

Trust our path to success

Sustainable development report

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TOTAL SOCIAL SECURITY
BUDGET IN 2022

VND **382** billion

REPORT ON SOCIAL AND ENVIRONMENTAL IMPACTS

OVERVIEW

“ At the COP27 Global Climate Change Conference, Vietnam reaffirmed its commitment to achieving net zero emissions by 2050 announced at COP26. Vietnam views the issue of green transition and energy transition as a consistent policy and an economic model that the country chooses.

At the United Nations Framework Convention on Climate Change (COP27) taken place in Sharm El-Sheikh, Egypt. COP27 brought the largest number of participants in history (delegations from nearly 200 countries, 120 heads of state, 40,000 delegates). COP27 aims to realize the ambitious commitments of Heads of State and promote cooperation between parties and push up global efforts to deal with climate and energy crises. At COP27, Vietnam reaffirmed its commitment to achieving net zero emissions by 2050 announced at COP26. Vietnam views the issue of green transition and energy transition as a consistent policy and an economic model that the country chooses.

In the field of banking and finance, in 2022, after a period of formulation and consultation, the State Bank of Vietnam officially issued a Circular guiding the implementation of

environmental risk management in credit activities of credit institutions and foreign bank branches effective from June 1st, 2023 (Circular No. 17/2022/TT-NHNN dated December 23rd, 2022).

The Circular helps create a common legal framework, requiring credit institutions to implement environmental risk management in credit granting activities. The promotion of environmental risk management in credit granting activities will raise awareness and responsibility of economic components for climate change, environmental protection factors toward green production and consumption. Once every individual raises their awareness, every enterprise when implementing investment projects will change its targets and actions on sustainable development. The legal framework for sustainable development of banking system



in Vietnam is continuously built and improved as a motivation for the banking sector to promote sustainable development.

With a vision to become the number 1 bank in Vietnam, one of the 100 largest banks in Asia, one of the 300 largest financial banking groups in the world, and one of the 1,000 largest listed companies in the world while making contribution to Vietnam's own development, Vietcombank focuses on improving customer experience, human resource quality, risk management, etc. to ensure Vietcombank meets the criteria of governance, environment and society through the Environmental and Social Management System (ESMS) and the Environmental and Social Risk Management System in line with the Sustainable Development Indicators of Vietnam according to VNSI Standards, step by step towards the Sustainable Development Goals on Environment, Social Governance (ESG) according to international standards GRI, TCFD.

SCOPE OF REPORT

Vietcombank's Sustainability Report is the overall picture of the Bank's operations including the Head Office in Hanoi, branches, subsidiaries, representative offices and transaction offices nationwide. Data and Information available for disclosure are updated according to the Bank's fiscal year starting from January 1st, 2022 and ending on December 31st, 2022.

APPLICABLE STANDARDS

This sustainable development report is based on references of standards of principles of sustainable development report of Global Reporting Initiative -GRI with 04 main components: Information, economic topics (GRI 200), social topics (GRI 300) and environmental topics (GRI 400). Besides, the report also refers to compliance of Vietcombank with requirements of information transparency on corporate governance policy (GRI 100)



OVERVIEW OF SUSTAINABLE DEVELOPMENT

INVOLVEMENT OF STAKEHOLDERS

Interaction method of stakeholders	Frequency of interaction	Actual implementation in 2022
SHAREHOLDERS/INVESTORS		
Shareholders' General Meeting	Annual or extraordinary	Successfully organized the 2022 Annual General Meeting of Shareholders. Provide and publish all documents, contents and meeting agenda for shareholders' reference before attending the General Meeting. Submit to the General Meeting of Shareholders in 2022 the plan to pay dividends in shares with the issuance rate of 18.1%, ensuring financial benefits for shareholders.
Periodic update via IR website, in-person, phone, email	Quarterly or when required	Commit to ensuring non-financial interests and information transparency for shareholders. Provide information in a timely, accurate manner including 118 contents of periodical, extraordinary business information of Vietcombank as stipulated. Update introduction documents of the bank on quarterly basis for investors/shareholders to follow up. Continuously work with global leading credit rating agencies such as Moody's, Fitch, S&P to update the bank's performance. Maintain dialogues with investors via direct, online contact channels, email, telephone to timely study investors' concerns.
Meet investors	Quarterly and regularly when required	Conduct contacts with over 500 investors in 2022. Attend 15 investment events organized in major financial markets around the world.
CUSTOMERS		
Customer care center and hotline - 24/7 operation	24/7	Provide 24/7 customer service to receive information and requests through various channels such as customer care hotline, website, email and social networks. Strengthen technology application and investment in Artificial Intelligence (AI) solutions system for operation and customer service.
Conducting satisfaction surveys	Quarterly	Conduct customer satisfaction survey on quarterly basis in 2022.
EMPLOYEES		
Satisfaction survey	Annually	Conduct employee satisfaction survey in 2022.
Annual labor conference	Annually	Successfully organize annual employee conference.
Internal publications and newsletters	Daily	Publish special edition The Leader, Vietcombank's bulletin of photography, periodically internal newsletter.
Discussion with the Trade Union	Annually	Successfully organize executive committee conference of Vietcombank's trade union.
Environment for connection, training and exchange	Daily	Frequently organize internal events and activities.



Interaction method of stakeholders	Frequency of interaction	Actual implementation in 2022
REGULATORY AUTHORITIES		
Maintaining regular communication	Monthly	Strictly implement orientations, strategies of the Government, the State Bank of Vietnam, maintain regular dialogue mechanism.
Forum exchange	As required	As required.
Presenting presentations and reports	As required	As required.
Contributing to policies	As required	As required.
COMMUNITY		
Cooperating with local authorities	Regularly	Regularly.
Joining social security programs with local authorities	Quarterly	Regularly.
PRESS AGENCIES		
Exchange and provide information	Quarterly	Frequently provide information to press agencies.
Press release/periodical consolidated statement	Quarterly	Write press releases/business performance report to media agencies.
Team of experts providing insight for the press	As required	Monthly.
SERVICE PROVIDERS		
Meet and discuss directly according to the regulations on bidding, cooperating with suppliers	As required	As required.
Maintaining a competitive environment	Regularly in the process	Ensure fair competition in supplier selection process.
Ensure bidding transparency	Regularly in the process	Strictly comply with regulations of the laws..
Ensure quality service and proper origin of goods	Regularly in the process	Evaluate standards and quality of contract performance as stipulated.

CONTENT OF SUSTAINABLE DEVELOPMENT

ECONOMIC STANDARD

MAINTAIN OUTSTANDING BUSINESS PERFORMANCE, MAKE POSITIVE CONTRIBUTIONS TO SOCIO-ECONOMIC DEVELOPMENT

Adverse developments of international market in 2022 plus changes of local market have caused pressures on the economy. As a major commercial bank in Vietnam, Vietcombank has synchronously implemented many solutions for disease prevention and control, sharing and removing difficulties for customers and supporting economic recovery and growth, stabilizing market sentiment and ensuring safe and highly effective business activities. By the end of 2022, Vietcombank continued to gain outstanding business performance with total asset value of more than VND 1.8 quadrillion, up 28.2% as of 2021; credit scale exceeding VND 1.15 quadrillion, up 19% as of 2021, successfully controlling credit growth ceiling assigned by the State Bank of Vietnam; total capital mobilization of VND 1.26 quadrillion, up 9% as of last year.

Vietcombank continues to strictly control credit quality and promote bad debt settlement. The balance of bad debt on the balance sheet is VND 7,820 billion, bad debt ratio being 0.68% while the balance of risk provision fund is at VND 24,779 billion. The loan loss coverage ratio was 317.4% which – the highest level in the banking industry. Vietcombank posted a consolidated profit before tax of VND 37,368 billion, up 36% as of 2021. As of December 30th, 2022, Vietcombank’s market capitalization reach nearly USD 16.5 billion – leading position among the listed banks and top 100 largest listed banks by market capitalization, according to Reuters. With such impressive business performance, Vietcombank continues to be the largest tax paying bank to the State budget with nearly VND 10,798 billion to the State budget in 2022, making it one of the biggest contributors to the State budget.

PRIORITIZING FUNDING FOR GREEN CREDIT

Green credit is now a global trend which is drawing special attention from domestic and international credit institutions, especially in field of socio-economic development. Of which, renewable energy, investment in green projects, electric vehicles and clean agriculture is now a trend to realize strong commitments of the Government of Vietnam at COP26. As a pioneering commercial bank, Vietcombank always determines that growth must accompany sustainable development and funding for green projects is one of its key tasks. Vietcombank has continuously expanded green credit for the economy, especially for renewable energy projects, green agriculture

and environmental protection. By the end of 2022, the proportion of outstanding loans for green project at Vietcombank accounted for over 4% of its total outstanding loans. In which, funding for renewable energy and clean energy projects accounts for 87.3%, sustainable water management projects accounting for 7.2%, material recycling & re-use projects accounting for 1.3%, waste treatment and pollution prevention projects accounting for 1.3%, green industry of 1%, green agriculture of 1%, green building and sustainable transport of 1%. Especially, medium and long-term funding for renewable energy, clean energy has grown by nearly 350% in the past year, marking a shift in credit orientation towards sustainable development at Vietcombank. Apart from focusing on green credit, Vietcombank Securities, in 2022, has successfully advised issuance of VND 1,725 billion of green bonds for EVNFinance. This was the first corporate bond to be identified as green bond following international standards in Vietnam.



PIONEERS JOIN HANDS TO SUPPORT BUSINESSES AND PEOPLE TO OVERCOME DIFFICULTIES

As a leading commercial bank in Vietnam, Vietcombank always implements policy orientations of the Government and guidance of the State Bank of Vietnam. In 2022, Vietcombank has proactively implemented many programs of loan fee exemption and reduction for local people and enterprises to overcome difficulties, stabilize their living and production recovery.

At the beginning of the year, Vietcombank has waived all money transfer and service maintenance fees on VCB Digibank, supporting dozens of millions of customers to save thousands of billions of service fees per year. In addition, VCB has deployed interest rate support policy in a public, timely and transparent manner for customers eligible for loans as stipulated to speed up business

and production recovery, promote economic development.

Total outstanding loans of borrowers affected by Covid-19 pandemic has been rescheduled for debt payment, maintaining debt group unchanged at VND 1,058 billion. Total outstanding loan interest reduction reached VND 1.6 quadrillion, total amount of interest to support customers nationwide from preferential interest rate policies and fee reduction in 2022 was estimated at over VND 7,100 billion. In addition, VCB has implemented preferential interest rate policies of the State Bank of Vietnam for customers in accordance with Decree 31/2022/ND-CP of the Government and Circular No 03.2022/TT-NHNN. Total outstanding loan of interest rate support reached VND 3,000 billion.

EFFECTIVE, REASONABLE AND ECONOMICAL PROCUREMENT PRACTICES

Vietcombank’s procurement activities are carried out centrally, ensuring synchronous use, achieving an efficient procurement scale, saving costs and time. All types of regular procurement goods are standardized. From the beginning of the year, Vietcombank planned procurement demand since the beginning of the year and entered into principal contracts with suppliers on that basis. The procurement is always effective, rational and cost-saving.

Annually, Vietcombank assesses, selects and adds suppliers that meet the capital capacity, implementation experience and gives priority to the suppliers who commit to protect the

environment, ensure the quality of input materials and not to violate regulations on employment.

Supplier selection criteria are included in the detailed process of rental/ procurement of products and services at Vietcombank. In 2022, to update changes of legal documents related to procurement of goods, bidding and selection of contractors, Vietcombank has issued Decision No 2597/QĐ-VCBMSQLTS. CSTCKT on detailed process of rental/ procurement of products and services at Vietcombank, ensuring compliance with regulations of the laws of Vietnam and internal procedures of Vietcombank.

COMPREHENSIVE AND DRASTIC ANTI-CORRUPTION

Anti-corruption is always an important task which draws a special attention from the Central Party, State and the politburo. Implementation of policies and guidance of the Party, the Law of the State as an enterprise that the State Bank of Vietnam is the largest shareholder and the No 1 digital bank in Vietnam, Vietcombank always pursue a comprehensive and drastic anti-corruption, upholding a typical example of the Party Committee of Centrally run business bloc and banking industry. Vietcombank has issued labor rules and policies, guidelines on professional ethics and implement them in the entire system.

In 2022, through internal inspection and audit of Vietcombank and results of inspection and audit conducted by external agencies including Government Inspectorate, State Auditor of Vietnam, State Bank Inspectorate, no corruption cases were recorded and reported. All officers, Party’s members and employees always raise awareness of anti-corruption, improve quality of political education, morality and lifestyle, preventing any sign of deterioration of political ideology, morality and lifestyle, being responsive and to customer inquiries and concerns and winning the trust of customers.

CONTENT OF SUSTAINABLE DEVELOPMENT

(continued)

ENVIRONMENTAL STANDARDS

No violation of environmental regulations was recorded in 2022. Vietcombank always complies with regulations on environmental protection and proactively implement orientations of the Government on environmental protection, encouraging employees to raise awareness and join hands in environmental protection.

EMISSIONS



Exhaust gases

With financial services as its core business, VCB causes no direct exhaust gases but indirect exhaust gases during its operation process.

Emissions from vehicles

Vietcombank is always equipped with modern vehicles and labor tools, ensuring emission standards and registered in accordance with the State's regulations. In addition, the Bank performs periodic maintenance/repair of vehicles to ensure safety and fuel savings. Annually, Vietcombank also reviews and evaluates the quality of vehicles throughout the bank to promptly replace old, sub-standard vehicles.

Emissions from air conditioning systems, generators

Modern and energy efficient air-conditioning system is equipped with automatic shutdown after working hours except for necessary areas. On a periodical basis, VCB performs maintenance of its equipment to optimize performance, energy saving and reduction of exhaust gases, repair and replace old and damaged equipment. Vietcombank only uses generators when necessary or in case of emergency.

Measures and initiatives to reduce greenhouse gas emissions implemented in 2022

Modern wall system equipped with Viracon fully tempered glass (USA).

- *Heat insulation:* reduce heat transfer and heat loss, reduce air conditioner power consumption.
- *Optimize lighting system,* energy saving for lighting system.
- *Prevent surface dew condensation:* inert gas is pumped inside insulated glass to prevent dew condensation in case of high difference in temperature, improve ventilation and visibility.

Innovative automatic air conditioning system with temperature range of 24-25°C.

Other measures: reduce excess printing in the office in case of necessity, strengthen online meeting/working to limit traveling, etc.



Head Office and Ho Chi Minh Branch

Waste sludge

↓33%

compared to the average of the previous 3 years

Domestic waste

2,155 m³

equivalent to the average of the previous 3 years

Wastewater

With financial services as its core business, VCB causes no direct discharge of wastewater but domestic wastewater during its operation process.

Vietcombank's domestic wastewater generation and treatment system ensures environmental standards. The bank encourages its cadres and employees to save water in the workplace, water consumption is strictly monitored. In addition, Vietcombank equips sanitary wares with automatic sensor

cleaning system to save water, clear off sludge pipe at wastewater treatment area.

Particularly, waste sludge in 2022 of the offices of the Head Office (Vietcombank Tower building, 198 Tran Quang Khai, Hoan Kiem, Hanoi) and Ho Chi Minh Branch (Vietcombank Tower building, No. 5 Me Linh Square, District 1, Ho Chi Minh City) was 158 m³, down ~33% compared to the average of the previous 3 years.

Waste

With financial services as its core business, VCB discharges no hazardous wastes into surrounding areas, but domestic wastes during its operation process.

Vietcombank sets up a limitation of office supplies in the workplace and put this into annual business performance. Solid waste will be classified, collected and treated in accordance with applicable regulations. Vietcombank also implements digital transformation, transferring to digital – only record keeping system to prevent loss of data and reduce printing paper consumption in the office. Besides, Vietcombank frequently re-use printer cartridge, printer, printing paper, pen barrel and limit replacement of equipment to reduce waste.

Measures and initiatives to reduce domestic waste implemented in 2022

- Sort waste at the source with separate trash bins.
- Use plastic trash bins replacing plastic bags.
- Use signboards as propaganda tools on saving stickers in the restrooms.
- Minimize use of single-use items and various types of plastic bags.

Particularly, domestic waste in 2022 of the offices of the Head Office (Vietcombank Tower building, 198 Tran Quang Khai, Hoan Kiem, Hanoi) and Ho Chi Minh Branch (Vietcombank Tower building, No. 5 Me Linh Square, District 1, Ho Chi Minh City) was 2,155 m³, equivalent to the average of the previous 3 years.

Noise

The equipment serving business activities is maintained and adjusted on a regular basis to provide minimal noise generation, a quiet and polite business environment for customers, and a civilized and comfortable work environment for employees.

CONTENT OF SUSTAINABLE DEVELOPMENT

(continued)

ENVIRONMENTAL STANDARDS (continued)

ENVIRONMENT



Vietcombank always focuses on protecting the environment, working towards a green banking model and creating a pleasant work environment for its employees. Additionally, Vietcombank is committed to supporting a green corporate culture by focusing on electricity, water, paper, and office supplies conservation; encouraging employees to plant and take care of trees at the workplace as well as consciously maintaining a green-clean-beautiful working environment.

Clean water consumption

In 2022, the entire Vietcombank system continued to use purified water kept in glass bottles to reuse many times, ensuring environmental friendliness and saving water.

Measures and initiatives to reduce water consumption implemented in 2022, the results are as follows

- Replace mechanical cleaning equipment by automatic equipment to adjust water flow in accordance with LEED 2009 standards.

- Check water use on regular basis to ensure no water leak.
- Repair water pipe and valves
- Use notice boards as a propaganda tool on water saving

Particularly, clean water consumption in 2022 of the offices of the Head Office (Vietcombank Tower building, 198 Tran Quang Khai, Hoan Kiem, Hanoi) and Ho Chi Minh Branch (Vietcombank Tower building, No. 5 Me Linh Square, District 1, Ho Chi Minh City) was 66,889 m³, down ~5.4% compared to the average of the previous 3 years.

Electricity consumption

In 2022, Vietcombank continued to implement energy-saving measures in office buildings such as installing sensors for public area lights and toilet fans; install inverters for basement ventilation fans and fresh air supply fans; operate the system automatically by setting flexible and suitable parameters through the building's automatic control system.

Particularly, electricity consumption in 2022 of the offices of the Head Office (Vietcombank Tower building, 198 Tran Quang Khai, Hoan Kiem, Hanoi) and Ho Chi Minh Branch (Vietcombank Tower building, No. 5 Me Linh Square, District 1, Ho Chi Minh City) was 12.6 million kWh, down ~7% decrease compared to the average of the previous 3 years.

Recorded results of implementing measures to reduce electricity consumption at Vietcombank Tower No. 5, Me Linh Square, District 1, Ho Chi Minh City

- Optimized the operation of the Building, regulated the time to turn on and off the equipment. As a result, saving 77,794 kWh/year.
- Replaced façade lighting with LED lights. As a result, saving 51,517 kWh/year.
- Replaced 200 sets of 600x600 public lighting 56W with 200 sets of 34W LEDs. As a result, saving 14,000 kWh/year.
- Replaced 250 sets of 600x600 (1,000 bulbs) luminaires from 14W to 8W. As a result, saving 21,900 kWh/year.

“ Head Office and Ho Chi Minh Branch

Clean water consumption
↓5.4%
compared to the average of the previous 3 years

Electricity consumption
↓7%
compared to the average of the previous 3 years

SOCIAL STANDARDS

EMPLOYMENT



In 2022, Vietcombank continued to be recognized as one of the leading units in taking care and protecting laborers through the award “Typical enterprise for employees” co-organized by Ministry of Labor, War Invalids and Social Affairs, Vietnam General Confederation of Labor and Vietnam Chamber of Commerce and Industry (VCCI).

With human centric mindset as its core value, Vietcombank has made appropriate adjustments on its human resource policy as well as its welfare policies in combination of modern management measures align with digital era to promote more effective and thorough management from recruitment, personal record management, training & development to wage, bonus and benefits. Vietcombank has been renewing its comprehensive governance and human resource development policy, building a lean and high-quality management team, creating internal strength to take VCB to the next level.

SOME STATISTICS ON PERSONNEL IN 2022



Personnel Structure



CONTENT OF SUSTAINABLE DEVELOPMENT

(continued)

SOCIAL STANDARDS (continued)

EMPLOYMENT (continued)



Recruitment has many innovations

As of December 31st, 2022, the total number of employees at Vietcombank is 22,599 people. By the end of 2022, Vietcombank has deployed 11 recruitment rounds with more than 2,400 newly recruited officers and business support staff throughout the system.

Over the years, Vietcombank has constantly innovated and perfected its recruitment policy to improve efficiency and attract high-quality human resources in the market to implement the Bank's business strategy. Recruitment, human resources development and training are carried out in an open and transparent manner in order to create equal opportunities for all employees.

Vietcombank has a flexible and effective recruitment policy, a recruitment mechanism tailored specifically for experienced candidates, experts, highly qualified workers who are exceptionally excellent and outstanding. This helps Vietcombank attract

talented candidates to apply, and screen high-quality personnel into the system. In addition, Vietcombank has recruited talents from top universities nationwide such as National Economic University, Foreign Trade University, Banking Academy, Academy of Finance, University of Natural Sciences, Vietnam National University-Hanoi, University of Technology, etc.

Diversification is prevalent in the forms and methods of recruitment: Vietcombank has invested in digital transformation, upgrading and perfecting the centralized online recruitment software system at the Head Office. Candidates can apply online and receive recruitment notices from the system. This initiative has helped to enhance professionalism, ensure public and transparent results, reduce costs, and provide candidates with a more positive experience with the branding Vietcombank's recruitment.

In such a highly competitive recruitment market, Vietcombank's brand reputation emerges as an advantage. In addition, to ensure a high-quality input human resource, Vietcombank has diversified its recruitment policy, working out preferential policies to attract talents, prioritizing recruiting excellent students or personnel with IT expertise and digital transformation skills, improving a professionally digital human resource to meet requirements of governance and master of modern technology systems.

With recruitment effectiveness, VCB has been recognized in top 50 most attractive employer brands named by Anphabe and Intage, VCB is ranked first in the banking industry and third in top 500 Vietnam Best Employers (VBE500) announced by Investment Newspapers and Vietnam Business Research JSC.



Competitive, attractive remuneration and welfare mechanism

“Average incomes of Vietcombank's employees continue to grow y-o-y, maintaining on top of banking industry and higher than median earnings of the market.”

Vietcombank always pays a special attention to human resource development, taking care of their spiritual and material lives, bringing more benefits to employees. In 2022, Vietcombank has reviewed, amended and supplemented lots of documents and policies on personal organization to meet the actual demands and make it appropriate with related legal documents. Accordingly, salary of employees include: fixed wage by pay grade/range depending on titles or job positions, wage from job performance. Incomes of officers, employees and detailed description of remuneration of each member of Board of Management, General Director and managers are clearly included in the audited financial statements 2022. In addition, Vietcombank has built 3P salary system, working out special pay mechanism and competitive remuneration policy to attract highly skilled laborers, super good/scarce talent.

Average incomes of Vietcombank's employees continue to grow y-o-y, maintaining on top of banking industry and higher than median earnings of the market. Average income of Vietcombank's officers was nearly VND 432 million, equivalent to VND 36 million per month, up 8% as of 2021. So, the bank has spent nearly VND 9,600 billion on salary pay. Vietcombank has implemented a fair, motivating and transparent evaluation mechanism, work performance is evaluated by sets of criteria depending on job position, ensuring both qualitative and quantitative evaluation and recognizing all contributions of officers followed by transparent and appropriate bonus and remuneration policies.

Non-wage benefits for employees are diverse including periodical health checks, health insurance, life insurance, workout cards, allowance for maternity health care, sickness allowance, free lunch, uniform, vacation time,

birthday, weddings, vacation stipend, retiring allowance, child care financial assistance, rewards for employees' children with good academic performance, etc.

Vietcombank also creates favorable conditions for attending training courses abroad and at home through financial assistance as prescribed at training regulations; giving rewards to employees on a regular and unexpected manner as prescribed at regulations on emulation and commendation.

In addition, Vietcombank's trade union and youth union frequently coordinate to take care of spiritual and material lives of employees, improve employees' work-life balance and connect all employees, establishing and supporting clubs (yoga, running, table tennis, tennis, badminton, etc.); organizing running events, celebrations on International Children's Day (June 1st), Mid-Autumn Festival, Vietnamese Women's day (October 20th), International Women's Day (March 8th), giving movie tickets, tickets for entertainment venues, entrance tickets to book fairs, letter of gratitude and gifts to employees' parents on International Days of Older Persons (October 1st), etc. Vietcombank is now making efforts to improve employees' income and ensure their legitimate rights and benefits in the whole system.

Vietcombank not only retains its employees, especially talents through its current remuneration policy but also attracts high quality human resource in the market.

CONTENT OF SUSTAINABLE DEVELOPMENT

(continued)

SOCIAL STANDARDS (continued)

EMPLOYMENT (continued)



“2022 was the 7th consecutive year Vietcombank maintained the position of Vietnam’s best working environment.”



Transparent, professional working environment where all voices are listened and all good work is recognized

Vietcombank creates a safe, professional, transparent working environment where all employees feel respected and their opinions listened through 5 basic cultural values including Trust-Standard-Newness-Durability-Humanity. On a yearly basis, Vietcombank conducts employee satisfaction and engagement survey. According to evaluation report of independent consulting unit (Nielsen). EES scores of Vietcombank were recognized at “Excellent” level in the market in 2022.

2022 was the 7th consecutive year Vietcombank maintained the position of Vietnam’s best working environment according to survey results of “100 best places to work in Vietnam” conducted by Anphabe and Intage (Vietcombank was ranked 1st in banking industry and 3rd in Vietnam market).

Vietcombank organizes a meeting of executive committee of grassroots trade union to summarize business results and

Occupational health and safety

Vietcombank always complies with regulations on occupational safety and hygiene, ensuring legitimate rights and benefits for employees, ensuring health care, safe and working environment.

Ensure periodical health check-ups for employees as stipulated, Vietcombank also purchases health insurance and other health insurance packages, life insurance to support health check-ups and treatment as well as other benefits. In addition, VCB also supports employees to involve in sporting activities in leading fitness centers. Vietcombank is one of the first units to implement Covid-19 vaccination program for employees and their family members.

work out targets in the coming time. In 2022, Vietcombank’s trade union and grassroots trade unions have done a good job in implementing its role, functions and tasks in taking care of spiritual and material life and ensuring legitimate rights and benefits of employees. Trade union proactively studies aspirations with employees and share difficulties and obstacles with trade union members; organizing dialogues to promptly understand and address obstacles of employees to build a harmonious, stable and progressive relationship with employees; taking care of and ensuring legitimate rights and benefits for employees; enhancing the role and position of trade unions to make positive contributions to sustainable development of Vietcombank. In addition, the trade union also promotes its role in strengthening social activities to connect and motivate employees toward the 60th anniversary of establishment of Vietcombank, making contributions to turn Vietcombank into green, sustainable and community bank.

Ensure safe working environment and special benefits for employees working in treasury jobs in comparison to other employees who work in an environment with normal conditions such as increase of annual leave days, cash allowances or in-kind benefits in accordance with the laws on labor and regulations of Vietcombank in each period.

No serious work-related accidents were reported in 2022 related to occupational health and safety of employees.

“Today, Vietcombank is one of the pioneers in application of advanced technology and science in human resource training.”

Training is diverse and comprehensive in both expertise and skills and capacities

Thorough training roadmap

All titles and positions at Vietcombank are built upon a clear training roadmap. This is clearly identified from the moment an employee starts to work at Vietcombank plus additional adjustments based on specific period to meet job requirements and career development roadmap. Based on training roadmap of each position, officers will be arranged for training with groups of specialized programs to meet necessary requirements of their jobs through many types of training.

The training program is diverse, abundance and practical emphasis

Develop innovative and reflective professional training programs to adapt to digital era. Vietcombank’s human resource training and development school has successfully carried out many types of training programs at all levels from employees to senior management.

Currently, Vietcombank is one of the pioneers of application of advanced science and technology in human resource training. Vietcombank provides various types of diversity training as well as technology-based training such as concentrated training, video conferencing online training, online and remote classroom and especially E-learning. Through e-learning, employees can access to class anywhere. Vietcombank has digitized its employee training programs. According to actual data at Vietcombank, a number of lectures on E-learning platform account for 30% of total training contents with diversified topics, this helps employees learn more effectively.

By the end of 2022, Vietcombank has 70 electronic lectures on E-learning platform, 380 training courses (online and concentrated) with 97,000 learners. Ratio of training for management level is 6.86 times/manager and 4.42 times/employee, equivalent to average 19 hours of training per manager per year and 12 hours of training per employee per year.

Strengthen links and cooperation with prestigious research institutions

Apart from developing a clear, modern and diversified training roadmap, Vietcombank also focuses on building education affiliate programs through cooperation agreements signed with universities, training facilities to improve quality of education and training programs, attracting high quality human resource. Vietcombank has signed cooperation agreements with many Vietnam’s leading universities including National Economic University, Foreign Trade University, Banking Academy, Academy of Finance, University of Technology, etc. and continues to cooperate with other universities.



CONTENT OF SUSTAINABLE DEVELOPMENT

(continued)

SOCIAL STANDARDS (continued)

REGARDING HUMAN RIGHTS



Non-discrimination, no use of child labor, forced or compulsory labor

Vietcombank always ensures transparency without any discrimination of race, religion, gender. Especially, Vietcombank pays a special attention to planning and appointment of female officers. Female officers in Vietcombank account for 60% of total employees in the whole system, of whom 45.7% of female officers are planned to become managers in the period of 2016–2021, equivalent to 854 people.

In 2021–2022, this figure is about 53.8%, equivalent to 1,029 people. This shows that leaders of Vietcombank always pays a special attention to gender equality in recruitment of female employees in the whole system of Vietcombank.

In addition, Vietcombank always says no to child labor and proactively comply with regulations and laws on labor.

RESPONSIBILITY TO THE COMMUNITY AND SOCIETY



In 2022, Vietcombank continued to conduct customer satisfaction survey to gradually improve its quality of products and services, bringing the best services to community and society. In addition, by upholding the tradition of "Green Bank for Community", VCB has committed implementing social security programs worth VND 490 billion in 2022 as follows:

- Social security and charity activities account for 40% of total commitment budget;

- Health, education and community development account for 42% of total commitment budget;
- Covid-19 prevention and control and other activities account for 18% of total commitment budget.

Typical activities include program of supporting "Tet holidays for the poor" 2023 worth VND 20.8 billion; commit to building houses of gratitude for the poor worth VND 106.44 billion, commit to sponsoring education and training activities worth VND 164.83 billion.



SOCIAL ACTIVITIES

With the goal toward a green bank and sustainable development for the community, Vietcombank's social activities are increasingly promoted with many practical and meaningful programs, contributing to the general development of the community and society.

For many years, Vietcombank has been implementing a series of social security activities, with active participation from the head office to branches and affiliated companies nationwide, the goal of the activities is not beyond sharing difficulties and improving the quality of life of the poor in low-income areas across the country.

In 2022, Vietcombank spent more than VND 382 billion on social security work. During the period 2018–2022, Vietcombank's contribution to social security activities exceeded VND 1,798 billion.

Education and Health are two key areas that Vietcombank pays special attention to. Investment in social security activities for these two areas is widely deployed by Vietcombank in many poor localities across the country during the past time.

“ Vietcombank spent more than VND 382 billion on social security work. During the period 2018–2022, Vietcombank's contribution to social security activities exceeded

VND **1,798** billion



SOCIAL ACTIVITIES (continued)

EDUCATION



Not only building new schools, Vietcombank also takes the lead in sponsoring learning and teaching equipment and upgrading facilities for schools nationwide. Seated desks, library, functional classroom or simply clean water tanks, garage, sports field, etc., although simple, these are very practical for schools with many difficulties, contributing to improving and enhancing the quality of teaching and learning for teachers and students. Besides, Vietcombank has also given special attention to helping poor students feel secure on the way to school, by donating thousands of pairs of lifebuoys to poor students in the flood and river areas; donate bicycles to poor and studious students. Every year, Vietcombank also rewards scholarships to pupils and students with outstanding academic achievements or having great learning efforts despite difficult situations through the Scholarship Funds, Study Encouragement Funds, etc. Through these activities, Vietcombank wishes to contribute to ignite the faith of students who are still facing many difficulties, and to light up the passion and tradition of studiousness among the young Vietnamese generation.



HEALTHCARE



Not only sponsoring the construction of hospitals, medical stations, and providing essential equipment for medical examination and treatment, etc., Vietcombank has also always cared for their patients by supporting surgery costs or visiting patients, especially poor children in difficult circumstances. The activities to provide meals to hospital patients in many localities are also regularly undertaken by Vietcombank's union group. Voluntary blood donation activities are always enthusiastically participated by the youth union members, officers and employees of Vietcombank.

Besides the programs that Vietcombank coordinated with local authorities and agencies, each Vietcombank's staff is fully aware of daily contribution to many practical and meaningful programs to share the responsibility of building a more civilized and beautiful society.

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SOCIAL ACTIVITIES (continued)

DATA ON SOCIAL COMMUNITY ACTIVITIES IN 2022 AND IN 2018-2022 PERIOD

SOCIAL SECURITY DATA



REGION

No.	Region	2022 (Unit: VND million)
1	Northwest Region	98,363
2	Central Highlands Region	9,596
3	Southwest Region	68,091
4	Other provinces/cities	206,650



ASPECTS

No.	Purpose of sponsorship	Value realized in 2022 (Unit: VND million)
1	Education	134,167
2	Healthcare	14,319
3	COVID-19 Support	11,949
4	Sponsoring the poor/Building, Constructing gratitude and solidarity houses, etc.	178,533
5	Overcoming consequences of natural disasters	342
6	Other fields	43,390

SOME TYPICAL SOCIAL SECURITY PROGRAMS/ PROJECTS IMPLEMENTED BY VIETCOMBANK IN 2022

No.	Name of program	Amount (Unit: VND billion)
1	Donate money to build 200 houses for the poor and families under preferential treatment policy in Phu Yen province	10
2	Donate money to build houses for families with difficult circumstances who are living in temporary shelters in A Luoi District, Thua Thien Hue Province	10
3	Donate money to build houses for poor people in Bat Xat District, Lao Cai province	9
4	Donate money to build 02 schools in Hau Giang province	8
5	Donate money to build a 02-storey building with 8 rooms and supporting works of Phu Tien Primary School, Phu Tien Commune, Dinh Hoa District, Thai Nguyen province	7
6	Donate money to build medical station in Thieu Ngoc Commune, Thieu Hoa District, Thanh Hoa Province	2.5