



GLASSIA

Creating impact with every refill

INTRODUCTION GUIDE



A Social Enterprise developed by  EVERGREEN LABS™



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ABOUT US

Introducing Glassia: The Future of Bottled Water

Glassia is a pioneering Vietnamese social enterprise committed to producing and promoting plastic-free bottled water by introducing purified water in reusable glass bottles.

Our solution is both cost-effective and environmentally friendly, as we collect, sterilize, and refill the bottles, offering full circularity and eliminating plastic waste.

Our Danang decentralized refill facility, established in 2021, revolutionized single-use plastic bottling with a circular model. We launched our second refill site in Ho Chi Minh City in early 2023, with a third one set to launch in late 2023. Our goal is to enable local refilling across Vietnam for accessible, affordable, sustainable products in every city and region.

Join us as we take the next step towards a sustainable future.



Positive consumer behavior change



Customized glass bottle designs



Post-consumer collection



Affordable



Plastic-free, zero-waste consumption



Locally produced



HACCP and ISO 22000 certified



Fully transparent production and management

PARTNER SPOTLIGHT



IHG[®]
HOTELS & RESORTS

NOVOTEL
HOTELS & RESORTS

SOFITEL
HOTELS & RESORTS

NEW WORLD
SAIGON HOTEL

M
GALLERY
HOTEL
COLLECTION

WINK
BLISS HOI AN
Beach Resort & Wellness

HOIANA

ibis
HOTELS

HYATT
REGENCY[®]
DANANG
RESORT & SPA



PULLMAN
HOTELS AND RESORTS

fusion

Radisson

PARK HYATT[®]

OUR SERVICES



Environmentally friendly,
plastic-free water service



Full-service delivery
and pick-up



Reusable glass bottles and
recyclable aluminum caps



Own branded
bottle

*Prefer to have your
own **branded** bottles?
Look below!*



BRANDED/CUSTOMIZED BOTTLES

Self arrangement:

- We provide access to appropriate suppliers to help you order custom bottles.
- Upon receiving your order, we'll take care of all cleaning, filling, delivery, and collection services.

Full service:

- Sit back and relax while we handle the entire process, from design support to procurement and supplier management.



WHY CHOOSE REFILL?



The future is NOT plastic

Vietnam is among the top four nations in the world that contribute to ocean plastic waste. This problem is compounded by the tourism industry, which heavily relies on PET bottles.

What is refill and reuse?

Refill and reuse is a method of utilizing the same container multiple times, instead of disposing of it after one use. This sustainable approach aims to keep the packaging within the system, allowing it to be reused. It is important to note that even using glass packaging only once can be detrimental to the environment if proper collection and processing aren't in place, leading to the packaging being discarded in landfills.

Stay LOCAL

When you purchase from hyperlocal producers, you are helping to decrease CO2 emissions compared to centralized or overseas production and import.

CHOOSE REFILL ...



For our oceans

Globally, around 10m tonnes of plastics enter the ocean annually. We must stop the flow.



For the planet

Refill offers an opportunity to step away from reliance on the fossil fuel economy.



For our health

Plastic products contain chemical additives that these could cause serious health problems.



For the communities

Plastic pollution impacts communities of color, low-income and indigenous communities by polluting the air, water, and soil.

**REFILL AND
CIRCULAR
SYSTEMS ARE
ALL WE DO.**



OUR SUSTAINABILITY GOALS

Prioritizing Impact: Our Commitment as a Social Enterprise

Our social enterprise is dedicated to producing and promoting plastic-free bottled water, with a focus on impact first. Our mission is to eliminate the use of single-use plastics, which often end up polluting our oceans, landfills, and environment. Through education, awareness-raising, and training initiatives, we are making strides towards shifting mindsets from single-use to circular. By encouraging the reuse of packaging, we can make a significant positive impact on our environment.

Our Sustainable Development Goals



OUR IMPACT

- Through the reuse of glass bottles, our Danang facility can fill between 5-7 million bottles each year, offsetting +1000 tons of carbon emissions per factory annually in comparison to PET bottles.
- We're planning to continue our expansion across Vietnam, targeting cities with high tourism impact first, with a new location opening end of 2023 and at least two more locations opening in 2024.
- Glassia's product and service portfolio aims to stimulate a shift in consumer behavior towards more sustainable practices; a change that will ultimately benefit the environment and everyone.

OUR IMPACT NUMBERS TO DATE



+40
businesses participated



+3,000,000
bottles refilled



315 tonnes
of CO2 emissions avoided

PRICE LIST Q2 2024

Last updated: April 2024

Price/bottle (in VND, excl. VAT)	Retail (B2C)		B2C & B2B	Wholesale (B2B)			
Crates/month	<5	5-10	11-25	26-100	101-249	250-499	500+
Bottles/month	1-99	100-200	220-500	520-2000	2,020-4,999	5,000-9,999	10,000+
Glassia bottles	8,000	7,000	6,000	5,600	5,200	4,600	4,400
Own bottles	N/A	N/A	N/A	4,999	4,599	3,999	3,799
Delivery Fees based on location (VND per bottle)							
Da Nang	2,000	1,000	free	free	free	free	free
Hoi An	N/A	2,000	1,500	750	500	250	100
HCMC	N/A	N/A	500	400	300	200	100
Binh Duong	N/A	N/A	N/A	N/A	600	500	400
Vung Tau	2,000	1,000	free	free	free	free	free
Ho Tram	N/A	N/A	N/A	1,000	750	500	400

Deposit of 100,000 VND per crate incl. 20 bottles apply; breakage, loss, or irreversible contamination of the crates and bottles shall be paid or subtracted from the deposit prior to refund of the deposit at the following rates if the amount exceeds the allowed percentage of case stock (bottles and crates on site for which deposit or onboarding fee has been paid):

- VND 9,000 per bottle
- VND 110,000 per crate

Prices excluding 10% VAT & quotation valid for 30 days after submission.

ADDITIONAL NOTES

- Quotes based on truck delivery to and from the loading bay, basement, or store delivery may incur additional handling fees.
- Annual breakage and loss consolidation upon request or as per buyer schedule.
- Order frequency: **weekly** (plus ad-hoc orders if required).
- Monthly stock turn-around target 2-4x.
- Stock on site shall be calculated as follows (for Glassia Water bottles only):
(# rooms x # bottles per room x average occupancy x 7 days) + (# rooms x # bottles per room)



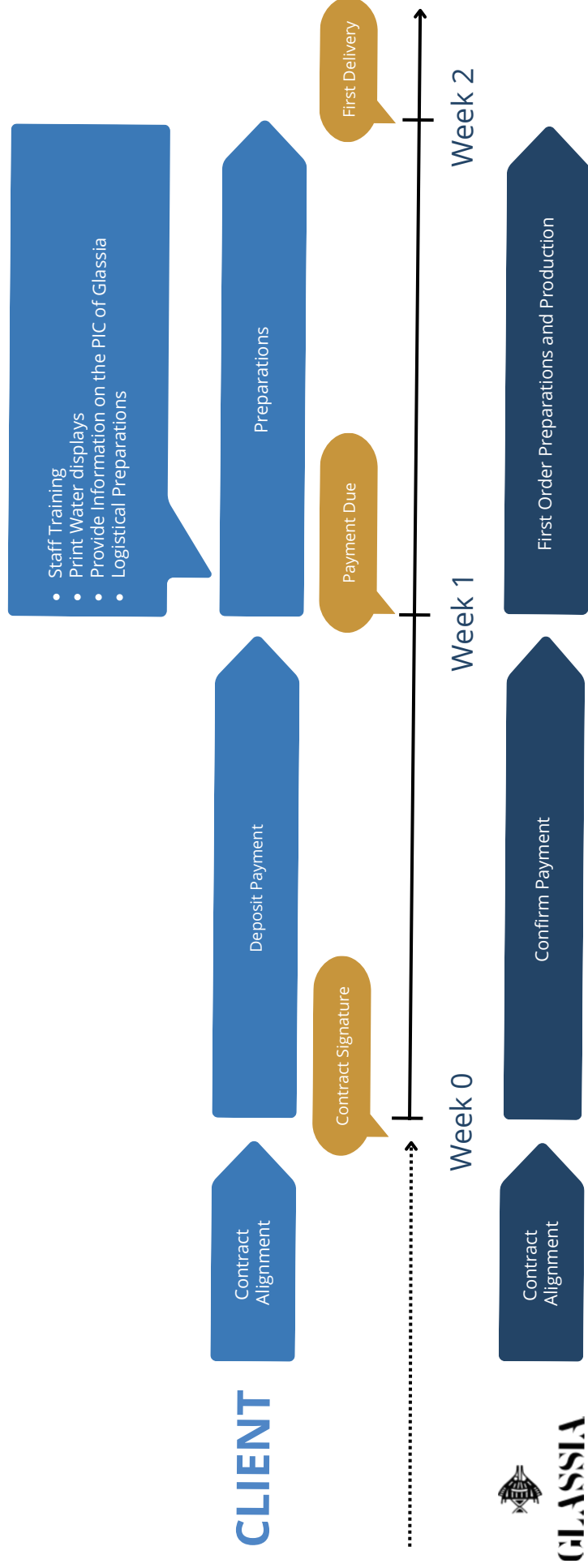
COMPETITOR COMPARISON LIST

Last updated: July 2023

	 GLASSIA	 NATURAL MINERAL WATER	 laVie	 Nước khoáng Kì Lâm Thiên Nhiên
BOTTLE RECOLLECTION	✓	✓	✓	×
REFILL	✓	×	×	×
DEPOSIT/ BOTTLE REFUND	✓	×	✓	×
CUSTOM BRANDED BOTTLE	✓	×	×	×
IMPACT REPORT	✓	×	×	×
ONBOARDING SUPPORT	✓	×	×	×

**All information is based on market research conducted by Glassia and are subject to change.*

1. TIMELINE FOR RENTING GLASSIA BOTTLES

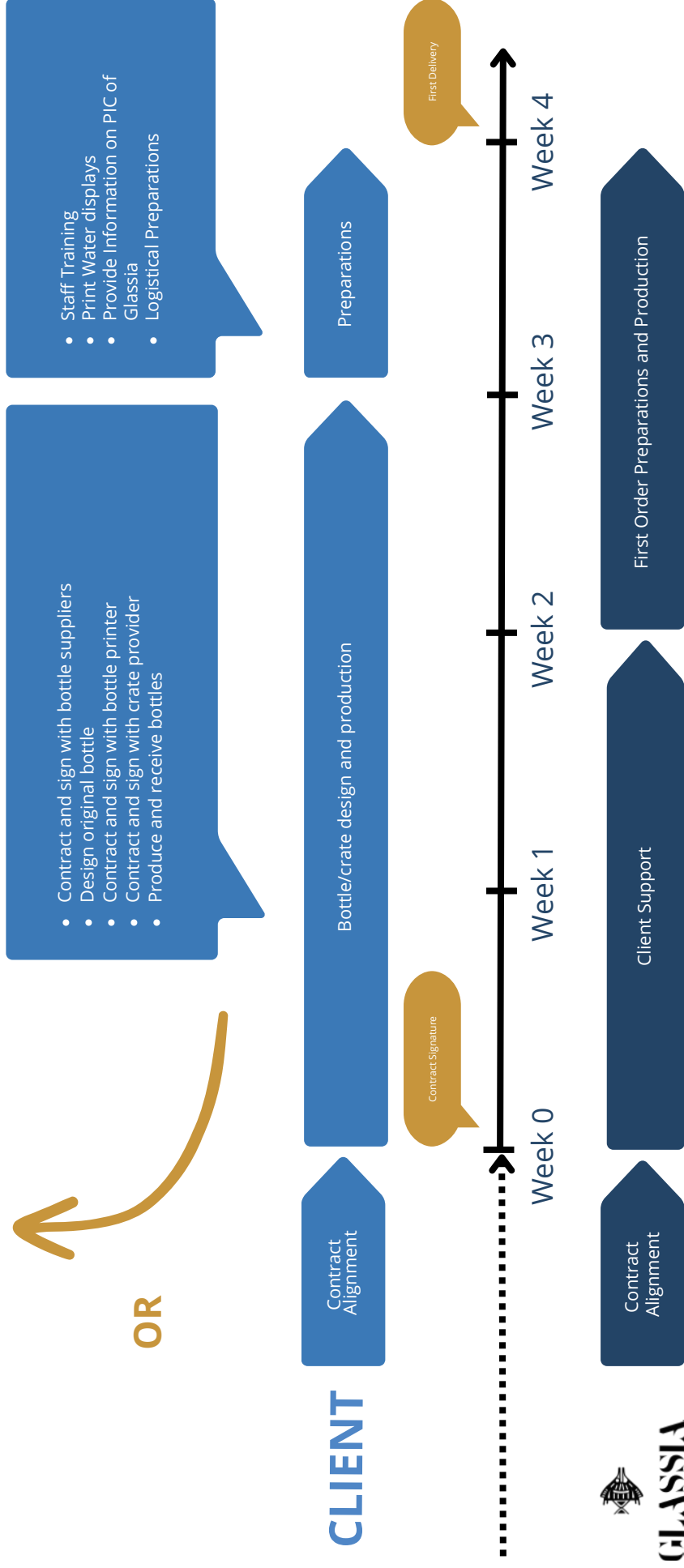


2. TIMELINE FOR SELF-BRANDED/CUSTOMIZED BOTTLES



Optional Paid Service:
Glassia Support Package
THE GLASSIA TEAM WILL TAKE CARE OF DESIGNING AND
PRINTING BOTTLES FOR THE CLIENT.

OR



FREQUENTLY ASKED QUESTIONS (FAQ)



01

How environmentally friendly is Glassia compared to plastic bottles and other glass bottles?

Only 26% of PET plastic in Vietnam is currently collected to be recycled. The average use of a glass bottle lies between 20-30 times, and the carbon footprint of a glass bottle after 30 refills is approximately 5% of its original/single-use value.

Glassia aims to offer you the option of switching from consuming water in single-use PET bottles into multi-time refillable beautiful glass bottles. Our products are locally produced, and only short-distance circulated to minimize transportation emissions.



02

What is in Glassia bottles? How safe is it?

Purified still water. We use municipal water as input, which goes through a seven-stage purification system. This includes a reverse osmosis (RO) system to remove contaminants, then treated with ozone and UV light to kill off bacteria and viruses. The water is tested for chemicals and TDS daily, as well as fully tested semi-annually. The municipal water is also tested daily, which ensures a reliable water supply free of highly contaminated substances.

Our product and facilities are fully certified and compliant, holding both **HACCP** and **ISO22000** certifications.

In the unlikely case that all systems fail, Glassia holds product insurance for proven cases.



03

What are your current bottle sizes?

We currently offer 450ml bottles. We do not currently provide 350ml or 700ml+ sizes due to low demand. We do not offer sparkling water yet due to high upfront investment costs and low demand however, we will consider expanding our product portfolio in the future if demand increases.

FREQUENTLY ASKED QUESTIONS (FAQ)

04

What is the typical ordering process?

We agree with clients to a certain amount of crates (one crate includes 20 bottles) typically 1-2 times per week. Orders should be placed 2 to 3 working days before delivery. Please note that after the initial delivery, we will typically deliver the same number of crates that are returned. This is to ensure circularity and minimize our carbon footprint.

Example: The order number is 100 crates. If after the first delivery of 100 crates, the client can only return 80 crates (20 crates are still unused), the client will only receive 80 crates at the next delivery.

05

How does the deposit system work?

Customer-owned/customized bottles: There will be no deposit payment.

GLASSIA bottles: Customers are required to pay a deposit of 100,000 VND per crate (20 bottles per crate) in the case stock.

The case stock is defined as follows to determine an estimated amount of bottles needed per client:

Case stock = (Initial supply + Bottles in circulation) ÷ 20

Initial supply. = Number of rooms × Number of bottles per room

Bottles in circulation = Number of rooms × Number of bottles per room × Average occupancy × 7 days

If there are significant changes* in the case stock, the client will be charged a deposit for the additional case stock (or refunded for the reduced case stock).

*Significant changes refer to a difference of 20% in quantity in case stock, which lasts more than four weeks.

FREQUENTLY ASKED QUESTIONS (FAQ)

06

What is included in the quoted price?

The products and services included in the quoted price are as below.

Included:

- Cleaning and refilling of bottles
- Drinking water
- Delivery of bottles to customer
- Collection of bottles from customer
- Loading and offloading products to/from loading bay
- Warehousing

Not included:

- Additional handling of crates from loading bay*
- Deposit
- Breakage fee

**An additional handling fee is required if the customer does not have a loading bay or requires assistance to storage, to be discussed with the logistics provider.*

07

What happens when bottles are broken or missing?

Client-owned/customized bottles: There will be no breakage fee applied. If Glassia is responsible for the breakage, we will pay for the broken bottles.

Glassia bottles: There is a **breakage fee** (90,000 VND per crate and 6,000 VND per bottle) written in the contract that the client will be responsible for paying. The breakage fee can be offset from the deposit or invoiced separately. The quality of returned bottles will be checked at the Glassia facility upon return and will be informed to the client.



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