TMA solutions

2020 CORPORATE SOCIAL RESPONSIBILITY REPORT

In this report

CSR at TMA

As part of our culture and operations, in the last 23 years TMA has added many regular Corporate Social Responsibility (CSR) activities. In 2017, we drew up the Corporate Social Responsibility Plan, which elaborates on the main objectives and initiatives for the different responsibility commitments defined by the Company. The CSR Plan comprises three pillars of action: People, Environment, and Responsible Business. The CSR Plan is built upon the basis of the CSR Maturity Analysis, which is updated every year to align and respond effectively to evolving social imperatives and changes in the business environment.

PEOPLE

EMPLOYEES
Preserving the Company's future

CUSTOMER
Excellent and Innovative service

COMMUNITY
Positive impacts

ENVIRONMENT
Minimize impacts

RESPONSIBLE BUSINESS
Strong ethical commitment

CSR ORGANIZATIONAL STRUCTURE

TMA established a CSR Committee to support CSR implementation. The Committee plans and sets objectives for CSR-related initiatives, makes these initiatives known throughout TMA, and provides relevant information to the public.

CSR MATURITY ANALYSIS

The CSR Committee conducts a CSR maturity analysis annually. This analysis takes account of the Company's strategy and objectives, the internal CSR audit results. Based on the Maturity Analysis, the CSR Committee makes recommendations about activities to be undertaken to the Executive Committee.

RAISING AWARENESS OF CSR

In order to raise employee awareness and effectively promote CSR, TMA offers face-to-face and e-learning training programs, incorporates CSR into their day-to-day work, and announces CSR initiatives and events to all employees via email, Intranet, TVs, TMA's Facebook Page (www.facebook.com/tmasolutions), www.tma.vn.

REPORTING SCOPE AND COMPOSITION

This contains the fourth edition of TMA's Annual Corporate Social Responsibility Report. It includes the improved initiative activities and the main results of implementing CSR Plan 2017-2020 in the year 2020. This Report and previous reports are published digitally and are available at: www.tmasolutions.com

Message from chairman

Throughout 23 years of development, we believe the success and sustainable development of our business has been based on two main pillars:

- People development and highly motivated employees
- Customer services and highly satisfied customers

Our CSR goals are sustainable operations with heavy investment in People, Customer Services, Community, and Environment.

- People: training, friendly and professional environment
- Customer services: new capabilities, services, and technologies
- Community: student development, contributione to the communities
- Environment: applying technologies for green programs

In 2020, due to the Covid-19 pandemic, the business of TMA faced many challenges. However, TMA always strives to create a safe and healthy working environment for all employees, supports employees to develop their careers, and encourages them to participate in many productivity improvement activities, new technology research and development to better support our customers during this Covid-19 pandemic.

TMA CORE VALUE

Respect
Treating others the way you want to be treated

Honesty
Being truthful to others and yourself

Commitment
We transform our promise into reality

Nguyen Huu Le
Chairman

A RESPONSIBLE AND SUSTAINABLE COMPANY

Corporate Social Responsibility plan

TMA Solutions was established in 1997 to provide high-quality software outsourcing services to leading companies worldwide. In the last 23 years, our business has always been pursuing responsible and sustainable business goals to our customers and employees, and to communities and the environment wherever it is present. With the aim of leading the operations of the units within the company, we have drawn up the Corporate Social Responsibility Plan, establishing the main objectives and initiatives for the different responsibility commitments defined by the Company. This transversal three-year plan has been approved by Company's Executive Committee, and all the areas of the Company are committed to it.

PEOPLE

EMPLOYEES | CUSTOMERS | COMMUNITY

Employees

TMA encourages its employees to invest in their professional development and seeks their engagement with the Company's Corporate Responsibility so that it is an integral part of their daily activities. TMA does this through training, communication, and by recognizing their responsible commitment.

TMA recognizes that the success of its software business depends on highly-talented employees. For this reason, the Company creates a rewarding working environment for employees, and encourages employees to invest in their professional development in a diverse environment and with equal opportunities.

❶ THE HUMAN RESOURCES STRATEGY

This year, within the CSR Plan, the Human Resources strategy has continued based on 2 main pillars.

TRAINING AND TALENT DEVELOPMENT

Preserving the Company's future by providing necessary training to employees so they can meet work requirements from customers and keep up with rapidly evolving technology trends, developing the middle-level leadership team.

MAINTAINING A REWARDING WORKING ENVIRONMENT

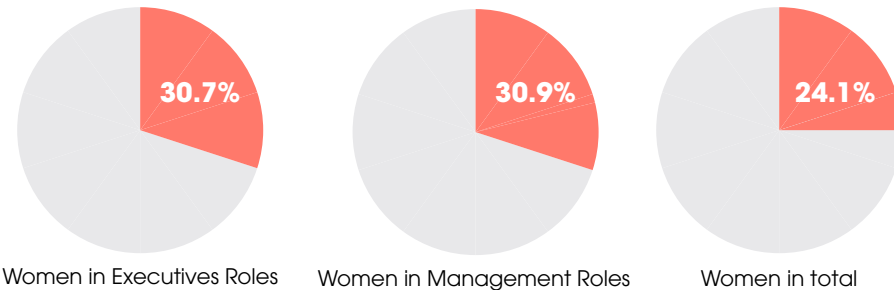Collecting employees' ideas, evaluating and taking opportunities to be more efficient, improving our working environment.

2 CULTURE OF EQUALITY

With the culture of equality in our recruitment and employee development activities, we actively promote equality of employment opportunities for all employees (females, males, and individuals with disabilities).

30.7%
Women in Executives Roles

30.9%
Women in Management Roles

24.1%
Women in total

PROMOTING GREATER OPPORTUNITIES FOR WOMEN

As of Dec 2020, 24.1% of the total number of employees are women, who hold 30.9% of the total management positions, 30.7% of executive positions are held by women (Founder & CEO, Vice President).

TMA has also adopted a policy for maternity and childcare leave to allow flexible work schedules, thereby providing a convenient working environment for female employees with children.

PROMOTING GREATER OPPORTUNITIES FOR INDIVIDUALS WITH DISABILITIES

In our recruitment activities, we actively promote employment opportunities for individuals with disabilities. TMA strictly prohibits discrimination against individuals with disabilities in recruitment as well as at the workplace.

	2018	2019	2020
Female employees	23.22%	24.43%	24.1%
Female management employees	21.95%	20.28%	30.9%
Employees with disabilities	0.25%	1.18%	0.01%

③ TRAINING AND TALENT DEVELOPMENT

At TMA, personnel development primarily consists of on-the-job training which enables employees to learn through doing actual tasks, taking on challenges, and taking specific software technique training courses conducted by the technical experts in our delivery centers. A variety of training programs are also offered by TMA Training Center in the form of training sessions, seminars, and workshops for when project managers consider training and skill development for the employees under them. Technical training courses are deployed regularly by TMA to improve the professional capacity of employees, help customers solve problems of increasing productivity and reducing expenses, performing digital transformation and enhancing production capacity.

LEADERSHIP
(Excutive program, Leadership strategy, Conflict resolution, Time management, Change/Crisis management, Business planning)

MANAGEMENT
(Project planning and monitoring, People management, Teamwork, Customer relationship)

QUALITY PROCESS
(TUP overview, Peer review, Unit test, Requirement, Design, Configuration, Estimation)

TECNICAL SKILLS
(Progamming, Telecom/Networking, Mobile, Testing)

SOFT SKILLS
(Presentation, Assertiveness, Task management, Languages)

FOUDATION TRAINING
(Common Technical skills, Quality, Security, Policies, Work Etiquette)

NEW HIRES

TRAINING FRAMEWORK

TRAINING RESULTS IN 2020

Class room training

Domain	# Class	# Participant
Technical skills (class room + online)	51	1521
Foreign languages	2	82
Soft Skill	1	32
Leadership and Management	3	831
Process	10	738
New hire	39	4348
Total	106	5569

KEY TRAINING IN 2020

- New hire: Equip necessary knowledge & skills to meet working requirements

    - HR Policies and Security Awareness

    - TMA Overview and Core Values

    - Work Etiquette and Professional Communication

    - Career Development Software Development Processes

- Professional Scrum for Developers: Equip developers with critical knowledge, practice, and tools so that they can perform their role effectively, professionally, and independently, especially in Agile Project Teams.

- Project Management Professional (PMP): Provide trainees project management knowledge, skills, tools, and techniques which are applied to project activities to meet the project requirements.

- Management Training Program: Provide management skills for manager candidates and enhance management skills for our managers such as People/Team management, General management, Project management, Soft skills, and Customer communication.

- Technical:

    - Hot trend courses, Monthly technical training: Equip trainees with the critical technical skills to meet project, working requirements as well as to catch up the hot trend.

    - Special training programs: Special training programs which provide deep knowledge about domains that managers want members to learn. Trainees can be able to apply what they learn to current projects.

Online training

In 2020, Upskills has enhanced more online training courses at Smart Learning System - https://smartlearning.tma.com.vn/ for everyone. New courses are updated every week, it helps TMA members learn more easily and conveniently.

Domain	Course	Participant
Technical	314	3033
Foreign languages	75	1154
Soft skills	26	277
Leadership & Management	23	131
Business	2	14
Process	68	1043
New Hire	17	1904
Total	525	7556

Training course for manager

Training	Course name	Trainee	Class
Internal	Management training program	49	1
	Project Management Professional	20	1

COVID-19 PREVENTIVE ACTIONS

In 2020, in order to report promptly about the Covid-19 pandemic and prepare quick actions to force majeure cases, TMA established a Covid-19 taskforce, working closely with departments to ensure safety for all employees.

Accordingly, TMA has:

- Prepared BCP plan, ready WFH plan for all staff if outbreak occurs
- Researching and implementing Covid prevention solutions: measuring body temperature, detection of mask-wearing and UV box
- Compulsory hand washing, temperature measurement for all employees, customers, candidates when coming in to the company
- Classification quarantine, make medical declarations, WFH for cases involving Covid-19 patients, returning from epidemic zones
- Limited to organized crowd activities
- Enhanced online learning and meetings
- Sent more than 60 emails, 20 TV posters regarding Covid-19

With the above effective methods to prevent the spread of Covid-19, TMA ensures quality of work andcreates a safe working environment for all employees.

4 A REWARDING WORKING ENVIRONMENT

With the goal of making every member feel like TMA is a second home, TMA always strives to build a friendly, comfortable, but equally professional working environment for all employees. Here, the members can constantly show their talent, passion for work and activities. In addition, many attractive benefits are also sent to employees in order to create good conditions for everyone to work hard and play hard.

In 2020, with the heavy impact of the pandemic, the benefits of TMA were limited as well. But we always try to give the safest working environment to employees and keep some fundamental benefits such as:

- To be fair to women and people with disabilities

- New PA assessment

- 13th month salary

- Interest-free loan policy

- Special health care program

- Annual health examination

GIFTS FOR LONG-TERM EMPLOYEES, INTEREST-FREE LOAN POLICY

TMA always appreciates individuals who have long-term attachment to the company. Those who have worked for 5 years or more always receive a gift of gratitude from the company as a sincere thank you, hope that you will continue to stay and contribute.

Additionally, couples within the company who get married will receive wedding gifts as an encouragement and blessing. In 2020, there were 7 couples from all groups and projects of TMA who tied the knot.

Official employees of TMA are entitled to interest-free loans from the company when there is an urgent need, this loan amount is up to 70 million.

TEAM TRIP

When the Covid-19 epidemic was controlled in Vietnam, Delivery Centers organized many short trips for the members to refresh after hard working days.

SPECIAL HEALTH CARE PROGRAM

VBI, which is a special health care program, has been applied to all official employees by TMA for 13 years. This program provides TMA staff free or partially discounted medical examinations in more than 200 hospitals and clinics across the country. In 2020, 2179 TMA employees participated in this special healthcare program. In addition, 93 relatives were also registered to participate with many discounts.

SAFETY OF WATER SOURCES

The water source at TMA is checked every 6 months at the Pasteur Institute in Ho Chi Minh City and prestigious centers to ensure safety for all employees.

FIRE PROTECTION INSPECTION

In 2020, TMA coordinated with District 12's Fire protection inspection police to organize a fire prevention and fighting rehearsal, covering "Detect, process, exit guide, save and move properties and first fire fighting."

TMA staff as well as the on-site fire department have been educated and instructed on how to escape in case of fire as well as urgent fire fighting methods.

SAFETY TECHNOLOGY SOLUTION DEPLOYED AT TMA

Lab Monitoring

At TMA, we offer a stand-alone monitoring application that provides dynamic real-time temperature and humidity. It has the following features:

- Real-time monitoring of temperature and humidity

- Alarm notification via Speaker, SMS, Voice Call, Skype , Slack when specified temperature and humidity thresholds are met

- Daily statistics reports sent to Skype or Slack

- AI integration to predict failure

- Simple integration to a Factory Management System by API

Early fire warning system

TMA is currently installing an early fire warning system with the following features:

- Automatically detects heat in the area

- Detects abnormal heat sources

- Alerts via alarms, alarm messages on Zalo, alarms on management systems, good observation distance from 9-11m

With this system, TMA can get early warning of fire hazards to promptly inspect and evacuate, avoiding damage to people and property.

PROJECT SATISFACTION SURVEY (P-SAT)

With the aim of assisting departments in assessing and developing its effectiveness, we conduct project satisfaction surveys to determine the efficiency and effectiveness of departments and collect feedback from project managers at Delivery centers.

Projects can raise any concerns/change requests/improvement requests to relevant Departments via below channels:

ANYTIME

Ticket system: After finish a ticket, the tool always send an e-mail to requester to get feedbacks including satisfaction rate

E-mail to/verbal discuss with Department Heads

Departments Monthly meeting Quarterly Review meeting
PMO will record the actions then follow-up them

ITS Yearly Survey
ITS department will define then implement the needed actions

CAREER ADVANCEMENT OPPORTUNITIES

Every year, TMA sends many employees to customers' countries to learn and gain experience from the customers and support them in their work.

In 2020, nearly 55 employees arrived in many countries around the world such as Thailand, India, Japan, Australia, USA, and Canada. They accumulated a lot of knowledge for themselves and the company.

If the countries that were visited suffered from the Covid-19 pandemic, employees were supported to return to Vietnam.

ESTABLISH THE SUBJECT MATTER EXPERT (SME) TEAM WITH MORE THAN 100 EXPERIENCED ENGINEERS

In order to create a core team to quickly solve work problems between teams, increase productivity, and reduce costs for customers, TMA established SME team with more than 100 experienced members. They are selected members from groups and projects, with lots of experience and high expertise.

In joining the SME team, members also have the opportunity to share and learn from colleagues, thereby improving their own skills and helping their team develop.

COMMUNICATION DEPARTMENT

The Corporate Communication & Services Department was established in May 2017, including Internal Communication (IC) and Public Relation (PR), in which:

IC

- In charge of internal communication, organizing events in the company and in charge of communication activities

- Report, take photos, make videos, prepare visual materials before and after company events

- Ensuring that all employees understand the company's policies and events, helping employees have a dynamic and professional working environment

PR

- In charge of communication between TMA and outside, bringing TMA's image closer to the public, graduates, and undergraduates.

- Closely associated with nearly 40 universities across the country, continuously welcoming students to visit TMA

- Organize and coordinate to organize recruitment events, attract candidates to work and stay at TMA

During the past few years, through media channels such as TV, email, facebook, linkedin, and newsletters, the communication department has done a good job of connecting and organizing many useful activities for all employees as well as working well with students and Universities. with students and universities.

KEY ACTIVITIES IN 2020

ESAT

TMA 22nd Anniversary

TMA Vision – Mission

Covid-19 prevention campaign

TMA Outsourcing Plus

TMA Innovation Opening

Innovation as a service

TMA Innovation Park Opening

Badminton club friendship cup

Go green

Collecting old batteries

Say no to plastic

Green working environment

Limit to use plastic in company

Solar power deployment at TMA Innovation Park

Corporate activities

QTSC Blood donation

Phu Nhuan district Blood donation

Phu Nhuan futsal cup

Charity

Central Donation

Supporting Binh Minh leprosy village in Dong Nai province

Helping homeless children at Dong Tam social protection center

Joining charity run - Uprace 2020

Joining BIDV charity run

University Cooperation activities

Sign MoU with: Nha Trang University, Hue University of Sciences, Quy Nhon University

Company Tour:

- University of Technology (HUTECH)
- Quy Nhon University, Bac Lieu University
- University of Economic and Finance
- Gia Dinh University
- University of Transport, etc.

Seminar at Van Lang University, Aptech, HCM University of Sciences...

Sponsor for Bach Khoa Innovation Contest, Challeging of HCMC University of Science (HCMUS), HUTECH Software Innovation at HUTECH

Job fair at: ĐH KHTN, ĐH Sư phạm Kỹ Thuật, ĐH Cần Thơ, ĐH Bách Khoa, ĐH Quốc Tế

- International University
- Can Tho University
- HCM University of Sciences
- HCMC University of Technology and Education
- HCM University of Technology

Scholoship for excellent student at Central High school and HCM Universities

WORK-LIFE BALANCE

With the aim of achieving a good work-life balance, TMA's policy is to encourage employees to take their paid leave. In the workplace, we promote a mindset of understanding and assistance for employees facing diverse life events which require flexible work styles. In 2020, as the Covid-19 pandemic hit, many activities for staff such as the annual football tournament, children's day, and parent's day were postponed. Instead, members were encouraged to join self-training clubs and activities to ensure epidemic safety. TMA also has GYM rooms for members to exercise after work.

Sport & Music Clubs at TMA

We encourage all employees to join the clubs established at TMA such as:

- Men's Football club
- Badminton club
- Chinese chess club
- Chess club
- Table tennis club
- Guitar club

PHU NHUAN FUTSAL CUP 2020

Celebrating Vietnamese Entrepreneur Day October 13, the Business Association of Phu Nhuan district cooperates with the District Labor Federation to organize the futsal tournament 2020. As an enterprise with 23 years of operation in the district, TMA was very happy to join this tournament.

After 2 weeks of competing with strong and completely new opponents, TMA won third place and the impressive prize, leaving many beautiful impressions for the season.

This is also a meaningful gift for TMA's 23rd birthday (October 2, 1997 - October 2, 2020).

THE BADMINTON FRIENDHSIP CUP 2020

On November 21, The Badminton Friendship 2020 was held at the Viettel badminton court with the participation of 9 technology companies in Ho Chi Minh City, including: TMA Solutions, VNG Corporation, DXC Technology, Bosch, Axon Active Vietnam, Nash Tech, Gameloft, MTI Technology and Capegini. The tournament was initiated and organized by TMA Badminton Club.

After a day of hard competition, TMA was the champion of Group B. Even though it only took place for only 1 day, The Badminton Friendship 2020 gathered sports-loving hearts, giving players the opportunity to exercise health in a friendly and energetic environment.

Customers

Since our principle is to grow with our partners, TMA continuously improves our service quality, keeps up with technology trends, and offers innovative solutions to our partners.

1 A RELIABLE SOFTWARE PARTNER

In the 2017-2020 strategy, as TMA determines AI, IoT, Big Data, Analytics, 5G technologies are the new technology trends of the future, we have invested in various R&D projects to prepare human resources to adapt quickly to the software development needs of partners in the future.

Over the years, to meet the diverse customer needs in software development, quality control and network security have been maintained and continuously improved. New working models in software development are researched and applied to many projects. Innovation amd digital transformation are encouraged.

TMA also formed TMA Innovation company, which aims to make technology and innovation more straightforward and accessible to every business and corporation in the most cost-effective way.

LEVERAGE THE LATEST TECHNOLOGIES

In order to keep up with technology trends in Industry 4.0, TMA has established many technology centers that are always at the forefront of researching and developing new products and applications with the hottest technologies such as:

- AI Center: Predictive maintenance; Call analytics; Solutions based on Federated Learning and Category Theory

- HealthTech Center: Elder care monitoring solution via wearable devices; Patient health monitoring; Home quarantine tracking

- Smart Device Center: Smart camera box for monitoring, tracking, counting, and security; Multi-purpose thermal meters; Drone/robot applications; 5G IoT

- Fintech Center: E-Wallet; Financial Advisor; Stock Trader

- E-Commerce Center: Multi-channel E-commerce B2B & B2C platform; Customer analytics; Integrated data management

- Automotive Center: ADAS ECU functions; Surround view camera; Automatic functions: parking, detection, brake; Infotainment, Navigation, HMI

TMA OPENED TMA INNOVATION PARK - WHERE MODERN OFFICE BLENDS WITH NATURE

On the morning of September 26, 2020, TMA Innovation Park (TIP) was officially opened by TMA. TMA Innovation Park is built on an area of 10.25 hectares in the chain of Quang Trung Software city in Binh Dinh, including the Software Center, Data Science Center, R&D Center and Training Center.

With a modern working environment, blending with nature and potential human resources, TMA Innovation Park had a strong start to become a leading high-tech center in the Central region.

Belongs to the Quy Nhon Innovation Valley and Quang Trung Software City (QTSC) cluster: TMA Innovation Park is in Quy Nhon Innovation Valley and is a member of Quang Trung Software City (QTSC): the most successful software park in Vietnam which is becoming a technology hub to develop science and technology in central Vietnam.

Green workspace: TMA Innovation Park is built on an area of 10.25 ha in the Quy Nhon Innovation Valley, surrounded by wonderful natural landscapes including mountains, sea, rivers and lakes.

Modern and professional workspace: TMA Innovation Park provides an international working environment in central Vietnam with a modern facility, high speed Internet connection (connected to new the new Asia Pacific submarine cable), and is just 5km from Quy Nhon city center.

High quality and stable human resources: With tens of thousands of students from Quy Nhon University and other universities in Central Vietnam, along with the TMA Academy, TMA Innovation Park can attract and provide quality human resources for your long-term growth.

LAUNCHING INNOVATION AS A SERVICE FOR THE FIRST TIME IN VIETNAM

We are in the post COVID period when the market is changing and companies can only survive and succeed by innovating. Understanding the enterprises' challenges, the KPMG & TMA Alliance has launched Innovation as a Service, which helps companies to solve their challenges by applying the latest technologies to create innovative products and services, and to be more competitive.

Innovation as a Service operates based on the co-creation among three teams (Client - KPMG - TMA) that work together to analyze challenges, propose innovation solutions to develop prototypes and products. This model also helps in building an innovation team for clients to make innovation become part of their corporate culture and practice.

To support the innovation process from ideas to product, TMA and KPMG have developed a Hackathon platform. This platform enables companies to gather ideas from the community, to launch and operate challenges and hackathons on-line with minimum effort and cost. This platform is also cultivating an innovation ecosystem; a network of innovative insights and ideas.

Both TMA and KPMG are sharing the same vision of bringing global innovation practices to Vietnam. By combining KPMG consulting and domain knowledge with TMA's technology, we have the capability to offer Innovation as a Service to Vietnam enterprises.

Challenge Preparation → Idea Challenge (Online + Offline) → Idea Selection → Business Case & Funding → Idea Implementation

TMA INTRODUCING MANY IMPRESSIVE PRODUCTS AT MAJOR TECH EVENTS

In 2020, TMA made an impression at many major technology events and exhibitions such as:

- Series of seminars on Ho Chi Minh City Smart Industrial Park

- Online Digital World Conference and Exhibition 2020 (ITU Virtual Digital World 2020)

- Ho Chi Minh City Party Congresses

- Conference "Overseas Vietnamese comments on Digital Transformation and overcoming the impact of the COVID-19 pandemic for economic develement in Vietnam"

- Information Technology and Artificial Intelligence (AI) Conference & Exhibition in Ho Chi Minh City

TMA is proud to bring events with current hot technology products developed by the company, serving many fields such as healthcare, education, agriculture, manufacturing, and security, including: Senior care, temperature meter, home quarantine monitoring, drone 5G.

QUALITY MANAGEMENT SYSTEM

TMA Unified Process Framework

To provide clients with high-quality software products, we established the TMA unified process (TUP) framework based on the best practices of CMMi (Capability Maturity Model Integration) standard, Agile methodology, and we are deploying these quality processes to our current software development projects at TMA.

Software Quality Assurance (SQA)

By maintaining SQA activities in software development projects, the project has ensured that the project members strictly adhere to the processes and quality standards that customers and companies have set out, as well as early detecting potential problems can have a significant impact on the quality of the product and the software delivery plan for the customer. In addition, the process and quality management capabilities of the project have responded quickly to changing customer requirements throughout the software development process for customers.

For objectively evaluating the processes, work products and services against the process descriptions, standards, and procedures, the SQA team devotes themselves into all software development projects and rapidly reports noncompliance issues to the management level to solve them.

SECURITY AND COMPLIANCE
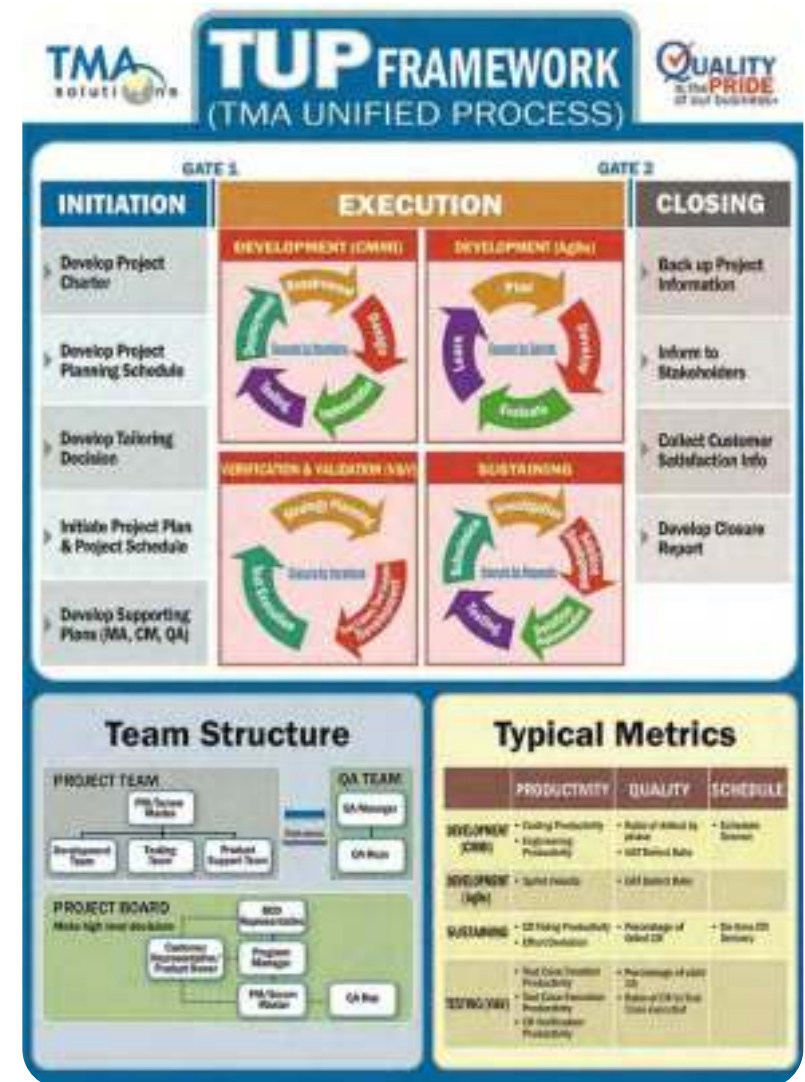
A Secure Network Environment

Perform security vulnerability scanning for over 660 testing systems and production systems weekly. The found security issues to be fixed immediately.

Software Products Security

To provide customers with the high quality and secured software products. Before delivering to customer, the Security Team performs security scanning on software applications to find vulnerabilities in the design and encoding in applications and web pages that could allow potential attackers to get information which is not publicly available, and access to restricted functionalities and in general.

GDPR Compliance

The mandatory application of the General Data Protection Regulation (GDPR) in the European Union began May 25th, 2018. Hence, TMA has been reviewing all software development projects for clients to early detect signs of possible violations of GDPR. As a result, more than 10 cases were found and we promptly notified and proposed solutions to the customer. Beginning Jun 28th, 2018 we officially added the GDPR check activity into our Software Quality Assurance program.

INFORMATION SECURITY

In the software outsourcing field, information assets are important parts of our business activities and things related to our customers, however, they can present risks. Therefore, TMA has carried out the measures below to prevent violations and to broaden awareness of information security, including:

- Building the Information Security Management System (ISMS) based on the ISO/IEC 27001 standard, which is the best-known standard providing ISMS requirements

- Maintenance of ISMS after ISO27001 Certification

- Releasing e-learning programs regarding information security practices

- Establishing the security spot-check with automated scripting (e.g. Windows update; Antivirus update & version check; Inventory agent; Windows firewall status; Illegal software installation; PC uptime; PC USB port; Default password)

- Increasing employees' awareness of information security through annual security awareness tests

To ensure that our ISMS safety and the activities described in policies and procedures are in conformity with the ISO/IEC 27001 standard, in 2018, we have planned to conduct the ISO27001 Surveillance External Audit, the following image illustrates the ISO27001 Surveillance audit schedule.

② CUSTOMER SATISFACTION

Besides increasing employee satisfaction within the company, increasing customer satisfaction with the company is the top goal of TMA every year. In order to make bridge between the customer's business problems and the technology solutions, TMA BA has been founded since 2015. BA team focus on Business Analysis, Software Analysis, Software Design, Business Requirements Documentation, and Business Solutions documentation. They help customers to design their future system.

The team had more than 25 BAs working in 30 projects last year in many domains: insurance, education, banking, finance, investment, media and entertainment, healthcare, ERP, and social media networks.

In 2020, many projects of TMA received very good feedback from customers. In addition, customers also give giftcards and bonuses for outstanding products and individuals from TMA.

At the project level, project manager and team members always communicate the work and plan with client representative daily. Problems and difficulties in the work are resolved promptly, and reports are sent to the customer about the work progress weekly. After each stage of product development such as Sprint, Iteration, and Release, the project manager and team members organize Retrospective Meeting sessions to learn from the experience and propose innovative solutions in the work to do better in next Iteration.

Community

TMA seeks to create a positive impact on the communities through supporting charitable projects, universities and students.

Established on May 13, 2015 with the initial amount of 1 billion VND, The TMA Aspiration Fund is divided into three: The Aspiration Fund for living, The Aspiration Fund for thriving and The Aspiration Fund for home with different purposes and subjects.

After 5 years of operation, the TMA Aspiration Fund has brought joy and hope to many difficult situations across the country. Following the volunteer journey, in 2020, TMA has implemented dozens of social and charitable activities inside and outside the company.

In 2020, 800 milions VND has been used to help difficult situations:

- The Aspiration Fund for living

  - Send New Year money to relatives of the deceased employee

  - Buy New Year gifts for the patients in mental shelter, leprosy village and orphaned children at the temple on the occasion of the Lunar New Year

  - Supporting Binh Minh leprosy village in Dong Nai province

  - Helping homeless children at Dong Tam social protection center

  - Donating for the Central

- The Aspiration Fund for thriving

  - Funding for 5 students of Vung A Dinh Charitable Foundation

  - Supporting AKIDO center

  - Build Library for a primary school at Huong Hoa district, Quang Tri provice

Besides, every year, the board of directors of the company review, replenish money and organize charity spring fairs for employees to raise funds, maintain the fund amount at 1 billion VND.

TMA DONATING FOR FLOOD VICTIMS

When Central Vietnam was struggling and suffering heavy losses due to floods and long-lasting difficulties, TMA sent a message to all employees to donate "For the beloved Central region".

After 1 week, the program received a lot of donations from TMA members. Each of us strives together to make a life buoy, contributing to helping the small destiny become stronger before this historic disaster.

To date, the charity program "For the beloved Central region" has collected more than 500 million.

HELPING HOMELESS CHILDREN AT DONG TAM SOCIAL PROTECTION CENTER

On July 25th, TMA Binh Dinh had a very meaningful charity trip to Dong Tam Social Protection Center, Binh Dinh. With the proceeds from the TMA Charity fund and the members' contributions, gifts included school supplies and therapeutic tools which were prepared for children in special circumstances here.

Not only giving them material values, TMA Binh Dinh members also helped them have a day full of joy and laughter with many interesting games. Participating in campaigning and chatting with TMA Binh Dinh members, the children were very excited, this is also a great motivation for them to learn and live better.

TMA DONATING CHARITY FUND TO SUPPORT LEPROSY PATIENTS

During the return to Binh Minh lepers' camp, Dong Nai Province, TMA sent 118 families here ~12 million VND so that they could shop and prepare for Tet. In addition, we also sent 0.5 kg of sausage to each household for them to improve their meals. The patients in Binh Minh lepers' camp are mostly old people and children who are incapable of working and have to live under the public stigma. Young patients cannot find employment because no company wants to hire them. They can only live through the day based on the small subsidy of the state and the charity organizations.

Next, TMA charity team visited Trong Duc Psychiatric Camp, Lam Dong Province. This is a place that cares for and nurtures about 400 psychiatric patients; most of them are incapable of treatment or their families are under poor economic conditions, and cannot take care of them at home. Here, besides visiting, TMA donated 50kg of sausage to improve the meals. They all had a delicious, fun, and loving meal.

TMA EMPLOYEES JOIN UPRACE 2020

UpRace starts from Sep 17 and ends on Oct 11. After 24 days of effort, we completed the distance of 2.339 km with 267 runners. With this result, TMA Runners ranked 61st out of nearly 1000 teams in the list of participating businesses. The amount of money that the sponsors contributed to the charitable activities converted from the running activities of the TMA team at UpRace 2020 is more than 2 million.

UpRace is a community running event in teams/groups with the purpose of raising funds for social activities in Vietnam. UpRace allows participating athletes to freely choose the time andplace to run and actively record the results on mobile devices (mobile phones or sports watches)to accumulate running distance. For every kilometer run, participants will donate 1,000 VND to volunteer activities of "Newborns Vietnam" - an organization supporting newborns; "GreenViet" - and organization for the protection & develop-ment of ecosystems; and "VietSeeds" - an organization to support students in difficult circumstances.

TMA MEMBERS EXCITEDLY PARTICIPATED IN "NỤ CƯỜI BIDV – TẾT ẤM CHO NGƯỜI NGHÈO"

Last November, TMA members continued to run for the community with BIDV Run 2020. 62 members completed more than 4,000km of running, contributing nearly 20 million VND to the fund "Warm Tet for the poor - For the love of the Central". With this achievement, TMA's team ranked 218/816 teams.

This is a meaningful activity that attracts the participation of many running enthusiasts. After 22 days of the organization, BIDV Run 2020 raised more than 13 billion VND. This amount is converted from athlete's achievements and will be donated by the Organizing Committee to Tet gifts for the poor in Lunar New Year 2021.

"Nụ cười BIDV – Tết ấm cho người nghèo" is a free online charity run event organized with the purpose of creating a daily health training routine for everyone. At the same time, participants will be motivated to make more runs as each of their steps contributes positively to the community.

TMA PARTICIPATING IN BLOOD DONATION ACTIVITY AT QTSC

On March 4th, nearly 150 TMA employees participated in the blood donation activity at Quang Trung Software City (QTSC). This is an annual charitable activity organized by QTSC and Ho Chi Minh City Red Cross.

After only a short time to register, the program received an overwhelmingly positive response from TMA staff. They are all enthusiastic to perform the steps of the health check and donating blood under the guidance of doctor. Many volunteers have participated in blood donation more than 10 times. Their volunteering has helped bring life to many of the patients who need blood all over the country.

150 TMA EMPLOYEES

participated in the blood donation activity at Quang Trung Software City (QTSC)

TMA UNIVERSITY COLLABORATION ACTIVITIES IN 2020: FOCUSING ON DEVELOPING THE HIGH TECH HUMAN RESOURCES IN CENTRAL REGION

Due to the effect of Covid-19 epidemic, 2020 marks some big changes in university activities. Accordingly, many collaboration activities between TMA and university partners such as seminar tours, practice tours, and job fairs are restricted to ensure safety during the epidemic. However, in the new normal state, TMA still made their mark with many collaboration activities with universities, especially universities in the Central region to attract talents.

1000

job vacancies

~ 10

scholarships

700+

students visit TMA

40+

sponsorship, seminars activites

With the desire to develop high-tech human resources in 2020, TMA signed MOU with 3 universities: Quy Nhon University, Nha Trang University and Hue University of Science with a commitment to spend more than 1,000 job vacancies and 200 internship oppoturnities in Ho Chi Minh City and Binh Dinh province. On December 4th 2020, TMA Innovation Park opened the first internship course for Nha Trang University's students.

TMA recently awarded nearly 10 scholarships to good and excellent high school students in the Central region and Binh Dinh students who are studying Information Technology andData Science at Ho Chi Minh City (HCMC) Universities.

Moreover, TMA Binh Dinh also organized many company tours for students from Nha Trang University, Quy Nhon University, and especially Le Quy Don gifted High School. Earlier in July, 150 Quy Nhon University students also visited TMA Lab in Ho Chi Minh City. In 2020 alone, TMA welcomed 9 universities to the office with a total of 700 students. All the company tours are guaranteed to meet epidemic prevention criteria.

TMA also enhanced the strong collaboration with university partners in June, July, October, November, and December with more than 40 activities:

Contest Sponsorship: "Bach Khoa Innovation" from University of Technology, "Thách Thức 2020" from Ho Chi Minh University of Sciences (HCMUS), and "Phần mềm Sáng tạo Hutech 2020" from Hutech University.

Participated in 5 Job Fairs at HCMUS, HCMC University of Technology & Education, Can Tho University, HCMC University of Technology, and International University.

Along with other events such as: Open Day, Career Orientation and AUN-QA Quality verfication for Information technology Faculty of Saigon International University, University of Transport, and Van Lang University.

ENVIRONMENT

ENERGY SAVING MANAGEMENT	GREEN ENVIRONMENT	SAY NO TO PLASTIC

Environment

TMA is committed to continually striving to works to minimize its impact on climate change, increase the efficiency of energy use and develop more environmental initiatives and solutions.

The CSR Plan 2017-2019 has defined two main projects to achieve continual improvement in environmental performance.

- Energy Saving Management 2020
- TMA Go Green

Under the "Energy Saving Management 2020" strategy, in the year 2020, TMA has deployed three more solutions:

- Automatically turning-off power of all working PCs after 10:00pm every day
- IoT Smart Office
- Deploying a solar power system at TMA Innovation Park

to reduce energy consumption per people per year at the Company.

ENERGY SAVING MANAGEMENT

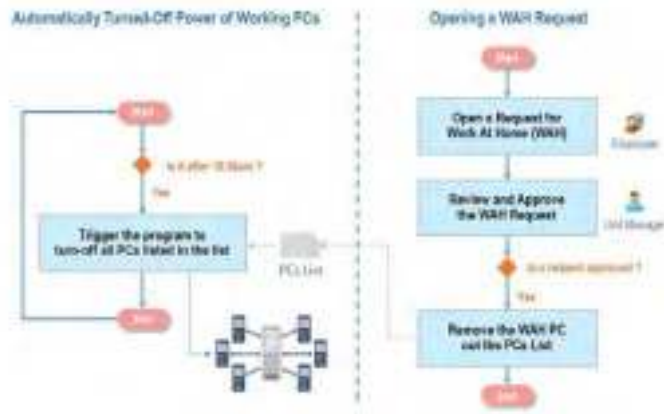|	2018	2019	2020
Average Energy Consumption per People per year (kW)	3.539,16	3.206,18	3.284,68

ENERGY SAVING MANAGEMENT

AUTOMATICALLY TURN-OFF POWER OF WORKING PCS

In 2020, TMA continued to deploy the software program for automatically turning-off all working PCs after 10:00pm every day. Over 1,800+ PCs are turned-off automatically after 10:00pm every day.

During the Covid-19 pandemic, TMA had to temporarily stop this program so that all staff could work from home easily.

IOT SMART OFFICE

For more than a year of research and development of the IoT Smart Office solution, TMA is progressively deploying the IoT Smart Office solution on some floors in Lab 6 building for the most efficient use of electricity and this will be expanded in all Lab 5 in the following years.

DEPLOYING A SOLAR POWER SYSTEM AT TMA INNOVATION PARK

In 2020, in order to save electricity and protect the environment, TMA collaborated with Clean Energy Investment Accelerator (CEIA) to research and deploy solar power systems at TMA Innovation Park.

The system is expected to be installed in the coming year.

WORKSHOP ABOUT RENEWABLE ENERGY ATTRACTED MANY TMA AND QTSC MEMBERS

On the morning of January 20th, 2021, the workshop "Renewable energy industry and opportunities for technology companies," organized by TMA and QTSC, took place at the Library in TMA Tower. The workshop organizers were honored to have the participation of speakers that are experts in the energy sector. The workshop attracted more than 50 representatives from companies in QTSC, TMA managers.

With attractive topics such as Binh Dinh TMA R&D Center and renewable energy cooperation; Renewable energy, advantages, and opportunities of Vietnam in industries; From biomass to fuel and energy; Startup support programs for clean energy technology; QTSC builds a green environment - Save energy, the speakers shared good knowledge with participants, and in-depth analysis on the renewable energy industry. The discussion was also very exciting with many interesting and practical questions from TMA and QTSC members.

Through the workshop, TMA members as well as companies in QTSC gained more experience to apply the development of renewable energy to their company and family, and support cost -efficient, sustainable development. Currently, TMA is also researching to deploy a solar power system for TMA Innovation Park. The project is expected to help TMA make efficient use of energy resources, contributing to environmental protection.

KEEP GREEN AND SAFE ENVIRONMENT

TMA maintains a clean environment to ensure their employees' health and prevent disease. Creating a green environment for employees is to build a comfortable working atmosphere for employees and customer visits.

For "Keeping the environment clean", TMA has maintained regular actions:

- Regular keep clean, tidy at the offices, labs.

- Have trees, flowers in working offices

- Regular check electric safe usage in device labs and working rooms

- Prevent disease in necessary case

These actions are taken care of by outsourcing cleaning services and TMA Admin department with company regulations and annual plan.

NON PLASTIC CAMPAIGN

Plastic bottles from bottled water you drink daily can last up to 10 centuries, plastic bags need 10 - 100 years, straws take 100 - 500 years to decompose (provided that under the sunlight or can only be decay into small pieces). The average plastic consumption of Vietnamese people has reached 41kg / person/year. It is expected that by 2020, this consumption will increase to 45kg/person/year. Plastic not only has a negative impact on the environment, but also has a negative impact on health. Are you willing to contribute to reducing the amount of plastic waste in nature after knowing this?

For the purpose of protecting the environment, reducing the harmful effects of plastic waste, and also helping to protect the life of all living things on Earth, TMA encourage staffs:

- Bring personal cup when buying coffee, containers when buying rice

- Order lunch at vendors that do not use disposable plastic containers

- Do not use straws or use stainless steel straws, bamboo ... instead of plastic straws

- Do not take plastic bags or take along cloth bags when shopping...

Use reusable, recyclable products, bring water bottles, lunchboxes to store food when needed. Please comply and inform the food and drink suppliers to ensure the regulations.

COLLECTING OLD BATTERIES FOR THE ENVIRONMENT

In order to reduce the amount of old battery waste to the natural environment, TMA has placed battery collection boxes in labs and collects unused batteries from employees, and then sends them to professional waste disposal organizations. In addition, TMA also sends reputable old battery collection addresses for employees to contact when needed:

- Vietnam recycles:
  - People's Committee of Ward 9, District 3 (82 Ba Huyen Thanh Quan, Ward 9, District 3)
  - People's Committee of Ward 15, District 4 (132 Ton That Thuyet, Ward 15, District 4)
  - People's Committee of Ward 17, Phu Nhuan District (22 Nguyen Van Troi, Ward 17, Phu Nhuan District)
  - People's Committee of Ward 2, Binh Thanh District (14 Phan Boi Chau, Ward 2, Binh Thanh District)
  - MM Mega Market An Phu Center (Zone B, New Urban Area An Phu-An Khanh, Ward An Phu, District 2)
- Vinmart system
- Department of Natural Resources and Environment, Ho Chi Minh City (63 Ly Tu Trong, Ben Nghe Ward, District 1)

Responsible alliances   Internal control   Supplier certification

Responsible Business

TMA manages its operations and its software outsourcing services based on doing business ethically, dialogue with customers, employees and suppliers, promoting responsible alliances with other organizations and a strong ethical commitment.

We continue to pursue our core values:

Respect
Treating others the way you want to be treated

Honesty
Being truthful to others and yourself

Commitment
We transform our promise into reality

by doing:

- Creating a rewarding working environment for our employees
- Building trust with customers
- Transparency communication
- Following company policies and principles
- Promoting sustainability within our supplier base

RESPONSIBLE ALLIANCES

VINASA (Vietnam Software & IT Services Association – vinasa.org.vn) is a national association in Vietnam, operating on a non-governmental, non–profitable organization with the purpose to promote co-operation and mutual support among the members, in order to promote the development of Vietnam software industry & services and to protect the members' rights according to the Vietnam laws.

HCA (The Ho Chi Minh City Computer Association - hca.org.vn) has the same functions as VINASA above for Ho Chi Minh City area.

VNITO Alliance (Vietnam Information Technology Outsourcing Alliance - vnito.org). Main activities of VNITO Alliance include:

- Advertising & promoting ITO/BPO sector in Vietnam and abroad
- Sharing knowledge through seminars/workshops, tech talks, and training courses
- Developing, connecting, and collaborating ITO/BPO community
- Building and maintaining good rapport with Vietnam government and international organizations

QTSC has become an attractive investment place for those who want to seek the opportunity of cooperation and development in IT industry. Its responsibility is not only managing and developing QTSC but also supporting the IT companies and investors who want to do business in IT field in HCMC particularly and Vietnam generally.

INTERNAL CONTROL

INTERNAL CSR AUDIT PROGRAM

In early March every year, the CSR Committee follows the CSR Audit Guideline to conduct the internal CSR audit program, many CSR policies and procedures were checked in related departments/units (HR, IT, Security, Admin, Purchasing, Training, Business, IC, QMS) and no major violations were found in 2019.

- Labor practices
- Purchasing
- Gifts
- Ethics and Compliance
  - Preventing Money Laundering
  - Checking Conflict of interest
  - Anti-Bribery and Corruption, Anti-Fraud, Anti-Competitive
  - Implementing Responsible Marketing

CHECKING CONFLICT OF INTEREST

TMA top management, Security, HR and Procurement departments have many activities to check any potential conflict of interest such as:

- Involve in activities impacting company's benefits
- Work for a competitor
- Disclose company confidential information
- Gift from a supplier

Some changes have been done to avoid or minimize such cases.

ANTITRUST/COMPETITION LAW COMPLIANCE

We recognize that our clients are at the heart of our success and we have been continually striving to secure the sustainability of our software development activities into the future. Therefore, the board members are committed to not making agreements with competitors to damage to customers. Our Executive Committee has also adopted the principle that all contracts in which competitors engage either directly or indirectly must be considered by TMA's Executive Committee, and periodically TMA's Executive Committee will review the list of signed contracts, and review the Antitrust and Competition Risk Assessment results, and take appropriate action.

IMPLEMENTING RESPONSIBLE MARKETING

At the beginning of each quarter, the marketing team proposes all marketing messages and contents to the VP of Business Development for review and approval before publishing and launching any marketing campaigns.

Main marketing messages were published on www.tmasolutions.com and booklets:

- www.tmasolutions.com/files/TMA-Booklet.pdf
- www.tmasolutions.co.jp/docs/TMA-Booklet-Japanese.pdf

CSR RISK MANAGEMENT

At TMA, the CSR Committee is responsible for managing risks related to CSR aspects. Quarterly, the CSR Committee performs the risk assessment, and makes recommendations about initiatives and action plans to be undertaken to the Executive Committee.

SUPPLIER CERTIFICATION

SUPPLIER SELECTION

For selecting suppliers, we have defined the supplier evaluation criteria and procedure. Annually, we strictly evaluate our current and new suppliers that include any third party that provides TMA with components, hardware, software, support, equipment, and services, of all types. In 2017, we removed 3 suppliers from our local supplier list as they were not actively in pursuance of the Supplier CSR Code of Conduct of TMA.

AWARDS AND RECOGNITIONS

TMA INNOVATION IS HONORED AT "QTSC AWARDS OF THE YEAR 2020" FOR TECH SOLUTION PREVENTING COVID-19

With continuous efforts in research and development of products and technology solutions to support the community during the Covid-19 epidemic, TMA Innovation was honored to receive "QTSC Awards of the year 2020" for tech solution preventing Covid-19 . TMA Innovation is the only company in QTSC to receive this award.

Participating in "QTSC Awards of the year 2020", TMA Innovation is proud to bring two outstanding products: Stayhome14 - Home quarantine control device and Automatic thermometer. In addition, TMA Innovation also owns many other innovative products and solutions such as: Smart disinfection box, Remote health monitoring solution, Drone/5G parking management, Online learner analysis solution, Online fitness training solutions, etc.

TMA SOLUTIONS IS HONORED TO RECEIVE THE TOP 10 VIETNAM ICT COMPANIES 2020 AWARDS

On the event of Vietnam Top 10 ICT Companies, previously known as "Vietnam's 50+10 Leading IT Companies", which is annually held by the Vietnam Software and IT Services Association (VINASA) to evaluate and select top prestigious and outstanding firms in the tech sector, TMA is honored to receive the following awards:

• Top 10 Software Outsourcing Enterprises
• Top 10 Fintech Enterprises
• Top 10 AI & IoT Enterprise

These awards are recognition of TMA's leading position in tech sector in Vietnam especially in emerging technologies and innovative solutions.

APPENDIX

| Table 01 | HEALTH AND SAFETY RISK ASSESSMENT |

No.	Risk	Impact	Likeli-hood	Rationale/Mitigating Actions
1	Employee health and safety	Medium	Low	**Rationale:** Employees may experience unexpected health problems in working time **Action:** Standardized working facilities; Place First Aid box at workplace; set up Break rooms; replace CRT monitors; Periodic Health checks for employees.
2	Electrical hazard	High	Low	**Rationale:** Employees, especially those who work in the computer and telecom equipment rooms, may experience electrical hazard due to wrong operation or poor wiring, defective electric wires, etc. **Action:** Educate employees about power usage safety. Equip high quality electric equipment, wire, accessories and protection tools. Properly set up and maintain grounding system for the whole company
3	Magnetic and electric field	Medium	Medium	**Rationale:** Telecom and IT equipment may generate magnetic field, high power load & voltage may generate electric field which negatively impact employee health **Action:** Separate telecom & IT equipment rooms from the working rooms, using remote access rather than physical access to the equipment. Place power transformer far away from the working rooms. Periodically have an authorized and professional service provider assess the risk and take action properly, if any, based on their comments.

| Table 02 | COMPLIANCE PROGRAM RISK ASSESSMENT |

Risk	Key Considerations	Potential Risk Exposure	Inherent Risk	Internal Controls	Control Risk	Residual Risk
A.	**The risks of bribery in sensitive transactions**					
A1	Giving/ Receiving gift which valued at greater 2,000,000 VND (100 USD)	Company's reputational	Medium	Reported gift listing	Low	Low
B.	**Anti-Competitive Risks**					
B1	Join alliance with price agreement	Damage to customer, and significant reputational company damage	Low	Signed contract listing	Medium	Low

Our Story	A responsible and sustainable company	Awards

CSR at TMA	Message from management	CSR Plan	People	Environment	Responsible Business

Table 03 ENVIRONMENT RISK ASSESSMENT

No.	Risk	Impact	Likeli-hood	Rationale/Mitigating Actions
1	Using CRT monitor	High	HIgh	**Rationale:** the energy consumption of CRT display is very higher compared to LCD display. **Action:** supersede CRT displays by newer display technologies such as LCD to save use energy.
2	Equipment not turned off when not in use	Medium	Low	**Rationale:** Computers, lights or air conditioners may not be turned off after working hours **Action:** raise employee awareness of energy saving across the company; regular inspections are conducted

TMA
solutions