

# REPORT ON ENVIRONMENTAL AND SOCIAL IMPACTS

## Compliance with law on environmental protection

In 2024, there were no recorded violations at BIDV related to non-compliance with environmental laws and regulations.



## Employees-related policies

BIDV remains committed to the comprehensive development and well-being of its employees, ensuring full provision of both material and spiritual benefits based on each individual's contributions and dedication to the bank's growth, in strict compliance with applicable laws and regulations. As of 31 December 2024, the average number of employees in BIDV's commercial banking segment reached 26,433, representing a 2.45% increase compared to 2023.

### Career development opportunities, salary and bonus policies, social insurance schemes, and employee welfare benefits.

BIDV is committed to ensuring that employees are entitled to their lawful rights and entitlements, including:

- Stable employment and opportunities for career advancement and professional development. Employees are assigned positions that match their qualifications, capabilities, and work experience.
- Being classified, promoted, and paid in accordance with BIDV's regulations, ensuring compliance with legal requirements and competitiveness in the labor market.
- Participation in social insurance, health insurance, and unemployment insurance schemes, and receiving all severance and retirement benefits.
- Fully enjoying regulated working hours and rest periods, including annual leave, weekends, public holidays, personal leave, and overtime compensation.
- Access to first aid kits and medical supplies at all workplaces, participation in periodic health check-ups, and attendance in occupational safety training sessions (such as fire prevention and accident response).
- Eligibility for annual performance-based commendations and ad-hoc awards for outstanding achievements.
- Consideration for participation in domestic and international training courses, workshops, seminars, and study tours to enhance management capabilities, professional expertise, foreign language proficiency, political awareness, and soft skills.
- Participation in BIDV's unions and associations, including the Youth Union, Trade Union, and Women's Union.
- Provision of uniforms and essential equipment necessary for performing job duties.
- Care and support from the Trade Union to enhance employees' physical and mental well-being, including regular health check-ups, organized leisure trips, recuperation programs, and visits during times of illness, bereavement, or family celebrations.



The inauguration ceremony of the flood-resistant community cultural house in Quang Tri, funded by BIDV

- Consideration for financial support through access to loan facilities.
- Eligibility for additional benefits such as purchasing shares, participating in BIDV's real estate investment projects.
- Support from the grassroots Party cells to help qualified employees strive for admission into the Communist Party of Vietnam (if desired).

## Qualification training

In 2024, BIDV successfully delivered a massive training workload with 531 courses for over 88,000 learner enrollments, achieving 129% of the planned number of courses and 130% of the planned learner count. The proportion of employees participating in at least one training program during the year reached 88% of the total workforce. The bank placed strong emphasis on equipping staff with essential professional knowledge and skills in line with the position-specific training framework, while actively organizing ESG-related training programs to support the "green banking" objective. BIDV prioritized training resources to comprehensively develop its workforce and leadership at all levels, aiming to build a sustainable future for the bank.

The training program portfolio remained diverse and practical, designed based on the actual needs of business units and learners across the system. BIDV continued to prioritize technology capacity development for all employee groups, from senior leadership to specialists, aiming to foster digital thinking and establish a culture of digital transformation throughout the organization. Particular attention was given to training and developing the IT and Digital Banking Group, the core driving force behind BIDV's comprehensive digital transformation journey. Training for staff

in the retail and corporate banking groups was also enhanced to support the effective implementation of key service quality improvement initiatives, such as "superior customer experience" and wealth management services. Key leadership development programs, targeting various levels including executive managers, management trainees, and incumbent directors and deputy directors, were newly developed, improved, and more closely tailored to specific roles in response to the evolving domestic and global economic and financial landscape.

Keeping abreast with training trends in the digital era marked by the rapid advancement of modern technology and artificial intelligence, BIDV continues to accelerate the development of e-learning as a core training method. The bank has applied new technologies in digitizing online courses, including simulations, gamification of learning content, and AI integration to enhance training effectiveness. At the same time, BIDV piloted a cloud-based Learning Management System (LMS) to replace the existing platform, aiming to move toward a more comprehensive, modern, and optimized training management model that maximizes support for learners.

With its positive achievements in human development and efforts to bring happiness to its employees, BIDV has been honored by numerous prestigious domestic and international organizations. In addition to being named "Vietnam's Best Place to Work 2024" by Anphabe, BIDV also received several other notable accolades, including "Outstanding Enterprise for Employees 2024" (jointly recognized by the Vietnam General Confederation of Labour, the Ministry of Labour, Invalids and Social Affairs, and the Vietnam Chamber of Commerce and Industry), "Best Companies to Work for in Asia 2024," and "Most Caring Company" (awarded by HR Asia magazine).



# REPORT ON ENVIRONMENTAL AND SOCIAL IMPACTS *(continued)*

## Report on responsibility to communities

In 2024, BIDV continued to leave a strong footprint by comprehensively and effectively surpassing its business targets, implementing monetary policy with high efficiency, and contributing significantly to the country's overall development. Alongside these achievements, BIDV remained committed to dedicating substantial resources and efforts toward fulfilling its corporate social responsibility.

Building on its longstanding tradition of social security activities, in 2024 BIDV continued to support key areas aligned with the Government's sustainable development agenda, including education, healthcare, housing for the underprivileged, disaster relief, and Tet gifts for disadvantaged communities.

As of 31 December 2024, BIDV had committed nearly VND450 billion to social security programs, with key contributions including:

- Support for the education sector: BIDV sponsored the construction of school facilities, functional buildings, gymnasiums, and dozens of computer labs and online learning centers, providing nearly 200

computers to schools. Thousands of scholarships were awarded to outstanding students, alongside funding for other educational infrastructure to support teaching and learning activities across the country, particularly in remote and disadvantaged areas.

- Support for the healthcare sector: BIDV sponsored the purchase of medical equipment, ambulances, and other essential infrastructure based on the needs of both central and local healthcare facilities to improve medical examination and treatment services as well as public healthcare. The bank also provided packages for medical check-ups, medicine purchases, and health insurance cards for disadvantaged people in remote and underserved areas.
- Support for housing for the underprivileged: BIDV financed the construction of nearly 1,572 houses for low-income households, helping provide stable shelter for families in need so they can settle down and improve their livelihoods. This initiative contributed to local efforts in improving living conditions for poor communities.
- Support for disaster relief: BIDV provided timely assistance to localities and affected residents to help them overcome difficulties and losses caused by natural disasters, enabling communities to quickly stabilize their lives and resume economic activities.
- Support for other gratitude and remembrance initiatives.



BIDV organizes a charitable running event BIDV RUN - For a green life 2024



Mr. Le Ngoc Lam - CEO of BIDV represents the bank to donate VND100 billion to the program on eliminating makeshift and dilapidated houses

- Support for maritime and island areas: BIDV sponsored medical equipment for the clinic on great Truong Sa island, supported tree planting under the "Greening Truong Sa" project, provided essential supplies, and delivered Tet gifts to naval soldiers and militia forces stationed on 12 frontline islands of the country.

BIDV's social security activities have been implemented with the right purpose, directed toward the right beneficiaries, and have delivered practical and meaningful outcomes. These initiatives have contributed significantly to national efforts in poverty reduction, education development, and knowledge enhancement for the public; improved healthcare conditions for communities; and helped stabilize the lives of disadvantaged populations by providing secure housing, alleviating hardship, and supporting recovery from natural disasters such as storms, floods, droughts, saline intrusion, and epidemics. The sponsored programs have demonstrated clear social impact and effectiveness, receiving positive recognition and high appreciation from local authorities, relevant agencies, and the broader community.

## CSR programs aligned with sustainable development goals:

With a strong commitment to community responsibility, BIDV has prioritized resources for implementing social welfare programs in line with its green banking orientation and sustainable development strategy. In 2024, BIDV continued to implement key initiatives, including planting an additional 160,000 trees as part of its one-million-tree project in provinces such as Soc Trang and Tra Vinh, and donating nearly 1,230 freshwater tanks for local residents affected by drought and saline intrusion in Mekong Delta provinces such as Bac Lieu and Ca Mau. These tree-planting initiatives have contributed directly and effectively to the protection and development of protective forests, helping to mitigate the impact of natural disasters and increase greenery in urban areas, thereby supporting environmental preservation and green environment.



# REPORT ON ENVIRONMENTAL AND SOCIAL IMPACTS *(continued)*

## Report on green capital market activities

### Green credit

As of 31 December 2024, BIDV's outstanding green credit reached VND80,870 billion, accounting for 4.01% of the bank's total outstanding loans and representing a 9% increase compared to 31 December 2023. Green credit at BIDV has primarily been channeled in the renewable and clean energy sectors, with outstanding loans in these areas amounting to VND59,974 billion, approximately 74% of BIDV's total green credit portfolio.

### Green bonds

In 2022, under the technical assistance program of the World Bank (WB), BIDV issued and published its Green Bond Framework. The framework was evaluated by Moody's, which confirmed its alignment with the Green Bond Principles of the International Capital Market Association (ICMA) and assigned it an SQS2 (very good) rating. This affirmed BIDV's high level of compliance and transparency in project selection, appraisal, lending, governance, and reporting related to green bond issuance.

Based on this framework, in October 2023, BIDV successfully issued VND2,500 billion in five-year green bonds, becoming the first bank in Vietnam to issue green bonds in the domestic market

in accordance with international standards. The same year, BIDV fully disbursed the proceeds to renewable energy and sustainable transport projects, in line with the published Green Bond Framework.

In October 2024, BIDV completed its report on the allocation and use of proceeds from the green bond issuance, which was independently verified for compliance by FiinRatings. The bank also conducted an impact assessment on the green projects financed by the proceeds, including one wind power project and one electric vehicle project. The results were fully disclosed to investors, reaffirming BIDV's commitment and ensuring transparency to the market.

### Sustainable bonds

Building on the success of the green bond issuance in 2023, BIDV continued to develop a Sustainable Bond Framework to mobilize capital for lending to projects that generate positive environmental and social impacts. This initiative positioned BIDV as the first commercial bank in Vietnam to issue domestic ESG bond frameworks. Similar to the Green Bond Framework, the Sustainable Bond Framework is structured around four pillars:

- Use of proceeds: Identifying eligible green and social project categories for the allocation of funds raised from sustainable bond issuance. These include projects in areas such as energy efficiency, renewable energy, wastewater management, air pollution reduction, social housing, basic social infrastructure, public healthcare services, and loans to women-owned SMEs.
- Project evaluation and selection process: Describing the issuer's internal procedures for selecting eligible projects to be financed by the sustainable bonds.
- Management of proceeds: Outlining how the issuer manages and tracks the use of proceeds after bond issuance.
- Reporting: Establishing the process and reporting requirements to be followed in the post-issuance phase.

BIDV's Sustainable Bond Framework continued to be assessed by Moody's as aligned with the ICMA's Sustainability Bond Guidelines and was rated SQS2 – Very Good. This once again demonstrates the high level of compliance of BIDV's bond frameworks with international principles and standards, affirming the bank's credibility and capacity in the market.

Based on the published Sustainable Bond Framework, in August 2024, BIDV successfully issued VND3,000 billion in five-year sustainable bonds, which were unsecured, non-subordinated, and unguaranteed. With this issuance, BIDV not only became the first credit institution in the domestic market to issue ESG bonds in line with international standards, but also maintained its position as the

top ESG bond issuer among credit institutions in Vietnam. The bank was awarded "Best Sustainable Bond Vietnam 2024" by Global Banking and Finance Review (GBFR).

To date, BIDV has fully disbursed the VND3,000 billion raised through the sustainable bond issuance, covering both new financing and refinancing for projects in sustainable transport, energy, green buildings, and social housing, in accordance with the published framework.

### Sustainable loan framework

BIDV officially issued a Sustainable Loan Framework in 2023 with consultancy from the Carbon Trust. BIDV was the first Vietnamese commercial bank to issue a Sustainable Loan Framework, laying the foundation for the development of sustainable financial products aligned with international standards.

The Sustainable Loan Framework was developed in accordance with the principles jointly issued by the Loan Market Association (LMA), the Loan Syndications and Trading Association (LSTA), and the Asia Pacific Loan Market Association (APLMA).

BIDV's Sustainable Loan Framework is designed to offer the most widely adopted sustainable lending products in today's global market, including thematic loans and sustainability-linked loans. Thematic loans encompass green loans, social loans, and sustainability loans. These products are tailored specifically for projects with clearly defined uses of proceeds that deliver environmental benefits (Green Loans), social benefits (Social Loans), or a combination of both (Sustainability Loans). Sustainability-linked loans are structured to incentivize borrowers to achieve predefined Sustainability Performance Targets (SPTs), which are measured against clearly identified Key Performance Indicators (KPIs).

BIDV's Sustainable Loan Framework also provides a clear structure for thematic loans and sustainability-linked loans. Specifically, thematic loans are defined based on four core components: (i) Use of proceeds; (ii) Project evaluation and selection process; (iii) Management of proceeds; and (iv) Reporting. Meanwhile, sustainability-linked loans are based on five pillars: (i) Selection of Key Performance Indicators (KPIs); (ii) Setting of Sustainability Performance Targets (SPTs); (iii) Loan characteristics; (iv) Reporting; and (v) External verification.

The Sustainable Loan Framework was developed in alignment with international standards, thereby helping to bridge the gap between global practices and domestic application in Vietnam. It also reinforces BIDV's position as a reputable bank in the international market and an active contributor to the implementation of the Vietnamese Government's Sustainable Development Strategy.

In November 2024, BIDV received an independent assessment of the Sustainable Loan Framework from Moody's Ratings, earning an SQS2 (very good) rating. This provides a solid foundation for BIDV to further expand its portfolio of sustainable financial products for customers.

In November 2024, BIDV launched the Sustainability-Linked Loan (SLL), one of the most widely adopted sustainable financial products in the global market today. The SLL is designed to promote sustainable production and business activities. Customers are entitled to preferential interest rates and other benefits upon achieving pre-agreed sustainable development targets, thereby encouraging investment in green projects and contributing to national environmental goals. With this product, BIDV proudly continues to pioneer the field of sustainable finance in Vietnam.



BIDV was awarded the 'Best Sustainable Bond Deal Vietnam 2024' award



# REPORT ON ENVIRONMENTAL AND SOCIAL IMPACTS *(continued)*

## Taking care of and protecting customer rights

### System-wide customer support and care activities

In addition to product development efforts to meet customers' increasingly diverse and sophisticated needs, BIDV has made strong investments in post-sale customer support and care. Among commercial banks in Vietnam, BIDV currently operates the largest number of customer support channels. Beyond traditional in-branch services, customers can easily reach BIDV through 10 additional contact points provided by the Contact Center, including a 24/7 hotline, email, website, SmartBanking app, iBank, and social media platforms such as Facebook, Zalo, TikTok, and app stores. Among these, the voice channel remains the most preferred by customers. Notably, the number of support requests handled via the call center increased significantly in 2024, 1.8 times higher than the volume recorded in 2023.

Developing customer care policies tailored to specific customer segments: To deliver a personalized experience for each customer group, BIDV has established separate dedicated hotlines and trained specialized consultants to meet the unique needs and expectations of each segment. For example, premium customers are served via the hotline 1800969659; mass retail customers via 19009247; and corporate clients via 19009248.

Proactively engaging with customers throughout the interaction journey: In addition to receiving 24/7 support through various channels upon request, BIDV also proactively reached out to customers to address any difficulties or unresolved issues they might encounter during their experience with the bank's products and services, sometimes even before the customer becomes aware of the problem, ensuring a more seamless and satisfying journey with BIDV.

All customer feedback and suggestions are carefully listened to and taken into account by BIDV, enabling the bank to promptly implement product improvements, enhance staff training, and refine service quality standards with the ultimate goal of increasing customer satisfaction. A 24-hour resolution process has been introduced for D-SAT (dissatisfied) customers, aiming to turn dissatisfaction into a positive experience.

In 2024, BIDV implemented various new regulations and upgraded multiple systems to meet the latest requirements of the State Bank of Vietnam, including enhancements to the SmartBanking app, the collection of biometric data, and the acquisition of customer consent in accordance with Decree No. 13. Service quality has continuously improved to deliver better customer experiences and strengthen overall satisfaction.

### Applying advanced technology in customer support and care

Recognizing the growing trend of customers prioritizing online transaction channels, BIDV has, in recent years, focused on developing digital support platforms to provide timely and effective service. In addition to the efficient deployment of automated channels (Chatbot and IVR) with automated support accounting for 60% of interactions, in 2024, BIDV implemented several initiatives aimed at enhancing customer support effectiveness and improving the overall customer experience, including:

- Sending post-call messages via Zalo ZNS (implemented since June 2024) for requests such as service usage guidance, card issuance, installment registration, or review notifications. This initiative enhances proactive consulting, demonstrates professionalism and attentiveness, and helps reduce the need for follow-up calls to the contact center.
- Implementing automated customer authentication on voice and Chatbot channels through SmartBanking login (since October 2024), reducing customer verification time by up to 25%.
- Integrating Chatbot with BIDV's backend systems to expand its automation capabilities for information queries and operation
- Applying automation and AI technologies to proactively reach out to customers via Voicebot/IVR.
- Launching outbound voice brand name display services to comply with Decree No. 91/2020/ND-CP and enhance the credibility and trustworthiness of outgoing calls.

### Outstanding achievements in customer care at BIDV

Customer satisfaction scores have consistently remained at an excellent level for many consecutive years, reflecting customers' recognition of BIDV's ongoing efforts in customer support and care. Notably, in 2024, BIDV was honored with three prestigious international awards for customer experience excellence, including: The Platinum Award for Outstanding Customer Experience presented by the Contact Center Association of Asia Pacific (CC-APAC); Two Gold Awards from the Contact Center Association of Singapore (CCAS) for Best Customer Experience and Best Social Media Customer Service Center. These awards affirm BIDV's comprehensive transformation in customer care - from people and processes to technology - in response to the ever-increasing expectations of its customers.

