

PERFORMANCE IN 2020

BUSINESS PERFORMANCE

At the end of 2020, ABBANK was recorded with VND 116,267 billion and VND 1,368 billion of total assets and profit before tax, respectively (equivalent to 111.3% against that in 2019). Significant and sustainable growth of key business indicators was obtained against 2019.

Assessment table of some 2020 financial indicators

Items Unit: VND Billion	ACTUAL 2019	2020	
		ACTUAL	PLAN
Total assets	102,487	116,267	120,000
Loans to Market 1 (excluding Corporate bonds)	56,956	63,446	64,496
Deposits from Market 1 (including valuable papers)	74,786	78,128	81,052
Profit before tax	1,229	1,368	1,358

Remarks: Disclosures were based on Audited Separated Financial Statements and rounded



BUSINESS PERFORMANCE (continued)

Total profit before tax

1,368 VND billion
fulfilling 111.3% yoy

Particularly, at the end of 31 December 2020, total profit before tax reached VND 1,368 billion, fulfilling 101% against the plan and fulfilling 111.3% against that in 2019; Total assets obtained VND 116,267 billion, equivalent to 113.4% against that in 2019.

Total assets

116,267 VND billion
fulfilling 113.4% yoy

Deposits from Market 1 reached VND 78,128 billion, increasing by 4.47% compared to the same period of 2019. Total loans from Market 1 (including Corporate Bonds) grew 10.2% against that in 2019, fulfilling VND 69,469 billion. Among which, two strategic segments (namely SMEs & individual customers) embraced by ABBANK were recorded with a high growth rate at 21% and 16% against 2019.

Although ABBANK's Covid-19 epidemic impacted portfolio was modest against the market average level, the customer support policies by reducing interest rate and net interest income were also affected, reducing 3.8% compared to the same period of 2019 and attaining VND 2,345 billion.

Non-performing loan/total loans were continued to be strictly controlled less than 2% following SBV regulations. ABBANK operating performance and safety in 2020 were also assured through indicators such as 1.43% and 16.5% of RoA and RoE, respectively, as required by SBV.

Pursuing the retail banking strategy, action plans to serve individual customers' and SMEs' demands were focused to launch right at the beginning of 2020, especially upon the Covid-19 outbreak.

Activeness in designing and developing the proper credit offerings and policies in the epidemic context facilitated ABBANK to further develop its customer base. Balance of medium and long-term financial resources with reasonable costs helped the Bank to provide loan packages with competitive interest rates to such two strategic customer segments, hence, facilitating ABBANK's credit growth.

In 2020, ABBANK reduced the lending rate by four times and NIM to accompany our customers. Currently, ABBANK was named in the bank groups with the most competitive preference rate in the market such as the lending rate for individual customers, SMEs, corporate customers of just from 5.9%/p.a, 6.5%/p.a and 6.1%/p.a for VND and 2.1%/p.a for USD, respectively.

The Projects aimed to perfect the administration, operation, operating cost reduction, labor capacity improvement, etc., were also launched in 2020 by ABBANK such as Data Governance System, ICAAP, ALM, etc.

Deposits from Market I

78,128 VND billion
▲ 4.47%

Total loans from Market I

69,469 VND billion
▲ 10.2%

INDIVIDUAL CUSTOMER OPERATIONS

ABBANK's individual customer operations were recognized with active breakthrough in 2020

ITEMS	ACTUAL 2019	ACTUAL 2020	% 2020 vs 2019
Deposits (VND Billion)	35,554	36,188	102%
Loans (VND Billion)	25,122	29,223	116%
Number of customers (person)	970,085	1,071,554	110%
AB Ditizen active (installation turns)	38,000	110,000	290%
Priority Revenue (VND Billion)	Undeveloped	400	
Credit Card (cards)	4,638	7,570	163%

ABBANK's individual customer operations have obtained breakthrough achievements in 2020 in 02 key business lines as follows: Individual customers' loans obtained VND 29,223 billion, increase by 16% against 2019; deposit reached VND 36,188 billion, increase in 2% against 2019. In addition, according to the Sustainable development objectives of ABBANK in the period of 2021 - 2025, the individual customer division had implemented strategic initiatives through attracting and strengthening relationships with high-end individual customers through building new ABBANK PRIORITY brand identity, implementing specialized products for customers such as ABBF Fund Certificates... The individual customer division had made great efforts to closely pace with Business Units (BUs) in any promotions and offering the optimal financial product packages as well as professional service packages to each customer.

► Policies

2020 was recorded with ABBANK's issued preferential loan packages with powerful competition policies in the market. Particularly, the Preference Loan - Trusted Interest package with a loan limit of VND 3,300 billion; the Business Loan - Quick Prosperity with a loan limit of VND 5,000 billion.

► Product development

Service fee collection products were significantly developed by ABBANK such as investment and remittance products with attractive service charge policies for BUs and salesperson. Accordingly, product development was recorded with impressive achievements as follows:

- The Overseas currency exchange product strongly growth in 2020.

- Investment product sales increased approximately VND 2,000 billion upon 03 months of launch.

- 17/165 BUs had APE (Annual premium equivalent) over VND 1 billion/year.

► Business promotion

Besides consolidate the sales policies and product development strategy, ABBANK also promoted the emulation programs and organized the sales thinking improvement training courses/meetings for the sales task forces in 2020. Specifically:

- 14 continuous emulation programs developed for BUs and sales task forces.
- 120 Insurance Days.
- 200 business development meetings & seminars.
- 20 cross-sales and insurance files skill training courses, etc.

BUSINESS PERFORMANCE (continued)

LARGE CORPORATE CUSTOMER OPERATIONS

Owing to digital technology application, ABBANK's smart financial transaction and cash flow management product quality was successfully improved. Hence, the customers were supported to obtain the effective and flexible management of financial resources conveniently and safely with no geographical distances.

ITEMS (VND BILLION)	ACTUAL 2019	ACTUAL 2020	% 2020 vs 2019
Deposits	35,498	37,281	105%
Loans (including Corporate Bonds)	25,331	25,018	99%
Revenue from services (including guarantee services)	117	101	86%

› Loans

In 2020, Total loans of corporate customers reached VND 25,018 billion. In addition, to sharing support for Covid-19 affected customers, to obtain the sustainable and safe growth of loans, ABBANK focuses on developing the customers with a healthy financial background, operating fields with high potential development, prioritized categories under the Government policies.

› Deposit

Deposit from the corporate customers was recorded with VND 37,281 billion. Deposit interest rates and scales were actively reduced to save deposit costs and improve the operating performance.

› Service charge

Total service charge from the corporate customers was recorded with VND 101 billion in 2020.



ABBANK outperformed the good corporate governance and stabilized the e-tax payment connection infrastructure of the Ministry of Finance and the General Department of Taxation in 2020. The new digital certificate of the General Department of Taxation was also updated and applied for Domestic Tax Payment at the counter to ensure the enterprise's smooth fulfillment of financial obligations to the State.

In addition, to launching the investment product into corporate bonds in the primary market in 2019, ABBANK continued developing the investment product on corporate bonds in the secondary market in 2020, providing the bond issuance consultancy/agency products and services of the customers as economic organizations such as: Financial consultancy services, collateral management agency services, account management agency services, etc. The added products and services offered by ABBANK successfully satisfied the

demand for services, improved reputation and increased the success rate when bonds were issued for production and business purposes.

Regarding services field, high technology content products were continued to be invested, upgraded and developed under the digital banking trend. For the strategic customer, Groups and Corporations, the required cash flow management services and ERP (Enterprise Resource Planning) system were designed and developed to help the enterprises to make more effective concentration on financial resources and realtime cash flow management of concentrated account and carry-forward accounts. Moreover, e-Banking services were also provided with 03-tier security to successfully satisfy the most strict security standards on online transactions for the Groups and Corporations.

In the context of epidemic impact, 2020 witnessed ABBANK's timely development and delivery of email-based transactions to help the customers actively initiate fast and safe e-financial transactions, saving costs and improving the performance. Furthermore, such a product facilitated ABBANK to support off-site transactions for customers who were far from the transaction points.

Provided service quality was also improved by timely adjusting ABBANK products and relevant documentation procedures, reviewing and revising Service Level Agreement (SLA), orienting towards further enhancement of offering quality and minimizing the trading time.

Furthermore, a series of corporate supporting programs were also launched to the target customer groups, especially enterprises of priority group as prescribed by SBV to help the customers to access the loans with competitive interest rate such as "Sponsor of VND and USD interest rate", "Interest rate preference - Further reaching" program, "Investment capital preference" program, etc. Accordingly, the borrowers were facilitated to develop their business, the utilities and preferences were enhanced and offered to the borrowers through the use of the Bank's product and service packages.

BUSINESS PERFORMANCE (continued)



Loans

15,079

 VND billion
fulfilling **121%** yoy

Deposits

4,658

 VND billion
fulfilling **125%** yoy

SMEs OPERATIONS

ITEMS	ACTUAL 2019	ACTUAL 2020	% 2020 vs 201
Loans (VND Billion)	12,425	15,079	121%
Deposits (VND Billion)	3,735	4,658	125%
Total fees income (VND Billion)	96,8	104,6	108%
Net revenue (VND Billion)	349,1	413,8	119%
Number of customers (person)	27,395	30,012	110%

Note: Fees income included guarantee services

In the context that 2020 Vietnam economy was impacted by the pandemic, SME operations were still recorded with a relatively high growth rate. The growth of loans and deposits reached over 21%-25% against the last year. Among these, SMEs' closing loan balance increased to 21%, nearly 9% higher than the growth rate of the entire banking sector's loans. Especially, the average outstanding loan balance growth rate reached 26% against 2019.



2020 was launched with ABBANK credit portfolio structuring and perfecting by target customer segment groups, designing and developing 02 new products from the Special Product Kits for the super-small corporate customer segment, namely: SSE Bizloan and SSE Flex, characterized by: all-in-one and diversification of borrower's capital demands (supplement of working capital, L/C issuance, guarantee, investment into fixed assets and workshop), optimizing the processing time, short-listed profile list, simplified procedure to be more suitable with the enterprises' business (small operation scale, mostly developed from the household business). After launching over 07 months, the total loans of such two new products contributed over 8% of total loans of SMEs key product list. At the end of 2020, the outstanding debt balance of such key products was recognized with the growth rate of over 175% against 2019, increasing from 22% to 32% in total loans of entire SMEs segment.

In parallel with new product development and review/improvement of available credit products, many preference programs were also issued with competitive interest and simple conditions to help the borrowers to successfully access the low-cost financial resources and to trust in production and business such as Capital solutions - Busy Business, Quick Financing - High Business Growth, SME - Investment Financing, etc.

With the motto to focus on human-factor development, to improve ABBANK's service quality and create a competitive advantage in the market, the capacity of sales task forces was continuously improved by launching the decentralization training program, organizing periodic examination and qualification, internal training sessions on product operations and sales skills, etc. Besides, a work performance-based salary plan was also piloted in combination with an emulation and business bonus program to motivate the sales task forces, etc., facilitating productivity improvement in SMEs segment, increase in 16% against 2019.

BUSINESS PERFORMANCE (continued)

BANKING TECHNOLOGY OPERATIONS

Safe, smooth and stable on Banking Operations were assured to facilitate the Bank's sustainable development.

► R&D of IT system and applications

One of the outstanding plans of banking technology development to make ABBANK become one of the local leading retail banking, one of the keys is to enhance Digital Banking development. This aimed to improve the customer experience and the Bank's performance and risk management efficiency.

Accordingly, great efforts had been made to research, develop and successfully launch the application software, products/services as required by the Operation Division. Support effectively for business development, administration, compliance, etc. and improve the overall operational efficiency of the whole bank.

Particularly, the following projects were successfully launched in 2020 by ABBANK such as: Enhancing new functions of AB Ditzien app, developing LOS 1.5 system with credit grant procedure for individual customers to be simplified to improve the customer service quality, successfully upgrading Core Banking – T24 system to R19 version, completing the BI/MIS governance reporting system, Concentrated Treasury Management Application, upgrading ABBANK website, "Asset procurement investment and management system" in entire ABBANK system. ABBANK continued launching phase 3 of the project on "Smart Form-based service subscription system", renovating and further updating the reports on BI/MIS system, perfecting the Data Governance policy frame, "ACH - Automated Clearing House", "Engine for SME scorecard", "CIC connection system", upgrading core banking network at Main and Backup Data Center

at Regional Centers, investment into infrastructure to satisfy BCP for non-core applications, upgrading Microsoft system to cloud computing and end-user.

Besides, ABBANK also continued investment, operation and maintenance of security solutions to ensure safe transactions for the Bank and our customers such as Completing the safety and security surveillance and early warning for the technology systems at ABBANK, assessing the security for all web-based applications of the Bank, operating Soft - OTP for Mobile Banking and Internet Banking applications, 3D secure for Credit Card Payment through SBV regulations on e-payment transactions, assessing and re-issuing the PCI DSS 2020 card data security certificates, ISO 27001 certificates. Furthermore, ABBANK also continued launching the projects under business demand and international standards, namely replacement of new server and workstation (end-user) protection system and data loss protection, etc. Accordingly, a significant improvements in ABBANK's operating performance, customer experience and product/service quality were obtained to enhance ABBANK competitiveness in the market.

Continuous R&D, investment and deployment of IT solutions were also initiated towards Digital Banking Development in parallel with solutions to enhance the safety and compliance with the sector-based regulations such as Business Continuity Plan (BCP), Data Loss Prevention and Network Access Control for the entire system.

► IT service operation, administration and supply

24/24 operation, administration and monitoring of IT application/ infrastructure were always initiated to ensure a continuous, stable, safe and secured system. Security and monitoring under IT policy were regularly conducted by updating patches, managing system changes, launching solutions and satisfying the requirements under the SBV's circulars and international standards such as PCI DSS and ISO27001, launching solutions to enhance ABBANK security safety such as Privilege Account Management System, Concentrated Data Storage and Backup System.

ITIL standard-conformity operation was applied to the IT service management and supply, improving the receiving and supporting channel quality through SDP application and gradually improving IT service administration and support quality.

The systems' operating capacity was improved to satisfy the Bank's development demand by rehearsing the Data Recovery Plan (DRP) twice per year with main and backup Data Center systems; policies and procedures under SBV's circulars and regulations were updated and promulgated.



ORGANIZATION AND HUMAN RESOURCES

RECRUITMENT AND PERSONNEL MANAGEMENT

Human resources and staff management are key in rearranging resources effectively.

2020 was recorded with recruitment's great contribution to satisfy the human resources demand the entire ABBANK system, especially BUs and key operations of the Bank's Head Office.

Regarding the sourcing tasks, due to the Covid-19 impact, the career fairs were restricted by most of domestic Universities. However, the career fair held by the National Economics University and working environment field trip program at ABBANK for Banking Academy were actively involved by ABBANK. The sourcing tasks in the period of 2020 were strengthened through online channels such as Facebook, LinkedIn and job service sites of affiliated partners such as Vietnamwork, CareerBuilder, Timviecnhanh, Vieclam24h, Jobgo, etc.

In addition, in 2020, ABBANK has attracted senior and experienced talents for the key management positions (priority for jobs related to Business Development and Governance) to further enhance ABBANK's high-quality human resources.

Regarding HR management and recruitment, ABBANK focused on recruiting the right people, assigning them to the right positions and meeting the business objectives. Accordingly, the Service-Level Agreement (SLAs) of the Human Resource Management Division is the guarantee of a comprehensive human resource service to meet the requirements of human resource service in general and recruitment and staffing in particular.

The year 2020 also witnesses ABBANK's review of overall functions and tasks of HO-Units to operate the Project on "Improving ABBANK organization and operation performance". Accordingly, Human resources and staff management are key in rearranging resources effectively.

NUMBER OF EMPLOYEES AS AT 31 DECEMBER 2020

3,711 people. Of whom:

- Post-Graduate degree: 4.5%.
- University qualification and equivalents: 81.2%.



LABOR RELATION

Great importance was always attached to the friendly, efficient, transparent and highly responsible working environment for all employees to offer the best services to the highest satisfaction of the customers.

In 2020, human resources development was oriented with the spirit of unity, timely motivation and bonus, facilitating to upholding the capacity of each ABBANKer in contributing values to the overall development of ABBANK.

At ABBANK, each staff has the opportunity to experience the work suitable with their professional capacity, is encouraged to contribute their initiatives to improve the quality and efficiency at ABBANK and promote ABBANK business activities through the programs such as Mobile Directors, The Almighty Teller, Prizes under ABBANK Choice Awards system, Outstanding Managers/Staff, etc.

In addition, the Bank has also paid attention to professional standards. Efforts and achievements of employees are timely recognized and rewarded through adjustment of the employee performance evaluation system to identify important roles and responsibilities of staffs at various levels, creating a streamlined and consistent workflow for internal collaboration and coordination, linking all staffs to the system in order to ensure high productivity.

ABBANK aims to improve the quality of human resource services through the following activities: Application of information technology in human resource management; Improving the quality of the team of professional personnel, training and improving the personnel management capacity of management levels....: Human resources service supply tools at ABBANK were increasingly improved and perfected towards personalization services such as: developing new HR Software, E-HR rotation system to facilitate the ABBANKers to access to HR services in an easier and simpler manner, the connection between leaders and employees at ABBANK also become more open and multi-dimensional.



ORGANIZATION AND HUMAN RESOURCES (continued)

HR TRAINING AND DEVELOPMENT

ABBANK strives to pursue the goal of developing the learning community at ABBANK, continuously improving and developing new forms, content and specific implementation programs.

Human Resource training and development is one of ABBANK's strategic priorities to satisfy the Bank's development with a retail-oriented and service charge increasing strategy. The key training targets at the Bank include: to develop leadership capacity, standardize staff, develop the next successors and improve sales and business management capabilities.

Besides, improving the HR quality in terms of expertise and skills is a key task in the HR development of ABBANK. In the roadmap to develop the learning community at ABBANK, ABBANK has organized more than 747 courses for more than 25,152 ABBANKers in 2020; focus on training and development leadership teams, professional training and soft skills. ABBANKers have the opportunity to easily access a wide variety of training programs, actively support their self-study and personal career development.

Training programs aim to standardize and improve the capacity of the staff, in which priority is given to the sales skill training for sales task forces. Particularly, some activities, programs and projects implemented in 2020 included:

- Organize more than 747 training courses such as classroom training, E-Learning, professional activities, mentoring and coaching.
- Along with the implementation of title training programs, professional knowledge competitions/ tests being periodically held for Credit Operation and Legal, Supervisor/Teller groups.

- Successfully organize 06 Credit Operation Contests; Teller/Controller Operation Examination; Treasury Operation Examination; Weekly Forex Warrior Examination (37 weeks/year).
- Complete the 2020 SMEs title training program.
- Thank gifts to internal teachers on the 20th November – Vietnam Teacher day.
- At the beginning of 2020 in the context of the Covid-19 epidemic as a great challenge for training in general and training in ABBANK in particular, the training form has been quickly transformed from onsite to off-site with other application software such as Zoom, Microsoft Teams and Lotus to adopt and adapt with the existing conditions and obtain high results with low costs, ensuring training to satisfy the demand of the Operating Divisions.

ABBANK also focuses on promoting corporate values and culture through regular training programs and activities outside the Bank. All new employees of ABBANK are trained, including the introduction of corporate culture values and policies of the Bank. Existing employees are provided regular and intensive courses to improve simultaneously professional skills and soft skills. ABBANK always strives to ensure employees have a variety of internal communication channels to communicate and feedback information, such as periodic seminars with Management Teams, online forums, etc.

747
Training courses

25,152
ABBANKers



INVESTMENT AND PROJECT PERFORMANCE

2020 was recorded with sales revenue of Government Bond, nearly VND 111,600 billion, increase in nearly 4% against 2019; sales profit obtained VND 782 billion, increase in 137% against 2019 and fulfilling 137.4% of the 2020 plan.



Sales revenue of Government Bond

111,600 VND billion

▲ 4% yoy



Sales profit

782 VND billion

▲ 137% yoy

KEY INVESTMENTS

In 2020, ABBANK continued to actively review and re-evaluate the entire efficiency of its investment portfolio. With a safe, prudent and effective investment motto, ABBANK continuously looked for opportunities and released a series of divestment plans for disqualified investments that were difficult to control and ineffective.

Currently, the biggest investment of ABBANK was VND 260 billion into its Subsidiaries with an annual distributed profit of 10-15%/p.a.

In the 2020 Government Bond market, ABBANK was still a key player with sales of nearly VND 111,600 billion, equivalent to 6.6% of trading value in the entire market, the sales profit reached VND 782 billion, increased in 137% against 2019 and fulfilling 137.4% of 2020 plan.

ACTIVITIES AND FINANCIAL POSITION OF SUBSIDIARIES, AFFILIATES

ABBANK Asset Management One Member Company Limited (ABBA): A subsidiary 100% owned by ABBANK. ABBA's core businesses are to receive and manage non-performing loans, outstanding loans and loan security assets related to ABBANK's debts, etc.

The 2020 profit before tax of ABBA obtained nearly VND 60 billion, decreasing approximately VND 4 billion against 2019. This result was relatively promissory in the context that the 2020 economy was adversely impacted by the Covid-19 pandemic.

FINANCIAL POSITION



Consolidated Total assets

116,367 VND billion
▲ 13% yoy



Consolidated revenue

8,850 VND billion
▲ 7% yoy

Unit: VND Billion, %

SEPARATED	AUDITED		
	2020	2019	% change
Items			
Total assets	116,267	102,487	13%
Revenue	8,803	8,245	7%
Statutory obligations	49	106	-54%
Profit before tax	1,368	1,229	11%
Profit after tax	1,092	969	13%
Items			Remarks
Capital			
▶ Charter capital	5,713	5,713	
▶ Total assets	116,267	102,487	
▶ Capital adequacy ratio	8.98%	10.5%	Under Circular No. 19/2017/TT-NHNN in 2019 Under Circular No. 41/2016/TT-NHNN in 2020
Solvency			
▶ Liquidity reserve ratio	19.50%	25.8%	Under Circular No. 19/2017/TT-NHNN

Unit: VND Billion, %

CONSOLIDATED	AUDITED		
	2020	2019	% change
Items			
Total assets	116,367	102,557	13%
Revenue	8,850	8,296	7%
Statutory obligations	54	113	-52%
Profit before tax	1,403	1,274	10%
Profit after tax	1,118	1,001	12%
Items			Remarks
Capital			
▶ Charter capital	5,713	5,713	
▶ Total assets	116,367	102,557	
▶ Capital adequacy ratio	9.05%	11.07%	Under Circular No. 19/2017/TT-NHNN in 2019 Under Circular No. 41/2016/TT-NHNN in 2020
Solvency			
▶ Liquidity reserve ratio	19.50%	25.82%	Separated

SHAREHOLDERS STRUCTURE, CHANGES IN OWNERS' EQUITY

TOTAL SHARES	SHARE TYPE	NUMBER OF UNRESTRICTED SHARES	NUMBER OF RESTRICTED SHARES (*)
571,311,355	Ordinary share	251,917,491	319,393,864

Remarks: (*) - The number of restricted shares according to the provisions of the law, the Charter and the commitment of the owner.



Total shares

571,311,355

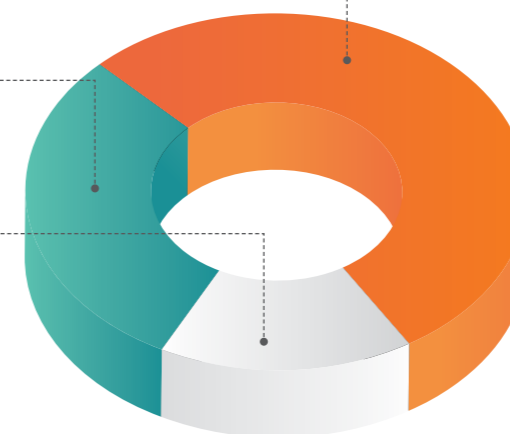
SHAREHOLDER STRUCTURE (AS OF 31/12/2020)

NO.	SHAREHOLDER NAME	TOTAL SHAREHOLDING	OWNERSHIP PERCENTAGE	NUMBER OF SHAREHOLDERS
I	Domestic shareholders	399,890,859	70%	6,190
1	Geleximco Group - Joint Stock Company	74,222,415	12.99%	1
2	Shareholder as other organizations	27,505,281	4.81%	25
3	Shareholder as individual	298,163,163	52.2%	6,164
II	Foreign shareholders	171,420,496	30%	2
1	Malayan Banking Berhad (Maybank)	114,265,019	20%	1
2	International Finance Corporation (IFC)	57,155,477	10%	1
	TOTAL	571,311,355	100%	6,192

52.2%

30%

17.8%



Domestic individual shareholders: 6,164

Shareholder as local legal entity: 26

Shareholder as foreign legal entity: 2

REPORT ON ENVIRONMENTAL AND SOCIAL ISSUES



COMPLIANCE WITH ENVIRONMENTAL AND SOCIAL RESPONSIBILITIES

Environmental and Social Management System (ESMS) for the international credit - granting operations under the guidance of the International Finance Corporation (IFC) was implemented by ABBANK.

Regulation on Environmental and Social Management System is a good background for ABBANK to effectively manage the environmental and social affairs of the sponsored projects, as the practical action of ABBANK in compliance with the Directive No. 03/CT-NHNN of the State Bank of Vietnam dated 24 March 2015 on promoting green credit growth and environmental – social risks management in credit granting activities. It also demonstrates ABBANK social responsibility commitment towards the economy with green and sustainable development objectives.

ABBANK's environmental and social risk management regulations include the appraisal procedures of risks, decision-making and risk monitoring procedures, covering the National Legal Bindings and IFC's Environmental and Social Performance Standards. ABBANK conducts the environmental and social risk classification, identifies the low, medium and high risk level of loan application forms to decide the risk management and assessment.

Besides, ABBANK also establishes the environmental and social risk appraisal group to better assess and manage the environmental and social threats of the projects, avoiding projects with negative impacts on the environment.

DEVELOPMENT OF "GREEN" CORPORATE CULTURE

In 2020, all ABBANKers were continued to be widely communicated with the ABBANK Green lifestyle development in accordance with the strategy to be launched in 2019. In the system, the used battery collection and green work place decoration activities were actively responded by ABBANKers, contributing to corporate culture development, affirming ABBANK brand prestige in the hearts of the employees and customers.

ABBANK continued following the long-lasting and sustainable development projects such as the "Pair of Loving Leaves" program, sponsoring the study and reading encouragement projects, investment in physical and spiritual care for the country's future generations. Especially, 2020 was also the first year that ABBANK officially launches the big environmental

projects orienting towards the sustainable development objectives in the Bank's social security. The outstanding project was Tet An Binh - Liter of Light 2020 to offer the electrical system and solar energy lamps to local persons in Bu Gia Map District, Binh Phuoc Province. With the practical meaning, the program was not only paid with great concern and high appreciation of the community but also the great support and trust from ABBANKers, further motivating ABBANK to continue developing and widely spread the green living style. Starting from the end of 2020, ABBANK started to launch the green tree planting campaign, covering green to the hills and mountains, preventing corrosion and salty intrusion through An Binh Green - Vietnam Green Project which would be extended to ABBANK Partners and Customers as well as ABBANKers and their family members.

EMPLOYEE POLICIES



In addition, to fully complying with State labor regulations, great efforts have been being made to successfully develop better remuneration policies for employees by ABBANK. The annual ABBANK care program has always been expected by ABBANKers, showing the special benefit policy of ABBANK for ABBANKers by continuously developing and expanding the benefits for employees over the years.

REPORT ON LOCAL COMMUNITY RESPONSIBILITY

Nearly VND 9.5 billion offered the warm and happy New Year to over 3,000 local persons from localities, nationwide during 11 years of the Tet An Binh Charity Program.

Nearly VND 80 billion in total was invested into the social security activities by ABBANK in the past time.



With an effective and sustainable business, ABBANK always focused on sharing community responsibility through charity activities and social security projects. In 2020, the Education and Health Care fields were continued to be prioritized by ABBANK through study encouragement oriented towards the difficult and excellent pupils who had made great efforts to pursue the schooling dream and activities to support the Covid-19 Prevention Activities.

With the motto of "heartfelt charity", 2020 was continued to be recorded with ABBANK involvement as the "Great Leave" to accompany with the "Pair of Loving Leaves" program launched by VTV Digital in the journey "giving the opportunity to go to school, giving the opportunity to change a life". On this journey, ABBANK brought "torn leaves" across the country with scholarships with a total cost of up to VND 600 million.

As 2020 was seriously affected by the Covid-19 pandemic, health care was received with special concern from ABBANK. At the beginning of 2020, ABBANK timely supported the nationwide epidemic

prevention/control, financing nearly VND 6 billion for Covid-19 prevention and control budget, in which: VND 3 billion was supported to the Vietnam Fatherland Front Committee in HCMC; VND 2 billion was injected to Bach Mai Hospital (Hanoi) and financial support was injected to the Pandemic Prevention and Control Board in Da Nang and Hue.

Since August 2020, ABBANK cooperation was also initiated to finance the construction of a functional entertainment area at the Pediatric Orthopedic Surgery Department and Department of Craniofacial and Plastic Surgery under Vietnam's National Hospital of Children, Hanoi, with an expenditure of nearly VND 270 million. It was conducted with the hope that children have entertainment space and the treatment and post-surgery recovery process are enhanced. In October 2020, the charity blood donation program was launched by ABBANK in cooperation with Vietnam's National Hospital of Children in Hanoi was widely responded and participated by ABBANKers and its customers. Accordingly, over 100 blood units were contributed to the Hospital's blood bank in the difficult phase due to Covid-19 pandemics.

Following the Tet An Binh Journey to be annually launched, the Tet An Binh Charity Program 2020 with the topic of "Tet An Binh - Liter of Light" was held by ABBANK in cooperation with the Liter of Light Vietnam Project to offer the solar energy lamp system, including 40 pylons and big bulbs, 60 pier sets and small bulbs, 100 portable lamps using solar energy and others with the total value of nearly VND 400 million at 5 poor hamlets where electricity is not accessed at Dak O commune (Bu Gia Map district, Binh Phuoc province), facilitating to light the public areas and approach road to the community areas of 5 poor hamlets (Bu Bung, Bu Khon, Hamlet 3, Hamlet 4 and Hamlet 10) as well as supporting the patrol tools for civil defense task forces at the border area of Bu Gia Map National Forest.

In addition, to the unique gifts, the Tet An Binh Charity Program 2020 guided the local persons about the techniques to self-produce and use solar energy lamps to be assembled from recycling plastic bottles in combination with local and environmentally friendly materials with low costs to light the non-power grid areas.

After 10 years of mobilization, the Tet An Binh Charity Program 2020 was characterized by differences in terms of deployment forms against that in previous years: Instead of New Year gifts as essential items, the Tet An Binh Charity Program 2020 oriented towards the sustainability and values offered to the community.



In addition, to the outstanding social security programs to be widely launched to the entire system, many ABBANK units in provinces and cities actively organized and involved in local social security in various forms.

Within 12 years from 2008 to the end of 2020, VND 79.8 billion was spent on social security activities. The social security activities of ABBANK are gradually going towards a sustainable direction, bringing positive effects and lasting effects. In addition, ABBANK is also working with other businesses and institutions to create a strong ecosystem, towards sustainable development for the whole society.

REPORT ON GREEN CAPITAL MARKET OPERATION AS GUIDED BY THE STATE SECURITIES COMMISSION

ABBANK was highly aware of the great importance and benefits offered by the Green Credit such as minimization of bad debts, enhancement of financial stability and Bank prestige protection in the market. Currently, ABBANK is gradually implementing green credit programs and policies to gradually increase the proportion of green credit in its credit portfolio structure as well as expand new business opportunities.

Furthermore, ABBANK will coordinate with domestic and foreign institutions and agencies to implement and evaluate the implementation of Environmental and Social Risk Management in credit grants, the development of green credit enhancement solutions and supporting the enterprises to perform the green growth.