

06

Report on sustainable development

- 1 Sustainable economic development
- 2 Environmental and social sustainability

1. SUSTAINABLE ECONOMIC DEVELOPMENT

Recognizing that sustainable economic development is the foundation and a key factor to maximize our long-term contribution to the society, VietinBank has made tremendous effort to complete our business targets over the years (please refer to Key Financial Indicators in 2016 - 2020 in page 12). In addition, VietinBank constantly innovates and comprehensively restructures its operations, focuses on the quality, efficiency,

management and administration in accordance with international practices, promotes the pioneering role of a core commercial bank of the economy in implementing directions of the Government and the SBV. Details of results of the implementation of the Restructuring Plan are presented in Part IV - Assessment of the BoD on page 94.

2. ENVIRONMENTAL AND SOCIAL SUSTAINABILITY

2.1. CONTRIBUTION TO ENVIRONMENTAL IMPROVEMENT

2.1.1. Compliance with laws on environmental protection

VietinBank always complies with current legal documents on environmental protection such as the Law on Environmental Protection 2014, Decrees and Circulars guiding the status report and management of environmental monitoring data. In 2020, responding to the Prime Minister's

call towards a green, clean and beautiful environment for public health, VietinBank issued documents and organized the implementation of the program "Joining hands to fight against plastic waste" throughout the system.

Number of penalties for violations due to non-compliance with prevailing environmental laws: None

Total amount sanctioned for failing to comply with prevailing environmental laws: None

ĐẠI HỘI THI ĐUA YÊU NƯỚC NGÀNH NGÂN HÀNG LẦN THỨ VIII (2020 - 2025)



Vice President Dang Thi Ngoc Thinh presented the Second-class Labor Medal to Mr. Le Duc Tho - Member of the Standing Committee of the Party Committee of the Central Enterprise Division, Secretary of the Party Committee, Chairman of the Board of Directors of VietinBank

2.1.2. Implementation of thrift practice and waste combat

Implementing action program of the Government and the Banking industry on thrift practice and waste combat, over the past years, VietinBank has paid special attention in implementing the propaganda, leadership, direction and organization of the execution of thrift practice and waste combat in the system. VietinBank achieved the following positive results in thrift practice and waste combat in 2020:

- Propaganda, dissemination and thorough understanding of thrift practice and waste combat

In 2020, the study, thorough grasping and implementation of the Law on Thrift Practice and Waste Combat issued by the Government/The Program on Thrift Practice and Waste Combat of the Banking industry continued to be maintained and implemented throughout the system. The propaganda was disseminated through newsletter, internal email and learning sessions of the Party's Resolution, through which the unit leaders continued to organize and thoroughly propagate to each employee. Some movements

were promoted such as "Study following Ho Chi Minh's moral example", the emulation program "Improve working hour efficiency". On that foundation, VietinBank's employees enhanced their knowledge, raised awareness, and made specific actions to make a real change in their working practices, administrative reforms, thrift practices, and waste combat.

- Leadership and direction in building and organizing the implementation of thrift practice and waste combat program

In 2020, VietinBank issued the Regulation on organization and operation of the Steering Committee for thrift practice and waste prevention in order to specify the roles and responsibilities of the members of the Steering Committee, ensure the scope and objectives, the mode of inspection, supervision and reporting to fully evaluate the implementation results, and at the same time, amended and supplemented financial management regulations related to effective use, cost savings, promulgated documents on effective cost management based on VietinBank's operational objectives, in line with market characteristics and conditions.

2. ENVIRONMENTAL AND SOCIAL SUSTAINABILITY

The direction and organization of implementation of thrift practice and waste combat were specific in terms of scope of work, progress, goals, supervision and inspection scheme and a full evaluation report of implementation results.

– Results from implementing thrift practice and waste combat program

The results of the implementation of measures to save and combat waste bring great value thanks to the synchronous implementation of solutions of the project on energy saving practice such as: performing energy audits, using solar energy equipment, replacing low energy efficient equipment, increasing propaganda to employees about the sense of energy saving and efficiency... These activities resulted in a reduction of more than 3% of total annual energy consumption and contributed to the nation's primary energy sources conservation, greenhouse gas emissions reduction, environmental protection...

In parallel with the compliance with regulations on thrift practice and waste combat, VietinBank also implemented procurement, repairs and

maintenance policies in accordance with prevailing laws and regulations as well as had effective investment portfolios with the optimal scale, contents and platforms. The procurement, repairs and maintenance items were of the right type, high quality and with proper assigned schedule, ensuring savings and efficiency within the financial plan of the year. The procurement of assets and equipment was based on the needs and technical/ professional requirements.

In 2020, VietinBank reviewed and sorted existing cars of the Bank, transferred cars from the surplus place to the missing place ... changed the means of transportation for business travel.

The management and operation of records and archives brought about significant efficiency as compared to previous years. Records and archives of departments and divisions of the Head Office were annually classified, arranged and properly stored in warehouse management software; thereby saving a lot of time and manpower in management; enabling quick search of records, archives for inspection and audit in accordance with the approval of the Bank's management.



2.1.3. Green Credit Program financing projects in the field of environmental protection, response to climate change and sustainable development; Credit program for energy saving and efficiency projects

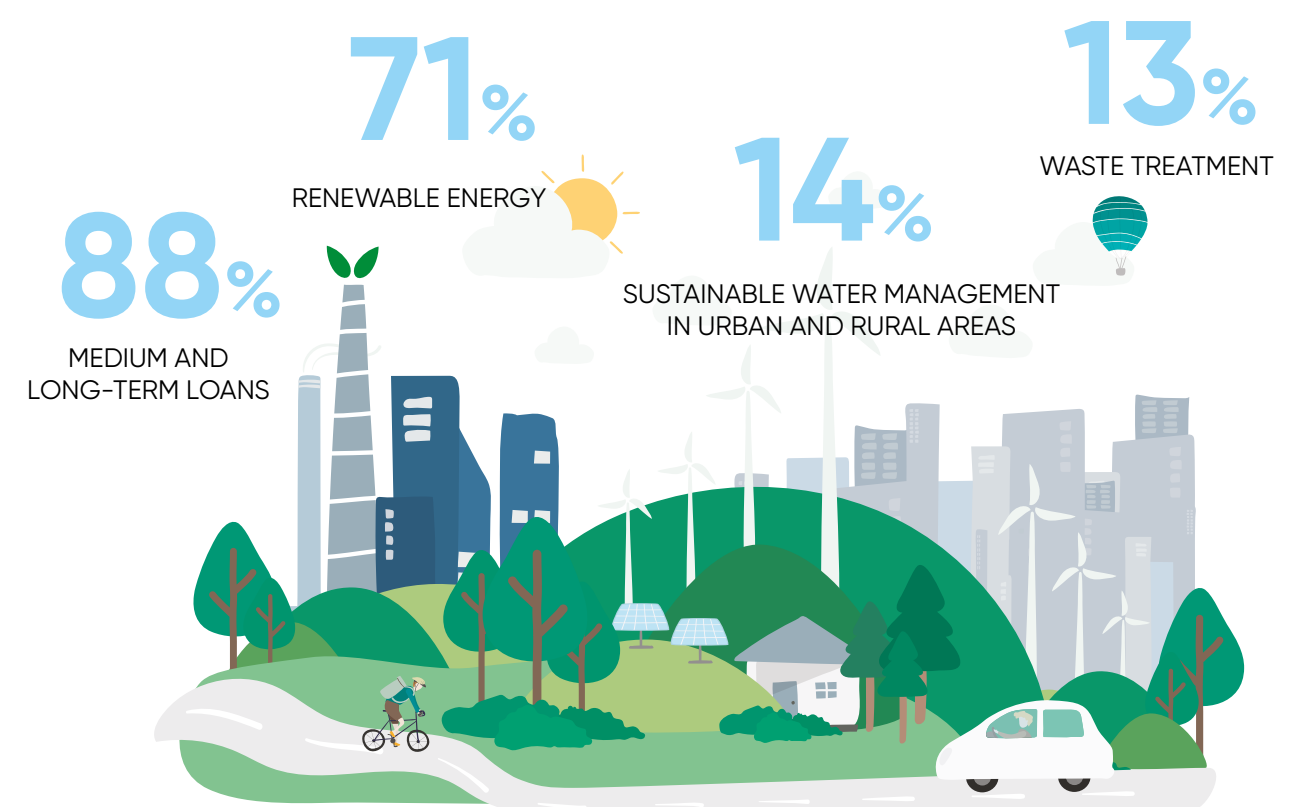
Sustainable development is an inevitable trend in Vietnam as well as in the world. Not being out of that trend, VietinBank has actively implemented policies on Green Finance and Sustainable Development of the Government according to Decision No. 986/QGG-TTg dated 08/08/2018 and of the SBV under Decision No. 1731/QD-NHNN dated 31/08/2018.

VietinBank actively developed policies and products to create a flexible mechanism in financing Green projects such as: Credit policy for rooftop solar power projects; Credit policy for specific financing of renewable energy projects; Set of conditions and guidelines for appraisal of renewable energy projects; Providing comprehensive financial solutions for businesses in the energy sector, comprehensively serving the energy industry value chain from primary energy, production, transmission, distribution and services to the energy industry; Improving the capacity of consulting and arranging capital for energy projects, especially new forms of energy such as LNG (Liquefied Natural Gas), hydroelectricity, and renewable energy...

Continuing to effectively implement the banking-business connection program, schemes and policies of the State to support enterprises in accessing credit capital, especially projects or enterprises investing in renewable energy, clean energy, helping to increase the contribution of private sector in the development of the energy industry.

The activities implemented synchronously and strongly throughout the system brought about positive results, of which 88% of outstanding loans were for medium and long-term loans, 71% for renewable energy and clean energy, 14% for sustainable water management in urban and rural areas, 13% for waste treatment and pollution prevention... Especially, 100% of approved credit applications were accompanied by environmental and social risk assessments.

To ensure sustainable development goals, VietinBank will continue to promote the effectiveness of implemented activities, complete and supplement policy documents, and prioritize resources to promote Green Credit growth, especially for energy saving and efficiency projects, prioritizing resources to finance investment projects in the fields of environmental protection, climate change response and sustainable development.



2. ENVIRONMENTAL AND SOCIAL SUSTAINABILITY

2.1.4. Activities related to foreign investment trust for development assistance projects, ODA projects

As one of the leading state-owned commercial banks in Vietnam, since 2009 until now, VietinBank has been selected by agencies, entities and the SBV as the serving bank and the on-lending bank for many ODA projects and foreign concessional loans from international financial and credit institutions as well as governments, including WB, ADB, Japan International Cooperation Agency (JICA), Korea Economic Development Cooperation Fund (EDCF), German Government, Danish Government, Swiss Government, etc. VietinBank has always been highly appreciated by agencies and investors in terms of service capabilities.

In 2020, VietinBank continued to be selected as the Bank serving key projects and a project which was applied for the first time with the new disbursement mechanism of the Korean Government through the EDCF, specifically:

- The project of improving railways in Khe Net

pass area, Hanoi - Ho Chi Minh City railway line; Project "Component 1A of Construction Project of Tan Van - Nhon Trach section" using Korean EDCF loan.

- The project "Water drainage and wastewater treatment in Ha Long City" using JICA loan.

2.1.5. Report related to Green Capital Market activities under the SSC's guidance

The issuance of green bonds is currently a global trend with the participation of major international financial institutions such as WB, IMF, ADB and is considered an important capital raising channel. In Vietnam, on 20/10/2015, the Ministry of Finance issued Decision No. 2183/QĐ-BTC approving the action plan of the Finance sector to implement the "National Strategy on Green Growth towards 2020" which set out a plan to develop and complete financial policies related to promoting the implementation of green growth strategies, reviewing and finalizing policies on developing green capital markets and green financial products (including green bonds).



On 09/12/2020, the SSC hosted the 33rd ASEAN Capital Market Forum (ACMF) Chairman's Meeting online, which mentioned prioritizing the promotion of the "Sustainable Finance" initiative to promote the implementation of the goals of Vietnam's capital market integration with the ASEAN region, deepening the region's cohesion with the international community for sustainable development, and at the same time improving adaptability and institutional capacity of ASEAN. Accordingly, the initiative on "Sustainable Development Roadmap for ASEAN Capital Markets" has been completed with strategic directions for building a sustainable asset layer in ASEAN to support ASEAN's sustainable development agenda in the next 5 years. It is expected that sustainability-linked bond standards will be introduced to facilitate bond issuance for sustainability-related goals, as well as to improve the bond issuance toolkit of ASEAN, including the issuance standards of green bonds, social bonds and sustainable bonds, towards

the study of building a sustainable and green classification system of ASEAN.

Recognizing our importance and social responsibility in environmental protection, VietinBank has conducted development research of the green capital market based on knowledge and experience sharing from major financial institutions experienced in advising and issuing green bonds such as IFC and MUFG Bank to conduct a feasibility study on green bond issuance (Green Bonds). At the same time, VietinBank also reviewed projects for environment and projects that take into account environmental benefits, focusing on areas such as renewable energy, public transport, clean water... VietinBank always appreciates the importance of developing these debt instruments in the coming years because it not only brings a new channel of capital mobilization for businesses but also contributes to protecting the living environment and carrying out responsibilities collectively for the community.



2. ENVIRONMENTAL AND SOCIAL SUSTAINABILITY



2.2. RESPONSIBILITIES TO OUR CUSTOMERS

2.2.1. Customer service and support throughout the system

VietinBank Contact Center ensures 24/7 all day's support in 3 languages: English, Vietnamese and Japanese to support our customers through phone number 1900-558868 and email address: contact@vietinbank.vn. In 2020, our Contact Center responded to queries and advised on transactions for 2.46 million customer requests, surveyed 420,000 customers to improve the quality of VietinBank's products and services as well as increase the satisfaction and loyalty of customers. VietinBank Contact Center was honored as "Leading Contact Center Vietnam" by Global Banking and Finance Review (UK) in 3 consecutive years of 2018, 2019 and 2020.

2.2.2. Corporate customer support & customer care

In 2020, to implement the policies of the Government and the SBV on the implementation of solutions to support customers affected by the COVID-19 pandemic, in order to accompany corporate customers to fight against the negative effects of the COVID-19 to business and production, VietinBank deployed a series of solutions to support customers: maintaining credit to ensure stable production and business; reducing lending interest rate; rescheduling debt repayment; maintaining loan group; interest

exemption or reduction; no penalty for late payment; exemption of fees for fund transfer or payroll service... There were a number of programs/campaigns such as: Free of charge domestic transactions on eFAST channel; Corporate customers' accompany; Favorable credit package with quarterly interest rate; Favorable loan program for SMEs in trading and distribution; Favorable package for corporate customers to invest in real estate projects in industrial parks; Favorable package for SMEs to invest in ready-built factories for rent in industrial parks; Medium and long term fixed interest rate loan programs in VND...

VietinBank also paid great attention to cooperation with partners to create an ecosystem of perks for customers, in order to increase customer experience and help customers access products and services of VietinBank's partners with many offers namely cargo insurance incentive program to promote collection of Trade Finance and International Payment fee Fast Cargo: super-express cargo insurance applied to import and export goods packed in closed containers, air freight transport and domestic transport of cargo for VietinBank's SMEs customers received perks from the program and domestic transport insurance.

In addition, in order to create an official and throughout mechanism for SME customer care, since 2017, VietinBank has successfully been running VietinBank SME Club. Accordingly,

customers who are members of VietinBank SME Club receive privilege care policies on: (i) interest rates, fees; (ii) shortened transaction time (subject to automatic fast credit approval process, prioritized disbursement procedure in VietinBank system); (iii) receiving the best choice of products / facilities and being served by a team of senior financial advisors; (iv) participation in the annual activities of VietinBank SME Club (Customer Conference; training course on business and investment; annual business trips to find partners and business opportunities on domestic and international markets,...); (v) perks for key leaders of businesses being members of this program; (vi) enjoying privileges offered by member companies/partners of VietinBank from time to time.

2.2.3. Retail customer support and customer care

In 2020, COVID-19 natural disasters and floods in the Central region caused many negative impacts on the economy on a large scale and on all sectors and industries. In compliance with the regulations and directions of the Communist Party, the Government and the banking sector on epidemic and natural disaster prevention, VietinBank proactively issued policies and solutions to accompany and support individual

customers and people in general affected by COVID-19 and floods in the Central Region - Central Highlands.

VietinBank accompanied retail customers and people through COVID-19

VietinBank is the pioneer bank in researching and proactively issuing simultaneous practical solutions to support borrowers who had difficulties due to COVID-19, such as guiding the implementation of credit solutions addressing difficulties, restructuring the repayment schedule, interest exemption and reduction, keeping the loan group in accordance with Circular 01/2020/TT-NHNN. Accordingly, VietinBank drastically implemented with the duly participation of all units in the system in reviewing, assessing and working with customers affected by COVID-19 to work out solutions to accompany customers to overcome difficulties, reduce financial pressure, obtain capital to continue maintaining and developing business activities, thus quickly overcome difficulties. VietinBank supported customer by applying favorable interest rate deduction of 1.25% - 3% from average lending interest rate; by streamlining the process of application, reducing and exempting transactions fees for customers and deploying online solutions with many utilities and offers for customers.



2. ENVIRONMENTAL AND SOCIAL SUSTAINABILITY

VietinBank supports retail customers affected by the flood in Central Region & Central Highlands

VietinBank joined hands with businesses and people to partially overcome the difficulties caused by floods in the Central and Central Highlands in 2020, and at the same time demonstrated the role of a pillar bank of the country. VietinBank immediately developed and carried out simultaneous solutions and policies to contribute to the recovery of livelihood and socio-economic development. Following the instructions of the SBV according to Document No. 7751. NHNN-TD on supporting people to overcome the consequences of floods in the Central and Central Highlands regions, VietinBank instructed branches and transaction offices to immediately review and estimate losses of borrowers to promptly apply support measures, remove difficulties for customers such as: rescheduling debt repayment, considering financial capacity for interest exemption or reduction, continuing to provide new loans to restore production and business after floods; guiding customers to complete documents, procedures...

Accordingly, VietinBank reserved preferential loans to support interest rates for customers. With retail customers, the interest rate for short-term loans was only 5.5% p.a. and was from 7.0% for medium and long-term loans. In addition, loans downgraded to group 2 due to the impact of this disaster were also considered by the bank to not adjust interest rates during the term as well as considered to exempt or reduce interest rates for overdue principal balance and delayed interest payment. In case where

customers had demand for new disbursement to stabilize their lives and restore production and business, VietinBank also committed to providing maximum support to customers in terms of lending process and procedures as well as favorable interest rates.

In the last 3 months of the year, to serve the peak months of customer credit demand, VietinBank deployed a number of preferential credit packages with attractive interest rates of only 5.3% p.a and total value of prizes of nearly VND 3 billion.

In addition, VietinBank is also the leading bank providing customers with comprehensive product/service solution packages including diversified credit, deposits, accounts, payment services, e-banking services, and insurance etc. with many features on digital platform. For example: Online Overdraft, Online saving, "Smart account for Stylish users" account packages... VietinBank also cooperated with many partners such as Grab, American Express, Movi etc. to provide customers with outstanding products...

2.2.4. Special credit programs of preferential interest rate support for SMEs

In 2020, the SMEs credit growth rate reached 12% compared to 2019. The average credit growth rate over the past 5 years reached 20% per year, largely contributing to the growth of new customers and outstanding loans, improving VietinBank's efficiency ratios. The proportion of SME outstanding loans in total outstanding loans of VietinBank's corporate customers continues to grow in accordance with the Board of Directors' orientation (increase from 26% of 2016 to 36% of 2020).

In order to achieve the remarkable results above, VietinBank always closely follows the SBV's guidance, accompanies with enterprises in priority sectors of the economy, VietinBank also actively balances its funding channels and coordinates with relevant authorities and the SBV in all provinces to initiate programs to promote socio-economic development in 5 priority areas guided by the Government. Currently, the interest rate ceiling for short-term loan for these 5 priority areas is only 4.5% p.a.

In addition, VietinBank is the leading bank in the market which offers the comprehensive preferential package for SMEs through our "VietinBank SME Stronger" program to fulfill our commitment to accompany with SMEs' development through our three orientation²:



²In order to be applied the above preferential interest rate, enterprises are required to meet the conditions of the Program



GROW TOGETHER

Preferential policies on prices (interest rates and fees) are diversified with our preferential programs: VND medium and long-term fixed-rate loans for SMEs (only starting from 7.9% p.a.), Accompanying with SMEs (with interest rate starting from 6.5% p.a.), Prosperous overdraft for SMEs, Combo 6 in 1 preferential package, SME Unlimited, VietBank eFAST preferential fees, customized account numbers for SMEs, promotions for online transactions, specialized insurance products for SMEs, etc.

STAY STRONG TO SOAR

VietinBank is the information bridge to help SMEs get more opportunities to connect customers, do business cooperation and expand export markets with our extensive network, large customer base and strategic partner banks in the world.

READY TO INNOVATE

Support corporate customers who are ready to innovate with specialized products by: (i) each industry, each business mechanism in the supply/distribution chain of corporate customers, with products for the textile sector; trade & distribution sector (VND 10,000 billion with preferential interest rate starting from 5.7% p.a.); roof solar power (with interest rate starting from 7.9% p.a.); potential niche market in the real estate sector with a package of VND 3,000 billion of ready-built factory investment (with interest rate starting from 8.1% p.a.); construction sector; pharmaceutical and medical supplies sector etc.; (ii) chain customers; Viglacera agents; HTC agents; HTC agents, etc.

2. ENVIRONMENTAL AND SOCIAL SUSTAINABILITY

2.3. RESPONSIBILITIES TO SHAREHOLDERS AND INVESTORS

VietinBank IR Team, which is a function unit under the BoD Secretariat & Investor Relations of the BoD Office, serves as a bridge between VietinBank and its investor community, responsible for the communication and information sharing from investor community to VietinBank BoD, protecting and attracting shareholders' interests in CTG shares within the Bank's business plan, aiming at creating sustainable value for all our stakeholders.

2.3.1. Information transparency, protecting investor rights

As a listed company with a large number of regular shareholders, it is crucial for us to emphasize on the transparency in information disclosure. VietinBank is also the leading bank in reporting and disclosing of sufficient information on a regular/extraordinary basis in a timely manner in both English and Vietnamese. In 2020, VietinBank provided comprehensive periodic and extraordinary information disclosure such as financial statements, corporate governance reports, information about GMS, consulting shareholders in writing, dividend payout, transactions with our subsidiaries as well as bond issuance, etc. In particular, VietinBank's 2019 annual report with extraordinary improvements

in both content and design was listed in Top 10 Best Annual Report in 2019 in group of listed large-cap companies in the 2020 Vietnam Listed Companies Award.

In 2020, VietinBank successfully organized many major events to approve many important content as prescribed and ensure the rights of shareholders such as: (i) 2020 Annual General Meeting of Shareholders; (ii) Obtaining written opinions of shareholders on the plan to increase Charter Capital through the issuance of share dividends from profit after tax and deductions for other fund appropriations in 2017, 2018 and the profit after tax, deductions for other fund appropriations and cash dividends in 2019; (iii) Dividend payout ratio of 5% in cash. VietinBank always ensures shareholders' rights through the practice that shareholders are entitled to question (directly/ indirectly) and propose recommendations to the BoD of VietinBank before voting on important issues related to VietinBank's operations. VietinBank also fully disclosed information on documents and content related to the above events and posted them on the VietinBank Investor Relations website to ensure transparency of information to all shareholders and the community of investors.

VietinBank also constantly improves the quality of information channels to shareholders and investors. The Investor Relations Website was



VietinBank's annual GMS 2020 was held on 23/05/2020 in Hanoi

revised with a completely new interface with better, more professional contents at <http://investor.vietinbank.vn> which has been officially deployed online since February 2020, to help provide rich, useful information that is easier to look up for investors.

The above activities contributed to improving the professionalism and transparency of VietinBank's information disclosure, improving the quality of information provided and received high appreciation from investors and the market.

2.3.2. Orientation for IR activities in 2021

In addition, the interaction between VietinBank, investors and the market is constantly improved in terms of quality and frequency. On 09/01/2020, VietinBank successfully organized "Investors & Analysts Meeting" with the participation of the Chairman and senior leaders of VietinBank, who openly and transparently exchanged with investors. In the context of COVID-19's complicated development, VietinBank still maintained regular exchange and update of information to domestic and overseas investment funds, securities companies, and fund management companies about the business activities of VietinBank and CTG stock through direct or indirect methods. In the last 6 months of 2020, VietinBank proactively increased the frequency and quality of information provided to the market through the implementation of: (i) Quarterly Financial Report Highlights; (ii) Monthly Investor Newsletter; (iii) Quarterly Earning Calls for business performance update.

In 2021, in addition to good performance of regular tasks, VietinBank will carry out the increase of Charter Capital through share issuance for dividend payout after obtaining the approval of the competent authority, and will continue to enhance the quality and reactions with investors and the market to step by step reach the goal of elevating IR operation close to international practices & standards and improve the performance, thus meeting the expectations of shareholders and investors. At the same time, VietinBank will continue to research and adopt relevant legal documents that will take effect from 01/01/2021 (Law on Enterprises, Law on Securities, Regulation on Information Disclosure on the stock exchange, etc.) to make sure that the Bank fully complies with current laws and ensure the rights of shareholders and the bank's value to them.



Ms. Pham Thi Thanh Hoai - VietinBank Board Member received the Award Top 10 Best Annual Reports of 2019 for large-cap companies

2. ENVIRONMENTAL AND SOCIAL SUSTAINABILITY

2.4. RESPONSIBILITY TO OUR EMPLOYEES

2.4.1. Guaranteed employment for our staff

In 2020, our employees were deployed and assigned in accordance with their qualifications and capability. Our job arrangements ensured that all employees in the entire system hold appropriate job title with signed labor contracts according to the provision of Labor Law.

Especially with the unexpected and complicated developments of COVID-19 that brought negative socio-economy impact universally, VietinBank had promptly built up response scenarios for HR and guided working, staffing arrangement, salary and benefits, remuneration regime to protect human resource, maintain stable jobs for employees and ensure continuous business operation, thus meeting customer demand for transactions and business, even in the peak of the pandemic and social distancing.

2.4.2. Remuneration policy

The total number of our employees as of 31/12/2020 was 24,480 (including employees of all subsidiaries, business units, representative offices and employees working on temporary basis). VietinBank employees are entitled to the following remuneration mechanism:

- VietinBank's salary scheme was built according to international practices based on the principle

of 3Ps: Pay for Position, Person and Performance in order to meet three main objectives: (i) Ensuring stable monthly, quarterly and annual salary for our employees; (ii) Creating constant motivation for our people to improve productivity; (iii) Flexibility in annual salary and salary incensement;

- Employees are recognized with their working capability to be entitled for promotion and appointment, as well as being eligible for award consideration;

- Training is made available to all employees to improve their professional competence;

- Social Security Retirement Benefits are provided to former employees with 2 month's salary before their retirement date. They are also funded for retirement activities by the Bank;

In 2020, despite the negative effects of COVID-19 epidemic on business activities, VietinBank still ensured stable income for its employees.

2.4.3. Social insurance benefit

Our employees are insured under the law and regulations. Social insurance regime benefits our employees in the event of sickness, retirement or maternity... Especially for retirement, we coordinate closely with social insurance authority to ensure that our employees can retire at their retirement age.

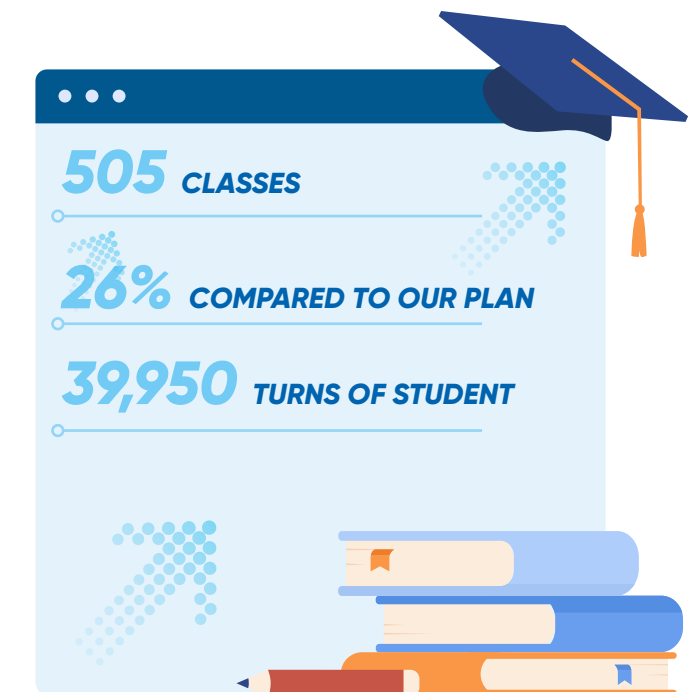
2.4.4. Welfare regime

In 2020, VietinBank continued the welfare regime for employees throughout the system to improve life care, labor regeneration, create work-life balance and enhance employee engagement and superior welfare regime for high-performing employees, talented employees, key leaders and senior leaders to demonstrate recognition an retaining of highly qualified and competent employees.

Currently, our welfare regime includes the followings:

(i) 15 general welfare regimes for all employees in the entire system including holiday vacations (Tet holiday, National Women's Day, International Women's Day, Children's Day, Mid-Autumn Festival...) and other labor union benefits in case of sickness, personal and family issues as well as health insurance coverage from VBI for those who have worked for at least 12 months at the Bank, etc.

(ii) 04 outstanding remuneration policies for high-performing employees, key employees and Top 500 talents: Outstanding reward policy, high-end holidays, and tuition support for their children, special health insurance coverage, life insurance, etc.



2.4.5. Training quality improvement

In 2020, VietinBank organized a total of 505 classes (over 26% compared to our plan). Number of trainees is 39,950 turns with average training duration of 3.40 days/ a person. Training programs include online training and E-learning, excluding On-Job Training, Coaching, Mentoring and internal training programs organized by our units.

Table of average training duration and coverage of training programs classified by trainees

Trainees	Number of average training days	Training turn
Mid-level Management (Branch Director/Deputy Director, Manager/ Deputy Manager of HO Dept., Director/Deputy Director of non-business Units)	2.80	2,294
Managers (Head/Deputy Head of Branches, Head/Deputy Head of non-business Unit)	3.40	11,731
Other employees	3.43	25,925
Total	3.40	39,950



Employees Conference at the HO in 2020

2. ENVIRONMENTAL AND SOCIAL SUSTAINABILITY

Quality of training programs improved closely following VietinBank's business strategies, plans and actual needs and internal training enhanced

In the past year, despite the COVID-19 epidemic, various training courses were tailor-made for units and branches (by the end of 2020, 71 training classes were held at branches). At the same time, VietinBank has made many highly applicable training programs with professional teaching quality and organization, including: Leadership skills for Mid-level Management; Management skills for Head /Deputy Head of Branches; Business financial/investment project analysis; Negotiation/presentation/sales communication skills; Coaching and mentoring skills; Credit assessment skills; Corporate Culture program associated with "6 points" for new staffs and branch staffs.

2020 is also the first year that VietinBank has implemented KPI training for Mid-Level Management and Managers of branches and units.

Quality of trainers improved while training experience enhanced with technology

With a total of more than 700 internal trainers (an increase of 61 trainers compared to 2019), in 2020, VietinBank organized many activities to support and gratitude to trainers: (i) Honoring on November 20th; (ii) Training in teaching skills, technology application in teaching; (iii) Evaluate teaching quality and give advice and suggestions to develop a strong force of training experts on quality and quantity who can motivate and inspire trainees.

In addition, training methods were continuously improved in the direction of applying technology to enhance classroom experience and practical efficiency as well as minimize costs amid the complicated Covid-19 epidemic: at the beginning of 2020, VietinBank enhanced e-learning, livestream, video conference, WebEx, etc. or combined direct training with online training to shorten training time. In 2020, VietinBank continued to build 87 new e-learning lessons (up 5% compared to 2019) and maintain 274 lectures in the system with various topics on skills and professional knowledge. The number of visitors increased 168% compared to 2019.



VietinBank Competency Contest in 2020

Organization of Competency Contest in 2020

In 2020, VietinBank successfully organized VietinBank Competency Contest with a total of 18,078 contestants at 16 positions ranging from mid-level leaders, managers to employees at Branches and HO. The exam content was adhered to VietinBank's Competency Framework, requirements for professional skills and expertise, and communicated employees with VietinBank's history, culture, core values and labor regulations.

2.4.6. Career advancement opportunity

VietinBank continued to review the job ranking periodically or in line with position, organization, unit responsibility adjustments to arrange and appoint in accordance with the capacity of employees & job requirements; build & add expert position in order to facilitate development roadmap for specialized professional positions. VietinBank employees were trained, developed and evaluated in parallel with both Core Competency Framework and Professional Competency Framework for each job position, from which there is a specific improvement plan towards the positions' targets according to individual roadmap. Regarding the identified potential talent pool, VietinBank continued to train, develop, and nurture in order to build the next management team.



2. ENVIRONMENTAL AND SOCIAL SUSTAINABILITY

2.4.7. Gender equality in our business

With the motto of "Innovation, creativity, practicality and efficiency", at the beginning of 2020, our Committee for the Advancement of VietinBank Women and VietinBank Trade Union paid special attention to create favorable conditions for our female employees to have the opportunity to strive, contribute, improve their qualifications and participate in various activities to advance their goals at work. In addition, The Committee for the Advancement of VietinBank Women constantly tasked every business units to connect their operation plans with the implementation of regimes and policies for female staff in order to protect legitimate rights and legitimate interests of our female employees, proactively advise and introduce excellent female employees to Party committees and authorities for the plan of training, promotion, etc.; Our reward scheme was developed as an important mechanism to encourage and motivate the outstanding achievements and

solidarity, unity, and best efforts of female employees to complete VietinBank's goals and duties well.

2.4.8. Promotion of democracy among our employees

With strong consensus of our employees to VietinBank's policies, in 2020, VietinBank continued to ensure applicable rights and full benefits of our employees in accordance with the provisions of laws and regulations.

VietinBank strictly discloses the information according to regulations including: Business plan; labor regulations & rules, collective labor agreements, regulations on recruitment and employment, payroll regulations with salary scale, labor protection equipment, regulations on labor arrangement, severance allowance; allocation of reward fund, welfare fund, etc.; Meeting contents are consulted, decided, checked and supervised by employees through

the preliminary and sum-up conferences, the General Meeting of Shareholders, briefings, mass media, etc.; In addition, we also implemented various forms of communications in order to timely grasp responses from our employees about the working environment including: HR comment box, surveys, 360-degree evaluation, "VietinBank Workplace" internal social network, etc., so that we could catch up with what our staffs were feeling about our working environment. Recommendations and proposals of employees have been answered in writing by VietinBank leadership.

100% of VietinBank's units organized Employees' Conference and periodic dialogue in the first Quarter of 2020. 100% units in the whole system hold dialogue quarterly with employees according to regulations. At the periodical Employee Conference and dialogues, the heads of units answered questions and proposals of employees on issues related to business activities, policies and benefits of employees; at the same time propagating and encouraging the employees to successfully complete their assigned tasks. With the high consensus among the party committees, the authorities at all levels and all employees, VietinBank has no dialogue at the request of one party (ad hoc), no complaints or denunciations related to the implementation of Democracy Regulations and there are no strike at our units.

In 2020, VietinBank inspected all branches in the system for the implementation of the Democracy Regulation. In which, VietinBank Democracy

Steering Committee inspected and supervised the implementation of Democracy Regulations at 03 business units (Quang Ninh branch, Vinh Phuc branch, Branch 8 in HCM city).

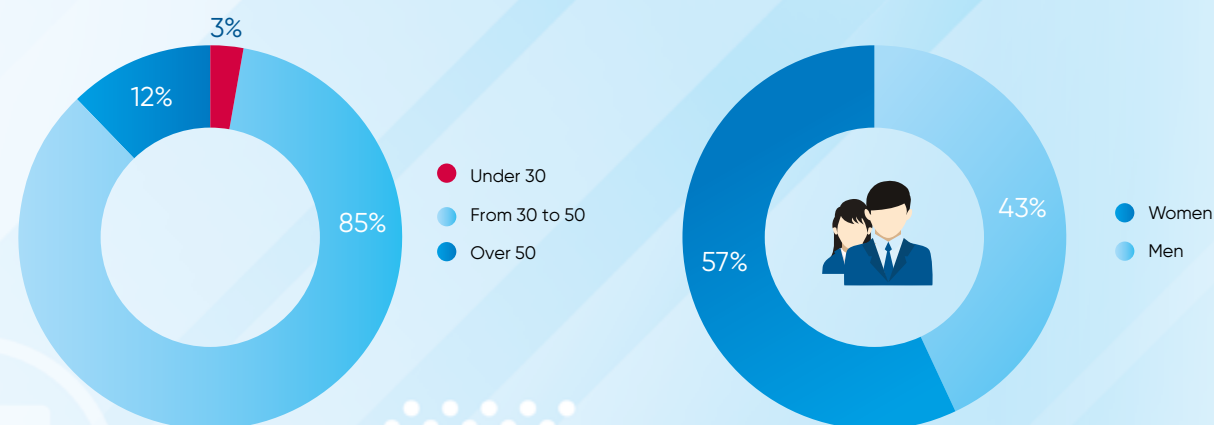
The establishment and good implementation of VietinBank Democracy Regulations has contributed to promoting the development of business activities, improving the effectiveness and efficiency of the whole system.

No strike or go-slow was reported at our branches and subsidiaries as well as no petition letters related to the implementation of the Democracy Regulation were unsolved.

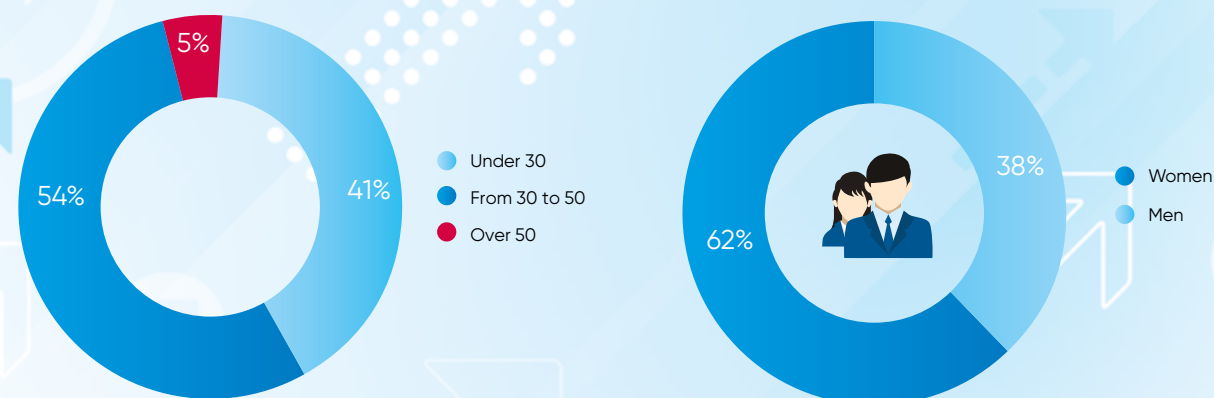
2.4.9. Survey of employee engagement

Improving employee satisfaction and engagement" is of great importance in VietinBank's strategy of building and developing human resources. In 2020, VietinBank completed the second survey of employee satisfaction and engagement. The survey program received great attention and support from leadership as well as the consensus and support of employees in the whole system. On the basis of the survey results, many great ideas and solutions were actively deployed in the entire system and each unit of VietinBank, making an important contribution to innovation and streamlining of professional processes; promoting cooperation between units; improving the capacity and satisfaction of employees; effectively implementing VietinBank's Corporate Culture.

Structure of management team



Structure of staffs



VietinBank Top 500 training program

2. ENVIRONMENTAL AND SOCIAL SUSTAINABILITY

2.5. CORPORATE SOCIAL RESPONSIBILITY

2.5.1. Developing for the community prosperity

With the aim of safe, sustainable development and social responsibility; in recent years, in addition to successfully fulfilling the tasks of currency trading, credit and banking services, which are mainly assigned by the Party, the Government and the Banking industry, VietinBank has actively coordinated with Ministries and local authorities to implement social welfare with the aim of hunger eradication, poverty reduction, and improvement of people's material and spiritual life in some localities with difficult economic conditions and participate in social welfare programs of the country.

2.5.2. Social welfare activities to date

To date, VietinBank has sponsored more than VND 7,600 billion from our Welfare Fund to build over 42,000 houses for the poor and family under preferential treatment policy. We constructed nearly 1,000 bridges and rural roads, 19 water supply systems and reservoirs; 07 field irrigation canals, 86 disaster prevention infrastructure and community buildings; supported the poor small-holder farmers with 3,158 cows and buffalos to develop agriculture.

In education, VietinBank has funded the construction of 722 schools, nearly 500 classrooms and houses for semi-boardings and boarding students. We also granted more than 32,000 life-saving schoolbags for

children in riverside communities as well as other scholarship, domestic utilities and educational equipment; Study & Talent Encouragement Fund in many localities.

In healthcare, VietinBank has invested funds to build 133 healthcare centers; upgraded and built 05 hospitals, 01 general clinics and 01 medical colleges; 02 housing project for families of patients; donated 324 ambulance cars, specialized blood donation vehicles and seven-seater cars to exclusively serve the medical staff rotation according to Project 1816 of the Ministry of Health. Many other modern medical equipment and supplies were provided for central, provincial, district hospitals and commune health stations to improve health care conditions for the people. Especially in 2020, VietinBank donated to support hospitals and localities in the prevention of COVID-19 pandemic: ventilator, test kit, mask, antiseptic solution...

In gratitude activities, VietinBank has taken life care of nearly 300 Vietnamese Heroic Mothers (currently only 28 of them are alive). We pay regular visit, and support seriously wounded veterans in nursing centers with monthly allowances. We also embellish and upgrade a number of martyrs' cemeteries, stone houses, national hero monuments and other historical vestiges, etc,

Other sponsorship: VietinBank actively support the Agent Orange victims, disabled children and natural disasters victims, etc.

With such achievements in social welfare and gratitude activities, VietinBank was honored to receive numerous awards from the Government, Ministry of Labor, War Invalids, & Social Welfare, Ministry of Health, Ministry of Education, Vietnam General Confederation of Labor, Ministry of Planning and Investment, and many other cities and provinces... as a recognition of our contributions to the society.

TOTAL AMOUNT OF OVER

7,600 VND BILLION

42,000

Houses for the poor and family under preferential treatment policy



VietinBank Chairman Le Duc Tho delivered sponsorship for Tuyen Quang province

1,000

Bridges and rural roads



722

Schools

500

classrooms and houses for semi-boardings and boarding students

133

Healthcare centers

324

Ambulance cars



VietinBank handed over social security works in Tuyen Quang province



VietinBank donated ambulance cars to the National Otorhinorhynology Hospital of Vietnam

2. ENVIRONMENTAL AND SOCIAL SUSTAINABILITY

2.5.3. Social welfare activities in 2020

**VIETINBANK
ALLOCATED A
LOT OF FUNDS TO
SUPPORT LOCALS IN
THE PREVENTION OF
COVID-19 PANDEMIC**



VietinBank Chairman Le Duc Tho donated VND 10 billion for the fight against COVID-19 pandemic

In 2020, although the complicated COVID-19 pandemic and natural disasters occurred consecutively causing damages to many localities and people, VietinBank was an active pioneer with long tradition in charity work, social welfare and gratitude to our community. In 2020, VietinBank financed the implementation of welfare activities in many poor localities and difficult areas throughout the country with the amount of nearly VND 400 billion. Specifically:

In supporting under-privileged citizens: VietinBank built 1,123 new houses for under-privileged citizens and family under preferential treatment policy, 04 cultural centers, 03 bridges and rural roads, and presented gifts for under-privileged citizens during Tet Holiday.

In healthcare: VietinBank sponsored to build 1 hospital, 1 healthcare center, 1 housing project for families of patients, donation of medical equipment, donation of 1 ambulance car as well as sponsored nutritious and charity meals for under-privileged children and their families. Especially, VietinBank donated to support hospitals and localities in the prevention of COVID-19 pandemic: ventilator, test kit, mask, antiseptic solution, etc.

In education: VietinBank funded the construction of 27 schools, granted the Study and Talent Encouragement Funds to award scholarships to under-privileged children with good academic records and other educational equipment.

Funding for natural disaster recovery and other sponsorships: VietinBank funded the natural disaster recovery assistance programs caused by floods and storms in heavily damaged provinces such as Quang Nam, Quang Ngai, Quang Tri, Thua Thien Hue, etc,

In addition to the sponsorship programs of VietinBank, VietinBank actively contributed employee's salary income, deducted from Welfare Funds, Trade Union Charity Funds for the implementation of programs in social security, gratitude, social relief according to the proposal of the Vietnamese Fatherland Front, Banking Sector and localities.

VietinBank efforts in recent years have brought certain successes in contributing to the successful implementation of the great policy of the Party, Government and Banking Sector in hunger eradication, poverty reduction and gratitude expression. Many poor districts and communes have gradually changed their appearance after the support of VietinBank; material, cultural and spiritual life of poor households and localities have been enhanced and improved significantly. Many people now enjoy decent accommodation, better healthcare conditions and safe and convenient transportation. The children can have access to school facilities for learning activities, people got damages caused by natural disasters and the Covid-19 epidemic have soon stabilized their lives and returned to normal works, etc. A sustainable development community is the target that VietinBank always aims to demonstrate our corporate social responsibility of a major joint stock bank, playing a vital role in the economy.

TOTAL AMOUNT OF NEARLY

400 VND BILLION

1,123

New houses for under-privileged citizens and family under preferential treatment policy

04

Cultural centers

03

Bridges and rural roads



The delegation of VietinBank and the Border Guard Command gave gifts to the border people in Tay Giang district, Quang Nam province affected by floods and landslides

01

Hospital, healthcare center, housing project for families of patients, ambulance car

27

Schools



Mr. Nguyen Dinh Vinh – Deputy General Director, Chairman of VietinBank Trade Union, on behalf of VietinBank, donated 5 VND billion to the Fund "For the Poor"



VietinBank handed over social security works in Cao Bang province