CSR Report

2024

In this report

CSR at TMA

Over the past 27 years, TMA has incorporated various ongoing Corporate Social Responsibility (CSR) initiatives as an integral part of our operations and culture. In 2017, the company introduced the Corporate Social Responsibility Plan, outlining key objectives and actions corresponding to its defined responsibility areas. This plan is structured around three main pillars: People, Environment, and Responsible Business. It is based on the CSR Maturity Analysis, which is annually revised to ensure alignment with societal demands and adapt to changes in the business landscape.

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 has formed a CSR Committee to oversee the execution of its Corporate Social Responsibility initiatives. This Committee is responsible for setting objectives, devising plans for CSR-related activities, disseminating these plans across TMA, and sharing relevant updates with the public.

CSR MATURITY ANALYSIS

Each year, the CSR Committee performs an analysis to assess CSR maturity. This analysis evaluates the alignment of the company's strategy and objectives, along with the findings of internal CSR audits. Based on the results, the Committee offers recommendations regarding activities to be carried out, submitting these to the Executive Committee.

RAISING AWARENESS OF CSR

To effectively promote CSR and heighten employee awareness, TMA provides training through in-person sessions and e-learning programs. The company integrates CSR practices into daily operations and regularly informs employees about CSR events and initiatives via email, Intranet, TVs, and platforms such as TMA's Facebook pages and websites: www.facebook.com/tmasolutions, www.facebook.com/TMABinhDinh, www.tma.vn, www.tma-binhdinh.vn, www.tmasolutions.com

SCOPE & CONTENT OF REPORTING

This document represents the eighth publication of TMA's Annual Corporate Social Responsibility Report. It highlights the enhanced initiative efforts and summarizes the key outcomes from executing the CSR Plan 2017-2024. Both this report and earlier editions are accessible in digital format at: www.tmasolutions.com/CSR

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Message from management

Over 27 years of growth, we attribute the success and sustainable development of our business to two key pillars:

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

Our Corporate Social Responsibility (CSR) objectives focus on achieving sustainability by investing in four crucial areas: People, Customer Services, Community, and Environment.

Despite the global economic challenges in 2024, including those faced in Vietnam, TMA continues to prioritize creating a secure and healthy work environment. The company supports career advancement for employees while promoting participation in productivity-enhancing activities and research into new technologies to better serve our customers.

PEOPLE

Providing training programs, maintaining a professional and welcoming workplace

CUSTOMER SERVICES

Innovating with new capabilities, services, and technologies

COMMUNITY

Supporting student growth and making meaningful contributions to local communities

ENVIRONMENT

Utilizing technology to advance eco-friendly initiatives

Nguyen Huu Le

Chairman

TMA ESG 2024

In 2024, TMA made impressive progress in Environmental, Social, and Governance (ESG) efforts. We showed our dedication to sustainability by developing energy-saving solutions and monitoring workplace conditions. On the social front, TMA created a lively and healthy work environment through wellness programs and community activities. Additionally, TMA improved governance by earning the EcoVadis bronze medal and Committed Badge, emphasizing our goal to positively influence both industry and the community.

SOCIAL

- TMA AI Handbook - AI knowledge for community
- **2** AI contests with 150+ AI solutions & 500+ AI innovators
- **100** Quarterly Star Performers awards
- **300+** employee engagement gifts
- **300** million VND supports Typhoon Yagi-affected communities
- **400** volunteers in blood donation activity
- **550+** International Children's Day gifts
- **1.700+** participants in TMA Futsal League and Sport Festival
- **3.000** employees joined periodic health checks
- **4.000+** TMA raincoats and T-shirts for employees
- **3.000+** university students attend more than 100 activities organized by TMA
- **12.000+** trainees participate in 550 training classes
- **1.3** billion VND to assist cancer patients

ENVIRONMENTAL

- Environmental action month at HCMC and Binh Dinh
- Go Green and Non plastic campaign
- Replaced 1400+ fluorescent lights with LED lights
- Joining QTSC Green Day

GOVERNANCE

- Builded the Information Security Management System (ISMS) based on the ISO/IEC 27001 standard, which is the best-known standard providing ISMS requirements
- Renewed the ISO27001 Surveillance External Audit every year
- Following the CSR Audit Guideline to conduct the internal CSR audit program in related departments/units
- Executive Committee adopts the principle that all contracts in which competitors engage either directly or indirectly must be considered by TMA's Executive Committee

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A responsible and sustainable company

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Corporate Social Responsibility Plan

Founded in 1997, TMA Solutions has been dedicated to delivering top-notch software outsourcing services to leading global corporations. Over the past 27 years, our company has consistently prioritized responsible and sustainable business practices, benefiting not only customers and employees but also the communities and environments. To provide clear guidance for its various operational units, TMA has developed a Corporate Social Responsibility Plan. This plan outlines key objectives and initiatives aligned with the company's defined responsibilities. Approved by the Executive Committee, this comprehensive plan has garnered full commitment from all company divisions.

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People

Employees

Customers

Community

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Employees

TMA motivates employees to focus on their professional growth while actively participating in the Company's Corporate Responsibility initiatives, integrating these efforts into their daily work. This is achieved through comprehensive training programs, effective communication, and acknowledgment of their dedicated contributions.

TMA recognizes that the success of our 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.

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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).

33.3%
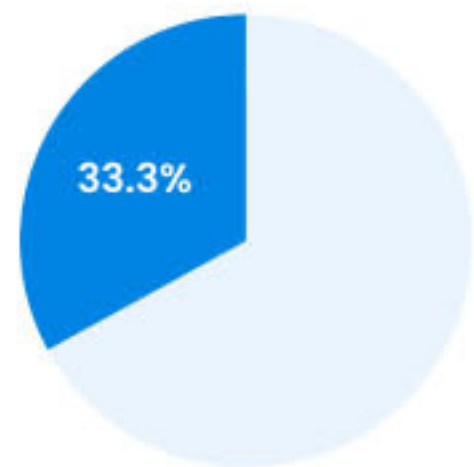
Women in Executives Roles

15.3%
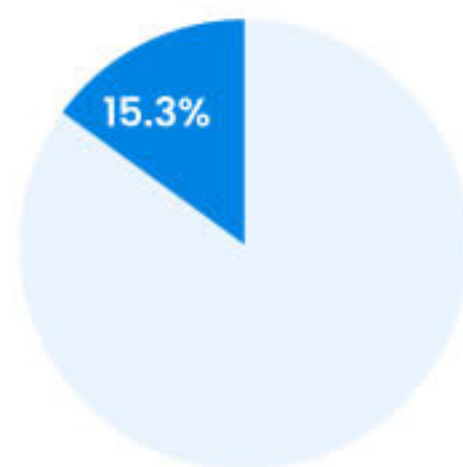
Women in Management Roles

24.4%
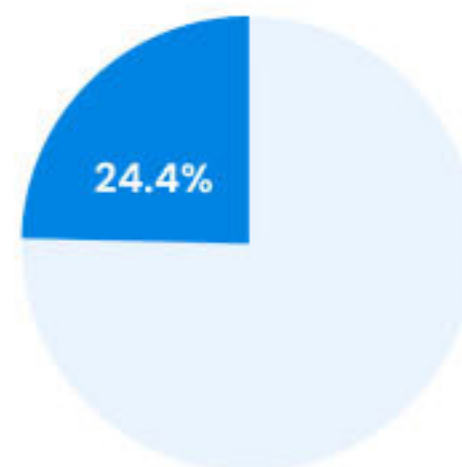
Women in total

PROMOTING GREATER OPPORTUNITIES FOR WOMEN

As of Dec 2024, 24.4% of the total number of employees are women, who hold 24.4% of the total management positions, 33.3% of executive positions are held by women. 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.

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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 2024, 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 to improve the professional capacity of employees, help customers solve problems of increasing productivity and reducing expenses, performing digital transformation and enhancing production capacity. Along with that, courses and competitions on new technology, especially Artificial Intelligence (AI), also strongly attract TMA members, creating a vibrant AI learning and research movement.

TRAINING FRAMEWORK

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

MANAGEMENT	**TECHNICAL SKILLS**	**SOFT SKILLS**	**QUALITY PROCESS**
(Project planning and monitoring, People management, Teamwork, Customer relationship)	(Programming, Telecom/ Networking, Mobile, Testing)	(Presentation, Assertiveness, Task management, Languages)	(TUP overview, Peer review, Unit test, Requirement, Design, Configuration, Estimation)

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

NEW HIRES

TMA INTENSIVE BUSINESS ENGLISH NOVEMBER 2024

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a. Training results in 2024

400
training courses and seminars

200+
technical

165
soft skill and new-hire

550+
training hours

12.000+
participants

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b. Key training programs in 2024

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

- HR Policies
- Security Awareness & IT Support Process
- TMA Overview & Core Values
- Software Development Processes
- Work Etiquette & Professional Communication
- Basic Email Writing
- Successful IT Career
- Logical & System Thinking - Principles & Case Studies
- Customer Communication
- Presentation Skill

Technical: Equip trainees the critical technical skills to meet project, working requirements as well as to catch up the hot trend

- Hot trend courses
- Monthly technical training
- Intensive Training Programs for Grade 2, 3, 4

Process

- **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
- **Online ISTQB AI Training Program Self-learning:** Provide the knowledge and solutions of artificial intelligence (AI) and/or deep (machine) learning, most specifically testing AI-based systems and using AI in testing

AI Developer Training Program

- [Foundation] AI Developer Training Program / Online AI Foundation Training Self-learning
- AI Advance Training Program/AI Intermediate Training Program Self-learning

SME Training Program: Provide the technical expertise; on-trend domain knowledge as well as crucial soft skills for SME candidates

Leadership & Management

- **Leadership Development program:** Provide practical knowledge and experience from experts and CEO outside in different industries to build-up a ready-leader generation for TMA Tech Group
- **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, Customer communication

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Spotlight

Investment in Human Resource Development - Nearly 300 Employees Promoted

In 2024, despite numerous challenges arising from economic fluctuations and increasing customer demands, the leadership and the entire staff of TMA Technology Group united, stayed resilient, and made every effort to maintain stability and sustainable development for TMA.

Also in 2024, with outstanding achievements, nearly 300 excellent members of TMA Technology Group were officially promoted to higher positions. They are the talented next generation of leaders, resulting from TMA's human resource development strategy through programs such as the Management Training Program, SME Training Program...

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Spotlight

Intensive Business English class for Management

2 batches

50+ trainees

The Intensive Business English class is a specially designed course aimed at improving the advanced English skills of key personnel at TMA to increase confidence in communication, presentations, and negotiations with international partners. Launched on August 14, 2024, the class has effectively maintained 2 batches, attracting numerous learners, including senior leaders, managers, and the business team at TMA.

Besides the main lessons, learners are encouraged to participate in self-study exercises such as summarizing news and writing national reports, helping to practice using English in various contexts.

The Intensive Business English class is not only an opportunity to enhance the communication skills for the key personnel but also a strategic step in developing the international image of TMA Tech Group, opening up new opportunities for building partnerships

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Training the Future Management Generation

The Management Training Program is a specific course designed for managers and management candidates at TMA. Over the course of six months, participants have the opportunity to learn and enhance essential management skills such as People/Team Management, General Management, Project Management, Soft Skills, and Customer Communication.

In 2024, more than 20 participants from various departments and projects joined the Management Training Program. With a teaching staff comprised of experienced leaders from TMA, the course not only provided valuable knowledge and experience but also created opportunities for continuous practice through individual assignments, group exercises, and in-class discussions. Graduates of the Management Training Program are promised to be the next generation of managers, helping TMA ensure its human resources and continue to grow in the future.

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Spotlight

Subject Matter Expert training program

2 courses

150 participants

The SME team plays a crucial role in TMA Tech Group's growth. Therefore, TMA always focuses on training and developing SMEs team. In 2024, SME Development Program completed 2 programs with more than 150 participants. By participating in the course, SMEs and SME candidates have access to advanced and new technological knowledge in various fields. Additionally, important soft skills are also shared.

This Program has contributed to improving the capacity and working performance of the SME team, and is an important step in developing and improving the quality of human resources and strongly contributing to the development of TMA Technology Group.

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Spotlight

Strong Investment in AI with AI Transformation Program

One of the highlights of TMA Technology Group's strategy and development orientation in 2024 and beyond is the significant investment in AI Technology – AI Transformation. To achieve this goal, many training courses, seminars from basic to advanced levels, and AI competitions have been organized, attracting a large number of TMA employees.

MANY VALUABLE COURSES HAVE BEEN ORGANIZED

- **[Foundation] AI Developer Training Program:**

100 trainees

This is the first basic AI course applied for TMA employees. The course is guided by experienced engineers and experts who have worked on AI projects at TMA. Over 100 learners have gained access to basic and updated knowledge about AI technology such as Programming Languages, Mathematics and Statistics, Basic Principles of Machine Learning, Libraries, and Tools. At the end of the course, learners also participated in group exercises to assess the course results.

- **Online AI Foundation/Intermediate Training and ISTQB AI Training Program Self-learning:**

5,300 trainees

Following the success of the AI Foundation Training, TMA members continued to have the opportunity to access basic, intermediate knowledge related to AI and ISTQB certification through online courses. These courses are organized in the form of self-learning via video, enhancing employees' knowledge and skills in AI and its applications in various fields. More than 5,300 TMA employees from different teams and projects have participated in the courses. With the convenience of online training, the Online AI Training allows members to learn and complete the training at a flexible time, providing a great opportunity for TMA members to add AI knowledge to their treasure trove.

- **AI Advance Training Program:**

600 trainees

The course attracted more than 600 TMAers to register. In the course, TMA engineers are provided with in-depth knowledge in the field of AI, experiencing the actual process of developing AI projects through practical exercises, thereby having a solid understanding of AI, its applications, and impacts.

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DRIVING INNOVATION THROUGH COMPETITIONS

One of the highlights of TMA Technology Group's strategy and development orientation in 2024 and beyond is the strong investment in AI Technology – AI Transformation. To achieve this goal, many training courses, seminars from basic to advanced levels, and AI competitions have been organized, attracting a large number of TMA employees.

150 AI solutions

500+ participants

▪ TMA's Got AI Talent 2024

Spanning six months, TMA's Got AI Talent 2024 (TGAT 2024) attracted over 100 AI solutions and products from various business units, showcasing remarkable creativity and problem-solving skills. Notably, DC27's Patient Medication Activity Detection project won first place, demonstrating AI's potential in the healthcare sector.

▪ AI for Business 2024

Inherited the success of TGAT 2024, a groundbreaking AI-driven business competition - AI for Business was organized. All the submissions outstanded for their high-quality solutions and high level of innovation. In total, 15 individuals and teams were recognized for their outstanding contributions.

Through these competitions, TMA continues to empower our workforce with AI knowledge, driving innovation and efficiency while positioning itself as a leader in AI-driven technology in Southeast Asia.

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Spotlight

"TMA AI Handbook" - AI knowledge for Community

In TMA's commitment to making AI knowledge more accessible to the community, we actively research and apply AI in innovative solutions while collaborating with industry experts and research institutes. Besides regular training sessions, workshops, and internal competitions, in 2024, we launched the TMA AI Handbook.

This ebook provides fundamental insights into Artificial Intelligence (AI) and Large Language Models (LLMs), along with practical applications to improve work efficiency and daily tasks. This initiative reflects our dedication to integrating AI into everyday life and empowering individuals with the tools to leverage AI effectively.

We strongly believe that readers will gain a comprehensive perspective on AI, join us in making AI a valuable assistant, and explore the amazing possibilities AI can bring to our lives through this amazing book.

Explore now: https://tma.vn/TMAAIhandbook

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Spotlight

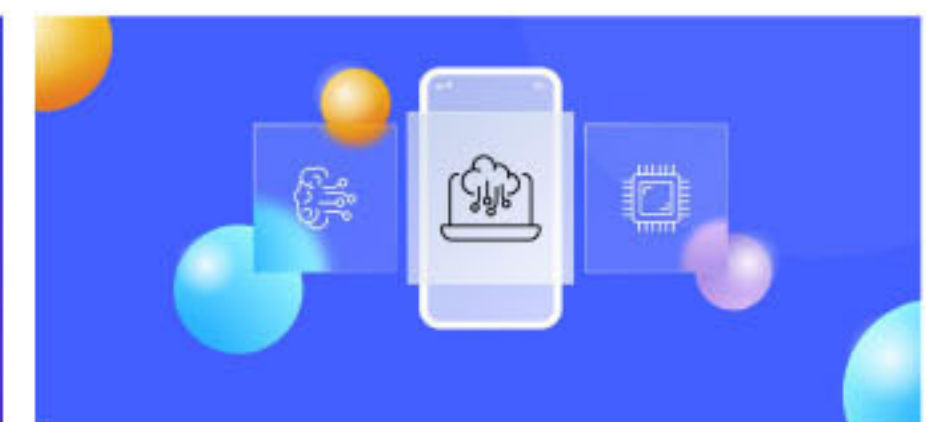# Sharing latest technology trends with seminars and newsletters

In 2024, a wealth of in-depth knowledge about new technologies, especially AI, was shared through seminars held quarterly. Here, TMA engineers had the opportunity to converse and discuss with colleagues, who are also experienced experts in various fields to expand their professional skills. Additionally, extremely useful technology newsletters were continuously sent out to update members on the latest technology trends.

▪ Seminar

- Prompt Engineering: The Key to Unlocking LLM Power
- AI & Cyber Security
- Multimodal AI: Fake from Video to Voice, How Can It Be?
- Discover the Power of GenAI
- Using AI/ML Services on the Cloud
- AI Solutions Testing Strategy - Exploring a Comprehensive Framework for AI System Testing
- Self-healing in Automation Test
- Next-Gen Automation Framework...

▪ Newsletter

- 3GPP - Things You Might Not Know
- Applied Observability
- AI Trust, Risk, and Security Management (TRiSM)
- Energy Harvesting: A Case Study of Using RF Plasma
- Machine Customers: The Future of Automated Transactions
- Applying Datafication to Applications...

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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:

- 13th-month salary

- Interest-free loan policy

- Special health care program

- Annual health examination

- Gift for long-term employees, TMA couple

- Team building fund

- Quarterly Star Performer Award

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a. Employee Support Policy

INTEREST-FREE LOAN AND WEDDING GIFTS

Official employees of TMA are entitled to interest-free loans from the company when there is an urgent need. 5.5 billion VND has been transferred to employees who participate in this program in 2024. Additionally, couples within the company who get married will receive wedding gifts as an encouragement and blessing. In 2024, there were 17 couples from all groups and projects of TMA tied a knot.

LOYALTY AWARDS

TMA always appreciates individuals who have long-term dedication to the company. Those who have worked for 5, 10, 15 years receive a gift of gratitude from the company as a sincere thank you, hope that you will continue to stay and contribute. In 2024, more than 300 employees who have worked for 5, 10, 15 years received gifts from the company.

TMA QUARTERLY STAR PERFORMER AWARDS

TMA Quarterly Star Performer, established in 2015, is a prestigious award recognizing the dedication and excellence of TMA Technology Group members. With a total value of 1 billion VND annually, the award honors 100 individuals and teams in 2024. Quarterly ceremonies involve the Board of Directors and colleagues, where recipients receive certificates, bonuses, and recognition across company platforms. This award has become a trusted and aspirational goal for all TMA employees.

GIFTS FOR CHILDREN ON INTERNATIONAL CHILDREN'S DAY

Celebrating the joys of summer and International Children's Day, TMA Technology Group prepared small gifts for the "angels" of the TMA family. On the afternoon of May 31, 2024, the Board of Directors personally delivered these gifts to over 550 members with young children, wishing them health, good behavior, and a fun summer.

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b. Employee health care

PERIODIC HEALTH CHECK FOR ALL EMPLOYEES

Employee well-being and health are among TMA's top priorities. In 2024, TMA organized an Annual Health Checkup Program for all employees, with nearly 3,000 engineers participating. The medical examinations were conducted by specialized doctors using advanced medical equipment. The comprehensive health checkup included blood tests, chest X-rays, specialized exams, and clinical services like general ultrasound, dental care, ENT (ear, nose, and throat), liver function, kidney function, and more, offering members a full assessment of their health. The 2024 program also featured specialized medical services for women, highlighting the company's care for female employees.

SPECIAL HEALTHCARE PROGRAM

VBI, which is a special health care program, has been applied to all official employees by TMA for 16 years. This program provides TMA staff free or partially discounted medical examinations in more than 200 hospitals and clinics across the country. In 2024, more than 3400 TMA employees participated in this special healthcare program.

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c. Ensuring a Safe Working Environment

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 2024, TMA coordinated with District 12's Fire protection inspection police to conduct a fire and occupational safety drill at TMA Lab 6. The program aimed to enhance the skills of TMA's staff and the on-site Fire Prevention and Fighting (PCCC) force in handling emergency situations.

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.

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d. Friendly, vibrant working environment with many sports and cultural activities

COMMUNICATION DEPARTMENT

The Corporate Communication & Services Department was established in 2015, including Internal Communication (IC) and Public Relations (PR), which:

IC

- In charge of internal communication, organizing events in the company and in charge of communication activities
- Report, taking photos, making videos, preparing 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
- Organizing and coordinating 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, Tiktok 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.

TEAM TRIP

Every year, TMA transfers team funds to all official employees to encourage employees to organize team building activities. In 2024, hundreds of large and small trips have been organized to fulfill our employee needs. This helps to increase cohesion, helping employees to relax and be happy after working hours.

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Manager meeting Jan-2025

On the morning of January 14, 2025, TMA Technology Group held the Manager Meeting Jan-2025 with the participation of over 300 managers in Ho Chi Minh City and Binh Dinh. This was an opportunity for the Board of Directors and managers to reflect on the efforts of 2024, and to share plans aimed at breakthrough development in 2025.
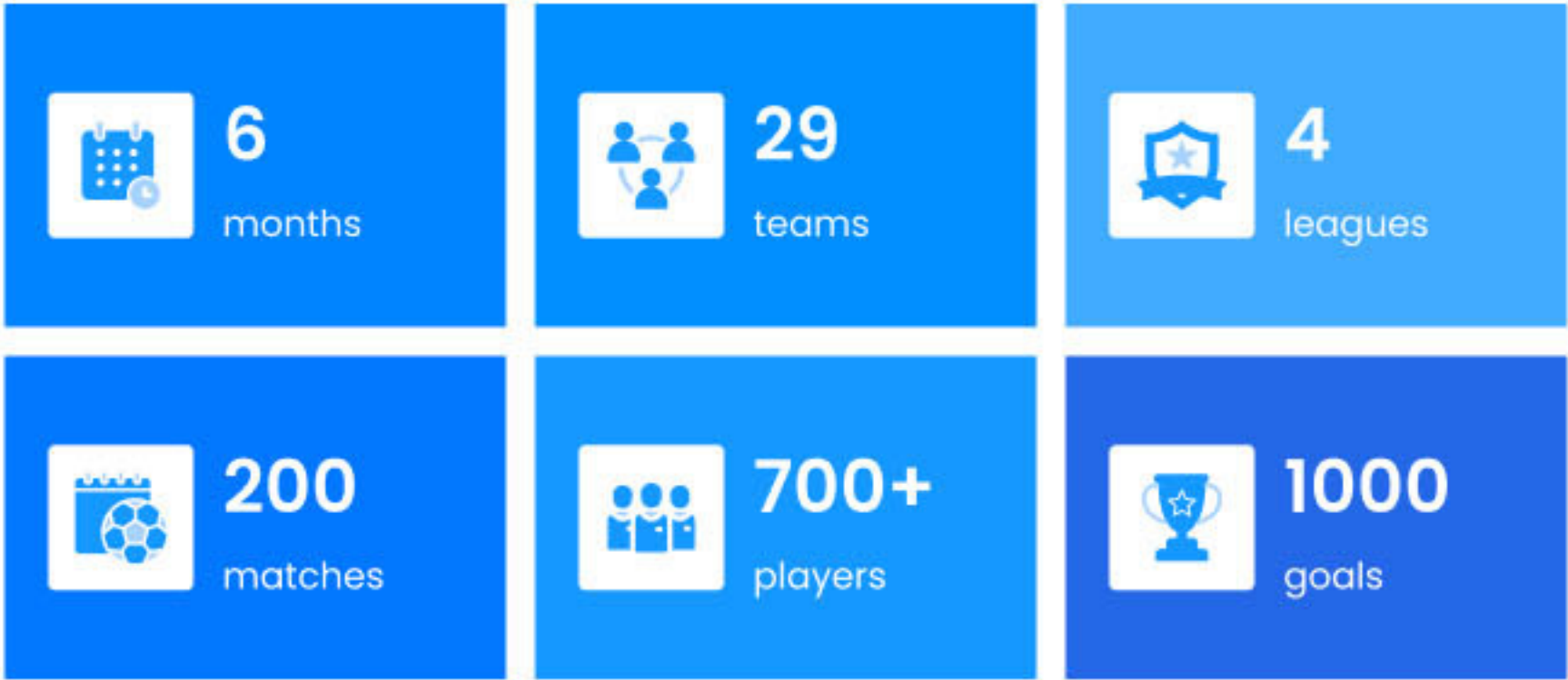
At the meeting, members of the Board of Directors delivered heartfelt speeches, providing important information about TMA's strategy and development orientation for 2025 and the future. Accordingly, TMA will continue to make strong investments in technology and the field of artificial intelligence (AI), while launching the TMA Digital Economy Center (TDEC). These are important strategies to help TMA provide comprehensive technology solutions and products to customers in various fields and aim to become one of the leading technology companies in Southeast Asia.

On this occasion, TMA also recognized individuals who were promoted to the positions of Manager, Senior Manager, and Director in 2024.

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Spotlight

TMA Futsal League 2024

6 months

29 teams

4 leagues

200 matches

700+ players

1000 goals

The TMA Futsal League, launched in 2015, is an annual football tournament offering a vibrant, competitive platform for TMA members passionate about football. Held in Ho Chi Minh City and Binh Dinh (TMA Binh Dinh Futsal League), it attracts numerous players and stands as one of TMA's biggest sporting events. Over nine seasons, it has grown in popularity, with players' skills and the event's professionalism improving each year.

The 2024 season began in March and lasted six months, featuring 22 teams in Ho Chi Minh City (divided into leagues A, B, and C) and 7 teams in Binh Dinh. Across 200 matches and nearly 1,000 goals, the tournament offered thrilling moments, with intense competition and an unpredictable race for the golden cup keeping fans captivated until the final rounds.

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Spotlight

Sport & Music Festival 2024

📅 **3** months	⚽ **10** sports	👥 **1000+** participants

TMA Sports - Music Festival is an annual event that allows TMA members to showcase talents, foster a healthy sporting spirit, enhance physical well-being, and strengthen team bonds. In 2024, over 600 participants competed in 10 diverse sports, including Badminton, Billiards, Tennis, Table Tennis, Running, Chess, Chinese Chess, Darts, Music, and Video contests.

In TMA Binh Dinh, the Sport and Music TIP 2024 featured five sports: Badminton, Running, Chinese Chess, Billiards, and Music contests, offering a fun and rewarding playground for members.

More than a competition, the festival celebrates passion for sports and the arts, creating lasting memories through shared determination, creativity, and enthusiasm.

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Spotlight

The ICT Friendship 2024

Top 3
strongest teams

For years, TMA has proudly competed in the ICT Friendship Cup, one of the largest and most prestigious football tournaments for the technology community in HCMC. More than just a competition, it fosters friendship, strengthens connections among tech companies, and upholds fair play and mutual respect.

In 2024, building on a legacy of success, TMA secured the Bronze Medal in Serie A, ranking among the Top 3 strongest teams. Their remarkable performance reflected determination, respect, and sportsmanship, leaving a lasting impression on fans and reaffirming TMA's legacy in the tournament.

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Spotlight

QTSC cup 2024

Football	**CHAMPION**
Badminton	**CHAMPION** Men's Singles, Men's Doubles, Mixed Doubles
	RUNNER-UP Men's Singles, Mixed Doubles

The QTSC Sports Festival is an exciting sports playground for companies within the QTSC campus, fostering healthy competition, teamwork, and inter-company connections. This year, the event featured two competitions: Football and Badminton. TMA made a strong impression with its fair-play spirit, relentless effort, and outstanding performances, securing championship titles and top honors in both sports.

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Customer

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 its 2024 development strategy and beyond, TMA prioritizes training, researching, and effectively applying AI technology to customer solutions. Significant investments in AI projects and workforce preparation ensure quick adaptation to partners' software development needs.

To meet diverse customer demands, TMA has consistently maintained and improved quality control and network security. New working models, including AI integration in software development, have been researched and applied across multiple projects. TMA also supports businesses nationwide with creative processes and digital transformation, enhancing awareness and skills in applying these advancements effectively.

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Spotlight

Establishing the TMA Digital Economy Center (TDEC)

Vietnam is accelerating Digital Economy development as a key driver for growth in the coming years. Southeast Asian countries are also implementing Digital Economy strategies, aiming to reach $1 trillion by 2030 (according to HSBC projections).

To contribute to the advancement of the Digital Economy in Vietnam and across Southeast Asia, TMA has established the TMA Digital Economy Center (TDEC) to develop and integrate existing business solutions, creating large-scale solutions for various industries and sectors.

TDEC aims to leverage Digital Technologies to develop Digital Solutions that drive both Digital Economy growth and Green Economy initiatives.

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Spotlight

The new look of TMA Showroom

At the end of 2024, after 2 months of construction, TMA Showroom officially opened. With a modern, open-space design, the showroom aims to bring TMA and the Digital Economy Center's (TDEC) solutions closer to visitors, including the main areas:

TMA's overview area	AI area	Healthtech area	5G and Automotive area	Manufacturing area

Additionally, the showroom operation is supported by several "made by TMA" solutions such as:

- TMA Digital Signage Solution: Centrally and effectively managing content displayed on the showroom's TV screens.
- Remote power on/off system completed by the IoT team, optimizing electricity usage and better maintaining display devices, avoiding 24/7 operation.

With the new interface, the TMA Showroom hopes to introduce TMA's technological solutions more visually to visitors, towards the mission of "Technology for People & Business" of TMA Technology Group.
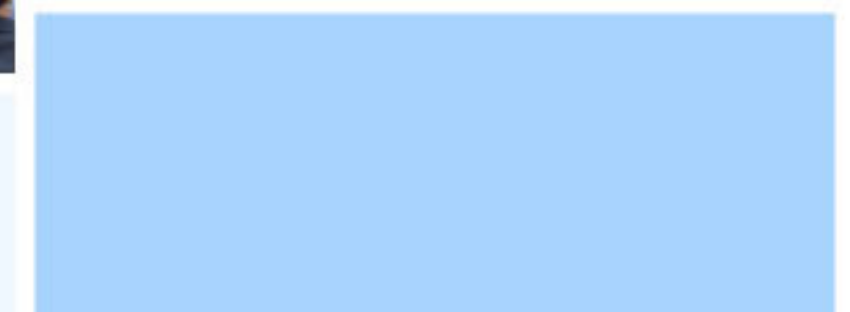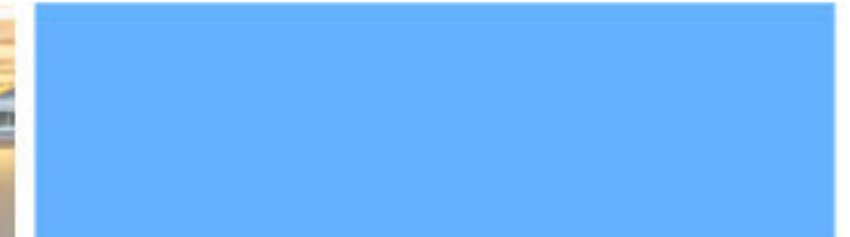
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Spotlight

TMA participates in many technology exhibitions

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

- Seminar - Exhibition "AI Solutions for Businesses" (Vietnam)
- Webinar: Gaining a Competitive Edge with AI on AWS (Vietnam)
- ADLINK Seminar 2024 (Vietnam)
- Tech4life Expo & Summit (Vietnam)
- Wellness Summit 2024 (Vietnam)
- Golden Age Care 2024 (Vietnam)
- DEX Connex Vietnam (Vietnam)
- Korea-Vietnam ICT Business Festival Week (Vietnam)
- CITEXO OPEN (Vietnam)
- iTECH EXPO 2024 (Vietnam)
- Digital Transformation Exhibition (Indonesia)
- K-ICT Week in Busan 2024 (Korea)

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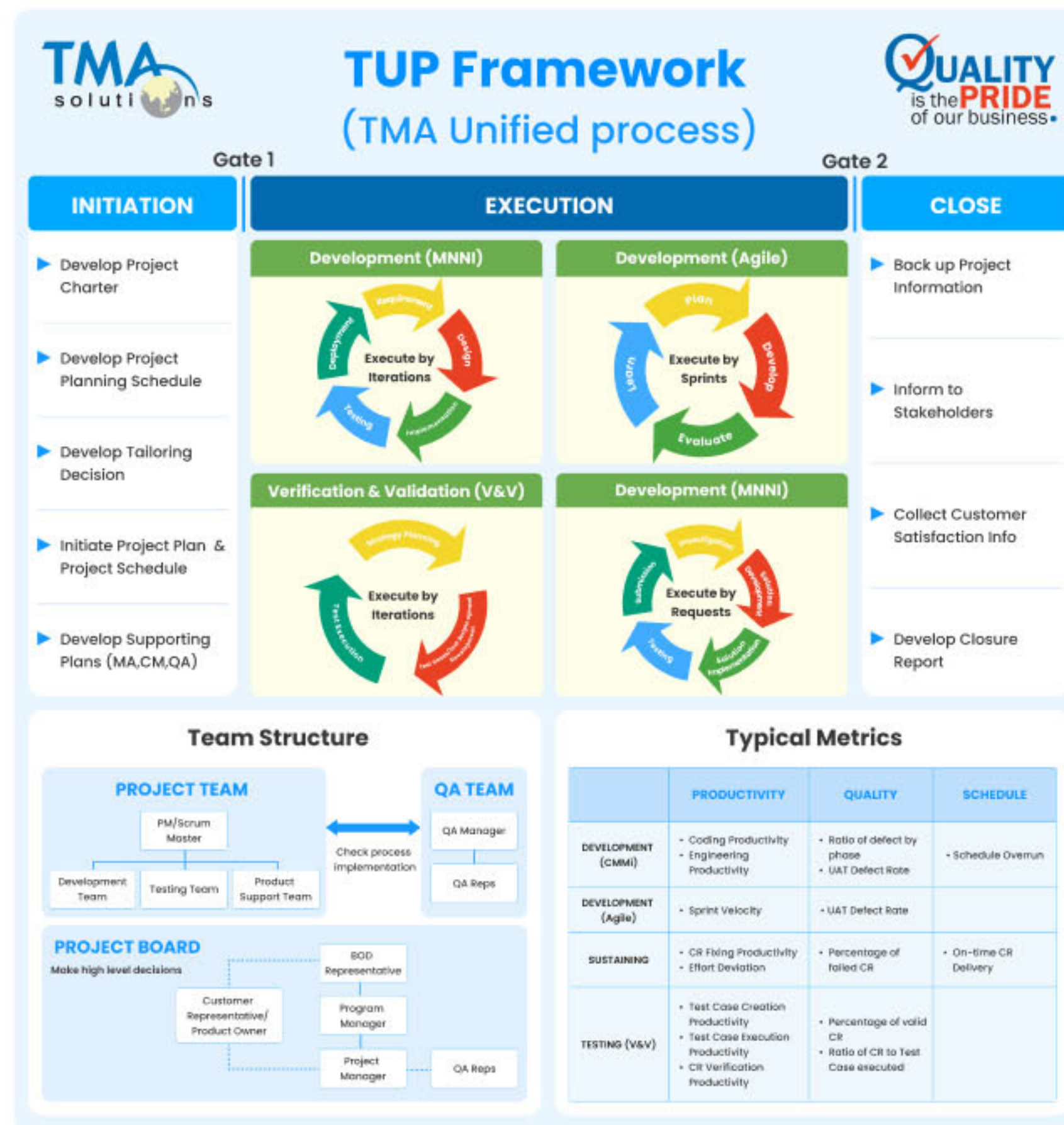
a. Quality management system security and compliance

TMA UNIFED 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 method[1]ology, 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.

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b. 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.

ANTI RANSOMWARE

In 2024, ransomware attacks increased sharply in Vietnam, causing significant damage to organizations and companies. Facing this threat, TMA invested heavily in response solutions. The IT Security department quickly devised plans and implemented various measures to assess and review the current system. They also built a new backup system to minimize risks from ransomware attacks and ensure a quick recovery after incidents.

In Q4 2024, IT Security conducted tests to evaluate the readiness of this system, which was also part of the annual ISO audits. The Disaster Recovery Plan (DRP) simulated a scenario where TMA was hit by ransomware, and IT Security followed prepared plans to respond and restore operations as quickly as possible. After the drill, the readiness and results met the required standards.

SOFTWARE PRODUCTS SECURITY

To provide customers with the high quality and secured software products. Before delivering to customers, the Security Team performs security scanning on software applications to find People 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 on 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 June 28th, 2018 we officially added the GDPR check activity into our Software Quality Assurance program.

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c. 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 conform with the ISO/IEC 27001 standard, in 2024, we have planned to upgrade the ISO27001 from version 2013 to version 2022.

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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 2024, many projects of TMA received very good feedback from customers.

At the project level, project managers and team members always communicate the work and plan with client representatives 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 the next Iteration.

And in order to create a 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, cyber security, arbitration and mediation, banking, finance, investment, media and entertainment, healthcare, ERP, and social media networks...

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Corporate Social Responsibility Plan   **People**   Environment   Responsible Business

Community

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

TMA is committed to positively impacting communities by supporting charitable projects, universities, and students.

Established on May 13, 2015, with an initial fund of 1 billion VND, the TMA Aspiration Fund is divided into three categories: Living, Thriving, and Home, each serving distinct purposes.

Over nine years, the fund has brought joy and hope to many in need across the country. In 2024, TMA donated nearly 2 billion VND to organizations, hospitals, and underprivileged individuals. Additionally, TMA partnered with 65 universities nationwide, organizing seminars, career guidance tours, competitions, and scholarships to inspire students and prepare them for their future.

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Spotlight

Free English class

TMA Bình Định, in collaboration with Kim Dong Primary School in Ghenh Rang, Quy Nhơn, has provided free English classes for elementary students over the past three months. Due to limited access to modern learning methods and practice environments, these children face challenges in developing their English skills. This program aims to teach English in a natural and engaging manner, helping the children build confidence, become familiar with the language, and cultivate a passion for learning it.

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Spotlight

Spreading love to students in Canh Lien, Van Canh district, Binh Dinh province

In August 2024, TMA Bình Định members held a volunteer trip, delivering 60 essential gifts and school supplies to underprivileged students in Van Canh district. Amid a lively and cheerful atmosphere, they also crafted colorful lanterns for the upcoming Mid-Autumn Festival.

Canh Lien, a remote area between Gia Lai and Phu Yen provinces, is home to mainly ethnic minorities who face tough living conditions in mountainous terrain divided by rivers and streams. Driven by a desire to spread kindness, TMA members overcame the long journey to bring happiness to the children. The program hopes to inspire and uplift those in challenging circumstances within the commune.

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Spotlight

Children's Day in Nhon My, An Nhon town, Binh Dinh province

In June 2024, TMA Bình Định, with support from the TMA Aspiration Fund and contributions from TIP members, successfully hosted the "Children's Day" event for underprivileged children in An Nhon, Binh Dinh. TIP volunteers joined in, organizing fun minigames that fostered a warm, joyful atmosphere and strong bonds. Along with spiritual gifts, TMA Bình Định provided essential supplies and learning tools, aiming to improve the children's lives and education. Every effort was filled with care and love, reflecting the hope for a brighter future and a commitment to promoting compassion and solidarity.

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Spotlight

"Tet of kindness" program

70 essential gifts

TMA Bình Định upheld the spirit of compassion and community through the "Tet of Kindness" charity program at TMA Innovation Park. This initiative aimed to provide disadvantaged children with a joyful Tet celebration, supported by numerous TIP members. The volunteer group distributed nearly 70 essential gift packages and hosted engaging activities with appealing prizes, which the children enthusiastically enjoyed.

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Spotlight

TMA participates in blood donation activity

400
volunteers

Over the past year, nearly 400 members from TMA HCM and TMA Bình Định have enthusiastically joined blood donation programs.

These annual programs have always been warmly embraced by TMA members. Notably, alongside long-time donors, a growing number of young participants, especially from Gen Z, have become involved. This collective effort not only strengthens solidarity but also inspires individuals to take greater care of their own health.

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Spotlight

TMA supports Northern Vietnam after Typhoon Yagi

300
million VND

In September 2024, Super Typhoon Yagi struck the northern coastal provinces of Vietnam, causing severe damage and hardship. In response, TMA members, together with the TMA Charity Fund, donated 300 million VND to aid recovery efforts. This compassionate act highlights TMA's commitment to social responsibility and its enduring humanitarian values.

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Spotlight

TMA supports cancer patients

1.3
billion VND

On the morning of December 24, 2024, TMA Technology Group donated a bone density scanner worth 1.3 billion VND to Ho Chi Minh City Oncology Hospital, reflecting our commitment to "spreading love" and building a brighter future.

This advanced device helps doctors diagnose osteoporosis, a frequent complication in cancer patients, and create suitable treatment plans. TMA hopes this meaningful contribution will enhance cancer care and give patients hope and confidence in their fight against the disease.

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Spotlight

TMA collaboration activities in 2024: Strengthening partnerships & empowering IT talents

In 2024, TMA Tech Group continued to strengthen collaboration with 65+ university partners, fostering close connections through a diverse range of activities that attracted over 3,000 IT students nationwide. These initiatives provided students with valuable opportunities to enhance their skills, explore industry trends, and connect with potential career paths in the IT sector.

Throughout the year, TMA organized and participated in 16 seminars, where TMA's experts shared insights on emerging technologies, AI applications, and career development in IT. We organized 30 lab tours that allowed 1300+ students to experience real-world working environments, and help orient their future career.

To further support IT talent, we offered scholarships with a total value of over 100.000.000 VND to outstanding students, encouraging academic excellence and innovation. Additionally, TMA actively sponsored 6 IT competitions, providing students with a playground to apply their knowledge, compete, and gain hands-on experience in solving real-world challenges.

Additionally, with a strong commitment to developing the young IT workforce, we expanded our engagement with universities in the central and central highlands regions. Through career orientation programs, university tours, and recruitment activities, TMA aimed to attract high-quality talent to TMA Innovation Park (TIP) and bridge the gap between academia and industry.

By continuously investing in university partnerships and student engagement, TMA remains dedicated to shaping the future of Vietnam's IT industry, empowering young talents, and fostering innovation for a sustainable digital economy

Collaborate with
65+ universities

100+
activities

200+
internships

3,000+
students

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Environment

Energy saving

Green environment

Say no to plastic

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Environment

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

1 ENERGY SAVING MANAGEMENT CAMPAIGN

The CSR Plan 2024 has defined two main projects to achieve continual improvement in environmental performance.
Energy Saving Management 2024
Go green and Non plastic campaign
Under the "Energy Saving Management 2024" strategy, in the year 2024, TMA has replaced 1.420 fluorescent light lamps with LEDs lamps to reduce energy consumption per person per year at the Company.

Additionally, TMA carries out the Go Green - Non Plastic campaign with many meaningful activities such as awareness-raising and clean-up drives. Humidity and wastewater environment measurements are also taken twice a year to ensure a green, clean, and beautiful working environment for employees.

2 GO GREEN AND NON PLASTIC CAMPAIGN

TMA maintains a clean environment to ensure 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:

- Regularly 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.

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Spotlight

Environmental Action Month

To celebrate World Environment Day, TMA launched "Environmental Action Month," featuring activities to create a greener, cleaner, and more beautiful workspace. Events at TMA HCM and TMA Bình Định received enthusiastic participation, promoting sustainable lifestyles through meaningful actions.

Both locations held cleanup drives to remove waste, improve the workspace, and raise awareness about keeping shared spaces clean. At TMA Bình Định, the Summer Market, focused on the 3R principles (Reuse, Recycle, Reduce), was a standout activity. Members displayed creative recycled products, shared ideas, and attended presentations on practical applications, delivering a strong message about sustainability and environmental protection.

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Spotlight

QTSC green day 2024

The "Join Hands for a Green QTSC" program, organized by QTSC and the Ho Chi Minh City Nature and Environment Protection Association, supports the "One Million Green Trees – For a Greener Vietnam" campaign by the Central Youth Union (2021-2025). The program highlights the importance of trees in conserving water and adapting to climate change, while promoting community responsibility.

TMA members contributed by collecting waste at TMA and Quang Trung Software City, helping create a cleaner and greener environment. This effort also raised awareness about environmental protection, inspiring collective action for a sustainable future.
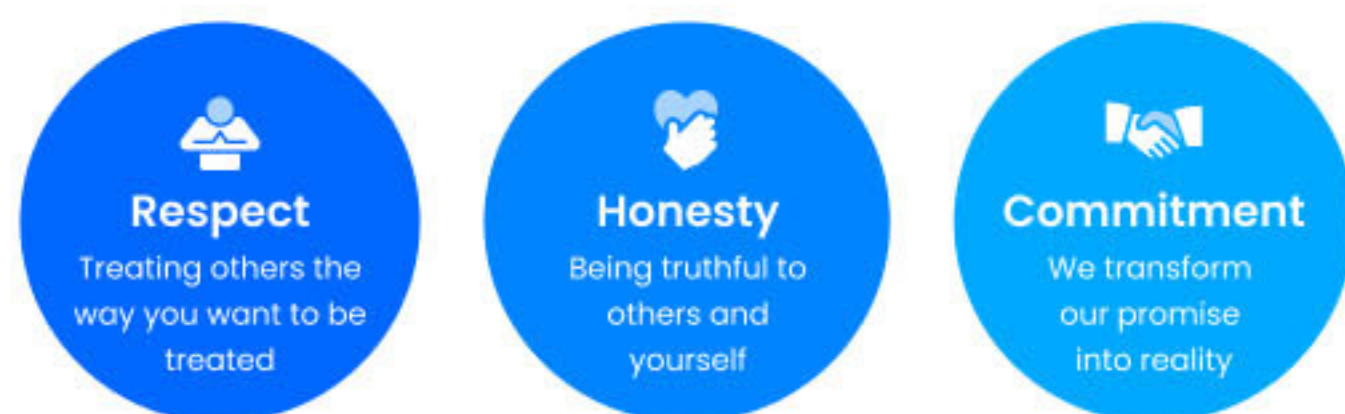
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Responsible Business

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

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

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1 RESPONSIBLE ALLIANCES

VINASA: 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: 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: 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: QTSC has become an attractive investment place for those who want to seek the opportunity of cooperation and development in the 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 the IT field in HCMC particularly and Vietnam generally.

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

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2   INTERNAL CONTROL

INTERNAL CSR AUDIT PROGRAM

Every March, the CSR Committee follows the CSR Audit Guideline to conduct the internal CSR audit program. CSR policies and procedures are reviewed across relevant departments/units (HR, IT, Security, Admin, Purchasing, Training, Business, IC, QMS), with no major violations reported in 2022. Key areas of focus include:

- 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 depart-ments 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.
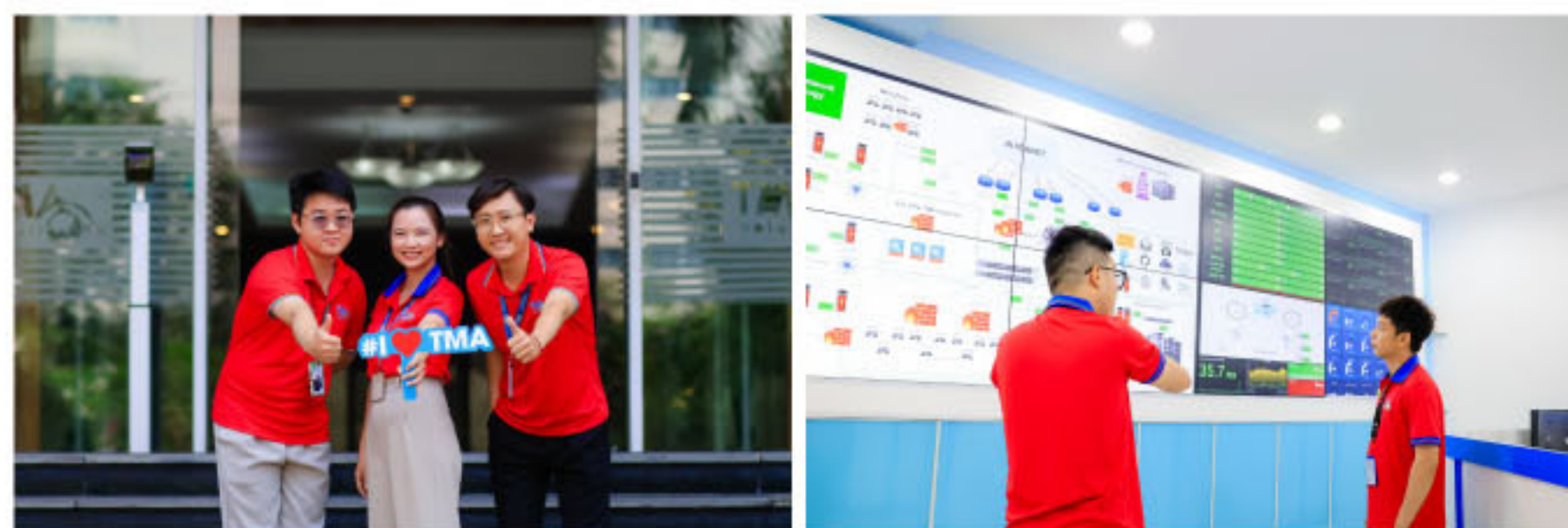
ANTITRUST/COMPETITION LAW COMPLIANCE

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 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 by the Executive Committee.

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 Tech Group Honored in "Top 10 Vietnam Digital Technology Companies 2024"

On September 21, 2024, TMA Tech Group was proudly recognized in the "Top 10 Vietnam Digital Technology Companies 2024" awards, winning in two categories:

- Top 10 Software and IT Services Exporters
- Vietnam's Billion-Dollar Digital Enterprises

Organized by VINASA, this prestigious award highlights companies that lead in innovation and the application of advanced technologies.

This achievement reinforces TMA's position and reputation in Vietnam's digital technology industry and international markets. Moving forward, TMA remains committed to continuous innovation, delivering the best value to customers and contributing to the development of Vietnam's IT sector and society as a whole.

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TMA

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

📞 Tel: +84 28 3997 8000

🌐 www.tmasolutions.com   www.tmainnovation.vn
www.tmainnovation.com   www.tma-innovationpark.vn
www.tma-innovationpark.com   www.tma.vn
www.tmasolutions.vn   www.tma-binhdinh.vn

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