

FIRM IN THE HEART

GENERATING SUSTAINABLE VALUES



Turtle - the holy creature embodies the protection and preservation of good values and identities that have been created in a sustainable and lasting manner.

After 30 years growing up, been through waves of challenges and changes, SHB has always been firm in the heart and mind to reach new successes and bring more values, along with sustaining and enriching the existing ones.

Beside business efficiency, SHB has built an increasingly unified organization, a strong brand, rich in identity and full of humanity, embedded and resonated with socio-cultural values of the country through different development stages.



06

BREAKTHROUGH ACTIVITIES,
ACHIEVEMENTS AND SOCIAL
RECOGNITION



6.1 BREAKTHROUGH ACTIVITIES IN 2022

1

Successfully organizing the 30th Annual General Meeting of Shareholders, SHB affirmed to drastically implement 4 strategic pillars.

On April 20, 2022 in Hanoi, SHB successfully held the 30th Annual General Meeting of Shareholders, term 2022 - 2027. In 2022 and the following years, SHB shall focus to implement 4 strategic pillars for development, specifically: Institutional and mechanism reform; Consolidating the organization and HR; Customer-centricity; Information technology platform and digital transformation.



2

Cooperating with BCG - the world's leading strategic consulting group, drastically implementing comprehensive solutions to improve business efficiency.

In the next period, the information technology platform and digital transformation shall continuously be one of the main pillars for SHB's development, aiming to develop the Bank in the direction of modernization, increasingly efficient in business operation with international reach.

3

Moody's Investors Service has upgraded SHB's credit rating from stable to positive.

Based on the fundamental factors that SHB has successfully built and implemented in 2021, in evaluating the business plan of 2022 and strategic direction of SHB in the next 3-5 years, the international credit rating agency - Moody's Investors Service has decided to upgrade SHB's long-term deposit and issuer credit rating from B2 to B1, outlook from stable to positive.

Moody's upgrade of SHB's rating reflects a marked improvement in the Bank's asset quality, recognizing the Bank's financial capacity as its charter capital is continuously improved.

4

SHB promoted capital investment in sustainable development, including agriculture and agricultural products for key regions of the country.

In the past time, with the support of the State, promoting its key role as one of the largest private commercial banks in Vietnam, SHB has actively responded to the policy of the Government and the State Bank in bringing capital flows to priority areas in the rural financial market, in order to help businesses in product development and trade promotion with higher value, contributing to opening up export doors for more agricultural products of Vietnam. SHB's loan turnover to the agricultural and rural sector is on average more than VND 100 trillion annually, of which in 2022, loan sales will reach VND 236 trillion.

5

Launching the project of building an omnichannel trading platform with Temenos, affirming a strong breakthrough in digital transformation.

SHB and Temenos Company - a world leader in banking software have signed a strategic cooperation contract to build an omnichannel platform.

Building an information technology platform and digital transformation is one of the strategic pillars that SHB has been focusing on. In particular, the Omni Channel system is the premise to build a modern multichannel technology platform, allowing SHB to build the best customer journeys and experiences, in order to achieve SHB's position as a most favorite digital bank by 2025.



6

Comprehensive cooperation with large organizations and economic groups of the country: Vietnam Airlines, Vietnam Railways Corporation, Vietnam Textile and Garment Group; Hanoi National University, etc.

With the orientation to accompany the development of the business, backed by the rich experience in providing diversified and outstanding financial products and services to corporate customers, SHB has been cooperating with many large organizations and enterprises in recent years. Attracting strategic partners who are large economic groups in Vietnam and internationally, SHB has affirmed its solid financial potential as well as its prestige and position in the financial and banking market.



7

Accompanying the Ministry of Industry and Trade and the World Bank to improve energy efficiency investment in Vietnam's industry.

In order to support industrial enterprises to increase opportunities to access capital to research and invest in technological innovation, improve efficiency in use and save energy in the production process, SHB has actively participated in The project of "Promoting energy saving in Vietnamese industries" funded by the Green Climate Fund and entrusted via the World Bank and the Ministry of Industry and Trade.

In which, SHB is the bank that issued guarantees to other banks participating in providing credit for energy saving investment loan projects in Vietnamese industries, creating favorable conditions for energy saving investment projects with access to a \$75 million Risk Sharing Fund (RSF) funded by GCF and WB.

8

Consolidating the entire key leadership, implementing important decisions to promote bank-wide operations.

On September 1, 2022, the Board of Directors of SHB officially appointed Ms. Ngo Thu Ha (PhD in Economics) to hold the position of CEO of SHB. At the same time, a number of positions of Deputy CEO and leaders of the Division were also filled with experienced personnel. The appointment of senior leaders has a special meaning for SHB in consolidating the whole organization structure, enhancing governance and operating capacity, contributing to promoting the implementation of the strong growth target in line with the Bank's strategy.

9

SHB completed issuing more than 400 million dividend shares, raising charter capital to VND 30,674 billion.

On December 7, 2022, the State Securities Commission issued an official document confirming the results of the share issuance to pay the 2021 dividend of SHB. Thus, SHB has successfully issued more than 400 million shares to pay dividends in 2021 at the rate of 15%, raising charter capital to VND 30,674 billion, maintaining its position in the Top 5 private commercial joint stock banks with highest charter capital. This is an important foundation to help SHB increasingly affirm and enhance its reputation in the domestic and foreign investment community, as well as to international credit rating agencies.

10

SHB Finance is approved by the SBV in principle for legal form conversion

On December 30, 2022, the State Bank of Vietnam issued a document approving the principle of converting the legal form of Saigon - Hanoi Commercial Joint Stock Bank One Member Finance Company Limited into SHB Finance Limited Company (SHB Finance).

The approval of the State Bank of Vietnam is one of the final steps in the roadmap to transfer SHB's charter capital at SHB Finance to Krungsri Bank of Thailand - a strategic member of MUFG Group - Japan. The two sides will soon expedite the remaining procedures to soon realize the agreement. The transfer agreement will bring a significant capital surplus for SHB, as well as improve the financial capacity and position of the Bank.

6.2 ACHIEVEMENTS AND SOCIAL RECOGNITION



SHB's long history, understanding of markets and customers, and outstanding efforts of SHB over the past 30 years are the premise for recognition by the state and prestigious organizations at home and abroad. In 2022, SHB strengthened its position in the rankings and proud to be honored in many prestigious award categories.

SHB is currently ranked in

- TOP 5**
LARGEST PRIVATE COMMERCIAL BANKS IN VIETNAM IN TERMS OF SCALE
- TOP 10**
MOST PRESTIGIOUS PRIVATE JOINT STOCK COMMERCIAL BANKS IN VIETNAM
- TOP 50**
BEST ENTERPRISES IN VIETNAM
- TOP 100**
REGIONAL BANKS ASEAN REGION
- TOP 500**
BANKS IN ASIA - PACIFIC REGION
- TOP 1,000**
GLOBAL BANKS



6.2.1. TYPICAL TITLES AWARDED BY THE PARTY - STATE

- Second Class Labor Medal (2nd time) and Third Class Labor Medal awarded by the President.
- First-class Labor Medal awarded by the President of the State to the Chairman of the Board of Directors of SHB.
- Second-class Labor Medal awarded by the President of the State to the former CEO of SHB - Member of the Board of Directors.
- Third-class Labor Medal awarded by the State President to the Deputy CEO of SHB.
- Emulation flag and Certificate of Merit from Hanoi People's Committee awarded to SHB for many years.
- The title of "Excellent Capital Citizen" awarded by the Hanoi People's Committee to the Chairman of the Board of Directors of SHB.
- Thang Long Cup of Hanoi People's Committee honors SHB bank.
- Many other certificates of merit and emulation flags from the Government, the State Bank, the People's Committees of the provinces and cities where SHB is located; etc..

6.2.2. TYPICAL DOMESTIC AWARDS BY DEPARTMENTS/INDUSTRIES/ ORGANIZATIONS



TOP 10 MOST PRESTIGIOUS VIETNAMESE COMMERCIAL BANKS
honored by Vietnam Report for the 7th time

TOP 50 MOST OUTSTANDING ENTERPRISES IN VIETNAM
honored by Vietnam Report for the 7th time

TOP 50 BEST GROWTH ENTERPRISES IN VIETNAM
honored by Vietnam Report for 4 consecutive years

TOP 50 MOST EFFECTIVE COMPANIES IN VIETNAM
honored by Investment Bridge Magazine and Thien Viet Securities Company

VIETNAM OUTSTANDING BANK AWARD
honored in categories of “Best CSR Bank” and “Bank with outstanding products/services” by International Data Group (IDG) in association with Vietnam Banks Association.

TOP 21 LEADING FINANCIAL BRANDS IN VIETNAM
honored by Forbes - The leading business magazine present in 40 countries worldwide

TOP 1 VIETNAMESE GOODS VOTED BY CONSUMERS
for the SHB Mastercard Cashback card product within the framework of the Consumer’s Favorite Vietnamese Products Poll by Hanoi Department of Industry and Trade

TOP 10 GOOD QUALITY PRODUCTS FOR THE BENEFIT OF CONSUMERS
SHB MasterCard card products

TOP 10 ENTERPRISES FOR SUSTAINABLE ENERGY DEVELOPMENT IN VIETNAM IN 2022
honored by Vietnam Energy Association (VEA).

TOP 10 FAMOUS BRANDS IN 2022

6.2.3. TYPICAL INTERNATIONAL AWARDS BY FAMOUS COUNTRIES/GROUPS/ ORGANIZATIONS/MAGAZINES



- 1 **BEST BANK IN VIETNAM**
selected by Global Finance
- 2 **BEST SOCIALLY RESPONSIBLE BANK**
honored by Asia’s leading magazine on Economics, Finance and Banking - Asiamoney for the 2nd time.
- 3 **BEST DOMESTIC TRADE FINANCE BANK IN VIETNAM**
BANK WITH THE BEST COVID-19 PANDEMIC MANAGEMENT INITIATIVE IN VIETNAM
honored by Asian Banking & Finance Magazine
- 4 **BEST TRADE FINANCE BANK IN VIETNAM**
selected by Alpha Southeast Asia Magazine for 4 years in a row.
- 5 **BEST COMPANY TO WORK FOR IN ASIA**
honored by HR Asia - a leading HR magazine, held annually, with wide spread across Asia.
- 6 **THE CREDIT RATING AGENCY MOODY’S INVESTOR SERVICE UPGRADED SHB’S LONG-TERM DEPOSIT AND ISSUER RATING FROM B2 TO B1, FROM STABLE TO POSITIVE OUTLOOK.**

AMONG MANY OTHERS...