CSR
REPORT 2017

CORPORATE SOCIAL
RESPONSIBILITY
REPORT

TMA Solutions

CONTENTS

CSR AT TMA

CSR AT TMA

As part of our culture and operations, in the last 20 years TMA has added many regular Corporate Social Responsibility (CSR) activities. In 2017, we have drawn up the Corporate Social Responsibility Plan 2017-2019, which elaborates the main objectives and initiatives for the different responsibility commitments defined by the Company. The CSR Plan comprises three pillars of action: People, Environment and Responsible Business.

PEOPLE	ENVIRONMENT
EMPLOYEES Preserving the Company's future	Minimize impacts
CUSTOMER Excellent and Innovative service	**RESPONSIBLE BUSINESS**
COMMUNITY Positive impacts	Strong ethical commitment

The CSR Plan is built on the basis of the CSR Maturity Analysis, which is updated every year to align and respond effectively to evolving social imperatives and changes in the business environment.

CSR ORGANIZATIONAL STRUCTURE

TMA has established the CSR Committee for CSR implementation. The Committee plans and sets objectives for CSR-related initiatives, makes these initiatives known throughout TMA, and provides relevant information to the public.

CSR MATURITY ANALYSIS

The CSR Committee conducts a CSR maturity analysis annually. This analysis takes account of the Company's strategy and objectives, the internal CSR audit results. On the basis of the Maturity Analysis, the CSR Committee makes recommendations about activities to be undertaken to the Executive Committee.

RAISING AWARENESS OF CSR

In order to raise employee awareness with regard to the effective promotion of CSR, TMA offers face-to-face and e-learning training programs, incorporates CSR into their day-to-day work and announces CSR initiatives and events to all employees via email, Intranet, TVs, TMA Facebook (www.facebook.com/tmasolutions), www.tma.vn.

REPORTING SCOPE AND COMPOSITION

This Report contains the second edition of the Annual Corporate Social Responsibility Report of TMA. It includes the activity and main results of implementing CSR Plan 2017-2019 in year 2017. This Report and previous reports are published digitally and are available at: www.tmasolutions.com

MANAGEMENT MESSAGE

Throughout 20 years of development, we believe the success and sustainable development of our business are based on two main pillars:

- People development and highly motivated employees
- Customer services and highly satisfied customers

Our CSR goals are sustainable operations and growth with heavy investment in People, Customer Services, Community and Environment:

- **People**: training, friendly and professional environment
- **Customer services**: new capabilities, services and technologies
- **Community**: student development, contribute to the communities
- **Environment**: apply technologies for green programs

Nguyen Huu Le
Chairman
TMA Solutions

A RESPONSIBLE AND SUSTAINABLE COMPANY

CORPORATE SOCIAL RESPONSIBILITY PLAN 2017-2019

TMA Solutions was established in 1997 to provide high-quality software outsourcing services to leading companies worldwide. In the last 20 years, our business has always been pursuing responsible and sustainable business goals to our customers and employees, and to communities and the environment wherever it is present. With the aim of leading the operations of the units within the company, it has drawn up the **Corporate Social Responsibility Plan 2017-2019**, establishing the main objectives and initiatives for the different responsibility commitments defined by the Company. This transversal three-year plan has been approved by Company's Executive Committee, and all the areas of the Company are committed to it.

PEOPLE: EMPLOYEES

TMA encourages employees to invest in their professional development and seeks their engagement with the Company's Corporate Responsibility so that it is an integral part of their daily activities. It does this through training, communication and by recognizing their responsible commitment.

TMA recognizes that the success of its software business depends on highly talented employees. For this reason, the Company creates a rewarding working environment for employees, and encourages employees to invest in their professional development in a diverse environment and with equal opportunities.

THE HUMAN RESOURCES STRATEGY

This year, within the CSR Plan 2017-2019, the Human Resources strategy has continued based on 2 main pillars.

TRAINING AND TALENT DEVELOPMENT

Preserving the Company's future by providing needed training to employees in order to meet work requirement from customers and catch up technology trend, developing the middle-level leadership team.

MAINTAINING A REWARDING WORKING ENVIRONMENT

Collecting employees' ideas, evaluating and taking opportunities to be more efficient, improving our working environment.

NUMBER OF EMPLOYEES

Number of Employees

	2015	2016	2017
	1,661	1,808	2,056
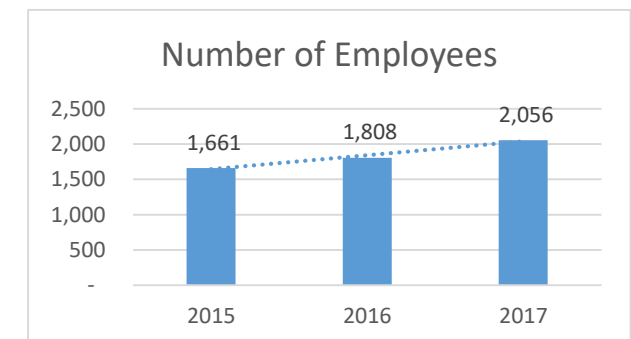
CULTURE OF EQUALITY

With the culture of equality in our recruitment and employee development activities, we actively promote equality of employment opportunities for all employees (female, male and individuals with disabilities).

50%
EXECUTIVES ARE WOMEN

FEMALE EMPLOYEES:
394
(19.16% OF THE TOTAL)

WOMAN IN MANAGEMENT POSTS
26
(22.03% OF THE TOTAL)

PROMOTING GREATER OPPORTUNITIES FOR WOMEN

As of Dec 2017, 19.16% of the total number of employees are women, who hold 22.03% of the total management positions, 50% of executive positions are women (Founder & CEO, Vice President). 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.

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.
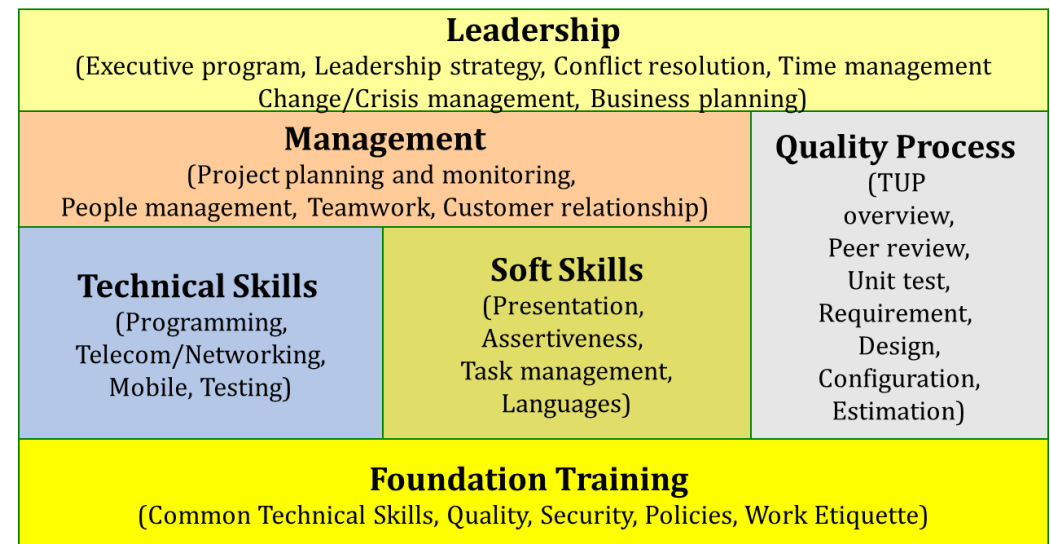

	2016	2017
Female employees	22.29%	19.16%
Female management employees	21.82%	22.03%
Female employees who returned to work after maternity leave	100%	90.63%
Employees with disabilities	0.55%	0.24%

TRAINING AND TALENT DEVELOPMENT

At TMA, personnel development primarily consists of on-the-job training which enables employees to 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.

TRAINING FRAMEWORK

Leadership
(Executive program, Leadership strategy, Conflict resolution, Time management
Change/Crisis management, Business planning)

Management
(Project planning and monitoring,
People management, Teamwork, 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

TRAINING RESULTS IN YEAR 2017

Summary of Training Results in Year 2017				
	Cumulative Total Training Time (Hours)	Number of Programs	Number of Times Offered	Number of Participants
Technical	350	44	181	3,281
Management	145	6	62	1,280
Foreign languages	200	3	127	2,281
Process	83	3	37	671
Soft-skills	85	12	55	3,989
Workshop/Seminar	14	8	8	379
TOTAL	**877**	**76**	**470**	**11,881**

KEY TRAINING IN 2017

For Management Staffs

- **Project Management Professional**: Provide trainees with project management knowledge, skills, tools, and techniques which are applied to project activities to meet the project requirements.
- **Management Training Program**: Provide management skills for manager candidates and enhance management skills for our managers such as People/Team management, General management, Project management, Soft skills, Customer communication.

For Developers and Project Manager Candidates

- **Professional Scrum for Developers**: Provide developers with critical knowledge, practice and tools so that they can perform their roles effectively, professionally and independently, especially in Agile Project Teams.
- **Mastering Agile Project Management**: Provide trainees with Agile mindset, knowledge and best practices for managing project effectively using Agile methodologies.
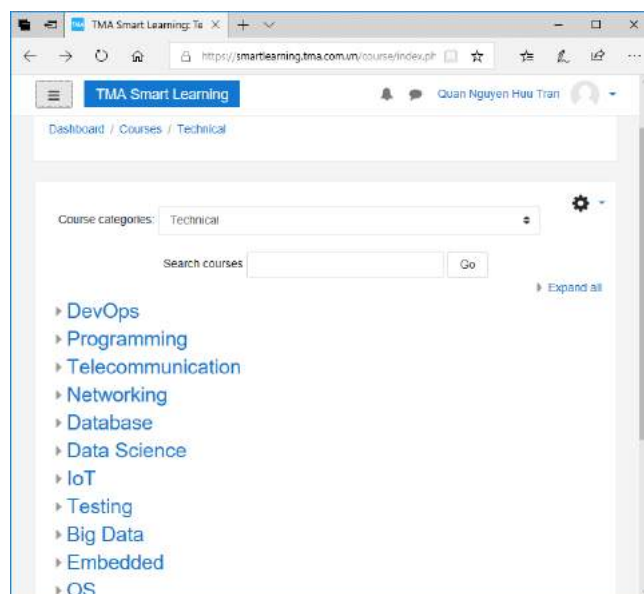
TECHNICAL TRAINING COURSES

In order to meet the diverse needs of technique and technology used in software development for customers, and support staffs in professional development at TMA.

In 2017, nearly new technical training programs were designed and incorporated into the company's training system (Face-to-Face and Online).

Added New Technical Training Programs	Previous Years	Year 2016	Year 2017	Total Number of Programs
Face-to-Face Training	81	14	12	107
Online Training	88	20	18	126

There were more than 4,500 participants of technical training through face-to-face training; over 4,800+ registration counts for online technical training courses through TMA Smart Learning tool; 280 engineers trained in big data, AI/ML, IoT, Blockchain, computer vision, and 25 seminars held with speakers from Canada, USA, Europe, Israel, Australia, etc.

Enabling Technologies for Data Science and Analytics

THE INTERNET OF THINGS

It is predicted that more than 25 billion devices will be connected by 2020

Course contents

- IoT Networks, Protocols and Basic software
- Automated decision and control with IoT technologies
- Sensors, processors, hubs/gateways and cloud computing platforms
- Relationship b/w data science, natural language and audio-visual content processing
- Researching projects drawn from scientific journals, online media, etc.
- Techniques for visual feature extraction, content classification and high-dimensional indexing
- Techniques to solve problems in:
    - web-scale image search engines
    - face recognition
    - copy detection
    - mobile product search
    - security surveillance

Instructors

Professors of Computer Science Columbia University

How to register?

Launch the course: https://www.edx.org/course/enabling-technologies-data-science-columbiax-ds103x-1

    - Create a new account for **free** if you don't have one
    - Press "**Enroll Now**" button on the right of the page
    - Choose "**Audit this course**"

TRAINING FOR NEW HIRES IN YEAR 2017

| YEAR 2017 | | Q1 | | Q2 | | Q3 | | Q4 | |
Course Name	Duration (Hours)	# Times Offered	Participants	# Times Offered	Participants	# Times Offered	Participants	# Times Offered	Participants
Security Awareness	1.5	1	55	2	152	1	65	1	127
CSR & HR Policies	1.5	1	55	2	152	1	65	1	127
TMA Overview	0.75	-	-	1	91	1	113	2	293
TMA Core Values	0.75	-	-	1	91	1	113	2	293
Work Etiquette & Professional Communication	1.5	2	115	1	67	1	128	2	284
Career Development	2	1	66	1	83	1	127	1	114
Logical Thinking	2	1	103	1	98	1	126	1	124
Assertiveness	2	1	104	1	89	1	117	1	118
Presentation (Session 1)	1.5	2	91	1	100	1	113	1	131
Presentation (Session 1)	2	2	91	1	100	1	113	1	131

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.

TRAINING FOR NEW HIRES IN 2 YEARS

Provided Training for New hires	Year 2016	Year 2017
Cumulative Total Training Time (Hours)	171	71.5
Number of Programs	12	10
Number of Times Offered	108	46
Number of Participants	4,782	4,525

TMA TECHNOLOGY DAY

This activity is organized every year to foster innovative spirit, encourage TMA members to research and apply new technologies. On Sep 16th, 2017, TMA was extremely lively and excited to welcome more than 600 IT engineers from TMA and companies in QTSC to join TMA TechDay 2017 – the biggest technology festival of the year of TMA and QTSC. With the topic "Top Trends – What's hot?", a total of 32 ideas submitted to the festival represented the primary objective of TechDay 2017, which is focusing on applying the modern technologies (Artificial Intelligence, Machine Learning, Virtual Reality, Augmented Reality, IoT, Intelligent Things, Blockchain and SDN/NFV for Enterprise Networking) to propose new ideas and solutions to customers.

TMA HACK DAY

TMA Hackday was first organized at the end of 2017, it has become a creative playground for all TMA employees. Joining TMA Hackday, people have the opportunities to present their creativity and share new ideas, inventions in developing, solving all problems in the working environment and daily life. TMA Hackday No.1 received a total 22 practical ideas and solutions for improving issues: frameworks of developing and testing software, training, communication, information systems, energy saving, marketing. ... or solutions to create a better working environment, increase work efficiency, propose new products and services for the company.

A REWARDING
WORKING ENVIRONMENT

We are committed to continually striving 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 20% from 2017 (3M VND/person)
- New year bonus
- Loan fund without interest (provided to hundreds of staff)
- Special healthcare insurance for all staff
- Checking workplace safety conditions
- Established the standards of Working Environment at TMA
- Annual performance appraisal and the TMA Quarterly Star Performer award to reward employees' contributions promptly

SPECIAL HEALTH INSURANCE

Beside the standard health insurance required by labor law, in the last 11 years, TMA has also offered special health insurance that allows all staff to receive medical services from the top hospitals.

PERIODIC HEALTH CHECK FOR ALL EMPLOYEES

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. In Mar 2017, more than 1,500 staff members register for a periodic health check.

MEDICINE CABINETS IN EACH BUILDING

Medicine cabinets are placed in each building to provide quick support to employees experiencing unexpected health problems.

RELAX ROOM FOR EMPLOYEE

There is Relax room at each Building for employees who are tired or experiencing health problems. The room also has basic medications.

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

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.

CHECKING THE QUALITY OF DOMESTIC WATER

The quality of domestic water at workplace are checked annually by an authorized professional organization to ensure the health of employees.

FIRE PROTECTION INSPECTION

Our fire protection system is inspected annually by an authorized professional organization to ensure the standard resistance. For 2017, we conducted the fire protection inspection on Jun 16th, 2017.

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.

EMPLOYEE SATISFACTION SURVEY (E-SAT)

Every year, we conduct employee satisfaction survey, and collect employees' feedback on key issues, such as:

- Associate with colleagues, teamwork, work spirit
- Opportunities for learning and professional development training
- Many types of work, attractive and challenging work
- Salary and benefits
- Work environment, infrastructure, facilities
- Human resource policy, general policy
- Recognize and evaluate leadership ability

In Dec 2017, we conducted annual surveys and received more than 4,000 ideas and comments from employees. The E-SAT results were analyzed by each department and company level with clear improvement actions. At the middle of Feb 2018, the action plan will be communicated to all employees in the whole company.

PROJECT SATISFACTION SURVEY (P-SAT)

With the aim of assisting departments in assessing and developing its effectiveness, at the same time of the E-SAT survey, we also conduct project satisfaction survey to determine the efficiency and effectiveness of departments and collect feedbacks from project managers at Delivery centers.

TMA QUARTERLY STAR PERFORMER AWARD

The award is to motivate TMA staff to improve their work responsibilities, actively provide the best solutions to their customers' technical problems, and strive for greater corporate growth.

Since 2015, TMA has established a Star Performer Award with a combined prize value of up to VND1 billion per year (up to 25 prizes each, worth VND10 million each). The awards will be shown on TMA (TV, Intranet, Facebook ...) channels continuously for the month. They are the bright stars, excelling in terms of work capacity, management and extracurricular activities of the company.

	Year 2016	Year 2017
Individual Award	83	66
Team Award	17	34

INTERNAL COMMUNICATION

The Internal Communication plays an important role to help promptly broadcast to all employees the upcoming and ongoing events in the company, the new policies, the company implemented commitment and increase the communication ability of employees in the company.

Over the last few years, TMA has made efforts to develop many Internal Communication channels such as:

- Intranet, Email
- Forum
- Newsletter
- Facebook, Twitter
- LinkedIn
- TVs

The communication department was established in May 2017 with professional staff to develop and promote communication activities.

Links

TMA Intranet: https://intranet.tma.com.vn

Other:

Internal Communication Summary Report		
	Year 2016	Year 2017
Internal Newsletter	12	12
Communication Email	258	339
Facebook Post	376	361
Event joined/organized	36	39

KEY ACTIVITIES IN 2017

Month	Activities
January	▪ Charity Fair "Xuân Kết Nối" ▪ Company 19th Anniversary ▪ QIV 2016 Star Peroformer Ceremony
February	▪ QTSC Sport and Music Festival 2017 ▪ Establish TMA Babminton Club
March	▪ Women Day Event ▪ Champion, runner-up QTSC Football Cup ▪ First Price of QTSC Music Festival ▪ Many prices at QTSC Sport Festival ▪ Opening Guitar Club
April	▪ TMA 20 Year Slogan Contest ▪ QI 2017 Star Performer Ceremony ▪ Job Fair at Can Tho Uni and UNS ▪ Donate for HUTECH IT Open Day
May	▪ Start TechDay 2017 campaign ▪ Start TMA Futsal League 2017 ▪ TMA Children's Day
June	▪ Chairty at Gia Lai Province ▪ TMA Parents' Day
July	▪ Old Photo "Dấu ấn TMA" contest ▪ Friendly Match between TMA and 12 district ▪ Photography sharing course ▪ QII 2017 Star Peroformer Ceremony ▪ Start TMA Historical Book Plan ▪ Online charity activity "Vui Happy Hour - Góp quỹ từ thiện" ▪ ICT Friendship Football Cup ▪ Opening Gym Club

Month	Activities
August	▪ TMA Sport Festival ▪ Champion of ICT Friendship Football Cup ▪ QTSC Blood donation ▪ TechExpo Job Fair
September	▪ TechDay ▪ End TMA Sport Festival
October	▪ Company 20th anniversary ▪ QIII 2017 Star Performer Ceremony ▪ Opening Guita Club ▪ End TMA Futsal League ▪ TMA HackDay #1 ▪ Opening Billiards, table tennis club
November	▪ Charity at the Middle ▪ Friendly football match between TMA and QTSC
December	▪ Start Go Green campaign ▪ First show of "Bạn muốn hẹn hò" ▪ ICT Friendship Badminton cup with many high price

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 the workplace, we promote a mindset of understanding and assistance for employees facing diverse life events which require flexible work styles. Especially, for female employees, we organize seminars on family happiness and parenting.

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

PEOPLE: CUSTOMERS

Since our principle is to grow with our partners, TMA continuously improves the service quality, catch up technology trend, and offers innovative solutions to its partners.

A RELIABLE SOFTWARE PARTNER

In the 2017-2019 strategy, as TMA determines AI, IoT, Big Data, Analytics, Blockchain technologies as new technology trends in the future, we have invested in various R&D projects to prepare human resources to adapt quickly to software development needs of partners in the future.

Over the years, in order to meet the diverse customer's needs in software development, quality control and network security have been maintained and continuously improved. New working models in software development are researched and applied to many projects. Through TechDay campaign launched by the company, a number of developers have had the opportunity to propose excellent solutions that are highly feasible, and praised by customer.

LEVERAGE THE LATEST TECHNOLOGIES

Since 2016, TMA has built and developed a special team with more than 150 engineers. They are competent to take part in projects related to AI, IoT, Big Data, Analytics and Blockchain. Nearly 40 workshop about these new technologies have been held and many software projects related to these technologies have been successfully implemented.

To increase customer services and meet the market demand, we invest on expanding our capabilities, services and technologies:

- Established TMA Innovation Center in 2017 focus on new technologies
    o Artificial Intelligent & Machine Learning
    o Data Science
    o Blockchain
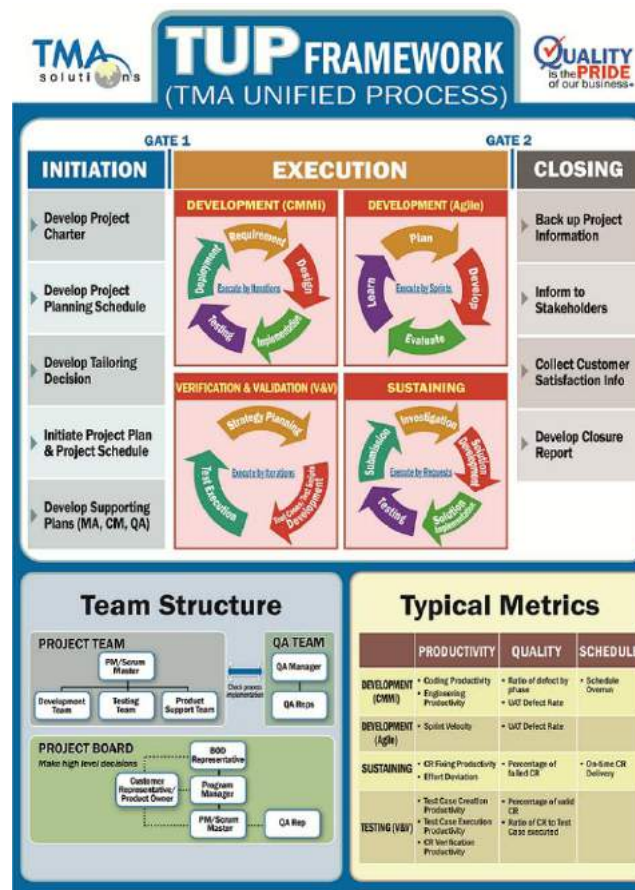   o IoT

QUALITY MANAGEMENT SYSTEM

TMA Unified Process Framework

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.

Software Quality Assurance (SQA)

By maintaining SQA activities in software development projects, the project has ensured that the project members strictly adhere to the processes and quality standards that customers and companies have set out, as well as early detecting potential problems can have a significant impact on the quality of the product and the software delivery plan for the customer. In addition, the process and quality management capabilities of the project have responded quickly to changing customer requirements throughout the software development process for customers.

For objectively evaluating the processes, work products and services against the process descriptions, standards, and procedures, the SQA team devotes themselves into all software development projects and rapidly reports noncompliance issues to the management level to solve them.

SECURITY AND COMPLIANCE

A Secure Network Environment

Perform security vulnerability scanning for over 590 testing systems and production systems weekly. The found security issues to be fixed immediately.

Software Products Security

For the purpose of providing customer with the high quality and secured software products. Before delivering to customer, the Security Team performs the security scanning on software applications for finding vulnerabilities in the design and encoding in applications and web pages that could allow potential attackers to get information which is not publicly available, and access to restricted functionalities and in general.

Data Encryption For Laptop

To prevent data theft, from Sep 2017, TMA has upgraded its data encryption solution for all laptops by using the latest data encryption solution of McAFee company.

INFORMATION SECURITY

In the software outsourcing field, information assets are important parts of our business activities and things related to our customers, 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 (e.g. Windows update; Antivirus update & version check; Inventory agent; Windows firewall status; Illegal software installation; PC uptime; PC USB port; Default password)
- Increasing employees' awareness of information security through annual security awareness tests

To ensure that our ISMS safety and the activities described in policies and procedures are in conformity with the ISO/IEC 27001 standard, in 2017, we have planned to conduct the ISO27001 Surveillance External Audit, the following image illustrates the ISO27001 Surveillance audit schedule.
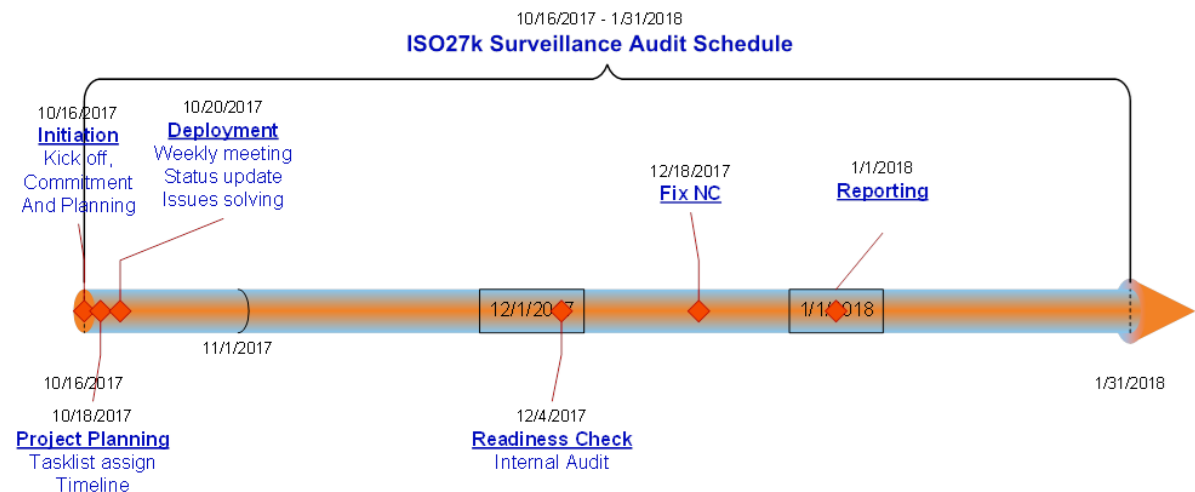
PROFESSIONAL BUSINESS ANALYST TEAM

In order to help customer build and systemize software product requirements and deliver feasible solutions to meet the business objectives and end-user's needs and aligned with the software development trend from 2016 up to now. TMA has built and developed the professional BA team with more than 35 qualified engineers who skillfully perform Business analysis role in different projects of the following domains.

- E-Commerce
- Retails
- Distribution
- Logistic
- SCM
- ERP
- Educations
- Marketing
- Healthcare

- HRM
- Hospitality
- Recruitment
- Finance
- Banking
- Loan
- Capital Market
- Accounting
- Insurance

Delivery has been always delivering great products. Now with the addition of BA service, it will increase the convenience for customer, provide better quality products, and improve Customer satisfaction. This helps build stronger relationship between TMA and customer and make the business healthier.

CUSTOMER SATISFACTION

Customer satisfaction is an important KPI of all project teams. We collect customer feedback regularly through channels such as:

- Business trip
- Visit customer
- Quarterly, monthly and daily meeting with customer
- Annual customer survey

The feedback from customers is analyzed by project management levels and company level. We use these results as the basis for further improvements to our operations in order to increase customer satisfaction.

At the project level, project manager and team members always communicate the work and plan with client representative daily. Problems and difficulties in the work are resolved promptly, and report to customer about the progress of work weekly. After each stage of product development such as Sprint, Iteration, and Release, project manager and team members organize Retrospective Meeting sessions to learn from experience and propose innovative solutions in the work to do better in next Iteration.

PEOPLE: COMMUNITY

> TMA seeks to create a positive impact on the communities through supporting charitable projects, universities and students.

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 58 charity activities.

To prepare the charity and relief program for people affected by natural disasters and flood, TMA mobilized all the employees and company leaders in devoting their material, money and participation to charity work. At the end of every year, the company management reviews and adds money to maintain the fund amount at 1 billion VND.

In 2017, 20 social & charity activities were implemented:

- Poor and disabled children, poor patients, orphanage, homeless, flood victims, clean water program, building one bridge in Ben Tre province, etc.
- Supporting universities and students
- Donating blood
- 729 million VND, 45 old computers, notebooks, pencils
- 500 kilo of rice, 1,680 packages of instant noodles, oil,..

TMA HANDED OVER 20 COMPUTERS AND 112 GIFTS TO POOR PUPILS AT GIA LAI PROVINCE

In the ending days of May 2017, TMA organized a charity trip to Primary School "Số 1", Ea Luh village, Nghia Hung commune, Chu Pah district, Gia Lai province, as an opening for movement of "20 charity programs in 2017". Over here, we handed over 20 old computers and 112 gifts including notebooks, school supplies and necessities for school pupils - 112 are also the total number of students in this school. Gifts in this trip, apart from the source of TMA Aspiration fund, also include the enthusiastic contribution of TMA colleagues, especially the one who participated in onsite team.

Ea Lũh is a very poor region of Gia Lai province. Low intellectual standards, poor infrastructure and unplanned births from the majority of households make life difficult for everybody. The elementary school in which children in the region are attending is currently lacking of many facilities. 20 computers donated by TMA along with new IT teachers from Chu Pah District Education Office will open a new world for pupils there. They will be guided to access information technology with real computers in place to practice. The trip was ended successfully with full of happiness and humanity. Hopefully with the gifts from TMA, The Primary School "Số 1" students will have more motivation to study better. However, there are still many other localities over the country who are in difficult situations and need the help from benefactors. From now until the end of 2017, you'll have a lot of chance to join the "20 charity programs" and don't forget to email IC in order to receive support from TMA Aspiration fund!

TMA TRAO TẬN TAY 20 MÁY TÍNH CÙNG 112 PHẦN QUÀ ĐẾN CÁC EM HỌC SINH NGHÈO TỈNH GIA LAI

HELPING CANCER PATIENTS AND HEMODIALYSIS PATIENTS AT QUY NHON HOSPITAL, BINH DINH PROVINCE

During the visit to Quy Nhon City, Binh Dinh Province, apart from working with Quy Nhon University, Ms. Ngoc Anh, Dr. Le and TMA management board (EC, BOD, SM, PC) had a meaningful charity trip at the Department of Oncology and Artificial Kidney Running Department, Quy Nhon Hospital. In the warm-hearted atmosphere, VND 84 million (VND 28 million contributed by SM, PC, BOD, EC and VND 56 million from TMA Aspiration fund) were handed over to poor Chronic dialysis patients and disadvantaged patients.

In which, at the hemodialysis department, we gave 9 lots (4 million VND each) to dialysis patients in the list of provided by hospital; 30 lots (VND 500,000 each) for patients who are boarding at the hospital. At the Cancer Department, we supported 8 million VND for 2 patient families, besides, 24 million VND has also been sent to 48 other dialysis patients who are staying at funeral homes waiting for treatment (as they don't have enough fund to go home).

ENJOY HAPPY HOUR – DONATE FOR CHARITY

At the earlier of August, the new program "Enjoy happy hour – Donate for Charity" of the Department took place more successfully than expectation. Unlike the previous fairs, which was held in the front yard of Lab 6, the items of this charity fair were sold online and delivered. With this new format, the program has received an extremely good support with more than 500 orders and a majority of orders was sent charity.

The fund comes at a perfect right moment since DC2A members sent to Board of Directors an extremely difficult case of student Nguyen Van The (Dong Nai Technology University), having a serious accident while driving on the way to join TMA internship and need treatment cost. In order to help him and encourage his family to overcome this crisis, Board of Management decided to support VND 25.5 million, including VND 20.5 million deducted from the donation amount of "Enjoy Happy Hour – Donate for Charity" and VND 5 million from the support of Ms. Uyen Pham.

As the original purpose, the remaining profit of " Enjoy Happy Hour – Donate for Charity " has been used to support poor students in case of need. And first action has been implemented when 900 notebooks, 150 metal pens, 50 pencils and 100 ballpoint pens were given directly to orphans at Long Hoa pagoda, District 7. Moreover, Ms. Uyen Pham also supported 2 blue and white pieces of garment fabric for the children to make school uniforms. Just in a short time, many lofty acts have been done by TMA to help many difficult circumstances in life. Hopefully, these meaningful support will motivate students and poor patients to be stronger and move forward to a bright future.

TMA'S VOLUNTEERS DONATE BLOOD TO SAVE LIVES

In the early morning of the Aug 25th, 2017, almost 112 TMA's employees were ready to donate their blood at the blood donor day 2017 at Quang Trung Software City – QTSC.

This is a regular event hosted by QTSC and Blood Bank of Cho Ray hospital. The event was held at the center of QTSC with several spots for ambulances, blood vans and warm welcome facilitators.

Most TMA's volunteers believe that their donation would be greatly appreciated for emergency cases. Henceforth, more volunteers attended the event compared to last year. Noticeably, the number of female donors was significantly high.

SUPPORTING UNIVERSITIES AND STUDENTS

With the aim of continuing to support universities to increase educational quality, provide students with the opportunities to gain hands-on work experience and new technologies in which they can apply their knowledge early on. TMA has been conducting the following main activities, specifically 41 events in 26 universities, 5,200+ CVs submitted and 1,300+ students visiting TMA in 2017.

- Give feedback on the content of the IT student training program of some universities
- Share the real needs of the IT industry to the lecturers in the university
- Help train faculty members in some universities and facilitates internships at TMA to help them adapt the real working environment.
- Support student interns to get them familiar with in the real working environment, and learn new knowledge.
- Guide students to make the graduation thesis
- Participate in seminars at universities

ENVIRONMENT

> **TMA is committed to continually striving to works to minimize its impact on climate change, increase the efficiency of energy use and develop more environmental initiatives and solutions.**

The CSR Plan 2017-2019 has defined two main projects to achieve continual improvement in environmental performance.

- Energy Saving Management 2020
- TMA Go Green

Under the "Energy Saving Management 2020" strategy, in the year 2017, 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 to reduce energy consumption per people per year at the Company in line with its target of achieving an absolute reduction of 11.40%, compared with the 2016 level. TMA is also researching technical solutions on saving energy, hopes to deploy these solutions in year 2018.

	Year 2016	Year 2017
Average Number of People (Employees + Internships)	1,808*	1,990
Energy Consumption of whole the Company (KW)	8,718,121	8,501,251
Average Energy Consumption per People per Year (KW)	4,821.97	4,272.24
Achieving an absolute reduction (%)	-2.67	-11.40

* not included Internships

Average Energy Consumption Trend 2017
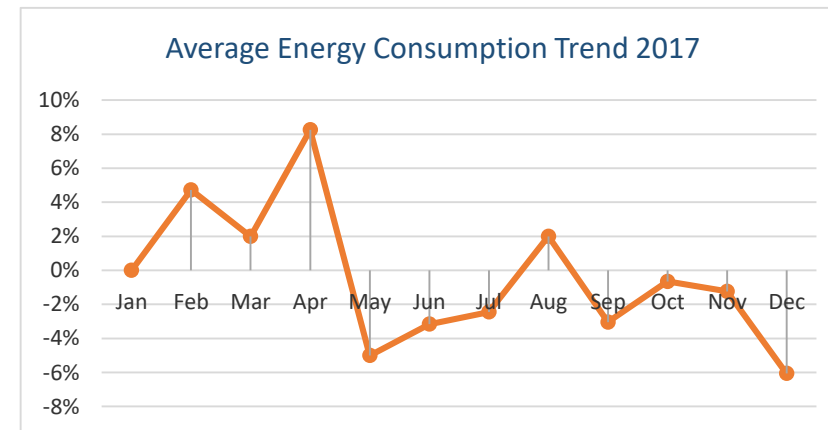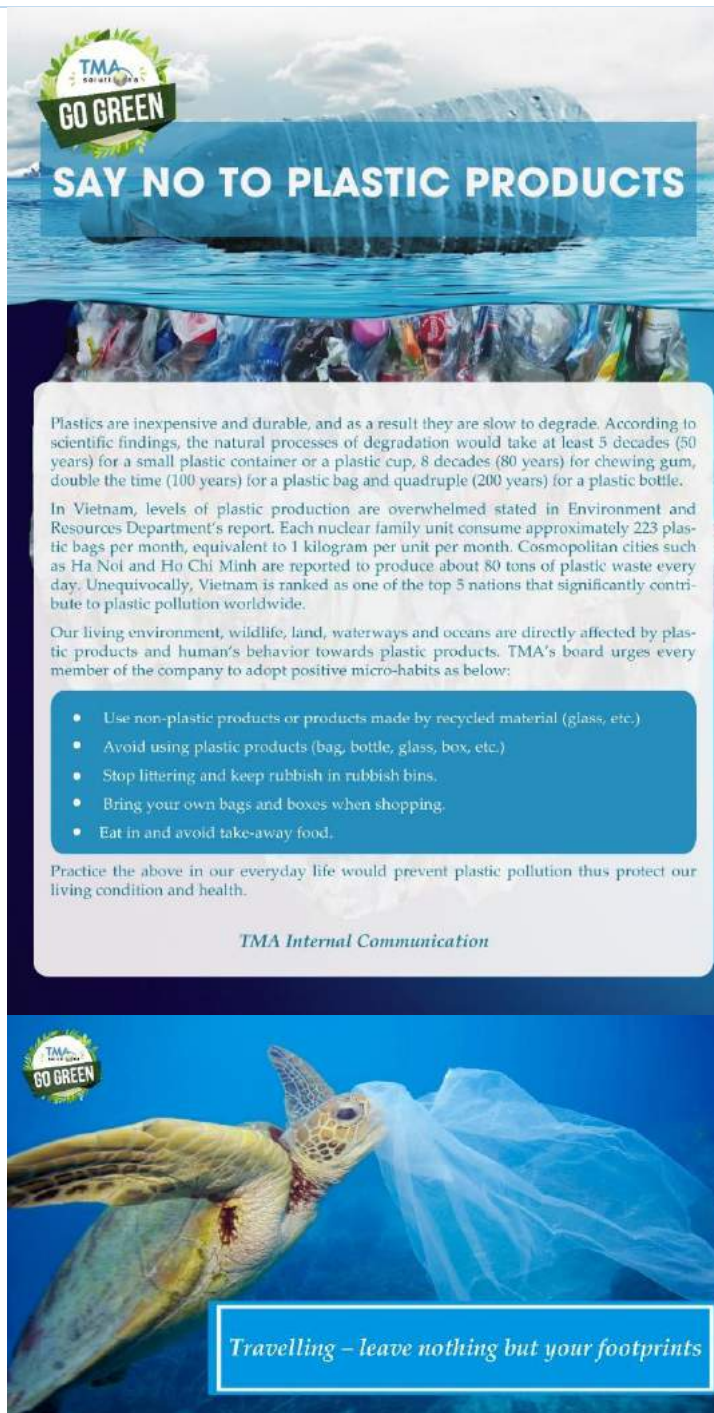
GO GREEN

In order to raise awareness of environmental protection, and expect our employees to become "environmental ambassadors" in their own home or in the local area where they live, TMA launched Go Green campaign and encouraged everyone "Say no to Plastic Products" to save Mother Earth.

With more than 2,000+ employees working at TMA, we believe our "environmental ambassadors" will play a positive role in spreading the message of environmental protection to the community. This is a positive contribution of TMA to the social community in helping to protect the environment.

We, daily and monthly, send environmental protection messages to all employees through our internal information system such as internal information display, email, or thematic talk held in our office company.

RESPONSIBLE BUSINESS

TMA manages its operations and its software outsourcing services based on doing business ethically, dialogue with customers, employees and suppliers, promoting responsible alliances with other organizations and a strong ethical commitment.

We continue to pursue our core values:

Respect
Treating others the way you want to be treated

Honesty
Being truthful to others and yourself

Commitment
We transform our promise into reality

By doing:

- Creating a rewarding working environment for our employees
- Building trust with customers
- Transparency communication
- Following company policies and principles
- Promoting sustainability within our supplier base

RESPONSIBLE ALLIANCES

TMA is the membership of two associations and one alliance:

VINASA (Vietnam Software & IT Services Association – vinasa.org.vn) is a national association in Vietnam, operating on a non-governmental, non–profitable organization with the purpose to promote co-operation and mutual support among the members, in order to promote the development of Vietnam software industry & services and to protect the members' rights according to the Vietnam laws.

HCA (The Ho Chi Minh City Computer Association - hca.org.vn) has the same functions as VINASA above for Ho Chi Minh City area.

VNITO Alliance (Vietnam Information Technology Outsourcing Alliance - vnito.org). Main activities of VNITO Alliance include:

- Advertising & promoting ITO/BPO sector in Vietnam and abroad
- Sharing knowledge through seminars/workshops, tech talks, and training courses
- Developing, connecting, and collaborating ITO/BPO community
- Building and maintaining good rapport with Vietnam government and international organizations

INTERNAL CONTROL

INTERNAL CSR AUDIT PROGRAM

In early March every year, the CSR Committee follows the CSR Audit Guideline to conduct the internal CSR audit program, many CSR policies and procedures were checked in related departments/units (HR, IT, Security, Admin, Purchasing, Training, Business, IC, QMS) and no major violations were found in 2017.

- Labor practices
- Purchasing
- Gifts

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

PREVENTING MONEY LAUNDERING

Our current practices are:

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

CHECKING CONFLICT OF INTEREST

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

- Involve in 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).

ANTITRUST/COMPETITION LAW COMPLIANCE

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 has also 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.

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 www.tmasolutions.com and booklets:

- www.tmasolutions.com/files/TMA-Booklet.pdf
- www.tmasolutions.co.jp/docs/TMA-Booklet-Japanese.pdf

CSR RISK MANAGEMENT

At TMA, the CSR Committee is responsible for managing risks related to CSR aspects. Quarterly, the CSR Committee performs the risk assessment, and makes recommendations about initiatives and action plans to be undertaken to the Executive Committee.

SUPPLIER CERTIFICATION

CODE OF CONDUCT

We are committed to promoting sustainability within our supplier base. To achieve this goal, in the middle of Dec 2016, we announced our Supplier CSR Code of Conduct for our current suppliers and explained the purpose of this action. At the end of year 2017, there are a total of 11 suppliers committed to following TMA's Supplier CSR Code of Conduct.

SUPPLIER SELECTION

For selecting suppliers, we have defined the supplier evaluation criteria and procedure. Annually, we strictly evaluate our current and new suppliers that include any third party that provides TMA with components, hardware, software, support, equipment, and services, of all types. In 2017, we removed 3 suppliers from our local supplier list as they were not actively in pursuance of the Supplier CSR Code of Conduct of TMA.

CHOICE OF CLOUDS ON ENVIRONMENTAL CRITERIA

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

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

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

	Year 2016	Year 2017
Number of Suppliers	11	11
Number of New Suppliers	-	3
Number of Removed Suppliers	-	3

AWARDED A CERTIFICATE FROM HCMC PEOPLE'S COMMITTEE

On 27th May 2017, TMA is honored to be one of 34 enterprises in Ho Chi Minh City to be commended and awarded a certificate of merit at the program "Accompanying with enterprises" organized by the City Labor Federation. Enterprises that are recommended this year are the ones who always strictly follow the laws, policies and take care of benefits for employees. Moreover, they always express their enthusiasm in in creating favorable conditions for employees to take the initiative in working, manufacturing, as well as learning and improving knowledge.

Ho Chi Minh City currently has about 300,000 businesses in operation. The recognition from the City People's Committee is a great honor of TMA, a huge motivation for TMA to improve ourselves and contribute more for the success of the City.

VIETNAM TOP ICT

On Sep 19th, 2017, TMA was honored with the "Top ICT Vietnam", the leading software outsourcing company. We are honored to get this prize in 14 years. The TOP ICT Vietnam 2017 Award, which is nationally hold, is selected and awarded by Ho Chi Minh Computer Association (HCA), based on the business obtained sales criteria and products, services in competition. The average annual turnover of the winning units accounts for nearly 40% of the industry's revenue, showing the importance and prestige of the award.

TOP 50 IT COMPANIES IN VIETNAM 2017

On Oct 25th, 2017, TMA was honored to be named "Top 50 IT Companies in Vietnam 2017", awarded by the Vietnam Software and IT Services Association (VINASA).

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TMA SOLUTIONS