Last updated: Jan 15th, 2024

SUSTAINABILITY

Our vision of having environmental impact for a safe and sustainable future sets the direction of our business and our conduct.

This section includes; how we protect the environment and maintain our standards of ethics and compliance in our own operations and with our business partners.

Contents

ETHICS AND COMPLIANCE

WHY IT MATTERS

TMA's business model is based on trust at all levels and in all business environments. Trust can only be achieved when we consistently maintain high standards of business and personal conduct. In everything we do, we endeavor to reflect TMA's values and strictly adhere to our Business Ethics and Corporate Governance Policy.

We add value to society by promoting fair business conduct in our own operations and those we do business with.

Our Business Ethics and Corporate Governance Policy provides a framework for what we consider ethical, responsible and sustainable conduct. The requirements and expectations, together with our values, constitute the basis of our corporate activities. It supports our vision and our business ambitions, and applies to everyone involved in TMA's business.

PROGRESS IN 2023

COMPLIANCE

No critical concerns were reported in 2023. No legal actions were pending or completed during the reporting period regarding anticompetitive behavior or violations of antitrust and monopoly legislation. We have not identified any significant fines or non-monetary sanctions for non-compliance with laws and/or regulations relating to environmental, social or economic issues.

TRAINING

Training and awareness raising are at the core of our approach. Awareness is key to reducing compliance risks and we continually invest in new and updated training on a number of topics related to ethical conduct and integrity.

We continue to focus on making sure our employees are fully trained on the issues and risks relating to ethical conduct and compliance.

APPROACH

BUSINESS ETHICS AND CORPORATE GOVERNANCE POLICY

Our Business Ethics and Corporate Governance Policy outlines our requirements and expectations for ethical conduct. It makes clear what is expected from TMA as a business and from every individual working for, or on behalf of, TMA.

Zero tolerance

We do not tolerate any violation of applicable laws, including those on anti-corruption. Violations can result in disciplinary procedures, including termination of employment or contract as well as potential legal proceedings.

COMPLIANCE PROGRAM

Our compliance program is based on the Business Ethics and Corporate Governance Policy and is owned by the Executive Committee. All focus areas – anti-corruption, bribery, antitrust, money laundering, and fraud – are regularly evaluated the risks reported in our risk management system.

Training

Training and awareness raising are at the core of our approach. Awareness is key to reducing compliance risks and we continually invest in new and updated training on a number of topics related to ethical conduct and integrity.

Antitrust

Business policy and pricing are set independently and never agreed with competitors or other non-related parties. It is a fundamental corporate principle of TMA to compete vigorously and fairly, in full compliance with all applicable antitrust and competition laws. Any obstruction of free and open competition is strictly prohibited. For business officers and staffs, antitrust is part of our mandatory training program.

Supplier

We expect our suppliers to uphold the same standard of business ethics as we do and we have a supplier Code of Conduct outlining our requirements. The sustainable procurement section provides more details on how we work with suppliers.

Reporting misconduct

Our employees and customers are encouraged to report actual or suspected misconduct, such as concerns related to bribery, fraud, labor grievances, discrimination or other ethical issues concerning colleagues, suppliers of TMA.

Safety of software products and avoiding breach of GDPR

Software products delivered to customers is tested for security to increase the safety of products; identifying ways to exploit vulnerabilities to circumvent or defeat the security features of system components.

At software development and testing projects for customer, we audit regularly to find potential breach of General Data Protection Regulation (GDPR) – [Regulation (EU) 2016/679], then inform our customer. This helps TMA's customers to avoid breach of GDPR.

Report of Whistleblowing Policy

Report of Whistleblowing Policy according to the Whistleblowing Policy of TMA, everyone can report case(s) which everyone believe are a violation of CSR Policy to the Chief Compliance Officer, a manager or Human Resources representative at TMA.

TMA ensures that everyone reports or concerns will be considered seriously and that appropriate actions will be taken so everyone should not delay in reporting any such matter.

PERFORMANCE

TABLE 01 **REPORTED NEW POTENTIAL NON-COMPLIANCE CASES**

Case Type	2018	2019	2020	2021	2022	2023
Human Rights (suspicion of harassment, discrimination,…)	0	0	0	0	0	0
Labor Practices (breach of other labor-related instructions)	2	1	2	0	0	0
Ethical Behavior (suspicion of unfair treatment)	0	0	0	0	0	0
Corruption incidents (Number of confirmed corruption incidents)	0	0	0	0	0	0
GDPR (suspicion of breach of GDPR at projects)	12	7	10	2	3	0
Whistleblowing Policy (Number of the concerns raised)	0	1	0	0	1	0
CSR Internal Audit (Percentage of all operational sites for which an internal audit/risk assessment concerning business ethics issues has been conducted)	100%	80%	50%	50%	100%	100%

ENVIRONMENT AND CLIMATE

WHY IT MATTERS

Climate action is a critical task for society. It is also a priority for TMA. Reducing our climate impact is part of the commitment to continually improve our environmental sustainability. It is embedded in our purpose, 'to safeguard life, property and the environment', and in our vision 'minimize impacts to environment by researching and applying IOT technologies for energy saving'.

Working in software outsourcing services, the key environmental factors that can be considered to our operations, including:

- Energy consumption (using power energy from Vietnam National Power Grid)
- Water usage (water usage in buildings)
- Waste (IT old or damaged devices such as monitor, UPS and photocopy/printer cartridge)

PROGRESS IN 2023

In 2023, we continued with the "Energy Saving Management" strategy initiated in 2016; we also set targeted emissions reduction from base year (2018) about 1.5%; and continued to deliver the following three solutions to energy save:

- Automatically turning-off power of all working PCs after 10:00pm every day
- IOT Smart Office
- Replacing the 40w Fluorescent light lamp with the 18w LED lamp

ENERGY USE

In 2023, we used 9,703,190 kilowatt hours (KWh) of energy in our operations, up 1.63% from 9,547,580 KWh in 2022.

We have reduced CO2 emission (Scope 1 + Scope 2 + Scope 3) per people per year at the Company in line with its target of achieving an absolute reduction of -35.10%, compared with the base year 2018.

WATER USE

Mains water usage increased by 4,767m3 a 19.21% increasing in 2023 compared with 2022 data.

Our water use intensity (m3/FTE) also increased from 6.69 to 8.44, due to an increase in staff full-time equivalents. (The average intensity fora typical office is 9.0 for water use).

INCIDENTS AND COMPLIANCE

We had no environmental incidents in 2023 and no non-compliances or fines related to environmental regulations.

### SUSTAINABLE PROCUREMENT

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.

More than 90% of TMA's cloud is based on AWS and Microsoft Azure met environmental criteria.

WASTE MANAGEMENT

TMA employees are provided the following guides to process waste in the safe way to prevent impacts to the environment, and to ensure security compliance.
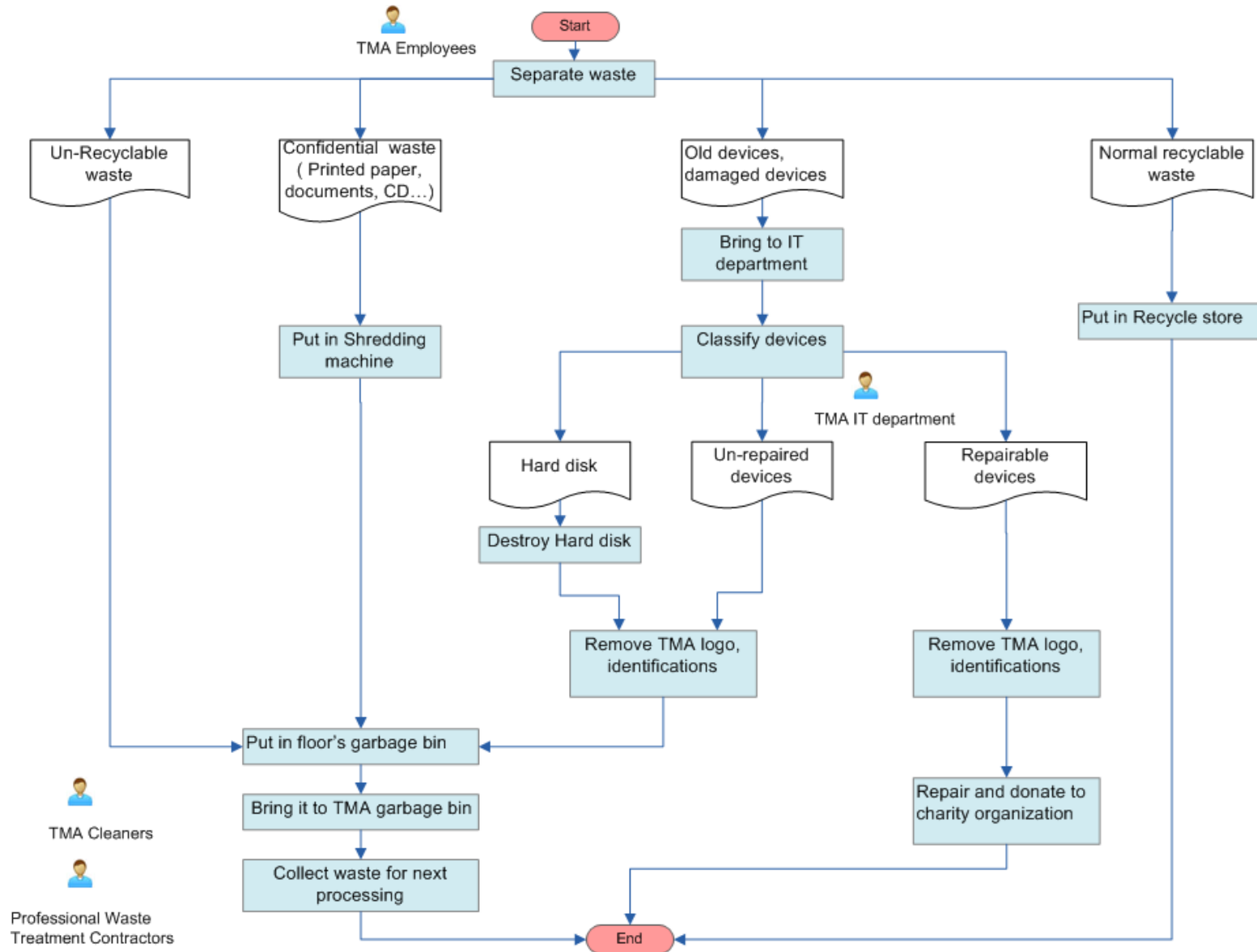
PERFORMANCE

TABLE 02 **REPORTED ENERGY CONSUMPTION PER YEAR**

Resource Use		2018	2019	2020	2021	2022	2023
Energy Consumption of whole the Company	KW	8,486,854	8,310,412	7,898,359	8,064,453	9,547,584	9,703,193
Average Energy Consumption per People per Year	KW	3,639.30	3,226.09	3,210.72	2,601.44	2,574.17	2.768.39
Achieving an absolute reduction	%	-14.81	-11.35	-0.48	-18.98	-1.05	7.54

TABLE 03 **REPORTED WATER USAGE PER YEAR**

Resource Use		2018	2019	2020	2021	2022	2023
Office mains water - consumption	m3	20,815	20,935	21,101	23,933	24,819	29,586
Water use intensity (for office use)	M3/FTE	8.93	8.13	8.58	7.72	6.69	8.44

TABLE 04 **REPORTED WASTE MANAGEMENT**

Waste Category		2018	2019	2020	2021	2022	2023
Monitor	piece	31	34	105	32	23	19
UPS	piece	350	231	708	324	586	315
Photocopy/Printer Cartridge	piece	10	12	15	3	7	10

TABLE 05   **REPORTED EMISSIONS DATA**

Emission Sources	2018	2019	2020	2021	2022	2023
	Metric tons of CO2e/year	Metric tons of CO2e/year	Metric tons of CO2e/year	Metric tons of CO2e/year	Metric tons of CO2e/year	Metric tons of CO2e/year
Scope 1 Company facilities	**14.91**	**9.45**	**6.23**	**17.86**	**36.17**	**31.18**
Scope 2 Purchased electricity	**7,748.50**	**7,028.95**	**6,351.07**	**6,484.63**	**7,677.21**	**7,802.34**
Scope 3	**518.16**	**649.96**	**169.24**	**185.61**	**228.13**	**244.14**
Category 6, Business travel	408.20	528.50	53.24	39.44	53.24	78.88
Category 7, Employee commuting	109.96	121.46	115.99	146.17	174.88	165.26
Scope 1 + Scope 2 + Scope 3	**8,281.57**	**7,688.35**	**6,526.54**	**6,688.10**	**7,941.51**	**8.077.66**
Scope 1+Scope 2	**7,763.41**	**7,038.40**	**6,357.30**	**6,502.49**	**7,713.38**	**7.833.52**
Compared to the previous year		**-9.34%**	**-9.68%**	**2.28%**	**18.62%**	**1.56%**
% of total emissions in Scope 2	**93.56%**	**91.42%**	**97.31%**	**96.96%**	**96.67%**	**96.59**
(Scope 1 + Scope 2 + Scope 3) / Headcount	**3.551273**	**2.984610**	**2.653064**	**2.157451**	**2.141145**	**2.304611**
Compared to the base year (2018)		**-15.96%**	**-25.29%**	**-39.25%**	**-39.71%**	**-35.10%**

PURCHASING SUSTAINABLY

WHY IT MATTERS

Working in software outsourcing services, our operations are supported by suppliers that provides TMA with IT equipment, hardware, software, services, or Intellectual services, of any type. We work closely with our suppliers to ensure that they operate according to our supplier Code of Conduct and in line with our sustainability goals.

We follow a consistent procurement program that allows us to monitor our suppliers' progress towards achieving sustainable operations. We continue to strengthen our approach by installing systematic procurement policies and practices Company-wide.

PROGRESS IN 2023

In 2023, we continued with sustainable procurement program initiated in 2016. This included completing a review and update of all relevant governance documents for procurement; and conduct a CSR risk mapping of its suppliers based on criteria such as procurement category. All procurement staff were trained in the revised policies and procedures, and new staff attended a half-day training program on procurement governance. We also completed the installation of software for tracking, monitoring and reporting supplier data.

ASSESSING SUPPLIERS

All contracts with new suppliers in 2023 included our supplier Code of Conduct.   In 2023, selected suppliers were audited against the code, and performed a risk assessment of our suppliers. We completed audits for suppliers and the results showed no significant infringements.

We will continue our audit program for remaining suppliers planned for 2021. We will also measure, analyze and evaluate the purchasing request completion in order to reduce negative impacts to project progress.

HUMAN RIGHTS

Our supplier Code of Conduct outlines our expectation that suppliers are not complicit in human rights abuses.

We have not identified any human rights risks or noncompliance in our supplier audits. We will continue to assess suppliers through our planned audits and new risk assessment tool.

PERFORMANCE

TABLE 06 REPORTED SUSTAINABLE PROCUREMENT ACTIONS

Action	2021	2022	2023
Train Procurement Staff (provide training on sustainable procurement policies and procedures for procurement staff)	100%	100%	100%
Sign Supplier Code of Conduct (suppliers signed our supplier Code of Conduct)	85%	85%	85%
Contracts with new suppliers (include clauses on environmental)	100%	100%	100%
CSR Assessment (assess on supplier's social practices & Supplier Code of Conduct)	30%	35%	24%

TABLE 07 REPORTED PURCHASING REQUEST COMPLETION

Performance Indicators	TMA Target	Q1/23	Q2/23	Q3/23	Q4/23
Purchasing requests are completed within 30 days	85%	93.52%	94.48%	94.67%	93.02%

APPENDIX

APP-01 HEALTH AND SAFETY RISK ASSESSMENT

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

APP-02 COMPLIANCE PROGRAM RISK ASSESSMENT

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

APP-03 HEALTH AND SAFETY RISK ASSESSMENT

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

TMA SOLUTIONS