rest of the waste in cooperation with local partner companies.

Food waste

We have partnered with Ruy Reach to recycle food waste from our store in Cambodia. They are a company that farms fly larvae known as black soldier flies. Currently, they collect most of the food scraps from our store in Cambodia and reuse them to feed the black soldier flies.

The company also collects paper waste from our kitchen, especially kitchen paper. They mix paper waste into the soil where the black soldier flies are grown, which can further create a better growing environment for the black soldier flies.

Pizza dough

The discarded pizza dough is collected by Ecologgie, a cricket farming company based in Cambodia, and is reused as cricket food. Although they may not be as tasty as black soldier fly food, crickets are also very appetizing.

Vegetable waste

As for the rockets from an organic farm, as we always serve them in fresh condition, some of the rockets have been damaged or spoiled, and cannot be used for our dishes. We cooperate with Cambodia Fresh Farm to dry the nutrient-rich plant waste, form it into pellets and use it as food for their fish.

Seashells, crab shells, and eggshells

The hard stuff such as clamshells, crab shells, and eggshells are not able to be fed to black soldier flies or crickets. Clams, in particular, are heavily used in Pizza 4P's pasta and other menu items, resulting in a large number of shells being discarded. We decided to convert all of these shells into powder using a large mixer and give it to a poultry farm to be reused as chicken feed.

Currently, all eggs used in our store in Cambodia are purchased from Eggscellent, a cage-free chicken farm in Siem Reap. In order to implement zero-waste, we asked Eggscellent for their cooperation and were able to reuse the shell powder. The powder made from the shells is an important source of calcium for the hens to lay new eggs.

Plastic waste

We cooperate with Gomi Recycle, a company that has been dealing with the garbage problem in Cambodia for many years and has operated almost the first large-scale recycling facility in the country, and have them recycle the plastic garbage from the store. They can turn plastic waste into building materials.

Glass bottles

We also send some glass bottle waste to GAEA Waste Management Company in Siem Reap and Virak Recycle. The process involves crushing glass bottles into sand using a pulverizer machine, and it will be used for making construction materials.

Other recyclable wastes

The amount of waste is remarkably increasing every day, but in fact, there is a lot of waste that can be recycled. We cooperate with Virak Recycle and Edjai (informal waste picker) to recycle these recyclables. They collect waste such as cans, steel, glass, cardboard, and aluminum for recycling purposes.



Recycling room at Pizza 4P's Cambodia



Recycling room at Pizza 4P's Cambodia

Waste diversion rate

Key Numbers

93.8 %

Waste diversion rate

6,618 kg

Total diverted waste

436 kg

Total waste sent to landfill

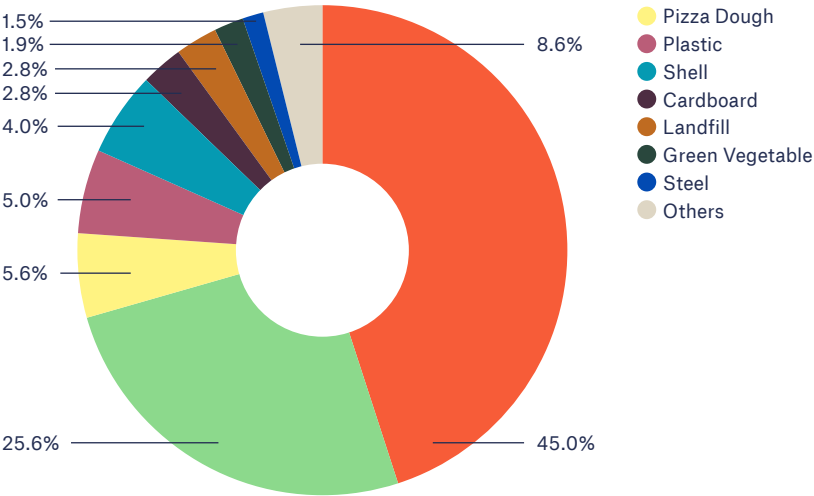
From October 2021, we have recorded all waste output from our store in Cambodia. Currently, we sort waste into 20 categories at a store in Cambodia. After October 2021, we could divert 93.8% of the waste from the landfill.

After October, we have kept marking over 90% of the waste diversion rate. Every week, we save about 500kg of waste going to the landfill. We estimate that we have prevented approximately 7,560kg of waste from the landfill since we opened in July until the end of 2021. On the other hand, we have unfortunately sent roughly 495kg of waste to the landfill.

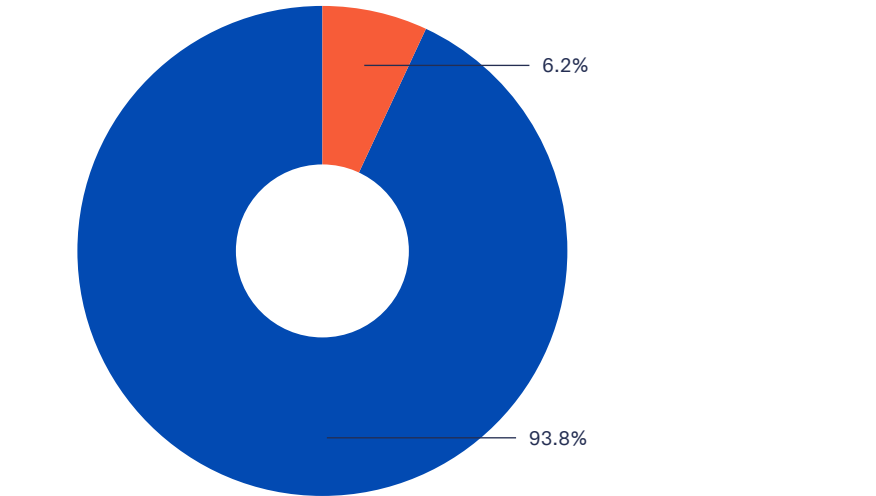
Currently, what we have to classify as a “Landfill” for which we have yet to find a solution; receipts, parchment paper, rubber gloves, electrical devices, broken glass, broken plates, dust on the floor, candles, and customers’ belongings (wet tissues, paper cutlery, etc.). We will continue to find alternatives to these wastes.

October to December 2021

Waste Composition



Waste ratio between diverted and landfill (kg)



Waste volume (kg)

Waste Items	Oct 5-10	Oct 12-17	Oct 19-24	Oct 26-31	Nov 2-7	Nov 9-14	Nov 16-21	Nov 23-28	Nov 30 -Dec 5	Dec 7-13	Dec 14-19	Dec 20-26	October 27-31	Total
Food waste	194.5	207.4	247.3	270.0	244.6	317.7	239.3	269.4	239.0	258.9	252.2	260.8	197.9	3,171.9
Glass	95.3	98.7	127.6	155.2	168.0	159.4	132.3	154.3	161.8	174.0	116.1	167.2	93.4	1,803.1
Pizzadough	17.0	18.1	25.9	41.1	55.6	42.0	32.8	27.2	12.1	33.6	52.1	26.5	14.0	397.8
Plastic	27.7	22.3	28.0	24.0	28.0	2.8	32.5	27.0	28.7	30.6	43.8	32.6	24.8	352.6
Shell	21.3	27.5	18.8	18.8	15.0	15.7	20.5	19.9	19.6	24.9	25.1	26.1	27.8	208.8
cardboard	11.2	13.0	16.2	7.9	22.2	21.6	14.6	17.5	12.9	22.1	22.2	5.1	12.2	198.7
Landfill	9.6	13.0	11.8	17.9	19.3	10.6	13.9	16.9	17.6	18.7	11.1	16.1	21.4	197.7
Green Vegetable	15.0	10.0	9.0	2.5	4.0	9.9	10.3	18.5	16.0	11.3	16.1	14.0	--	136.5
Steel	11.1	4.9	9.3	11.5	8.8	11.3	9.3	8.5	10.9	1.9	11.2	8.6	--	107.3
Broken plates	6.5	3.1	11.0	2.6	5.2	8.6	10.2	8.5	14.1	8.4	12.3	5.8	--	96.2
Paper	10.2	8.4	9.4	8.6	4.5	5.8	7.8	5.7	7.0	7.1	7.9	7.2	4.2	93.6
Can	6.5	5.7	8.0	5.7	5.7	8.4	7.6	7.3	7.2	8.2	8.3	10.1	--	88.6
Rubber	3.5	2.8	4.0	4.2	3.8	4.2	3.6	4.7	4.6	4.4	4.5	4.3	--	48.3
Styrofoam	0.2	12.0	0.3	6.1	0.4	0.1	0.2	0.1	0.2	0.2	0.3	0.1	--	20.1
Plastic Bottles	1.0	0.5	0.5	2.3	2.8	1.3	0.8	3.0	1.9	1.5	2.3	1.0	--	18.6

(continued)

Waste Items	Oct 5-10	Oct 12-17	Oct 19-24	Oct 26-31	Nov 2-7	Nov 9-14	Nov 16-21	Nov 23-28	Nov 30 -Dec 5	Dec 7-13	Dec 14-19	Dec 20-26	October 27-31	Total
Milk Carton	1.2	1.2	1.0	0.9	1.2	1.2	1.5	1.3	1.2	1.2	1.4	1.7	--	14.7
Plastic Bottles	1.4	1.0	0.9	1.4	0.4	1.0	1.5	0.8	1.0	1.5	1.6	1.2	--	13.5
Aluminum	0.7	0.6	1.3	0.6	0.5	0.6	0.5	0.6	0.6	1.1	0.6	0.6	--	8.1
Pizza flour bag	0.7	0.6	0.7	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.0	--	6.8
Battery	0.0	0.0	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.0	0.0	0.0	--	0.7
Total	434.5	450.8	530.7	581.9	590.6	622.6	539.7	591.4	556.7	609.8	562.5	588.8	395.4	7,055.1

Note

Empty data in the last week of December 2021 was counted in Jan 2022 because the measurement and collection of wastes are on a weekly basis and some of them fall into Jan 2022.

Diversion rate (%)

Item	Oct 5-10	Oct 12-17	Oct 19-24	Oct 26-31	Nov 2-7	Nov 9-14	Nov 16-21	Nov 23-28	Nov 30 -Dec 5	Dec 7-13	Dec 14-19	Dec 20-26	October 27-31	Total
Diverted rate	90.6%	89.7%	91.4%	92.6%	95.2%	96.2%	94.9%	94.9%	93.5%	94.8%	94.9%	94.3%	94.6%	93.8%
Undiverted rate	9.4%	10.3%	8.6%	7.5%	4.8%	3.8%	5.1%	5.1%	6.5%	5.2%	5.0%	5.7%	5.4%	6.2%

Food Safety

Pizza 4P's Giga Mall

100%

Food safety licenses obtained

0

Critical food safety violations

Food safety license

100% of our stores have food safety licenses from FSMA (Food Safety Management Authority) as of 31 Dec 2021.

Food safety violations

There were no cases of critical food safety violations at any of our stores in 2021.

Guest safety

Guest safety is our top priority. After the pandemic, we created the "COVID19 Protocol" and put in place complete guidelines for creating a safe environment for our guests. Following these guidelines, we have established "COVID19 Safety Team" and designated a person in each department within the company responsible for containing the outbreak.

As a precautionary measure, we have deployed all necessary equipment such as thermometers, medical masks, gloves, alcohol sprays, and hand sanitizers at each of our stores and production facilities. In addition, a detailed checklist of preventive measures has been established for stores, including ventilation, alcohol wipes, temperature measurement, health declaration, mask use, and handwashing.

We will continue to ensure the health and safety of our customers and partners while maintain our business and production activities in compliance with government regulations.

Allergies information

Both our printed menu in the store and the online delivery website provide complete allergy information in accordance with the Decree 43/2017/NĐ-CP and CODEX STAN 1-1985 as amended 2010 (TCVN 7087:2013) in Vietnamese regulations.

Supply chain

With every single food ingredient we purchase, we always check with our suppliers to ensure the product's origin and all food safety certificates are in line with global and local government regulations. Our team conducts audits to all suppliers on a schedule basis to ensure what we commit to bring to our table matches what we actually deliver.

All packages used in our delivery and takeaway service are certified for food safety. We always receive a certificate from each supplier for the packaging they supply to us.



COVID19 Protocol

Climate Change

Flying over Dalat, Vietnam

GHG Emission

Greenhouse gas (GHG) emissions from our operations during this reporting period are measured from direct (Scope 1) and indirect (Scope 2) emissions as shown in the table below. We expect that emissions from our supply chain (Scope 3) will account for the majority of our total supply chain emissions, but due to supply chain complexity and data availability issues, we have not calculated them at this time. Since supply chain emissions have the largest impact on GHG emissions from our operations, we will consider ways to identify emissions from the supply chain in the future.

Scope 1

Item	GHG emission (tCO2e)	Note
LPG	1,119	--
Diesel	65	--
Gasoline	15	This includes the gasoline used at the cheese factory team, but not including the consumption at our internal delivery team in HCMC and Hanoi because of the data availability.
Kerosene	3	--
Refrigerant	--	Data not available
Sub-total	1,202	

Scope 2

Item	GHG emission (tCO2e)	Note
Electricity (Vietnam)	3,417	--
Electricity (Cambodia)	15	--
Sub-total	3,431	

Grand Total 4,634

Vegan food at Pizza 4P's Xuan Thuy

Veganism is spreading rapidly around the world from the perspective of animal welfare and the impact of greenhouse gas emissions from livestock farming. The movement is gaining momentum as people recognize the overly industrialized meat industry as well as the huge impact the meat itself has on climate change. Veganism is also garnering significant attention in Vietnam, and in this light, we have started to serve a vegan menu as a new seasonal selection in our store at Xuan Thuy.

Evergreen salad

The most important part of this salad is the homemade "Green Goddess" dressing. We made a paste of cashews to give it a rich flavor while remaining vegan. We used a lot of herbs to make it fragrant, and the vegetables were selected to be fresh and nutritious.

Vegan dumplings with clear mushroom broth

The soup is made from a mushroom broth that is extracted at a low temperature. No animal meat was used to make the dumpling, but it is filled with a combination of earthy ingredients such as mushrooms, lotus root, ginger, spices, and sesame oil, which can be enjoyed by vegans.

Entovegan cricket burger

This burger is Pizza 4P's first insect menu. Our chef originally made the patties with tofu and some kinds of beans but was still struggling with the texture. He then met an alternative meat producer using Vietnamese locally raised crickets, and after experimenting, he was able to create volumes and flavors that would satisfy even the vegans. By using lots of seasoning, we have created complexity in the patties.

Vegan green curry

This is a dish that places great importance on how to make up for the "lack of substance" and "lack of richness" that is often associated with vegan dishes, as well as how to create flavors that make diners feel satisfied. The recipe itself is a very simple green curry, but in order to express the vivid green color, we have combined various vegetables such as zucchini, okra, and pickled kohlrabi with herbs to create a clear presentation. In fact, miso is also added to supplement the richness of the dish.



Evergreen Salad



Entovegan Cricket Burger

Low-carbon dishes

We have not yet been able to calculate our carbon footprint in detail, but we estimate that the majority of GHG emissions from our business comes from the ingredients we use. In particular, our meat and dairy consumption contributes significantly to a large amount of carbon footprint of our business.

With the intention of reducing our carbon footprint in the coming years, we have decided to disclose our low-carbon dish rate in our grand menu as of December 31, 2021. We categorize them into three groups: Veg-led, Meat and Dairy Free, and Others. We define Veg-led dishes as those which emphasize and celebrate vegetarian ingredients. This would include, but is not limited to, fruits and vegetables, whole grains, beans, pulses, soy or other meat alternatives, nuts, and seeds, plant oils, etc. Veg-led dishes differ from vegetarian or vegan in that they may include a small amount of meat or dairy products, less than a third of the primary dish ingredients. Meat and dairy-free dishes are tighter and lower in carbon footprint than veg-led which do not include any meat or dairy products.

Low-carbon dish rate in the grand menu

Item	Number of dishes (total)	Number of Veg-led dishes	% of Veg-led dishes	Number of meat & dairy-free dishes	% of meat & dairy-free dishes
Dessert	12	0	0%	0	0%
Appetiser	19	2	11%	0	0%
Pasta	8	1	13%	0	0%
Pizza	22	5	23%	0	0%
Salad	10	6	60%	2	20%
Total	71	14	20%	2	3%

Low-carbon dishes

Low-carbon dish list

Item	Veg-led	Meat & dairy free
Dessert	--	--
Appetiser	- German Potato - Mashed Potato	--
Pasta	Tomato Spaghetti	--
Pizza	4 Mushroom Pizza - Eggplant Pizza - Margherita Pizza - Vegetarian Kale Pizza - Zucchini Basil Pizza	--
Salad	- Fruits Salad - Green Salad - Organic Rocket & Tomato Salad - Kale Salad	- Green Salad - Organic Rocket & Tomato Salad

At the moment, the majority of our dishes in the grand menu consists of neither Veg-led nor Meat and Dairy Free. This is mainly because we are using our homemade cheese in most of our dishes as it is our signature. Most of the cheeses used in our restaurant are not imported but produced at our factory in Dalat. Locally produced cheese can reduce carbon emissions significantly on transit compared to imported cheese, however, the huge amount of methane from the cow production is still emitted during the cow farming process.

We've been experimenting many types of cheese alternatives which aren't made from cow's milk, but unfortunately, those were not something we wanted to serve to our guests. We will continue to explore how we can tackle carbon emissions and further reduce our footprint in the food supply chain.



Green Salad



Society

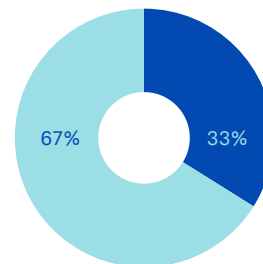


Pizza 4P's Aeon Mall Tan Phu

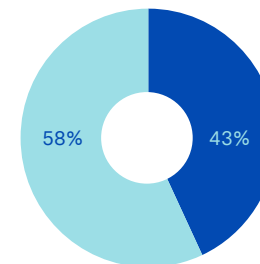
Partners (what we call employees)

Proportion of males and females throughout the company

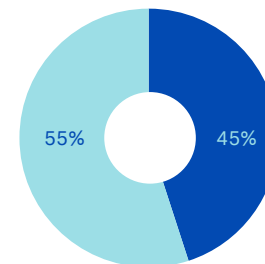
Female
Male



Board of Directors



Directors and Senior Management



All Partners

We promote the implementation of gender equality in our business. Currently, approximately 67% of our board, 58% of our directors and managers, and 55% of all partners (employees) are female.

Labor practice

Compensation

0 case of salary below the minimum wage

8.5% Average wage increase

We pay all entry-level hourly restaurant employees above the minimum wage in Vietnam (or Cambodia), and at or above the provincial or local minimum wages where applicable. Despite facing many business challenges this year, we have increased the monthly salary of our partners by 8.5% on average.

Pay equity

0.28%

Basic salary pay gap between male and female partners

4P's is trying to maintain our pay equity and here are our measures;

- 1. Our salary offer is determined based on the roles, volume, or skills required in the job, or performance of the work only.
- 2. We also have clear and consistent processes for annual merit increases and bonuses, analyzed based on each person's performance.
- 3. All entry-level in-store jobs start with the same pay, regardless of prior experience.

Based on our calculations, the mean pay gap between men and women in the same position in our operation is 0.28% in favor of women.

Turnover rate

33%

Voluntary turnover rate

0%

Involuntary turnover rate

Voluntary turnover rate



Involuntary turnover rate



The COVID19 pandemic has made the lives of our employees particularly difficult as they came under a lot of financial stress and pressure. Due to some severe lockdown periods across the major cities in which we operate, the turnover ratio is not the ideal number we would like to achieve. Still, it has decreased significantly compared to last year. Our main focuses in 2022 are as follows;

- 1. Improve the partner's experience and journey when working at 4P's
- 2. Expand the business further to provide promotion opportunities for skilled partners

Benefits

We have policies and practices in place to fully comply with countries' labor codes regarding annual leave, parental leave, maternity leave, holiday paid time off, and other benefits for our partners.

In addition, we offer flexible working time for support office functions, in which partners can select their preferred start working time. We also offered discounts of up to 50% on company products for internal partners.

Based on the job level, we offer private health care packages for partners and partners' family members, in which partners are covered for inpatient, outpatient, dental, and other related disease treatments.

After the first year, restaurant partners will be provided free of charge with a set of uniforms for each year of employment. The set includes two shirts, one apron, and one hat. Back in 2020, for the 1st time, we have launched a Share Purchase Program for eligible partners.

Careers

11 New restaurant managers

100% Promotion rate (restaurant partner only)

We also encourage promotion within the company and provide short and long-term career advancement opportunities for our partners. In 2021, 100% of our restaurant partners were promoted to the next level based on the qualification of technical and management skills where applicable. Specifically, we have promoted 11 new Restaurant Managers (the highest position in a restaurant) in 2021 and 100% of this number is from internal promotions.

We have developed a solid online (E-learning) and offline (on-site) training system for all restaurant partners, where we conduct online skill sets qualifying for our partners. For example, if a new person joins our Pizza team, they will go through an onboarding process guided directly by the restaurant's management team. The process will start with three E-learning courses on Orientation, Sustainability, and Food Safety. After that, the partner will undergo a series of theory and on-the-job training for skills of Preparation (Cut 1-2, Bake 1-2 Make 1-2-3). We do not require education or experience background when hiring, instead we provide our own professional in-house training and are committed to our people's continuous skill enhancement, learning and development.

Ethics

We advocate ethical business practices throughout the course of our business. We experienced no instances of labor law violations, employment discrimination, harassment, or corruption in 2021. We have maintained high standards of corporate integrity.

We have a Code of Conduct that includes sections on Working Environment, Health, and Safety, Business Behavior. We also have a policy of “Equal Opportunity, Discrimination, and Harassment Policy” that is accessible to any internal partner on our internal data storage. This policy was developed in 2019 and will be updated to reflect our commitment to the highest standards of integrity, ethics, and legal compliance in all our activities. All partners within our company are required to certify their compliance with this policy.

Wellbeing

19 29

Expats joined
mindfulness session

Vietnamese managers
joined mindfulness session

To realize our vision to “Make the World Smile for Peace”, we believe that the people working in our company deserve more than just a work contract, they deserve to feel a sense of inner peace. As one of the pilot projects to improve our partner’s wellbeing, we organized a four-day mindfulness session with our expat managers and a two-day session with our Vietnamese managers. From July 2021, we organized a 15-minute online daily mindfulness practice session that anybody in our company can join.

During the lockdown period, we organized online breathing exercises to relieve the stress of our partners who have been staying at home for a very long time.

We will continuously look into the well-being program to better take care of the people working in our company.

Happiness Survey

4.07 /5

Happiness score (life)

3.87 /5

Happiness score (work)

The level of happiness is defined as below.
(5 is the maximum score)

1. Very dissatisfied
2. Dissatisfied
3. Neutral
4. Satisfied
5. Very satisfied

Our priority is to make our partners happier, not just our guests. We believe that by taking care of our partner, this mood will spread to our guests and the community at large. Regularly, we conduct a company-wide survey in the form of a Happiness Survey to understand how our partners feel about their lives and work.

Happiness about life

2020 4.29

2021 4.07

Happiness about work

2020 3.91

2021 3.87

3.97 /5

Average score of both life and work happiness

Through the survey, we have found out a number of management issues at the stores, then conducted meetings with relevant partners to investigate and come up with action plans to resolve it. Moving onwards, we will continue to monitor the happiness of our partners and work on improving it.

A portrait of Hien Le, a woman with dark hair pulled back, wearing a light brown blazer over a matching button-down shirt. She is looking directly at the camera with a slight smile. The background is a blurred outdoor setting with a metal railing and some greenery.

Interview

Hien Le

Area Manager at Pizza 4P's

4P's: Describe your journey working at Pizza 4P's.

Hien: I have joined Pizza 4P's since December 2018 - 4 years 3 months till present. Actually, I started my job at 4P's in Ho Chi Minh City in October, then moved to Hanoi in December 2018. My first role was Service Assistant Manager at Ly Quoc Su store. Then in December 2019 I opened a Lotte store and was promoted to Restaurant Manager. After 1 year working as a Restaurant Manager, I was challenged to Senior Manager in Jan 2020. In Jan 2022, I officially became the Hanoi Area Manager as my current role until now.

What first drew you to work for Pizza 4P's?

The first attraction that brought me to Pizza 4P's is the Mission, Vision, and Farm to Table concept available on the company's website. Prior to the interview, I searched for information on the internet about 4P's. I was impressed by their Mission and Vision as it really had a sense of meaning. It urged me to be a part of it and I was really excited to go to the interview. This concept and what 4P's is committed to is completely different from the previous work that I have ever done. Another first impression I had when entering Le Thanh Ton store for an interview was that the partners working at the store gave me a very warm welcome. Then I learned that 4P's called it "OMOTENASHI". At that time, I thought I had chosen the right destination for my career. Until now, I still embark on a journey with Pizza 4P's to learn, grow and draw together meaningful things.

What's your favorite part of coming to work with Pizza 4P's every day?

My favorite thing about my job is the opportunity to work alongside my colleagues. They are always highly motivated and inspire me every day. Also, at Pizza 4P's, we have the chance to learn new things and meet new guests on a daily basis. Seeing them happy gives me a great boost of energy and motivation too.

Do you have the opportunity to learn new skills working at Pizza 4P's?

Yes, I have a lot of opportunities to learn new skills working here such as management skills, teamwork skills, organization skills, flexibility, and adaptability. All these skills can help me to communicate with partners or guests and manage the whole team on the same page, same vision to achieve the same goals.

Describe some of the achievements when working with Pizza 4P's.

My achievement is that I know what I should do and realize my personal vision. I've worked in many companies before, but I still haven't realized my true passion and purpose in life. However, now that I have it and I think this is my greatest achievement to date after many years of working with 4P's.

Community

Pizza workshops

1,717

Total guests in
pizza workshops

1,611

Kids attended
pizza workshops

106

Adults attended
pizza workshops

Pizza Workshop
Pizza 4P's Xuan Thuy

Number of guests in pizza workshops

2020

Adult

273

Kids

2,996

2021

Adult

106

Kids

1,611

The "Pizza Workshop" is our signature program for our guests to experience the joy of pizza making together with our employees. We have been offering this program for several years, and we are honored to be serving more than 1,700 people in 2021. The number of guests has decreased since 2020 due to the prolonged lockdown period. There are lots of things that kids can learn from the process of making pizza - stretching the dough, picking ingredients, baking them in the oven, and eating it. Please contact us for more detail if you are interested to join!

Pizzaland

2,493

kids joined
Pizzaland

At our Pizza 4P's Hai Phong, we design a place for your kids to become explorers named Pizzaland. We value the idea of Edutainment where people can learn about the importance of food through recreational activities. At Pizzaland, kids are able to participate in a variety of activities including our signature pizza-making workshop. In 2021, we welcomed 2,493 kids at Pizzaland.



Pizzaland Hai Phong

Donations

15,044,055 vnd

Donation to LDV

124 usd

Donation to Friends-International

Pizza donation
Pizza 4P's Hai Ba Trung

1% sales donation from Yuzu Beer

4P's and 7 Bridges are donating 1% of sales of original craft beer Yuzu Beer brewed by 7 Bridges. In 2021, 4P's donated 15,044,055 VND to the NGO 'Let's Do It Vietnam' for their beach clean-up activities.

Pizza bag sales donation

At our store in Cambodia, we are selling our original eco bags made from pizza flour bags. 100% of sales from this eco-bag are donated to Friends-International, a local social organization that supports children. In 2021, we donated a total of 124 USD.



Repurposed pizza flour bag

A Parting Note

What does a sustainable food system look like? How is the foodservice industry involved? What if all the food you could buy was sustainably and ethically grown locally, yet tasty and affordable? What if every single food item you eat could help reduce your carbon footprint, restore natural ecosystems, and support local farmers? Wouldn't that be phenomenal?

We know that there is still much work to be done.

More than a third of anthropogenic greenhouse gas emissions come from the food system. Climate change impacts small farmers, especially in the tropical regions where our business operates, such as Vietnam and Cambodia. We have also heard a lot from our suppliers about the difficulties in adapting their farming to current climate change.

Over the past 20 years, about 5 million hectares of forests have been cleared each year worldwide, much of which is lost in the tropics. Food production, especially beef, soybeans, and palm oil, is a major driver of deforestation. In fact, three-quarters of today's deforestation is related to agriculture.

About a third of the food produced for human consumption in the world each year, or about 1.3 billion tons, is lost or wasted. Food produced but not eaten is enough to feed 2 billion people. This is more than twice the number of undernourished people on the planet.

We must change our food system. We believe we can change this by the way we eat.

In 2022, we have been working to minimize our consumption of natural resources. We plan to install smart meters in all of our stores to monitor electricity consumption in real-time to identify and prevent energy waste. The zero-waste concept that started in our Cambodian store will be applied to our newly opened stores in Vietnam. We will focus more on sustainable sourcing as it is not only good for our health, but also for the planet.

As our founders wrote in the beginning of this report, we have come up with a new vision for 2030 after the most challenging year for our business. We are committed to taking action, inspiring others and delivering more happiness and peace to everyone.

Disclaimer

This report contains not only past and present facts but also includes statements that may be deemed as “forward-looking statements”, which express we intend to conduct our activities.

Forward statements could be identified by the use of forward-looking terminology such as “plans”, “aims”, “assumes”, “continues”, “believes”, or any variations of such words that certain actions, events or results “may”, “could”, “should”, “might”, “will”, or “would” be taken or be achieved.

We have made every effort to ensure the report is as accurate and truthful as possible. However, by their nature, forward-looking statements are qualified due to inherent risks and uncertainties surrounding future expectations that could cause actual results to differ materially from these projected or implied statements.

Such statements are subject to risks that are beyond our ability to control and therefore do not represent a guarantee that events implied in these forward-looking statements will actually occur.

Pizza 4P's Cambodia

Cardboard

Plastic

Aluminium

Metal

4Ps

For feedback and comments
on this report, please contact
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