



CORPORATE SOCIAL RESPONSIBILITY REPORT

2022





In this report

CSR at TMA

Message from management

A responsible and sustainable company

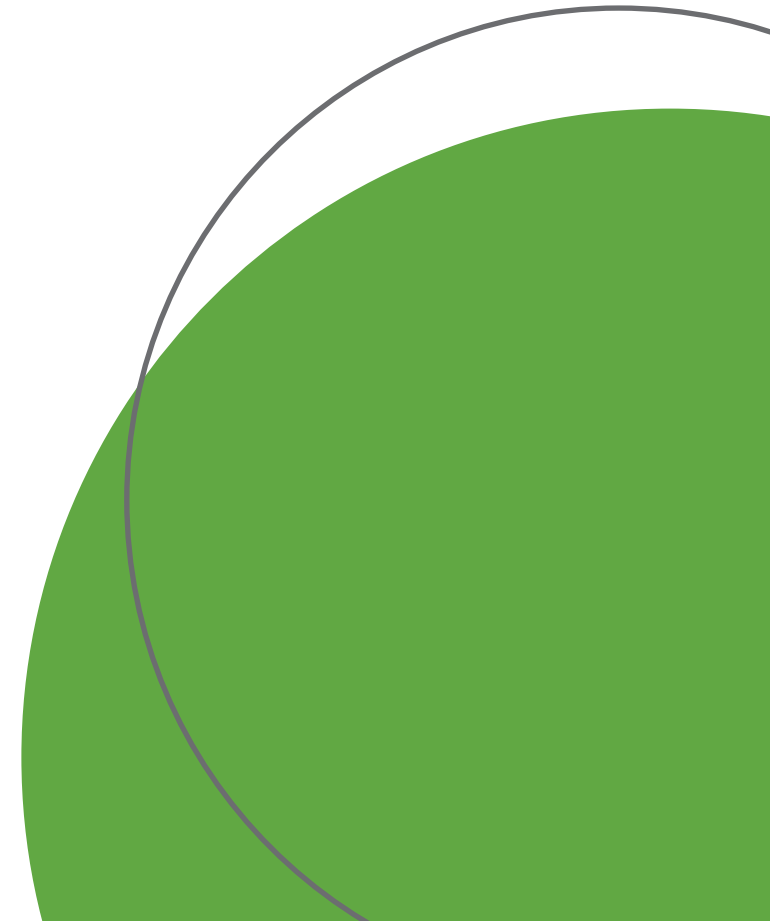
Corporate Social Responsibility Plan

People

Environment

Responsible Business

Awards and recognitions





CSR at TMA

As part of our culture and operations, in the last 25 years TMA has added many regular Corporate Social Responsibility (CSR) activities. In 2017, we drew up the Corporate Social Responsibility Plan, which elaborated 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.



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/Csr



Message from chairman

Throughout 25 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, contribution to the communities
- Environment: applying technologies for green programs

In 2022, the world economy in general and Vietnam in particular 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 improvements activities, new technology research and development to better support our customers.

TMA CORE VALUE



Nguyen Huu Le

Chairman



A RESPONSIBLE AND SUSTAINABLE COMPANY

CSR PLAN

1

2

PEOPLE

ENVIRONMENT

3

4

RESPONSIBLE BUSINESS





Corporate Social Responsibility plan

TMA Solutions was established in 1997 to provide high-quality software outsourcing services to leading companies worldwide. In the last 25 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 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.

1 THE HUMAN RESOURCES STRATEGY

This year, the Human Resources strategy has been maintained under the CSR Plan and is based on two major 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

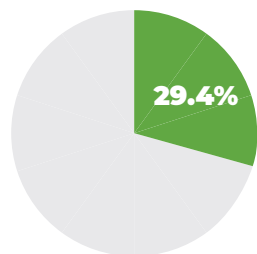
Collecting employees' ideas, evaluating and taking opportunities to be more efficient, improving our working environment.



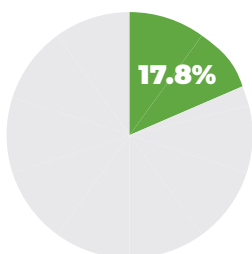


2 CULTURE OF EQUALITY

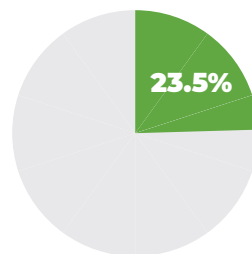
With the culture of equality in our recruitment and employee development activities, we actively promote equality of employment opportunities for all employees (females, males, and individuals with disabilities).



Women in Executives Roles



Women in Management Roles



Women in total

PROMOTING GREATER OPPORTUNITIES FOR WOMEN

As of Dec 2022, 23.5% of the total number of employees are women, who hold 17.8% of the total management positions, 29.4% 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

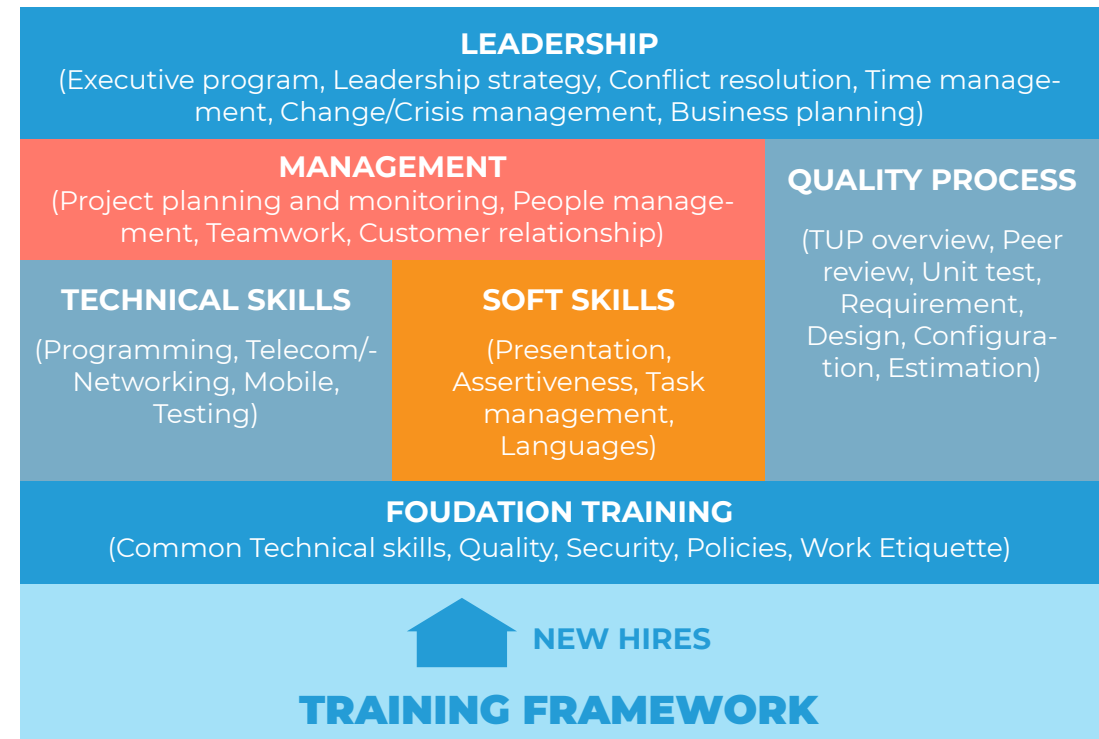
In our recruitment activities, we actively promote employment opportunities for individuals with disabilities. TMA strictly prohibits discrimination against individuals with disabilities in recruitment as well as at the workplace.





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. In 2022, TMA Training Center maintains a variety of online and offline courses, helping employees promptly update knowledge and improve skills. Technical training courses are also 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.





TRAINING RESULTS IN 2022



300⁺ training courses and seminars

150⁺ technicals

150⁺ soft skills and new-hire



600⁺
training hours



16.000⁺
participants



LEADERSHIP DEVELOPMENT PROGRAM

Nurturing and developing a talented leadership force to bring TMA Technology Group not only to sustainable development but also to catch up with the world's technology trends has always been the concern of TMA throughout the years. To promptly detect potential candidates, TMA has launched the Leadership Development Program (LDP).

Accordingly, LDP will be the place where qualified, capable members who are always ready to challenge themselves are selected and participated, perfecting their skills to become Strategic Key Resources (SKR).

At LDP, members will learn practical experiences in the most intuitive way to add to the "skills manual" what they lack as well as to perfect their personal and professional skill sets. The trainees and advisors will be members of the Board of Directors, experienced colleagues at TMA or external experts.

LDP is designed to suit TMA employees of all levels. Through LDP, TMA wishes to foster a brave and dedicated generation of SKRs to lead all members, together bringing TMA Technology Group not only to maintain the title of leading technology corporation in Vietnam, but also reaching high, reaching out, always keeping up with the latest technologies and creating more quality products.





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 such as:

- To be fair to women and people with disabilities
- 13th-month salary
- Interest-free loan policy
- Special health care program
- Annual health examination
- Team building fund
- Quarterly Star Performer Award...





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, 10, 15, 20 or 25 years receive a gift of gratitude from the company as a sincere thank you, hope that you will continue to stay and contribute. In 2022, more than 300 employees who have worked for 5, 10, 15, 20 and 25 years received gifts from company.

Official employees of TMA are entitled to interest-free loans from the company when there is an urgent need. Additionally, couples within company who get married will receive wedding gifts as an encouragement and blessing. In 2022, there were 12 couples from all groups and projects of TMA tied a knot.

TEAM TRIP

In 2022, when the covid-19 situation stabilized, TMA restored team funds for all groups/projects. Since then, hundreds of large and small trips have been organized to fulfill our employee need. This helps to increase cohesion, helping employees to relax and happy after working hours.

SPECIAL HEALTH CARE PROGRAM

VBI, which is a special health care program, has been applied to all official employees by TMA for 14 years. This program provides TMA staff free or partially discounted medical examinations in more than 200 hospitals and clinics across the country. In 2022, more than 3500 TMA employees participated in this special healthcare program.

GIFTS FOR CHILDREN IN THE INTERNATIONAL CHILDREN'S DAY

Joining the joy of summer and also on the occasion of International Children's Day, TMA Technology Group has prepared small gifts to give to the angels of the TMA family.

Right in the afternoon of May 31, the representative of the Board of Directors personally gave these gifts to more than 500 members with young children, and wishing all the children to be healthy, well-behaved and enjoy the summer.





PERIODIC HEALTH CHECK FOR ALL EMPLOYEES

Annual health check for all employees is also conducted by official providers. Based on staff feedback and comments, the company will negotiate with the service provider to provide more convenient health check service to staff from all offices.

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 2022, 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 SOLUTIONS 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.





TMA QUARTERLY STAR PERFORMER AWARD

TMA Quarterly Star Performer has been launched since 2015. This is a prestigious award to honor, thank and encourage the members of TMA Technology Group, who have always worked hard and devoted to the highest efficiency. The prize has a total value of 1.2 billion dong/ year. 120 individuals and teams were honored annually.

The ceremony of honoring and awarding TMA Quarterly Star Performer is held quarterly with the participation of the Board of Directors of the company as well as a huge number of colleagues. Here, each outstanding individual/team will receive a certificate and bonus. In addition, they are also honored in front of the entire company via email, facebook, TV system...

Since then, this award has always received the trust and expectation of all employees and has always been the goal of trying for each TMA member.



CAREER ADVANCEMENT OPPORTUNITIES

Every year, TMA sends many employees to customers' countries in order to learn experience from customers and support them in their work. In 2022, although still limited by the impact of the Covid-19 epidemic, dozens of employees arrived in many countries around the world. They accumulated a lot of knowledge for themselves and the company.

Along with that, every year, qualified TMA employees have the opportunity to be promoted to higher levels. In 2022, more than 400 excellent individuals at TMA have been promoted.



COMMUNICATION DEPARTMENT

The Corporate Communication & Services Department was established in 2015, 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 65+ 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 2022

ESAT

TMA Futsal League 2022
 TMA Sport and Music Festival
 TMA Quaterly Star Performer QI, II, III, IV Ceremony
 The Champion of QTSC Badminton Cup at Men's Singles, Men's Doubles, Mixed Doubles and Women's Doubles; runner up of mix's doubles; men's doubles third prize. Futsal Cup third prize
 1st prize in choir, second prize in solo, third prize in trio at QTSC Music Festival
 Gift for children in International Children Day
 TMA Binh Dinh Futsal League 2022
 TIP Sport Day 2022
 2022 Photo contest
 Gifts for long-term employees
 Guitar Club
 TMA 2022 photobook
 TMA Manager Meeting 2022
 New shirt, raincoat, coat and badge to all employees
 Support employees to finish Renting house support policy

Go green

Say no to plastic
 Green working environment
 Limit to use plastic in company
 Plan trees at TMA Innovation Park
 Green Day at QTSC
 Quy Hoa beach cleaning

Corporate activities

Phu Nhuan district Blood donation
 QTSC Blood Donation
 QTSC Sport Festival
 QTSC Music Festival
 The ICT Friendship Football cup 2022

Charity

Joining charity run - Uprace 2022
 Scholarships for students
 Charity Trip at My Hoa pagoda, Binh Dinh



UNIVERSITY COOPERATION ACTIVITIES



Collabrate with **65⁺** universities
from Central zone to Mekong delta



120⁺
activities



800⁺
internships



8000⁺
students join





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. Especially, TMA regularly organizes sports and music tournaments in the company as well as encourages employees to participate in many community events so that employees can balance work and passion.

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
- Music club



2022 MANAGER MEETING

2022 is a memorable milestone, marking the 25-year journey of strong development of TMA Technology Group (TMA Technology Group). For a quarter of century, TMA has always pioneered, innovated and created to become a leading technology corporation in Vietnam today with 3 member companies: TMA Solutions, TMA Binh Dinh and TMA Innovation. With a collective staff of nearly 4000 engineers, the scope of activities is not only limited to outsourcing but also developing 4.0 technology products, solutions and services for customers and partners. from 30 countries and 4 continents around the world.

To summarize the achievements in the past 25 years, announce important information and development orientation of the group in the future, on December 16, 2022, TMA Manager meeting was solemnly held with the participation of the Board of Directors and more than 300 managers at all levels in Ho Chi Minh City and TIP.

Looking back to 2022, what TMA is proud to achieve is not only revenue growth, but also product development programs, research and application of new technologies. Despite many fluctuations, TMA will still develop as it has done for the past 25 years. Although 2023 will be a year of many challenges, it will also be a year to build human and technological resources.





TMA FUTSAL LEAGUE 2022

TMA Futsal League is an annual soccer tournament organized by TMA, which attracts hundreds of players to attend with fierce and attractive competitions.

Launched in 2015, TMA Futsal League takes place in Ho Chi Minh City. After 7 seasons, this is still an attractive activity that many TMA's members look forward to every weekends. Here, those who share the love with the ball will have the opportunity to exchange and exercise, along with improving the spirit of solidarity between the members of the company.

Starting in March 2022, the TMA Futsal League 2022 season brings together 20 teams - nearly 500 players - divided into 2 League A, B to compete throughout the 8-month period. During this time, the teams went through 22 rounds with 182 intense matches and nearly 800 goals were recorded. These teams with a passionate sports spirit and unyielding willpower have brought a successful tournament with many surprises and bursting emotions for the fans.





TMA SPORTS – MUSIC FESTIVAL 2022



Opening from August and lasting until December, the TMA Sports and Music Festival 2022 aims to celebrate the 25-year establishment of the company that have attracted the participation of more than 700 athletes in 10 sports subjects from all over TMA offices. A wide variety of sports: badminton, chess, tennis, shuttlecock, billiards, Chinese chess, darts, table tennis, music help athletes easily find their favorite sport to join.

In particular, the Music Award with the name "Colorful Music Festival" attracted 50 colorful performances. Performances ranging from solo to duet, group singing or dancing, instrumental solo... are carefully invested in content and form.

After the preliminary round, the 20 finalists had a great night at the front yard of Lab 6. With the professional sound and light system, the performances were given the opportunity to burn to the fullest. Along with that, the enthusiastic interaction of the audience also created more motivation for the performances to be more complete.

TMA Sports and Music Festival 2022 has become a bridge to help people have the opportunity to meet, exchange and compete with each other in a happy and excited atmosphere every weekend.

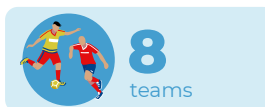




TMA BINH DINH FUTSAL LEAGUE 2022



6
months



8
teams



700+
players

Starting from the end of April 2022, TMA Binh Dinh Futsal League 2022 will be held with the participation of 8 powerful teams. This is the second time the tournament is held at TIP. After 6 months, the tournament ended with the championship belonging to team DG3.

TMA Binh Dinh Futsal League is organized professionally, creating opportunities for nearly 200 players and fans to have a fun and healthy sports playground every weekend morning.



TIP SPORT DAY 2022



7
games



200+
players

With the desire to create a professional, friendly and fun working environment for members, on the occasion of 25th anniversary, TMA first organized TIP Sport Day 2022, where TIP members can satisfy their expression of passion for sports.

Here, with 7 diverse sports including badminton, tug of war, skipping rope, running (men and women), flower arrangement, chess, athletes had the opportunity to show their passion and win many attractive rewards.





QTSC SPORT - MUSIC FESTIVAL

The QTSC Sports Festival 2022 was held with three competitions: badminton, men's football and music.

Participating in most of the categories, TMA left many good impressions with the spirit of hard work and won many high prizes.

BADMINTON

First prize Men's Singles, Men's Doubles, Mixed Doubles and Women's Doubles; runner up of mix's doubles; men's doubles third prize.

MUSIC

1st prize in choir, second prize in solo, third prize in trio

FUTSAL

Bronze medal



THE ICT FRIENDSHIP 2022

Joining The ICT Friendship Cup 2022 - The biggest ICT community futsal Cup in HCMC with more than 40 teams.

TMA has finished this competition as top 8 strongest teams of the tournament and secure 1 seeded spot for next season. The team also left a beautiful impression in the heart of fans with its young lineup and attractive gameplay.



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 2017-2022 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 and digital transformation are encouraged.

In 2022, TMA also research and develop many products to prevent and control Covid-19, contributing to the prevention of the pandemic and providing maximum support to the people.

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 5G center, AI & Data Science Center, Cloud Solutions Center, Automotive Software Center, Robot Center, TMA RPA Center...

In 2022, TMA also especially welcomes 3 new “members” to the technology product collection:

- **T-Locker:** A solution to support delivery/receipt of goods without direct contact, using delivery methods such as Password, QR Code and Face ID.
- **T-Visitor:** Building access solution using multiple methods such as Face ID, QR Code, Video Call, Magnetic Card, Smart Watch.
- **T-Resident:** Mobile application for residents to use utilities: Receive notifications from management, pay expenses, complain, give feedback, look up information or request to use the service.





PARTICIPATING IN MANY TECHNOLOGY EXHIBITION

To share and promote the latest technology products that the Group has been deploying, TMA has actively participated in many domestic and foreign technology exhibitions, including typical events such as:

- Seminar “Digital transformation trends and applications in public supervision services” at QTSC
- Sharing about digital transformation in businesses at Phu Nhuan District
- Workshop “Technology for Safe Tourism After the Pandemic” at Nha Trang
- Ho Chi Minh City Economic Forum 2022...





TMA'S SOLUTION WAS EVALUATED AS THE BEST AT THE VIETNAM SMART CITY AWARD

On the evening of December 1, in Hanoi, the "Vietnam Smart City" award ceremony - Vietnam Smart City Award 2022 organized by the Vietnam Software and IT Services Association (VINASA) took place.

Among 43 Vietnam Smart City Awards 2022 for localities and businesses, 2 technology solutions from TMA were honored in 2 different categories:

- Ecosystem Solutions Technology Solutions for Smart Buildings & Residential Areas - Health was evaluated by the organizers of the best award (5 star rating) in the category "Security and safety solutions"
- Ecosystem Solutions Technology Solutions for Smart Buildings, Residential Areas - Health ranked 4 stars in the category "Solution for smart buildings/apartments"

Specifically, TMA has applied modern technologies such as AI, IoT, and Big Data to build smart solutions for buildings/residential areas such as building access control solutions, smart cameras or remote control, security guards to ensure the security and safety of residents, optimize the operation for the management board. At the same time, the solutions also integrates the feature of controlling the quality of the living environment of the residents and the remote healthcare solution/medical suitcase to help ensure the safety of residents' health.

With these solutions, TMA aims to contribute to accelerating the construction and sustainable smart city development in Vietnam and the national digital transformation process.





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, ISO9001:2015 standard, 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

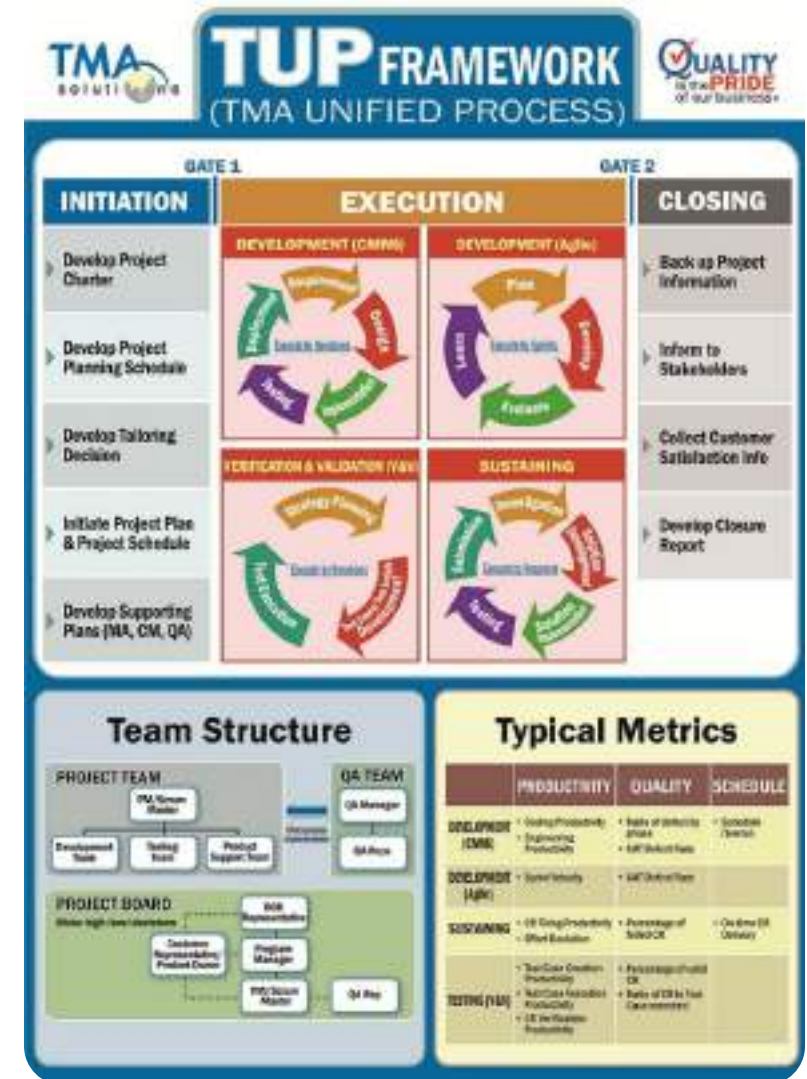
Perform security vulnerability scanning for over 500 testing systems and production systems weekly. The found security issues to be fixed immediately.

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.



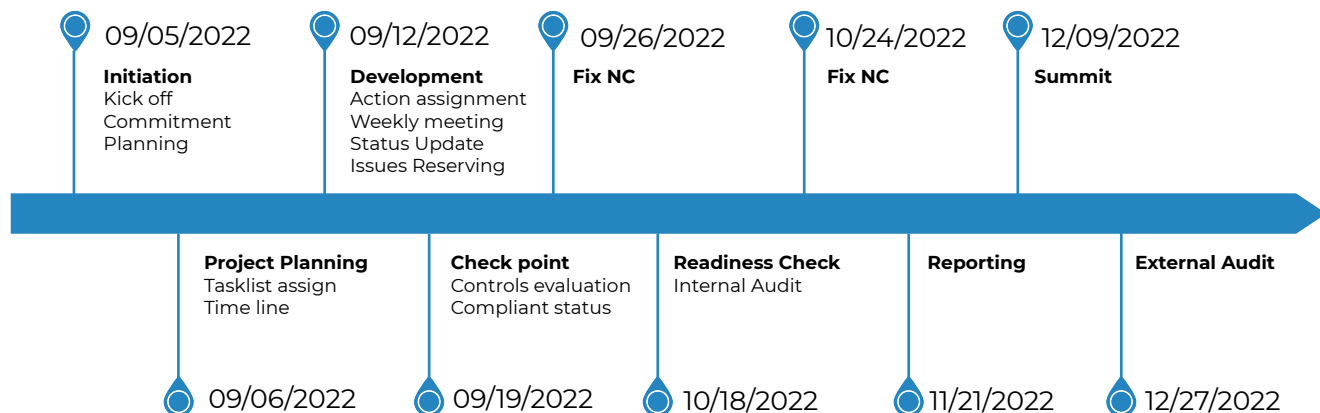


INFORMATION SECURITY

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
- Perform security technical compliance check for over 700 working PCs monthly. The found security issues (Windows update, Antivirus update, Illegal software installation) to be fixed immediately
- 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 2022, we have planned to renew the ISO27001 Surveillance External Audit, the following image illustrates the ISO27001 Surveillance audit schedule.



**ISO27001
Audit Schdule**



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 2022, many projects of TMA received very good feedback from customers. In addition, customers also give gift cards 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.

And in order to create 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 systems in many domains: insurance, education, banking, finance, investment, media and entertainment, healthcare, ERP, and social media networks...



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 7 years of operation, the TMA Aspiration Fund has brought joy and hope to many difficult situations across the country. Following the volunteer journey, in 2022, TMA has implemented dozens of social and charitable activities inside and outside the company.

In 2022, more than 1 billion 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
 - Helping homeless children at My Hoa Pagoda, Binh Dinh
- The Aspiration Fund for thriving
 - Funding for 5 students of Vung A Dinh Charitable Foundation
 - Supporting AKIDO center
 - Scholarships for students learning to major in information technology at universities





CHARITY TRIP "OUR SUMMER" SPREADS LOVE TO ORPHANS IN BINH DINH

Promoting the spirit of humanity, the tradition of mutual affection, on August 21, 2022, the TMA Binh Dinh volunteer group had a visit to My Hoa Pagoda, Phu Cat district, Binh Dinh province. The program was initiated with the aim of bringing orphans and disabled people at the temple a happy summer filled with laughter and has received a great donations from a large number of benefactors at TIP.

With more than 15 million dong in cash and many practical gifts collected, TMA Binh Dinh's volunteer group gave more than 40 gifts of necessities, school supplies... to children and disabled people at the pagoda. In particular, the group also donated 2 bicycles to support the children to go to school. Here, the members of the delegation also organized many interesting activities, enthusiastically helped with the work in the temple, took care of the children and had warm and happy moments.

My Hoa Pagoda is currently the home of 32 children and 10 homeless people with disabilities, and is the largest common house to raise orphaned children in Binh Dinh province. "Our summer" hopes to have contributed to spreading love to the difficult situations at the pagoda.





TMA EMPLOYEES JOIN UPSPACE 2022

Taking place from 0:00AM on October 28, 2022 to 11:59 PM on November 20, 2022, the UpRace 2022 community running event attracted more than 3,400 teams.

The TMA Runners+ team with nearly 400 members also successfully completed 3,401km running, donating to social funds the corresponding amount of 3,401,000 VND. With this achievement, TMA ranks 66/1414 teams in the enterprise table.

UpRace 2022 is a free community running event open to everyone on the UpRace web/mobile platform. Athletes are free to run at the time and place they want and actively record running results on mobile devices (mobile phones, sports watches...). Each valid kilometer will be converted into 1,000 VND to support social organizations such as Vietnam Association for the Protection of People with Disabilities and Children; Wildlife Conservation Center. This year is the 4th year that TMA participates in this meaningful event.



UpRace 2022				TMA Runners+			
Thông tin	BXH	Đội	Đặc	Đang tiếp hàng của đội			
<p>TMA Runners+ ></p> <p>Đoanh nghiệp ></p> <p>Đã tham gia ></p> <p>3,401 Đoanh nghiệp</p> <p>381 Thành viên</p> <p>66 Đội hàng</p> <p>Nhấn vào đây</p>				<p>Thông tin đội</p> <p>Đang tiếp hàng của đội</p> <p>Thông báo từ đội trưởng</p>			
Hạng	Tên vận	Điểm số	Đang tiếp				
1	Đang tiếp	0	340				
2	Đang tiếp	0	340				
3	Đang tiếp	0	340				
4	Đang tiếp	0	340				
5	Đang tiếp	0	340				
6	Đang tiếp	0	340				
7	Đang tiếp	0	340				
8	Đang tiếp	0	340				
9	Đang tiếp	0	340				
10	Đang tiếp	0	340				



TMA PARTICIPATING IN BLOOD DONATION ACTIVITY AT PHU NHUAN DISTRICT AND QTSC

200 TMA EMPLOYEES

participated in the blood donation activity at Phu Nhuan District and QTSC

In 2022, more than 200 TMA members participated in 3 voluntary blood donations at Phu Nhuan District and QTSC. This is annual events and always receives the enthusiastic response of a large number of TMA employees.

According to the National Institute of Hematology and Blood Transfusion, over the past time, the Covid-19 pandemic has had a significant impact on blood collection and supply activities around the world as well as in Vietnam. Currently, the reserve of blood is still at an alarming level, requiring urgent replenishment. TMA members are all very happy and excited to contribute a little to this meaningful activity.

Most of the members participating in this blood donation campaign are very young. In particular, there are volunteers who have participated in this activity many times. You shared that blood donation is good for health and also easy to cause "addiction", as long as there is a call and enough time, you are ready to register.





TMA COLLABORATION ACTIVITIES IN 2022: EXCITING WITH NEARLY 120 ONLINE AND OFFLINE ACTIVITIES WERE ORGANIZED IN 2022

In 2022, cooperation activities between TMA and 65+ university partners happened actively with a variety of activities such as job fairs, lab tours, sharings, scholarships, and sponsors for IT competitions.

To expand and attract young high-tech human resources to TMA Binh Dinh (TIP), TMA has promoted communication and strengthened cooperation relationships with the universities in the central regions and central highlands regions through university tours, career orientation, and recruitment activities attracting many students' interest and participation.

University collaboration activities in 2022 close with impressive numbers:

- **8000+ students** joined with TMA activities (online and offline events)
- **1000 students came to visit TMA:** The company tour is one of the reality activities with a high connection between students and businesses, giving students many interesting experiences through visiting the real working environment and finding out about jobs in the field of IT. In 2022, TMA HCMC & TIP coordinated with 13 university partners to organize 15 company tours with almost 1000 students joining to visit and join career orientation activities at TMA.
- **~80 scholarships:** TMA has awarded ~80 scholarships to disadvantaged students having good academic achievements in the past year. This is one of TMA's practical activities to recognize and encourage young people who are going to work in information technology in the future.





TMA COLLABORATION ACTIVITIES IN 2022: EXCITING WITH NEARLY 120 ONLINE AND OFFLINE ACTIVITIES WERE ORGANIZED IN 2022

- **~70 sponsorship**, sharing and quality assessment activities: TMA continues to accompany universities in many activities:
 - **20+ sharing activities** (online and offline) be held, attracting more than 1500+ students. Along with the general career topics, TMA has collaborated with the universities to share more about many specialized topics such as testing & QA, networking, data science, data warehouse audit system, and design patterns.
 - **32+ job fairs**: 2022 is an explosive year of offline activities, especially job fairs. The job fair is one of the most effective activities to match the demand for jobs of students with the recruitment demands of companies, so it is increasingly being interested and replicated by a lot of universities. During job fairs, TMA not only introduced students to hundreds of job opportunities but also organizes career orientation sharing and equips students with application skills.
 - Sponsor many University's contest & events
- In addition, TMA also accompanied universities in developing and improving training quality activities such as contributing to the development of training programs and evaluating training quality.

Continuing those successes, in 2022, TMA will continue to implement many new activities and events to train and develop IT talent, besides promoting and attracting more potential candidates for TMA, especially in the central region.





QTSC
Quality Tech Solution Company

Chung tay vì

QTSC

Thời gian: Ngày 22 (T)
tại Công viên (T) Quang

Liên hệ: M. Thanh (C)

ĐT: 0 88 807

Email: @qtsc.com.vn

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 2017-2022 has defined two main projects to achieve continual improvement in environmental performance.

- Energy Saving Management 2022
- TMA Go Green

Under the “Energy Saving Management 2022” strategy, in the year 2022, TMA has deployed three more solutions:

- Automatically turning-off power of all working PCs after 10:00pm every day
- IoT Smart Office
- Replace nearly 1000 fluorescent light lamp with LEDs lamp

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

ENERGY SAVING MANAGEMENT

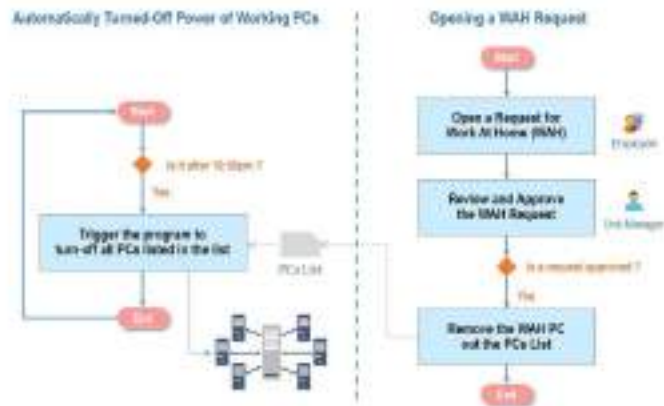
	2020	2021	2022
Average Energy Consumption per People per year (kW)	3.284,68	2.635.44	2.556,25



ENERGY SAVING MANAGEMENT

AUTOMATICALLY TURN-OFF POWER OF WORKING PCs

From 2018, TMA deployed the software program for automatically turning-off all working PCs after 10:00pm every day.



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.





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. 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, lunch boxes 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 collected 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.

TMA JOINS HANDS FOR GREEN QTSC

On the morning of April 22, 2022, TMA members were present from early morning at Quang Trung Software City to participate in the activity "Joining hands for green QTSC".

This is a program jointly launched by QTSC, Ho Chi Minh City Environment and Nature Protection Association and local authorities in response to the Government's campaign "Million trees - For a green Vietnam". The program contributes to raising the awareness of preserving and embellishing a green and clean working environment at Quang Trung Software City.

In that morning, TMA members, students and staff in QTSC cleaned up, planted trees, and created a green, clean and beautiful landscape for the park.





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:



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 includes: 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.



DXCenter promotes digital transformation activities, supporting small and medium enterprises in planning and implementing digital transformation strategies to improve business performance.



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 2022.

- 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.

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.



AWARDS AND RECOGNITIONS





TMA SOLUTIONS IS HONORED TO RECEIVE THE TOP 10 VIETNAM ICT COMPANIES 2022 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 continuously 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 the tech sector in Vietnam especially in emerging technologies and innovative solutions.





111 Nguyen Dinh Chinh, Ward 15,
Phu Nhuan District, HCMC, VN

Tel: +84 28 3997 8000

www.tmasolutions.com	www.tmasolutions.vn
www.tmainnovation.com	www.tmainnovation.vn
www.tma-innovationpark.com	www.tma-innovationpark.vn
	www.tma.vn
	www.tma-binhdingh.vn