Corporate Social Responsibility (CSR) 2016 Report

TMA 2016 CSR Report

As part of our culture and operations, in the last 19 years TMA has added many regular Corporate Social Responsibility (CSR) activities. In 2016, besides continuing our established programs, we have also added many new initiatives. TMA's CSR strategy focuses on people, society, and the environment.

People

- New core values focus on People (Respect – Honesty – Commitment)
- More university activities
- Improve recruitment process
- More training programs to enhance staff's competencies
- More sports activities
- Family days (Children & Parent Days)
- Workplace improvements

Society

- 25 social activities with ~ 1 billion VND raised
- Collaborating with 20 universities and colleges on internships, scholarships, student's orientation, training, seminars, etc.

Environment

- Application of IoT technology for smart & green office initiative
- Successful reduction of energy consumption
- Replacement of old equipment
- Active participation in the QTSC green campaign

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Two major improvements of TMA's CSR framework in 2016:

1. Enhanced policies and guidelines based on ISO26000. Added some new policies and guidelines
2. Integrated existing CSR related policies and guidelines from various departments into one single document – TMA CSR Policy version 12/2016

OBJECTIVES

- HR-OB-001- HR Quality Objectives

PROCEDURES

- HR-PR-001-Recruitment Procedure
- HR-PR-002- Employee Transfer Procedure
- HR-PR-003-Newcomer and Probation Procedure
- HR-PR-004-Onsite Arrangement Procedure
- HR-PR-007- Resignation Procedure
- HR-PR-006-Termination Procedure
- HR-PR-008-Facility Establishment Procedure

FORMS & TEMPLATES

- HR-PR-001-01-Employment Requisition Form
- HR-PR-001-02-Application Form
- HR-PR-001-03-Interview Assessment Sheet
- HR-PR-001-04-Reference Check Form
- HR-PR-001-05- Employee Enrollment Form
- HR-PR-004-02- Check list of temporary leave Form
- HR-PR-005-01-Feedback of PA Form
- HR-PR-005-02-Performance Appraisal Form
- HR-PR-006-01-Checklist of Resignation Form
- HR-PR-006-02-Certificate of Compliance Form

POLICIES

- TR-PO-001-TMA Training Policy
- TR-PO-002-Training Rules

PROCESSES

- TR-PC-001-Organizational Training Process

FORMS AND TEMPLATES

- TR-PC-001-03-Training Request Form
- TR-PC-001-05-Quarterly Training Plan template
- TR-PC-001-06-Organizational Training Plan Template
- TR-PC-001-07-Monthly Training Plan
- TR-PC-001-08-Waiver Form
- TR-PC-001-09-Trainer Application Form
- TR-PC-001-11 Training Impact Assessment Plan Template
- TR-PC-001-12-Course Curriculum Template
- TR-PC-001-17- Attendance List Template
- TR-PC-001-18- Course Pilotting Form
- TR-PC-001-19-Participant Feedback Form
- TR-PC-001-20-Training Needs Analysis template
- TR-PC-001-21-Training Assessment Report
- TR-PC-001-22-TTC Planning Plan template
- TR-PC-001-23-TTC Workbook template
- TR-PC-001-24-MA Tracking for Training template
- TR-PR-001-07-Individual Training Contribution Plan

We recognize that the success of our software business depends on highly talented employees, and we are committed to continually strive to create a rewarding working environment for our employees. With **People First** principle, in 2016 we launched many new activities to attract, develop and retain talents:

- New core values focus on People (Respect – Honesty – Commitment)
- More university activities
- Improve recruitment process
- More training programs to enhance staff's competencies
- More sports activities
- Family days (Children & Parent Days)
- Workplace improvements

Activities	Quantity	Notes
Internal Newsletters	12	Monthly Issues
Communication Emails	258	~ 5 emails per week
FB posts	376	~ 7 posts per weeks
Events joined/organized	36	~ 3 events per month

Key Activities	
Jan	■ Company anniversary ■ TMA happy hour (with Budweiser)
Feb	■ Tet holiday ■ QTSC sport and music festival
Mar	■ Opening Guitar class at Lab6 and Phu Nhuan zone ■ Charity at An Giang Province (10 PCs and 30 million VND)
Apr	■ TMA Quarterly Star Performer QI Ceremony ■ Opening TMA Futsal League ■ TMA Charity and Music fair
May	■ TMA Children Day ■ BOD vs Managers football match ■ Start #Redday campaign (Wear uniform on Monday)
June	■ Opening Dancing class ■ Support Ton That Quang Hung family campaign
Jul	■ TMA Parents Day ■ TMA Quarterly Star Performers QII ceremony ■ TMA team join ICT friendship cup ■ TMA Woman football club join HCA cup ■ Start T-Acoustic (Offline of T-Music and Guitar class)
Aug	■ Champion ICT Friendship cup ■ Charity at Long An Province ■ Blood donation
Sep	■ Manager meeting ■ Charity "Trung Thu Yêu Thương" ■ Senior DG vs Senior Dep football match
Oct	■ Join VietnamWorks TechExpo ■ TMA Technology Day ■ Start Mission 2000 ■ TMA Quarterly Star Performers QIII Ceremony ■ Donation for Middle zone of VN
Nov	■ TMA Sport and Music activities ■ Closing ceremony TMA Futsal League ■ Join Barcamp Saigon 2016 (RMIT), HCM City University of Transport and Communication, HUFLIT
Dec	■ Join ICT Badminton cup ■ DG managers vs Dep manager football match ■ Join VNWork Japan job fair, HCMUT university job fair & Can Tho University job fair

2.1　Recruitment

We recognize that the success of our software business depends on highly talented employees so we have many activities to recruit, develop, and retain top people.

2.1.1　Launched New Recruitment Site

In addition to improving the Career page of TMA Web site (http://www.tmasolutions.com/career), in 2016 we also launched a recruitment site (www.tma.vn) with more information about TMA's activities and job openings.

2.1.2 Recruitment Process

Many steps in the recruitment process have been simplified to save the candidates' time.
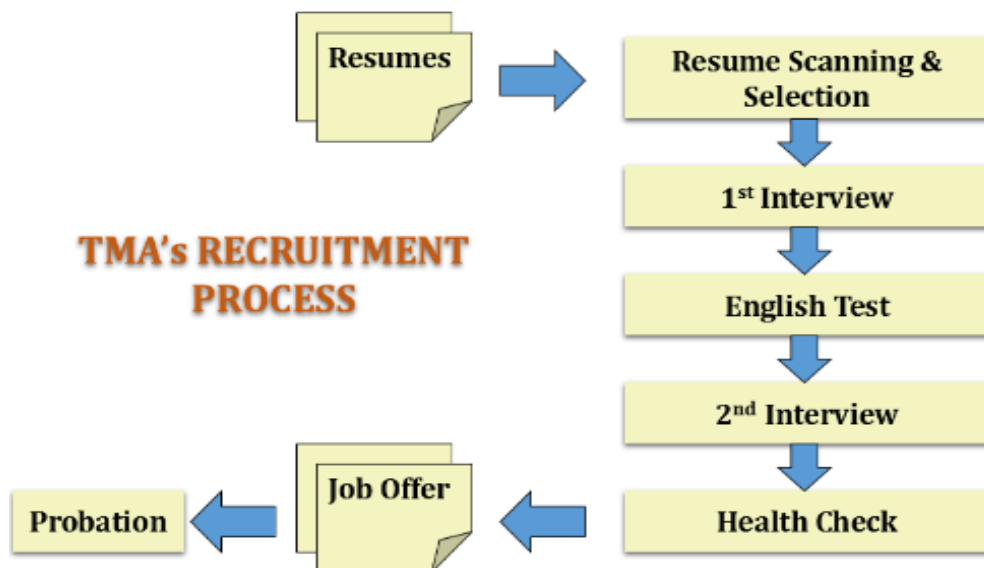
Detail steps of recruitment process are described in the updated Recruitment Procedure.

2.1.3 Recruiting Practices

Seeking Talent

Our recruitment team has attended more than 30 job events and received 6,000 resumes.

2.2 Internships

The SDC (Student Development Center) was established by TMA Solutions to link internships and training with employment; creating a large pool of quality resources for growth. The SDC also increases students' and universities' awareness of industrial skills.

The training environment at SDC will provide students with:

- Practical experience through participation in a R&D project
- Software Engineering Process knowledge; learning theory and applying it to project execution
- Soft skills; learning soft skills techniques and applying them to project activities during the training period
- English skills; English is used in all working and training activities and in Toastmaster club held every week

In the year 2016, TMA provided internships to students from 9 universities.

2.3 | **Training & Talent Development**

At TMA, personnel development primarily consists of on-the-job training where employees learn through doing actual tasks, taking on challenges, and taking specific software technique training courses conducted by the technical experts in our delivery centers. A variety of training programs are also offered by TTC (TMA Training Center) in the form of training sessions, seminars, and workshops for when project managers consider training and skill development for the employees under them.

TMA Training Framework

Leadership (Executive program, Change/Crisis management, Business planning)		
Management (Project planning and monitoring, People management, Customer relationship)		**Quality Process** (TUP overview, Peer review, Unit test, Requirement, Design, Configuration, Estimation)
Technical Skills (Programming, Telecom/Networking, Mobile, Testing)	**Soft Skills** (Presentation, Assertiveness, Task management, Languages)	
Foundation Training (Common Technical Skills, Quality, Security, Policies, Work Etiquette)		

↑ **New Hires**

Summary of Training Results in Year 2016				
	Cumulative Total Training Time (Hours)	Number of Programs	Number of Times Offered	Number of Participants
Soft skill courses	24.5	7	10	287
New hire courses	134	12	86	1,764
Seminar/ workshop	11	5	5	186
Foreign Language courses	150	5	9	211
Technology-related courses	466.5	47	70	1,100
Leadership and Management Training Program	181	5	7	182
TOTAL	**967**	**81**	**187**	**3,730**

- 400+ courses conducted (technology, soft skills, management, process, English, Japanese)
- New Fast Track Program to train top 5%
- New Management Foundation Program: mindset, leadership, project management, quality management, people/team management, soft skills, technologies, etc.

2.3.1   Providing Training for Management Staff

The aim of TMA is to secure the sustainability of our software development activities into the future. Since the end of 2015, we have designed a special training program for management staff to improve their leadership and management skills. In the year 2016, 32 management staffs participated in this training program, and our target in the year 2017 is 50.

SERIES OF LEADERSHIP *TRAINING*

OBJECTIVE
Providing techniques and sharing best practices about leadership and management development

Step 1
Step 2
Step 3
Step 4

TRAINING CONTENTS

The program is based on the international leaderships training program of Crestcom International LLC

• Better Performance Through Better Teamwork
  Managing Time For Maximum Results

• Conflict Resolution Techniques
  Leadership Strategies

• Deliver Results The First Time
  Raise The Customer Service Crossbar

• Lead Your Team Through Change
  Six Steps To Effective Mentoring

• The Road To Negotiating Success
  Create A Blueprint For Team Success

• How To Inspire Innovation
  How To Create Consensus

TRAINING METHODOLOGY
A monthly business workshop where leaders grow their skills, exchange ideas and share what's working now.

3-hour/session concentrates on two management or leadership skills

Practice and exercise at class are also equipped

TRAINER:
Dr. Bui Duc Quang- Sr. Director

TARGET TRAINEES:
Project managers and up levels.

2.3.2 Providing Training for New Hires

The regular new hire training program was enhanced with more courses and new content to provide new hires with a stronger foundation before joining projects.

New Hire Training in Year 2016		Q1		Q2		Q3		Q4	
Course Name	Duration (Hours)	# Times Offered	Participants	# Times Offered	Participants	# Times Offered	Participants	# Times Offered	Participants
Security Awareness	1	2	90	3	123	2	117	2	88
CSR & HR Policies	2	2	90	3	122	2	119	2	91
TMA Overview	1	2	86	3	128	2	125	2	88
TMA Core Values	1	2	84	3	121	2	117	2	80
Work Etiquette & Professional Communication	2	2	81	3	117	2	120	2	81
Presentation (A)	2	2	81	3	127	2	113	2	74
Presentation (B)	3	1	38	3	97	3	141	2	61
Logical Thinking	2	2	79	3	130	2	116	2	82
Email Writing	1	2	80	3	114	2	112	2	90
Teamwork	1	2	85	3	120	2	114	2	83
Career Development	1	2	88	3	119	2	123	2	85
Successful IT Career	2	1	40	3	90	3	158	2	74

Provided Training for New hires	Year 2016
Cumulative Total Training Time (Hours)	171
Number of Programs	12
Number of Times Offered	108
Number of Participants	4,782

2.3.3   TMA Technology Day 2016

To foster technology learning and sharing, we have organized many technology days. More than 300 people attended TMA Technology Day 2016 at TMA Tower with many speakers from TMA, IBM, and universities. The main topics of the event were IoT and big data & analytics. Below are the products that won awards:

- Air quality monitoring
- IoT monitoring solution
- Smart office
- Smart IoT traffic monitor system
- Smart sprinkler
- Smart home solution

- DIY kits to build smart home
- Voice verification in automation testing
- Automation cloud and automation framework for web and mobile testing
- Integrated data analysis system

2.4   A Rewarding Working Environment

We are committed to continually strive to create a rewarding working environment for our employees. In recent years, a series of major policies were timely adjusted to meet employee expectations and to promote a rewarding working environment for our employees, such as:

- Promoting greater opportunities for women and individuals with disabilities
- Annual salary increase
- Increase of the team building fund by 25% in 2016 (2.5M VND/person)
- New year bonus
- Loan fund without interest (provided to hundreds of staff)
- Special healthcare insurance for all staff
- Quarterly appraisal and the TMA Quarterly Star Performer award to reward employees' contributions promptly

2.4.1   The Standards of Working Environment at TMA

In 2016 we have upgraded many servers, personal computers, meeting room facilities, internet connection, etc. We are committed to ensuring that our facilities and working environment meet or exceed standards to ensure that TMA's employees can perform their jobs effectively, safely, and comfortably.

- IS-PR-000-New Mailing List Procedure
- IS-PR-001-Communication Privilege Granting Procedure
- IS-PR-003-Network User Setup Procedure
- IS-PR-004-Network User Revoke Procedure
- IS-PR-006-Maintenance And Control Of Software Procedure
- IS-PR-007-New Email Setup Procedure
- IS-PR-008- Email Revoke Procedure
- IS-PR-009-New Desktop Setup Procedure
- IS-PR-010-Phone Extension Setup Procedure
- IS-PR-011 IT Capacity Management Procedure
- IS-PR-013-Equipment Inventory Management Procedure

- IS-PR-014-User Transfer Procedure
- IS-PR-015-Maintenance and Control Of Hardware Procedure
- IS-PR-016-Desktop User Support Procedure
- IS-PR-017-Temporary Leave Procedure
- IS-PR-018-Resignation Procedure
- IS-PR-019-GAA Support Procedure
- IS-PR-020-Severity-1 Escalation Procedure
- IS-PR-042-VM-VPS-WEB Hosting and Deployment Procedures
- IS-PR-046-Downloading Files From The Internet Procedure
- IS-PR-044-Lync Service Request Procedure

2.4.2 Promoting Greater Opportunities for Women

As of Dec 2016, women accounted for 50% of executive positions (CEO & Founder and two Vice Presidents). TMA has also adopted a policy for maternity and childcare leave to allow flexible work schedules, thereby providing a convenient working environment for female employees with children

	2016
Ratio of female employees	22.3%
Percentage of female employees who returned to work after maternity leave	100%

2.4.3 Promoting Greater Opportunities for Individuals with Disabilities

In our recruitment activities, we actively promote employment opportunities for individuals with disabilities. TMA strictly prohibits discrimination against individuals with disabilities in recruitment as well as at the workplace.

Number of Disabled Employees	2013	2014	2015	2016
Ratio of disabled employees	0.28%	0.36%	0.54%	0.55%

Table and chair supports for disabled employees at TMA

2.4.4 TMA Quarterly Star Performer Award

In 2016, 100 staff members received Quarterly Star Performer Awards (10,000,000 VND/award).

New Comers Achieve
the TMA Quarterly Star Performer Award
QIII - 2016

2.4.5 Manager Meeting 2016

On Sep 24-25, 100+ TMA managers joined the company annual Manager Meeting on Long Hai beach. At this event, the company's top management shared company and business updates with all managers. Managers, who represent all groups, also proposed many ideas for the company's development.

MANAGER MEETING 2016

TMA Managers Meeting đã diễn ra tại Long Hải Beach Resort trong 2 ngày 24-25 tháng 9 vừa qua. Tại đây, các Managers và Sr. Consultant đã cùng nhau được cập nhật những thông tin quan trọng từ Ban Giám Đốc, các chia sẻ về công việc từ các DGs cũng như các Departments, qua đó nắm bắt được tình hình toàn công ty và định hướng phát triển.

2.4.6 Internal Recruitment

All new positions were announced to all staff via email, Intranet, TVs, TMA Facebook (https://www.facebook.com/tmasolutions/), tma.vn.

In 2016, TMA's staff also introduced hundreds of candidates for company recruitment.

From: TMA Internal Communication [mailto:ic@tma.com.vn]
Sent: Monday, May 09, 2016 9:04 AM
To: everyone_inside@tma.com.vn
Subject: TMA tuyển dụng 20 Business Analysts

HIRING 20 BUSINESS ANALYSTS

Do you like to communicate with customers around the world?

Do you want to analyze customer problems and propose solutions?

Are you confident in English communication? Do you love writing?

JOIN TMA BUSINESS ANALYST TEAM:

- Support clients in 25 countries
- Many industries
- Wide range of solutions

Business analyst (BA) is an interesting job that combines business and technology worlds. A BA is responsible for gathering, analyzing and investigating a company's business activities and processes with the goal of improving efficiency through the use of IT resources. BA role is liaison between the business and IT in translating complex business needs into application software.

✉ recruit@tma.com.vn   ⊕ www.tmasolutions.com/career

TMA Internal Communication <ic@tma.com.vn>

[T-Design] Tuyển dụng UX/UI designer

everyone_inside@tma.com.vn

t-design
fly your ideas

UX/UI DESIGNER

joining our winning team

HTTP://T-DESIGN.CENTER

Vietnamese designers for clients worldwide!

2.5 | Work-Life Balance

With the aim of achieving a good work-life balance, TMA's policy is to encourage employees to take their paid leave. In each workplace, we promote a mindset of understanding and assistance for employees facing diverse life events who require flexible work styles.

2.5.1 | Sport & Music Clubs at TMA

We encourage all employees to join the clubs established at TMA such as:

- Men's Football club
- Women's Football club
- Badminton club
- Chinese chess club

- Chess club
- Billiard club
- Dance club
- Guitar club

2.5.1 Sport & Music Clubs at TMA Cont.

TMA WOMAN FOOTBALL CLUB
TUYỂN
THÀNH VIÊN

TMA WOMAN FOOTBALL CLUB

✉ woman-football@tma.com.vn

For Office Lady

Ray Shining Tour

Lady JOURNEY

Free entry

Ray Shining Tour

2.5.2   TMA Children's Day

In Q2, we held TMA Children's Day for the children of employees.

2.5.3 TMA Parents' Day

We wanted to send a huge thank you to the fathers and mothers of our wonderful employees who devote themselves to their work.

We held TMA Parents' Day to take an opportunity to send sincere gratitude from the Company to the noble parents of our employees.

- Organize many non-work clubs and activities:
    - Sport
    - Music
    - Social and Charity
    - Parent/Children Days

3.1 Our Periodic Evaluation Activities

3.1.1 Employee Performance Appraisal (PA)

In addition to the annual performance appraisal for all staff, in 2016 the company initiated quarter performance reviews to provide feedback that could be used to promptly make adjustments. The new activity is implemented through the PA Tool below.

3.1.2 Employee Satisfaction Survey (E-SAT)

In Sep 2016, we conducted annual surveys and received more than 5,000 ideas and comments from employees. The results were analyzed by each department and company level with clear improvement actions. In Dec 2016, the action plan was communicated to the whole company. Departments also conducted many P-SATs (Project Satisfaction Surveys) to measure feedback for each department.

ESAT SURVEY 2016 ACTIONS

Các bạn thân mến!

Hơn 5 ngàn ý kiến đóng góp của chúng ta đã được phân tích và nhóm lại thành từng cụm chủ đề. Nhiều hoạt động đã và đang được thực hiện một cách tích cực nhất, tất cả cùng hướng về mục tiêu xây dựng công ty TMA ngày một tốt hơn cho tất cả chúng ta. IC xin được tóm tắt nội dung chính nhằm chuyển tải đến các bạn chương trình hành động và những kết quả ban đầu của những chủ đề được quan tâm nhiều nhất, được thực hiện bởi các phòng ban liên quan . Nội dung đầy đủ của chương trình hành động các bạn vui lòng tham khảo tại https://intranet.tma.com.vn/esat.asp. Bên cạnh đó, với cùng một mục tiêu nhằm nâng cao ESAT, các DC cũng có chương trình hành động của riêng mình mà các bạn sẽ được thông tin từ các DC Director của mình.

3.1.3 ISO27001 Surveillance External Audit

In the software outsourcing field, information assets are important parts of the Company's business activities, however, they can present risks. Therefore, TMA has carried out the measures below to prevent violations and to broaden awareness of information security, including:

- Building the Information Security Management System (ISMS) based on the ISO/IEC 27001 standard, which is the best-known standard providing ISMS requirements
- Maintenance of ISMS after ISO27001 Certification
- Releasing e-learning programs regarding information security practices.
- Establishing the security spot-check with automated scripting.
- Increasing employees' awareness of information security through annual security awareness tests.

Our ISO27001 Certification
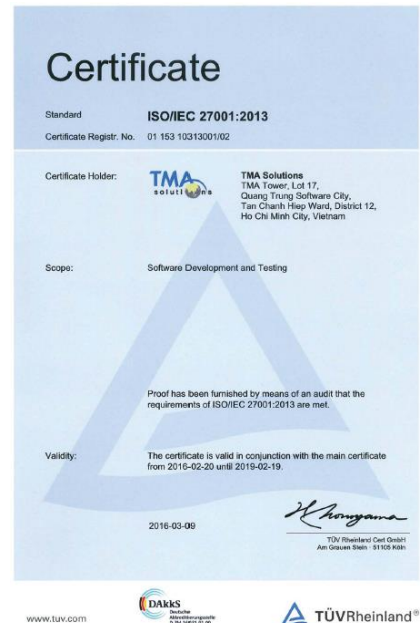
To ensure our ISMS safety and the activities described in policies and procedures are in conformity with the ISO/IEC 27001 standard, in 2016, we conducted the ISO27001 Surveillance External Audit, the following is the ISO27001 Surveillance audit schedule.
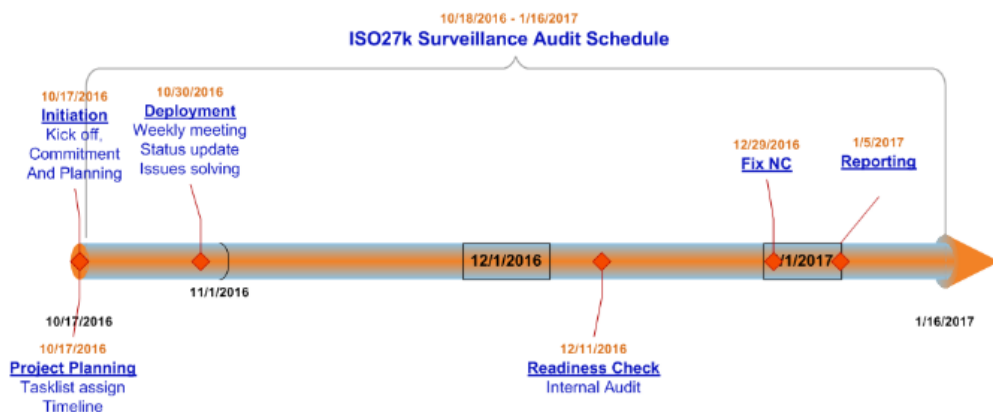
3.1.4 Special Health Insurance and Periodic Health Check for All Employees

Beside the standard health insurance required by labor law, in the last 10 years TMA also buy special health insurance that allow all staff can be checked and cured in top hospitals.

Annual health check for all employees is also conducted by official providers. Based on staff feedback and comments, the company will negotiate with the service provider to provide more convenient health check service to staff from all offices.

3.1.5 Emergency Preparation

Yearly, we implement emergency plans and response procedures including emergency reporting, employee notification and evacuation procedures, worker training and drills, appropriate fire detection and suppression equipment, adequate exit facilities, and recovery plans. Such plans and procedures shall focus on minimizing harm to life, the environment and property.

3.1.6 Checking Magnetic Field Impacts and Electric Safety

The magnetic field impacts and electric safety are measured annually by an authorized professional organization (electric grounding system, magnetic field, etc.) to ensure the standard resistance.

The 2016 grounding system measurement results

The 2016 magnetic field measurement results

Maintaining a Rewarding Working Environment Cont.

3.1.7 Fire Protection Inspection

Our fire protection system is inspected annually by an authorized professional organization to ensure the standard resistance.

The 2016 *fire protection system inspection* results

3.1.8 Health and Safety Risk Assessment

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

3.2   Our Working Environment Improvement Activities

3.2.1   Replacement of CRT Monitors

CRT monitors present the hazard of exposure to electromagnetic fields, which are very low frequency (VLF) emissions that affect the functioning of living cells. VLF emissions were cited as a possible cause of chromosomal changes, disturbance of bone growth and heart rate. We recognized this hazard and since late 2002, all CRTs in the company have been superseded by newer display technologies such as LCD. The "Standard PC Configuration for TMA employees" has also been updated.

3.2.2   Medicine Cabinets in Each Building

There are Medicine cabinets placed in each building to provide quick support to employees experiencing unexpected health problems.
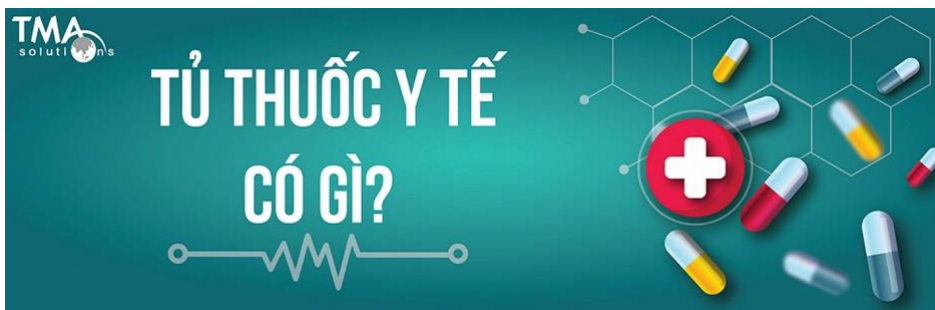
Các bạn thân mến,

Tủ thuốc y tế đặt tại mỗi Lab hiện nay gồm có các thuốc cơ bản sau:

- Panadol : giảm đau, hạ sốt
- Loperamide: thuốc tiêu chảy
- Dầu gió
- Băng keo cá nhân
- Bông gòn và thuốc sát trùng

Các bạn có thể liên hệ Bảo vệ các Lab khi cần.

Bên cạnh đó, mặc dù công ty đã cho vận hành toàn bộ thang máy của tòa nhà nhưng tình trạng kẹt thang máy vào giờ cao điểm vẫn xảy ra rất thường xuyên. Do vậy, công ty khuyến khích các bạn làm việc tại các tầng 1, 2 và 3 di chuyển bằng cầu thang bộ vào giờ cao điểm.

TMA Internal Communication

3.2.3   Adding Relax Room

We have added a relax room at Floor 5 - Block C - Building 6 for employees who are tired or experiencing health problems. The room also has basic medications.

3.2.4   Electrical Safety Training

We have also been conducting training for all operators who work in IT or telecom equipment rooms (laboratories).

- ESD (Electro-Static Discharge) Protection Training
- Electrical Usage in laboratories

3.3 CSR Audit Activities

As part of our internal process and quality audit activities, many CSR policies and procedures were checked in related departments/units (HR, IT, Admin, Training, Business, etc.) and no major violations were found in 2016:

- Labor practices
- Purchasing
- Gifts

- Ethics and Compliance
  - Anti-Bribery and Corruption, Anti-Fraud
  - Preventing Money Laundering
  - Checking Conflict of interest
  - Implementing Responsible Marketing

PROCEDURES

- AD-PR-001-Purchasing Procedure
- AD-PR-002-Power Backup Procedure
- AD-PR-003-Restricted Area Access Procedure
- AD-PR-004-Guest_Access_Authorization_Procedure

- AD-PR-009-Facilities Maintenance & Troubleshooting Procedure
- AD-PR-010-Lab Room Setup Procedure
- AD-PR-011-Evacuation Procedure
- AD-PR-013-Key Control Procedure

FORMS and TEMPLATES

- AD-DC-003-Inventory List Template
- AD-PR-001-01-Product-Service Request Form
- AD-PR-001-02-Order Form
- AD-PR-001-03 - Supplier Evaluation Form
- AD-PR-001-04-Product - Service Acceptance Test Form
- AD-PR-003-02-Grant Form Accessing Permission to Restricted Areas
- AD-PR-003-03-Repeal Form Accessing Permission to Restricted Areas

- AD-PR-004-01-Guest Access Authorization Form
- AD-PR-010-01-Lab Facilities Requirements Form
- AD-PR-013-01-Key Authorization Form
- AD-TL-001-Meal Ticket Request Form
- AD-TL-002-Assests Pass Gate (In)
- AD-TL-003-Assests Pass Gate (Out)
- AD-TL-004-Third party Non Disclosure Agreement Template(VN)

GUIDELINES

- AD-DMG-007-Department-Specific Decision Making Guidelines
- AD-GL-001-Security Guard Handbook
- AD-GU-001-Emergency Evacuation Guideline

- AD-GU-004-Facilities Maintenance Guideline
- AD-GU-005-View and Download eBook on TMA Library Tool Guideline
- AD-GU-006-Lab_temperature_and_humidity_control_Guideline

OTHERS

- AD-DC-001-Regular Purchasing Items List
- AD-DC-002-Critical Purchasing Items List

- AD-ST-001-Supplier evaluation standard
- AD-ST-002-Facility Standard

Sample Risk Assessment:

Detailed Risk Assessment Results in 2016						
Risk #	Key Considerations	Potential Risk Exposure	Inherent Risk	Internal Controls	Control Risk	Residual Risk
A. The risks of corruption in the procurement processes						
A.1	Selecting supplier not based on standard criteria	Inferior quality	Medium	Approved supplier listing	Low	Low
B. The risks of bribery in sensitive transactions						
B.1	Giving/ Receiving gift which valued at greater 2,000,000 VND (100 USD)	Company's reputational	Medium	Reported gift listing	Low	Low

3.4 Checking Conflict of Interest

TMA top management, Security, HR and Procurement departments have many activities to check conflict of interest such as:

- Involve on activities impacting company's benefits
- Work for a competitor
- Disclose company confidential information
- Gift from a supplier

Some changes have been done to avoid or minimize such cases (e.g. relatives working on the same team).

3.5   Preventing Money Laundering

Our current practices are:

- All transactions need CFO's approval
- CFO to send weekly report to Executive Council

3.6   Implementing Responsible Marketing

At the beginning of each quarter, the marketing team proposes all marketing messages and contents to the VP of Business Development for review and approval before publishing and launching any marketing campaigns.

Main marketing messages were published on http://www.tmasolutions.com and booklets

http://www.tmasolutions.com/files/TMA-Booklet.pdf

http://www.tmasolutions.co.jp/docs/TMA-Booklet-Japanese.pdf

4.1   Conducting Business with Integrity and Fairness

4.1.1   Recognizing and Understanding the Needs of Our Customers

Customer satisfaction is an important KPI of all project teams. We collect customer feedback regularly and use these results as the basis for further improvements of our operations in order to increase customer satisfaction.

PROCEDURES

- BU-PR-004-Customer Satisfaction Procedure

FORMS & TEMPLATES

- BU-PC-001-01-Proposal template
- BU-PC-001-02-Study Feasibility Report Template
- BU-PC-001-06-Proposal Action Plan template
- BU-PC-001-07-Proposal Quarterly Report Template
- BU-PR-001-01-Business Plan Template

- BU-TL-001- Root Cause Analysis Form
- BU-PR-004-01-Customer Satisfaction Survey Plan Template
- BU-PR-004-02-Customer Satisfaction Questionnaire Template
- BU-PR-004-03-Customer Satisfaction Survey Report Template
- BU-PR-004-05-Customer Satisfaction Improvement Plan

4.1.2 Product Quality Management

To provide clients with high-quality software products, we established the TMA unified process (TUP) framework based on the best practices of CMMi (Capability Maturity Model Integration) standard, Agile methodology, and we are deploying these quality processes to our current software development projects at TMA.

Further, the software quality assurance activities also are implemented weekly to ensure the quality policies, processes, and procedures are being followed strictly. Quality Assurance reports are sent weekly to related directors and the Executive Committee.

TMA Unified Process (TUP) Framework
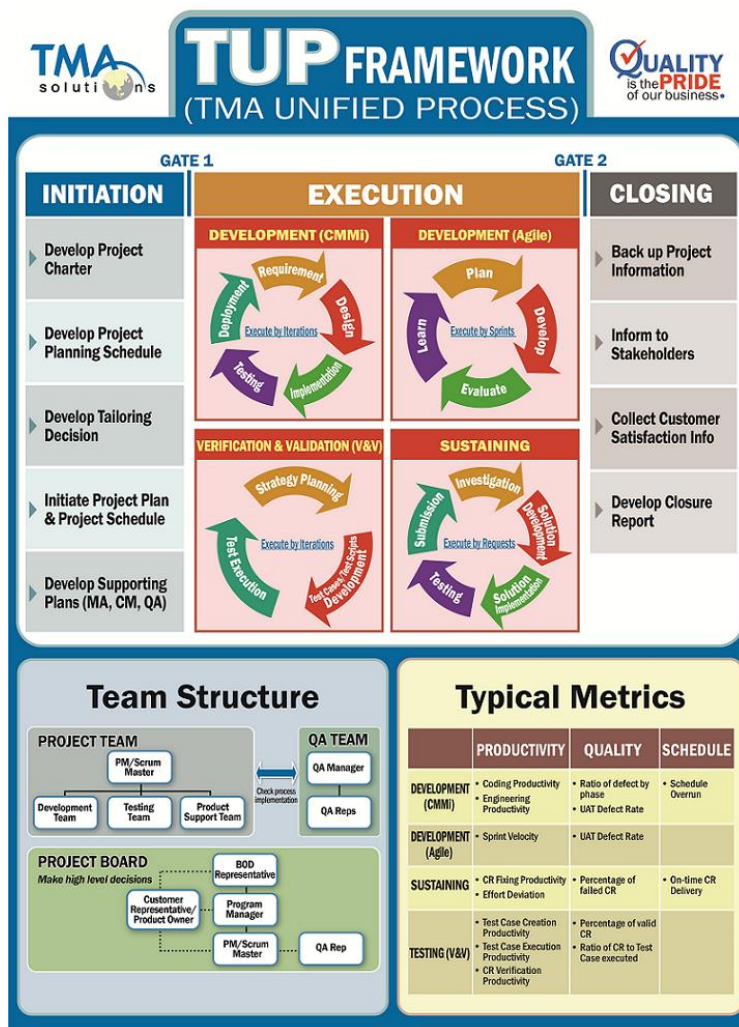
4.1.3   Activities to Test Security for Software Products

Our ITS department has established a process to test the security of software products delivered to our customers, identifying ways to exploit vulnerabilities to circumvent or defeat the security features of system components. To minimize the potential for information security risk we also established the security spot-check with automated scripting in order to detect security issues early. The following are the security check points in the automated scripting:

- Windows Update
- Antivirus Update & Version check
- Inventory Agent
- Windows firewall status
- Illegal software installation
- PC uptime
- PC USB port
- Default Password

4.2   Our Antitrust/Competition Law Compliance Program

We recognize that our clients are at the heart of our success and we have been continually striving to secure the sustainability of our software development activities into the future. Therefore, the board members are committed to not making agreements with competitors to damage to customers. Our Executive Committee also has adopted the principle that all contracts in which competitors engage either directly or indirectly must be considered by TMA's Executive Committee, and periodically TMA's Executive Committee will review the list of signed contracts, and review the Antitrust and Competition Risk Assessment results, and take appropriate action.

Detailed Risk Assessment Results in 2016						
Risk #	**Key Considerations**	**Potential Risk Exposure**	**Inherent Risk**	**Internal Controls**	**Control Risk**	**Residual Risk**
A. **Anti-Competitive Risks**						
A.1	Join alliance with price agreement	Damage to customer, and significant reputational company damage	Low	Signed contract listing	Medium	Low

5.1   Our Activities of Promoting Social Responsibility

5.1.1   Our Announcement of Supplier Code of Conduct

We are committed to promoting Sustainability within our supplier base. To achieve this goal, in Mid-December 2016, we announced our Supplier CSR Code of Conduct for our current suppliers and explained the purpose of this action. 11 suppliers were committed to follow TMA's Supplier CSR Code of Conduct.

5.1.2   Intellectual Services Suppliers Selection

The following is the 2016 evaluation result for our current Training Services suppliers with the criteria of adopting the TMA Supplier CSR Code of Conduct.

Trainer Qualification				
CELTA, TESOL Oxford certification or equivalent certification	5	5	5	5
Native trainer	5	5	5	5
Training Content Quality				
Meet requirement over 90%	5		5	
From 80% to less than 90%		4		
Under 80%				3
Price				
Lower than market price : 5%-7%	5			
Lower than market price : 3%- 5%		3		3
Under 3%			0	
Adminstration support				
On time	5	5	5	5
Overdue : 1 – 2 days				
Overdue : over 3 days				
Sustainability (CSR)				
Sign TMA Procurement Code of Conduct	5	0	0	0
Having CSR activities	2	1	2	1
Certified and follow ISO26000 practices	0	0	0	0

5.1.3 Supplier Selection

The following is the 2016 evaluation results for our current suppliers with the criteria of adopting the TMA Supplier CSR Code of Conduct.

Qualification						
Meet requirement over 90%	5	5	5	5	5	5
From 80% to less than 90%	0	0	0	0	0	0
Under 80%	0	0	0	0	0	0
Price						
Lower than market price : 5%-7%	5	0	0	0	0	0
Lower than market price : 3%- 5%	0	4	4	4	4	4
Under 3%	0	0	0	0	0	0
Delivery time						
On time	0	5	0	5	5	5
Overdue : 1 – 2 days	0	0	4	0	0	0
Overdue : over 3 days	3	0	0	0	0	0
Kind of Service						
Acquaintance suppliers.	5	0	0	0	0	0
Frequently service.	0	4	0	0	4	4
New service.	0	0	3	3	0	0
Warranty						
Meet requirement, quickly.	0	5	0	0	5	5
Overdue: 1 – 2 days.	4	0	4	4	0	0
Overdue: over 3 days	0	0	0	0	0	0
Maintenance						
Meet requirement, quickly.	0	5	0	5	5	5
Overdue: 1 – 2 days	4	0	0	0	0	0
Overdue: over 3 days	0	0	3	0	0	0
Service Attitude						
Polite, respect the customer.	5	5	0	0	5	0
Under satisfaction	0	0	4	4	0	4
Un-respected to customer	0	0	0	0	0	0
Sustainability (CSR)						
Sign TMA Procurement Code of Conduct	5	5	5	5	5	5
Offering equipment, devices with EcoLabel	5	5	5	0	5	5
Having CSR activities	4	0	0	0	4	4
Certified and follow ISO26000 practices	0	0	0	0	0	0

6.1 Implementing Environmental Policies

6.1.1 Basic Environmental Policies and Targets

We are committed to:

- Preventing pollution and reducing the overall impact of our operations on the environment.
- Complying with, and where possible exceeding applicable legal and other requirements relating to the organization.
- Monitoring our environmental performance and setting objectives and targets for improvement.
- Implementing the "**Energy Saving Management 2020**" strategy for reducing absolute energy usage per employee at TMA by 2% compared to the previous year.
- Providing appropriate training and awareness programs for our employees.
- Encouraging employees to propose environmental Initiatives.
- Considering the environment as part of our procurement processes

6.1.2 The "Energy Saving Management 2020" Strategy

Under the "Energy Saving Management 2020" strategy, which started in Jan 2015, TMA has been working on a new target for reducing absolute energy usage per employee at TMA by 2% compared to the previous year. In the year 2016, TMA worked to reduce energy consumption per employee per year at the Company in line with its target of achieving an absolute reduction of 2.7%, compared with the 2015 level.

	Year 2015	Year 2016
Number of Employees	1661	1808
Energy Consumption of whole the Company (KW)	8,229,303	8,718,121
Average Energy Consumption per Employee per Year (KW)	4,954	4,822
Achieving an absolute reduction (%)	-	-2.7

6.1.3 Natural Environment Protection Activities

QTSC Sport Festival 2015 is an activity in a series of events to commemorate the 14 year anniversary of the Quang Trung Software Park (16/3/2001 – 16/3/2015). Running from Feb. 27th to Mar. 20th, the festival has attracted the participation of many individuals and groups. Here, in addition to sports activities, arts and charitable activities are also organized, which attracts the enthusiastic participation of TMA employees.

The Together for QTSC Green - Clean – Beautiful movement, which works to preserve the workplace environment, was launched and has attracted many individuals and groups. Most of TMA's employees actively participated in the movement and contributed to improving the environment of Quang Trung Software City by:

- Beautifying their workplace: Clean workplace, being creative and decorating green trees at work desk area and workspace.
- Cleaning up weeds, picking up trash, tilling the soil, watering, planting additional ornamental trees.
- Receiving greenery awarded by QTSC and allotting staff as QTSC company representatives, QTSC youth union to join planting and irrigating.

Also in the series of activities for the community, TMA has made meaningful employment that contributes rice. The program "Rice grain of love" was launched by Quang Trung Software City. In total more than 1,000 kg of rice was obtained, of which TMA contributed 250kg. These small actions become great encouragement for 307 polio elderly, and children with cerebral palsy in the center of Nurturing and Protection of the paralytic people in Thanh Xuan, Ho Chi Minh City; the people that the programs are oriented to help.

6.1.4   Promoting Energy Savings

TMA is a software outsourcing company, the use of electrical energy primarily serves to maintain the operation of electrical devices such as:

- Computers
- Network equipment in all Lab rooms
- Lighting Equipment
- Air conditioners in working rooms and lab rooms

TMA makes a great effort in energy saving practices. All staff is trained in order to raise awareness of energy saving across the company and regular inspections are conducted.

	Year 2015	Year 2016
Computer not turned off after working hours	10	6
Lights or air conditioners not turned off when not in use	3	1

6.1.5   Waste Treatment Procedure
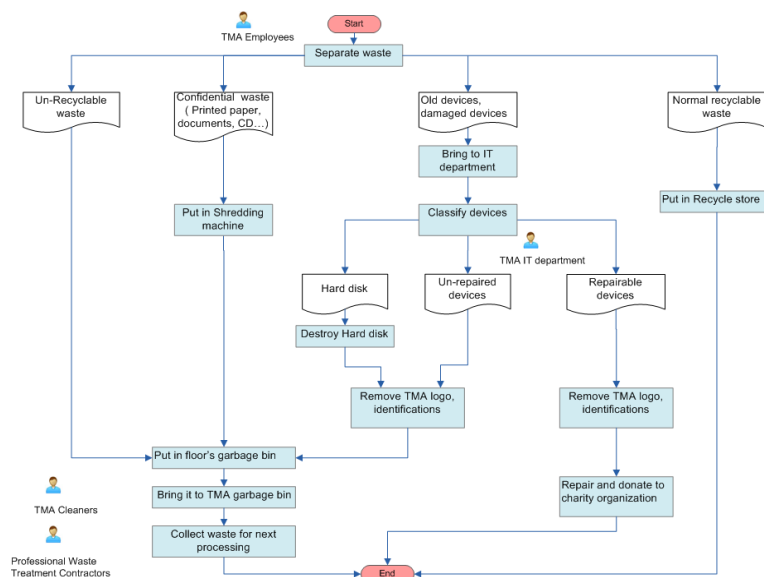
6.1.6 Superseding CRT Monitors to Save Use Energy

At the time of Jan 2011, we were using thousands of CRT displays. The energy consumption of CRT display is much higher than of LCD displays. Therefore in Jan 2011 we decided to supersede CRT displays by newer display technologies such as LCD to save energy. By Apr 2016, we completely superseded all CRTs in the company.

6.1.7 Reducing Waste to Environment

Working desks at the end of life cycle were utilized by in-house carpenter team to reduce waste to the environment.

6.2   Environmental Initiatives
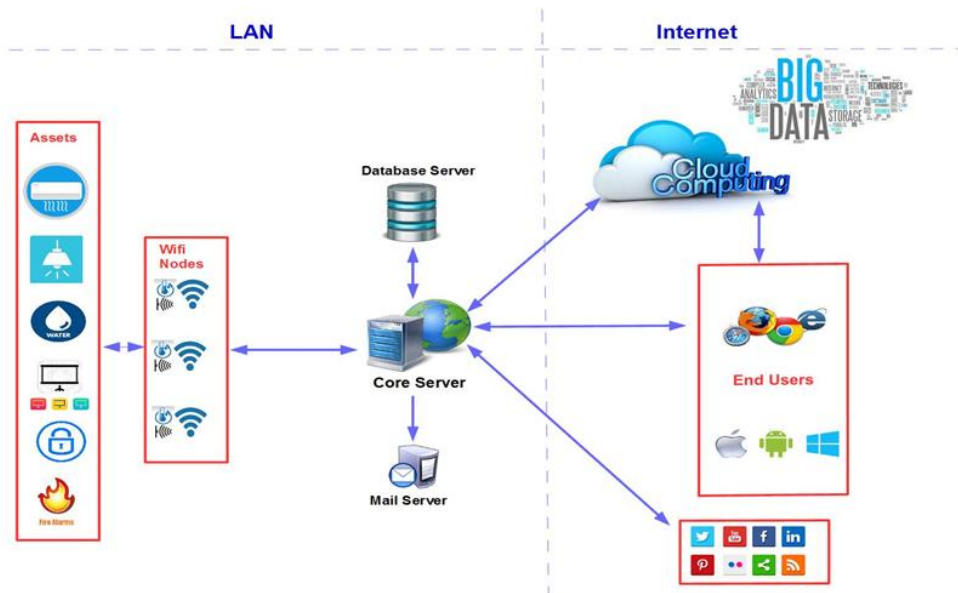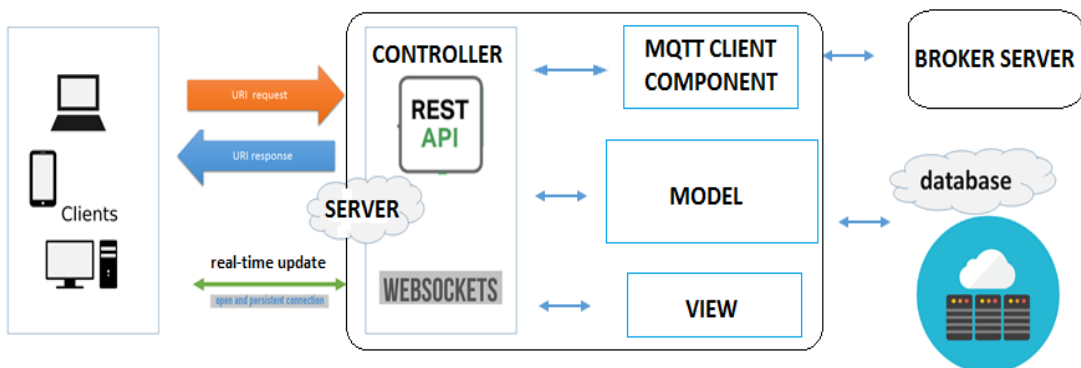
6.2.1   IOT Smart Office

This is an initiative for the effective control of the use of electrical energy in the company. A technology team has developed "IOT Smart Office" software based on IOT technology to effectively control the use of electrical energy. This "IOT Smart Office" software has been applied to control Air Conditioner devices.

### Architecture

Web-Server

6.2.1 IOT Smart Office cont.

Features

- Store data, analysis, warning, optimization temperature and humidity in lab via mobile devices. It will help to optimize the working or lab environment and enable quick action for incidents
  - Expected temperature and humidity for working room: 28-29 ºC, 20% - 80%
  - Lab: 21-27 ºC, 25%-45%
- Analysis based on historical data will help the management team to analyze issues in monitoring, usage habits, and then take appropriate action to optimize resources

Temperature became too low in working room at night --> wasting energy.
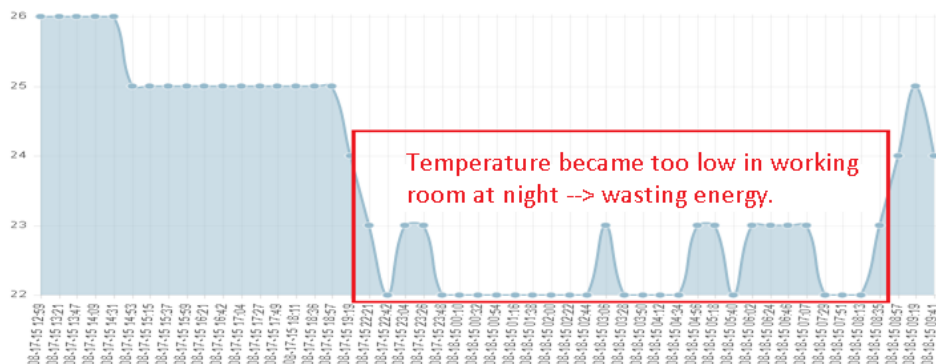
- Remote control for air conditioner device without physical access
- Automating some normal tasks. E.g. auto turn on air conditioner devices after electric black out incident, auto adjust temperature when it is too low or too high
- Hardware setup is easy to use: upgrade firmware via wireless network, provisioning via mobile devices, easy to deploy via existing Wi-Fi network, hardware could be upgraded easily via modules
- Warning via email or social network (Facebook)
- Managing electric usage for lab/office/room. E.g.: tracking electric usage daily, detecting electric surge, detect abnormal changes, evaluate risks in the future
- Automating light system in working rooms for optimizing energy usage
- Auto on/off when there are no people in a room
- Automating some additional tasks
- Auto turn on air conditioner, projector, VOIP system when the chair-person arrives in the meeting room
- Fire alarm and security

6.2.1 IOT Smart Office cont.
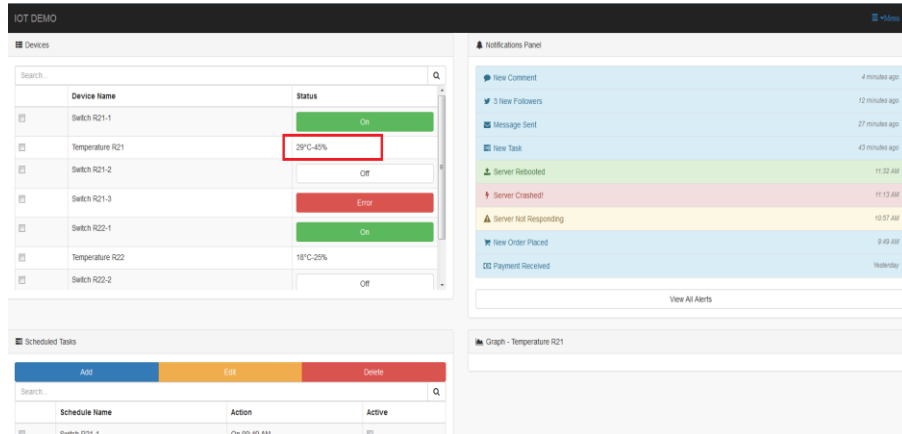
6.2.2 TMA Video Conferencing System

TMA Video Conferencing System

The video conferencing system was implemented to support communication among different offices without traveling.

Benefits:
- HD video and voice conferencing across offices
- HD Video and voice conferencing for meeting with international customers using H323 & SIP protocols
- Reduce your travel time and effort
- Reduce gasoline consumption and air pollutions

6.2.3 Deploying Virtualized Server

In 2010, an initiative of energy saving is implemented such as Virtualized server is deployed in TMA.
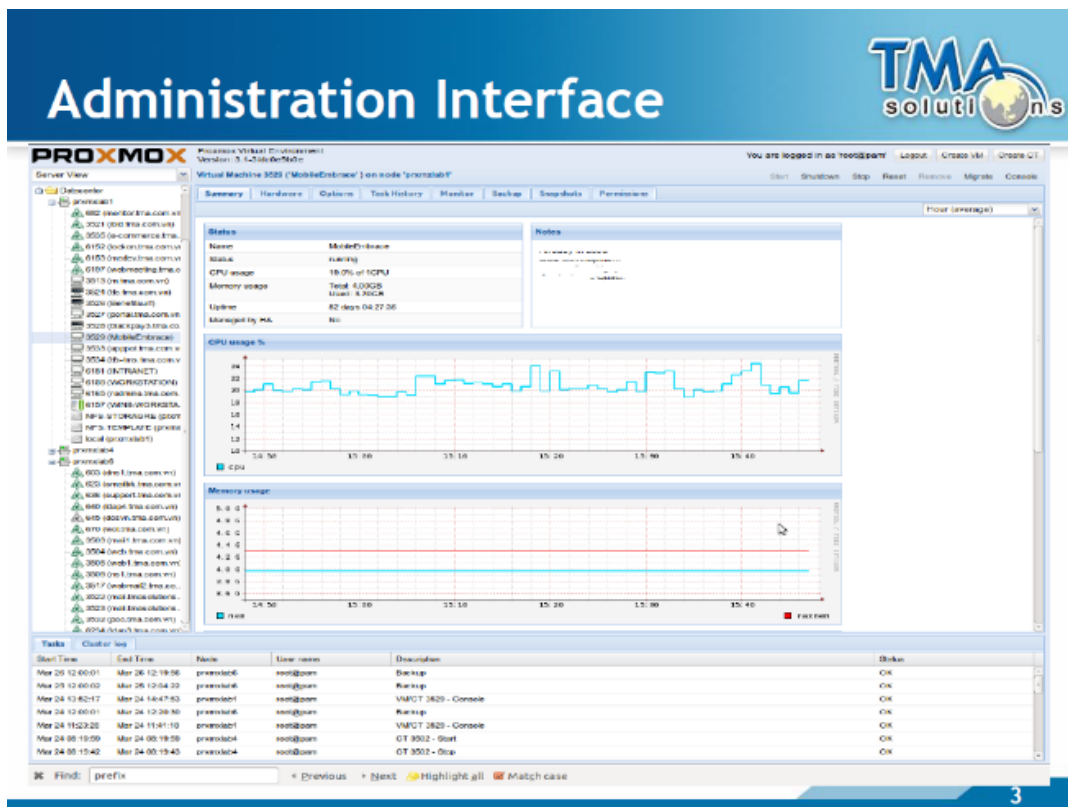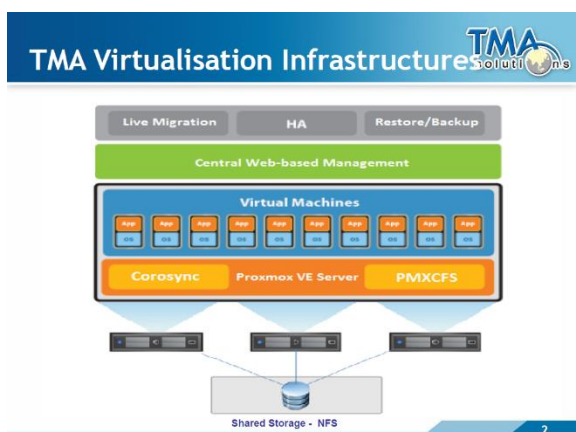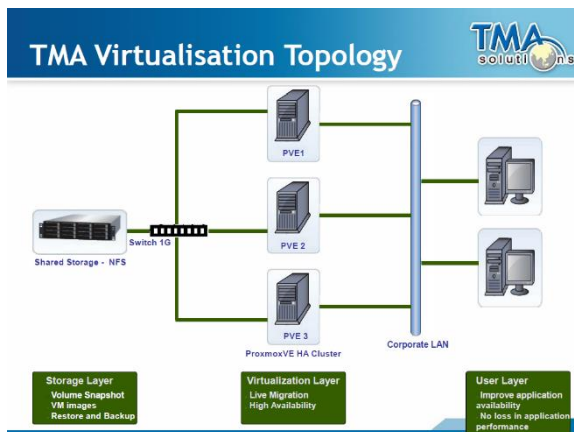
6.2.4 Smart Car Parking

This project was derived from actual requirements in the parking lot. Using IoT technology, we built an automation system to monitor the status of the car park, help users quickly find and book free slots. This will also save an indeterminable amount of time waiting and petrol

Architecture
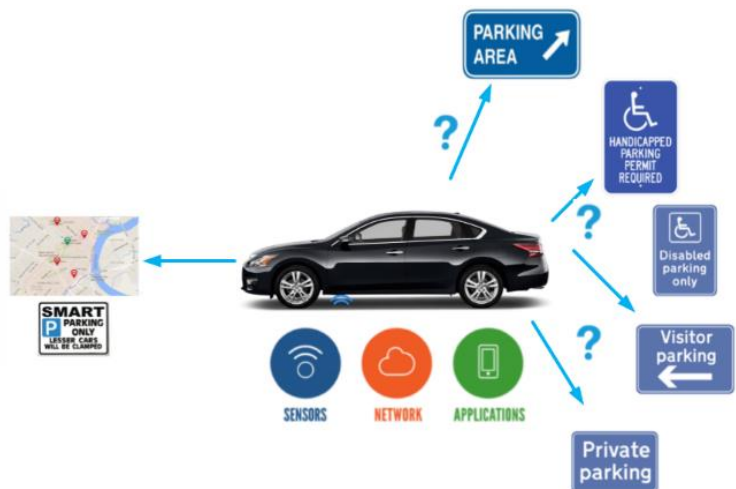
Technologies
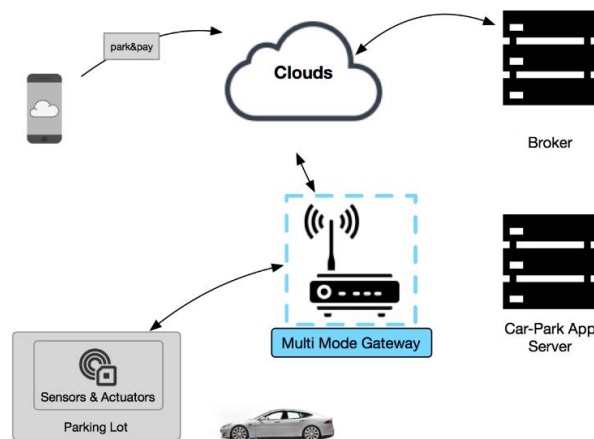
Features

- Store data IoT Gateway to communicate & transfer data
- Sensor System to detect whether a car lot is occupied or not.
- Electric panel to show the status of the car park
- Website to track the status of car parking with statistic & data visualization function.
- Android application to help users view and book free slots

6.2.5   Choice of Clouds on Environmental Criteria

More than 90% of TMA's cloud are based on AWS and Microsoft Azure.

https://aws.amazon.com/about-aws/sustainability/

https://www.microsoft.com/about/csr/environment/solutions/cloud/

6.2.6   Environment Risk Assessment

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

7.1 TMA Charity Fund

TMA Charity Fund was founded on May 13th 2015 with an initial fund of 1 billion VND. To date, TMA Charity Fund has supported many difficult circumstances inside and outside the company with more than 40 charity activities.

In 2006, 25 activities were implemented:

- Books, computers, scholarships and gifts for children in rural areas
- Houses and rice for the poor
- Food for flood victims in central Vietnam

7.2   Charity in Tam Duc Shelter "Warmth of Love"

On May 31st, 2015, DG3 members gave donations and gifts for Tam Duc shelter in District 4. After nearly half a month, the group raised more than 20 million VND, which is a very significant amount for the poor babies living here.

Anyone who has ever set foot to Linh Son Pagoda, which has become the home of love lifting up unlucky lives, feels surprised and touched by the carefree laughter and pure eyes of the children.

More than 50 orphans, mostly helpless infants, have been cared for and nurtured by Buddhist nuns for years. There are babies who do not feel the warmth of their mother's arms, not knowing the drops of fragrant milk that they deserve to have as much as others. However, with every single moment that passes, we all witness their inherent innocence; perhaps they also get a lot of the love from the warm hearts. Currently, the temple is very narrow with an area of 72m². Meanwhile, the number of orphans is increasing.

With all heart loving and sharing, DG3 members as well as many other employees in the TMA family have contributed to the temple to improve conditions in caring for the children. More places to sleep and decent meals will give the Buddhist nuns the peace of mind of being able to look after the children every day. We hope that similar activities will be organized more often to spread love and bring smiles to the faces of children in need.

7.3 Support Flood Victims with Employee Participation

TMA supports over 500 families in Middle of Vietnam. On November 5th and 6th of 2015, Duong Pham and Thanh Hoang, representatives of TMA, brought over 100 million Vietnam Dong, contributed from DCs, departments, and the company's charity fund, to join the charity team from the Rural

TMA supports over 500 families
in Middle of Vietnam
in the flood 31-Oct-2016

Economics News, Military Channel, to provide timely support to flood victims. With this amount of money, TMA supported many poor people in Ha Tinh province, which was badly damaged in the flood:

30 scholarships were awarded to 30 poor but good students of Duc Long elementary school, Duc Tho district. Their houses were also severely destroyed because of the flood. Of these, 28 scholarships were worth 500,000 Vietnam Dong each and two disabled students were awarded 1,000,000 Vietnam Dong each. Sympathizing for

the situation of the school, Duong Pham, CEO of TMA, personally contributed 10,000,000 VND to help the school to rebuild their library.

Donated 60,000,000 VND to 300 poor people at Cam My, Cam Due, and Cam Xuyen districts. Duong Pham also contributed one ton of rice to support local citizens

Donated 30,000,000 VND to 150 poor people at Cam Thanh. BOD also quoted 2,000,000 Vietnam Dong for Cam Xuyen hospital

7.3 Support Flood Victims with Employee Participation cont.

BOD also gave 11,000,000 Vietnam Dong from Thu Hoang, Hien Pham's friend, to 50 families at Cam Hung town.

While people still haven't overcome the consequences of this flood, the next flood is coming on the way. We hope that with timely contributions from TMA and other benefactors, people can boldly overcome this difficult period. Thank you for your contribution so that together we can accomplish this noble gesture!

Here is the thank you letter that the People's Committee of Cam Xuyen District, Ha Tinh Province sent to TMA
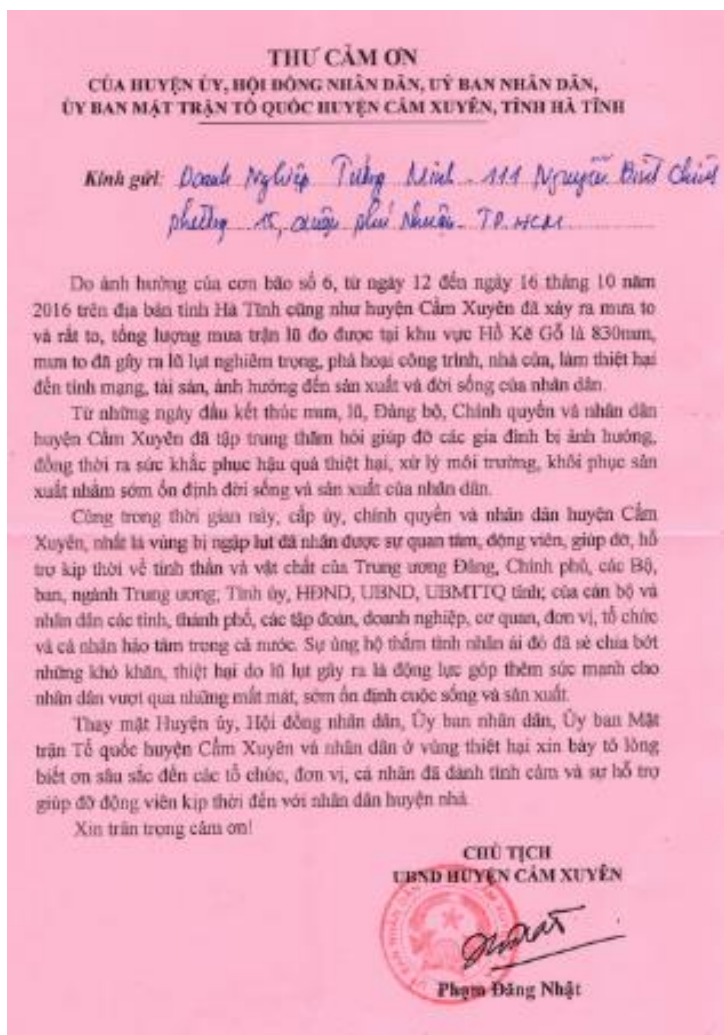
7.4 Bring "Mid-Autumn Love" and Light the Dream of Disadvantaged Children

On Sep 19th, 2016, according to plan, the members of DC4, DC9 and several TMA voluntary brothers and sisters brought a season of "Mid-Autumn Love" to the children at Long Son A Elementary School in Tra Vinh Province. The children with innocent smiles received a Mid-Autumn Festival, which made the organizers of the program extremely happy. In less than two weeks, the campaign received enthusiastic support with nearly 30 million VND in cash, 500 notebooks, nearly 40 suits, 320 lanterns and 320 mooncakes received from "donors" of the TMA family. The organizers manually packaged and prepared cute gifts and scholarships to hand to the children of Long Son A Elementary School. Specifically, 3 children who are overcoming difficult circumstances and doing well in their studies were awarded 3 lovely bikes. Besides the value of the spirit, those bikes will also help them to shorten the time it takes them to get to school and give them more time to learn and help at home.

Under the guidance of Mr. Nguyen Huynh Trung Kien and volunteers, the children are comfortable playing and enjoying the cozy atmosphere of the Mid-Autumn Festival. In response to the feelings of the siblings, the children also prepared the entertainment shows, which were very austere and full of meaning as a word of profound thanks sent to TMA family members. The program ended more successfully than expected. Thanks to DC4, DC9, the volunteers, and the TMA family for their enthusiastic contribution to the program. We hope that the same operation will be promoted in DCs in the near future.

7.5   For the Children's Smile" Charity Fair

The charity fair was first held at TMA by friends from DC11 in June this year. It was a great idea and the fair was a beautiful success. There were over 10 booths bustling with return customers that included TMA staff who came to show their enthusiastic support.

Even though before the opening there were grey clouds in the sky and rain storms coming, just before the fair started, it suddenly became very beautiful as to not betray the good hearts. Thanks to the strong attraction, crowds of people flocked to the fair right from the first minutes, and the courtyard of TMA was soon bustling with visitors. The faces of the organizers also brightened when they witnessed the large number of volunteer hearts. A large variety of high quality items were on sale.

As usual, there were skewered, dried vegetable products which were very attractive to shoppers. The members from DCs also and supported the program. Many friends couldn't hold all items because they bought so many things, which they had their companies support.

The total amount raised was 7.9 million Vietnam dong; this was given by the organizer of the fair to the department in charge of cleft palate surgery at the University Medical Center HCMC.

This charitable activity brings great meaning in the work environment, not only bringing individuals together, but also making the company a stronger part of the community. We thank DC11 for implementing this deeply humane program, and thank everyone for coming to support and contribute to bringing smiles to the children.

7.6 Donating Blood at Quang Trung Software City

TMA has the largest number of employees registering for blood donation. With an average young age combined with a spirit of consciously contributing to the community, the number of TMA friends "asking" to be blood donors stunned the organizers, and the logistics could not be prepared fully. Therefore, one third of friends that signed up will donate blood in the following session.

On 23/07/2015, nearly 120 TMA staffs enrolled in Blood Donation Day at Quang Trung Software City. With this number, our company has become the unit which has the largest number of members joining the festival. This is far beyond the expectations of IC and the program organizers as well.

Hearts of all people are valuable, however, because of limited conditions, the QTSC organizer had to choose 80 random TMA members to participate in the program and keep the promise with several others to participate next time.

Blood donation day is held annually at Quang Trung Software City. This year, although the program had some shortcomings from the organizer due to not combining well with blood donation centers and the sudden increase in registration numbers, this is still an activity that gives humane meaning and extremely profound humanism. Through Blood donation day, we have contributed a significant amount of blood to the blood bank, serving the needs of the healing and helping to save people.

Certainly we will continue to participate enthusiastically in the blood donation program in the coming period.

7.7   Scholarships and Internships

TMA became a Diamond Sponsor of Ho Chi Minh City University of Technology.

In order to build a mutual relationship between TMA and universities, TMA and the Faculty of Sciences and Computer Engineering, HCMC University of Technology, signed a "Diamond Sponsor" contract for the 2016 -2017 school year on Dec 6th, 2016.

Through this contract, TMA has committed to support activities for students in the IT department, and help the faculty to organize more attractive study programs and activities for students.

In addition to the content of this contract, TMA also committed to support IT students with part-time internships and career orientation for students from first year; providing opportunities to visit and learn about the company

Besides the University of Technology, TMA also provided funding for students' activities at many other universities such as the Natural and Science University, IT University, Dalat University, and Can Tho University. Through these activities, TMA wants to build a relationship with universities and get closer to students to help them plan their careers and also learn about TMA Solutions.

Giving scholarships to students