



"SHARE VALUES WITH VIETINBANK"

PART

06

SUSTAINABILITY REPORT

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**"CLIMATE CHANGE IS NO LONGER A WARNING.
THE WHOLE WORLD TAKES ACTION, SO DO WE!"**

Valued Shareholders, Customers, Partners and Stakeholders of VietinBank,

2023 officially became the hottest year in human history on record. Vietnam and many countries around the world adopted the "**Global Cooling Pledge**" within the 28th Conference of the Parties to the **United Nations Framework Convention on Climate Change** (COP28) in accordance with the orientations of Vietnam's Sustainable Development Strategy, National Strategy on Climate Change until 2050 and National Determined Contribution (NDC) updated in 2022.

Climate change is no longer a warning. Vietnam is one of the five countries that have been and will be most severely affected if we do not join hands in building a low-carbon economy, a goal that requires the engagement of all economic sectors, including the banking industry.

Taking ESG (Environmental, Social, Governance) practice, promotion of climate finance and sustainable finance as one of the key tasks, over the last few years, VietinBank has incorporated ESG elements into bank-wide development strategy, aiming for steady, sustainable growth and community engagement. VietinBank's BoD consolidated the **Sustainable Development Steering Committee** as the focal point for implementing activities related to sustainable development. With the direct participation of one BoD member and one BoM member, the Sustainable Development Steering Committee will advise the BoD and the BoM of VietinBank on sustainable development issues, ensuring that VietinBank's sustainable development strategy will be implemented consistently throughout the bank. Besides, in 2023, the Bank completed the **Sustainable Finance Framework** according to international practices, providing specific guidelines on financing and management of proceeds for eligible Green and Social projects. VietinBank's **Sustainable Finance Framework** obtained a Second Party Opinion from **Sustainalytics** - a reputable company in the US that evaluates the sustainability of listed companies based on environmental, social and governance performance. Accordingly, VietinBank's Sustainable Finance Framework is "credible, impactful and aligns with the Sustainability Bond Guidelines 2021, Green Bond Principles 2021, Social Bond Principles 2023, Green Loan Principles 2023 and Social Loan Principles 2023". These are internationally recognized sets of guidelines and principles. One of VietinBank's milestones last year was the development and implementation of the Digital Transformation Program for the 2024 - 2028 period. VietinBank's digital transformation journey is expected to not

only create outstanding competitiveness for the Bank and bring best-in-class customer experiences, but also make significant contribution to the target of reducing emissions in VietinBank's own operations.

Throughout 35-year development journey, in parallel with business development and service quality improvement, VietinBank has always focused on implementing the commitments on corporate social responsibility and pursuing sustainable values. Through practical actions such as cooperating with State agencies in response to climate change; mobilizing resources from international cooperation to support businesses in sustainable development; at the same time, launching diverse packages of customized sustainable financial solutions, VietinBank aspires to contribute to building and promoting sustainable development and prosperity of the country and community; adding more values to shareholders, customers and employees.

Going forward, VietinBank identifies IT as a key factor and qualified human resources as the decisive factor in successful execution of sustainable development strategy. The Bank is committed to promoting green credit and green banking towards sustainable development; at the same time, improving the quality of human resources, execution capacity and strengthening employee engagement for better performance, **becoming a responsible Bank** in the realization of sustainable development goals.

VietinBank's Senior Management would like to express the gratitude to Valued Shareholders, Customers, Partners and Stakeholders for your trust and company during 35-year journey of shared value. VietinBank is committed to further implementing corporate social responsibility, spreading sustainable values to bring significant and long-term benefits to customers, partners, shareholders, employees and community based on care, respect and empathy.

Best regards!

VietinBank's Senior Management Team

2 - INFORMATION ABOUT SUSTAINABILITY REPORT

Reporting period, frequency and content

VietinBank incorporates the annual Sustainability Report according to the accounting year (starting from January 1, 2023 to December 31, 2023) into VietinBank Annual Report.

Applied standards

VietinBank's Sustainability Report is prepared in compliance with **Circular 96/2020/TT-BTC dated November 16, 2020** by the Ministry of Finance providing guidance on information disclosure on the stock market, instructions by the State Securities Commission of Vietnam, Stock Exchanges (**Evaluation criteria table of sustainable development - HOSE**), reporting standards by Global Reporting Initiative (GRI) together with guidelines recognized as best practices in sustainability reporting and **17 Sustainable Development Goals of the United Nations**.



17 Sustainable Development Goals of the world for the period 2015-2030

Reporting scope

VietinBank's 2023 Sustainability Report includes information about VietinBank's sustainable development activities in the period from January 1, 2023 to December 31, 2023.

The Report includes VietinBank's environmental, social and governance indicators at HO Units, Representative Offices and Branches, both domestic and overseas, within the Bank, and subsidiaries controlled by VietinBank.

Contact information

For any comments or questions related to the Sustainability Report, please contact:

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3 - SUSTAINABLE DEVELOPMENT GOALS AND ACTION PLANS

Aiming to become a sustainable development bank according to international standards, in line with the Vietnamese laws and the Government's orientation, VietinBank commits to sustainable development as follows:

- i. Always accompany the Government, domestic and international organizations, and the customers to solve environmental and social issues, promote sustainable finance through such activities as: (i) develop specialized policies and products in financing sustainable projects/corporate purposes, (ii) reduce the proportion of financing to projects/corporate purposes that have negative impacts on the environment, climate change and biodiversity, (iii) prioritize resources to finance sustainable development projects/corporate purposes and consumption behaviors that contribute to environmental protection, climate change response and corporate social responsibility.



- ii. Communicate on the goals and results of implementing actions towards sustainable development to all employees and stakeholders.



- iii. Promote the application of technology, develop new electronic transaction channels, services and payment methods on the basis of modern technology, contributing towards the goal of greening the banking system operations.



- iv. Ensure the transparency of the sustainable development-related reports to domestic and foreign partners, competent State agencies, shareholders and other stakeholders (according to regulations on information disclosure).



Amid global efforts to achieve net zero, VietinBank has set the sustainable development goals as follows:

GENERAL GOALS:

1

Sustainable development is one of VietinBank's key strategies. Environment and climate change are critical targets; especially when Vietnam is developing an action plan towards "net zero" by 2050 according to the declaration at the COP26/COP27. This is an opportunity for VietinBank to restructure business operations towards sustainable development.



2

VietinBank will align sustainable development with the Government's orientations, deliver social and environmental commitments in contribution to improving environment and society, protecting natural resources and environment, developing infrastructure, promoting green credit growth and combating climate change; thereby, uplifting Vietnam's competitiveness and position.

3

VietinBank accompanies businesses in promoting the mobilization of sustainable finance, transfer of green, low-carbon technology and adaptation to climate change.

SPECIFIC GOALS:

- **Environmental goals:** VietinBank implements environmental goals through credit granting and provision of products and services for the following purposes:

1

Climate change mitigation: Activities that contribute to stabilizing greenhouse gas (Greenhouse Gas - "GHG") in the atmosphere by avoiding or reducing or removing GHG emissions.

2

Adaptation to climate change: Activities aimed at strengthening the resilience of the natural, social and economic system, minimizing adverse impacts and capturing opportunities from climate change.

3

Preservation of natural resources: Activities that reduce the consumption of non-renewable resources, contribute to sustainable use of natural resources and ensure that the use of renewable resources is not faster than their re-generation progress.

4

Biological conservation: Activities that contribute to the conservation of biodiversity in terrestrial, marine and water environments.

5

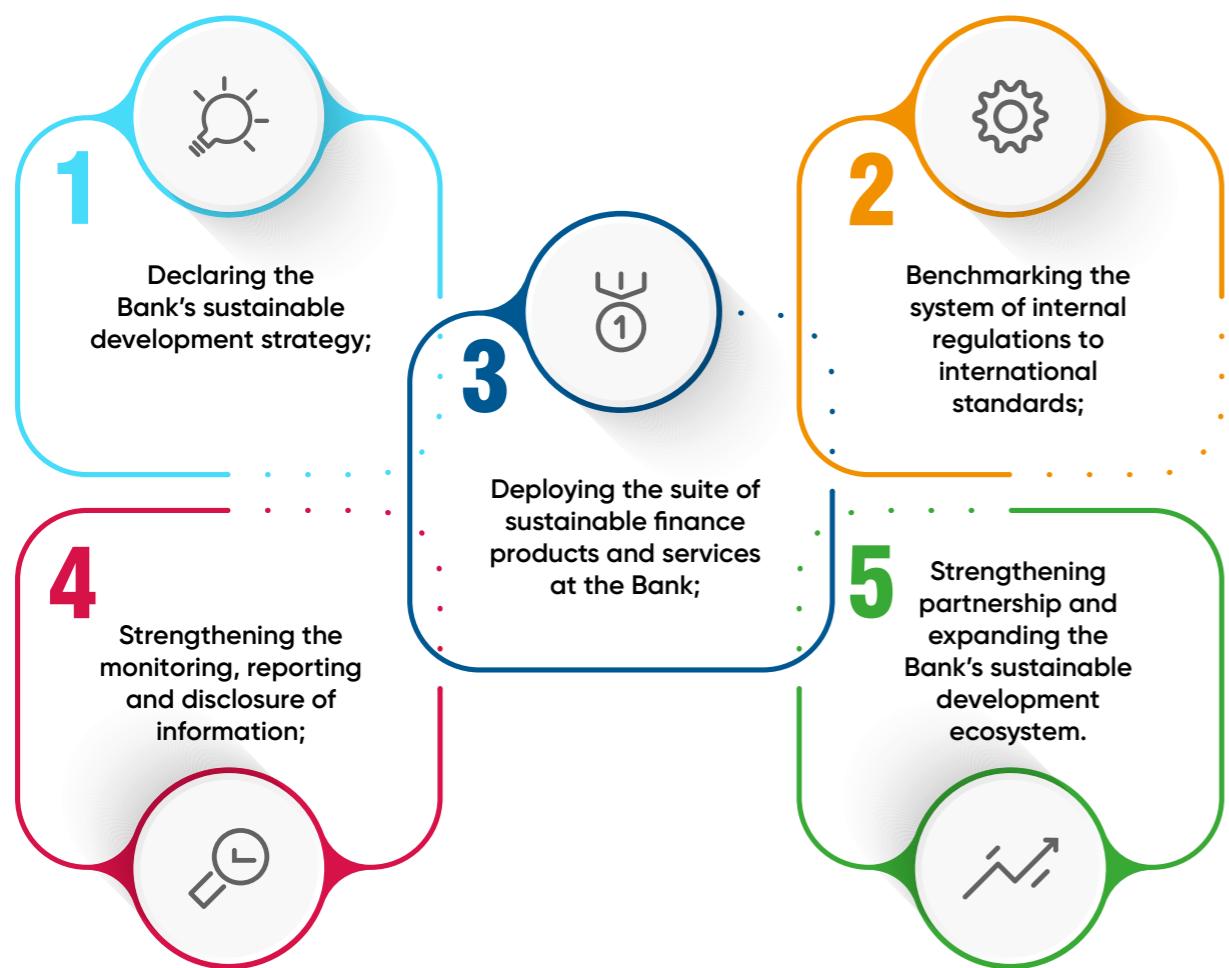
Pollution prevention and control: Activities that contribute to protecting the environment and people from pollutants other than GHG.

- **Social goals:** VietinBank implements social goals through credit granting and provision of products and services aimed at increasing comfort for people's lives, especially in such aspects as basic infrastructure, affordable housing and access to essential services.



3 - SUSTAINABLE DEVELOPMENT GOALS AND ACTION PLANS

To achieve the above goals, VietinBank identifies the **main pillars**, including:



VietinBank will deliver social and environmental commitments in contribution to improving environment and society, protecting natural resources and environment, developing infrastructure, promoting green credit growth and combating climate change; thereby, uplifting Vietnam's competitiveness and position.

VietinBank aims to prioritize financing of projects/business plans that bring environmental and social benefits, strengthen internal governance system, effective control and decision-making processes on the principle of upholding laws while ensuring the rights and meeting the needs of shareholders.

4 - GOVERNANCE FOR SUSTAINABLE DEVELOPMENT AT VIETINBANK

GOVERNANCE MODEL TOWARDS SUSTAINABLE DEVELOPMENT

VietinBank's sustainable development model engages the BoD, BoM, HO Divisions/Departments, subsidiaries, branches and all employees within VietinBank, affirming VietinBank's commitment to corporate social responsibility in pursuit of sustainable values to optimize benefits to shareholders, investors, partners, customers, employees, community and society.

In 2023, VietinBank established and consolidated the personnel for the Bank's **Sustainable Development Steering Committee**. This is the Steering Committee in charge of sustainable development issues at VietinBank, with clear regulations on organization and operation. The leadership of VietinBank's Sustainable Development Steering Committee includes members of the BoD and the BoM, to ensure that the goals and action plans of the Steering Committee are consistent with the Bank's strategy, business plan and risk management. The remaining members of the Steering Committee come from units with such functions as strategy formulation, business, risk management, credit approval, asset management and etc. to procure sufficient resources for building sustainable banking while promoting sustainable finance for customers.

ROLES AND RESPONSIBILITIES OF THE BOD, BOM AND SUSTAINABLE DEVELOPMENT STEERING COMMITTEE AT VIETINBANK

- BoD** (Icon: Bar chart with dollar sign)

The BoD has the ultimate responsibility for setting directions and determining strategies, goals, commitments and vision for sustainable development activities at VietinBank. At the same time, the BoD is responsible for orienting and developing **Framework regulation on provision of sustainable finance of VietinBank**, supervising the progress of the Bank's sustainability activities as well as compliance with sustainable development-related commitments with stakeholders.
 - BoM** (Icon: Document with arrows)

The BoM is responsible for closely following the directions and orientations of the BoD to effectively deploy sustainable development-related activities throughout VietinBank group; meanwhile, advising, proposing and submitting to the BoD sustainable development goals and action plans according to authorization and mandate assigned.
 - Sustainable Development Steering Committee** (Icon: Document with gear)

The Sustainable Development Steering Committee is responsible for advising the BoD and the BoM on issues related to sustainable development at VietinBank, and acts as the focal point in sustainable development with specific tasks as follows: **(i)** Advising the BoD in research, development, adjustment, approval and evaluation of the results and effectiveness of VietinBank's sustainable development strategy; **(ii)** Advising the BoD and the BoM on promulgation of policies and tools to implement sustainable development-related tasks at VietinBank; **(iii)** Monitoring the progress of sustainable development-related tasks of relevant members/units at VietinBank and **(iv)** Reporting to the BoD/BoM on the progress of sustainable development-related tasks on a quarterly or ad-hoc basis.
- Mr. Le Thanh Tung - Member of the BoD and Mr. Nguyen Tran Manh Trung - Deputy General Director** are Co-Chairs of the Sustainable Development Steering Committee, directly instructing activities of the Committee. Other members of the Steering Committee, including: Leaders of Corporate Banking Division, Treasury and Capital Markets Division, Human Resources Division, Credit Approval Division, Asset Procurement and Management Division, Strategy and Change Management Department, Secretariat to BoD and Investor Relations and etc. perform functions and tasks under the direction/coordination of the Chairpersons of the Sustainable Development Steering Committee.

4 - GOVERNANCE FOR SUSTAINABLE DEVELOPMENT AT VIETINBANK



IDENTIFICATION OF MATERIAL AREAS/TOPICS IN VIETINBANK'S SUSTAINABLE DEVELOPMENT

Material issues in sustainable development are researched, identified and regularly updated by VietinBank to align strict governance with market trends and fluctuations. In addition to the research by the core sustainable development staff at VietinBank, we have also received opinions and advice from strategic shareholders, experts, partners inside and outside of the industry, shareholders and investors such as: Members of the Asia Transition Finance Study Group; forums and seminars i.e: Circular Economy Forum, United Nations Climate Change Conference, Sustainable Business Division of MUFG Bank (Japan), General Meeting of Shareholders, Customers Conference and etc.

The dialogues and opinion surveys with employees are also regularly and flexibly conducted by VietinBank in different forms (in-person, online, survey forms, one-one-one discussion, etc.) to collect feedback on the environmental, social and governance topics.

VIETINBANK'S MATERIAL ISSUES

ENVIRONMENT	SOCIETY	GOVERNANCE
Energy efficiency	Community engagement	Internal governance system
Environmental pollution mitigation	Labor relations	Regulatory compliance
Sustainable water management	Social responsibility	Control process
Green building		Effective decision-making Response to shareholder's needs

VIETINBANK'S SUSTAINABLE DEVELOPMENT ORIENTATION

NO.	ORIENTATION	SUSTAINABLE DEVELOPMENT GOALS (SDGS)
1	Energy efficiency	Goal 7: Affordable and clean energy
2	Environmental pollution mitigation	Goal 12: Responsible consumption and production



- 3 **Sustainable water management** Goal 6: Clean water and sanitation



- 4 **Green building** Goal 11: Sustainable cities and communities



- 5 **Labor relations** Goal 3: Good health and well-being



- 6 **Social responsibility** Goal 2: Zero hunger
Goal 3: Good health and well-being
Goal 4: Quality education



4 - GOVERNANCE FOR SUSTAINABLE DEVELOPMENT AT VIETINBANK**IDENTIFICATION OF AND ENGAGEMENT WITH VIETINBANK'S KEY STAKEHOLDERS**

Throughout the operation, VietinBank identifies key stakeholders, including: customers; shareholders/investors; community; regulators; partners and etc. The cooperation between VietinBank and stakeholders has always been based on mutual respect and harmony of interests.

Methods of engagement with key stakeholders are adopted flexibly by VietinBank, ensuring proper communication and timely response through updating the Bank's policies and activities, specifically as follows:

STAKEHOLDERS	ENGAGEMENT METHOD	FREQUENCY	CONSIDERATIONS	VIETINBANK'S RESPONSE METHOD
Customers	Contact Center operates 24/7 through such channels as: telephone, website, email, etc.	24/7	- Financial products and services, technology applications that meet customer's needs and bring customer satisfaction.	- Developing products and services that best meet customer's needs, improving customer experience through digital transformation, ensuring safe and fast transactions.
	Campaigns on customer experience evaluation and surveys	According to specific campaigns	- Quality of products and services, customer service attitude.	- Supporting individuals and businesses to overcome difficulties and restore production.
	Branches and transaction offices nationwide	On a regular basis	- Information related to the Bank.	- Conducting regular surveys to improve product and service quality. - Showing appreciation to customers and resolving complaints.
Shareholders/ Investors	Annual/extraordinary General Meeting of Shareholders	According to a specific schedule, at least once a year		
	Online and offline conferences, seminars and workshops	On a regular basis	- Business results, operations of the Bank, development orientation, goals, etc.	- Ensuring transparent and timely information disclosure to shareholders/ investors.
	Materials for investors on VietinBank's Investor Relations website	On a regular basis	- Benefits for shareholders, VietinBank's responsibilities to shareholders and investors.	- Bringing sustainable value with a regular dividend payment policy.
	The Investor Relations Department receives comments and answers questions from shareholders and investors	On a regular basis	- Transparent, sufficient and timely information disclosure. - Ensuring fair and equal benefits among shareholders.	- Organizing annual/extraordinary GMS so that shareholders can give opinions and exercise shareholders' rights according to regulations. - Organizing meetings with investors/ shareholders/ experts to communicate official information about VietinBank.
Social community	Information disclosure on VietinBank's Investor Relations website, information disclosure with regulators (SBV, State Securities Commission of Vietnam, Stock Exchanges, etc.)	On a regular basis		
	Meeting, discussing and coordinating with local authorities	On a regular basis	- Social security and community development activities.	- Carrying out social security activities and community support.
	Media channels	On a regular basis	- Local economic development programs.	- Deploying comprehensive financial solutions for businesses and individuals, contributing to local economic development and more job creation.
	Contact center, email, website, etc.	On a regular basis		

STAKEHOLDERS	ENGAGEMENT METHOD	FREQUENCY	CONSIDERATIONS	VIETINBANK'S RESPONSE METHOD
Regulators	Meeting and discussing at forums, seminars, and workshops	On a regular basis	- Complying with legal regulations and implementing the State's guidelines, principles and policies. - Fulfilling all obligations to the State.	- Always fully complying with the regulations of State regulators in all activities.
	Participating in developing and commenting on State policy documents	On a regular basis	- Managing impacts on the environment, economy and society.	- Pioneering in implementing the policies of the Government and SBV in supporting people and businesses, restoring production and business activities and developing the economy, demonstrating the role of a systematically important bank through interest rate support policies, etc.
Partners/ Suppliers	In-person meetings to ensure harmony of interests between parties	On a regular basis	- Joining hands with the Government and line agencies in community support activities.	- Promoting the implementation of major guidelines and policies of the Government and the SBV in promoting green credit growth and credit for priority sectors, etc.
			- Ensuring the quality of products and services. - Payment in full and on time. - Ensuring the interests of stakeholders, maintaining long-term and sustainable cooperation.	- Fully implementing the responsibilities and obligations that have been signed. - Selecting contractors/ suppliers openly and transparently. - Treating all partners/suppliers fairly and respectfully.
Employees	- Annual town hall meetings	According to a specific schedule, at least once a year		- Guaranteeing jobs for employees.
	- Building a strong Trade Union and Youth Union organization to protect the rights of employees	On a regular basis	- Compensations and benefits, career development opportunities. - Workplace safety and health assurance for employees.	- Developing compensation and benefits policy and training programs to improve career opportunities. - Evaluating capacity and work performance based on KPIs. - Developing and implementing incentive programs for employees.
	- Survey on employee satisfaction	On a regular basis	- Professional relationships and working environment.	- Taking care of employees' health and ensuring workplace safety. - Organizing internal team-building activities and events to strengthen the bond between employees.
	- Channel of internal communication and complaint receipt	On a regular basis		



5 - SUSTAINABLE DEVELOPMENT ACTIVITIES IN 2023

In 2023, VietinBank continued to implement sustainable development activities and achieved positive results, specifically as follows:

- Joining hands with the Government

Throughout the 35-year journey of construction and development, VietinBank is proud to have successfully delivered dual mandates: ensuring safe, effective and sustainable business operations; at the same time, actively taking the lead in implementing major guidelines and policies of the Party, the Government and the State. Being aware of the Government's determination in fulfilling climate commitments, VietinBank has accompanied State agencies in many meaningful activities and events such as:

- Signed a **Memorandum of Understanding with the Ministry of Natural Resources and Environment (MONRE)**, aiming at sustainable development goals, natural resources management, environmental protection and response to climate change, promoting economic restructuring towards low-carbon development direction.
- Took part in successfully organizing **the Circular Economy Forum 2023** with MONRE with direct participation and instruction of State Leaders and line agencies to promote circular economy in Vietnam.
- Participated in developing **JETP Resource Mobilization Plan** to realize the Political Declaration on establishing a Just Energy Transition Partnership (JETP Declaration) worth USD 15.5 billion where the International Partners Group has committed to supporting Vietnam in the energy transition.

- Mobilizing resources from international cooperation

Recognizing the global nature of climate change and sustainable development issues, in 2023, VietinBank strengthened cooperation with international partners in mobilizing maximum resources for sustainability of businesses in Vietnam, in particular:

- At **COP28**, VietinBank signed a **Memorandum of Understanding with MUFG Bank**, the largest bank in Japan and one of the 4 largest banks in the world to cooperate in promoting ESG and sustainability in Vietnam. Accordingly, MUFG Bank will support VietinBank in arranging up to **USD 1 billion** to serve sustainable development projects, bringing environmental and social benefits and promoting circular economy.
- At Vietnam - Japan Economic Forum co-hosted by the Ministry of Planning and Investment of Vietnam and the Japan Trade Promotion Organization (JETRO), **VietinBank and Japan Bank for International Cooperation (JBIC) signed a Memorandum of Understanding**, with one of the two main contents being to support carbon emissions reduction and energy transition in Vietnam.
- With the goal of being a pioneer bank in Vietnam in sustainable finance, VietinBank, as the only member from Vietnam joined **the Asia Transition Finance Study Group** as soon as this organization was established. In 2023, VietinBank coordinated with key members of the Asia Transition Finance Study Group in publishing 2023 Annual Report with the Group's research results to promote transition finance in Asia.



- Standing side by side with businesses and supporting the community

With strong commitments to combating climate change from Vietnam and other countries around the world, VietinBank has always accompanied and supported businesses in their journey towards net zero emissions, serving as a strong financial fulcrum for businesses with sustainable development goals.

- » In order to create motivation for businesses to transform themselves in decarbonization and sustainable development journey, VietinBank launched the **GREEN UP Package worth VND 5,000 billion** with preferential interest rates and fees for plans and projects that bring environmental and social benefits in such fields as: Green energy, green exports (textiles, fabrics, footwear, coffee, rice, wood, seafood), green building, etc.
- » VietinBank is also one of the pioneer banks in **developing a comprehensive suite of sustainable development products, from capital mobilization, green credit, etc. to ESG advisory**. Businesses are not only offered a diversity of customized sustainable finance products, enjoy VietinBank's promotion programs, but can also use other sustainable finance solutions of VietinBank.



Thanks to above series of practical and meaningful sustainable development actions, in 2023, VietinBank is honored to be awarded by prestigious organizations, both domestic and international, in recognition of the Bank's efforts to bring values to customers, employees and community:

- VietinBank is in **Top 100 best places to work in Vietnam**;
- **Excellence in Innovation - Contact Center Vietnam 2023**;
- **Sao Khue Awards 2023** for VietinBank iPay Mobile; VietinBank eFAST and Customer Profile Management;
- **The Sustainable Finance Framework** obtained a Second Party Opinion from Sustainalytics (US) that the Sustainable Finance Framework is "*credible, impactful and aligns with the Sustainability Bond Guidelines 2021, Green Bond Principles 2021, Social Bond Principles 2023, Green Loan Principles 2023 and Social Loan Principles 2023*".

6 - SAVINGS, ANTI-WASTE PRACTICES AND COMPLIANCE WITH LAWS ON ENVIRONMENTAL PROTECTION

SAVINGS PRACTICES

Following the action program of the Government and the Banking Industry on practicing savings and anti-waste, in recent years, VietinBank has been active in propagating, thoroughly communicating, disseminating and deploying the practices of savings, anti-waste throughout the Bank. Based on determination of savings goals and targets specific to each field, departments/divisions/units at HO and branches synchronously practiced savings and anti-waste, specifically as follows:

- **Regarding budget planning and management**

VietinBank always aligns cost savings and efficiency with business strategy, situation of the Bank and improved labor productivity. In using recurring costs, units proactively save right from the stage of cost estimates, which must be thorough and detailed with explanations for proposed budget, etc. as a basis for review of cost estimates, ensuring relevance and savings. Based on that, relevant departments continue to review and cut unnecessary, duplicated and ineffective costs/items, ensuring they do not exceed prescribed norms/standards/regimes. Costs are managed from different dimensions at the cost-spending unit and the focal point at HO (Finance Division) to enhance the role of focal points in management/consulting/advising for the Senior Management with regard to bank-wide material costs.



- **Regarding recurring operating expenses**

VietinBank requires units to arrange expenses in priority order according to level of urgency and importance; documents must be complete and the implementation process must be on track in accordance with service level agreements. Units continuously check, monitor and review to cut unnecessary costs and prioritize practical and urgent activities.



- **Regarding construction and investment**

In management of project construction and investment, savings practice starts right from the stage of budgeting and determining investment policies, only projects that are truly necessary, urgent, critical, material and feasible are proposed. All capital construction and investment projects at VietinBank have an Appraisal Council established, ensuring that the projects are estimated and designed in accordance with the norms and regulations of the State and optimal solutions are proposed to reduce project investment costs. Bidding and contractor selection in procurement activities are carried out seriously, ensuring competitiveness, fairness, transparency and economic efficiency.



- **Regarding procurement, use of assets, and vehicles**

VietinBank purchases assets based on assessment of the current asset condition, cutting assets that are not really necessary or not consistent with standards and norms. Assets are booked, monitored, managed and used in accordance with regulations. Liquidation of assets is strictly compliant with asset liquidation regulations and procedures to avoid loss and waste.



- **Regarding organizational structure, management, use of labor and working time**

VietinBank has evaluated the performance of a number of units, implemented consolidation plans to streamline intermediary units, focus resources on business promotion and debt recovery. Alongside with improving the performance of the organizational structure and network, VietinBank takes integrated measures to control human resources across the bank, control the ratio of managers, modernize the quality of human resources and improve labor productivity.



- **Regarding credit operations**

VietinBank has reduced lending interest rates and cut fees to support businesses and individuals in restoring production and business activities. At the same time, the Bank has deployed digital banking applications in credit operations, closely following the goals in the Banking Industry Digital Transformation Plan through automating many steps of the lending process.



6 - SAVINGS, ANTI-WASTE PRACTICES AND COMPLIANCE WITH LAWS ON ENVIRONMENTAL PROTECTION

As a result, VietinBank has made positive progress in practicing savings and anti-waste in 2023, in particular:

- **Energy savings and efficiency measures** bring great value. At HO, propaganda and guidance on safe and effective use of electricity have been applied. The achievements are as follows: (i) The average power savings is **over 2% per year**; (ii) Average clean water cost savings is 2% per year, contributing to national clean water savings.
- **VietinBank's cost savings in some items related to construction and investment** during the period such as: Savings in project appraisal and approval worth **VND 3,336 million**; Savings in bidding and competitive bidding worth **VND 704 million**.
- **Savings in asset procurement in 2023 worth more than VND 150 billion** compared to the approved capital expense budget.



• LABOR PRODUCTIVITY IN 2023 HAS
increased by 12%
compared to 2022

COMPLIANCE WITH LAWS ON ENVIRONMENTAL PROTECTION

VietinBank has always complied with applicable legal regulations on environmental protection such as **the Law on Environmental Protection, Circular No. 39/2016/TT-BTNMT by Ministry of Natural Resources and Environment** promulgating technical regulations on saltwater intrusion survey and monitoring effective from February 10, 2017, **Decree No. 44/2016/ND-CP** by the Government detailing a number of articles of the Law on Occupational Health and Safety regarding technical inspection of occupational health and safety, safety training, occupational hygiene and working environment monitoring and **Decree No. 4/2023/ND-CP** by the Government dated February 13, 2023 amending and supplementing a number of articles of Decrees related to business & investment conditions and administrative procedures under the State management of the Ministry of Labor, Invalids and Social Affairs, in which, Article 3, Chapter II (occupational health and safety)

amends and supplements a number of articles of **Decree 44/2016/ND-CP** dated May 15, 2016 by the Government detailing a number of articles of the Law on Occupational Health and Safety and Working Environment Monitoring. Specifically, VietinBank implemented the following tasks:

- At HO's buildings, VietinBank carried out annual working environment measurements to promptly provide solutions in order to ensure the working environment for employees.
- VietinBank collected waste in accordance with regulations to protect the environment: Classified waste at source, signed waste collection contracts with qualified and licensed agencies in environmental protection, etc.

Number of penalties for non-compliance with environmental laws and regulations: None.

Total amount of fine for non-compliance with environmental laws and regulations: None.

• VIETINBANK'S
ACCUMULATED CIR IN 2023
reached 29%



7 - BUSINESS ACTIVITIES TOWARDS ENVIRONMENT AND SOCIETY

Corporate social responsibility is embedded in VietinBank's business activities. This is the reason why the Bank constantly strives to bring the best values to the community, contributing to the sustainable development of the national economy and social security with many meaningful activities in the fields of green credit development, development assistance projects, ODA capital, etc. Being established at the start of the economic opening, accompanying the country's economic development, throughout the 35-year journey of construction and development, VietinBank has always been aware of our responsibility for contributing to the long-term socio-economic development, as well as joining hands to protect the environment and the green planet for future generations.

**CONTRIBUTION TO SOCIO-ECONOMIC DEVELOPMENT**

In parallel with business development and improved product and service quality, VietinBank has always focused on implementing our commitment to corporate social responsibility and pursuing sustainable values. As an actor in the finance sector, VietinBank is well aware of the importance and necessity of contributing to the sustainable and long-term development of the State, shareholders, employees and the social community. Being established in the early days of Vietnam's economic reform, VietinBank's development has accompanied the success of businesses, individuals and the prosperity of the economy.

Being a leading contributor to the State budget

As a systematically important bank in the finance sector, VietinBank has always seriously fulfilled our tax obligations and amounts payable to the State budget as required by the regulators, thereby, demonstrating business performance and corporate social responsibility. Over the years, VietinBank has consecutively been in the top ranking of 1,000 largest corporate income taxpayers in Vietnam (V1000). This is recognition of VietinBank's contribution to the State budget; at the same time, encourages the Bank to further contribute to the strong development of the country.



Signing ceremony of the Memorandum of Cooperation Agreement between VietinBank and the Ministry of Natural Resources and Environment

VietinBank's actual amount of tax paid to the State budget for 5 years from 2019 - 2023

Unit: VND billion

	2019	2020	2021	2022	2023
Actual tax amount paid during the year	2,681	3,907	5,612	4,017	6,839
In which : Actual amount of corporate income tax paid	1,501	2,632	4,001	1,912	4,790

Data source: Audited consolidated FS from 2019 - 2023

Paying dividends regularly, ensuring benefits for shareholders

VietinBank has always paid dividends to shareholders based on the approval from VietinBank GMS, competent State agencies and in accordance with relevant legal regulations. Charter capital increase is committed by VietinBank to serve business activities, ensuring safety, efficiency, bringing the best benefits to shareholders and making an important contribution to promoting the national socio-economic development.

In addition, with a diversity and large number of shareholders, VietinBank has always focused on activities of Investor Relations to maintain shareholders' trust towards the goal of maximizing the business value as well as improving value for shareholders (See details in Part 6, section 9 - Responsibilities to shareholders and investors).

7 - BUSINESS ACTIVITIES TOWARDS ENVIRONMENT AND SOCIETY

Attractive benefit and comprehensive compensation policy for employees

Human resources are the most important foundation for the development and success of an organization; therefore, VietinBank always strives to build a comprehensive and competitive policy for compensation & benefit, training and development to acquire, retain and engage talents, making VietinBank one of the best places to work in Vietnam. Based on the labor market survey and the contributions of each employee, compensation policies are annually reviewed, adjusted, improved, ensuring fairness and transparency. The rating and evaluation process is carried out through many rounds, by many units in the system so that the results are objective, accurate and quick. (See details in Part 6, section 10 - Responsibilities to employees).

Employee expenses at VietinBank for 5 years from 2019 - 2023

	SALARY AND ALLOWANCE PAYMENT (1)	SALARY-BASED PAYMENTS/ CONTRIBUTIONS (2)	SUBSIDY PAYMENT (3)	OTHER PAYMENTS (4)	EMPLOYEE EXPENSES (1+2+3+4)
2019	7,769,361	556,683	2,994	1,105,789	9,434,827
2020	7,425,497	570,425	4,718	1,261,082	9,261,722
2021	8,183,156	590,312	1,567	1,238,274	10,013,309
2022	9,213,531	592,476	2,115	1,278,863	11,086,985
2023	9,977,295	612,665	2,732	1,043,554	11,636,246

Data source: Audited consolidated FS from 2019 - 2023



Representative of VietinBank receiving the "Top 100 best places to work in Vietnam" Award in 2023

Sharing sustainable values with the community

During the 35-year journey of construction and development, apart from aiming to provide the best financial solutions for customers, VietinBank has always incorporated the Bank's development into the development of the community. With a view to becoming a sustainability bank for the community, VietinBank's corporate social responsibilities are constantly promoted with many practical and meaningful programs, contributing to the overall social development. Over the years, volunteer activities and community support have become a beauty of corporate culture that VietinBank has always been proud of and maintained, in order to spread a profound humanistic spirit to each employee as well as to the entire society. VietinBank's budget for corporate social responsibilities in 2023 is nearly VND 300 billion and accumulated up to now is more than VND 8,800 billion. (See details in Part 6, section 11 - Responsibilities to the social community).



VietinBank always actively carries out community and social support activities

"

For VietinBank, corporate social responsibility is considered a bonus, not an onus.

Besides focusing on business development, VietinBank understands that success is only meaningful when it is shared with the community and society. Therefore, throughout the years, sustainable development activities have always been the key theme that VietinBank has maintained and promoted to spread values to customers, partners, employees and the whole society.



Volunteer activities as a cultural beauty of VietinBank

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED

2023 is a tough year for the global economy in general and Vietnam's economy in particular. Having made steady strides amid hardships, VietinBank has always linked business activities with sharing of long-term and sustainable values with stakeholders, including: shareholders & investors, customers, employees, the State and social community. In 2023, with an effort to turn challenges into opportunities, VietinBank has successfully delivered the business plan assigned by the SBV and the GMS. The Bank continues to promote our strengths, accelerate comprehensive digital transformation, improve convenience, experience and security for customers, affirming the capabilities of a leading commercial bank in Vietnam's financial market.

Direct economic value generated



Direct economic value distributed



7 - BUSINESS ACTIVITIES TOWARDS ENVIRONMENT AND SOCIETY

GREEN CREDIT PROGRAM TO FINANCE INVESTMENT PROJECTS IN THE FIELD OF ENVIRONMENTAL PROTECTION, RESPONSE TO CLIMATE CHANGE AND SUSTAINABLE DEVELOPMENT; CREDIT PROGRAM TO FINANCE ENERGY SAVINGS AND EFFICIENCY PROJECTS

Following the strong growth in financing sustainable development for the period from 2018 to 2022, VietinBank has made sustainable development activities a key and consistent theme in parallel with the 2023 business plan.

Under the direct leadership of the Sustainable Development Steering Committee, VietinBank has built the Bank's Sustainable Finance Framework with a Second Party Opinion; thereby, clearly declaring the strategy, goals, project selection process, management of proceeds and full, transparent reporting process. The Bank's Sustainable Finance Framework is built in line with market practices and international standards/guidelines such as: Principles issued by the International Capital Market Association (ICMA), including: Green Bond Principles and Social Bond Principles; Principles jointly issued by the Loan Market Association (LMA) and the Asia Pacific Loan Market Association (APLMA), including: Green Loan Principles and Social Loan Principles.

Based on this Sustainable Finance Framework, the BoD of VietinBank has issued the Framework Regulation on Provision of Sustainable Finance to unify the goals and principles of implementing sustainable finance from HO to all branches and transaction offices nationwide. Popular financial structures, target project list, etc. are also clearly specified therein with the goal of promoting sustainable finance throughout the Bank.

In addition to consolidating the governance structure and institutional framework related to sustainable development at the Bank, VietinBank continues to deploy specific products such as financing product for renewable energy projects, power-saving equipment, preferential packages for the renewable energy sector in 2023, preferential packages to promote sustainable finance, etc. These packages have spared VND 10,000 billion to provide preferential capital for plans and projects that bring environmental and social benefits in production and business activities. As of December 31, 2023, VietinBank's total green credit balance reached **VND 47,465 billion** for nearly **1,000 customers** (accounting for **3.24%** of total credit balance, up from 1.47% at the end of 2018), including green agriculture, sustainable forestry, renewable energy, recycling and use of natural resources, waste treatment and pollution prevention, sustainable water management in urban and rural areas. In order to create motivation for businesses to transform themselves in the decarbonization and sustainable development journey, VietinBank has launched the **GREEN UP Package** worth **VND 5,000 billion** with preferential interest rates and fees for plans and projects that bring environmental and social benefits in such fields as: Green energy, green exports (textiles, fabrics, footwear, coffee, rice, wood, seafood) and green building, etc.

VietinBank has been considering ESG practices, promotion of sustainable finance and climate finance as a focus in our operations and will continue to come up with more initiatives in the coming time to become a leading bank in the field of sustainable development in Vietnam by 2025.



ACTIVITIES OF FOREIGN TRUST CAPITAL RELATED TO DEVELOPMENT ASSISTANCE PROJECTS AND ODA PROJECTS

In recent years, although the borrowing of ODA loans and preferential capital from foreign donors has been on the downward trend, this source of capital still makes positive contribution to the growth and development of the economy. In that context, VietinBank still remains in the group of commercial banks with a major market share in fund mobilization, management and disbursement of projects/programs that use international capital every year. In particular, VietinBank continues to be selected as an on-lending bank, a service bank, fund manager and manager of many international credit programs. Some of the projects that VietinBank has been serving include: Hanoi Metro Project line 3 Nhon - Hanoi Station; Ho Chi Minh Metro Project, line 2 Ben Thanh - Tham Luong Section, Da Nang - Quang Ngai Expressway Project (USD 673 million), International Passenger Terminal T2 Construction Project, Noi Bai International Airport, Project "Component 1A, Tan Van - Nhon Trach Section of HCMC Ring Road 3" (worth USD 300 million), etc. These are all key national projects that receive special attention from the State and the Government.

The attraction of ODA and foreign preferential loan projects has been well-organized by VietinBank since 2009 and after only a short period of time, VietinBank has become one of the leading State-owned commercial banks assigned to serve many big projects from foreign funds of the Governments of Japan, France, Germany, Korea, etc. and international financiers such as: Japan International Cooperation Agency (JICA), World Bank (WB), Asian Development Bank (ADB), European Investment Bank (EIB), etc.

The projects have been served and disbursed quickly, effectively and safely by VietinBank according to the regulations of the Donors and the Government of Vietnam. Disbursement and risk management standards follow international practices. Through serving and on-lending programs/projects nationwide such as projects on power grid improvement, power transmission, education, water supply and environmental sanitation, VietinBank has made positive contribution to production and business activities, facilitating hunger eradication, poverty reduction, improving the quality of social life, and developing key economic sectors of the country.

**VIETINBANK'S TOTAL
GREEN CREDIT BALANCE**
reached **47,465** billion
for nearly
1,000 CUSTOMERS



ACTIVITIES OF GREEN CAPITAL MARKET ACCORDING TO THE GUIDELINES OF THE STATE SECURITIES COMMISSION OF VIETNAM

Vietnam, with more than 3,200 km of coastline, many provinces/cities and low-lying river deltas, is one of the countries most vulnerable to climate change in the world. Recognizing the important role of mobilizing financial resources and funding mechanisms in global efforts to combat climate change, VietinBank has paid early attention to sustainable development and taken specific actions to integrate sustainable development into bank operations. VietinBank's sustainable finance growth rate in the 2008 - 2023 period has always reached 100% annually.

Within the framework of COP28 held in Dubai, VietinBank participated and signed a Memorandum of Understanding with MUFG - the strategic partner with a commitment to support VietinBank in arranging up to USD 1 billion to finance sustainable development projects that bring environmental and social benefits and promote circular economy. Cooperation in arranging fund for green projects and projects that benefit society was also the focus of bilateral meetings between VietinBank and MUFG, Standard Chartered. In addition, VietinBank has also actively participated in many activities such as: Vietnam Circular Economy Forum 2023, coordinated with key members of the Asia Transition Finance Study Group to publish research reports and outline the progress of transitional finance in Asia, signed a Memorandum of Understanding with the Ministry of Natural Resources and Environment towards sustainable development goals and many other activities to spread the commitment to accompany businesses in the transition to net zero emissions.

In addition to the specific products deployed in the field of sustainable development, VietinBank is continuing to research and develop new products and services such as green bonds, sustainable loans, ESG roadmap advisory, etc. To create the necessary foundation for developing green and sustainable finance tools, VietinBank has developed a framework regulation on the provision of sustainable finance, providing specific instructions for fund mobilization, financing and management of proceeds for eligible Green and Social projects.

Anticipating that green and sustainable development is one of the mega trends of the Vietnamese financial system in the coming time, VietinBank believes that our commitments and efforts in promoting green and sustainable finance and ESG practices will contribute positively to the implementation of goals towards sustainable growth in Vietnam.



WHAT VIETINBANK BROUGHT TO THE COP 28

- Funding of sustainable development reached a growth of 100% in the period 2018 - 2022
- Portfolio of specialized products for sustainable development
- Commitment of dedicating maximum resources for sustainable development

WHAT VIETINBANK DID IN THE COP 28



VietinBank and MUFG signed a MOU to arrange capital of USD 1 billion for sustainable development



Chairman of VietinBank's BoD Tran Minh Binh and Mr. Koichiro Oshima, Managing Executive Officer, Head of Financial Solutions Group, MUFG (left) discussing opportunities for cooperation in the field of sustainable finance



Working with Goldwind to discuss cooperation in promoting wind power energy in Vietnam



Discussing with Standard Chartered business cooperation opportunities, especially in the field of capital mobilization for sustainable development

PARTICIPATE IN:

- Round-table conference between Minister of Natural Resources and Environment and GFANZ on Implementation plan of resources mobilization framework for JETP.
- Workshop on the role of banks in operating the carbon credit market.
- Series of workshops on net emissions, financial mobilization of climate change, green transition...

POST-COP 28: VIETINBANK CONTINUES TO REALIZE ITS COMMITMENTS

- The Sustainable Finance Framework providing specific guidance for the financing and management of sustainable development grants

- Researching and developing products of sustainable finance

- Continuous cooperation expansion with partners in the field of sustainable development

8 - RESPONSIBILITIES TO CUSTOMERS

With "customer-centric" motto, VietinBank strongly accelerates digital transformation to constantly attract customers with modern, specialized products and services, which are "tailor-made" to unique appetites of each target customer segment. Each VietinBank product demonstrates a deep understanding of customers and flexible application of advanced technology to maximally meet diverse needs of customers, especially specialized customer groups.

In addition, with the spirit of pioneering in implementation of the directions of the Government and the SBV in the context of a tough and challenging socio-economic environment, VietinBank has proactively and drastically taken integrated measures to support individuals and businesses in recovering and developing production and business activities, exploring and seizing new opportunities.



BANK-WIDE CUSTOMER CARE AND SUPPORT

In 2023, VietinBank has further focused on modernizing customer service, with the "customer-centric" motto, **delivering customized, personalized, 24/7 omni-channel services**. Apart from traditional touchpoints, the Contact Center has continuously **expanded to other channels and promoted the application of technology and artificial intelligence into customer service activities** through:

- Successfully launching Contact Center Omnichannel system, developing CRM (customer relationship management) solution, integrating with ChatBot, Severity Assessment Measure (SAM) system, Core system, Card, ATM, Internet Banking, etc. which helps manage the entire customer journey, enhance customer service capacity on all channels.
 - Promoting customer segment-based service, providing separate hotlines for priority customers (**1800 558 866**) and corporate
- customers (**1900 558 886**), bringing outstanding customer experience.

- Upgrading and updating new version (Ver 2.0) of VietinBank Chatbot, interacting with customers 24/7 on VietinBank's official Website and Facebook Fanpage and pioneering chatbot development on iPay and eFAST. Accordingly, the automation rate has increased from 43% to 86%, and by 2023, chatbot service users have increased by 174.8% compared to 2022.

- Launching **the Portal on the Website platform**, receiving hundreds of thousands of customer feedback, service quality review and 24/7 inquiries when making transactions at the counter, on ATM, iPay, and eFAST. Through the Portal, customers can easily access and search for information. VietinBank also publishes notifications in the Portal to promptly keep customers informed of service downtime (money transfer, bill payment, etc.) of VietinBank, affiliated banks or partners.

In 2023, VietinBank has issued a **Procedure for Resolving Customer Complaints**, thereby clarifying the roles and responsibilities of units in resolving and fixing problems, complaints and taking measures to improve products and services quality. VietinBank has built an automatic system for managing requests, complaints and measuring service level agreements (SLA), thereby improving the quality of managing and monitoring the process for resolving customer complaints, reducing the turnaround time **from 121 hours to 17.3 hours**. The Bank has also expanded the scale, established an extended arm in Thai Nguyen and prepared facilities in Da

Nang and Can Tho to take the lead in delivering customer service customized to regional cultural characteristics.

As a result, in 2023, over 6 million customers have been served, **1.5 times higher** compared to 2022. Customers Satisfaction Index (CSI) was over **90%**, far outperforming the industry benchmark (**78%**). In particular, VietinBank is honored for the 6th time to receive the "**Excellence in Innovation - Contact Center Vietnam 2023**" award by Global Banking & Finance Review for effective implementation of breakthrough initiatives in customer care in 2023.



8 - RESPONSIBILITIES TO CUSTOMERS



CORPORATE CUSTOMER CARE AND SUPPORT

In the context of complex fluctuations in the world's economy, geopolitical conflicts and inflationary pressures, Vietnam's economy is not immune to the effects, continuing to face challenges and difficulties. Closely following the direction of the Government and the SBV, promoting the role as a key, systematically important and pioneer State-owned commercial bank, VietinBank has taken different measures to support and accompany businesses and individuals, specifically as follows:

- Implementing measures to support corporate customers:** according to Circular 02/2023/TT-NHNN (TT02); interest rate support package of 2%/year according to Decree No.31/2022/NĐ-CP dated May 20, 2022; Circular No.03/2022/TT-NHNN dated May 20, 2022; preferential loan program to develop social housing and housing for workers; low-cost commercial housing projects according to Resolution No.33/NQ-CP, preferential credit programs for forestry, fisheries and rural agriculture, etc.
- Implementing the direction of the Government and the SBVs (Resolution No.105/NQ-CP) on taking measures to further lower interest rates. In 2023, VietinBank has cut the average floor lending interest rates for five times. VietinBank launched a series of programs with **competitive interest rates, 2 - 3%/year lower than normal lending interest rates to meet the needs for working capital and consumer staples.**
- Closely coordinating with local authorities



to implement banking-business matching programs, participating in investment promotion, domestic and international programs on credit financing, trade promotion for regional development both as a financier and an enterprise that provides and introduces banking and finance products and services.

Improving the credit granting process, implementing the comprehensive digital transformation project, aiming at automatic credit approval for micro enterprises, deploying online disbursement and online guarantee to promptly meet the needs of a large customer base. As for the SMEs customer segment, VietinBank has designed a fast-track credit granting and disbursement

process, up to 30% quicker than the normal credit granting process.

- Building and improving credit products and solutions in accordance with market needs, characteristics of each key sectors and business relationships in the supply/distribution chain, bringing added value for enterprises based on industry advantages and value chain links i.e: Construction, pharmaceuticals and medical equipment, real estate in industrial zones, renewable energy, trade and distribution, etc.
- Developing sustainable finance products and services (ESG): VietinBank has been building products and services to diversify forms of financing to accompany businesses in implementation of sustainable development projects, decarbonization and ESG practices.

but can also use other sustainable finance solutions from VietinBank.

- The Bank continues to deploy specific products such as: **financing product for renewable energy project, power-saving equipment, preferential packages for the renewable energy sector in 2023, preferential packages to promote sustainable finance, etc.** These packages have spared **VND 10,000 billion** to provide preferential capital for plans and projects that bring environmental and social benefits from production and business activities in such fields as: green energy, green export (textiles, fabrics, footwear, coffee, rice, wood, seafood) and green building.



- The Bank has launched the **GREEN UP Package** worth **VND 5,000 billion** with preferential interest rates and fees for plans and projects that bring environmental and social benefits in fields such as: green energy, green export (textiles, fabrics, footwear, coffee, rice, wood, seafood), green building, etc.
- VietinBank is also one of the pioneer banks in developing a comprehensive suite of products for sustainable development, from fund mobilization, green credit, etc. to ESG advisory. Businesses are not only provided with diverse and customized sustainable finance products, entitled to promotions from VietinBank's programs,

- VietinBank has launched **credit packages with preferential interest rates** to promote credit growth such as: companionship program with corporate customers, quarterly credit package, competitive interest rate package, credit package for real estate in industrial zones, medium and long-term loan program with fixed interest rate, fee exemption mechanism for strategic customers of VietinBank, SME UP, SME Flash, campaign to acquire new SME customers, etc. Besides, VietinBank has also researched and launched comprehensive packages of financial products for specialized industries/businesses, subsidiaries/affiliated companies in the ecosystem and key projects such as: product package for North-South Expressway contractors, product package for



Long Thanh airport contractors, packages of supply chain funding (SCF), etc.; at the same time, VietinBank has actively introduced potential customers to branches, provided domestic and international connection solutions to support corporate customers to enhance partnership and expand market penetration.

- VietinBank has always collaborated closely with MUFG - the strategic shareholder to cooperate with banks in the network of MUFG Group and partner banks to comprehensively serve the customer's ecosystem and needs throughout entire investment project life cycle, bringing a seamless customer experience by providing "one-stop solution", actively improving the operating model and promoting effective implementation of supply chain products for famous brands as a core goal in VietinBank's digital transformation program.
- Strengthening relationships with large corporations and investment funds, attracting international capital flows into Vietnam through consulting and supporting customers to participate in high-value M&A deals. In addition, VietinBank has focused on deploying structured products that require advanced advisory service and actively provided added values to customers such as information on market developments, industries and business matching opportunities to support the operations of FDI customers in Vietnam.

In 2024, VietinBank remains committed to accompanying the business community through practical and timely support programs to share, overcome difficulties and anticipate positive signs of recovery from the market.

In addition, VietinBank continues to be a reliable partner and maintains the leading position in providing financial services to large State and private corporations, multinational companies and conglomerates in the world, etc. VietinBank will prioritize funding for key national projects such as renewable energy, real estate in industrial zones, road transportation, etc. contributing to the economic development of the country.

VietinBank continues to affirm the reputation in the market, making a good impression on customers and the business community: For 3 consecutive years, the Bank has received high ratings as well as the prestigious award "**The Best SME Bank in Vietnam**" (by The Asian Banker). This is in recognition of SME Banking's outstanding development and contributions to the Vietnamese SME community. For 2 consecutive years, the Bank has received the "**Project Infrastructure Deal of the Year Award - Vietnam**" by The Asian Banking and Finance (ABF), becoming a pioneer bank in financing large infrastructure project with focus on improving infrastructure in Vietnam. This activity has contributed to promoting economic growth, associated with the sustainable development of the country.

FINANCIAL INSTITUTION CUSTOMER CARE AND SUPPORT

VietinBank is a State-owned Commercial Bank, playing a pivotal and key role in the economy, accompanying and serving the country's development. Collaboration with VietinBank has always been of interest to many domestic and foreign financial institutions. In 2023, VietinBank has constantly developed and expanded comprehensive cooperation with the financial institutions segment including domestic credit institutions, foreign credit institutions, securities companies, insurance companies and fund management companies, etc. Specifically, VietinBank has always focused on building sales promotion policies, credit approval policies and risk appetite and developing products and services dedicated to the financial institution segment. Being positioned as an intermediary ecosystem ready to connect with all partners, VietinBank continues to upgrade and expand the **BankPay payment solution** to provide the market with a variety of modern product and service packages as a platform to help VietinBank's partners connect to the national public service system, customs, taxes, social security, or other payment intermediaries while saving a lot of operating costs. The upgraded BankPay version is a strategic step of VietinBank to dominate the service and payment market share, grow demand deposits, attract low-cost fund to optimize cost of fund. In addition to fine-tuning the platform of products and services, VietinBank has continuously revamped policies and applied digitalization to processes to improve service quality before and after sales, ensuring seamless customer experience during their journey with VietinBank.

In cooperation with agent banks, with our reputation, VietinBank has always been trusted by banks and granted high limits to serve interbank transactions, trade finance and international fund mobilization with competitive interest rates, including international fund mobilization transactions that are considered the largest in the Vietnam's financial market. In

addition, with a network of agent relationships with more than 1,000 banks/branches around the world, VietinBank ensures close and flexible internal coordination to receive and process quickly and effectively requests for support and investigation from customers of international agent banks. At the same time, VietinBank has always actively maintained, expanded and developed relationships with reputable credit institutions in different territories, to both explore opportunities for cooperation in products and services and enhance opportunities to support and serve the needs of import-export or investment enterprises who want to explore markets and customers in different countries. Thus, with a well-established reputation in the domestic and international markets, VietinBank has affirmed the role as an intermediary financial institution - a channel for businesses to access the capital market through capital arrangement based on VietinBank's guarantee, advisory and underwriting activities for private bond placement and M&A advisory activities.

In transaction relationships with financial institutions, VietinBank has always maintained a conservative standpoint, regularly evaluated and reviewed the capacity of financial institutions that are granted transaction limits/credit facilities by the Bank, and carried out risk management in all lines of defense, aiming for sustainable growth and effective risk management.

In 2024, with the vision of becoming "**the most reputable, efficient, modern, multi-functional bank in Vietnam, and in the Top banks in the Asia-Pacific region**", VietinBank commits to further tapping into the potential of the financial institution segment in all aspects, diversifying cooperation with commercial financial institutions as well as development financial institutions to strongly boost income from this segment; at the same time, channelling into international funds with competitive and preferential interest rates, serving the capital requirements of Vietnamese businesses in a safe and sound manner.



5 CORE VALUES OF VIETINBANK SERVICES



RETAIL CUSTOMER CARE AND SUPPORT ACTIVITIES

Based on the "Customer-centric" motto, VietinBank has always fulfilled a variety of customer needs by offering valued-added services at competitive prices and bringing the best customer experiences. In addition, VietinBank has built sustainable relationships with customers from the stage of approaching, consulting to providing services and finally after-sales service.

From now until the end of 2028, VietinBank will deploy digitalization of the entire retail segment with the belief that it will help better serve the needs of all customers. In particular, understanding customers' needs for security in electronic banking transactions, VietinBank has developed an Internet Banking security system with many layers of attack control and defense-in-depth. Customers can have peace of mind about absolute security through highly secure authentication methods in each transaction.

Besides products, prices, distribution network, etc. VietinBank has also simultaneously deployed many solutions to improve service quality and better meet customer needs. Through promulgation of the **Service Quality Standards on customer touch points** (including: branches, ATM/POS, Contact Center, Website/Chatbot/social network, digital banking), VietinBank, for the first time, issued a declaration of **5 core values of VietinBank services** (Bringing convenience to customers, Acting for customer trust, Willing

to meet customer needs, Improving service capacity, Always listening and understanding customers) around the **customer-centric philosophy** and thereby developing specific service quality standards and requirements for each channel. Implementing these core values and standards is expected to deliver consistent service quality at every touch point along the customer journey; creating a distinctive hallmark of VietinBank in the minds of customers.

OUTSTANDING AGRICULTURAL AND RURAL LOAN BALANCE exceeded VND 180 trillion

In addition, in the context of many difficulties in the economy after the COVID-19 pandemic, following the Prime Minister's directions to focus on economic recovery and development, VietinBank has promptly offered preferential credit packages/programs for customers, especially those with priority access to credit such as: loan for agricultural and rural development according to Decree No.55/2015/NĐ-CP and amendments, supplements in writing to a wide range of customers residing in rural areas or operating in the agriculture sector. Outstanding agricultural and rural loan balance, as one of

the major components in VietinBank's lending mix has **exceeded VND 180 trillion**; refinancing interest rate policy to attract good customers to VietinBank; preferential loan program in support

of social housing, worker housing, projects to renovate and reconstruct old apartment buildings according to Resolution No.33/NQ-CP dated April 1, 2023, etc.



In 2024, VietinBank continues to strongly promote the three-legged stool to help the Bank go a long way in retail banking activities, specifically: **Product diversification - Excellence in technology - Diversification of distribution channels**. This strategy demonstrates empathy and puts customer needs at the center of creativity. Efforts in comprehensive digital transformation of banking operations also contribute to improving the experience for VietinBank retail customers, while saving operating costs and increasing retail business profits.

VietinBank side by side with customers



한국 디저트



PROGRAMS OF PREFERENTIAL CREDIT, INTEREST RATE SUPPORT FOR SMALL AND MEDIUM-SIZED ENTERPRISES

By the end of December 31, 2023, the total number of small and medium-sized enterprises (SMEs) having relationships with VietinBank reached 240,238 customers, consisting of 32,692 SMEs borrowers with full-year accumulated disbursement of VND 743 trillion, including VND 702 trillion in disbursement of working capital to serve production and business activities and VND 41 trillion in disbursement of medium and long-term capital to serve project investment.

With the "customer-centric" philosophy, VietinBank SME banking has always strived to innovate and accompany SMEs, focusing largely on the core needs of timely funding, simple procedures and preferential pricing policy.

In 2023, VietinBank SME has implemented many policies and mechanisms to minimize paperwork and procedures for businesses, reduce internal operating procedures, and increase document processing efficiency for customers, taking **SMEs Simple** as an example - This is a set of simple secured credit granting solutions for SMEs with some highlights such as: Reducing the paperwork and forms by **60%**, reducing internal operating procedures and proposal drafting by **30%**. This solution also serves as the foundation for implementing a digital transformation initiative on building a **digital working capital loan journey for SME customers in 2024**.

In addition, VietinBank SME banking has always maintained preferential programs and packages to minimize financial costs for new SMEs at VietinBank. Besides, existing and traditional customers of VietinBank or businesses operating in key sectors of the economy (such as export) also enjoy special offers, specifically: (i) **SME Up package** for new-to-bank SME customers, with preferential pricing from 5.5%/year, which may increase according to the disbursement volume; (ii) **SME Flash package** for existing-to-bank SME customers, with preferential pricing from 5.5%/year depending on credit growth scale; (iii) Credit

stimulus package for traditional and strategic businesses at VietinBank, operating in key and priority sectors of the economy, preferential pricing from 3.5%/year. Such preferential pricing levels are all 3.5% - 4.5%/year lower than the market average.

Under the direction of the Government and the SBV, in 2023, VietinBank, as a leading prestigious bank, has actively taken integrated management and support measures, giving priority to promoting the growth of the economy, accompanying and supporting SMEs. VietinBank has balanced sources of loan capital, coordinated with local authorities and the SBV at provinces/cities to implement socio-economic development programs for 5 priority sectors of the Government, **short-term lending interest rate ceiling for the group of 5 priority sectors is only 4%/year**. In particular, the volume of disbursement to serve agricultural and rural development in the SME segment reached **VND 87 trillion**.

Given all efforts to show companionship with the SME community, VietinBank SME banking has achieved impressive credit growth rate of 16% in 2023, continuing to maintain the growth momentum for the last 5 years, with an average growth rate of 13%/year.

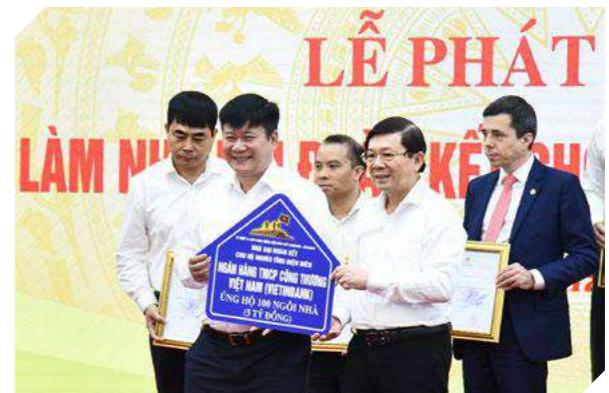


EMULATION MOVEMENT "THE WHOLE COUNTRY JOINS HANDS IN BUILDING NEW-STYLE RURAL AREAS" AND "FOR THE POOR - LEAVING NO ONE BEHIND"

During the development journey, in parallel with the goal of sustainable business growth, VietinBank has always accompanied and actively participated in community-oriented activities with the aspiration to contribute to building a better society. In 2023, the Bank launched the emulation to celebrate the 35th anniversary integrated with the movement **"For the poor - Leaving no one behind"** and the movement **"The whole country joins hands in building new-style rural areas"**, embracing the national target program to build new-style rural areas and reduce poverty sustainably in the period from 2021 to 2025.

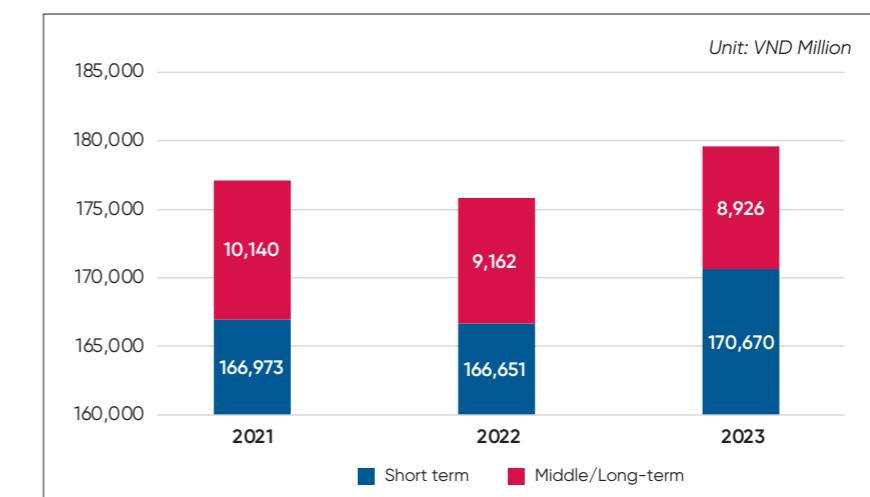
As for the movement **"The whole country joins hands in building new-style rural areas"**, VietinBank has disbursed loans to individual customers, farm owners, corporate customers in rural areas and cooperatives. The achievements in the 3 years from 2021 to 2023 are very positive.

As for the movement **"For the poor - Leaving no one behind"**, VietinBank has further deployed an additional preferential program with a scale of up to **VND 30,000 billion** with loan interest rates more attractive than normal ones, effective until December 31, 2030. Preferential interest rates apply to investors within 3 years and home buyers within 5 years when investing/buying houses in social housing /worker housing projects/projects to renovate and reconstruct old apartment buildings.



VietinBank supporting the community

Outstanding loan balance to customers of the movement "The whole country joins hands in building new-style rural areas"

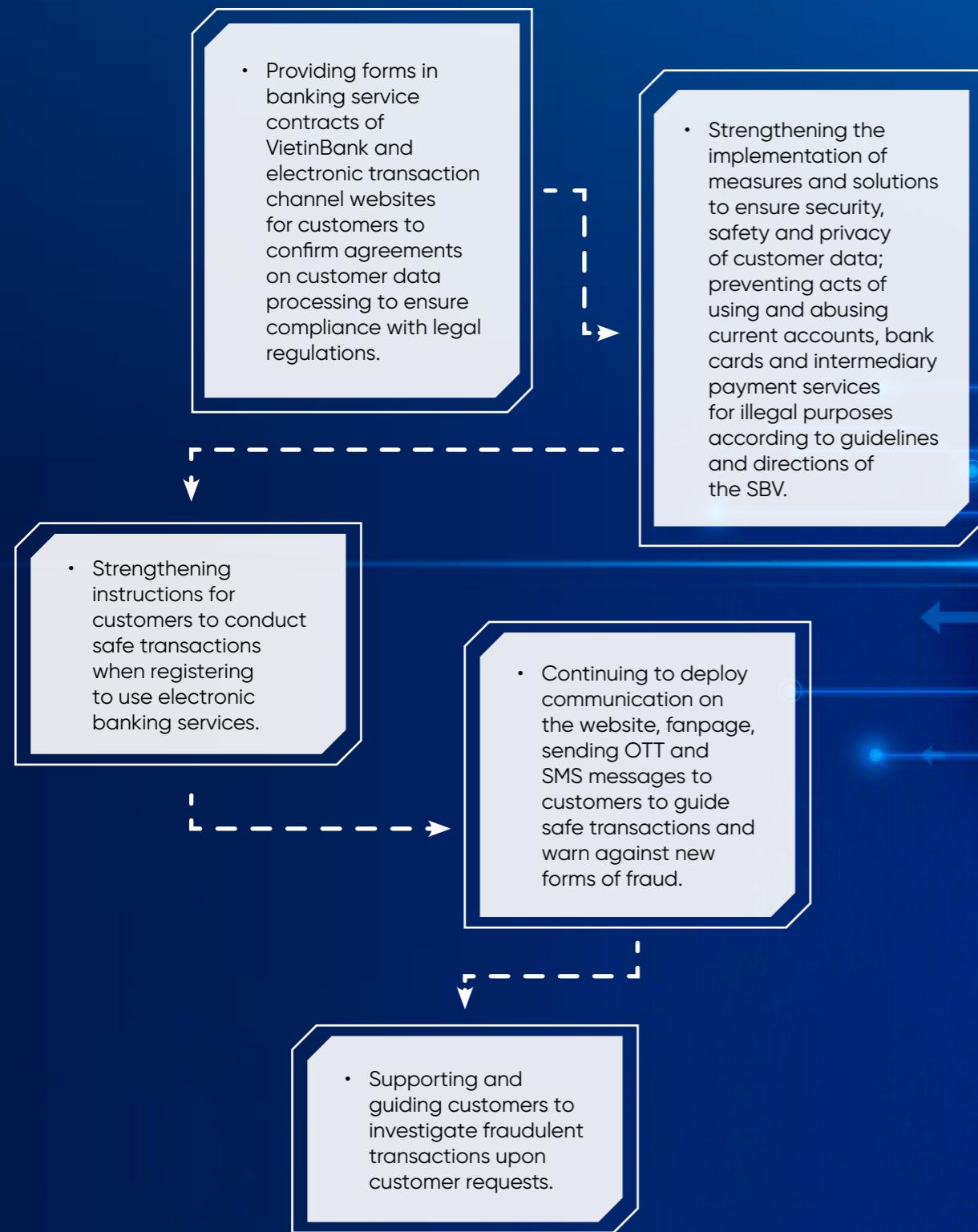


Source: VietinBank's internal report

8 - RESPONSIBILITIES TO CUSTOMERS

CUSTOMER INFORMATION PROTECTION

With the "customer-centric" philosophy, VietinBank has implemented many synchronous and comprehensive programs and policies to protect customers' interests, especially in the digital transformation trend. The system of policy documents and procedures have always been updated and reformed to best protect customers' interests, giving customers a feeling of comfort and peace of mind when using VietinBank's financial products and services. Specifically, the Bank has taken many integrated solutions to enhance customer information security such as:



9 - RESPONSIBILITIES TO SHAREHOLDERS AND INVESTORS

As a publicly listed entity with a substantial shareholder base, VietinBank is committed to transparency in information dissemination, adhering to regulatory standards, fulfilling shareholder/investor rights, and drawing investor interest towards CTG stock. This approach is aimed at maximizing the Bank's equity and enhancing shareholder value. At VietinBank, the Investor Relations (IR) team under the Secretariat of the Board of Directors & IR - Office of the Board of Directors, serves as a vital link between VietinBank and the investor community. It plays a dual role in providing information to investors and conveying feedback from the investor community and market to VietinBank's senior management. VietinBank's IR activities are inclusive, catering to all investors without distinction between major or minor, individual or institutional. Every investor and shareholder at VietinBank has the right to access the bank's official information sources and exercise their shareholder rights in compliance with legal regulations.

ENSURING INFORMATION TRANSPARENCY AND INVESTORS' BENEFITS

VietinBank is dedicated to the transparent, uniform, comprehensive, and timely dissemination of the Bank's information to investors, ensuring shareholder rights through activities such as organizing events for shareholders and investors; providing information about VietinBank to shareholders and investors; and mandatory information disclosures as per regulations.... This commitment aims to maximize corporate equity and enhance shareholder value. As a joint-stock commercial bank with State capital, VietinBank not only adheres to the disclosure requirements for listed companies (as stipulated by the Ministry of Finance, the SSC, and the Stock Exchanges) but also fulfills the disclosure obligations of state-owned enterprises (as regulated by the SBV and the Ministry of Planning and Investment). With the goal of ensuring rapid and timely information updates, VietinBank consistently complies with regulatory disclosure obligations; for many consecutive years, it has been recognized as **a listed company that meets disclosure standards in the securities market**. In 2023, VietinBank carried out disclosures for 16 regular contents and 67 extraordinary contents, including: 2022 financial statements, 2022 annual report (with sustainability report integrated as part of the annual report); corporate governance report; 2023 annual GMS; senior management changes; network changes; amendments to internal governance regulations (Charter, Regulation on internal governance, Regulation on Organization And Operation of the BoD); transactions with subsidiaries/affiliates; private placements of bonds/public offerings of bonds; share issuance to pay dividends, etc.

In 2023, VietinBank also successfully organized the 2023 annual GMS in accordance with regulations and approved many important matters such as: business plan, profit distribution, capital increase plan, amendments to governance regulations, BoD membership, etc.... Focusing on communication with investors, the annual GMS is a significant event for VietinBank - a forum for open dialogue, candid discussions, and addressing all shareholder inquiries.

At VietinBank, all investors, regardless of major or minor, individual or institutional, are entitled to access the bank's official information through the VietinBank website and its dedicated Investor Relations page. VietinBank ensures shareholder rights by allowing shareholders to question (directly/indirectly) and submit proposals to the VietinBank management team before voting on critical issues related to the Bank's operations. Despite a large shareholder base, VietinBank actively supports

investors in exercising their rights and obligations related to CTG shares, dividend payments, GMS, capital raising, and internal and related party transactions,... through email and phone channels. Adjustments to shareholder information or securities types are also made swiftly and timely in accordance with regulations and to meet shareholder needs.

Highlights of the Investor Relations activities in 2023 include:

➤ **11.7415%**

DIVIDEND PAYOUT RATIO
IN 2023

➤ **3 YEARS**

CONTINUALLY INCLUDED IN THE BASKET
OF VNSI INDEX ON SUSTAINABLE
DEVELOPMENT OF HOSE

➤ **TOP 3**

LARGE-CAP LISTED ENTERPRISES WITH IR ACTIVITIES
MOST APPRECIATED BY INVESTORS IN 2023 OF THE IR
AWARDS 2023 PROGRAM



VietinBank organizes quarterly conference on business results update for investors and analysts

9 - RESPONSIBILITIES TO SHAREHOLDERS AND INVESTORS

ENSURING THE DISTRIBUTION OF DIVIDENDS TO SHAREHOLDERS IN STRICT COMPLIANCE WITH REGULATIONS

The dividend policy is publicly disclosed in the VietinBank Charter and on the VietinBank Investor Relations website (<https://investor.vietinbank.vn/HistoricalDividend.aspx>). VietinBank makes dividend payments to shareholders based on approvals from the VietinBank's GMS, competent state authorities, and in accordance with relevant legal provisions.

In 2023, VietinBank completed the issuance of shares for dividend payments from 2020 profit after tax, after fund allocations, and cash dividend payments at a rate of 11.7415% to 100% of shareholders listed as of December 1, 2023. This increased VietinBank's charter capital from VND 48,057 billion to nearly VND 53,700 billion, further enhancing the financial capacity to meet growth needs and expand VietinBank's business operations, in line with the position, potential, and tasks assigned by the Government and the SBV; thereby increasing shareholder benefits and significantly contributing to the country's socio-economic development.

VietinBank's dividend history of the 2009 - 2023 period

YEAR	PERCENTAGE (%)	PAYMENT FORM	EX-RIGHT DATE	PAYMENT DATE
2023	11.7415	2020 stock dividend	30/11/2023	1/12/2023
2020	8.00	2020 cash dividend	14/12/2021	17/1/2022
2021	29.0695	2017, 2018, 2019 stock dividend	7/7/2021	8/7/2021
2019	5.00	2019 cash dividend	17/12/2020	21/1/2021
2016	7.00	2016 cash dividend	27/9/2017	17/10/2017
2015	7.00	2015 cash dividend	16/1/2017	16/2/2017
2014	10.00	2014 cash dividend	23/6/2015	17/7/2015
2013	10.00	2013 cash dividend	21/5/2014	6/6/2014
2012	16.00	2012 cash dividend	6/9/2013	24/9/2013
2011	20.00	2011 stock dividend	30/3/2012	9/4/2012
2011	9.60	Bonus shares from share premium	30/3/2012	9/4/2012
2010	13.47	2010 cash dividend advance	14/1/2011	16/2/2011
2009	6.83	2009 stock dividend	06/9/2010	25/10/2010



INCREASING FREQUENCY, DIVERSIFYING FORMS, IMPROVING QUALITY, PROACTIVELY COMMUNICATING TO INVESTORS

VietinBank always identifies IR as a bridge between VietinBank and investors, including providing information to investors in parallel with transmitting information from the investor community and the market to VietinBank's Leadership Team. Therefore, the Bank regularly consults the IR activities of major domestic and foreign banks, and of its strategic partner - major shareholder, MUFG Bank, to bring IR activities closer to international practices and standards.

In addition to effective management of the Investor Relations website with a modern and professional interface at <http://investor.vietinbank.vn>, which helps provide rich, useful, easy-to-look-up information to investors, in 2023, VietinBank has proactively increased frequency, diversified forms, improved information quality, and increased shareholders and investors' trust in the Bank through **4** Business Performance Update Conferences held annually/quarterly and chaired by the Leadership Team (with the participation of approximately **90** analysts, representing about **60** investment funds/securities companies), **14** face-to-face working sessions (an increase of nearly 60% compared to that in 2022, with the participation of **80** analysts representing more than **40** investment funds/securities companies; which includes attending Analyst Meetings held by prestigious domestic and international investment funds and securities companies) and nearly **90** indirect exchanges (via emails, phone calls; increasing by nearly 20% compared to that in 2022) to exchange and provide information about VietinBank's business results to VietinBank's investors/shareholders. Information disclosure documents (annual reports, financial statements, corporate governance reports, shareholder meeting materials...) as well as updated materials on VietinBank's business results (financial report news, quarterly business results update documents...) are always written bilingually in Vietnamese and English, information about these business results is also widely published on the Bank's official website, fanpage as well as mass media and is continuously innovated in terms of content and design. Thanks to that, VietinBank's materials for investors are highly appreciated for their accuracy, carefulness, detail and objectivity, providing timely and necessary information to support investors in making investment decisions.

Thanks to constant improved quality and professionalism of IR activities, VietinBank has been recognized and evaluated increasingly positively by shareholders, investors, and analysts. Accordingly, major securities companies all gave positive/buy recommendations for CTG shares in 2023. VietinBank is also honored to be included in the VNSI basket on sustainable development of the Ho Chi Minh City Stock Exchange⁽¹⁾, for 3 consecutive years (2021, 2022, 2023); is one of the listed enterprises meeting information disclosure standards on the stock market for 3 consecutive years (2021 - 2023); At the same time, it was voted in the Top 3 large-cap listed enterprises with IR activities most loved by investors in 2023 by the IR Awards 2023 Program⁽²⁾.

“

The trust of shareholders and investors is the measure of value for every business, and VietinBank continually strives to innovate its IR activities to demonstrate corporate responsibility, contribute to economic development, and ensure harmony while enhancing the rights of shareholders and investors.

”

⁽¹⁾ VNSI (Viet Nam Sustainability Index) is a sustainable development index researched and applied by the Ho Chi Minh City Stock Exchange (HOSE) in coordination with the German Corporation for International Cooperation (GIZ) and the State Securities Commission since July 2017; consisting of 20 stocks under VN100 with the best sustainable development in the market.

⁽²⁾ IR Awards is a program to vote for listed companies with the best IR activities co-organized by Vietstock, Vietnam Association of Financial Executives (VAFE) and Finance and Life e-Magazine (FILI) since 2011.

9 - RESPONSIBILITIES TO SHAREHOLDERS AND INVESTORS

DIRECTION FOR INVESTOR RELATIONS ACTIVITIES IN 2024

In 2024, in addition to well performing regular and periodic tasks, VietinBank will continue to consolidate and professionalize IR activities through strengthening training and development of IR staff force; developing and implementing a transparent and proactive communication strategy. At the same time, the Bank will also promote the application of online and face-to-face forms, improve interaction and information dissemination to investors, creating added value for the bank and CTG branding on the stock market.



CONTACTS FOR VIETINBANK INVESTOR RELATIONS:

- In charge of information disclosure
Mr. Tran Minh Binh
Chairman of the Board of Directors/Legal Representative of VietinBank.
- Spokesperson in IR activities
Ms. Pham Thi Thanh Hoai
Member of the Board of Directors of VietinBank.
- Person in charge of corporate governance/
Corporate Secretary
Mr. Dong Xuan Hung
Acting Chief the Office of the Board of Directors of VietinBank.
- IR Team - Board of Directors' Secretariat &
Investor Relations Department - Board of
Directors' Office
 - Address:
No. 108 Tran Hung Dao, Hoan Kiem, Hanoi
 - Email:
investor@vietinbank.vn
 - Phone number:
(84) 24 3941 3622
 - Website:
www.vietinbank.vn
<https://investor.vietinbank.vn/>



10 - RESPONSIBILITIES TO EMPLOYEES

Recognizing that human resources are the most valuable asset for the development and success of each organization, VietinBank always focuses on building, maintaining and developing a staff force sufficient both in terms of quantity and quality to successfully implement bank-wide business goals and strategies. The foundation of VietinBank's success over the past 35 years is the people and corporate culture built and maintained throughout its development. A staff force spanning multiple generations with solid professional knowledge, dynamism, creativity, and enthusiasm is the core factor for VietinBank to always maintain the spirit of pioneering and innovating in thinking, perfecting in action, steadfastly overcoming challenges, forging a reputable brand.



“

VietinBank's Leadership Team is always committed to human development as well as implementing programs to care for employees both financially and spiritually through many VietinBank identity-bearing activities to bond and create a happy working environment for every employee.

”

ASSURED EMPLOYMENT FOR EMPLOYEES

VietinBank's workforce as at December 31, 2023 was **24,642 people** (including employees of subsidiaries, non-business units and representative offices). In 2023 when the labor market continued to be affected post-COVID-19 pandemic, all employees of VietinBank were assigned and arranged with tasks suitable to their qualifications and working capacity, which ensures that all employees are employed and have labor contracts signed according to the Labor Code.

Regarding indicators related to personnel changes in 2023, VietinBank's new recruitment rate is 1.3% while the labor contract termination rate is 3.6%.

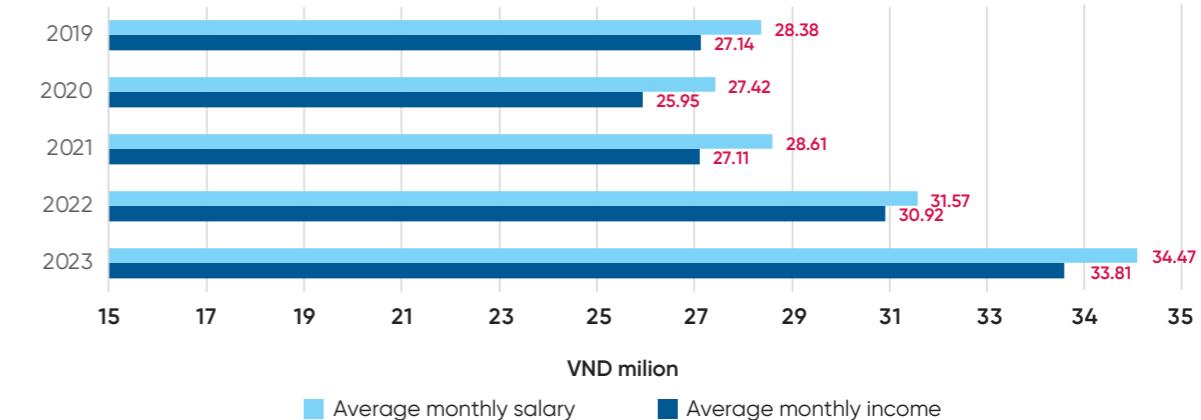
REMUNERATION POLICY

VietinBank's employees are entitled to salary, bonus and treatment regimes as follows:

- VietinBank's salary system follows international norms based on the **3Ps principle**: Position-based payment, personal-capacity-based payment and performance-based payment, which aims at achieving three main objectives: (i) ensuring stable monthly, quarterly, and annual salaries for employees; (ii) motivating employees to improve labor productivity; and (iii) flexibility in salary arrangements and annual salary increases;
- Employees are recognized for their abilities, promoted, and rewarded for their achievements;
- Funds are allocated for training and enhancing professional qualifications and capacity;
- Retired employees: In addition to benefits from the Social Insurance Fund, employees receive a two-month salary allowance before retirement and financial support during retirement;

In 2023, VietinBank's average salary for employees increased by **9.44% compared to that in 2022**. The average salary increase is based on the gap between the excessive average labor productivity compared to the targets mapped out.

Employee income growth in the past 5 years



Source: Consolidated audited FS for the years 2019 – 2023

Detailed information about the average salary of employees is presented in the audited 2023 FS in Part 7.



SOCIAL INSURANCE POLICY

VietinBank's employees are covered by insurance according to the State regulations, and are assured with benefits during sabbatical leaves or in cases of illness or maternity. When the employee is old enough to take leave, VietinBank carries out all procedures with the insurance companies so that the employee can leave at the prescribed time.

WELFARE POLICY

In 2023, VietinBank continues to implement general benefit and welfare regimes for bank-wide employees, which focus on improving quality of life, rejuvenating the workforce, achieving work-life balance, enhancing employee engagement, and providing exceptional benefits to high-achieving personnel, talented individuals, those undergoing career transitions, managers of key positions, and high-level managers to recognize their contributions and retain competent and highly qualified employees.

The welfare programs currently in place include:

- i. General welfare benefits for all employees: Filial piety, weddings, birthdays, sick visits, convalescence, vacation, gifts for Holidays/Tet, travel support for Holidays/Tet, gifts for International Women's Day (March 8), Vietnamese Women's Day (October 20), International Children's Day, Mid-Autumn Festival, financial support for childcare/kindergarten expenses and rewards for children of employees who excel, VBI Care health insurance for employees as health care benefits, etc.
- ii. Enhanced benefit regimes specifically designed for high-achieving personnel, those undergoing career transitions, managers of key positions, and potential talents (Top 500): Enhanced benefits include superior rewards, premium vacations, educational support for children, health insurance, life insurance, etc.

In 2023, VietinBank has studied advanced welfare and benefits practices in the market. As a result, the Bank has issued and revised regulations to align with its business situation and operational reality. The goal is to enhance employee welfare, engagement and dedication, maintaining an attractive and competitive work environment, and retain talented individuals.



ENSURING THE HEALTH OF OFFICERS, EMPLOYEES AND WORKPLACE SAFETY

Ensuring workplace safety

Every year, VietinBank regularly evaluates and measures the level of safety at HO buildings to assess risks and identify threats that can affect the work quality and the health of employees. On that basis, the Bank will develop control measures, propose actions and overall plans to improve the workplace environment to ensure the best conditions for all employees.

At the same time, VietinBank also coordinates with competent authorities to ensure safety and security inside and outside of working hours. The work of ensuring security and safety at the Bank always fully complies with the instructions by the Ministry of Public Security, applicable legal regulations and internal regulations of VietinBank. Accordingly, the Bank has consolidated the plan to protect the safety of the workplace, coordinated closely with the Police authorities and local authorities at all levels in assessing and understanding the security situation in the vicinity of the headquarters, synchronously deploying coordinated measures to handle incidents of insecurity. Specifically, the Bank has implemented the following:

- Actively coordinating with units under the Ministry of Public Security to develop scenarios and organize drills in response to incidents of robbery, attack, hostage and large gatherings which disturb public order.
- Annually, coordinating with the Fire and Rescue Police to organize communication, training on fire and rescue operations and issue certificates to Fire and Rescue Teams at units. At the same time, jointly organizing fire and rescue drills at units with the guidance and supervision of the professional Fire and Rescue Police force.
- Installing an alarm system connected to the local Police and Emergency Police (hotline: 113) to coordinate in maintaining security, social order and safety and promptly handle incidents that arise at the unit's headquarters.
- Annually, coordinating with competent authorities to organize communication on ensuring security and safety according to topics within VietinBank.



10 - RESPONSIBILITIES TO EMPLOYEES

Regarding fire prevention and fighting, VietinBank coordinates with the district-level Fire and Rescue Police to guide how to implement safety measures in fire and explosion prevention and fighting to minimize the risks therefrom. Every year, the Bank coordinates to organize fire fighting drills; at the same time, to receive information about dispatching vehicles and people to handle in case of fires. The Police of wards (where the headquarters is located) also send forces to participate in security work to prevent the case where criminal takes advantage of the incident to break in and commit acts of theft or remove traces.

Regarding flood and storm prevention, VietinBank coordinates with local government authorities to capture information on developments and direction of big storms causing floods to proactively take safety measures to protect people and assets, urgently meet the requirements of local authorities at all levels in evacuation to a safe place.

In particular, VietinBank has released a **Handbook for responding to a number of emergency situations at VietinBank** to equip branches and units across the Bank with the fastest handling/response methods for a number of emergency situations, helping to ensure the Bank's operations are effective and safe, moving closer to international standards on risk management.



VietinBank organizes training activities on fire prevention and fighting

Ensuring the health of officers and employees

Regarding occupational safety and health for employees, VietinBank has issued policies, regulations and instructions based on legal requirements and the Bank's internal regime in order to ensure the best benefits for employees. The Bank regularly organizes training sessions on plans to respond to a number of emergency situations such as fire prevention and fighting, first aid, emergency, etc. To assess the level of workplace safety, VietinBank conducts environmental monitoring and measurement of toxic and risk factors that may affect employees according to legal standards. Based on measurement results, the working environments at VietinBank all meet standards.

In addition, VietinBank organizes annual health checks for all employees at reputable hospitals and clinics. Employees' personal health information is then quickly sent to each individual, ensuring confidentiality according to the provisions of applicable laws. Besides, the Bank also organizes seminars, workshops and health care training courses, with advice from leading health experts to raise health awareness for employees.

VBI Care program

VBI Care is a comprehensive health care program for all employees in the VietinBank group to improve employee benefits, health and support them in medical issues, showing the Bank's best care and appreciation for employees. The program has a comprehensive coverage for health care, examination and treatment, both inpatient and outpatient, surgery and other relevant extended benefits, direct billing at leading hospitals and clinics in Vietnam and the region.

In addition, every year, VietinBank raises the sum insured, expands the insurance coverage of the program, at the same time, researches, reviews and adds in medical examination and treatment items and direct billing hospitals and clinics to give employees comfort during medical examination and treatment.

10 - RESPONSIBILITIES TO EMPLOYEES

TRAINING FOR COMPETENCY DEVELOPMENT

Training results

In 2023, VietinBank organized **867** classes⁽ⁱ⁾. The number of trainees was **133,923 persons**, averaging **3.93** days/person.

Table of data on average training days and coverage level by trainees in 2023

CLASSIFIED BY TRAINEES	AVERAGE NUMBER OF TRAINING DAYS	NUMBER OF TRAINEES
High-level managers, middle-level managers and equivalent positions (Members of the BoD, BoM, Director/Deputy Director of Division, Director/Deputy Director of Branch, Director/Deputy Director of Department at HO, Director/Deputy Director of Non-Business Unit)	6.76	6,939
Managers and equivalent titles (Director/Deputy Director of Department at Branch, Director/Deputy Director of Department at Non-Business Unit)	5.73	41,893
Employee	3.26	85,091
General trainees	3.93	133,923

Modernizing training programs, focusing on improving professional skills, execution capacity and adaptability for the bank-wide staff force.

More than 70% of the classes are training on professional skills for more than 111 thousand trainees. The programs have closely followed key business topics, orientations and increased the competitiveness of VietinBank, notably sales training programs (CASA growth training; training to improve premium banking customer care and sales capacity; training on business plan implementation; training on sales & customer care on digital platform; training on customer appraisal, guarantee, trade finance, cross-selling, etc.); programs to improve service quality (series of training courses to improve service quality and customer experiences, etc.).

At the same time, skills training classes according to the **Competency Framework** continue to be organized, focusing on key personnel positions of VietinBank, which are the leadership and management team (about **8 - 9 thousand trainees**) in order to **improve new competencies and adaptability to a changing business environment** such as Managerial Business Analytics course; Agile course; Foundations of Action Learning course; Influential presentation skill training, etc. In particular, the Bank has successfully implemented the training course "NextGen - We are the future" for **nearly 1,500 high-potential employees** at the branch level - VietinBank NextGen. The training program is closely linked with VietinBank's talent development policy, aiming to build up a team of talented people with consistent quantity and quality across the bank.

Building and promoting an active learning culture across the Bank

Determining that building a culture of active learning for each employee within the Bank is an inevitable trend, especially in the age of digital transformation, right from the beginning of 2023, VietinBank has implemented many activities to spread and promote the learning spirit throughout the bank, including: (i) Communicating to all employees on the **21-day self-study program**; (ii) Digitizing **more than 900 E-learning lectures** (covering all professional operations) and **350 books** on the learning application so that employees can study anytime, anywhere. This platform has promoted a strong shift in online training activities (accounting for about **30%** of classes in 2023 and more impressively, **nearly 70% of trainees**).

⁽ⁱ⁾ Excluding OJT training, Coaching, Mentoring, internal training programs organized by the units



Training classes on Agile method

CAREER DEVELOPMENT OPPORTUNITIES

VietinBank has implemented the bank-wide **Job Grade Restructuring Project** to build a job position-based career roadmap and standardize staff rotation. At the same time, VietinBank also continues to promote early identification, build a comprehensive training and development roadmap for middle managers and strategic officers of the Bank through such activities as:

(iii) Continuing to implement **VietinBank Top 500 Program** and **NextGen Program** to create a source of management staff at all levels (identifying **1,442 new high-potential employees** (NextGen) and graduating **46 Hipo employees**) focusing on training programs on leadership and core competencies for Top 500, NextGen, organizing practical sharing between Exco - Key Person - Hipo, promoting the movement on learning, spreading knowledge through a series of interactions, i.e: Mentoring; Peer learning; Coffee talks, etc.

(iv) Taking the lead among the State-owned commercial banks in implementing Agile Management training for high-level and middle-level managers (BoD, BoM, Branch Directors, Director/Deputy Director of Department at HO) with the goal of promoting effective collaboration between individuals and units, empowering, engaging employees, improving labor productivity to meet human resources quality requirements with quick execution capacity;

(v) Continuing to expand the program to comprehensively modernize the succession planning for middle management (organizing public, transparent recruitment exams and evaluation of candidates for the positions of Director/Deputy Director of Branch, Director/Deputy Director of Department at HO; developing a set of candidate evaluation criteria that balances two factors (competency and professional expertise) to ensure selection of suitable candidates, meeting VietinBank's personnel requirements.

10 - RESPONSIBILITIES TO EMPLOYEES

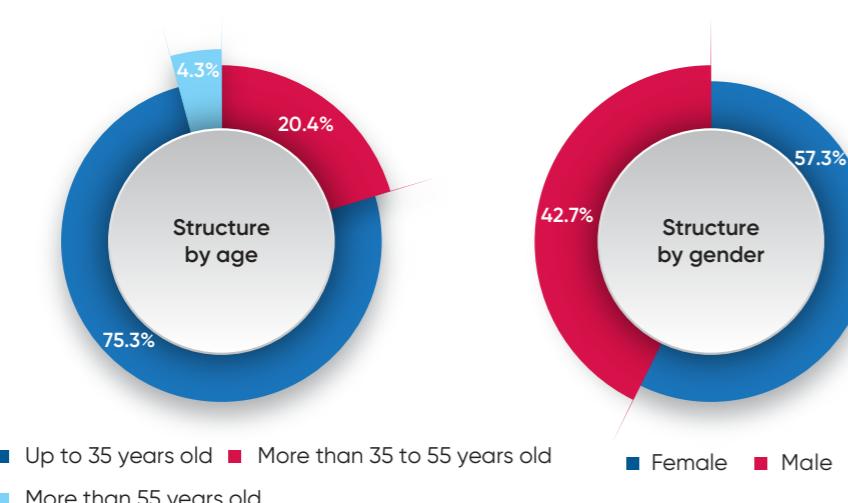
RESPECTING GENDER EQUALITY AND DIVERSITY

VietinBank has always identified that "Human resources are the most valuable asset of an organization". In recent years, VietinBank has continuously developed policies/programs related to compensations and benefits to demonstrate respect and equality between male and female employees, offered benefits specifically for female employees according to the provisions of law and VietinBank's internal mechanism. Activities to promote diversity and equality in the workplace are implemented synchronously and comprehensively from HO to branches, thereby, demonstrating VietinBank's appreciation for the contribution and dedication of each employee to the organization's success.

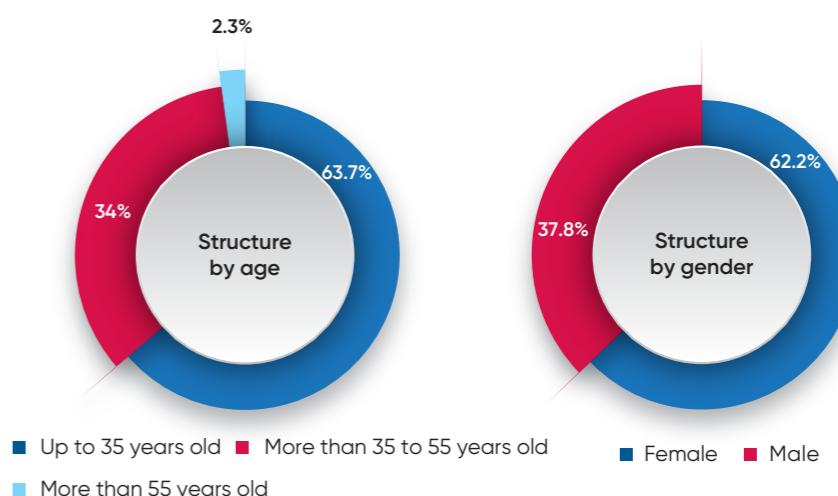
In 2023, thanks to the due attention of the Management, regarding gender equality at VietinBank, VietinBank's Committee for the Advancement of Women has carried out the following activities:

- Continuing to implement the national strategy on gender equality 2021 - 2030;
- Developing a plan for gender equality and advancement of women in 2023;
- Issuing guidelines for units to implement activities in the Month of Action 2023. Launching the Month of Action with appropriate forms, promoting communication on the themes, messages and activities of the **Month of Action for gender equality and prevention and combating of gender-based violence** in a variety of forms, suitable for each target group and actual situation, etc.
- Implementing key programs for female officers and employees, launching emulation associated with organizing practical and meaningful movements and activities that appeal to female officers, employees and youth union's members. In addition, VietinBank's Committee for the Advancement of Women has directed units to strengthen the work of taking care of and protecting the rights of female employees, inspecting and supervising the implementation of regimes and policies for female employees; proactively advised and introduced outstanding female officers to the Party Committee and authorities in planning, training, nurturing and using female officers, etc. Introducing female employees to participate in upskill training, paying due attention and creating conditions for female officers to have the opportunity to strive, contribute, study to improve their qualifications and participate in union activities to demonstrate their capacity in all aspects of operations, facilitating the delivery of the function to represent and protect the rights of female employees. Reward activities have always received timely attention in order to motivate outperforming female employees and replicate typical good examples to encourage female officers to unite and do their best to excel at delivery of VietinBank's goals and tasks.

Management staff structure



Structure of specialists/employees



ENSURING FAIRNESS AND GRASSROOTS DEMOCRACY AT VIETINBANK

VietinBank's Party Committee, Leadership Team, Trade Union's Executive Committee and Steering Committee for Statute on Grassroots Democracy have led and directed units across the bank to strictly follow the provisions of the law and the regulations specified in Statute on Grassroots Democracy at VietinBank's workplace.

At the units, VietinBank has publicly disclosed the information as prescribed, including: Business plan, labor regulation, collective labor agreement; regulation on recruitment and employment, regulation on compensation and salary scale, labor protection equipment, regulation on staff rearrangement, etc.; emulation, reward, disciplinary action, resolution of complaints related to the rights, obligations and benefits of employees; contents that employees have the right to give opinions/decide, contents that employees may inspect and supervise through bi-annual, annual review and regular meetings, etc. In addition, VietinBank and units have also deployed many platforms for employees to contribute ideas such as: **Business Support System "BSS"; Severity Assessment Measure System "SAM"; 360-degree survey and assessment; "VietinBank Workplace", "VietinBank Official Group";** communicated directly with VietinBank's Leadership Team, Unit's leaders, etc. to promptly understand the concerns and aspirations of employees to respond in a timely manner. Recommendations and suggestions from employees have received prompt response from VietinBank's Management Team in accordance with regulations.

100% of units within VietinBank have organized town hall meetings and periodic dialogue according to the law. At the town hall meetings, unit's directors responded to questions and recommendations from employees on issues related to business activities, policies and employee benefits, at the same time, communicated and encouraged employees at the unit to further strive to successfully complete assigned tasks; thereby, gradually raising collective awareness, promoting the role and responsibilities of leaders and helping them better understand their rights and obligations in implementing the Party's guidelines and principles, the State laws and policies and internal regulations of VietinBank and units. Emulation movements have been promoted; the directions, tasks, targets and plans have been practical and realistic. The activities of the People's Inspection Board have been linked to the implementation of the Statute on Grassroots Democracy and in compliance with the provisions of law.



Looking forward to a sustainable development future, VietinBank has always tried to understand generations of employees, met their spiritual needs and ensured the best health care for employees, especially their need to be heard and respected.

PROFESSIONAL ETHICS

In the inherently risk-prone banking sector, which operates on the foundation of trust, VietinBank has consistently set stringent requirements for knowledge and experience, with a particular emphasis on professional ethical standards.

Over the years, the Bank has proactively developed a workforce with high professional competence and ethical standards, meeting the developmental needs of the banking industry while ensuring the safety and quality of the Bank's operations. Notably, VietinBank has been a pioneer in establishing the **VietinBank Culture Handbook**, which defines the ethical standards for its leaders, officers, and employees, as well as their code of conduct. Furthermore, the Bank has adopted both the **Professional Ethics Standards and Code of Conduct** for bank officers issued by the Vietnam Banks Association (Decision No. 11/QĐ-HHNH) across its entire group.

In addition, VietinBank has established channels for receiving information to reflect internal fraudulent behaviors or breaches of ethical standards within the Bank. This information is regularly communicated to the entire group (twice a month) to ensure serious implementation and deployment. All reports of internal fraud or ethical misconduct are received, processed, and kept confidential by VietinBank's departments in charge.

CHANNEL FOR REPORTING INTERNAL FRAUD/VIOLATIONS OF PROFESSIONAL ETHICAL STANDARDS

- Unit in charge:
Compliance Management Department - Legal and Compliance Division
- Hotline:
1900 558 868
- Email:
hotline@vietinbank.vn
- Physical mail (Confidential):
108 Tran Hung Dao, Hoan Kiem, Hanoi

REGULATION OF BEHAVIORAL STANDARDS IN COMMUNICATION AND CONDUCT AT VIETINBANK

CORPORATE CULTURE
IMPLEMENTATION COMMITTEE
Email: VHDN@vietinbank.vn

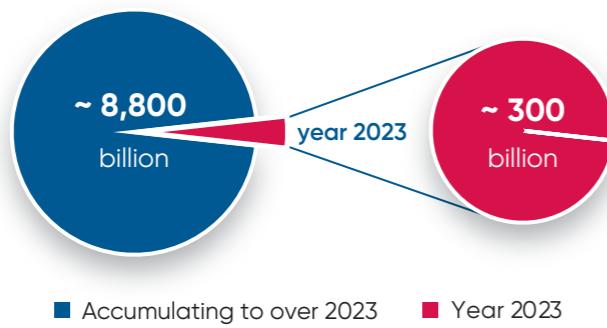
**VĂN HÓA
VIETINBANK** | **VietinBank**

11 - RESPONSIBILITIES TO THE SOCIAL COMMUNITY

As an active player in the financial sector, VietinBank is acutely aware of its pivotal role and the imperative to contribute to the sustainable and long-term development of the community. The execution of social welfare activities and the fulfillment of community responsibilities are an inseparable commitment within VietinBank's business development strategy, both now and in the future. This commitment is the driving force behind VietinBank's continuous efforts to deliver the highest values to the community, contributing to the nation's economic and social welfare development, thereby fostering a prosperous value system.

In its leading role as a primary provider of credit facilities for national economic development, VietinBank proactively and vigorously implements the directives and policies of the Party, State, Government, and Banking Sector in social welfare work. This contributes significantly to eradicating hunger, reducing poverty, and improving the material and spiritual lives of people in underprivileged areas through meaningful and practical programs. VietinBank's social welfare activities focus on constructing housing for the impoverished, building educational facilities, healthcare structures, and infrastructure in impoverished regions, rural areas, and remote locations. The bank also supports disaster relief efforts following natural calamities such as floods and storms, and contributes to infrastructure development that reinforces national security and defense. As of the end of 2023, VietinBank has allocated nearly **VND 300 billion** for social welfare activities, accumulating to over **VND 8,800 billion to date.**"

VietinBank has committed a total of VND 8,800 billion to social security activities to date, with nearly VND 300 billion allocated in the year 2023 alone



Below is a consolidated table of VietinBank's social welfare efforts from inception to present, including the year 2023

RESULTS OF SOCIAL SECURITY EFFORTS	AS TO 2023	2023 ALONE	UNIT
TOTAL AMOUNT (committed/implemented)	> 8,800	~ 300	VND BILLION
Some typical fields:			
Total number of social security books and health insurance cards for the impoverished	9,588	3,140	Social security book and health insurance card
Support the construction of homes for the impoverished			
Support the construction of community cultural centers and shelters in case of natural disaster	46,483	1,570	Home
Support the construction of rural transportation infrastructure projects including bridges and roads	90	4	Construction work
Support the construction of schools	1,005	8	Construction work
Support the construction of hospitals	761	9	Construction work
Support the construction of medical stations	6	2	Construction work
Sponsor ambulances, blood donation vehicles, staff rotation vehicles... for medical facilities	143	0	Construction work
Vehicle			

9,588**TOTAL NUMBER OF SOCIAL SECURITY BOOKS AND HEALTH INSURANCE CARDS FOR THE IMPOVERISHED****3,140**

Including the year 2023

**46,483****SUPPORT THE CONSTRUCTION OF HOMES FOR THE IMPOVERISHED****1,570**

Including the year 2023

**90**

Construction work

SUPPORT THE CONSTRUCTION OF COMMUNITY CULTURAL CENTERS AND SHELTERS IN CASE OF NATURAL DISASTER**4**

Including the year 2023

**1,005**

Construction work

SUPPORT THE CONSTRUCTION OF RURAL TRANSPORTATION INFRASTRUCTURE PROJECTS INCLUDING BRIDGES AND ROADS**8**

Including the year 2023

761

Construction work

SUPPORT THE CONSTRUCTION OF SCHOOLS**9**

Including the year 2023

**6**

Construction work

SUPPORT THE CONSTRUCTION OF HOSPITALS**2**

Including the year 2023

143

Construction work

SUPPORT THE CONSTRUCTION OF MEDICAL STATIONS**345**

Vehicle

SPONSOR AMBULANCES, BLOOD DONATION VEHICLES, STAFF ROTATION VEHICLES... FOR MEDICAL FACILITIES**3**

Including the year 2023

In 2023 alone, VietinBank allocated a budget of nearly VND 300 billion for social welfare activities, equivalent to 1.2% of its pre-tax profit for the year. Notable initiatives included the construction of over 1,570 homes for the impoverished and policy beneficiaries; the development of 8 rural transportation infrastructure projects including bridges and roads; and the construction of 4 community cultural centers. In the realm of education and training, VietinBank supported the construction of 9 educational facilities, constructed 4 residential buildings for teachers, and offered scholarships as well as contributions to educational funds, etc. Within healthcare, the Bank aided in building 2 hospital facilities, donated 3 ambulances, 1 vehicle for humanitarian blood donation services, and sponsored medical equipment for hospitals. Additionally, VietinBank's other sponsorships involved

the restoration of gratitude facilities, and during the Lunar New Year, the Bank visited and presented gifts to impoverished citizens and policy families, etc.

VietinBank's efforts have significantly contributed to the successful implementation of the Party, Government, and Banking Sector's major policies on poverty eradication and reduction. The support from VietinBank has transformed many impoverished districts and communes materially, culturally, spiritually, and in healthcare, the lives of the poor and the general populace have markedly improved and advanced.

From the very early days of establishment, VietinBank has paid attention to and determined that shaping corporate culture is a key task that is closely linked with business tasks. Corporate culture is a foundational factor that enables stainless and effective business operations, contributing to enhancing VietinBank's position and brand name.



Launching ceremony of VietinBank Corporate Cultural Identity

DEVELOPING VIETINBANK'S CULTURE DURING THE DIGITAL TRANSFORMATION ERA

In this new era, with the goal of becoming a leading bank in digital transformation in Vietnam and the broader region, VietinBank continues to rejuvenate and reinforce its corporate culture. It asserts the leadership role of VietinBank's culture in driving strong shifts in management mindset and employee behavior, fostering innovation, creating new, unique and optimal values for customers, shareholders, employees, partners, and the community.

On May 11, 2023, VietinBank's BoD signed Resolution No. 157/NQ-HĐQT-NHCT-VPHDQT1 promulgating the **Corporate Culture Development Strategy for the 2023 - 2025 period** with the name **ASPIRATION FOR NEW HEIGHTS**. The Corporate Culture Strategy centers upon building the "unique" cultural characteristics of VietinBank people, on the basis of building on and developing cultural values and core qualities that create VietinBank's success through generations. VietinBank builds a culture that promotes high performance; increasing pioneering and distinctive values; towards sustainable development based on **pursuing 3 operating philosophies:**

- i. Customer-centric strategy
- ii. Human resource development is key to execute success
- iii. Innovation as breakthrough

VietinBank has been building a team of human resources with positive energy, excellent ability to learn, explore ideas and withstand high pressure, strong will to rise and to win and convergence of **5 core values: Integrity - Innovative-thinking - Responsibility - Empathy and Adaptability**

- **Integrity:** Honesty, frankness, impartiality, strong sense of compliance, and reliability. Integrity forms the basis for nurturing VietinBank's Trust and Reputation;
- **Innovative-thinking:** Ability to think, use knowledge, experience in considering and evaluating problems with insights and multi-dimensional mindset to create added values and lead development. Innovative-thinking is the foundation of success of VietinBank people;
- **Responsibility:** Consistent dedication and love for the job, a strong sense of

"

Chairman of VietinBank's BoD, Mr. Tran Minh Binh, shared his view during the announcement of VietinBank's Cultural Identity on August 19, 2023:

"The cultural transformation, intertwined with our digital transformation, is long journey and just beginning. VietinBank views this as both a challenge and an opportunity for individuals to learn, explore the new horizons, break limitations, and unlock their unlimited potential. It's a chance for VietinBank to ignite the dedication of each employee, recognize and nurture new talents, both for the Bank and our nation."



"

accountability passion, whole-hearted efforts to overcome difficulties and fulfill assignments. Responsibility represents an internal driver and resources of VietinBank people.

- **Empathy:** Qualities of considerate and full insight of what is going on, the feelings, needs, experiences and stories of individual customers, shareholders, coworkers, partners and society. Empathy contributes to building a respectful, cooperative and cohesive VietinBank.
- **Adaptability:** Strong sense of ownership of change. It is required to be responsive to changing environment and proactively adaptive to reinvent for sustainable and permanent development of VietinBank.

The Resolution is the guideline that shapes VietinBank's cultural ideology, cultural people, cultural path and cultural space. Corporate culture is expected to remain as "strong internal resources" that drive VietinBank's Development Strategy and Digital Transformation Program towards success.

LEVERAGING THE DIGITAL TRANSFORMATION SUPPORT CAPABILITIES OF VIETINBANK'S CORPORATE CULTURE

Aligned with the 2023-2025 Culture Strategy, VietinBank's 2023 Cultural Journey focused on foundational activities to support the ongoing digital transformation journey in the coming years. These activities are:

i. Raising awareness among all employees about the Corporate Culture in executing the business strategy and building the set of VietinBankers' values.

ii. Empowering leaders at all levels to serve as tone-setters and guides in all aspects. Delegating authority and providing guidance to unit heads (**Cultural Ambassadors**) to actively shape cultural behaviors based on specific positions and recognize exemplary cultural conduct for each individual at the unit, aligned with VietinBank's Cultural Identity;

iii. Strengthening employee experiences, fostering pride, and love for VietinBank through impactful programs that foster engagement and honor cultural exemplars.

In parallel with cultural initiatives, VietinBank places special emphasis on effective implementation of its Cultural Identity. The Bank has developed and deployed an **online Cultural Behavior Management System**, serving as a foundation for recording and disseminating cultural models and exemplary behaviors in practice. Maximizing the role of the **Cultural Core** and the Party/Youth Organizations in propagating, executing, and monitoring the system-wide Cultural Identity.

CONTINUING TO CONQUER CORE TASKS IN THE CULTURE STRATEGY

In 2024, VietinBank remains resolute in executing its Corporate Culture Strategy. The focus is on key tasks to drive digital transformation and enhance service quality:

- i. Completing and enhancing the Core Competency Framework aligned with VietinBank's Core Values to serve as the basis for human resources management and capacity development of VietinBankers;
- ii. Cultivating a **Learning Culture**, diversifying activities that promote Innovation and Creativity and recognizing, celebrating individuals and teams with impactful initiatives within VietinBank;
- iii. Promoting the role of "**Leading the Change**" of Cultural Ambassadors at all

levels in Digital transformation journey and driving mindset and behavioral shifts in external and internal customer service;

- iv. Amplifying the role of internal communication of Corporate Culture, supporting the dissemination of VietinBank's strategic direction, policies, and employee benefits.
- v. Continuously improving evaluation and measurement mechanisms of the execution of Corporate Culture, gradually transforming the Corporate Culture into a vital foundation for VietinBank during the Digital transformation era.

With unwavering belief in VietinBank's cultural spirit and values, we trust that in 2024, the Corporate Culture will continue to be a powerful internal force, successfully supporting the Digital Transformation Program and realizing our Aspiration for new heights together.



EMBARKING ON A NEW JOURNEY WITH VIETINBANK

VietinBank's "**Shaping the Digital Era**" journey, alongside shareholders, investors, customers, partners, employees, and the community, continues to spread positive values. This journey, built on a solid foundation, drawing from 35 years of experience with strategic vision and new action plans, with enthusiastic and pioneering spirit of VietinBank's entire group, is now ignited within a culturally rich environment. VietinBank steadily reinforces its reputation as a financially robust institution, fulfilling its responsibility to community society. Leveraging its resources and strengths, VietinBank will stride alongside the Government, organizations, businesses, and the community, overcoming challenges, sharing successes, and creating meaningful values in aspiration for a prosperous and thriving life.

13 - GRI TABLE OF CONTENTS

Statement of use This report was prepared and published with reference to the **Global Reporting Initiatives Standards (GRI Standards)** issued by **Global Sustainability Standards Board** in 2016, revised in 2021. Items listed in this table cover the reporting period from January 1, 2023 to December 31, 2023.

GRI 1 used GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	INFORMATION DISCLOSED AND/ OR RESPONSES
GENERAL DISCLOSURES		
GRI 2: General Disclosures 2021	2.1. Organizational details	(Part 1) General information (page 8)
	2.2. Entities included in the organization's sustainability reporting	(Part 2) Business performance of subsidiaries and affiliates (page 103-111)
	2.3. Reporting period, frequency and contact point	(Part 6) Information about Sustainability Report (page 222-223)
	2.4. Restatements of information	VietinBank's Sustainability Report for 2023 has no information to be restated or change of data released in VietinBank's Sustainability Report for 2022.
	2.5. External assurance	Some of the reported financial indicators have been independently accredited by an independent firm, Deloitte Vietnam Company Limited.
	2.6. Activities, value chain and other business relationships	(Part 1) About VietinBank (page 8-9) (Part 2) Business performance of subsidiaries and affiliates (page 103-111) (Part 6) Identification of and engagement with VietinBank's key stakeholders (page 230-231)
	2.7. Employees	(Part 6) Responsibilities to employees (page 268)
	2.9. Governance structure and composition	(Part 1) Organizational structure (page 30-31) (Part 5) Overview of corporate governance (page 158 - 159) (Part 6) Governance for sustainable development at VietinBank (page 227-231)
	2.10. Nomination and selection of the highest governance body	The nomination and selection of high-level personnel of VietinBank are conducted in compliance with the provisions of VietinBank's Charter of Organization and Operation, VietinBank's Regulations on Internal Governance, Regulations on Organization and Operation of the BoD and Regulations on organization and operation of SB in VietinBank. Standards and conditions for the BoD, SB, and BoM are specifically regulated, complied with legal regulations, ensured diversity and independence, and consistent with the specific business activities of VietinBank.
	2.11. Chair of the highest governance body	(Part 5) Members and structure of Board of Directors (page 160-161)
	2.12. Role of the highest governance body in overseeing the management of impacts	(Part 6) Governance for sustainable development at VietinBank (page 227)
	2.13. Delegation of responsibility for managing impacts	(Part 6) Governance for sustainable development at VietinBank (page 227)
	2.14. Role of the highest governance body in sustainability reporting	(Part 6) Governance for sustainable development at VietinBank (page 227)
	2.15. Conflicts of interest	VietinBank's Charter of Organization and Operation, VietinBank's Regulations on Internal Governance, Regulations on Organization and Operation of the BoD and Regulations on organization and operation of SB in VietinBank have specific provisions on the principles of ensuring openness, transparency, democracy in governance activities, to oversee and prevent conflicts of interest between parties.
	2.16. Communication of critical concerns	(Part 5) Overview of corporate governance (page 158-159)

GRI STANDARD	DISCLOSURE	INFORMATION DISCLOSED AND/ OR RESPONSES
	2.18. Evaluation of the performance of the highest governance body	(Part 5) Transactions, remuneration and interests of the BoD, SB and BoM (page 190)
	2.19. Remuneration policies	(Part 5) Transactions, remuneration and interests of the BoD, SB and BoM (page 190)
	2.20. Process to determine remuneration	(Part 5) Transactions, remuneration and interests of the BoD, SB and BoM (page 190)
	2.22. Statement on sustainable development strategy	(Part 6) Sustainable development goals and action plans (page 224-226)
	2.27. Compliance with laws and regulations	(Part 5) Internal control & inspection and internal audit activities (page 194-195) VietinBank always strives to operate in compliance with the provisions of law and internal regulations, and currently has not recorded any major violations.
	2.28. Membership associations	VietinBank is member of Vietnam Banks Association, BOD member of Asian Bankers Association (ABA).
	2.29. Approach to stakeholder engagement	(Part 6) Governance for sustainable development at VietinBank - Identification of and engagement with VietinBank's key stakeholders (page 230-231)
MATERIAL TOPICS		
GRI 3: Material Topics 2021	3.1. Process to determine material topics	(Part 6) Identification of material areas/topics in VietinBank's sustainable development (page 228-229)
	3.2. List of material topics	(Part 6) VietinBank's material topics (page 228-229)
	3.3. Management of material topics	(Part 6) Governance for sustainable development at VietinBank (page 228-229)
ECONOMIC PERFORMANCE		
GRI 201: Economic performance 2016	201.1. Direct economic value generated and distributed ⁽¹⁾	(Part 6) Business activities towards environment and society - Direct economic value generated and distributed (page 244-245)
	201.3. Defined benefit plan obligations and other retirement plans	(Part 6) Responsibilities to employees - Remuneration policy (page 269) (Part 6) Responsibilities to employees - Social insurance policy (page 270) (Part 6) Responsibilities to employees - Welfare policy (page 270)
	201.4. Financial assistance received from government	VietinBank is a state-owned commercial bank with the largest shareholder as SBV holding 64.46% stake of the Bank.
INDIRECT ECONOMIC IMPACTS		
GRI 203: Indirect Economic Impacts 2016	203.2. Significant indirect economic impacts	(Part 6) Responsibilities to the social community (page 280-283)
ANTI-CORRUPTION		
GRI 205: Anti-corruption 2016	205.1. Operations assessed for risks related to corruption	(Part 5) Activities of fighting against corruption, wrongdoings and crime (page 196-197)
	205.2. Communication and training about anti-corruption policies and procedures	(Part 5) Activities of fighting against corruption, wrongdoings and crime (page 196-197)
	205.3. Confirmed incidents of corruption and actions taken	(Part 5) Activities of fighting against corruption, wrongdoings and crime (page 196-197) VietinBank has not recorded any corruption incidents.

⁽¹⁾ Financial indicators (Total assets, Consolidated PBT, Net interest income, Net fee and commission income, Total operating income, Staff cost, Expenses for fixed assets, Interest and similar expenses, Insurance premium for customers' deposits, Payments to the State budget) have been independently accredited by an independent firm, Deloitte Vietnam Company Limited.

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GRI STANDARD	DISCLOSURE	INFORMATION DISCLOSED AND/ OR RESPONSES	GRI STANDARD	DISCLOSURE	INFORMATION DISCLOSED AND/ OR RESPONSES
ENVIRONMENT					
GRI 304: Biodiversity 2016	304.1. Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas			403.3. Occupational health services	(Part 6) Responsibilities to employees – Ensuring the health of officers, employees and workplace safety (page 273)
	304.2. Significant impacts of activities, products and services on biodiversity	VietinBank's buildings and sites are located in densely populated areas to facilitate the activities of transaction and not within or adjacent to protected areas and areas of high biodiversity. As a result, there is no impact of VietinBank's business activities on biodiversity issues.		403.4. Worker participation, consultation, and communication on occupational health and safety	(Part 6) Responsibilities to employees – Ensuring the health of officers, employees and workplace safety (page 273)
	304.3. Habitats protected or restored			403.5. Worker training on occupational health and safety	(Part 6) Responsibilities to employees – Ensuring the health of officers, employees and workplace safety (page 271-273)
	304.4. IUCN Red List species and national conversation list species with habitats in areas affected by operations			403.6. Promotion of worker health	(Part 6) Responsibilities to employees – Ensuring the health of officers, employees and workplace safety (page 271-273)
GRI 306: Waste 2020	306.1. Waste generation and significant waste-related impacts	As an enterprise operating in the financial services sector, VietinBank does not generate common industrial solids. VietinBank does not have an internal waste disposal system. The bank signs contracts with functional units to centrally collect and then deliver same-day to collective sites for processing.		403.7. Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	(Part 6) Responsibilities to employees – Ensuring the health of officers, employees and workplace safety (page 271-273)
EMPLOYMENT - LABOR					
GRI 401: Employment 2016	401.1. New employee hires and employee turnover	(Part 6) Responsibilities to employees – Assured employment for employees (page 268)	GRI 404: Training and Education 2016	404.1. Average hours of training per year per employee	(Part 6) Responsibilities to employees – Training for competency development (page 274)
	401.2. Benefits provided to full-time employees that are not provided to temporary or part-time employees	(Part 6) Responsibilities to employees – Welfare policy (page 270)		404.2. Programs for upgrading employee skills and transition assistance programs	(Part 6) Responsibilities to employees – Training for competency development (page 272) (Part 6) Responsibilities to employees – Career development opportunities (page 275)
GRI 403: Occupational Health and Safety 2018	403.1. Occupational health and safety management system	(Part 6) Responsibilities to employees – Ensuring the health of officers, employees and workplace safety (page 271-273)	GRI 405: Diversity and Equal Opportunity 2016	405.1. Diversity of governance bodies and employees	(Part 6) Responsibilities to employees – Respecting gender equality and diversity (page 276)
	403.2. Hazard identification, risk assessment, and incident investigation	(Part 6) Responsibilities to employees – Ensuring the health of officers, employees and workplace safety (page 271-273)	GRI 408: Child Labor 2016	408.1. Operations and suppliers at significant risk for incidents of child labor	VietinBank pledged not to apply child labor.
			GRI 409: Forced or Compulsory 2016	409.1. Operations and suppliers at significant risk for incidents of forced or compulsory labor	VietinBank pledged not to apply forced labor.
PROTECTION OF CUSTOMERS' INTERESTS					
			GRI 418: Customer Privacy 2016	418.1. Substantiated complaints concerning breaches of customer privacy and losses of customer data	(Part 6) Responsibilities to customers – Customer information protection (page 260)