

SUSTAINABILITY  
REPORT  
**2024**

# DIGITAL TRANSFORMATION GREEN TRANSITION



## ABBREVIATIONS

Abbreviation	Meaning
AI	Artificial Intelligence
BoD	Board of Directors
BoM	Board of Management
CASA	Current Account Savings Account
CEO	Chief Executive Officer (i.e. General Director)
CIR	Cost to Income ratio
COVID-19	The global pandemic of coronavirus disease 2019 caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2)
CX	Customer experience
FS	Financial statements
FX	Foreign Currency Exchange
FI	Financial Institutions
GDP	Gross Domestic Product
GMS	General Meeting of Shareholders
HO	Head Office
HOSE	Ho Chi Minh Stock Exchange
HR	Human Resources
IFC	International Finance Corporation
IPO	Initial Public Offering
IR	Investor Relations
IT	Information Technology
NPL	Non-Performing Loan
ODA	Official Development Assistance
PBT	Profit before tax
SBV	The State Bank of Vietnam
SB	Supervisory Board
SMEs	Small and Medium Enterprises
SSC	State Securities Commission
TOI	Total Operating Income
VietinBank/ the Bank	Vietnam Joint Stock Commercial Bank for Industry and Trade
yoy	year on year (compared to the same period last year)
ytd	year to date (compared to the beginning of the year)
dd/mm/yyyy	Date format used in this report

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## MESSAGES ABOUT SUSTAINABLE DEVELOPMENT OF VIETINBANK SENIOR LEADERSHIP TEAM

### Valued Shareholders, Customers, Partners and Stakeholders of VietinBank,

ESG – Sustainable finance has been one of the key points in VietinBank's business performance in 2024. The "pressing" issues regarding to climate change, new national policies, the role of the whole economy in general and the bank sector in particular in achieving sustainable development goals are "strategic challenges", which VietinBank addressed in the working programs with the Bank's Senior Leadership Team and the discussion with important partners, highlighting the big concern of VietinBank towards this field, to make appropriate strategies and actions.

For sustainable development, in 2024, VietinBank has diligently prepared fully the "foundation elements" in accordance with international norms for implementing ESG at the Bank, expanding and diversifying forms of sustainable product offerings, financial services for customers. The ESG-specialized personnel model across 100% of its Branches within the system has been fully established. A comprehensive and well-structured training plan has been built with the participation of national and international experts, aims to equip VietinBank's employee team nationwide to provide professional and timely support and advice to customers.

In 2024, VietinBank completed the development and implementation of "VietinBank's Sustainable Finance Framework" (SFF) which provides specific guidelines for financing and managing the Bank's sustainable development funding. Besides, VietinBank has also promoted sustainable values within the business community by expanding and diversifying capital mobilization channels for sustainable credit and financial products and services. To secure capital for sustainable projects, VietinBank strongly launched the Green Deposit product in 2024, creating a connection channel for green depositors and customers in need of green loans. All capital mobilized from this product will be used by VietinBank to finance sustainable projects in Vietnam, following the VietinBank's Green Deposit Framework. Additionally, the Bank has researched and prepared a plan for issuing green bonds when market condition allows.

Simultaneously, VietinBank's ESG ecosystem has been established and expanded to connect with diverse partners, ready to provide products and services for VietinBank customers. On the journey to realize sustainable development goals, with increasing international prestige, VietinBank continuously seeks cooperation opportunities to offer outstanding financial products and services. These support Vietnamese businesses in developing a green and circular economy, reducing their carbon footprint, and meeting strict global production standards, from then on, enhancing the competitiveness of the domestic business community.

### Leveraging strengths – Looking towards the future

As one of the pillar banks of the economy, with an extensive nationwide network and a large, diverse loyal customer base, VietinBank will strive to leverage the strength to further support customers. With technical support from our strategic investor – MUFG Bank, the Bank will continue to expand international cooperation, seeking advisory partnerships from major financial institutions, to effectively implement policies and activities according to the most advanced international standards and models, aiming for continuous ESG practices to ensure development alongside value creation for all stakeholders.

We, as VietinBank Leadership Team, would like to express my deepest gratitude to our Valued Shareholders, Customers and all other Stakeholders who have trusted and accompanied the Bank on the "Digital Transformation – Green Transition" journey. VietinBank is committed to continuously promoting social responsibility, aiming to improve the quality of life for the community and protect the environment, continuously making our marks as a modern bank, constantly innovating and committed to sustainable values.

Sincerely,

VietinBank Leadership Team.

## SUSTAINABILITY HIGHLIGHTS

- Continuous disbursement of the GREEN UP preferential package worth VND 5,000 billion for projects/business plans meeting green/sustainable criteria.
- Total green credit balance: VND 43,000 billion for 900 customers across 6 main sectors:
  - Renewable energy/clean energy
  - Green Industry
  - Recycling/reusing resources
  - Waste treatment and pollution prevention
  - Sustainable water management in urban/rural areas
  - Sustainable forestry
- **Outstanding Bank for Green Credit Award 2024**
- **VietinBank ranked in the TOP 20 VNSI for the 4<sup>th</sup> consecutive year**
- **Top 10 Sustainable Development Businesses in trade – services field in Vietnam in 2024**
- **Top 50 listed enterprises with the best corporate governance (VNCG50)**

## INFORMATION ABOUT SUSTAINABILITY REPORT

### (i) Reporting period, frequency

VietinBank formed the annual sustainability report based on the accounting period (from **January 01 to December 31**)

### (ii) Applied standards

The reference standards when preparing VietinBank 2024 Sustainability Report:

- **Circular 96/2020/TT-BTC dated November 16, 2020** by the Ministry of Finance
- Reporting standards by **the Global Reporting Initiative (GRI)**
- Guidelines of the State Securities Commission (SSC) and Stock Exchange (**Sustainability assessment criteria table of HOSE**),
- Handbook on ESG implementation and disclosure drafted by SSC and the Climate Transition Programme,
- 17 Sustainable Development Goals of the United Nations (**SDGs**).

### (iii) Reporting scope

- The Report includes VietinBank's economical, environmental, social and governance indicators at HO Units, Representative Offices and Branches, both domestic and overseas, within the Bank, and subsidiaries controlled by VietinBank. Special cases (individual figures) will be further annotated.

### (iv) Member in charge of sustainability activities

- Chairpersons of the Sustainable Development Steering Committee: Mr. Nguyen Tran Manh Trung – Board member cum General Director and Mr. Le Thanh Tung – Board member.
- VietinBank welcomes comments and suggestions to improve the Bank's sustainability activities timely to meet the expectations of stakeholders.

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

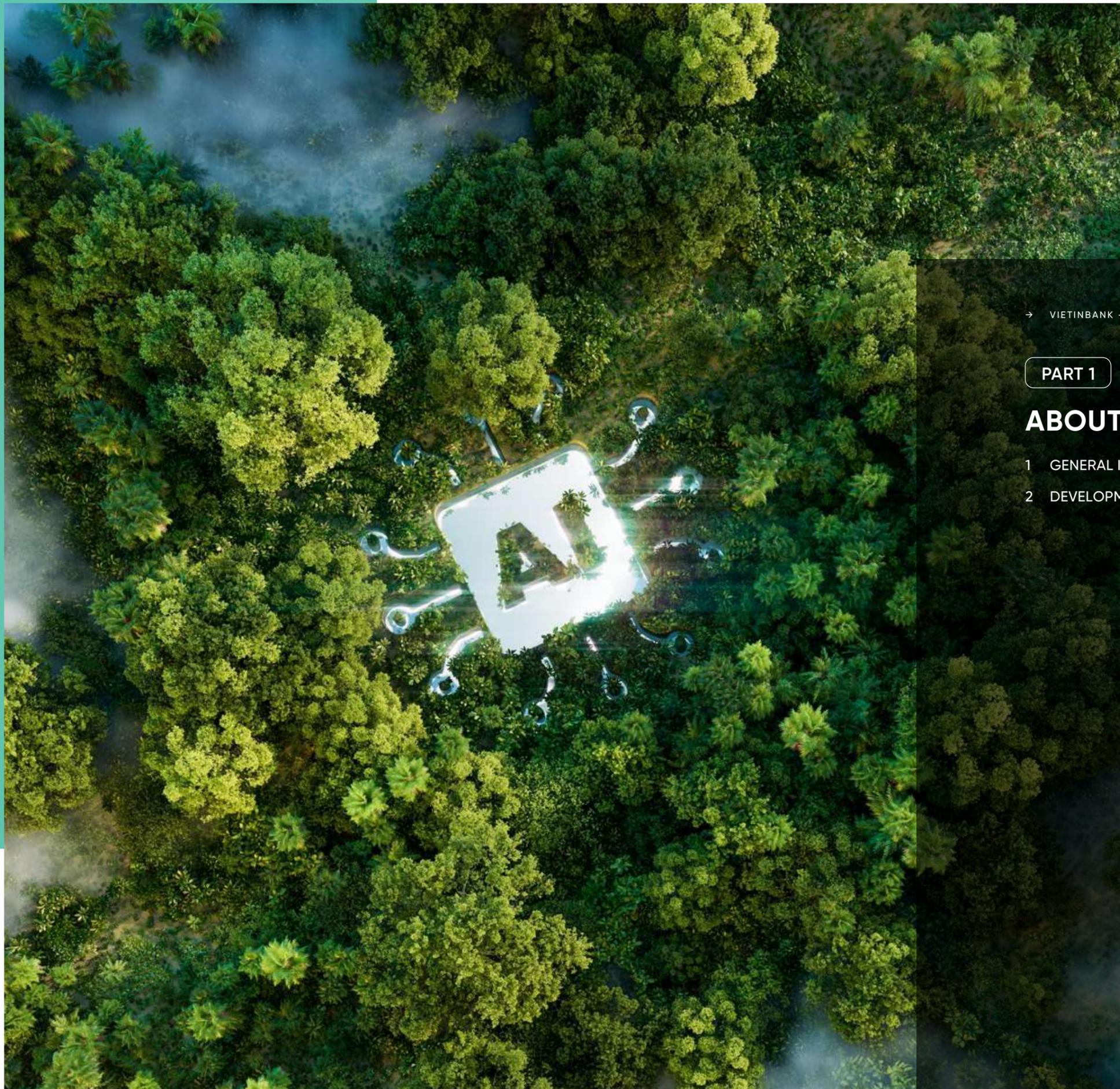
**Secretariat to the Board of Directors and Investor Relations – Office of the Board of Directors**

**Vietnam Joint Stock Commercial Bank for Industry and Trade**

Address: 108 Tran Hung Dao, Cua Nam Ward, Hanoi city, Vietnam

Email: investor@vietinbank.vn

Phone: (84) 24 3941 3622



→ VIETINBANK - SUSTAINABILITY REPORT

PART 1

## ABOUT VIETINBANK

- 1 GENERAL INFORMATION
- 2 DEVELOPMENT DIRECTION

## OVERVIEW

Registered name in Vietnamese:

**NGÂN HÀNG THƯƠNG MẠI CỔ PHẦN  
CÔNG THƯƠNG VIỆT NAM**

Registered name in English:

**VIETNAM JOINT STOCK COMMERCIAL  
BANK FOR INDUSTRY AND TRADE**

Abbreviation name:

**VietinBank**

SWIFT code:

**ICBVVNVX**

Establishment and operating license: No. 13/GP-NHNN dated June 17, 2022, renewed by the SBV in replacement of the Banking license No.142/GP-NHNN dated July 3, 2009 and the Decisions on amendments and supplements to VietinBank's banking licenses from 2022 to 2024.

Business registration certificate:

- Business Registration Code: 0100111948.
- Issued by Department of Planning and Investment of Hanoi City for the first time dated July 3, 2009.
- Registered for the 13th amendment on January 8, 2024.

Charter capital: VND **53,699,917,480,000**

Owners' equity: VND **148,504,708,000,000**  
(as of December 31, 2024)

Head Office address:

**108 Tran Hung Dao Street, Cua Nam Ward,  
Hanoi, Vietnam.**

Tel.: **(84-24) 3942 1030**

Fax: **(84-24) 3942 1032**

Website: **https://www.vietinbank.vn/**

Auditing firm: **Deloitte Vietnam Ltd.**

Ticker code: **CTG**

Par value per share: **VND 10,000/share**

Total number of shares: **5,369,991,748**

## CREDIT RATINGS

**FitchRatings**

**MOODY'S**

Short-term **B**

Long-term **BB+**

Outlook **Stable**

Date **24/11/2024**



Short-term

Long-term **Ba2**

Outlook **Stable**

Date **19/1/2024**



## BUSINESS LINES

VietinBank performs the following banking operations:



### Fund mobilization

Taking deposits, issuing valuable papers, borrowing from other credit institutions and from the SBV



### Credit extension

Lending, discounting, re-discounting negotiable instruments and other valuable papers, issuing bank guarantees, credit cards, domestic factoring and other forms of credit extension according to provisions of law



### Provision of payment and account services

Opening accounts, providing payment means, domestic and international payment services, collection and payment services, and other payment services prescribed by law



### Provision of foreign exchange services

On domestic and international markets according to the provisions of law



### Provision of commodity price derivative products

According to regulations of the SBV



### Provision of securities depository services

Other activities according to the Business Registration Certificate.

## BUSINESS LOCATIONS

### Domestic network

### International network

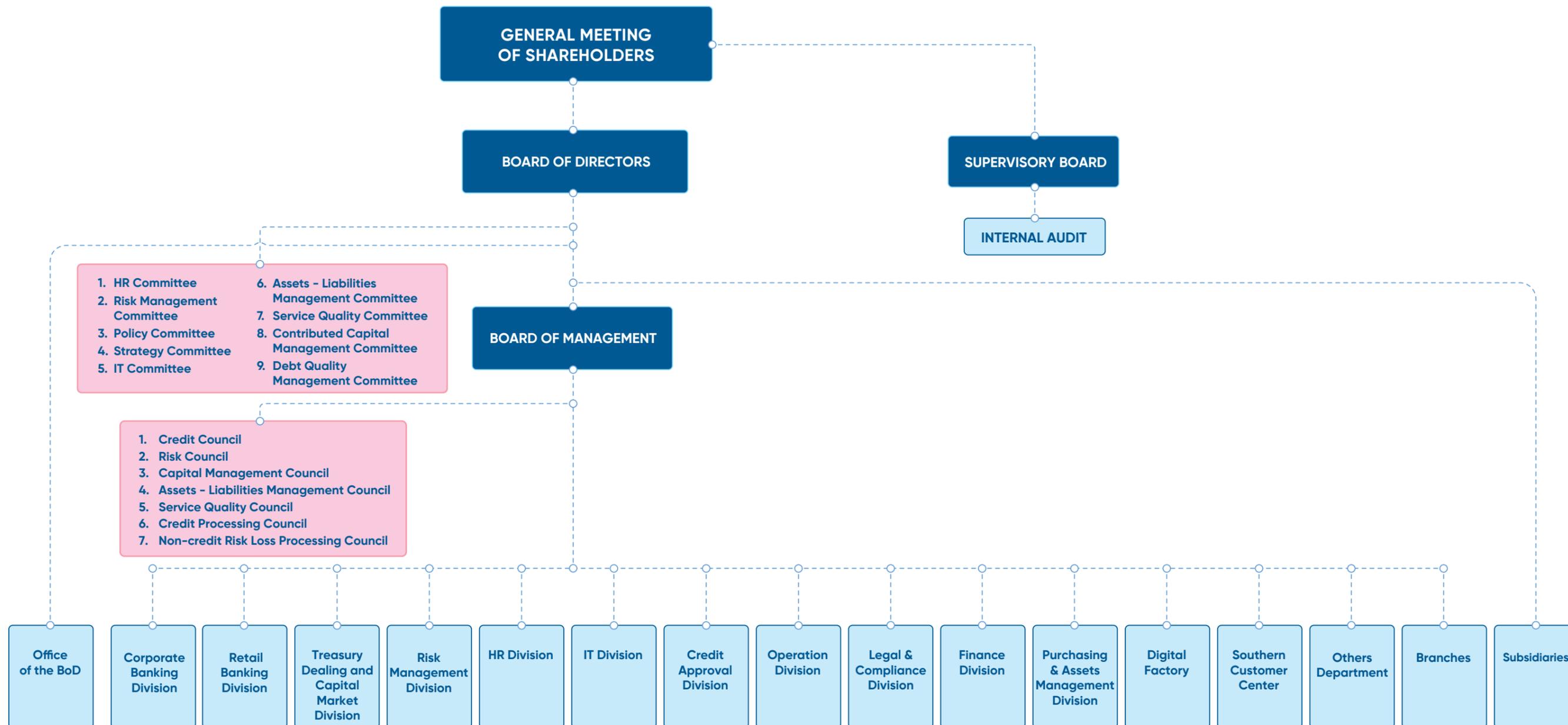
#### HEAD OFFICE:

VietinBank's HO is located at 108 Tran Hung Dao Street, Cua Nam Ward, Hanoi, Vietnam

<b>155</b> BRANCHES	located in 63 provinces and cities across the country	<b>2</b> BRANCHES IN GERMANY
<b>1</b> SOUTHERN CUSTOMER CENTER		<b>1</b> SUBSIDIARY BANK IN LAOS
<b>2</b> REPRESENTATIVE OFFICES	in Ho Chi Minh city and Da Nang city	<b>1</b> REPRESENTATIVE OFFICE IN MYANMAR
<b>8</b> NON-BUSINESS UNITS:	Trade Finance Center, Card Center, HR Development and Training School, 5 Cash Management Centers	In addition, VietinBank has established relationship with over <b>1,000 correspondent banks</b> in more than 90 countries and territories worldwide.
<b>953</b> TRANSACTION OFFICES		
<b>7</b> SUBSIDIARIES AND	<b>1</b> AFFILIATE:	
<ul style="list-style-type: none"> <li>• VietinBank Insurance Joint Stock Corporation (VBI);</li> <li>• VietinBank Fund Management Company Limited (VietinBank FMC);</li> <li>• VietinBank Securities Joint Stock Company (VietinBank Securities);</li> <li>• VietinBank Leasing Company Limited (VietinBank Leasing);</li> <li>• VietinBank Gold and Jewellery Trading Company Limited (VietinBank Gold &amp; Jewellery);</li> <li>• VietinBank Debt and Asset Management Company Limited (VietinBank AMC);</li> <li>• VietinBank Global Money Transfer Company Limited (VietinBank Global Money Transfer);</li> <li>• Indovina Limited Bank (IVB).</li> </ul>		

#### OVERVIEW OF WORKFORCE

As of December 31, 2024, the total number of employees of the Bank and its subsidiaries is 24,731, an increase of 89 compared to December 31, 2023.



Note: As of December 31, 2024.

# VISION, MISSION, OPERATING PHILOSOPHIES AND CORE VALUES

## VISION

A leading multi-functional, modern and efficient bank in Vietnam, being among the top strongest banks in the Asia-Pacific region by 2030.

Being the strongest and most prestigious bank in Vietnam, a leading bank in the Asia-Pacific region and gaining worldwide recognition by 2045 as a high-reputable bank.

## MISSION

Striving to be a leading bank by serving our clients, shareholders, employees, partners, community in pursuit of sustainable country development

## 3 OPERATING PHILOSOPHIES

VietinBank is a national commercial bank in Vietnam that plays a pivotal role in the nation's economic development. We are strongly committed to serving the nation's best interests by consistently applying three operating philosophies to ensure "SAFETY - EFFECTIVENESS - SUSTAINABILITY" as desired

### Customer-centric strategy

Our customers are not only the goal but also the driving force and the core of our business. VietinBank shall consistently accompany, show devotion and empathy with our customers; giving honest, transparent and objective information for the best interest of customers; optimizing value for customers via offering excellent products and services, continuously enhancing CX throughout their journey with VietinBank.

### HR development is the key to success

People are the most important resource of VietinBank. At VietinBank, sustainable HR development associated with talent development goals are considered top priority. VietinBank creates all the most favorable conditions for its staff and employees to devote, develop, promote their full potential, and contribute to the success of VietinBank.

VietinBank adheres to the following principles: **Openness – Transparency – Impartiality – Comprehensiveness – Fairness – Equity** in human development, ensuring a clear career path and promotion for the team members.

### Innovation as breakthrough

Innovation and Creativity are prerequisites to improve VietinBank's competitiveness and affirm its pioneering position. VietinBank encourages the team's innovation and creativity in all daily activities, based on inheritance to create the best added values for clients, shareholders, employees, partners and communities.

## CORE VALUES

VietinBank brings together passionate, growth-motivated individuals who have the courage to push beyond their limits, who are ready to take action, spearhead changes, and ceaselessly aim for new heights, further adding value to the company's future success. These are the five primary elements that contribute to VietinBank's core values

### Integrity

Integrity refers to qualities of honesty, candidness, impartiality, strong sense of consistent and uncompromising adherence to strong moral together with ethical principles and values. Integrity undeniably remains the foundation of building the Bank's trust and solid reputation.

### Innovative-thinking

Innovative-thinking is to fundamentally embrace multi-dimensional thinking mindset, to actively cultivate knowledge and experience and to unyieldingly seek for insightful problem-solving approach, subsequently adding values and lead development. We believe Innovation is the key to success for VietinBank people.

### Responsibility

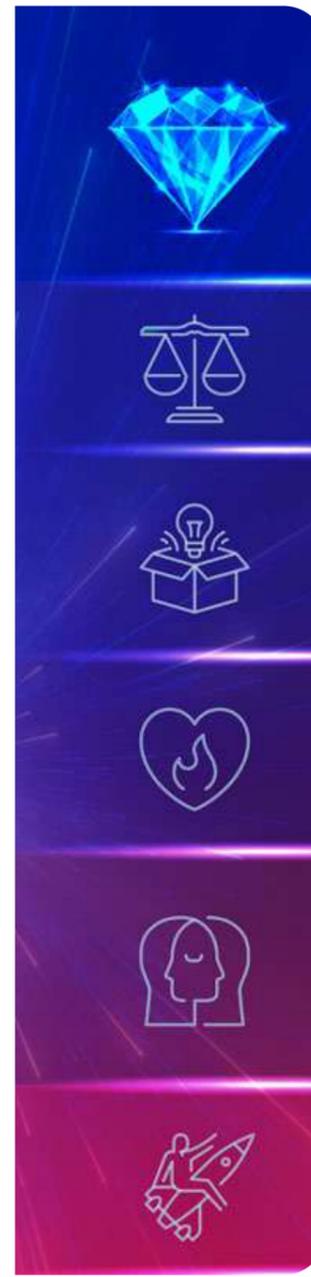
Responsibility refers to consistent dedication and devotion for the job, a strong sense of accountability passion, and the willingness to overcome challenges to fulfill one's commitment. Responsibility acts as a crucial internal drive for VietinBank people.

### Empathy

Empathy refers to qualities of being considerate and able to fully comprehend and effectively communicate with one another through deep understanding of the needs, wants, experiences, and stories of each of the customers, shareholders, coworkers, partners and community. Empathy contributes to building a respectful, cooperative and cohesive workplace of VietinBank.

### Adaptability

Adaptability means being able to adjust to changes in business environment, being able to respond quickly to changing ideas, responsibilities, expectations, trends, strategies and other processes if needed for VietinBank ongoing sustainable development in the future.



## ORIENTATIONS FOR MEDIUM-TERM DEVELOPMENT STRATEGY

The medium- and long-term target of VietinBank is to become a leading multi-functional, modern, and efficient bank in Vietnam, one of the strongest banks in the Asia-Pacific region by 2030.

### Specific targets going forward:

-  Growth in balance sheet with controlled quality of growth
-  Growth in profit
-  Improvement of CASA ratio
-  Growth in non-interest income, promotion of settlement banking
-  Enhancement of bad debt and written-off debt recovery
-  Increased revenue from subsidiary activities
-  Control over CIR, enhancement of financial capacity
-  Control over bad debt ratio
-  Improved service quality, labor productivity and HR quality
-  Implementation of digital transformation initiatives

With the business philosophy in the new era of development, VietinBank focuses on investing in improvement of our foundational capabilities - the pillars to promote the successful implementation of the defined strategic directions.

## 2025 OPERATING DIRECTIONS

In 2025, Vietnam's economy is forecast to make many important strides thanks to favorable domestic and international factors. The global economy tends to recover, inflation in major economies gradually decreases, creating conditions to promote trade and investment. Domestically, drastic policies from the Government such as lowering interest rates, extending the valid period of VAT reduction, salary reform and fiscal stimulus are contributing to strengthening the sustainable growth trajectory. At the same time, FDI capital flows and domestic consumption are boosted, creating new development momentum.

In this context, VietinBank enters 2025 as a major commercial bank, marking the final year of implementing the Development Strategy for the period 2021 - 2025. This is not only an opportunity to complete our strategic goals but also a step closer to creating solid momentum for the next growth phase.

In order to realize these goals, VietinBank will concentrate on the following four strategies

### I. Growing core income towards efficiency and sustainability

- **Sustainable growth of business scale:** Expand business sustainably with a focus on customer groups in potential locations. Prioritize high value-added industries such as manufacturing, exports, renewable energy, high technology and modern agriculture.

- **Diversified sources of income:** Boost service-based income with products such as trade finance, foreign exchange trading, guarantees, card operations and insurance. Increase the provision of integrated and bundled services and improve business models to suit each customer segment.
- **Enhanced collection of write-offs:** Deploy consistently collection of bad debts and write-offs, striving to keep the growth and scope of collection of write-offs so as to make effective contribution to the Bank's revenue growth.

### II. Building up customer engagement and loyalty to become the customer's main transaction bank

- **Customer insights and personalized services:** Use Big Data analytics to gain insights into customer's behaviors and needs. From there, design personalized services, simplify the access to banking services and provide superior CX.
- **More transactions to be migrated to digital platforms:** Encourage customers to use more digital channels (*Internet Banking, Mobile Banking*) than physical ones. Build solutions to increase the number of active customers and the volume of transactions on non-physical channels, improve the quality and quantity of features available on digital channels to increase the portion of customers using multiple banking products, thereby increasing the CASA ratio to a level approaching that of regional banks.
- **Comprehensive ecosystem:** Create a comprehensive financial ecosystem, connecting corporate and individual customers through products such as credit cards, e-wallets and modern payment solutions. Promote cross-selling activities of the ecosystem, enhance coordination between business units, VietinBank branches and the ecosystem of subsidiaries. Subsidiaries are parts of VietinBank ecosystem, serving VietinBank customers and providing comprehensive product packages to best meet customer's needs.

### III. Managing resources effectively

- **Holistic digital transformation:** Accelerate the implementation of digital transformation initiatives, operating effectively to ensure fast execution capacity, increase competitiveness and pioneering position in the market, creating a foundation for the success of digital transformation initiatives.
- **Improved HR quality:** Build a talent development strategy that is aligned with digital transformation requirements. Organize specialized training programs, improve HR management methods, and streamline the organization to increase labor productivity.
- **Continuous improvement of service quality** by changing the way of service quality management based on customer journey, building customer management strategy and CX management framework. Developing ways of managing, monitoring and measurements of service quality across different levels. Defining the sequence of priorities of various solutions, with resources dedicated to fixing thoroughly existing problems and improving service quality across different channels based on customer surveys' feedback.
- **Strengthened financial capacity:** Deploy measures to improve capital capacity, consolidate financial resources for sustainable business development. Continue to optimize cost efficiency, control cost growth, prioritize budget for business activities in support of digital transformation.

### IV. Developing risk management capabilities

- **Strictly control credit quality:** Fine-tune the model for early identification and handling of potentially risky debts, promoting the role of the three lines of defense, enhancing the role and improving the debt handling flow process at the Debt Handling Center, applying advanced risk measurement tools such as RORA (Return on Risk-Adjusted Assets) to evaluate the performance of the credit portfolio.
- **Promote debt collection:** Close coordination between the HO and branches in handling bad debts and potentially risky debts. Strengthen the activities of the Debt Handling Center to classify and handle debts promptly.
- **Respond to technology risks:** Deploy advanced security measures, prevent and respond effectively to cybersecurity incidents, and protect the security of digital banking systems.

### 2025 vision and beyond:

With strong determination and aspiration, VietinBank aims to successfully implement our strategic objectives of 2025, creating breakthroughs in business efficiency and sustainable development for the next period, affirming our pivotal role in the Vietnamese financial and banking system, and actively contributing to the development of the national economy.

## SUSTAINABLE DEVELOPMENT GOALS AND ACTION PLAN OF VIETINBANK IN THE SHORT AND MEDIUM TERM

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

### Commits to sustainable development

- 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

- i. 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.
- ii. 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.
- iii. 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

- i. **Climate change mitigation:** Activities that contribute to stabilizing greenhouse gas (Greenhouse Gas - "GHG") in the atmosphere by avoiding or reducing or removing GHG emissions.
- ii. **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.
- iii. **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.
- iv. **Biological conservation:** Activities that contribute to the conservation of biodiversity in terrestrial, marine and water environments.
- v. **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 social housing and access to essential services.

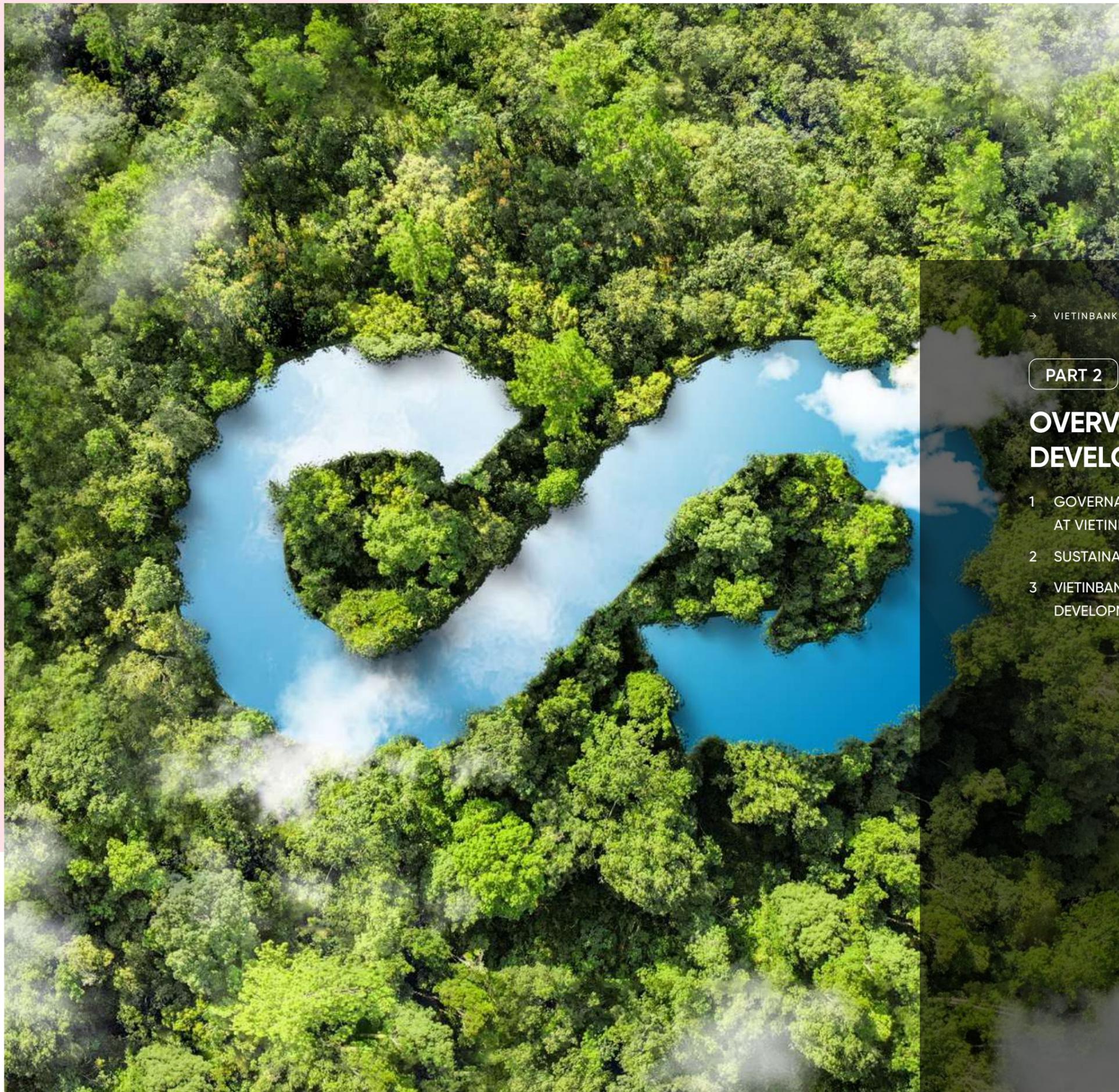
To achieve these goals, VietinBank identifies the **main pillars**, including

### Main pillars

- » Consolidating sustainability-specialized HR;
- » Strengthening the monitoring, reporting and disclosure of information;
- » Deploying the full package of sustainable finance products and services;
- » Benchmarking the system of internal regulations to international standards;
- » Growing partnerships and expanding the Bank's sustainability - related ecosystem in support of the customers;
- » Accelerating digital transformation of banking activities towards emissions reduction goals.

In order to contribute to improving the social environment, protecting natural resources and the environment, developing infrastructure, increasing "green" credit growth and combating climate change, uplifting Vietnam's competitiveness and position, VietinBank always strives to fulfill its commitments on the social environment. VietinBank aims to prioritize financing of projects/business cases that bring environmental and social benefits, strengthen HR and internal governance system, effective controls and decision-making processes on the principle of upholding laws while ensuring the rights and meeting the needs of shareholders.





→ VIETINBANK - SUSTAINABILITY REPORT

**PART 2**

## **OVERVIEW OF SUSTAINABLE DEVELOPMENT IN VIETINBANK**

- 1 GOVERNANCE FOR SUSTAINABLE DEVELOPMENT AT VIETINBANK
- 2 SUSTAINABLE DEVELOPMENT ACTIVITIES IN 2024
- 3 VIETINBANK CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS (SDGS) OF THE UNITED NATIONS

1 - 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**

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**

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**

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.



In which, **Mr. Nguyen Tran Manh Trung - General Director cum Board member** and **Mr. Le Thanh Tung - Board member** 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.



**IDENTIFICATION AND EVALUATION PROCESS OF MATERIAL TOPICS IN VIETINBANK'S SUSTAINABLE DEVELOPMENT**

To identify and evaluate sustainable material topics, VietinBank has taken the following 3 steps:

**1. Research the context**

VietinBank has researched the general context of climate issues, environmental protection, and sustainable development in the world and in Vietnam, referring to existing practices at domestic and international banks, including the ESG practices that VietinBank has been implementing in recent years to identify material topics.

**2. Identify impact-based material topics**

From the above studies and analyses, VietinBank listed material topics related to the topics of Economy - Environment - Society - Governance with preliminary impact assessments, including both positive and negative assessments conducted by relevant professional departments/offices and consulting with stakeholders.

**3. Assess and determine significance of the topics**

Each material topics has a different level of impact on the Bank's operations. Considering the objectives, strategies, and orientations, VietinBank has conducted the next step of assessing the correlation of the impact levels of these issues with each other and created a matrix of material topics by their priority and impact level.



**IDENTIFICATION OF MATERIAL AREAS/ ISSUES IN SUSTAINABILITY OF VIETINBANK**

Material topics in sustainability are researched, identified and updated regularly by VietinBank to ensure strict governance in line with market trends and fluctuations. In addition to the research of VietinBank's core sustainability staffs, we also receive opinions and advice from strategic shareholders, experts, partners inside and outside the industry, shareholders, and investors such as: Members of the Asian Transformation Finance Research Group; specialized forums and seminars such as: Circular Economy Forum, United Nations Conference on Climate Change, MUFG Bank (Japan), General Meeting of Shareholders, Customer Conference...

Dialogue and opinion surveys from employees and workers are also regularly implemented by VietinBank in many flexible forms (direct, online, survey forms, 1-1 exchanges...) to collect feedback on environmental, social and governance topics.

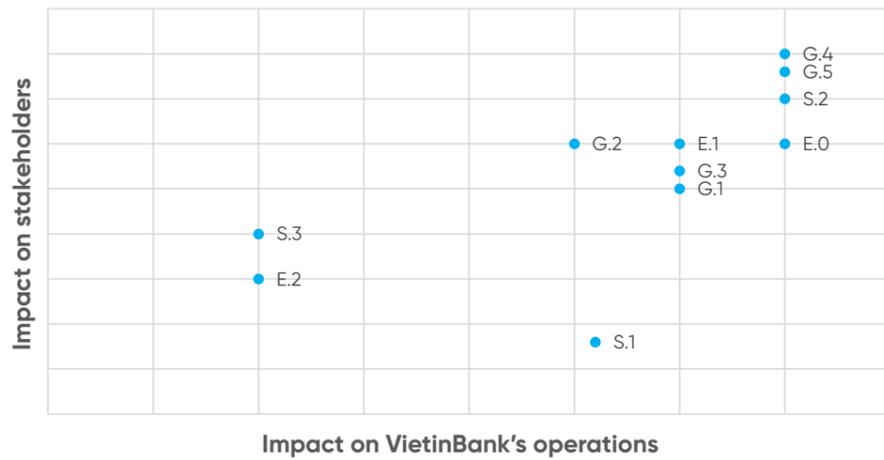
1 - GOVERNANCE FOR SUSTAINABLE DEVELOPMENT AT VIETINBANK

VIETINBANK MATERIAL TOPICS INCLUDES:

<b>ECONOMICS</b>	<b>E.0</b>	Contributing to economic value
<b>ENVIRONMENTAL</b>	<b>E.1</b>	Products of green finance and powering energy transition
	<b>E.2</b>	Practices in energy saving and energy efficiency
<b>SOCIAL</b>	<b>S.1</b>	Joining hands to develop the community and society
	<b>S.2</b>	Inclusive finance
	<b>S.3</b>	HR development and gender equality
<b>GOVERNANCE</b>	<b>G.1</b>	Improving risk management
	<b>G.2</b>	Data management and information security
	<b>G.3</b>	Ethical business practices
	<b>G.4</b>	Transparency and integrity of corporate governance
	<b>G.5</b>	Ensuring the rights of shareholders and investors



Matrix of material topics



1 - GOVERNANCE FOR SUSTAINABLE DEVELOPMENT AT VIETINBANK

IDENTIFICATION AND ENGAGEMENT OF KEY STAKEHOLDERS TO VIETINBANK

In its operations, VietinBank identifies key stakeholders for VietinBank including: Customers; shareholders/investors; community; regulators; partners... The cooperation between VietinBank and stakeholders is always carried out on the basis of respect and ensuring the harmony of interests of all parties.

The methods of interaction with key stakeholders are flexibly used by VietinBank, ensuring that the information received is complete, accurate and responded to promptly through updating the Bank's policies and operations. Specifically:

Stakeholders	Engagement method	Frequency	Considerations	VietinBank's response method
Customers	Contact Center operates 24/7 through such channels as: telephone, website, email, chatbot...	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 GMS	According to a specific schedule, at least once a year	- Business results, operations of the Bank, development orientation, goals, etc.	- Ensuring transparent and timely information disclosure to shareholders/ investors.
	Online and offline conferences, seminars and workshops	On a regular basis	- Benefits for shareholders, VietinBank's responsibilities to shareholders and investors.	- Bringing sustainable value with a regular dividend payment policy.
	Materials for investors on VietinBank's Investor Relations website	On a regular basis	- Transparent, sufficient and timely information disclosure.	- Organizing annual/extraordinary GMS so that shareholders can give opinions and exercise shareholders' rights according to regulations.
	The Investor Relations Department receives comments and answers questions from shareholders and investors	On a regular basis	- Ensuring fair and equal benefits among shareholders.	- Organizing meetings with investors/ shareholders/experts to communicate official information about VietinBank.
	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		
Social community	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		

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.	- 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	- Fulfilling all obligations to the State. - Managing impacts on the environment, economy and society. - Joining hands with the Government and line agencies in community support activities.	- 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. - 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.
Partners/ Suppliers	In-person meetings to ensure harmony of interests between parties	On a regular basis	- 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	- Compensations and benefits, career development opportunities.	- Guaranteeing jobs for employees.
	- Building a strong Trade Union and Youth Union organization to protect the rights of employees	On a regular basis	- Workplace safety and health assurance for employees. - Professional relationships and working environment.	- Developing compensation and benefits policy and training programs to improve career opportunities. - Evaluating capacity and work performance based on KPIs.
	- Survey on employee satisfaction	On a regular basis		- Developing and implementing incentive programs for employees. - Taking care of employees' health and ensuring workplace safety.
	- Channel of internal communication and complaint receipt	On a regular basis		- Organizing internal team-building activities and events to strengthen the bond between employees.



## 2 - SUSTAINABLE DEVELOPMENT ACTIVITIES IN 2024

Based on a strong commitment to sustainability, VietinBank is implementing many ESG-related practical, synchronous and effective action programs. The VietinBank leadership team and employees are constantly striving to ensure that all business activities are associated with social and environmental responsibilities, creating great motivation, contributing to environmental protection and moving towards a green economy.

- **Sustainable financial services and products**

With the goal of building a green, circular, environmentally friendly economy, VietinBank has been focusing on attracting green capital, improving institutional capacity and product processes to promote green credit development, supporting many businesses to invest in sustainable fields. The Bank has researched, developed and built tailor-made products and services suitable for each green field and green project, offering many incentives for project investors to control well the social and environmental risks in production, business and trade such as: Incentives on limits, loan terms, interest rates, etc. The specific implementation results are as follows:

- » VietinBank's Sustainable Finance Framework, after being officially issued, was assessed by Morningstar Sustainalytics, a leading company in ESG research, ratings and data, as "credible, impactful and consistent with the 2021 Sustainable Bond Guidelines, 2021 Green Bond Principles, 2023 Social Bond Principles, 2023 Green Lending Principles and 2023 Social Lending Principles" issued by the International Capital Markets Association - ICMA, the Loan Market Association - LMA, and the Asia-Pacific Loan Market Association - APLMA.
- » Continue to disburse the GREEN UP incentive package worth VND 5,000 billion for projects/business plans that meet green/sustainable criteria in the 100 diverse fields such as: Livestock, production, trade, transportation, warehousing, construction, manufacturing industry, agriculture, mining, exploitation...
- » Cooperate with MUFG Bank, negotiate with international FIs to realize the goal of mobilizing up to 1 billion USD for sustainable development in Vietnam.
- » Launch the Green Deposit product to diversify the mechanism of mobilizing fund for green projects and social projects; creating a connection channel between green depositors and borrowers. All fund mobilized from this product will be financing for sustainable projects in Vietnam according to VietinBank's Green Deposit Framework.
- » Issue documents guiding the funding of waste collection and treatment projects combined with electronic waste to guide branches in approaching and funding projects.
- » Build an ESG ecosystem to comprehensively support customers' "ESG needs", not only providing sustainable finance; but also other necessary technical support for customers.

- **Accompany the Government in efforts to promote circular economy, sustainable development, and achieve the Net-zero goal by 2050**

As a leading State-owned commercial bank, VietinBank always identifies its responsibility as a pioneer in implementing the policies of the Government and the SBV in promoting

green credit development towards sustainability. VietinBank has accompanied the business community to implement the National Green Transformation Strategy, production and business associated with environmental protection.

VietinBank also accompanied the Ministry of Natural Resources and Environment (currently the Ministry of Agriculture and Environment) to organize the Circular Economy Forum for 2 consecutive years. This is a large and important forum to discuss the contents of the Draft National Action Plan, implementing the circular economy and the action plan.

VietinBank is committed to always accompanying and supporting firms to access sustainable financial products in the application of circular economic models to production and business activities, contributing to the implementation of the National Action Plan on implementing the Circular Economy. The implemented products and services will be built by VietinBank with flexible credit policies, streamlined procedures designed suitable to the specific characteristics of the industry to support projects to be implemented promptly and on schedule.



Mr. Le Thanh Tung - Board Member participated in the discussion panel at the Circular Economy Forum 2024

In addition, VietinBank also accompanies the SBV and the Vietnam Banking Association in the process of developing and consolidating documents related to the Government's sustainable development, such as: Decision of the Prime Minister on promulgating regulations on environmental criteria and certification for projects granted green credit and issuing green bonds; Handbook on guiding the social and environmental risk management system in credit granting activities of credit institutions and foreign bank branches...

- **Strengthen ESG-specialized personnel and enhance internal ESG training**

In order to enhance capacity and implement ESG synchronously across the Bank, VietinBank has strengthened its ESG specialized HR at related units at HO and simultaneously at 155 branches nationwide. ESG specialized HR at VietinBank have participated in ESG training programs taught by domestic and international experts with the most in-depth and updated knowledge about ESG and sustainable financing.

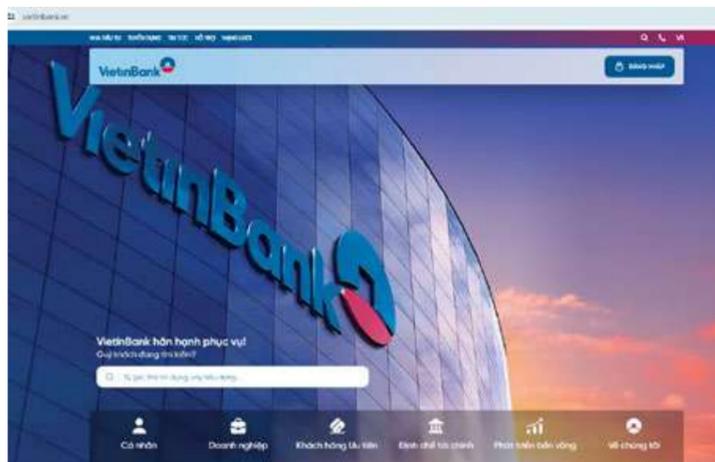
The training programs helped learners access information on trends, best practices, and standards on ESG practices; Vietnam's ESG orientation and legal regulations; sustainable financial solutions provided by regional banks as well as VietinBank, supporting customers on their journey towards sustainability.

2 - SUSTAINABLE DEVELOPMENT ACTIVITIES IN 2024



Internal ESG training course at VietinBank

- **Communicate to raise awareness and capacity for customers and the community**
  - » **Launch the "Sustainability" section on VietinBank website** to actively communicate the Bank's activities, orientations, products and services, and sustainability solutions to the public, promptly spreading the latest information on the Bank's journey towards sustainable development goals.



Build the Sustainability section separately on VietinBank website

- » **Share knowledge and support customers via 2 thematic events in 2024:** In the context of the ever-changing global market, new challenges and opportunities related to sustainability are still novel in the Vietnamese market. In 2024, VietinBank organized 2 events for nearly 500 business leaders to share knowledge, accompany and support customers to overcome challenges and seize new opportunities related to sustainability. The event **"Connecting import-export businesses in 2024"** and the thematic event **"Import-export market prospects in 2024"** were held in Hai Phong City and Ho Chi Minh City, two of the major cities with many import-export enterprises in Vietnam. ESG was integrated and became one of the key topics of the 2 programs. The topics "ESG barriers of major markets for Vietnam's export products, the transition roadmap and technical solutions for businesses to meet regulations" and "ESG and Carbon Credits" were analyzed in depth by leading experts, pointing out opportunities and challenges for businesses. The sharing was listened by business leaders and brought

up lively discussions, thereby contributing to helping the business community have a comprehensive view and opening up new cooperation opportunities.



Event "Connecting import-export businesses in 2024" in Hai Phong City



Thematic event "Import-export market prospects in 2024" in Ho Chi Minh City



2 - SUSTAINABLE DEVELOPMENT ACTIVITIES IN 2024

Thanks to the above practical and meaningful series of sustainability actions, in 2024, VietinBank was honored to receive awards from prestigious domestic and foreign organizations to recognize the Bank's efforts in bringing sustainable values to customers, employees and the community:

» **Top 20 Enterprises with the best sustainability index in 2024**

In 2024, VietinBank continued to be honored in the group of 20 enterprises with the best sustainability index (VNSI)<sup>1</sup> in the market according to the list of HOSE. This index includes listed enterprises with the highest scores in sustainability with more than 100 component criteria on 3 aspects of environmental (E), social (S) and governance (G). 2024 marked the 4<sup>th</sup> consecutive year that VietinBank was in the Top 20 Enterprises with the best sustainability scores in the market. Being continuously included in the VNSI index basket shows VietinBank's serious and persistent efforts towards sustainable development goals, maximizing corporate responsibility in all 3 aspects of Environmental - Social - Governance.

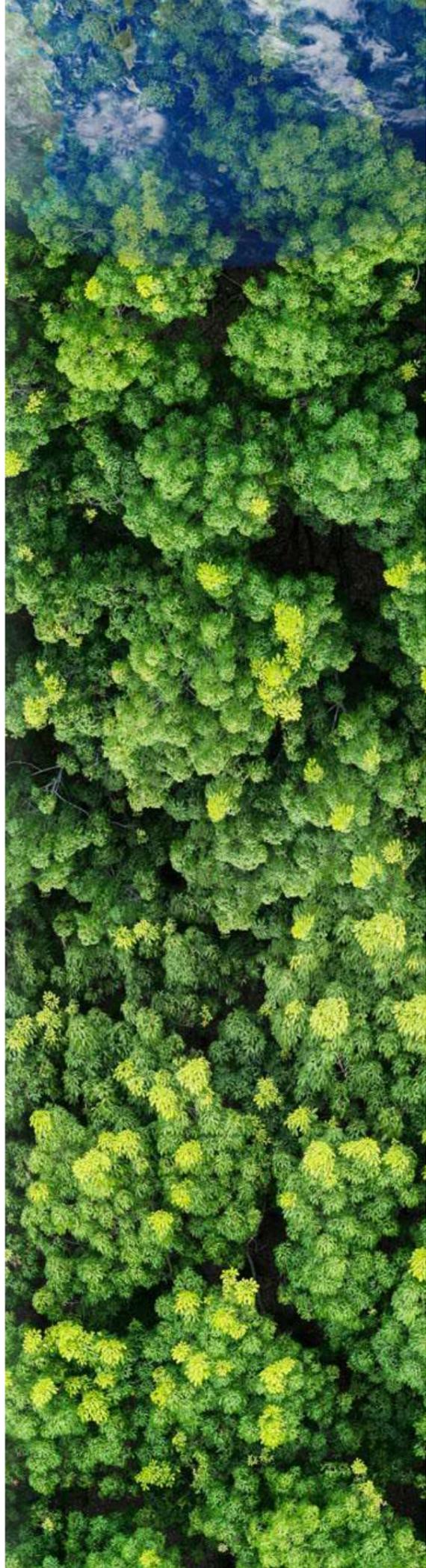
» **"Outstanding Bank for Green Credit" in 2024**

On August 8, 2024, at the "Announcement and Honoring Ceremony of Outstanding Vietnamese Banks in 2024", VietinBank was honored to receive the **"Vietnam Outstanding Banking Awards 2024"**, in the category of **"Outstanding Bank for Green Credit"** organized by the International Data Group (IDG) under the auspices of the Vietnam Banks Association. The award once again affirms VietinBank's efforts in keeping up with the trend of transitioning to a low-carbon economy; thereby, accompanying and supporting customers in the best way through VietinBank ESG ecosystem with diverse products, services and partners.



VietinBank Certificate - Outstanding Bank for Green Credit in 2024

<sup>1</sup> The Vietnam Sustainable Development Index (VNSI) was researched and implemented by HOSE in collaboration with the German International Cooperation Agency (GIZ) and the SSC of Vietnam since July, 2017 to honor enterprises that meet sustainability criteria.



» **Top 10 Sustainable Businesses in the field of trade and services in Vietnam in 2024 (CSI 2024)**

At the Announcement Ceremony of Sustainable Enterprises in Vietnam in 2024 (CSI 2024) with the theme "Businesses rising in the Green Era" organized by the Vietnam Business Council for Sustainable Development - Vietnam Confederation of Commerce and Industry (VBCSD - VCCI) on November 29, 2024 in Hanoi, VietinBank was honored for the 3<sup>rd</sup> time in the **"Top 10 Sustainable Businesses in the field of trade and services in Vietnam in 2024"**. The award is a recognition of VietinBank's efforts in sustainable development activities as well as the Bank's important contributions to the National Sustainable Development Strategy.

» **Top 50 Listed Companies with the Best Corporate Governance**

On December 5, 2024, VietinBank was honored to be named in the list of 50 pioneering listed enterprises committed to improving corporate governance in Vietnam - VNCG50 at the Annual Corporate Governance Forum (AF7). This is a recognition by professional organizations for VietinBank's commitment and continuous efforts in building and perfecting the corporate governance system towards transparency and professionalism, increasing VietinBank's competitiveness on the journey to implement the sustainability strategy.

» **VietinBank contributed to spreading the message of green growth and sustainable development at the "Green Bank for Green Life" Contest organized by the Vietnam National Union of Bank Workers**

The **"Green Bank for Green Life"** contest is an innovation in trade union activities; an opportunity for all employees in the Banking Industry to raise awareness and share knowledge about green credit and green banking - important sustainability trends. With careful preparation, the VietinBank Contest Team brought to the contest special impressions of VietinBank's sustainable development journey associated with green credit, contributing to strongly spreading the message of green growth and sustainability, green life and green banking... minimizing environmental impacts, making practical contributions to the country's sustainable development goals.

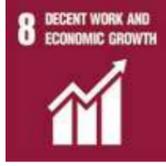


VietinBank Contest Team at the "Green Bank for Green Life" Contest



3 - VIETINBANK CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS (SDGS) OF THE UNITED NATIONS

SDGs	VietinBank contributions
<b>SDG 1: No Poverty</b> 	<ul style="list-style-type: none"> <li>Outstanding credit balance reached VND 1.73 quadrillion, supporting businesses and people to access capital, of which agriculture is one of the priority sectors. Outstanding loans to the agricultural sector reached VND 208 trillion VND, an increase of VND 22 trillion VND (equivalent to 12%) compared to the end of 2023.</li> <li>Continuously in the Top 1,000 enterprises with the largest income tax in Vietnam (V1000) for many years. Actual tax paid to the State Budget in 2024 reached VND 8,976 billion.</li> </ul>
<b>SDG 2: Zero Hunger</b> 	<ul style="list-style-type: none"> <li>Contribute more than 500 billion VND to social security and charity activities.</li> <li>Implement the Yagi storm support package worth VND 31,000 billion.</li> <li>Create jobs and stable income for more than 24,731 employees and workers.</li> <li>Initiate social housing, forestry, fisheries, and rural development loan programs. The GREEN UP package offers preferential interest rates for sustainable projects/plans in many fields, including agriculture.</li> </ul>
<b>SDG 3: Good health and well-being</b> 	<ul style="list-style-type: none"> <li>In 2024, employee expenses were VND 12,987,140 billion, including salaries and allowances payment, salary-based payments/ contributions, subsidies payment and other payments.</li> <li>Ensure health insurance, social insurance, VBI Care health insurance for all employees and workers (~ 24,731 people).</li> <li>Organize periodic health check-ups for all employees and workers and periodic health check-ups for female employees and workers at reputable medical facilities.</li> <li>Organize seminars, talks, training on health, fire prevention, first aid, etc.</li> <li>Contribute more than VND 500 billion to social security activities, including funding the construction of medical facilities, medical supplies, ambulances, etc.</li> <li>Provide financial and payment solutions for the health sector.</li> </ul>
<b>SDG 4: Quality education</b> 	<ul style="list-style-type: none"> <li>Organize 1,096 training classes for employees and workers with 314,506 trainees participating in training. The average number of training sessions is 6.5 days/person.</li> <li>Training NextGen and Hipo Top 500 programs for officials and senior leaders.</li> <li>In particular, in 2024, VietinBank recruited and trained 250 high-quality personnel to serve digital transformation activities.</li> <li>Contribute more than VND 500 billion to social security activities, including funding school construction, including supporting the construction of 16 school buildings, building 3 public housing projects for teachers, awarding many scholarships and supporting education and talent promotion funds for students in difficult circumstances.</li> </ul>
<b>SDG 5: Gender Equality</b> 	<ul style="list-style-type: none"> <li>VietinBank Women's Advancement Committee: Continue to implement the national strategy on gender equality for the period 2021 - 2030; develop a plan to implement gender equality and women's advancement in 2024; disseminate instructions for "Month of action for gender equality and prevention of gender-based violence".</li> <li>Ensure a high proportion of women in management, leadership, employees, and workers: 57.26% of managers are female; 61.75% of employees are female.</li> <li>Do not discriminate against gender in recruitment and treatment; support career development for female staff.</li> <li>Organize additional periodic health check-ups for female staff and implement maternity benefits.</li> </ul>

SDGs	VietinBank contributions
<b>SDG 6: Clean water and sanitation</b> 	<ul style="list-style-type: none"> <li>Total outstanding green credit reached VND 43,000 billion; in which priority is given to funding clean and sustainable water projects.</li> <li>Accompanying the Ministry of Natural Resources and Environment (now the Ministry of Agriculture and Environment) to organize the 2024 Circular Economy Forum to promote circular economy, including water circulation projects.</li> <li>VietinBank's Sustainable Finance Framework and Green Deposit Framework identify "Circular Economy" as one of VietinBank's green financing areas.</li> </ul>
<b>SDG 7: Affordable and clean energy</b> 	<ul style="list-style-type: none"> <li>Green credit balance reached VND 43,000 billion, of which the majority is financed for renewable energy projects (solar power, wind power, etc.).</li> <li>GREEN UP preferential credit package worth VND 5,000 billion for sustainable projects/plans in areas such as: Green energy, green exports (textiles, fabrics, footwear, coffee, rice, wood, seafood), green construction, etc.</li> <li>VietinBank's Sustainable Finance Framework and Green Deposit Framework identify "Green Energy" and "Efficient Energy Use" as 2 of the green financing areas.</li> <li>Promote the use of energy saving and efficiency in HO buildings and branches.</li> <li>In 2024, VietinBank electricity reduced 250Kwh per capital compared to the same period in 2023, equivalent to VND 2.9 billion on a total of nearly 4,000 employees and workers of HO in the year.</li> <li>Pilot installation of rooftop solar power systems for a number of units and branches throughout the system.</li> <li>VietinBank Building at 126 Doi Can, Ba Dinh Ward, Hanoi City was awarded the title "Using Green Energy" in 2024 by the Hanoi Department of Industry and Trade.</li> </ul>
<b>SDG 8: Decent work and economic growth</b> 	<ul style="list-style-type: none"> <li>Prioritize sustainable credit growth, with total outstanding credit reaching over VND 1.73 trillion, focusing on key production and business sectors, contributing to promoting economic development of localities and key industries of the economy.</li> <li>Issue a total value of VND 15,145 billion in bonds to support economic growth through effective capital supply.</li> <li>Implement many preferential credit packages, support programs for corporate and individual customers and priority sectors, helping businesses access capital conveniently, maintain and expand production and business such as: Solutions to overcome the consequences of storm Yagi; preferential loan programs for social housing, worker housing, projects to renovate and rebuild old apartments; preferential loan programs for forestry and fishery sectors; preferential credit programs for priority sectors (rural agriculture, export, supporting industry, high-tech enterprises, SMEs) ...</li> <li>Promote digital transformation, develop modern financial services, increase labor productivity and operational efficiency, thereby actively contributing to national economic growth.</li> </ul>

3 - VIETINBANK CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS (SDGS) OF THE UNITED NATIONS

SDGs	VietinBank contributions
<p><b>SDG 9: Industry, innovation and infrastructure</b></p> 	<ul style="list-style-type: none"> <li>Complete 45 fundamental digital transformation initiatives. Outstanding initiatives include: digiGOLD, online disbursement feature, online guarantee for corporate customers, online disbursement for retail borrowers for production and business.</li> <li>Establish a Digital Factory, apply the Agile method to shorten the time to bring products to customers and quickly collect feedback for continuous improvement.</li> <li>Digital transformation activities have saved more than 1 million working hours/year for the entire system and customers.</li> <li><b>"Infrastructure Project Finance Deal of the Year"</b> award for the second consecutive year at The Asian Banking &amp; Finance Corporate and Investment Banking Awards.</li> </ul>
<p><b>SDG 10: Reduced inequalities</b></p> 	<ul style="list-style-type: none"> <li>In 2024, the total disbursed capital of social policy credit programs reached VND 119.5 trillion with more than 2.3 million poor households, near-poor households and policy beneficiaries borrowing capital. The total outstanding balance of social policy credit reached over VND 367.6 trillion, an increase of 10.8% compared to 2023 with nearly 6.9 million poor households, near-poor households and other policy beneficiaries still having outstanding loans.</li> <li>VietinBank has reduced interest rates 5 times, supported more than 23,000 businesses, and disbursed more than VND 30,000 billion to help hundreds of businesses overcome damage from Typhoon Yagi.</li> <li>Adheretotheprinciples:Publicity,Transparency,Objectivity,Comprehensiveness, Fairness, Equality in human development, ensuring a clear career path and promotion for the staff.</li> </ul>
<p><b>SDG 11: Sustainable cities and communities</b></p> 	<ul style="list-style-type: none"> <li>Preferential loan program for social housing, worker housing, projects to renovate and rebuild old apartments according to Resolution No. 33/NQ-CP with a disbursement scale of the system up to VND 30,000 billion, lending rates from only 6.5%/year (for home buyers) and 7.0%/year (for developers). Preferential interest rate period of 3 years (for developers) and 5 years (for home buyers) when investing/buying houses in social housing projects/worker housing/projects to renovate and rebuild old apartments.</li> <li>For 2 consecutive years, VietinBank has received the Award <b>"Infrastructure Project Financing Deal of the Year"</b> presented by The Asian Banking and Finance (ABF), becoming a pioneer bank in financing large infrastructure projects in Vietnam.</li> <li>In 2024, VietinBank supported the construction of 2,637 housing projects for the poor, community cultural houses, natural disaster prevention, and bridge/road construction to serve rural communities.</li> <li>"Green construction" is one of the green financing areas according to VietinBank's Sustainable Finance Framework, therefore, it enjoys incentives in the GREEN UP Credit Package worth VND 5,000 billion.</li> </ul>
<p><b>SDG 12: Responsible consumption and production</b></p> 	<ul style="list-style-type: none"> <li>Implement the action program of the Government and the Banking Industry on practicing thrift and combating waste, VietinBank saves costs on investment in construction, procurement, use of assets, means of transport, saving and using energy efficiently; digitizing internal management, saving resources, reducing paper use.</li> <li>Prioritize green financing for circular economy projects, responsible consumption and production according to VietinBank's Sustainable Finance Framework.</li> </ul>

SDGs	VietinBank contributions
<p><b>SDG 13: Climate action</b></p> 	<ul style="list-style-type: none"> <li>Green credit balance reached VND 43 trillion, in which VietinBank Sustainable Finance Framework focuses on projects/business plans to help achieve environmental goals, including climate change prevention and adaptation.</li> <li>Environmental/climate risks are integrated into regulations on environmental risk management in VietinBank's credit granting activities.</li> <li>Strong digital transformation to reduce emissions from the Bank's own business activities.</li> <li>Saving and effectively using energy and natural resources in operations.</li> </ul>
<p><b>SDG 14: Life below water</b></p> 	<ul style="list-style-type: none"> <li>Comply with regulations on environmental risk management in VietinBank's credit granting activities.</li> <li>Sustainable agriculture - forestry - fishery projects/plans, Biodiversity conservation are green projects prioritized in VietinBank's Sustainable Finance Framework.</li> </ul>
<p><b>SDG 15: Life on land</b></p> 	
<p><b>SDG 16: Peace, justice and strong institutions</b></p> 	<ul style="list-style-type: none"> <li>Training on anti-money laundering and anti-corruption for employees and workers.</li> <li>No violations of privacy and customer data are recorded.</li> <li>Strictly comply with legal regulations and business ethics.</li> <li>Implement internal legal awareness programs.</li> <li>Ensure a transparent and fair working environment.</li> <li>Transparent disclosure according to regulations.</li> </ul>
<p><b>SDG 17: Partnerships for the Goals</b></p> 	<ul style="list-style-type: none"> <li>Strengthen exchanges and cooperation with domestic and international organizations to promote sustainable finance.</li> <li>Actively participate in developing the JETP Resource Mobilization Plan and provide recommendations on related documents and guidelines.</li> <li>Organize and participate in events, programs, training seminars and workshops related to ESG - sustainability - climate change issues.</li> </ul>



→ VIETINBANK - SUSTAINABILITY REPORT

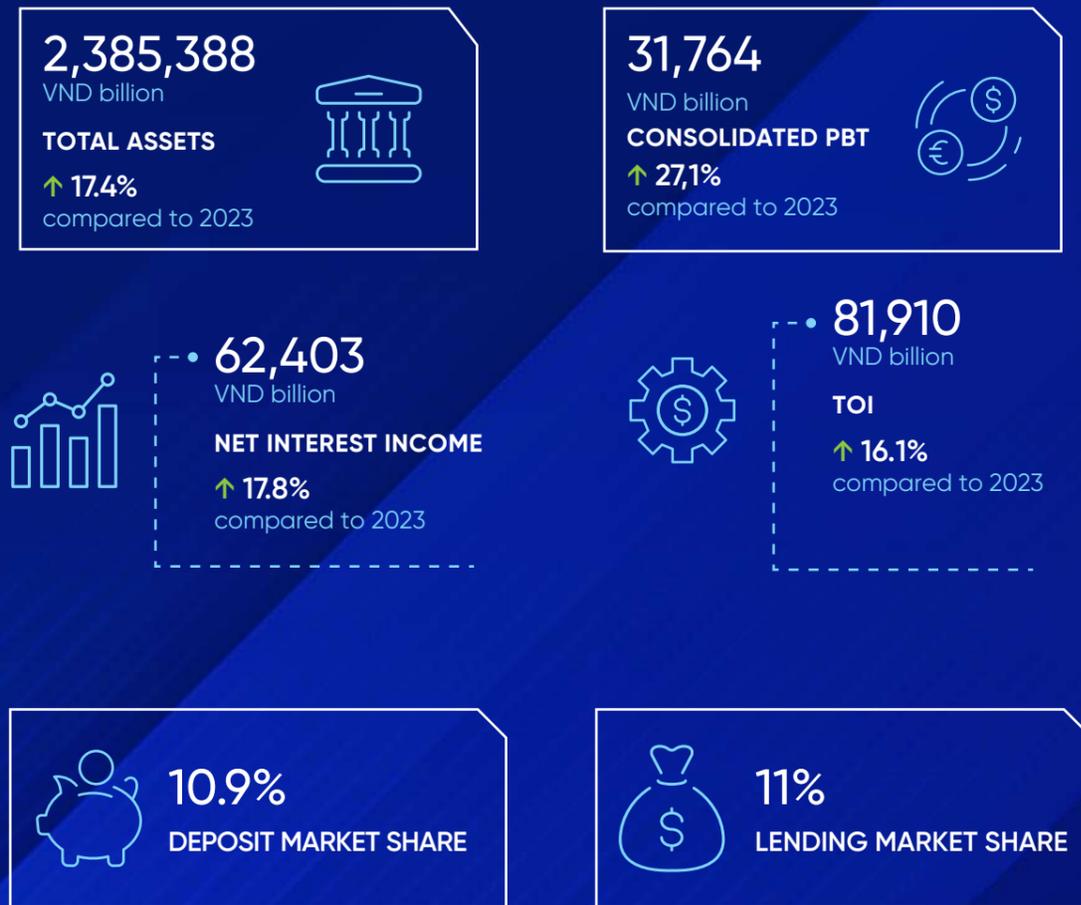
**PART 3**

**PILLAR E - ECONOMICAL**

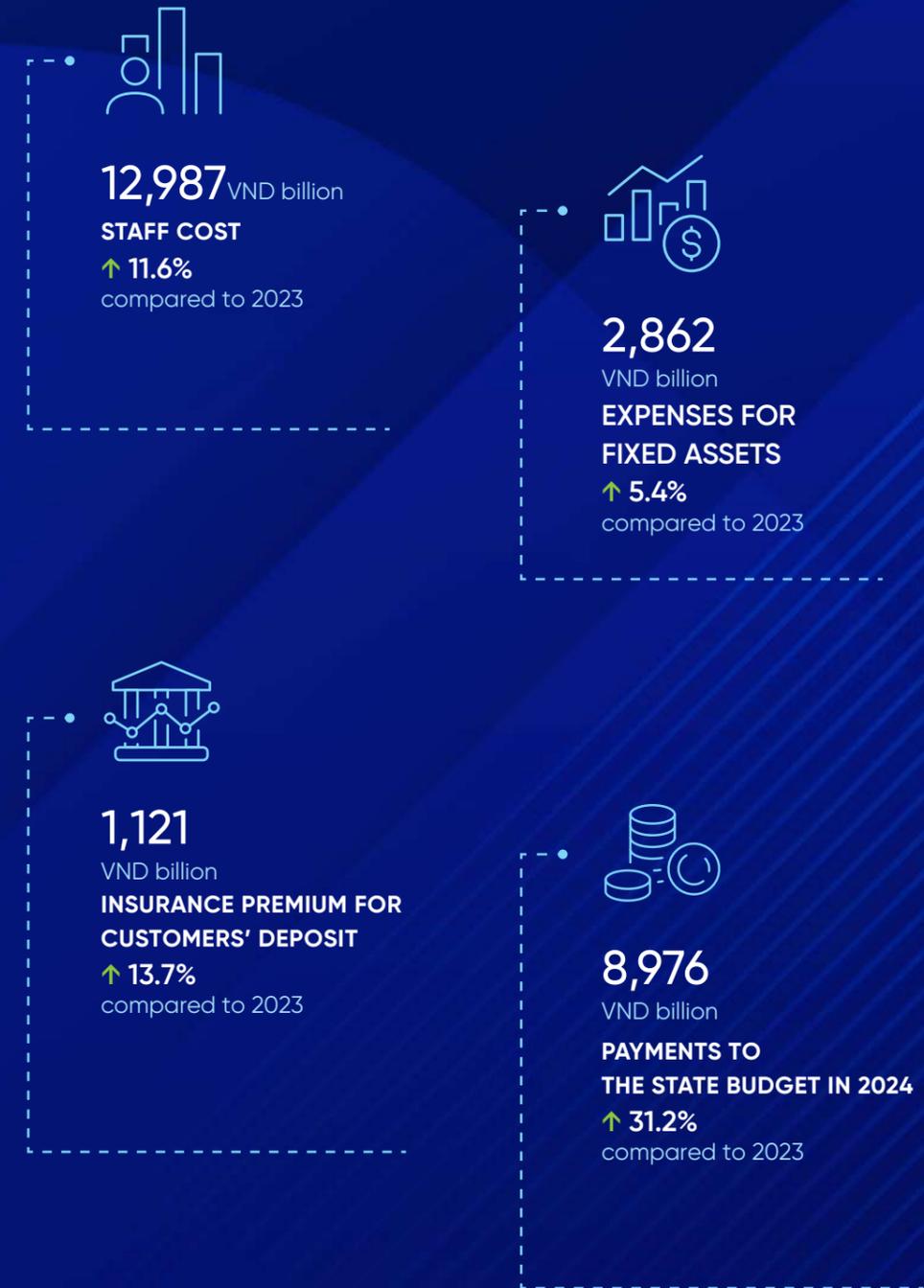
- 1 DIRECT ECONOMIC IMPACTS
- 2 INDIRECT ECONOMIC IMPACTS
- 3 A LEADING CONTRIBUTOR TO THE STATE BUDGET
- 4 SUSTAINABLE PROCUREMENT

In the context of the world economy having just experienced a year with many uncertainties and unpredictable fluctuations, the Vietnamese economy has maintained a steady recovery momentum and continued to record positive growth results. GDP growth rate reached 7.09%; all sectors of the economy have improved, production and business activities have changed positively, regaining growth momentum as in the period before the COVID-19 pandemic. Implementing the policies of the Government and the SBV, VietinBank has drastically, synchronously and effectively implemented many solutions, thanks to which VietinBank's business activities in 2024 have achieved many outstanding results, achieving and exceeding the targets assigned by the GMS and the SBV.

## Direct economic value generated



## Direct economic value distributed



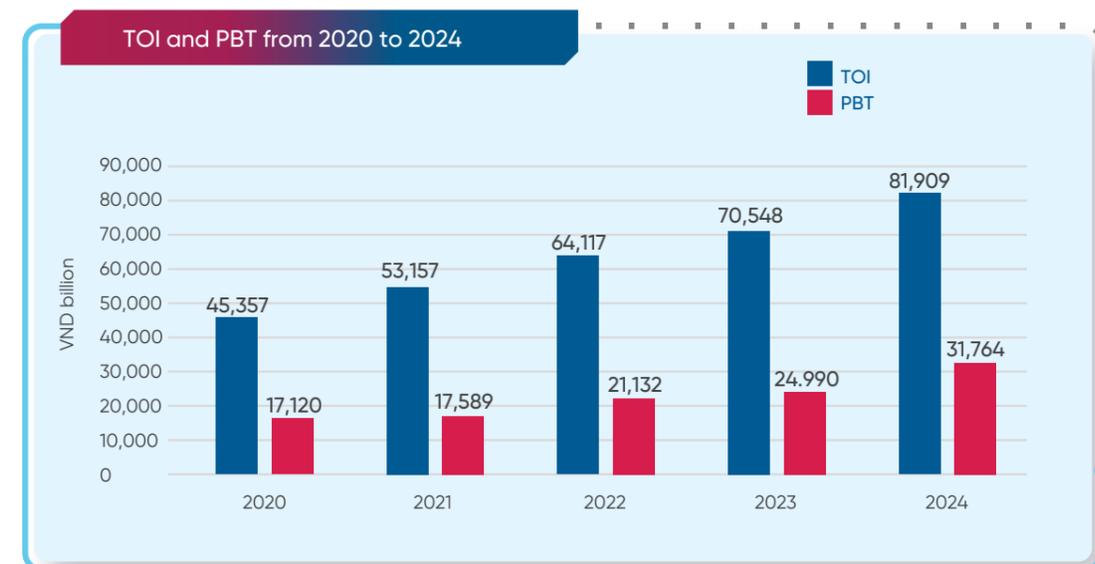
1 - DIRECT ECONOMIC IMPACTS

**BUSINESS PERFORMANCE RECORDED POSITIVE MOMENTUM IN ALL AREAS.**

With the effort to deploy a set of flexible business solutions, constantly create innovative products and services and business methods, upgrade service quality and promote IT platforms and digital ecosystems, VietinBank continues to record impressive business growth results, with mobilization and lending activities maintained at stable growth rates. In addition, safety indicators, NPL and overdue debt ratio are gradually improved towards safety and resilience.

- » **Selective and efficient credit growth:** Consolidated credit outstanding balance was VND 1.73 quadrillion, up by 16.8% yoy; credit growth rate remained steady from the beginning of the year and higher than the Banking Industry's average (15.08%).
- » **Effective funding growth and optimal funding structure:** The consolidated mobilized funding was nearly VND 1.76 quadrillion, up by 15.2% compared to 2023. Notably, CASA deposits of VietinBank continue on a strong growth curve, reaching a volume of nearly VND 400 trillion, one of the top 3 CASA acquirers in Vietnam. CASA ratio out of the total mobilized funding was 24.8% which represents a remarkable improvement versus end of 2023's (22.5%). This is supporting very well in controlling VietinBank costs of funds.
- » **Sharp growth of TOI, the best performance in the banking sector:** TOI was VND 81.9 trillion, up by 16.1% yoy, also the best bank's income.
- » At the end of 2024, VietinBank's profit before provisions was VND 59.4 trillion or an increase by 18.5% yoy, recording the peak ever in VietinBank's history and the best performance in the Banking Sector. Consolidated PBT was VND 31.8 trillion, up by 27.1% yoy. Separate PBT was VND 30.4 trillion, up by 25.5% yoy, achieving 115% of the GMS-assigned target, enabling a strong financial base for VietinBank to play the role as a systematically important State-owned bank of the economy and make sizable contribution to the State budget revenue and the country's socio-economic development.

- » **For retail activities,** the Bank operates business activities appropriately, adapting and keeping pace with the market, continuously implementing flexible solutions and sales campaigns that attract the attention of a large number of customers. By the end of 2024, total income from retail activities reached VND 27.7 trillion, up by 5.7% compared to 2023. The Bank prioritizes selective and sustainable credit growth with highly effective products on the basis of flexibly implementing competitive credit packages, meeting the needs of each potential customer segment/location. At the same time, VietinBank focuses on developing CASA and shifting short-term deposits to control capital costs.
- » **For corporate banking activities,** VietinBank is a pioneer in implementing support policies of the Government and the SBV, actively providing financing for priority areas. The Bank expands cooperation with many large corporations and FDI customers in China, Singapore, Thailand, Korea, etc., while strengthening relationships with existing customers and expanding potential segments. In particular, in 2024, fee growth and FX trading are bright spots in the growth picture of the corporate banking segment. By the end of 2024, total corporate banking income touched VND 31.5 trillion.
- » **For treasury and capital market activities,** VietinBank is always proactive in assessing and seizing market opportunities, developing flexible and adaptive business strategies to optimize treasury profitability, control risks well; making capital trading activities one of the key drivers to increase profits from non-credit activities and increase non-interest income. The Bank continues to develop capital mobilization and credit activities for financial customers. At the same time, VietinBank takes advantage of fixed-income instruments such as: certificates of deposit, bonds to ensure medium and long-term capital needs to serve credit growth and meet operational safety ratios as prescribed by the SBV.
- » **For digital banking activities,** VietinBank focuses on applying modern technology to 2 applications: VietinBank iPay for individual customers and VietinBank eFAST for corporate customers. With more than 150 features and utilities integrated to help users enjoy the fullest and most optimal life according to the "All in one" criteria, connecting to more than 2,400 suppliers, fully meeting customer needs - "Thousands of features, hundreds of utilities", VietinBank iPay Mobile has more than 9 million corporate customers using it as of December 31, 2024. Meanwhile, VietinBank eFAST - "digital financial assistant" with more than 130 features has also attracted the trust and use of 266 thousand corporate customers.



In particular, VietinBank's business performance recorded positive results in all key business segments, reflecting the strategy of expanding and diversifying revenue sources and improving profitability in the context of fierce competition in the banking industry.

**PROMOTING THE VALUE OF A DIVERSE AND COMPREHENSIVE FINANCIAL ECOSYSTEM**

With the goal of becoming one of the leading modern multi-functional banks in Vietnam, while more clearly implementing the bank's mission of serving the country, VietinBank is proud to have a comprehensive financial ecosystem in all fields including securities, insurance, fund management, financial leasing, etc., thereby enhancing its competitive position, bringing added value to the community, partners, customers, employees and stakeholders. The completion of the financial ecosystem combined with a drastic implementation of the digital business strategy contributes to improving service quality and value chain, bringing customers seamless experiences with convenient, modern and high-tech products and services.

In 2024, thanks to a systematic business strategy, subsidiaries and affiliates in VietinBank system all recorded positive operating results. All companies operated profitably, thereby contributing effectively to the overall results of the whole chain.

Based on the goal of meeting customer needs comprehensively, VietinBank has planned a strategy to exploit the ecosystem of subsidiaries and capital recipient units, providing diverse products and services to customers. The Bank has established and operated the Capital Contribution Management Committee to promptly identify and remove difficulties and obstacles in cross-selling activities; change methods, promote effective exploitation of the ecosystem and cross-selling activities through enhancing coordination between segments, between divisions, branches and subsidiaries in the overall system. Total cross-selling profit of the VietinBank ecosystem increased by 150% compared to 2023; the proportion of cross-selling activities of the ecosystem accounted for 26% of total PBT of subsidiaries.

## 1 - DIRECT ECONOMIC IMPACTS

In order to promote cross-selling activities, many financial products and services of subsidiaries in VietinBank system have been deployed on VietinBank iPay Mobile application such as VBI's insurance products. In 2024, VietinBank pioneered the launch of digiGOLD application to meet the maximum demand for physical gold transactions on VietinBank iPay Mobile of customers. The bank also cooperates with VietinBank Securities Joint Stock Company, VinaCapital to connect the system providing VinaCapital Open-end Fund solutions on VietinBank iPay Mobile. This is the first step in the overall plan to create an "All in One" ecosystem with diverse and specialized investment products to meet all investment needs and risk appetite of customers on VietinBank iPay Mobile.

In the coming time, on the basis of a strongly invested technology platform, VietinBank will expand cross-selling products in a diverse business ecosystem, aiming to provide comprehensive - convenient - friendly financial solution packages and services, aiming to bring the best experience to customers.

#### ACCELERATE THE JOURNEY OF STRONG DIGITAL TRANSFORMATION

VietinBank's digital transformation program is considered the third focus of VietinBank after the organizational structure projects and the development of HR strategy in 2014, and the transfer of the CoreBanking system in 2017. Digital transformation is one of VietinBank's key goals in the period of 2024 - 2028, which will be a great revolution, not only changing technology and products and services; but also organizational model, culture, ideology, thinking, new and creative ways of doing things, bringing high efficiency to VietinBank.

108 initiatives are designed based on 4 main pillars: Digitalization, technology, data and organizational model; including breakthrough initiatives (Change The Bank) and initiatives to promote business activities (Run The Bank). This digital transformation program is a strong affirmation of VietinBank's commitment to contributing to the development of Vietnam's digital economy and digital society.

In 2024, 45 initiatives within the framework of the comprehensive Digital Transformation Program named X01 were prioritized for implementation according to the Agile or Waterfall model, contributing to business performance with positive sales, conversion rates, and exploitation rates. Outstanding initiatives have brought impressive results, such as launching digital products: digiGOLD, online disbursement feature, online guarantee for corporate customers, online disbursement of production and business loans for retail customers. These products not only optimize processes, reduce procedures and processing time; but also enhance convenience for customers, minimize risks and increase labor productivity for VietinBank's staff. At the same time, the digital transformation journey also contributes to creating a new, dynamic and modern appearance for VietinBank for customers.

2025 is determined to be the acceleration phase on the journey of comprehensive digital transformation. The main orientations in 2025 are built on the foundation of previous successes; at the same time, set goals for VietinBank's digital maturity level. The main directions in the implementation plan in 2025 are:

- » Continue to promote the digitalization of products and services, exploit the power of data to capture customer portraits, suggest sales, reduce customer churn rate...
- » Implement initiative groups for a qualitative shift: Strengthen technology strength, platform systems, establish Data and Artificial Intelligence Division, improve team capacity (establish centers of excellence), streamline organizational models, change sales and service delivery models...
- » Improve the level of maturity in digital transformation through establishing and managing KPI/OKR indicators in a scientific and transparent manner.
- » Focus more on factors such as customer experience (CX), business process re-engineering (BPR).
- » Continue expanding teams to adopt Agile practices, foster a culture of innovation, promote a spirit of continuous improvement with a customer-centric focus, and shorten development cycles to bring products to market in the shortest possible time.

With a clear-cut strategy and determination, VietinBank is looking forward to a prosperous 2025, ready to make a breakthrough on the journey of comprehensive digital transformation.

## 2 - INDIRECT ECONOMIC IMPACTS

In addition to the business development goal, VietinBank always focuses on promoting the participation of other economic sectors in society, thereby contributing to the overall development of the locality, community and the country. Specifically, VietinBank has implemented:

- » Support sustainability projects through green credit, develop preferential credit policies for customers with production and business plans and projects that meet green growth goals in the context of increasing demand for "green" products and products that meet environmental protection conditions.
- » Create jobs for local workers in the areas where VietinBank has branches and transaction offices. Currently, the Bank's network has spread across 63 provinces/cities across the country with 953 transaction offices.
- » Reinvest back into the economy through investment in government bonds. As of December 31, 2024, investment in government bonds is about VND 80.3 trillion. Long-term investment in government bonds affirms VietinBank's efforts to contribute to the community through indirect financing of public welfare projects, public investment projects to develop infrastructure, develop the economy, and support national poverty reduction.
- » In the process of selecting suppliers of goods and services, VietinBank always prioritizes choosing domestic suppliers with a ratio of about 98% of total spending on domestic and foreign suppliers to support the domestic economy and society, ensuring sustainable procurement.
- » The Bank is always proactive and active in implementing the policies of the Party, State, Government and Banking Industry in social security work, contributing to hunger eradication, poverty reduction, improving and enhancing the material and spiritual life of people in disadvantaged localities with many practical and meaningful programs.
- » VietinBank continues to implement credit policies to support the country's economic development, especially in priority areas according to the orientation of the Government and the SBV. The Bank has implemented lending programs to promote production, business, consumption of enterprises and people; at the same time supporting strategic sectors and fields of the economy.

## 3 - A LEADING CONTRIBUTOR TO THE STATE BUDGET

As a pillar bank in the financial system, VietinBank always seriously and fully fulfills its tax obligations and payments to the State Budget as required by the management agency, thereby demonstrating the business efficiency and corporate social responsibility. Information on compliance with tax regulations and tax policies applied at VietinBank is presented in detail in the reviewed quarterly and audited annual FS, ensuring information transparency and comprehensiveness. Activities related to tax obligations at VietinBank are assigned to the Financial Accounting Department under the Finance Division for management. During its operations, VietinBank continuously updates new tax regulations and policies for timely adjustments.

For many consecutive years, VietinBank has always been in the Top 1,000 enterprises with the largest income tax in Vietnam (V1000). This is a recognition of VietinBank's contribution to the National Budget, and at the same time encourages the Bank to continue to contribute more to the country's prosperous development.

In 2024, the total actual tax paid in the year will reach **VND 8,976 billion**, recording **an increase of 31.2%** compared to 2023, continuing to be in the Top 10 Enterprises with the highest State Budget contributors.



## 4 - SUSTAINABLE PROCUREMENT

In the process of selecting suppliers of goods and services, VietinBank always complies with internal regulations, screens the application of current legal regulations in the field of bidding to select appropriate suppliers with cost savings and the best products and services for the system. Accordingly, suppliers are selected by VietinBank based on the following criteria:

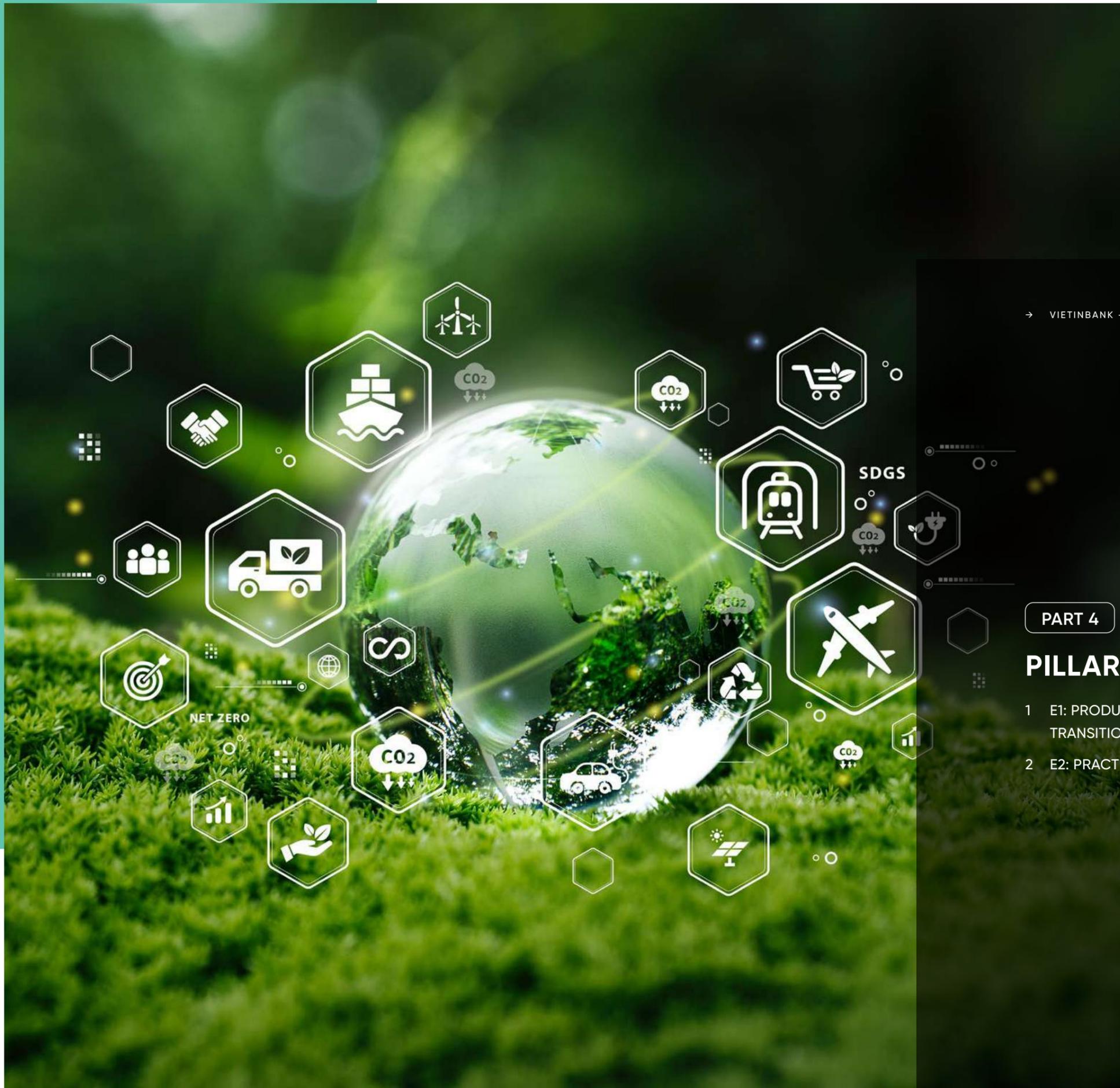
- » Ensure legal requirements, business ethics, ensure no violation of the law, not on the list of organizations and individuals prohibited from participating in bidding activities.
- » Ensure not on the embargo list, warning list according to regulations on anti-money laundering.
- » Ensure competitiveness in bidding, no conflict of interest.
- » Ensure requirements for information security, information safety, user data protection according to regulations of law and training on information security when providing goods and services to VietinBank.
- » Ensure factors related to the working environment and certification of goods and services such as: Quality assurance certificate; environmental management system, labor safety and occupational health; working conditions and policies related to human rights, anti-discrimination.

In addition to selecting suppliers according to the above orientation, VietinBank always reviews the current status of assets, compares purchase registrations between departments to ensure that purchases are economical, avoiding overlap and duplication; prioritizes the use of new technologies to optimize procurement, save costs and increase the use of environmentally friendly products and services. To meet these requirements, VietinBank focuses on implementing the following measures:

- » Establish equipment quota to avoid pervasive, unsynchronized procurement and inefficient use.
- » Apply bulk purchasing or long-term contracts to optimize costs and reduce the occurrence of small orders that waste HR and time.
- » Pilot the application of digital signatures in procurement activities to save time and costs of stationery and ink.
- » Promote digitalization and digital transformation to increase the efficiency of procurement, ensuring integration with domestic and international enterprises.
- » Prioritize the use of assets that have expired their prescribed depreciation period but are still usable; focus on regular maintenance of machinery and equipment to extend their lifespan to reduce the need for new purchases, saving costs and resources.

Implementing the campaign "Vietnamese people prioritize using Vietnamese goods", in 2024, VietinBank has prioritized choosing domestic suppliers with a ratio of about 98% of total spending on domestic and foreign suppliers to support the domestic economy and society, ensuring sustainable procurement.





PART 4

**PILLAR E – ENVIRONMENTAL**

- 1 E1: PRODUCTS OF GREEN FINANCE AND POWERING ENERGY TRANSITION
- 2 E2: PRACTICES IN ENERGY SAVING AND ENERGY EFFICIENCY

1 - E1: PRODUCTS OF GREEN FINANCE AND POWERING ENERGY TRANSITION

Following Vietnam's strong commitment to a carbon neutral roadmap, aiming for Net-zero target by 2050 at the 26th United Nations Climate Change Conference held in 2021 (COP26), the Vietnamese Government is actively developing an action plan and initially implementing pivotal actions for this goal. In order to contribute to realizing Vietnam's commitment at COP26, VietinBank has actively contributed initiatives for sustainable development through participating in financing green projects and contributing opinions to documents of State agencies related to these fields.

• **Funding situation**

As of December 31, 2024, VietinBank's green project financing ratio accounted for 2.5% of total outstanding credit. Nearly 900 customers in 6 main sectors have signed credit contracts in sustainable development fields equivalent to the following sustainable development targets:

INDUSTRY GROUP	SUSTAINABLE DEVELOPMENT GOALS
Renewable energy/clean energy	7 AFFORDABLE AND CLEAN ENERGY, 13 CLIMATE ACTION
Green Industry	9 INDUSTRY INNOVATION AND INFRASTRUCTURE
Recycle/use resources	12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 15 LIFE ON LAND, 14 LIFE BELOW WATER, 13 CLIMATE ACTION
Waste Treatment and Pollution Prevention	12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION
Sustainable Water Management in Urban/Rural Areas	6 CLEAN WATER AND SANITATION, 13 CLIMATE ACTION
Sustainable forestry	15 LIFE ON LAND, 13 CLIMATE ACTION



• **GREEN UP preferential credit package**

Desiring to become a strong financial support for businesses with sustainable development goals, during the period from January 5, 2024, VietinBank allocates VND 5,000 billion to provide preferential funding for plans and projects that bring environmental and social benefits in areas such as: green energy, green exports (textiles, fabrics, footwear, coffee, rice, wood, and seafood), green buildings... Corporate customers of all sizes and meeting sustainable development standards such as: GRS Global recycled standard certification, OEKO Standard, Fair Trade Certification, USDA Organic Standard, VFCS Sustainable Forest Management Certification, EDGE Gold Green Building Certification... are eligible to be granted the GREEN UP Green Finance Package.

In addition to allocating green credit, VietinBank also exempts and reduces up to 100% of many types of fees, supporting businesses to reduce costs and focus on sustainable development. Specifically, green businesses are given beautiful account numbers, 100% exemption of account maintenance fees, VietinBank eFAST service fees, ERP connection fees, up to 100% reduction of VND money transfer services at the counter, incoming foreign currency transfers, up to 50% reduction of outgoing foreign currency money transfer service fees, cross-border payment transfers, etc. The maximum preferential interest rate and fee period is up to 24 months.

• **Green Deposit Product**

Sustainable development is one of VietinBank's key strategies and the Bank has continuously developed green financial solutions and services to meet the sustainable development needs of businesses. In 2024, VietinBank launched the Green Deposit product, adding a breakthrough product to the list of sustainable financial products and services currently provided to customers.

The Green Deposit product was launched to mobilize sustainable fund for projects that benefit the community, society and the environment according to VietinBank's Green Deposit Framework. Accordingly, the Green Deposit product includes term deposits and demand deposits, applicable to VND, USD and EUR currencies. Depositing enterprises will be granted a Green Certificate, thereby increasing the ability of borrowing enterprises to access green finance from the Bank.

By adding the Green Deposit product to the list of comprehensive financial solutions, VietinBank hopes to create a place for businesses with the same orientation of sustainable development, thereby maximizing financial resources to serve projects that benefit the community and society. In addition, VietinBank also provides Green Deposit Certificates as a form of honoring the cooperation of corporate customers in creating a stable source of funding for sustainable development projects.



VietinBank's GREEN UP and Green Deposit products

## 1 - E1: PRODUCTS OF GREEN FINANCE AND POWERING ENERGY TRANSITION

**Activities of green capital market according to the guidelines of the SSC**

The green capital market in Vietnam is in its early stages of development but has received significant attention from the Government, domestic and international FIs, as well as the business community. As a pillar of the economy, VietinBank is well aware of the importance of mobilizing financial resources and sustainable financing mechanisms in the global effort to combat climate change, establishing a specific action plan to integrate sustainability goals into business operations. In the context of climate change and the increasingly urgent need for sustainable development, green finance is considered an important tool to promote environmentally friendly projects, while contributing to sustainable economic growth. Through capital market tools, VietinBank has been gradually supporting customers to access funding for sustainable development projects, bringing social and environmental benefits, reducing greenhouse gas emissions (CO<sub>2</sub>) and promoting the circular economy, towards the goal of Net-zero by 2050.

For sustainable development practices, VietinBank has increased cooperation and regularly exchanged experiences with major partners in the field of mobilizing green finance such as: Asian Development Bank (ADB), International Finance Corporation (IFC), French Development Agency (AFD), PwC Consulting Company... to receive funding resources, technical support, management capacity and banking products development to serve the finance needs for green projects of businesses. VietinBank is also the Bank selected to participate in ADB's technical assistance project to improve green banking capacity and develop capital market products.

In addition, VietinBank has also focused on training activities to raise awareness and develop the capacity to build green financial solutions for its staff. In the past, VietinBank has sent staff to participate in training courses and seminars organized by the SBV in coordination with consulting units such as: Workshop on ESG practices in the Vietnamese Financial Services Industry; Green Finance training course organized by the Vietnam Banks Association in March 2024; Training course on building an environmental and social risk management system in credit granting activities organized by the SBV in April 2024. Internationally, VietinBank has also actively participated in seminars, training programs, and shared experiences on ESG-related issues conducted by international organizations such as: Workshop on sustainable finance organized by ADB (May 2023); Workshop on Promoting Green Finance and Sustainable Finance through Capital Market Solutions (ADB - August 2023); Workshop on Introducing Classification Systems, Expanding Climate Finance and Inclusive Finance (ADB - September 2024); Training Course on Sustainable Bonds organized by the International Capital Market Association (ICMA) and the Japan Securities and Exchange Agency (JSDA) in collaboration with BNP Paribas Bank on November 21 - 22, 2024 (online).

To create the necessary foundation for the development of green and sustainable finance instruments, VietinBank has developed a Sustainable Finance Framework, providing specific guidelines for fund mobilization, financing and capital management for a portfolio of green and social projects. In 2024, in addition to the VND 5,000 billion Green Credit of GREEN UP Package for projects that bring environmental and social benefits and the Green Deposit product to mobilize sustainable financing, VietinBank is also continuing to research to develop new products and services such as: Green bonds, sustainable loans, ESG roadmap consulting... Based on the assessment of market demand as well as the desire to establish a source of sustainable financial mobilization, VietinBank has conducted preliminary studies to assess the possibility of issuing green bonds and is preparing the necessary conditions. The implementation of the green bond issuance plan depends on the time when market conditions are favorable and the Bank's goal of improving its position in the green financial market.

Although the green capital market in Vietnam has only developed in recent years, it is gradually becoming an important fund mobilization channel for the economy, especially when the trend of focusing on the sustainable factor of business activities is becoming increasingly clear globally. With appropriate policies from management agencies and active participation from stakeholders, including the important role of banks as financing channels, VietinBank believes that this market has the potential to become one of the important tools to lead the Bank's journey towards sustainable development.



2 - E2: PRACTICES IN ENERGY SAVING AND ENERGY EFFICIENCY

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.

VietinBank also researched green building ranking criteria to consider its application at VietinBank's workplaces towards efficient and sustainable energy use. In 2024, the VietinBank building at 126 Doi Can, Ba Dinh District, Hanoi was awarded the title "Green Energy Use" in 2024 by the Hanoi Department of Industry and Trade. This title recognizes facilities and works using green energy according to the criteria of energy saving and efficiency in industrial production and construction works in Hanoi.



• **Regarding construction and investment**

In management of 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 the assessment of 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. In 2024, the assessment of network's performance has been improved through the implementation of a scoring program to assess the effectiveness of transaction offices, helping to: **(i)** Automatically review and assess the effectiveness of transaction offices periodically; **(ii)** Branches can proactively extract reports to update the performance of transaction offices. The scoring program helps save time in reviewing and assessing the effectiveness of the network than before.

In parallel with improving the efficiency of the organizational apparatus and network, VietinBank synchronously deploys solutions to control HR throughout the Bank, control the ratio of manager-level labor, innovate the quality of HR, and increase 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, in order to reduce time, transaction costs and increase CX



## 2 - E2: PRACTICES IN ENERGY SAVING AND ENERGY EFFICIENCY



VietinBank Building at 126 Doi Can received the "Green Energy Usage" Title in 2024

As a result, VietinBank has made positive progress in practicing savings and anti-waste in 2024, 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. As a result, the average power savings is 250Kwh per capita compared to 2023, equivalent to **VND 2.9 billion** calculated on a total of nearly 4,000 employees of HO during the year.
- In 2024, VietinBank has bid for 49 projects with a total savings value through bidding of VND 1,637 million. The total savings value from appraisal and approval of the total estimate to final settlement of the project is **VND 2,253 million**.
- In 2024, VietinBank's HR size only increased by **0.72%** compared to 2023, focusing on increasing and recruiting personnel for digital transformation activities, personnel in direct business operations, and core banking. At the same time, the Bank also cut **6%** of the intermediary management leaders of units in the entire system.

- Total labor productivity in 2024 (based on average operating income per capita in 2024) improved with a double-digit growth rate (**around 15%**) compared to 2023.
- In 2024, VietinBank piloted rooftop solar power systems for a number of units and branches across the system, thereby contributing to the conservation of the country's primary energy resources, reducing greenhouse gas emissions, protecting the environment and responding to global climate change.
- Thanks to the above cost-savings and effective cost management practices, **2024 VietinBank cumulative CIR ratio in 2024 reached 27.5%**, down 1.4% compared to 2023 and **was among the banks with the lowest CIR ratio**.

#### 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 (now the Ministry of Agriculture 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. 04/2023/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 (now the Ministry of Internal 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 fines for non-compliance with environmental laws and regulations: **None**.



→ VIETINBANK - SUSTAINABILITY REPORT

PART 5

## PILLAR 5 - SOCIAL

- 1 S1: JOINING HANDS TO SUPPORT COMMUNITY AND SOCIETY
- 2 S2: INCLUSIVE FINANCE
- 3 S3: HR DEVELOPMENT AND GENDER EQUALITY

## 1 - S1: JOINING HANDS TO SUPPORT COMMUNITY AND SOCIETY

With the motto of safe, sustainable development and social responsibility; in recent years, in addition to striving to excellently complete main tasks of monetary, credit and bank services assigned by the Party, Government and the Banking Sector, VietinBank has actively coordinated with ministries, agencies and local authorities to effectively implement social welfare activities. This aims to contribute to poverty reduction, improve and enhance the material and spiritual lives of people in some economically disadvantaged localities, and participate in various national welfare programs.

**SOCIAL WELFARE ACTIVITIES FROM ESTABLISHMENT UNTIL THE END OF 2024**

By the end of 2024, VietinBank has joined social welfare activities totaling over VND 9,300 billion to build over 49,000 homes for the impoverished and policy beneficiaries; over 1,000 rural bridges and roads; 19 clean water projects and freshwater reservoirs; 7 in-field irrigation canal systems; 91 community cultural centers and shelters in case of natural disaster; and sponsored 3,158 breeding buffaloes and cows for peasant farmers to develop agriculture.

**With the Education and Training Sector**, VietinBank has supported the construction of 777 school buildings, nearly 500 classrooms and dormitories for boarding and day-boarding students; donated tens of thousands of floating backpacks to children in riverine areas; awarded scholarships and educational equipment; and supported various study encouragement and talent promotion funds in many localities.

**With healthcare sponsorship sector**, VietinBank has allocated funds to support the construction of 143 medical stations; upgraded and expanded 6 hospitals, 1 polyclinic and 1 medical vocational school; 2 housing complexes for patients' families; donated 353 ambulances, specialized blood donation vehicles and 7-seater vehicles for rotation of medical staff to grassroots facilities (under Scheme 1816 of the Ministry of Health). At the same time, the Bank sponsored much modern medical equipment and supplies for hospitals from central to local levels to help improve the infrastructure for medical examination, treatment and healthcare for the people. During the COVID-19 pandemic outbreak, VietinBank allocated significant funds to support hospitals and localities in COVID-19 prevention and control: Ventilators, rapid test kits, masks, disinfectants, etc.

**Implementing gratitude and appreciation activities** for heroic martyrs, policy beneficiary families, and those who contributed to the revolution, VietinBank has taken on the lifelong care and support of nearly 300 heroic Vietnamese Mothers; regularly visits and provides allowances to severely wounded soldiers undergoing treatment and nursing centers for wounded soldiers; renovated and upgraded dozens of martyrs' cemeteries, temples memorial houses and monuments to heroic martyrs nationwide.

**For other sponsorships**, VietinBank has also allocated funds for victims of agent orange, disabled children and supported typhoons, flood relief efforts, etc.

With these positive contributions to social welfare and gratitude activities, VietinBank has been honored to receive Certificates of the Prime Minister, and Ministry of Labor, Invalids and Social Affairs (currently the Ministry of Home Affairs); the Ministry of Health, the Ministry of Education and Training, the Vietnam General Confederation of Labor, the Ministry of Planning and Investment (currently the Ministry of Finance), etc. and many provinces and cities have recognized VietinBank's effective contributions.

Those efforts of VietinBank over the past years arguably brought certain successes in contributing to the successful implementation of major policies of the Party, Government and the Banking sector regarding poverty reduction and gratitude. Many poor districts and communes, after VietinBank's support, have witnessed their appearance upgraded, and the material, cultural and spiritual lives of poor households and localities have significantly improved and enhanced. People have homes, better healthcare conditions, safe and convenient transportation, children have good, spacious and sustainable school facilities for playing and studying; people who suffered from natural disasters, floods and the COVID-19 pandemic have also quickly stabilized their lives and continued to labor and development production and business.



## 2 - S2: INCLUSIVE FINANCE

## DIGITAL FEATURES FOR CUSTOMERS

With the operating philosophy of "Customer-centric", VietinBank always wants to bring customers cutting-edge technologies and outstanding experiences from the awareness stage to the purchase and after-purchase care stage. Throughout the years, VietinBank has constantly innovated and created in customer support and assistance. Digitalized products and services, priority customer care policies and product packages suitable for each customer group have brought about positive results, helping VietinBank maintain sustainable development and contribute to the development of the economy in the digital transformation process according to the direction of the Government and the SBV. VietinBank has proactively applied digital technology to its products and services to optimize customer experience, reduce operating time for branch employees, improve labor productivity and business efficiency. A number of products with high digital content have been deployed and received positive feedback from customers.

- » The Online Disbursement feature for production and business loans - a new feature on the VietinBank iPay Mobile application with utilities that are favored by many customers has been deployed since August 01, 2024. With this new feature, borrowers for production and business can sit anywhere, conduct 100% online on VietinBank iPay Mobile to borrow money with a limit of up to VND 500 million/day, sign digitally without having to complete hard copies of documents and receive money immediately. By the end of December 31, 2024, this feature recorded more than 20,300 thousand successful online disbursements with disbursement turnover reaching VND 5.5 trillion. Along with other features such as: Online unsecured loans, online credit card spending transaction installment registration... continuously launched in recent times, it has contributed to increasing CX and satisfaction.
- » digiGOLD was launched on September 10, 2024 to meet the maximum demand for physical gold transactions on VietinBank iPay Mobile of customers. As of December 31, 2024, digiGOLD had 71,444 registered customers, the total number of gold purchases on digiGOLD reached 15,028 transactions (including: 12,706 transactions to buy gold bars, 2,322 transactions to buy other gold products of VietinBank Gold and Jewellery Trading Company Ltd), the total transaction turnover on digiGOLD reached 1,114 billion VND (including VND 1,073 billion turnover of 12,706 SJC gold bars and VND 41 billion turnover from 491.4 other gold tael of VietinBank Gold and Jewellery Trading Company Ltd).



VietinBank launched digiGOLD feature

- » **FLEXI deposit certificates:** In order to position the value of liquidity and optimal profit in the short term, FLEXI deposit certificates have attracted nearly 200 customers with a turnover of nearly VND 500 billion. In 2025, VietinBank will continue to focus on innovation to allow customers to initiate and transact digitally through VietinBank iPay Mobile platform, bringing effective profit rates while maintaining the highest liquidity and convenience.



FLEXI deposit certificates

- » **VinaCapital Fund Certificates:** Together with VietinBank Securities Joint Stock Company, the partner VinaCapital, VietinBank connects the system to provide VinaCapital Open-End Fund solutions on VietinBank iPay Mobile. This is the first step in the overall plan to create an "All in One" ecosystem with diverse and specialized investment products to meet all investment needs and risk appetite of customers on VietinBank iPay Mobile. The total value of assets under management (AUM) of VinaCapital funds of VietinBank customers through the connection reached about VND 18.7 billion with more than 600 investors successfully transacting (3,020 transactions) and more than 1,000 investors opening accounts after 5 months of implementation (from July 30, 2024).
- » VietinBank is cooperating with 30 Fintech/payment intermediaries to deploy online Payment services, link e-wallet top up/withdrawal, manage sales cash flow, etc., supporting customers with payments accounts/debit cards at VietinBank to use the utilities and features on VietinBank as well as Fintech/payment intermediary partners. In particular, for e-wallet top-up/withdrawal linkage services, VietinBank cooperates with almost all e-wallet providers in the market such as: MoMo, Zalo, Shopee, VNPAY, VNPT, Viettel, etc., with an average annual e-wallet top-up volume from payment accounts/debit cards exceeding 55 trillion VND.
- » Additionally, VietinBank also cooperates with Fintech partners providing sales management platforms in the market such as: Kiotviet, Casso, Tingga, etc., to implement sales cash flow management services on the sales platform for customers with payment accounts at VietinBank.
- » At the same time, VietinBank has also developed new products and payment channels: instant bilateral payment, cross-border QR, allowing payment in Thailand and Laos via QRCode from VND payment accounts opened at VietinBank, creating many favorable conditions for customers traveling or working in countries with bilateral QR payment connections.

## 2 - S2: INCLUSIVE FINANCE

**EXPANDING FINANCIAL SERVICES TO PRIORITY SECTORS, LOW-INCOME INDIVIDUALS, SMES, RURAL AREAS, ECONOMIC RECOVERY AFTER DISASTERS, ETC.**

Closely following the directives of the Government and the SBV, and leveraging the role as a key, pioneering and leading State-owned commercial bank, VietinBank has strongly implemented inclusive and personalized financial solutions; developed and launched programs and products/services tailored to the specific characteristics of localities and customer groups, specifically as follows:

- **Implement measures to support businesses in line with the direction of the Government and the SBV:**
  - » Solutions to deal with the consequences of storm Yagi: In 2024, VietinBank has implemented a preferential interest rate program from September 25, 2024 to December 31, 2024, applicable to customers whose income is affected by storm Yagi with a package size of up to VND 100,000 billion, with a preferential rate of up to 2%/year compared to normal regulations. After more than 3 months of implementation, VietinBank has supported more than 400 corporate customers with a disbursement scale under the Program of VND 31,000 billion, the support amount of nearly VND 10 billion, thereby helping customers restore production and business, actively promote economic growth, and control inflation according to Resolution No. 143/NQ-CP.
  - » Preferential loan program for social housing, worker housing, projects to renovate and rebuild old apartments according to Resolution No. 33/NQ-CP with a disbursement scale of the whole system up to VND 30,000 billion, lending rates from only 6.5%/year (for home buyers) and 7.0%/year (for developers). Preferential interest rate period is 3 years (for developers) and 5 years (for home buyers) when investing/buying houses in social housing projects/worker housing/projects to renovate and rebuild old apartments.
  - » Preferential loan program for forestry and fishery sectors under the direction of the SBV in Official Dispatch No. 7023/NHNN-TD: Implemented from August 2023 with a total committed loan capital of VND 6 trillion. Until December 31, 2024, the Program has disbursed more than VND 8.1 trillion with a high disbursement rate compared to the package size.
  - » Preferential credit programs for priority sectors (rural agriculture, export, supporting industry, high-tech enterprises, SMEs): Until December 31, 2024, VietinBank's outstanding credit for priority sectors grew by more than 12% compared to December 31, 2023, especially the supporting industry sector with the highest growth rate (nearly 22.5%). Credit for SMEs accounted for 88% of the absolute growth balance of the 5 priority sectors.
  - » Measures to continue interest rates reduction: Based on the direction of the Government and the SBV on implementing measures to continue interest rates reduction, in 2024, with its own resources, VietinBank operated a flexible interest rate policy according to market developments with 5 cuts in interest rates, offering incentives to more than 23,000 corporate customers.
  - » Closely coordinate with local authorities of provinces/cities to implement the program of connecting banks - enterprises, participate in investment promotion activities, credit financing commitment programs, trade promotion for regional, domestic and international development in the role of both sponsor and enterprise providing and introducing financial - banking products and services.
- **Continuously improve product development capacity, increase CX**
  - » Improve the credit granting process, performing activities of comprehensive digital transformation for all activities, aiming at the goal of automatic credit approval for micro-enterprises; implement online disbursement and online guarantees to quickly meet the needs of a large number of customers. Particularly for the SME segment, VietinBank has designed a shortened credit granting and disbursement process, shortening it by up to 30% compared to the normal credit granting process.
  - » Develop and improve credit products and solutions that are suitable for market demand and the characteristics of each key industry group and enterprise in the supply/distribution chain, bringing added value to corporate customers based on the advantages of the industry and linking the chain of activities such as: Construction, pharmaceuticals and medical equipment, industrial real estate, renewable energy, logistics distribution trade, waste electricity, etc.

- » Develop and improve comprehensive financial products and solutions suitable for specific customer groups such as: VietinBank SME Success Package; Key FDI customer financing solutions.
- » Launch a variety of promotion programs associated with increasing business scale and efficiency: For the first time, VietinBank has launched the "Guarantee Subscription" Program for new and dormant customers and product policies and solutions by key industries such as: Construction, electrical equipment, pharmaceuticals, medical supplies, FMCG, logistics... In addition, VietinBank has also initiated many other attractive promotions and incentives, thereby making guarantees a highlight of corporate customer fee collection activities during the year.
- » Strengthen cooperation with FIs to provide the best and most optimal services to customers: VietinBank has signed important Memorandums of Understanding with partner banks such as MUFG, Krungsri, Danamon, Security Bank to comprehensively serve the customers' ecosystem and customers' needs throughout the entire investment project life cycle, bringing a seamless experience to customers through providing comprehensive "one-stop solution" services. The services provided include: Providing market insights, business matchings and banking services in key ASEAN countries. Through cooperation, VietinBank has learned a lot of experience from leading foreign banks, thereby improving its operating model and promoting the effective implementation of supply chain financing products for large corporate/FDI customers.

- **Develop and implement separate customer policies suitable for each segment:**

- » **FDI customers:** Develop policies for FDI customers, increase working trips with large corporations and investment funds in key markets; organize customer appreciation events, promote VietinBank's image to strengthen relationships and increase business cooperation opportunities with FDI customers. In addition, VietinBank also focuses on developing business consulting services and M&A connections; deploys structured products with high consulting content; provides added values to customers such as: Information on market movements, industries and business connection opportunities. Therefore, for 2 consecutive years, VietinBank received the "Infrastructure Project Financing Deal of the Year" Award presented by The Asian Banking and Finance (ABF), becoming a pioneer bank in financing large infrastructure projects in Vietnam. This activity has contributed to promoting economic growth, associated with the sustainable development of the country. With a scale of financing and fund mobilization reaching nearly USD 11 billion, a customer-centric approach associated with establishing a specialized team in each language and consulting specific solutions for businesses, VietinBank was honored to receive the award "Best domestic bank for FDI enterprises in Vietnam" presented by Global Banking & Finance Magazine.
- » **Large State-owned and private corporations/groups:** Promoting the role of a large State-owned commercial bank, VietinBank continues to be a reliable partner, maintaining its leading position in providing financial services to large State and private corporations/groups, multinational companies and large corporations in the world... The Bank focuses on prioritizing funding sources for key national projects such as: Energy, infrastructure, transportation projects... thereby contributing to the economic development of the country. Some typical projects funded by VietinBank include: 500Kv Power Line Project of Nam Dinh 1 - Pho Noi Thermal Power Plant (belonging to Circuit 3 Project Group) invested by the National Power Transmission Corporation (VietinBank funded VND 3,875 billion), Long Thanh International Airport Project (VietinBank funded USD 450 million)...
- » **SME customers:**

VietinBank continues to affirm its position and reputation in the financial - banking market when continuously achieving remarkable achievements. For 4 consecutive years, VietinBank has been awarded the prestigious award "Best SME Bank in Vietnam" by The Asian Banker, recognizing the Bank's outstanding contributions to the SME community, affirming its pioneering role in providing effective and comprehensive financial solutions. These results not only affirm VietinBank's reputation in the eyes of customers and the business community; but also contributes to enhancing the Bank's position in the financial and banking sector in Vietnam and the region.



By the end of 2024, the total number of SMEs having relationships with VietinBank reached 235 thousand customers, including 32 thousand SMEs having credit relationships with disbursement turnover reaching VND 730 trillion (disbursement of working capital for production and business activities is VND 687 trillion and disbursement of medium and long-term capital for project investment is VND 43 trillion). With the operating philosophy of "Customer-centric", VietinBank always strives to innovate and accompany SMEs, focusing on the core needs of businesses, providing timely capital with simple procedures and preferential pricing policies.

In 2024, VietinBank continued to promote the implementation of many policies and mechanisms to reduce paperwork for businesses, reduce internal operations, and increase the efficiency of processing documents for customers. VietinBank has deployed a simple credit granting solution set for SME customers with full collateral - SME Simple with some highlights such as: Reducing 60% of the number of documents and forms, reducing 30% of internal operations and drafting of proposals. This solution is the premise for implementing the digital transformation initiative to build a digital working capital loan journey for SME customers in 2025.

In addition, VietinBank always maintains incentive programs and packages to minimize financial costs for new SMEs at VietinBank. Existing customers with traditional relationships with VietinBank and enterprises operating in key economic sectors (such as export) also enjoy special incentives, specifically: (i) SME Luxury Package for new SMEs at VietinBank, incentives from 5.0%/year, incentives increase according to disbursement turnover with incentives up to VND 30,000 billion; (ii) Upswing Package for traditional and strategic enterprises at VietinBank, operating in key economic sectors and development priorities, incentives from 4.1%/year, these incentives are all lower than the market level from 2% - 4%/year; (iii) Medium and long-term interest rate incentive package for potential and effective projects, incentives from only 5.6% in the first year, only from 6.0%/year in 18 months and only from 6.5%/year in 24 months with unlimited incentive scale.

Under the direction of the Government and the SBV, in 2024, VietinBank, as a leading prestigious bank, has synchronously deployed proactive management solutions to support and prioritize economic growth, accompany and support SMEs. VietinBank balances loan sources, coordinates with the authorities and the SBV of provinces/cities to implement socio-economic promotion programs for the Government's 5 priority areas. Currently, the short-term lending interest rate ceiling for these 5 priority areas is only 4.0%/year. Of which, the disbursement turnover for agricultural and rural development in the SME segment reached nearly VND 55 trillion.

The above efforts have demonstrated VietinBank's support for the SME community. VietinBank's SME segment has achieved an average credit growth of 14%, continuing to maintain continuous growth momentum in the last 5 years with a compound growth rate of 12%/year.

» **FI Customers:**

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 2024, VietinBank has constantly developed and expanded comprehensive cooperation with the FIs 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 FI segment.

In 2024, VietinBank actively provides financial solutions such as: Collection and payment on behalf, bilateral payment, QRPay, connecting to open accounts on VietinBank iPAY, eKYC... to FIs and receive positive support from customers of credit institutions, insurance companies, securities companies, and fund management companies. With the position of an intermediary ecosystem ready to connect with all partners, VietinBank continues to upgrade and expand payment solutions to provide the market with a variety of modern products and services packages. VietinBank has been focusing on promoting investment banking products such as: Capital arrangement consulting services, custody and supervision banking services. This is a solution to diversify financial products and services, shift the income structure towards increasing non-interest income, thereby improving VietinBank's competitiveness and position in the market. In addition to perfecting and diversifying products and services, with a strong digital transformation journey, VietinBank continuously improves policies and applies digitalization to processes and services to improve pre- and post-sales service quality, ensuring that CX is consistent throughout the 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.

With many years of trading reputation in the domestic and international markets, VietinBank has affirmed its role as an intermediary FI - a financing channel for businesses to access the capital market through capital arrangement activities based on VietinBank's guarantees, consulting and underwriting activities for individual bond issuance... In its dealings with FIs, VietinBank always maintains a cautious stance, regularly evaluates and reviews the capacity of FIs granted transaction limits/credit facilities by the bank, implements risk management at all lines of defense, aiming for sustainable growth and ensuring effective risk management.

In 2024, VietinBank continues its sustainable development activities by establishing a specific action plan to integrate sustainable goals into the Bank's business operations. In the context of climate change and increasingly urgent sustainable development requirements, green financing is considered an important tool to promote environmentally friendly projects, while contributing to sustainable economic growth. The green capital market in Vietnam is in its early stages of development. As a pillar of the economy, VietinBank is well aware of the importance of mobilizing financial resources and sustainable financing mechanisms in the global effort to combat climate change. Therefore, in order to achieve the set sustainable development goals, in 2024, VietinBank has strengthened cooperation activities and regularly exchanged experiences with major FIs in the field of mobilizing green funding such as: Asian Development Bank (ADB), International Finance Corporation (IFC), French Development Agency (AFD), PwC Consulting Company... to mobilize capital resources, technical support, management capacity and develop banking products to serve the capital needs for financing green projects of organizations and businesses.

With the vision of becoming "the leading multi-functional, modern and effective bank in Vietnam, by 2030 among the Top Strongest Banks in the Asia-Pacific region, by 2045 the strongest and most prestigious bank in Vietnam, leading in the Asia-Pacific region and highly prestigious in the world", VietinBank commits to continue to exploit the potential of the FI segment in all aspects, diversifying cooperation with FIs to strongly increase income from this segment; at the same time, unlocking international capital sources with competitive preferential interest rates, serving the capital needs of Vietnamese enterprises safely and effectively.

• **Build financial solutions suitable for each customer profile:**

Instead of developing individual products and services, VietinBank packages financial solutions suitable for each customer profile, enhancing customer engagement and satisfaction with VietinBank's products and services in the context of increasingly fierce market competition, specifically:

- » Seller Customers: As of December 31, 2024, the Shop365 product package with the financial solution **"super preferential interest and fees"** has attracted nearly 38.2 thousand customers registered to participate with an average monthly deposit balance of VND 1,300 billion; the number of customers using VietQR reached 27.1 thousand customers... This is an effective tool to help branches "go to every alley, knock on every shop" to successfully approach business customers group in different locations.
- » GenZ customers: Synchronously deploying **Zfin Solution Package, Pack2School Campaign - Receive cool gifts and "Conquer GenZ - CASA growth" competition program** has achieved impressive results. The number of GenZ customers with new CIF in the year increased by 609 thousand customers, bringing in VND 993 billion of CASA at the end of the period; increasing the number of young customers to more than 3 million customers, contributing more than VND 5,000 billion of CASA at the end of the period of retail customers, recording a growth of 30% over the same period last year.
- » **Family financial product package (V-Family)** is a new product launched from October 25, 2024. As of December 31, 2024, the product has attracted 218 family customer groups (461 members), the term deposit turnover at the end of the term reached VND 735 billion, the demand deposit turnover at the end of the term reached VND 35 billion and increased many cross-selling opportunities for other products and services (international cards, loans...) after more than 2 months of implementation.



Pack2School Campaign



Zfin Solution Package

3 - S3: HR DEVELOPMENT AND GENDER EQUALITY

**DIVERSE, COMPREHENSIVE AND FAIR WELFARE POLICY**

VietinBank's employees are entitled to salary, bonus and treatment mechanism 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;

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.

In 2024, 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:

- » 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.
- » 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, and educational support for children, health insurance, life insurance, etc.

In 2024, based on the study of advanced welfare and remuneration practices in the market, VietinBank supplemented and revised several welfare and remuneration benefits to suit VietinBank's business situation and actual operations, improving welfare and remuneration for employees, increasing their engagement and dedication to the Bank. With the orientation "VietinBank is home", VietinBank leadership team always prioritizes comprehensive policies regarding both salary and remuneration, as well as spiritual life and corporate culture to promote career development and promotion opportunities, enhance the spiritual life and happiness for each employee.

**OCCUPATIONAL SAFETY AND HEALTH POLICY**

Based on the operating philosophy: "Human development", VietinBank always concerns about occupational safety and health to maximize protection for employees from harmful agents that affect physical and mental health during work. VietinBank always focuses on safety training courses. In 2024 alone, VietinBank sent 3,327 employees to participate in and complete occupational safety and health training. Annually, VietinBank also organized measurement and monitoring of the working environment in VietinBank buildings based on 12 criteria:

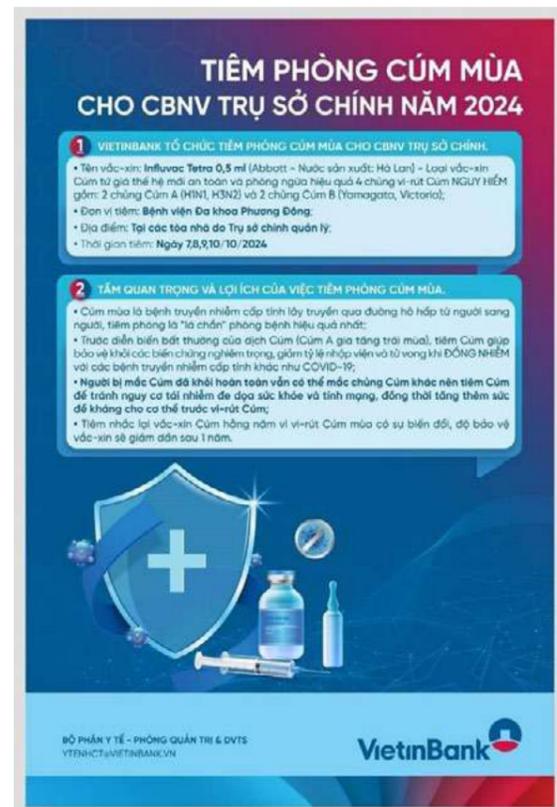
Temperature	Laeq Noise	Organic Vapors
Humidity	Electromagnetic Field (EMF)	Exposure Assessment
Air Velocity	PM5 Dust	Psychophysiology
Light	Inorganic Vapors	Ecgonomy

In general, all monitored indicators met permissible levels in all VietinBank buildings. VietinBank also seriously listens, records and takes specific responses to recommendations and implementation solutions to build a better working environment, including:

- Implementing reasonable rotation of seating positions to change employees' working posture to minimize the risk of musculoskeletal diseases. Organizing health communication sessions to educate employees on preventing underlying diseases that affect occupational health.
- Applying appropriate breaks, recommending employees to exercise during breaks to rejuvenate their brains and avoid muscle fatigue.
- Minimizing the risk of exposure to bacteria due to direct transaction-related work, equipping 100% of workplaces with hand sanitizer during the COVID-19 pandemic, regularly disinfecting the air conditioning system to enhance control of airborne infection risks in enclosed rooms; applying natural ventilation to minimize the risk of microbial accumulation in workspaces; increasing local lighting for areas lacking natural light.
- VietinBank also cooperates with centers to provide flu vaccinations and COVID-19 vaccinations for employees to protect the health of employees in particular and the community in general.
- Annually, VietinBank organizes regular health check-ups for 100% of employees and at least one additional health check-up per year for some employee categories: (i) female employees; (ii) Treasury employees performing cash counting, storage and transportation; (iii) IT employees working in server rooms; (iv) Independent teller handling cash transactions

with customers; (v) Employees working in collective kitchens serving 100 meals or more; (vi) Employees performing heavy, hazardous, dangerous jobs; (vii) Elderly or disabled employees; (viii) Employees working in environment exposed to occupational disease risks.

In addition to physical healthcare activities, VietinBank also pays attention to build employee morale through coaching activities that foster mindset, self-development, healing and experiencing happiness from within, etc. Training for competency development, ensuring career development



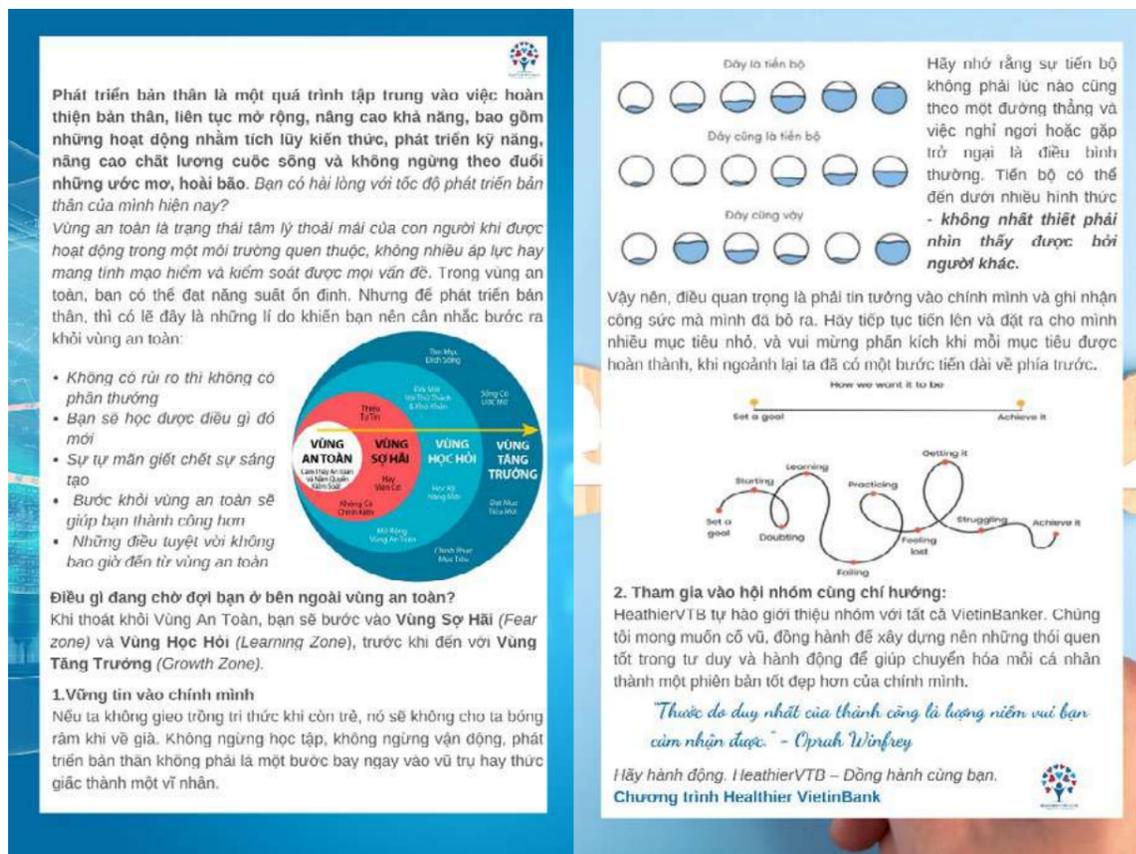
Poster about flu vaccination at VietinBank

3 - S3: HR DEVELOPMENT AND GENDER EQUALITY

TRAINING FOR COMPETENCY DEVELOPMENT, ENSURING CAREER DEVELOPMENT

In 2024, with the goal of meeting the requirements of enhancing professional capacity, execution capacity and adaptation for VietinBank employees in the digital era, training programs from expertise to skills, from training employees to management and leadership levels are all innovated, built and developed on the same consistent platform: Training in parallel and closely linked with digital transformation and business activities; ensuring the development of adaptive capacity, quick execution capacity, immediate application to work to improve the capacity of employees in particular and towards consolidating and increasing VietinBank's competitiveness in general.

Training methods are also constantly innovated, diversifying activities towards increasing the experience for learners, with many forms such as: Live/online seminars, webinars, Podcasts, Learning Hub... simultaneously combining many training forms in 1 training program following the Blended Learning trend, helping employees access a variety of learning methods with flexible learning time to improve training efficiency.



Poster Healthier program

Building and promoting a proactive learning culture across the system is one of the strategic focuses of VietinBank's HR development. To develop and build a learning culture for each employee, creating a creative workforce ready to adapt to the requirements of development. The implementation of diverse solutions has attracted more than 900,000 views/accesses on online training platforms in 2024. By promoting a proactive learning culture, VietinBank HR Training and Development School not only builds a quality foundation for HR; but also contributes to building a working environment that encourages innovation and lifelong learning.

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:

- Continuing to implement VietinBank Top 500 Program and NextGen Program to create a source of management staff at all levels (identifying high-potential employees Next Gen and Hipo) 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.
- 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 HR quality requirements with quick execution capacity;
- 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.

RESPECTING GENDER EQUALITY, IMPLEMENTING GRASSROOTS DEMOCRACY AT VIETINBANK

VietinBank has always identified that "HR 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 2024, 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 for period 2021 - 2030;
- Developing a plan for gender equality and advancement of women in 2024;
- Issuing guidelines for units to implement activities in the Month of Action 2024. 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.

## 3 - S3: HR DEVELOPMENT AND GENDER EQUALITY

In close adherence to the policies and guidelines of the Central Committee, the Party Committee of National-level State-owned Enterprises' Group (currently the Government Party Committee), the Party Executive Committee of the SBV, Party committees at all levels, authorities, steering committees, and mass organizations in the VietinBank Party Committee have correctly perceived and fully and effectively adopted the issues and forms of implementing the grassroots democracy regulations at the workplace, ensuring discipline, associated with the implementation of political tasks and Party building work.

At VietinBank, the units, 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. Therefore, the system has strengthened consensus, solidarity, unity, and improved the quality of operations of Party committees, authorities, and mass organizations at all levels, contributing to the successful completion of assigned tasks.





PART 6

## PILLAR G - GOVERNANCE

- 1 G1: ENHANCING RISK MANAGEMENT
- 2 G2: DATA GOVERNANCE AND INFORMATION SECURITY
- 3 G3: BUSINESS ETHICS PRACTICES
- 4 G4: TRANSPARENT AND ETHICAL CORPORATE GOVERNANCE
- 5 G5: ENSURING SHAREHOLDERS AND INVESTORS' RIGHTS

1 - G1: ENHANCING RISK MANAGEMENT

**EFFECTIVE RISK MANAGEMENT MECHANISMS AND MODELS**

Risk management is implemented by the Bank consistently and comprehensively from the HO to business units across the Bank. Based on Circular 13/2018/TT-NHNN (Circular 13) by the SBV regulating the internal control systems of commercial banks and foreign bank branches and good practices of the Basel Committee, VietinBank operates a 3-line-of-defense model combined with high-level supervision by the BoD, Risk Management Committee, BoM, Risk Management Council and ALCO Council.

<b>THE FIRST LINE OF DEFENSE</b>	<ul style="list-style-type: none"> <li>- Role: Identify, control, and mitigate risks.</li> <li>- Unit in charge: Business units, other units with revenue-generating functions; units responsible for establishing internal risk limits, controlling risks, mitigating risks; HR units, accounting units.</li> </ul>
<b>THE SECOND LINE OF DEFENSE</b>	<ul style="list-style-type: none"> <li>- Role: Develop risk management policies, internal regulations of risk management; measure, monitor risks, establish bank-wide risk limits and division-level risk limits.</li> <li>- Unit in charge: Departments under Risk management Division as regulated, BMO Office, Compliance Management Department.</li> </ul>
<b>THE THIRD LINE OF DEFENSE</b>	<ul style="list-style-type: none"> <li>- Role: Perform internal audit functions for risk management.</li> <li>- Unit in charge: Internal audit department.</li> </ul>

Roles and responsibilities of High-level oversight units in risk management:

<b>BOD</b>	<ul style="list-style-type: none"> <li>- Issue, revise, supplement, replace, revoke, abolish, or suspend the implementation of risk management policies, risk management internal regulations in its authority.</li> <li>- Oversee the General Director in: (i) Developing and organizing the implementation of risk management policies, risk management internal regulations issued by the BoD ; (ii) Addressing and rectifying risk management deficiencies and limitations based on the requirements and recommendations of the SBV, independent auditing firms, other functional agencies, the SB, and the Internal Audit Department to enhance the efficiency and safety of VietinBank’s operations; (iii) Organizing the implementation of other risk management issues as stipulated by the BoD in each period.</li> </ul>
<b>RISK MANAGEMENT COMMITTEE</b>	<p>The RMC is an advisory body assisting the BOD in overseeing individuals and departments responsible for risk management and other related issues according to the Risk management committee’s organizational and operational regulations.</p> <ul style="list-style-type: none"> <li>- Issue, revise, supplement, replace, revoke, abolish, or suspend the implementation of risk management internal regulations within its authority, organize the implementation of risk management policies as regulated, and evaluate risk management policies to propose adjustments to the BOD (if necessary).</li> <li>- Approve the issuance, adjustment, supplementation, replacement, or revocation of risk limits; guide the implementation of handling measures when risk limits are not met.</li> <li>- Organize the implementation of the BOD’s directives in addressing and rectifying risk management deficiencies and limitations as per the requirements and recommendations of the SBV, independent auditing firms, other functional agencies, the SB, and the Internal Audit Department.</li> <li>- Approve self-assessment reports on risk management from units and propose handling measures to the BoD.</li> </ul>
<b>GENERAL DIRECTOR</b>	<ul style="list-style-type: none"> <li>- Issue, revise, supplement, replace, revoke, abolish, or suspend the implementation of internal regulations related to asset/liability management within its authority.</li> <li>- Direct the organization of asset/liability management.</li> <li>- Oversee individuals and departments in performing other related tasks based on the proposals and advice of the Risk Council.</li> <li>- Oversee individuals and departments in performing tasks based on the proposals and advice of the ALCO.</li> <li>- Based on authorization in each period, approve and sign risk management reports submitted to the SBV as regulated.</li> <li>- Direct the organization of other risk management issues as stipulated by VietinBank.</li> </ul>
<b>RISK COUNCIL/ALCO COUNCIL</b>	<p>The Risk Council is an advisory body assisting the General Director in overseeing individuals and departments in performing tasks and other related issues according to the organizational and operational regulations of the Risk Council and ALCO Council.</p>

In VietinBank, risk management activities have been researched to improve the organizational model and specialized resources, such as:

- Completing risk appetite/risk limits, risk maps, upgrading and standardizing processes for collecting and responding to severe risk events/IT incidents/incidents connected with third parties; strengthening risk monitoring/warning, improving the quality of services provided to customers, optimizing and improving operational processes;
- Researching and developing methodologies and tools for effective implementation of information security, data loss prevention (DLP); enhancing coordination of business continuity management to build a set of prevention and response scenarios for IT disruption incidents and plans for drills of critical systems;
- Performing operational risk control self-assessments (RCSA) for digital transformation projects, initiatives, and digital products/services; system-wide issues regarding disruption and security..

**RISK MANAGEMENT FUNCTIONS ENSURE THE TIGHT CONTROL OF CORE RISKS**

VietinBank always strives to build and develop a modern, robust risk management system, in line with international practices, where key risks are identified and controlled in a timely manner.

Key risks to VietinBank’s operations include:

- Business environment risk
- Credit Risk
- Market Risk
- Operational Risk
- Fraud risk, anti-money laundering and counter-terrorism financing
- Liquidity Risk
- Interest rate risk on the banking book
- IT risk
- Reputation risk
- Model risk
- Environmental risk

(Information on risk management for risk types: Please refer to details in Section 5 (Risk Management), Part I (Introduction to VietinBank), VietinBank’s 2024 Annual Report posted on the website: <https://investor.vietinbank.vn/>)





### RISK MANAGEMENT LINKED TO DIGITAL TRANSFORMATION

In the context of strong digital transformation at VietinBank, risk management activities are also digitized through the application of modernization and automation initiatives, enhancing labor productivity when implementing key risk management tools. Specifically:

- For credit risk management: Focusing on tightly controlling loan quality, enhancing the effectiveness and efficiency of the credit rating indicator set, promoting resources for implementing digital transformation initiatives such as: **(i)** Initiative to build an early warning system (EWS) model using statistical methods (optimizing early warning of potential credit risk; building warning models suitable for each customer type/segment, product, etc.); **(ii)** Initiative to apply credit risk measurement models throughout the credit cycle, promoting digitalization/automation of the credit cycle.
- For market risk management: Prioritizing resources to implement initiatives supporting treasury operations, contributing to the topic «Promoting non-interest activities, improving the ratio of NII to total operating income of VietinBank,» including: **(i)** Initiative «Project to automatically connect deposit/withdrawal of margin, margin balance between the CQG system and the Vision Commodities system»; **(ii)** Initiative on «flexible RWA credit risk limits allocated between optimal trading and banking book to business units/ risk types», etc.
- For Operational Risk Management: The project to procure anti-money laundering/ counter-terrorism financing and anti-fraud software phase 2 (AML 2 project), applying advanced AI technology to analyze, monitor, detect, and early warn of risks, is also one of the key projects to enhance operational risk management effectiveness.

VietinBank always proactively standardizes advanced perspectives, perceptions, and experiences in risk management practices to build a core value system in control and compliance culture; widely applied at units from the HO to branches.

### ENVIRONMENTAL RISK MANAGEMENT IN CREDIT GRANTING FOR INVESTMENT PROJECTS

The Bank always prioritizes controlling credit activities, ensuring safety and sustainability. With its leading role in the financial market, VietinBank aims to provide capital and financial services towards a “green” economy, an environmentally friendly circular economy; promoting green growth and environmental risk management in credit granting activities. Annually, the Bank implements credit orientation across the system, which includes provisions for prioritizing “green” credit and restricting industries with negative environmental impacts, such as: prioritizing renewable energy, clean organic agriculture...; restricting industries such as iron and steel, cement, thermal power, chemicals, paper production, fertilizers, dyeing... As early as 2011, VietinBank issued a document on Environmental and Social Policy in credit granting, which stipulates the assessment of the impact of plans and projects on the environment and society and proposes solutions to address environmental and social issues to achieve the sustainable development goals of VietinBank in particular and society in general. In 2023, VietinBank developed the “VietinBank Sustainable Finance Framework” (SFF) providing specific guidelines for financing and managing the Bank’s sustainable development funding. At the same time, the Bank also issued Decision No. 118/CS-TGD-NHCT-QLRR1 dated May 30, 2023, regulating environmental risk management in credit granting activities and Dispatch No. 5605/TGD-NHCT-PDTD1 dated May 30, 2023, on issuing a set of environmental risk assessment forms in credit granting for investment projects to provide further detailed guidance to branches on assessing projects that require environmental risk management. Accordingly, each investment project is categorized according to specific criteria and legal regulations. Specifically:

- Group 1: Investment projects of Group I with a high risk of adverse environmental impact.
- Group 2: Investment projects of Group I with a high risk of adverse environmental impact.
- Group 3: Investment projects of Group III with a low risk of adverse environmental impact.

The Bank regularly reviews, updates, and synchronously implements environmental risk management policies in credit granting activities in line with the orientation of the Government and the SBV; strictly and consistently implements environmental risk management when granting credit to promptly identify emerging risks; thereby applying timely and appropriate credit behavior measures to limit risks and minimize losses for VietinBank. In addition, VietinBank also strengthens communication and training to ensure all business units understand environmental risk management policies in credit granting activities.

## 2 - G2: DATA GOVERNANCE AND INFORMATION SECURITY

VietinBank identifies data governance and information security as important pillars ensuring sustainability, protecting customer rights, and maintaining organizational reputation. VietinBank's system of regulations, policies, and processes is synchronously built, strictly complying with Vietnamese law, SBV regulations, as well as international standards such as ISO 27001:2013, ISO 9001:2008 on information security management and quality.

VietinBank's Information Security Policy (CS.23.01.I), issued with Decision 333/2018/QĐ-HDQT-NHCT234, clearly stipulates: All information and information systems must be protected for confidentiality, integrity, and availability; all employees must be trained in information security appropriate to their functions and duties; information security violations are seriously reviewed and handled; the information security management system is continuously improved to ensure effectiveness and suitability with reality; partners cooperating with VietinBank must also meet the Bank's information security requirements.

VietinBank implements many other information security control regulations and procedures such as:

- Framework Regulation on Operational Risk Management in the Vietnam Joint Stock Commercial Bank for Industry and Trade system, code QD.07.05.I, issued with Decision No. 321/2013/QĐHDQT-NHCT7 dated March 12, 2013, of VietinBank's BoD.
- Information Technology Operational Risk Management Policy, code CS.07.01.I.
- Regulation QD.18.03 on Information Provision of Vietnam Joint Stock Commercial Bank for Industry and Trade issued on November 30, 2010.
- Procedure for Preventing Information Leakage and Handling Electronic Data Loss Warnings (QT.07.09.I) issued with Decision No. 3155/2014/QĐ-TGD-NHCT7 dated December 27, 2014, of VietinBank's General Director.

Another tool that VietinBank uses is the Data Loss Prevention (DLP) System. Electronic data is classified, assigned security levels, control rules are established, and regularly reviewed and updated to suit reality. Key information channels such as: Email, external storage devices, web, printing... are monitored to detect, prevent, and timely warn of information loss risks. Storage channels are also protected and prevented from data loss, including workstations and personal computers; server and storage systems; network device systems.

VietinBank maintains a **Security Operations Center (SOC)** with a strict management and operation process, ensuring the proactive and effective identification, assessment, coordination, and handling of cybersecurity incidents. These processes are built based on legal regulations, Circular 09/2020/TT-NHNN, ISO 27001:2013 standard, and internal regulations on identity management, user access, IT asset management, system security assessment, coordinated handling of phishing attacks, fraud, etc.

In particular, VietinBank strictly adheres to regulations on personal data protection, ensuring customer rights such as: The right to be informed, consent, access, modify, delete personal data, and other rights as prescribed by law. All personal data processing activities are notified, transparent, and only carried out with customer consent, while applying appropriate technical and organizational measures to protect data from unauthorized access, leakage, or loss.

VietinBank also regularly organizes training, raising employee awareness about information security, updating incident response scenarios, inspecting, and evaluating the effectiveness of data governance and information security, ensuring the system is always ready to respond to new risks, contributing to protecting customer data security and banking operations, aiming for sustainable development.



3 - G3: BUSINESS ETHICS PRACTICES

**DEVELOPING A PROFESSIONAL, HUMANE, AND DISTINCTIVE VIETINBANK CULTURE**

Recognizing the importance of corporate culture in the Bank's sustainability, in 2024, VietinBank continued to provide orientations for implementing corporate culture development across the system.

The history of building and developing corporate culture at VietinBank is as follows:

- In 2009, VietinBank successfully equitized. Along with the equitization process, VietinBank proactively focused on corporate culture development, being a pioneering bank in systematically building and standardizing a unified CC throughout the entire system. It issued the Corporate Culture Handbook, ethical standards, and codes of conduct linked to professional ethics, prioritizing cultural values such as "integrity, honesty, responsibility, and compliance," clearly defining behavioral standards for each job position as a basis for guiding thoughts, actions, and improving work productivity, quality, and efficiency.
- By 2012, VietinBank continued to fully and comprehensively refine its corporate culture policy mechanism with 7 core values: (i) Customer-oriented; (ii) Striving for perfection; (iii) Dynamic, creative, professional, modern; (iv) Honesty, integrity, transparency, professional ethics; (v) Respect; (vi) Brand protection and development; (vii) Sustainable development and social responsibility to the community.
- In 2019, VietinBank corporate culture continued to be adjusted in line with the development strategy in the new era, strengthening internal forces and developing, fostering new cultural values. Accordingly, the 7 core values were compiled into 5 core values including: (i) Customer is the center, (ii) Innovation, (iii) Integrity, (iv) Respect, (v) Responsibility.
- In 2023, in the volatile and unpredictable global and domestic economic situation, with intertwined advantages and difficulties, opportunities and challenges, posing many new requirements for the Bank's operations, VietinBank once again affirmed that corporate culture is an enduring core, the foundation for all of VietinBank's transformation activities. VietinBank identifies corporate culture as a continuing "distinct competitive advantage," "unique identity," and a "leading factor" for VietinBank to realize its "Aspiration for a New Height."

Under the guidance and direction of the Chairman of the BoD, and the contributions of all levels of leadership and employees throughout the VietinBank system, based on international practices-based methodological systems and collecting the opinions and expectations of employees throughout the system, VietinBank foundation of corporate culture has made new developments. VietinBank always identifies corporate culture as a valuable asset of the organization, a powerful backing for the Bank to pursue ambitious goals, create distinct values, and a foundation to support its strategy, helping to realize the Bank's vision and mission.

In 2023, VietinBank officially issued a new Cultural Strategy for the 2023–2025 period named "Aspiration for a New Height." This cultural strategy specifically delineates the cultural path VietinBank will take, depicting 6 cultural characteristics VietinBank aims for:

- i. Pioneering, leading, creating, and mastering change
- ii. Customer-centric.
- iii. Developing and valuing talent
- iv. Open, learning, creative
- v. Good cooperation, smooth operation
- vi. High productivity, high efficiency

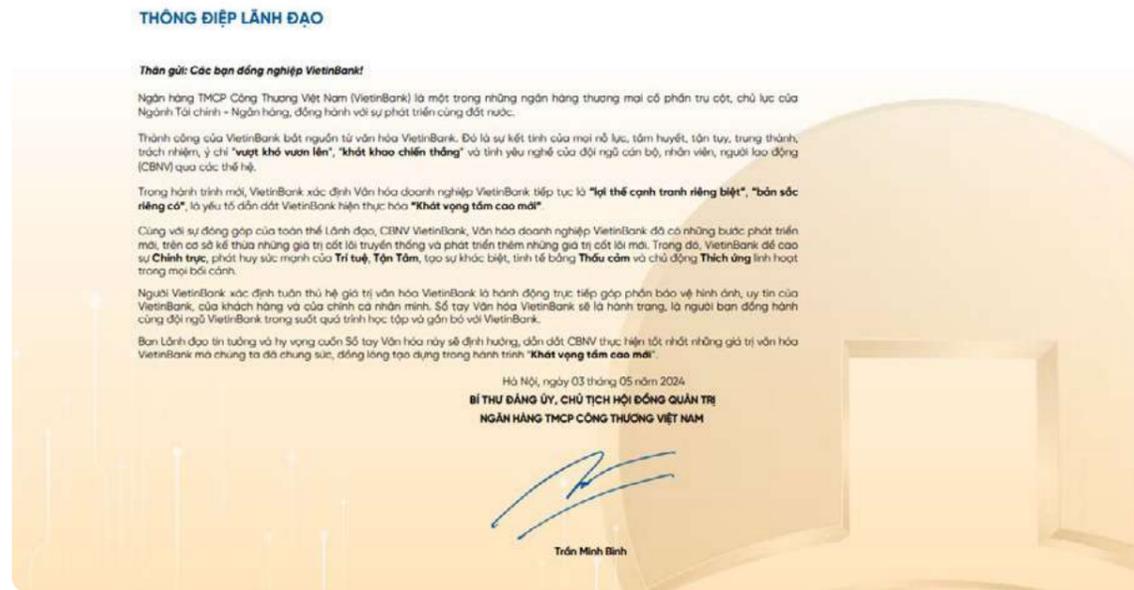
To implement the cultural strategy for 2023–2025, VietinBank has built and put into practice the corporate culture operating model, regulations on professional ethical standards, behavioral standards in communication, the cultural unit and cultural individual emulation criteria set, the online cultural behavior management system, and detailed plans for specific action programs.

In addition, VietinBank also widely announced the new-era VietinBank corporate culture identity set to affirm VietinBank's cultural identity. The VietinBank cultural identity set includes: VietinBank's ideals (mission, vision, operating philosophy) and the cultural values that VietinBank people need to embody to realize the organization's ideals, closely linked to the value system of Vietnamese people. VietinBank's cultural identity continues to preserve and inherit traditional core values forged through many generations. These are Integrity, Responsibility, Innovative-thinking, and the Courage to overcome difficulties and rise. Over time, VietinBank's Culture is nurtured and enriched by new cultural values associated with the continuous movement and development of the new era, the digital transformation era. These are «Empathy» and «Adaptability» to overcome the fluctuations and challenges of the times, aiming for VietinBank's sustainability.

In March 2024, VietinBank issued the Regulation on behavioral standards in communication at VietinBank according to Decision No. 218/CS-TGD-NHCT-NS dated March 5, 2024, of the General Director, with the purpose of uniformly regulating behavioral standards in daily communication and conduct of employees throughout the entire system; and serving as a basis for evaluating and monitoring corporate culture compliance, and for considering reward and disciplinary activities related to VietinBank corporate culture.



3 - G3: BUSINESS ETHICS PRACTICES



In May 2024, VietinBank continued to standardize its corporate culture, based on inheriting traditional cultural values, professional ethical standards, and codes of conduct previously issued, VietinBank has distilled, summarized, and selected suitable values and standards to introduce in the Handbook of corporate culture.

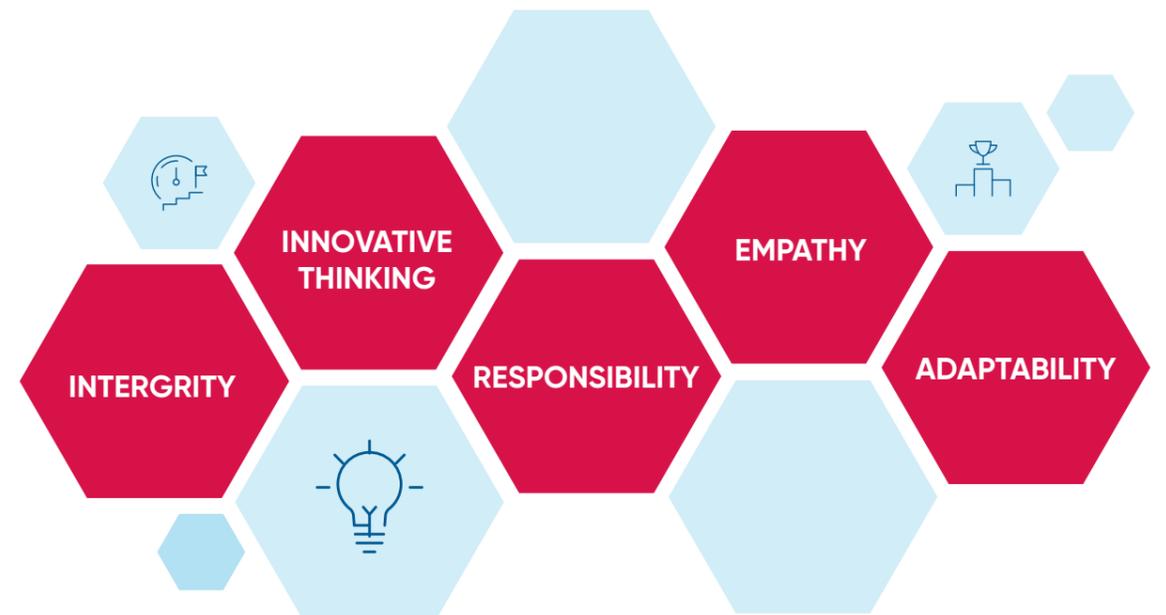
The VietinBank Handbook of corporate culture applies to all employees who have signed labor contracts with VietinBank, across all positions, from the highest leadership to specialist levels. The Handbook provides comprehensive guidance on 3 operating philosophies, 5 core values, professional ethical standards, and behavioral standards throughout the system, contributing to building awareness for all leaders and employees, enhancing corporate culture, forming standard behavioral styles and working practices for VietinBank employees; it also serves as a basis for each individual employee to cultivate and develop their professional ethics and culture.

The Bank has implemented various activities to communicate and disseminate corporate culture throughout the system, specifically:

- Designing and publishing the VietinBank Handbook of corporate culture in print and electronic versions, and publicly posting it on VietinBank's website from May 3, 2024.
- Designing a set of posters about the VietinBank Handbook of corporate culture, published on the internal website, electronic notice boards in elevators, etc.
- Producing a communication clip about VietinBank's 5 core values of corporate culture.
- Continuously communicating internally via Email, on the internal social network GapoWork... in various diverse forms.
- Incorporating corporate culture into training programs for employees throughout the system.
- Organizing annual assessment tests of corporate culture awareness.
- Periodically organizing competition for rewards and recognition with respect to corporate culture at VietinBank.



Communication newsletter about corporate culture



3 - G3: BUSINESS ETHICS PRACTICES

EMPHASIZING THE LAW RESPECT IN ALL ACTIVITIES

VietinBank always upholds and complies with legal regulations in all operations. At VietinBank, compliance with legal regulations is an act of cultivating integrity every day. Integrity is also one of VietinBank's 5 core values. To build a culture of legal compliance, VietinBank has developed an operating model with clear responsibilities; simultaneously implementing strict compliance monitoring activities.

• Regarding organizational structure

- » To ensure safe, effective, and sustainable operations, VietinBank has built an organizational model that ensures clarity, transparency, and meets the operating requirements of a listed company, in accordance with legal regulations. Specifically: In December 2018, VietinBank changed its organizational structure to meet the requirements of Circular 13, establishing the Compliance Management Department under the Legal and Compliance Division as a part of the second line of defense, with control functions related to compliance as regulated.
- » In addition, VietinBank proactively built an organizational structure model very early on, following the best international practices in risk management in the banking sector, enhancing the "independent role" of monitoring all operations. VietinBank is one of the pioneering banks to implement a 3-lines-of-defense model according to Basel II standards (in 2015), establishing dedicated departments to fully perform the tasks of the second line of defense, including: Operational Risk Management Department, Market Risk Management Department, Investment Credit Risk Management Department, Internal Control Department... and the third line of defense, the Internal Audit Department, ensuring all VietinBank's operations are identified and tightly controlled for potential risks.
- » VietinBank has developed its Charter of Organization and Operation, Internal Governance Regulations, and Organizational and Operational Regulations of the BoD, BoM, ensuring compliance with SBV regulations and guidelines. It focuses on clear decentralization and separation of powers, structure, roles, responsibilities, and duties of the BMD, BoD, SB, BoM, and VietinBank leadership; ensuring transparency, measurement, evaluation, comprehensive control of operations, and effective risk prevention and control.

• Regarding the implementation of activities to ensure legal compliance

- » Regarding the development of the system of policy documents regulating the Bank's operations: VietinBank is a bank assessed to have a complete system of internal regulations, regulating all of the Bank's activities, ensuring compliance with legal regulations. These documents are also regularly updated and adjusted promptly when there are changes in current legal regulations. In addition, to ensure that the system of issued internal regulations complies with legal regulations, the independent compliance management unit under the second line of defense is responsible for controlling the full legal compliance of the issued document before submitting it to the competent authority for approval. This ensures consistency, synchronization, and objectivity in identifying and controlling compliance risks.
- » VietinBank has built an independent internal control and supervision apparatus located at the HO, with "sub-units" in all branches nationwide. This ensures that inspection and supervision are carried out according to the "3 parties, 6 eyes" principle, to promptly detect signs of legal violations that may occur.
- » VietinBank has also combined the application of modern technology to support remote monitoring management, early detection and warning of signs of ethical risk, expanding and diversifying forms of self-monitoring, early detection, encouraging the detection of signs of violations, non-compliance with operations, to provide timely warnings to units.
- » VietinBank established a hotline for fraud/ethical risks to promptly receive recommendations from parties, ensuring the detection and strict handling of legal violations.

• Regarding training and communication

- » Training and communication are carried out in all HO professional departments, ensuring that legal regulations are fully and timely communicated to the appropriate dedicated parties. The frequency of implementation is regular and continuous through internal and external information systems, through various diverse and rich forms to attract listeners.
- » VietinBank has built a system of sanctions and strict disciplinary measures (Labor Regulations No. 70/CS-HDQT-NHCT-NS1, Regulations on Labor Discipline and Material Responsibility No. 24/CS-HDQT-NHCT-NS1...) that have a deterrent effect on employees who violate legal regulations, minimizing situations where legal violations may occur within VietinBank.



Poster for communication, dissemination of legal compliance in VietinBank

• Full tax payment

- » For many consecutive years, VietinBank has consistently been among the Top leading companies in the ranking of the 1,000 largest corporate income tax payers in Vietnam (V1000). This is a recognition of VietinBank's contributions to the State budget; at the same time, it encourages the Bank to continue contributing more to the country's prosperous development



## 3 - G3: BUSINESS ETHICS PRACTICES

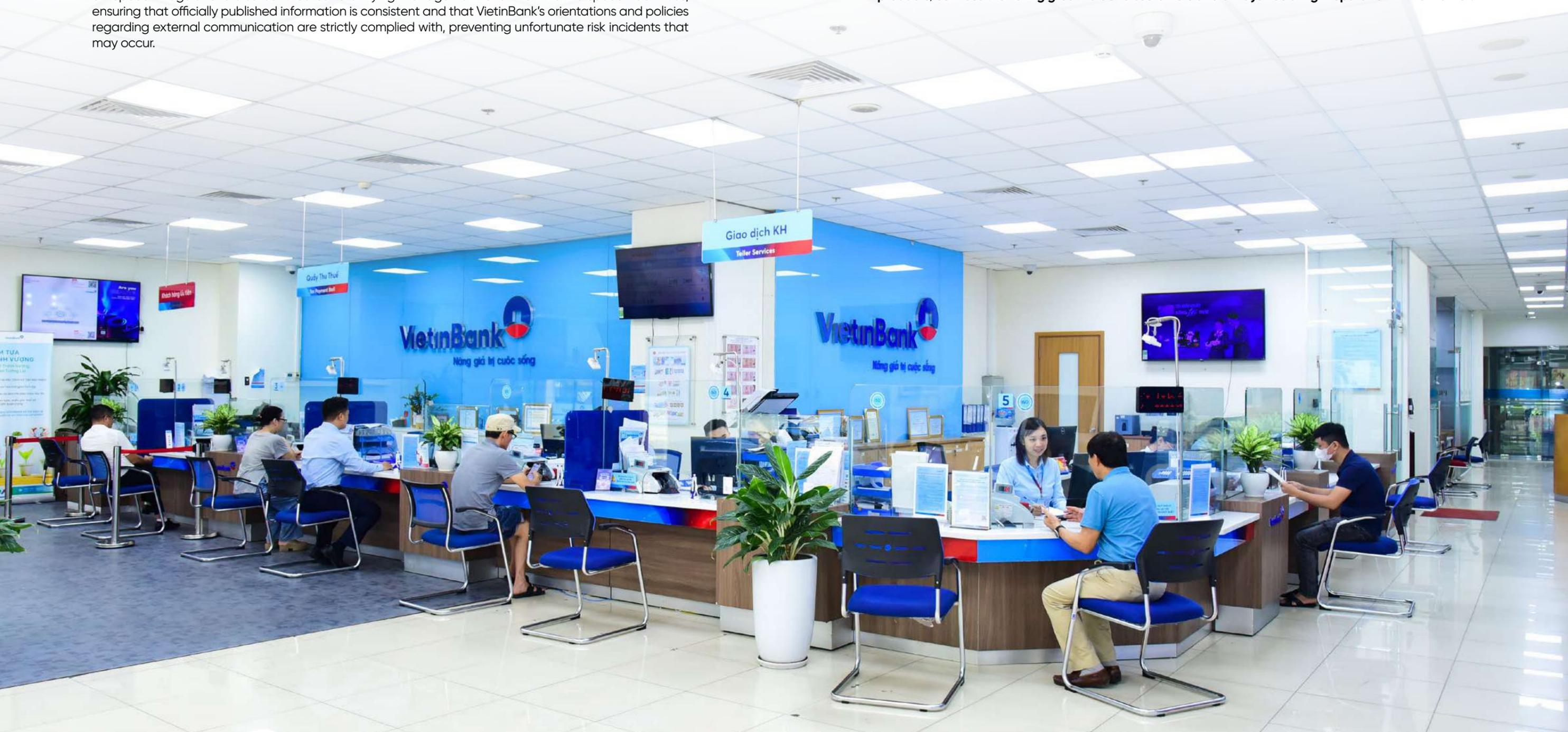
## DEVELOPING A CUSTOMER SERVICE CULTURE AND ENHANCING PROFESSIONAL ETHICS AWARENESS

Fair and workable competition, anti-dumping, no suppression, no false statements or information about competitors, and a strong business reputation are long-standing working principles ingrained in the mindset of VietinBank people and specifically regulated in the general internal regulations system and in some specific areas and activities of VietinBank: Regulations on behavioral standards in communication with partners; Code of conduct in capital business operations; Regulations on maintaining confidentiality, providing customer information...

VietinBank also issued the document No. 46/CS-HDQT-NHCT-VPHDQT2 dated October 14, 2022, stipulating some Codes of Conduct for VietinBank employees on social media; emphasizing the requirement to respect the legitimate rights and interests of other organizations and individuals, including competitors. In addition, the document No. 57/CS-HDQT-NHCT-VPHDQT2 dated November 22, 2022, on Speech Regulations also contributes to unifying management over VietinBank's speech activities, ensuring that officially published information is consistent and that VietinBank's orientations and policies regarding external communication are strictly complied with, preventing unfortunate risk incidents that may occur.

VietinBank has incorporated business ethics and moral requirements into its Communication and Behavior Standards Regulation, specifically detailing standard and non-standard behaviors. This regulation has been communicated and trained across the system. VietinBank also provides a sanction mechanism for violators. Additionally, VietinBank standardizes these issues into criteria for evaluating VietinBank's cultural units.

VietinBank's operating philosophy is "Customer-centric," where customers are the goal, the driving force for development, and the center of all the Bank's activities. VietinBank always accompanies, dedicates itself to, and empathizes with customers; conveying honest, transparent, and objective information for the benefit of customers; bringing excellent experiences, outstanding products/services, and optimal new values to customers. **Therefore, VietinBank does not compete on price but shifts to competing on the excellent quality of products/services for customers. VietinBank focuses on developing new products/services that bring great value to customers and always has a high reputation in the market.**



4 - G4: TRANSPARENT AND ETHICAL CORPORATE GOVERNANCE

PRINCIPLES OF CORPORATE GOVERNANCE IN VIETINBANK

Corporate governance plays a core foundational role in all operational activities of an organization, serving as a prerequisite for future sustainability. In the context of increasingly high demands for corporate governance and information disclosure, VietinBank has been building and perfecting the Bank's governance structure in compliance with laws and beyond compliance by striving for good governance practices in Vietnam and internationally. This is the foundation and compass for orienting and effectively supervising the Bank's operations for sustainable and resilient development.

The core governance principles include:

- i. Compliance with laws and striving for best governance practices.
- ii. Ensuring transparency in all the Bank's operations.
- iii. Ensuring a reasonable governance structure, aiming for good practices.
- iv. Ensuring the operational efficiency and coordination of the BoD, SB, and BoM.
- v. Preventing conflicts of interest and complying with legal regulations on related party transactions

VietinBank's governance model has all the governing entities of a listed company (including GMS, BoD, committees under the BoD, SB, BoM...), ensuring a solid corporate governance structural foundation. VietinBank's governance structure always ensures effective coordination among the BoD, BoM, and SB; emphasizing transparency and timeliness as key principles that constitute an effective banking governance system.

According to Article 25 of VietinBank Charter of Organization and Operation (amended June 2024), VietinBank's management organizational structure includes:

- GMS
- BoD
- SB
- General Director



Decision-making and approval mechanisms are clearly decentralized, ensuring transparency and effective coordination in system-wide management. The functions and duties of the departments within VietinBank's governance structure are as follows:

UNIT	ROLE AND RESPONSIBILITIES
<b>GMS</b>	The GMS is the highest decision-making body of VietinBank that serves functions and duties as stipulated in the Charter of organization and operation of VietinBank and relevant legislation.
<b>BoD</b>	<ul style="list-style-type: none"> <li>- The BoD is the highest governing body that acts on behalf of VietinBank to make decisions and exercise the rights and obligations, except for issues under the authority of the GMS.</li> <li>- The Chairman of the BoD is the legal representative of VietinBank who is in charge of chairing the meetings of the BoD, exercising the rights and obligations stipulated in the Charter of organization and operation of VietinBank and relevant legislation.</li> <li>- Board members are assigned to perform tasks ensuring the principles of centralization, democracy, transparency, suitability and effective operation of the BoD. The Board members assist the BoD in organizing the implementation of supervision activities for the BoM in implementing policies, orientations and strategies issued according to the resolutions and decisions of the BoD in the assigned areas and areas of work, ensuring the principle of not replacing the leadership and management role of the BoM.</li> <li>- The advisory agencies under the BoD include: The BoD office and committees under the BoD.</li> </ul>
<b>GENERAL DIRECTOR</b>	<ul style="list-style-type: none"> <li>- General Director is responsible for the daily business operations of VietinBank, subject to the supervision of the BoD, and accountable to the BoD and to the law for exercising the assigned rights and duties.</li> <li>- General Director is assisted by Deputy General Directors, Chief Accountant, Division Directors, Heads of functional departments, and Heads of dependent units.</li> </ul>
<b>SB</b>	<ul style="list-style-type: none"> <li>- Supervise the operations and compliance with the law and the Charter by the BoD and General Director in managing and operating VietinBank, and be accountable to the GMS for exercising the assigned rights and duties.</li> <li>- VietinBank establishes a specialized Internal Audit department under the SB to conduct internal audits of VietinBank.</li> </ul>

To ensure effectiveness and legal compliance, VietinBank has completed the legal framework for corporate governance at VietinBank, including:

- VietinBank's Charter on Organization and Operation.
- VietinBank's Regulation on Internal Governance.
- Regulation on the organization and operation of the BoD of VietinBank.
- Regulation on the organization and operation of the SB of VietinBank.
- Regulation on the organization and operation of the BoM of VietinBank.
- Regulations and other documents related to corporate governance.

In 2024, the National Assembly approved the Law on Credit Institutions No. 32/2024/QH15. Based on the review, VietinBank has revised and supplemented VietinBank's Charter on Organization and Operation, the Regulation on Organization and Operation of the BoD of VietinBank, and the Regulations on Organization and Operation of the SB of VietinBank to ensure compliance with the most updated legal regulations. The revised and supplemented contents have been approved by 2024 Annual GMS and term 2024 - 2029 of VietinBank/VietinBank BoD and are fully updated on VietinBank IR website.

4 - G4: TRANSPARENT AND ETHICAL CORPORATE GOVERNANCE

VietinBank has always strived to inch and adhere to local and international best practices on corporate governance to improve governance quality, serving as a foundation for developing Safe - Effective - Sustainable business activities. Accordingly, the governance structure at VietinBank not only ensures compliance with legal regulations related to the operations of a credit institution as well as governance regulations for listed companies; but also built and referenced to international practices and standards such as: Corporate Governance Code of Best Practices issued by SSC of Vietnam and IFC, Principles of Corporate Governance of Organization for Economic Cooperation and Development (OECD), ASEAN Corporate Governance Scorecard. Based on annual assessments, VietinBank identifies areas for improvement to continuously improve an appropriate governance structure.

**NOMINATION, SELECTION OF HIGH-LEVEL PERSONNEL, AND SUPERVISION OF BOD/SB/BOM OPERATIONS**

The nomination and selection of high-level personnel at VietinBank are carried out in compliance with the provisions of VietinBank Charter of Organization and Operation, VietinBank Internal Governance Regulations, the Organizational and Operational Regulations of the BOD, and the Organizational and Operational Regulations of VietinBank SB, as well as relevant legal regulations. Some key points are as follows:

- BoD members and SB members must fully meet the stipulated standards and conditions, ensuring diversity, independence, and suitability with VietinBank’s specific business operations. The list of BoD and SB candidates is submitted to the SBV for feedback before being presented to the GMS. Information related to candidates is announced before the opening date of the GMS meeting on the Bank’s website. The election of BoD members and SB members is conducted by cumulative voting. Elected BoD or SB members are determined by the number of votes from highest to lowest, starting from the candidate with the highest number of votes until the required number of members is met.
- SB members must fully meet the stipulated standards and conditions and are submitted to the SBV for feedback before the BoD approves their appointment.

To enhance operational efficiency, VietinBank develops specific evaluation criteria for the performance of each BoD member. The BoD’s operations are evaluated by independent Board members to ensure independence, objectivity, and multi-dimensionality in the evaluation process. Evaluation results are reported at annual GMS meetings as regulated.

The BoD supervises the BoM and other executives in accordance with the regulations on BoD supervision activities through various forms: reviewing reports; meeting with individuals and units under supervision; and inspection teams. Accordingly, BoD members, committees under the BoD, and inspection teams assist the BoD in performing regular supervision activities according to the annual and ad-hoc supervision plans; individuals and units under supervision are notified of the BoD’s annual or ad-hoc supervision plans and the assignment of supervision duties to BoD members.

In addition, the SB also regularly supervises the BoD, GD, and other executives of VietinBank based on legal regulations, VietinBank’s Charter, and the Government’s and SBV’s operational directives and guidelines for credit institutions, and reports supervision results at annual GMS meetings as regulated.

**REMUNERATION OF BOD/SB/BOM**

The BoD, BoM, SB are entitled to remuneration, bonus and other benefits under the mechanism of remuneration, bonus and welfare in accordance with the prevailing regulations of VietinBank. Of which, remuneration of members of the BoD, BoM, SB as full-time are taken from the general salary budget of VietinBank’s leadership team and paid according to the positions and titles attached with level of task completion.

The remuneration level of managers eligible for remuneration is determined on the basis of responsibilities, tasks assigned, results of task implementation and level of contribution to the Bank’s business efficiency. Bonuses for the BoD, BoM and SB are included in the bonus fund of VietinBank’s leadership team. Annually, the GMS approves the remuneration level for the BoD and SB for the year as a percentage of net profit after tax. In recent years, the growth rate of remuneration for the BoD and SB has always been lower than the growth rate of net profit after tax, indicating that the operations of the BoD/SB are being effectively implemented, contributing to increasing the Bank’s profits.

	2024	2023	2022	2021	2024 VS 2023	2023 VS 2022	2022 VS 2021
<b>Remuneration of BOD and SB</b>	21	19.6	19.1	16.8	+71%	+2.8%	+13.4%
<b>PAT</b>	25,483	20,045	16,984	14,215	+271%	+18.0%	+19.5%

Source: VietinBank Consolidated Audited FS 2021 - 2024

Unit: Billion VND, %

**CORPORATE GOVERNANCE INCORPORATING SUSTAINABLE DEVELOPMENT**

Along with the goal of VietinBank’s sustainable development, corporate governance activities are also built and consolidated to ensure effective implementation related to sustainable development. Specifically, the Bank assigns 1 member of the BoD and 1 member of the BoM to be in charge of the Sustainable Development Steering Committee - the focal point to advise the BoD and the BoM on issues related to sustainable development with specific tasks: **(i)** Advise the BoD in researching, developing, adjusting, approving and assessing the results and effectiveness of VietinBank’s sustainable development strategy; **(ii)** Advise the BoD and BoM on promulgating policies and tool systems to implement work related to sustainable development at VietinBank; **(iii)** Supervise the implementation of tasks related to sustainable development for relevant subsidiaries/ units at VietinBank and **(iv)** Report to the BoD/BoM on the implementation of work related to sustainable development.

At the same time, the BoD supervises the implementation of the Bank’s development strategy, including sustainable development goals; and approves the content of the Annual Reports integrating the Sustainability Report.

ESG is identified as a goal that businesses in Vietnam need to pay attention to, research, and have appropriate transformation orientations, to promote and synchronize operational implementation throughout the Bank. In 2024, VietinBank strengthened specialized-ESG HR in relevant departments at the HO and simultaneously at 155 branches nationwide. The specialized ESG personnel at VietinBank participated in ESG training programs taught by domestic and international experts with in-depth and up-to-date knowledge on ESG and sustainable finance.

UNIT	DEPARTMENT	ROLES
HO	ESG Coordinator unit	- Coordinate and manage ESG activities at VietinBank to relevant departments at the HO, branches, and directly report results to the Sustainable development steering Committee
CN	Head in charge of ESG at branches	- Fully responsible for ESG implementation at the branch (building ESG guidelines and annual ESG promotion plans at the branch, pushing sales or directing sales of sustainable financial products, directing the organization of communication activities and raising customer awareness at the branch about ESG...).
	ESG Pioneer Staff	- Coordinate with relevant departments at the units to implement ESG-related work at the branches; - Advise, propose plans, and support the Head in charge of ESG at branches to perform and promote ESG-related activities at branches; - Report activities to the Head in charge of ESG at branches, Branch Directors, and ESG Coordinator unit at HO...

With this model, VietinBank implements and monitors sustainability-related implementation at all levels across the Bank, ensuring synchronization and consistency from the HO to branches.



## 5 - G5: ENSURING SHAREHOLDERS AND INVESTORS'S RIGHTS

## INFORMATION TRANSPARENCY FOR INVESTORS' BENEFITS

VietinBank is dedicated to the transparent, uniform, comprehensive, and timely dissemination of the Bank's information to investors, thereby ensuring shareholders' rights in line with the Law on Credit Institutions, the Law on Enterprises, and VietinBank Charter. The Bank has established a dedicated unit as the IR team under the Secretariat of the BoD & IR – BoD office serving as a vital channel between VietinBank and the investor community with the role of providing dimensional information to investors and conveying feedback from the investor community and market to VietinBank's senior management.

- **Transparent and timely information disclosure:** 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). Information is fully and timely disclosed on all information disclosure systems of State management agencies and VietinBank website in both English and Vietnamese; thereby, both domestic and foreign investors can access information completely. In 2024, VietinBank carried out disclosures for 15 regular contents and 79 extraordinary contents. Thanks to these efforts, VietinBank is the only bank to be voted as a listed enterprise achieving information disclosure standards in the stock market for 8 consecutive years.

**INFORMATION ABOUT VIETINBANK'S GOVERNANCE AND BUSINESS ACTIVITIES IS QUICKLY AND TIMELY TRANSMITTED TO SHAREHOLDERS AND INVESTORS THROUGH THE FOLLOWING DOCUMENTS:**

- GMS documents;
- Annual Reports;
- FS;
- Corporate governance report according to Circular 96/2020/TT-BTC of the Ministry of Finance, Report on the current state of governance and organizational structure of VietinBank according to Decree 47/2021/ND-CP of the Government;
- Information on credit ratings and report on capital adequacy ratios;
- Other documents for investors.

- **Organizing GMS in compliance with legal regulations:** In 2024, VietinBank successfully organized its 2024 Annual GMS and 2024-2029 term GMS and the 2024 Extraordinary GMS in accordance with regulations and approved many important issues such as: Business plan, profit distribution, amendments to governance regulations, personnel work... Focusing on communication with investors, the GMSs is an important event of VietinBank – a place for open, frank dialogue and answers to all shareholder concerns. Attending shareholders are entitled to exercise their voting rights on key issues related to VietinBank operations in accordance with the provisions of law; at the same time, they have the opportunity to directly question and propose recommendations to the Bank's leadership team. After the GMSs, the minutes and resolutions of GMSs were promptly and fully completed and posted on VietinBank's IR page, ensuring that all shareholders were aware of the key contents approved at the GMSs.
- **Shareholder management:** As a listed enterprise with a large number of shareholders and diverse forms of ownership (undeposited and deposited), VietinBank always prioritizes shareholder management to ensure maximum benefits for shareholders. In 2024, the IR team actively supported and answered questions and requests from shareholders and investors, especially individual shareholders and investors, through various interaction channels such as: Phone, Email. Adjustments to shareholder information/security type were performed quickly and timely in accordance with regulations and to meet shareholder needs.

## CONTACTS FOR VIETINBANK IR:

### 1. In charge of information disclosure

Mr Tran Minh Binh – Chairman of the BoD/Legal Representative of VietinBank

### 2. Spokesperson in IR activities

Ms Pham Thi Thanh Hoai – Board member of VietinBank

### 3. Person in charge of corporate governance/Corporate Secretary

Mr Tran Minh Duc – Chief the BoD office of VietinBank

### 4. IR Team – BoD Secretariat & Investor Relations Department – BoD Office

Address: No. 108 Tran Hung Dao, Cua Nam ward, Hanoi city

Email: [investor@vietinbank.vn](mailto:investor@vietinbank.vn)

Phone number: (84) 24 3941 3622

Website: [www.vietinbank.vn/](http://www.vietinbank.vn/) <https://investor.vietinbank.vn/>

## 5 - G5: ENSURING SHAREHOLDERS AND INVESTORS'S RIGHTS

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

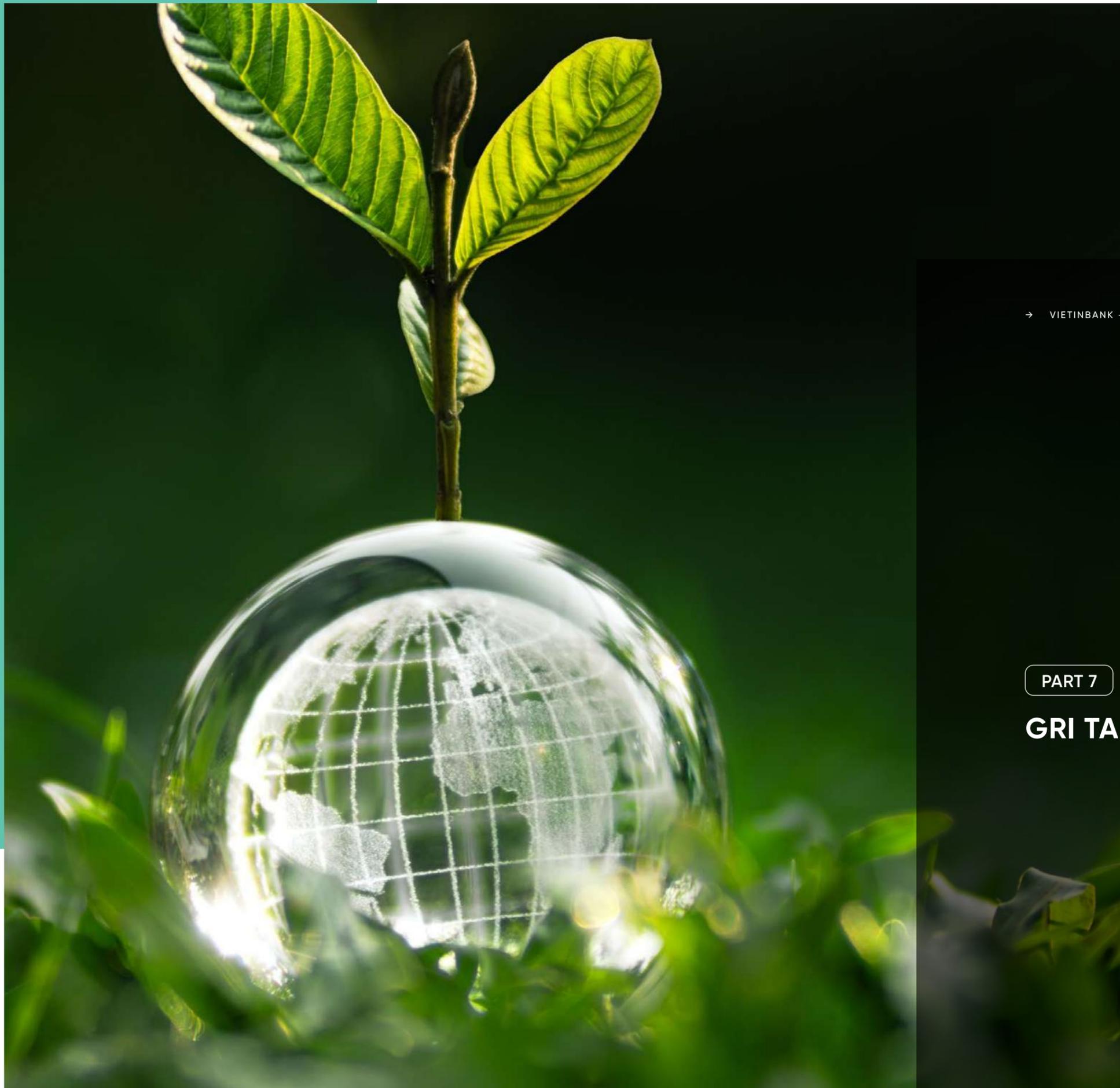
VietinBank always identifies IR as a bridge between VietinBank and investors, including providing information to investors in parallel with transmitting information from the investor community and the market to VietinBank's Leadership Team. Therefore, the Bank regularly consults the IR activities of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

- Investor engagement is continuously upgraded in scale and quality. In 2024, 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 over 150 analysts (up 67% compared to 2023), representing about 70 investment funds/securities companies), 20 face-to-face working sessions (up 43% compared to 2023) with the participation of nearly 120 analysts representing more than 60 investment funds/securities companies (up 50% compared to 2023) and over 120 indirect exchanges via emails, phone calls (up 41% compared 2023) to exchange and provide information about VietinBank's business results to investors/shareholders. The partners are all major securities firms in the market, investment funds, investment banks, and large FIs from many countries around the world (UK, US, Hong Kong, Singapore...). Through these working sessions, investors and analysts all had positive feedbacks about VietinBank's business operations and development strategy, as well as the honest and open sharing from VietinBank leadership team. The Bank also discussed macroeconomic policies, VietinBank's views and perspective on the business environment, and future operating directions. The goal is that key information and investment theses are conveyed appropriately, consistently, and timely, to accurately reflect VietinBank's strategic vision and plans, enhance understanding, maintain investor confidence in the Bank, and allow investors to make decisions based on transparent and timely information.

- Documents for shareholders and investors: Information disclosure documents (annual reports, FS, 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 and are continuously improved in visuals, increasing the content of information provided. The information about these business results is also widely published on the Bank's official website, fan page as well as mass media. Particularly, from 2024, investor and analyst conferences, and earnings calls are fully posted on VietinBank's dedicated page on Youtube so that investors and shareholders can easily access to information. 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.

**PROACTIVE PARTICIPATION IN WORKSHOPS AND INVESTOR ENGAGEMENT EVENTS ORGANIZED BY THIRD PARTIES:**

In recent times, VietinBank has intensified its participation in investment workshops and conferences organized by leading securities companies in the market. In 2024, VietinBank attended 2 workshops organized by Saigon Securities Inc. (SSI): Vietnam C-Suite Forum 2024 organized by Citi-SSI in January 2024 and Vietnam Corporate Day 2024 organized by Goldman Sachs-SSI in October 2024



→ VIETINBANK - SUSTAINABILITY REPORT

PART 7

## GRI TABLE OF CONTENTS

<b>STATEMENT OF USE</b>	This report was prepared and published with reference to <b>the Global Reporting Initiatives Standards</b> (GRI Standards) issued by <b>Global Sustainability Standards Board</b> in 2016, revised in 2021. Items listed in this table cover the reporting period from January 1, 2024 to December 31, 2024
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**GRI 1 USED** GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	INFORMATION DISCLOSED AND/OR RESPONSES
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**GENERAL DISCLOSURES**

2.1. Organizational details	<b>(Sustainability Report – Part 1)</b> About VietinBank (page 10)
2.2. Information about subsidiaries included in the organization's sustainability reporting	<b>(Sustainability Report – Part 1)</b> About VietinBank (page 13) <b>(Annual Report – Part 2)</b> Updates on project investment and implementation (page 106)
2.3. Reporting period, frequency and contact point	<b>(Sustainability Report – Part 1)</b> About VietinBank (page 6-7)
2.4. Restatements of information	VietinBank's Sustainability Report for 2024 has no information to be restated or change of data released in VietinBank's Sustainability Report for 2023.
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	<b>(Sustainability Report – Part 2)</b> Governance for sustainable development at VietinBank – Identification of material areas/ issues in sustainability of VietinBank (page 25-26)
2.7. Employees	<b>(Sustainability Report – Part 1)</b> About VietinBank (page 13)
2.9. Governance structure and composition	<b>(Annual Report – Part 1)</b> Organizational model (page 28 - 29) <b>(Sustainability Report – Part 1)</b> Organizational model (page 14-15) <b>(Annual Report – Part 5)</b> Overview of corporate governance (page 160 - 162) <b>(Sustainability Report – Part 6)</b> Transparent and ethical corporate governance (page 97)
2.10. Nomination and selection of the highest governance body	<b>(Annual Report – Part 5)</b> Overview of corporate governance - Nomination and selection of the highest governance body (page 162)
2.11. Chair of the highest governance body	<b>(Annual Report – Part 5)</b> Members and structure of BoD (page 163 - 164) <b>(Sustainability Report – Part 6)</b> Transparent and ethical corporate governance (page )
2.12. Role of the highest governance body in overseeing the management of impacts	<b>(Sustainability Report – Part 2)</b> Governance for sustainable development at VietinBank (page 24-25)
2.13. Delegation of responsibility for managing impacts	<b>(Sustainability Report – Part 2)</b> Governance for sustainable development at VietinBank (page 24-25)
2.14. Role of the highest governance body in sustainability reporting	<b>(Sustainability Report – Part 2)</b> Governance for sustainable development at VietinBank (page 24-25)
2.15. Conflicts of interest	<b>(Annual Report – Part 5)</b> Transactions, remuneration and interests of the BoD, SB and BoM – Management of conflicts of interest (page 198)
2.16. Communication of critical concerns	<b>(Annual Report – Part 5)</b> Overview of corporate governance (page 160-162) <b>(Sustainability Report – Part 6)</b> Transparent and ethical corporate governance (page 97)

**GRI 2: GENERAL DISCLOSURES 2021**

GRI STANDARD	DISCLOSURE	INFORMATION DISCLOSED AND/OR RESPONSES
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2.18. Evaluation of the performance of the highest governance body	<b>(Annual Report – Part 5)</b> Transactions, remuneration and interests of the BoD, SB and BoM (page 198) <b>(Sustainability Report – Part 6)</b> Transparent and ethical corporate governance – Remuneration of BoD/SB/BoM (page 98-99)
2.19. Remuneration policies	<b>(Annual Report – Part 5)</b> Transactions, remuneration and interests of the BoD, SB and BoM (page 198) <b>(Sustainability Report – Part 6)</b> Transparent and ethical corporate governance – Remuneration of BoD/SB/BoM (page 98-99)
2.20. Process to determine remuneration	<b>(Annual Report – Part 5)</b> Transactions, remuneration and interests of the BoD, SB and BoM (page 198) <b>(Sustainability Report – Part 6)</b> Transparent and ethical corporate governance – Remuneration of BoD/SB/BoM (page 98-99)
2.22. Statement on sustainable development strategy	<b>(Annual Report – Part 1)</b> Sustainable development goals and action plan of VietinBank in the short and medium term (page 52-53) <b>(Sustainability Report – Part 1)</b> Development direction – Sustainable development goals and action plan of VietinBank in the short and medium term (page 20-21)
2.27. Compliance with laws and regulations	<b>(Sustainability Report – Part 6)</b> G3: Business ethics practices – Emphasizing the Law Respect in all activities (page 92-93)
2.28. Membership associations	VietinBank is member of Vietnam Banks Association, BoD member of Asian Bankers Association (ABA).
2.29. Approach to stakeholder engagement	<b>Sustainability Report – Part 6)</b> Governance for sustainable development at VietinBank – Identification and engagement of key stakeholders to VietinBank (page 28-29)

**GRI 2: GENERAL DISCLOSURES 2021**

**MATERIAL TOPICS**

3.1. Process to determine material topics	<b>(Sustainability Report – Part 2)</b> Governance for sustainable development at VietinBank – Identification and evaluation process of material topics in VietinBank's sustainable development (page 25)
3.2. List of material topics	<b>(Sustainability Report – Part 2)</b> Governance for sustainable development at VietinBank – Identification of material areas/ issues in sustainability of VietinBank (page 25-26)
3.3. Management of material topics	<b>(Sustainability Report – Part 2)</b> Governance for sustainable development at VietinBank (page 25-26)

**GRI 3: MATERIAL TOPICS 2021**

**ECONOMIC PERFORMANCE**

201.1. Direct economic value generated and distributed 1	<b>(Annual Report – Part 6)</b> Business activities towards environment and society – Direct economic value generated and distributed (page 246 - 247) <b>(Sustainability Report – Part 3)</b> Indirect economic impacts (page 48-49)
201.3. Defined benefit plan obligations and other retirement plans	<b>(Annual Report – Part 6)</b> Responsibility to employees – Remuneration policy (page 270) <b>(Annual Report – Part 6)</b> Responsibility to employees – Social insurance policy (page 271) <b>(Annual Report – Part 6)</b> Responsibility to employees – Welfare policy (page 271) <b>(Sustainability Report – Part 5)</b> S3: HR development and gender equality – Diverse, comprehensive and fair welfare policy (page 74)
201.4. Financial assistance received from government	VietinBank is a State-owned commercial bank with the largest shareholder is State (SBV is the owner's representative), holding 64.46% stake of the Bank.

**GRI 201: ECONOMIC PERFORMANCE 2016**

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.

GRI STANDARD	DISCLOSURE	INFORMATION DISCLOSED AND/OR RESPONSES
<b>INDIRECT ECONOMIC IMPACTS</b>		
<b>GRI 203: INDIRECT ECONOMIC IMPACTS 2016</b>	203.2. Significant indirect economic impacts	<b>(Sustainability Report - Part 3)</b> Indirect economic impacts (page 48-49)
<b>ANTI-CORRUPTION</b>		
<b>GRI 205: ANTI-CORRUPTION 2016</b>	205.1. Operations assessed for risks related to corruption	<b>(Annual Report - Part 5)</b> Activities of fighting against corruption, wrongdoings and crime (page 208 - 211)
	205.2. Communication and training about anti-corruption policies and procedures	<b>(Annual Report - Part 5)</b> Activities of fighting against corruption, wrongdoings and crime (page 208 - 211)
	205.3. Confirmed incidents of corruption and actions taken	<b>(Annual Report - Part 5)</b> Activities of fighting against corruption, wrongdoings and crime (page 208 - 211) VietinBank has not recorded any corruption incidents.
<b>ENVIRONMENT</b>		
<b>GRI 304: BIODIVERSITY 2016</b>	304.1. Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	
	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.
	304.3. Habitats protected or restored	
	304.4. IUCN Red List species and national conversation list species with habitats in areas affected by operations	
<b>GRI 306: WASTE 2020</b>	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.
	306.2. Management of significant waste-related impacts	
<b>EMPLOYMENT - LABOR</b>		
<b>GRI 401: EMPLOYMENT 2016</b>	401.1. New employee hires and employee turnover	<b>(Annual Report - Part 6)</b> Responsibility to employees - Assured employment for employees (page 270)
	401.2. Benefits exclusively for full-time employees	<b>(Annual Report - Part 6)</b> Responsibility to employees - Welfare policy (page 271) <b>(Sustainability Report - Part 5)</b> S3: HR development and gender equality - Diverse, comprehensive and fair welfare policy (page 74)
<b>GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018</b>	403.1. Occupational health and safety management system	<b>(Annual Report - Part 6)</b> Responsibility to employees - Ensuring the health of officers, employees and workplace safety (page 272 - 273) <b>(Sustainability Report - Part 5)</b> S3: HR development and gender equality - Occupational safety and health policy (page 74-75)
	403.2. Hazard identification, risk assessment, and incident investigation	<b>(Annual Report - Part 6)</b> Responsibility to employees - Ensuring the health of officers, employees and workplace safety (page 272 - 273) <b>(Sustainability Report - Part 5)</b> S3: HR development and gender equality - Occupational safety and health policy (page 74-75)

GRI STANDARD	DISCLOSURE	INFORMATION DISCLOSED AND/OR RESPONSES
<b>GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018</b>	403.3. Occupational health services	<b>(Annual Report - Part 6)</b> Responsibility to employees - Ensuring the health of officers, employees and workplace safety (page 272 - 273) <b>(Sustainability Report - Part 5)</b> S3: HR development and gender equality - Occupational safety and health policy (page 74-75)
	403.4. Employees participation, consultation, and communication on occupational health and safety	<b>(Annual Report - Part 6)</b> Responsibility to employees - Ensuring the health of officers, employees and workplace safety (page 272 - 273) <b>(Sustainability Report - Part 5)</b> S3: HR development and gender equality - Occupational safety and health policy (page 74-75)
	403.5. Employees training on occupational health and safety	<b>(Annual Report - Part 6)</b> Responsibility to employees - Ensuring the health of officers, employees and workplace safety (page 272 - 273) <b>(Sustainability Report - Part 5)</b> S3: HR development and gender equality - Occupational safety and health policy (page 74-75)
<b>GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018</b>	403.6. Promotion of employees' health	<b>(Annual Report - Part 6)</b> Responsibility to employees - Ensuring the health of officers, employees and workplace safety (page 272 - 273) <b>(Sustainability Report - Part 5)</b> S3: HR development and gender equality - Occupational safety and health policy (page 74-75)
	403.7. Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<b>(Annual Report - Part 6)</b> Responsibility to employees - Ensuring the health of officers, employees and workplace safety (page 272 - 273) <b>(Sustainability Report - Part 5)</b> S3: HR development and gender equality - Occupational safety and health policy (page 74-75)
<b>GRI 404: TRAINING AND EDUCATION 2016</b>	404.1. Average hours of training per year per employee	<b>(Annual Report - Part 6)</b> Responsibility to employees - Training for competency development (page 274) <b>(Sustainability Report - Part 5)</b> S3: HR development and gender equality - Training for competency development, ensuring career development (page 76-77)
	404.2. Programs for upgrading employee skills and transition assistance programs	<b>(Annual Report - Part 6)</b> Responsibility to employees - Training for competency development (page 274-275) <b>(Annual Report - Part 6)</b> Responsibility to employees - Career development opportunities (page 275-276) <b>(Sustainability Report - Part 5)</b> S3: HR development and gender equality - Training for competency development, ensuring career development (page 76-77)
<b>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016</b>	405.1. Diversity of governance bodies and employees	<b>(Annual Report - Part 6)</b> Responsibility to employees - Respecting gender equality and diversity (page 276-277) <b>(Sustainability Report - Part 5)</b> S3: HR development and gender equality - Respecting gender equality, implementing grassroots democracy at VietinBank (page 76-77)
<b>GRI 408: CHILD LABOR 2016</b>	408.1. Operations and suppliers at significant risk for incidents of child labor	VietinBank pledged not to apply child labor.
<b>GRI 409: FORCED OR COMPULSORY LABOR 2016</b>	409.1. Operations and suppliers at significant risk for incidents of forced or compulsory labor	VietinBank pledged not to apply forced labor.
<b>PROTECTION OF CUSTOMERS' INTERESTS</b>		
<b>GRI 418: CUSTOMER PRIVACY 2016</b>	418.1. Substantiated complaints concerning breaches of customer privacy and losses of customer data	<b>(Annual Report - Part 6)</b> Responsibility to customers - Customer information protection (page 262 - 263)