TMA solutions

2021
CORPORATE
SOCIAL
RESPONSIBILITY
REPORT

In this report

CSR at TMA

As part of our culture and operations, in the last 24 years TMA has added many regular Corporate Social Responsibility (CSR) activities. In 2017, we drew up the Corporate Social Responsibility Plan, which elaborated 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. The CSR Plan is built upon 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 established a CSR Committee to support 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. Based on 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 and effectively promote 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's Facebook Page (www.facebook.com/tmasolutions), www.tma.vn.

REPORTING SCOPE AND COMPOSITION

This contains the fourth edition of TMA's Annual Corporate Social Responsibility Report. It includes the improved initiative activities and the main results of implementing CSR Plan 2017-2020 in the year 2020. This Report and previous reports are published digitally and are available at: www.tmasolutions.com/Csr

PEOPLE

EMPLOYEES

Preserving the Company's future

CUSTOMER

Excellent and Innovative service

COMMUNITY

Positive impacts

ENVIRONMENT

Minimize impacts

RESPONSIBLE BUSINESS

Strong ethical commitment

Message from chairman

Throughout 24 years of development, we believe the success and sustainable development of our business has been based on two main pillars:

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

Our CSR goals are sustainable operations 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, contribution to the communities
- Environment: applying technologies for green programs

In 2021, due to the Covid-19 pandemic, the business of TMA faced many challenges. However, TMA always strives to create a safe and healthy working environment for all employees, supports employees to develop their careers, and encourages them to participate in many productivity improvements activities, new technology research and development to better support our customers during this Covid-19 pandemic.

TMA CORE VALUE

Respect
Treating others the way you want to be treated

Honesty
Being truthful to others and yourself

Commitment
We transform our promise into reality

Nguyen Huu Le

Chairman

A RESPONSIBLE AND SUSTAINABLE COMPANY

CSR plan

People

Environment

Responsible Business

Corporate Social Responsibility plan

TMA Solutions was established in 1997 to provide high-quality software outsourcing services to leading companies worldwide. In the last 24 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, we have drawn up the Corporate Social Responsibility Plan, 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 | CUSTOMERS | COMMUNITY

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. TMA 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.

❶ THE HUMAN RESOURCES STRATEGY

This year, the Human Resources strategy has been maintained under the CSR Plan and is based on two major pillars.

TRAINING AND TALENT DEVELOPMENT

Preserving the Company's future by providing necessary training to employees so they can meet work requirements from customers and keep up with rapidly evolving technology trends, 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.
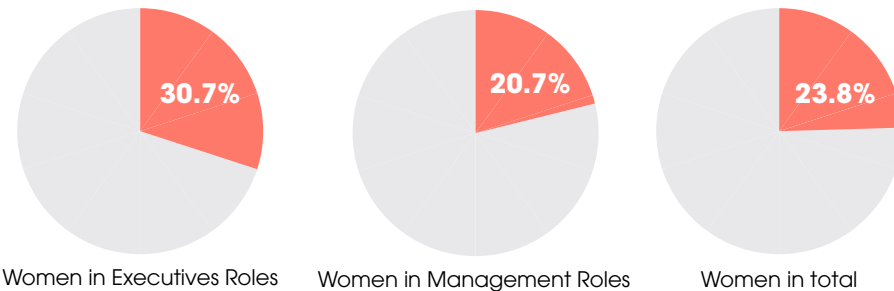
2 CULTURE OF EQUALITY

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

30.7%

20.7%

23.8%

Women in Executives Roles   Women in Management Roles   Women in total

PROMOTING GREATER OPPORTUNITIES FOR WOMEN

As of Dec 2021, 24.1% of the total number of employees are women, who hold 30.9% of the total management positions, 30.7% of executive positions are held by 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.

3 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. Although being affected by the Covid-19 pandemic, TMA Training Center still maintains a variety of online courses, helping employees promptly update knowledge and improve skills. Technical training courses are also deployed regularly by TMA to improve the professional capacity of employees, help customers solve problems of increasing productivity and reducing expenses, performing digital transformation and enhancing production capacity.

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)

FOUDATION TRAINING
(Common Technical skills, Quality, Security, Policies, Work Etiquette)

NEW HIRES

TRAINING FRAMEWORK

TRAINING RESULTS IN 2020

Classroom training

Domain	# Class	# Participant
Technical skills (classroom + online)	109	2762
Soft Skill	50	1678
Leadership and Management	47	491
Process	8	73
New hire	130	4528
Total	344	9532

KEY TRAINING IN 2021

- New hire: Equip necessary knowledge & skills to meet working requirements
  - HR Policies and Security Awareness
  - TMA Overview & Core Values
  - Software Development Processes
  - Work Etiquette & Professional Communication
  - Career Development
- Mandatory soft skills:
  - Logical and System Thinking - Principles & Case Studies
  - Assertiveness
  - Presentation
- Professional Scrum for Developers: Equip developers with critical knowledge, practice and tools so that they can perform their role effectively, professionally and independently, especially in Agile Project Teams
- Project Management Professional (PMP): Provide trainees 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, and Customer communication.
- Technical:
  - Hot trend courses, Monthly technical training: Equip trainees with the critical technical skills to meet project, working requirements as well as to catch up the hot trend.
  - Mentoring training programs: Provide deep knowledge about domains that managers want members to learn. Trainees can be able to apply what they learn to current projects.

Online training

In 2021, Upskills has enhanced more online training courses at Smart Learning System - https://smartlearning.tma.com.vn/ for everyone. New courses are updated every week, which helps TMA members learn more easily and conveniently.

Domain	Course	Participant
Technical	234	2387
Foreign languages	84	1283
Soft skills	23	506
Leadership & Management	18	44
Business	3	16
Process	56	1876
New Hire	13	3796
Foundation Training	34	174
Total	465	10082

Training course for manager

Training	Course name	Trainee	Class
Internal	Management training program	55	2
	Project Management Professional	14	1

COVID-19 PREVENTIVE ACTIONS

In 2021, in order to report promptly about the Covid-19 pandemic and prepare quick actions to force majeure cases, TMA continue to maintain the operation of Covid-19 taskforce, working closely with departments to ensure safety for all employees.

Accordingly, TMA has:

- Implemented WFH with 99% of employees during the peak period of the outbreak

- Organized vaccination for employees

- Researching and implementing Covid prevention solutions: measuring body temperature, detection of mask-wearing and UV box

- Compulsory hand washing, temperature measurement for all employees, customers, candidates when coming in to the company

- Classification quarantine, make medical declarations, WFH for cases involving Covid-19 patients, returning from epidemic zones

- Limited to organized crowd activities

- Enhanced online learning and meetings

- Sent more than 90 emails, 30 TV posters regarding Covid-19

With the above effective methods to prevent the spread of Covid-19, TMA ensures the quality of work and create a safe working environment for all employees.

4 A REWARDING WORKING ENVIRONMENT

With the goal of making every member feel like TMA is a second home, TMA always strives to build a friendly, comfortable, but the equally professional working environment for all employees. Here, the members can constantly show their talent, passion for work and activities. In addition, many attractive benefits are also sent to employees in order to create good conditions for everyone to work hard and play hard.

In 2021, with the heavy impact of the pandemic, the benefits of TMA was limited as well. But we always try to give the safest working environment to employees and keep some fundamental benefits such as:

- To be fair to women and people with disabilities

- 13th-month salary

- Interest-free loan policy

- Special health care program

- Annual health examination

- Continued team fund when the epidemic stabilizes

GIFTS FOR LONG-TERM EMPLOYEES, INTEREST-FREE LOAN POLICY

TMA always appreciates individuals who have long-term attachment to the company. Those who have worked for 5 years or more always receive a gift of gratitude from the company as a sincere thank you, hope that you will continue to stay and contribute.

In 2021, more than 300 employees who have worked for 5 and 10 years received gifts (back bag, hand watch) from company.

Official employees of TMA are entitled to interest-free loans from the company when there is an urgent need.

TEAM TRIP

In 2021, due to the impact of the covid-19 pandemic, most of TMA's groups only organize online activities. Especially, many groups also send gifts of food, medicine to F0 employees or when HCM city implements social distancing.

SPECIAL HEALTH CARE PROGRAM

VBI, which is a special health care program, has been applied to all official employees by TMA for 14 years. This program provides TMA staff free or partially discounted medical examinations in more than 200 hospitals and clinics across the country. In 2021, 2782 TMA employees participated in this special healthcare program. In addition, 56 relatives were also registered to participate with many discounts.

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 2021, more than 2.100 staff members register for a periodic health check.

SAFETY OF WATER SOURCES

The water source at TMA is checked every 6 months at the Pasteur Institute in Ho Chi Minh City and prestigious centers to ensure safety for all employees.

FIRE PROTECTION INSPECTION

In 2021, TMA coordinated with District 12's Fire protection inspection police to organize a fire prevention and fighting rehearsal, covering "Detect, process, exit guide, save and move properties and first fire fighting."

TMA staff as well as the on-site fire department have been educated and instructed on how to escape in case of fire as well as urgent fire fighting methods.

SAFETY TECHNOLOGY SOLUTION DEPLOYED AT TMA

Lab Monitoring

At TMA, we offer a stand-alone monitoring application that provides dynamic real-time temperature and humidity. It has the following features:

- Real-time monitoring of temperature and humidity

- Alarm notification via Speaker, SMS, Voice Call, Skype , Slack when specified temperature and humidity thresholds are met

- Daily statistics reports sent to Skype or Slack

- AI integration to predict failure

- Simple integration to a Factory Management System by API

Early fire warning system

TMA is currently installing an early fire warning system with the following features:

- Automatically detects heat in the area

- Detects abnormal heat sources

- Alerts via alarms, alarm messages on Zalo, alarms on management systems, good observation distance from 9-11m

With this system, TMA can get early warning of fire hazards to promptly inspect and evacuate, avoiding damage to people and property.

PROJECT SATISFACTION SURVEY (P-SAT)

With the aim of assisting departments in assessing and developing its effectiveness, we conduct project satisfaction surveys to determine the efficiency and effectiveness of departments and collect feedback from project managers at Delivery centers.

Projects can raise any concerns/change requests/improvement requests to relevant Departments via the below channels:

ANYTIME

Ticket system: Ticket system: After finishing a ticket, the tool always send an e-mail to the requester to get feed-backs including satisfaction rate

E-mail to/verbal discuss with Department Heads

Departments Monthly meeting Quarterly Review meeting
PMO will record the actions then follow-up them

ITS Yearly Survey
ITS department will define then implement the needed actions

COMMUNICATION DEPARTMENT

The Corporate Communication & Services Department was established in May 2017, including Internal Communication (IC) and Public Relation (PR), in which:

IC

- In charge of internal communication, organizing events in the company and in charge of communication activities

- Report, take photos, make videos, prepare visual materials before and after company events

- Ensuring that all employees understand the company's policies and events, helping employees have a dynamic and professional working environment

PR

- In charge of communication between TMA and outside, bringing TMA's image closer to the public, graduates, and undergraduates.

- Closely associated with nearly 50 universities across the country, continuously welcoming students to visit TMA

- Organize and coordinate to organize recruitment events, attract candidates to work and stay at TMA

During the past few years, through media channels such as TV, email, Facebook, Linkedin, and newsletters, the communication department has done a good job of connecting and organizing many useful activities for all employees as well as working well with students and Universities. with students and universities.

KEY ACTIVITIES IN 2021

ESAT

Formed TMA Technology Group

TMA 24th Anniversary (online)

Covid-19 prevention campaign (Vaccination, WFH, 3-in-a-place plan)

Established TMA Europe Office in Germany

TMA Innovation commercialized 5 products

TMA Binh Dinh reached 300 people

Go green

Collecting old batteries

Say no to plastic

Green working environment

Limit to use plastic in company

Plan trees at TMA Innovation Park

Corporate activities

Phu Nhuan district Blood donation

Health webinar at QTSC

Charity

Support the frontline medical force in the fight against Covid-19

Joining charity run - Uprace 2021

Scholarships for students

University Cooperation activities

- **Sign MoU with:** Hue University of Education, FPT Greenwich University, Banking University of HCMC, HCMC University of Economics and Finance, The University of Danang (University of Technology and Education ,University of Education, and University of Economics), Vietnam-Korea University of Information and Communication Technology

- **Seminar at:** Danang University of Science and Technology, The members of Da Nang University, Industrial University of HCMC, Posts & Telecoms Institute of Technology, and several high schools in the central region.

- **Webinar for students at:** VNUHCM - University of Sciences, University of Information Technology, University of Technology (HUTECH), Dong Nai Technology, Duy Tan University, Quy Nhon University, FPT Greenwick University

- **Company Tour:**
  - Lab 6: Aptech Computer Education, Quy Nhon University
  - TIP: Phu Yen University, Le Quy Don High School

- **Job fair at:** HCMC University of Technology and Education, University of Technology (HUTECH), VNUHCM - University of Sciences, Van Lang University, Danang University of Science and Technology, Can Tho University, HCMC University of Education, Saigon International University

- **Sponsor for:** Bach Khoa Alumni - Computer Science & Engineering, HUTECH IT Got talent, "Thách thức" of VNUHCM - University of Sciences, "Phần mềm sáng tạo" of HUTECH and "HOW TO AI Series" - HCMC University Of Technology

- **Scholarship for** excellent students at central high schools and HCM universities

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. In 2021, as the Covid-19 pandemic hit, many activities for staff such as the annual football tournament, children's day, and parent's day were postponed. Instead, members were encouraged to self-exercise at home, join self-training clubs and activities to ensure epidemic safety. TMA also has GYM rooms for members to exercise after work.

Sport & Music Clubs at TMA

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

- Men's Football club
- Badminton club
- Chinese chess club
- Chess club
- Table tennis club
- Guitar club

TMA 24th ANNIVERSARY CELEBRATION: ONLINE ORGANIZATION WITH NEARLY 3000 MEMBERS PARTICIPATING

On the afternoon of October 15, 2021, TMA held a special celebration to celebrate 24 years of establishment with nearly 3,000 members including in Ho Chi Minh City and Binh Dinh watching online.

Although being held online, this year's ceremony was very exciting, not only helping the members update the company's activities and development plans, the ceremony was also an opportunity for the Board of Directors to express the company's thankful to all employees for excellently overcoming the difficult period for the company.

Right at the ceremony, TMA also announced the final prizes of the two contests:

- Technology contest: "Technology Solutions - Beating Covid-19"
- Music contest: "Bright 24 year old".

The two contests received many good ideas as well as unique musical performances.

The Lucky Draw part also brought an atmosphere of suspense mixed with excitement with valuable prizes. The 14 luckiest members out of nearly 3,000 people watching the livestream on both intranet and youtube have been named.

The total prize of Lucky Draw and 2 contests is 100 million VND.

WFH CHALLENGE

WFH Challenge "Don't be afraid of Social distancing - Always overcome challenges" is an advocacy competition for all TMA members. Participating in the competition, athletes can choose 1 of 7 healthy exercise movements to perform continuously for 1 week.

After 3 weeks of initiation, WFH Challenge attracted nearly 350 exciting sports clips on the personal Facebook pages of TMA HCM and Binh Dinh members, spreading positive energy to the community.

PHOTO CONTEST

"Cheer up - Win Co Vi" is a photo contest open to all TMA employees. After 2 weeks of launching, the contest has received many beautiful and emotional images.

Each photo contains memorable memories of TMA members and colleagues. It can be happy "happy hour" moments with colleagues, idyllic and warm images during the working hours at the end of the year… Each photo contains a different story, but all convey to the viewer joyful and warm emotions, providing motivation for everyone to overcome the pandemic together.

Customers

Since our principle is to grow with our partners, TMA continuously improves our service quality, keeps up with technology trends, and offers innovative solutions to our partners.

① A RELIABLE SOFTWARE PARTNER

In the 2017-2021 strategy, as TMA determines AI, IoT, Big Data, Analytics, 5G technologies are the new technology trends of the future, we have invested in various R&D projects to prepare human resources to adapt quickly to the software development needs of partners in the future.

Over the years, to meet the diverse customer 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. Innovation amd digital transformation are encouraged.

In 2021, TMA also research and develope many products to prevent and control Covid-19, contributing to the prevention of the pandemic and providing maximum support to the people.

LEVERAGE THE LATEST TECHNOLOGIES

In order to keep up with technology trends in Industry 4.0, TMA has established many technology centers that are always at the forefront of researching and developing new products and applications with the hottest technologies such as:

- AI Center: T-Pass, T-Check, T-Building, T-Access, T-Cam

- Robot Center: AGV – Automatic Guided Vehicle, Service Robot (use for hospital, office building)

- HealthTech Center: Multi-Use Thermal Sensor; Temperature Tracking Camera

- Fintech Center: Installment Purchase Platform; Transaction Banking integration; Financial Counseling/Retirement Support Application; Cash Flow Management Application; Robo Advisor; Capital Markets - Post Trade Solutions; Self-managed Super Fund

- Ecommerce Center: Magento based E-commerce Platform (MEP); TMA Marketplace System (AMS)

SAFETY PRODUCT: TMA'S AUTOMATIC GREEN CARD READING SOLUTION (T-PASS)

In 2021, with the outbreak of the Covid-19 pandemic, TMA Innovation has completed the research and development of T-Pass - The solution for automatic Covid-19 green card QR checking. Accordingly, in just 0.5 - 2 seconds, T-Pass can check the number of vaccines, medical declaration information, Covid-19 test... on 4 applications including PC Covid, Ho Chi Minh City Health, Electronic health book, Hue -S (Hue smart city).

T-Pass has been deployed for nearly 10 exhibitions - fairs introduced by the Department of Industry and Trade, officially deployed at TMA Lab 1, 3, 4, 6; QTSC1 Building; PVFCCO Petroleum Building; Dutch Lady Dairy Factory Binh Duong (FCV); German Building Deutsches Haus; Hue central hospital. In addition, T-Pass has also been piloted at Yasaka Hotel - Nha Trang, Saigon Center - Takashimaya... Many other companies have also ordered TMA to deploy and install this device, especially in the period Ho Chi Minh city gradually opened.

3 PRODUCTS OF TMA ARE IN THE TOP 20 TECHNOLOGY PRODUCTS TO PREVENT COVID-19 AT HCM CITY

In September 2021, the program "Finding and connecting innovative solutions to cope with the COVID-19 epidemic at Ho Chi Minh City in 2021" (HIS-COVID 2021), held by the Department of Science and Technology of Ho Chi Minh City has selected the Top 20 products - solutions from 99 products.

All three technology solutions to support Covid prevention of TMA have excellently entered this Top 20, including:

- mCare - Monitor F0's health 24/7 via bracelet

- T-Check: Medical declaration and access control device

- Miguards Tracking – Worker/guardian/patient location management solution

Especially, at the Final Round on September 17, 2021, the HIS-COVID 2021 Expert Council evaluated and critiqued to select the Top 10 innovative and technological solutions. T-Check: Medical declaration and access control device is excellent on this list.

T-check is a device that supports medical declaration and automatic access control in public areas, hospitals, schools, buildings, etc. Simple operation, easy to use, integrates many smart features in one device such as:

- Automatic temperature and mask check

- Automatic medical declaration by smart technologies

- Identification of CCCD/ID

- Face Recognition

- Read QR code

- Identify employees, VIP guests, strangers

- Employee timekeeping

- Activating the opening and closing...

TECHNOLOGY PROMOTION: AI/IOT FOR SMART CITY

On the afternoon of March 31, 2021, TMA and QTSC held the seminar "AI and IoT applications for Smart cities". The seminar attracted nearly 150 students, technology engineers on the campus of Quang Trung Software City to participate.

At the seminar, technology experts from TMA, QTSC, Zomia Group shared many creative ways to build a Smart city such as Smart Camera, Drone, Robot... Along with that, solutions have been deployed effectively. Results at QTSC were also introduced and demoed such as:

- Applied technology solutions for smart technology parks

- Smart Camera solution deployed at QTSC

- Drone/5G/AI application for traffic management at QTSC

- Automatic body temperature measurement and high temperature warning

The conference received great interest from the participants. Many good and interesting questions were raised for discussion.

"Application of AI and IoT for Smart city" is the opening topic for the 4.0 technology seminar series that TMA and QTSC plan to organize with a frequency of every 2 months.

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 method(1)ology, ISO9001:2015 standard, 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 660 testing systems and production systems weekly. The found security issues to be fixed immediately.

Software Products Security

To provide customers with the high quality and secured software products. Before delivering to customer, the Security Team performs security scanning on software applications to find 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.

GDPR Compliance

The mandatory application of the General Data Protection Regulation (GDPR) in the European Union began May 25th, 2018. Hence, TMA has been reviewing all software development projects for clients to early detect signs of possible violations of GDPR. As a result, more than 10 cases were found and we promptly notified and proposed solutions to the customer. Beginning Jun 28th, 2018 we officially added the GDPR check activity into our Software Quality Assurance program.
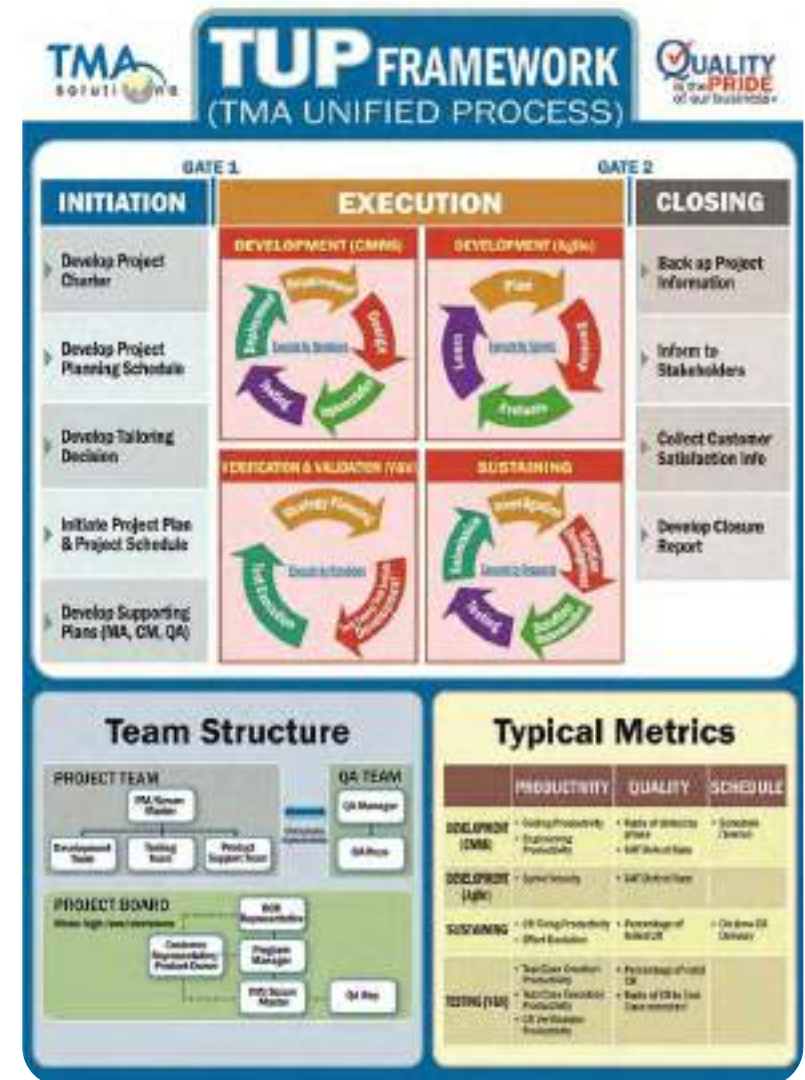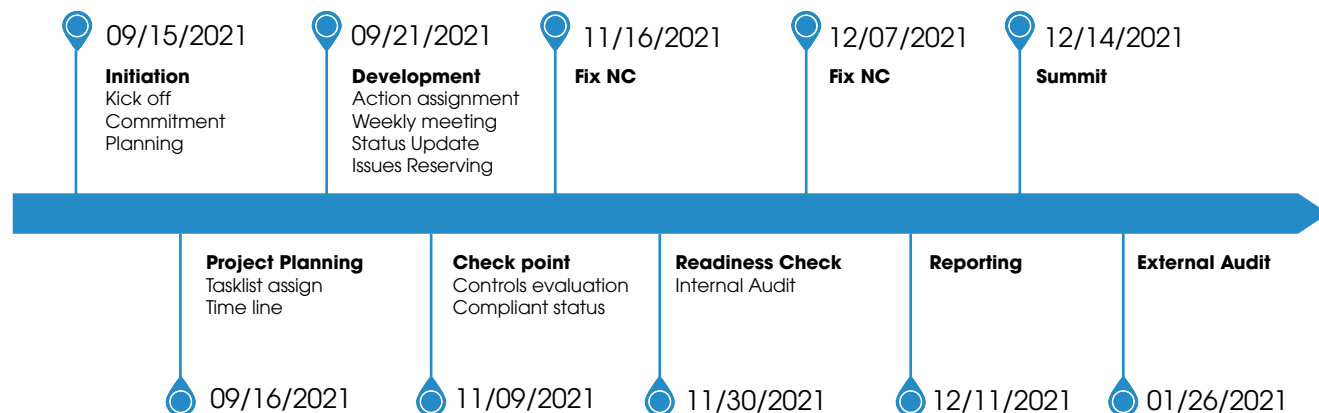
INFORMATION SECURITY

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 2021, we have planned to renew the ISO27001 Surveillance External Audit, the following image illustrates the ISO27001 Surveillance audit schedule.

09/15/2021
Initiation
Kick off
Commitment
Planning

09/21/2021
Development
Action assignment
Weekly meeting
Status Update
Issues Reserving

11/16/2021
Fix NC

12/07/2021
Fix NC

12/14/2021
Summit

Project Planning
Tasklist assign
Time line
09/16/2021

Check point
Controls evaluation
Compliant status
11/09/2021

Readiness Check
Internal Audit
11/30/2021

Reporting
12/11/2021

External Audit
01/26/2021

ISO27001

Audit Schdule

② CUSTOMER SATISFACTION

Besides increasing employee satisfaction within the company, increasing customer satisfaction with the company is the top goal of TMA every year. In order to make bridge between the customer's business problems and the technology solutions, TMA BA has been founded since 2015. BA team focus on Business Analysis, Software Analysis, Software Design, Business Requirements Documentation, and Business Solutions documentation. They help customers to design their future systems.

The team had more than 25 BAs working on 30 projects last year in many domains: insurance, education, banking, finance, investment, media and entertainment, healthcare, ERP, and social media networks.

In 2021, many projects of TMA received very good feedback from customers. In addition, customers also give gift cards and bonuses for outstanding products and individuals from TMA.

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 reports are sent to the customer about the work progress weekly. After each stage of product development such as Sprint, Iteration, and Release, the project manager and team members organize Retrospective Meeting sessions to learn from the experience and propose innovative solutions in the work to do better in next Iteration.

Community

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

Established on May 13, 2015 with the initial amount of 1 billion VND, The TMA Aspiration Fund is divided into three: The Aspiration Fund for living, The Aspiration Fund for thriving and The Aspiration Fund for home with different purposes and subjects.

After 6 years of operation, the TMA Aspiration Fund has brought joy and hope to many difficult situations across the country. Following the volunteer journey, in 2021, TMA has implemented dozens of social and charitable activities inside and outside the company.

In 2021, more than 1 billion VND has been used to help difficult situations:

- The Aspiration Fund for living
  - Send New Year money to relatives of the deceased employee
  - Buy New Year gifts for the patients in mental shelter, leprosy village and orphaned children at the temple on the occasion of the Lunar New Year
  - Supporting the frontline medical force in the fight against Covid-19 in Ho Chi Minh City and Binh Dinh
- The Aspiration Fund for thriving
  - Funding for 5 students of Vung A Dinh Charitable Foundation
  - Supporting AKIDO center
  - Scholarships for students learning to major in information technology at universities

TMA SUPPORTS DISADVANTAGED STUDENTS IN HCMC

October 2021, TMA has supported 50 difficult students who are stuck in Ho Chi Minh City through the program "Appreciation - Love Connection". The total value of 50 gifts is 15 million VND.

This is a program organized by Social Enterprise Recycle One, Ho Chi Minh City Union of Commercial Cooperatives (Saigon Co.op) and University of Agriculture and Forestry in Ho Chi Minh City. The program is piloted to support students facing difficulties due to the impact of the pandemic.

All information of struggling students will be aggregated and connected to sponsor via the program's app or website for the fastest and most equitable support. Each practical gift is a free voucher worth 300,000 VND at Saigon Co.op supermarket system.

TMA SHARES DIFFICULTIES WITH FRONTLINE MEDICAL FORCES AT BINH DINH AND PHU YEN

Many practical gifts with a total value of nearly 140 million VND have been sent by TMA Binh Dinh to health centers in Binh Dinh and Phu Yen provinces, where frontline doctors and nurses are trying their best to fight the epidemic.

Donated many essential medical supplies to medical centers in Binh Dinh province:

- An Nhon Town Health Center: 200 quick test kits

- Hoai An District Medical Center: 2000 N95 masks

- Phu My District Health Department: 150 anti-epidemic shirts

Donating 80 million VND gifts to support medical units in Phu Yen province:

- Phu Lam field hospital: 100 sets of level 3.1 protective gear; 140 N95 masks; 50 boxes of medical gloves; 6 SpO2 machines

- Tuy Hoa district health center and Tuy An district health center: each unit 70 sets of level 3 protective clothing; 680 N95 masks; 03 SPO2 machines

TMA SHARES DIFFICULTIES WITH FRONTLINE MEDICAL FORCES AT HO CHI MINH CITY

8 monitors SVM-7603, 10 computers, more than 1,600 3M N95 masks, thousands of meals and many other items with a total value of more than 800 million VND… are practical contributions of TMA to support and show gratitude to the frontline medical team who are making efforts to fight the epidemic in Ho Chi Minh City.

When the Covid-19 epidemic is stressful, Ho Chi Minh City and many other cities have to apply social distancing, frontline medical forces are fighting day and night, facing many difficulties when there is a shortage of forces and equipment to ensure effective disease prevention and treatment. Understanding these difficulties and with the tradition of mutual love and affection, TMA promptly contributed, encouraged and shared with the frontline "soldiers" with many specific actions.

- Donated 10 million dong to the committee of ward 10 and 10 million dong to the committee of ward 15, Phu Nhuan district

- Donating 10 million VND to the Pay It Forward fund to support meals for doctors and nurses at hospitals. Donating 10 million VND to Doctor Tran Thi Huyen Thao - who is calling to support for frontline medical staff. Donating 10 boxes of fresh milk, 33 boxes of cup noodles, 50 Tyvek Lv4 medical protective suits and 500 3M N95 1860 masks were directly delivered by TMA to the hospital 3, Thu Duc

- Donated to Phu Lam hospital, Phu Yen province 100 sets of level 3, 1,140 N95 masks, 50 boxes of medical gloves, 6 SpO2 machines

- Sponsor 8 SVM-7603 patient monitors and 10 computers worth 400 million VND to District 10 hospital

- Cook more than 5,000 meals to send to staff at field hospital No. 5 (District 5), field hospital in District 7 and 2 field hospitals in Cu Chi (Military School Hospital and Cu Chi District Hospital)

- Along with that, TMA also donated 10 million dong to Phap Tang Tinh Vien - Hau Giang to support poor people in Tinh That area who are having a hard time.

TMA EMPLOYEES JOIN UPRACE 2021

Taking place from 0:00AM on October 31, 2021 to 11:59 PM on November 21, 2021, the Uprace 2021 community running event attracted more than 3,000 participants.

The TMA Runners+ team with more than 300 members also successfully completed 2,158km running, donating to social funds the corresponding amount of 2,158,000 VND. With this achievement, TMA ranks 72/1160 teams in the enterprise table.

UpRace 2021 is a free community running event open to everyone on the UpRace web/mobile platform. Athletes are free to run at the time and place they want and actively record running results on mobile devices (mobile phones, sports watches...). Each valid kilometer will be converted into 1,000 VND to support social organizations such as Newborns Vietnam, Operation Smile, Green Viet, Saigon Children's Charity. This year is the 3rd year that TMA participates in this meaningful event.

TMA PARTICIPATING IN BLOOD DONATION ACTIVITY AT PHU NHUAN DISTRICT

100 TMA EMPLOYEES

participated in the blood donation activity at Phu Nhuan District

In 2021, more than 100 TMA members participated in 2 voluntary blood donations organized by the Phu Nhuan District Labor Federation in collaboration with the Red Cross. This is an annual event and always receives the enthusiastic response of a large number of TMA employees, especially members working at Phu Nhuan labs.

Facing the complicated development of the Covid-19 epidemic, the Organizing Committee has applied many measures such as distancing, requiring all volunteers to wear masks, wash hands and disinfect to ensure safety against the epidemic.

With the humane message "A drop of blood is given, a life stay", the voluntary blood donation program is receiving more and more attention and creating a great spread in the community, brings more the chance to save lives for sick people across the country. Besides, in addition to the meaning of saving lives, blood donation activities also bring many positive benefits to the health of the volunteer.

TMA COLLABORATION ACTIVITIES IN 2021: FOCUSING ON ONLINE ACTIVITIES WITH MANY HI-TECH TOPICS SHARING

In 2021, due to the covid-19 pandemic and lockdown situation lasting for months in HCMC and many other cities, many collaboration activities between TMA and university partners such as seminar tours, practice tours, and job fairs are restricted to ensure safety and health.

Taking advantage of the time when the covid-19 epidemic is still well controlled in the first months of 2021, TMA has coordinated with universities to carry out many activities such as seminar tours, job fairs, visit and sign cooperation with some universities partner, especially universities in the central region. After that period, adapting to the lockdown and social distancing, the cooperation activities with schools have mostly been moved from offline to online. This has also helped students everywhere to easily access TMA events.

- 6500+ students join with TMA in activities (online and offline events)

- Signed MOU with 8 universities: Cooperation activities with universities continue to be promoted, especially universities in the central region. In 2022, TMA signed MOUs with 3 southern universities (FPT Greenwich University, Banking University of HCMC, HCMC University of Economics and Finance) and 5 big universities in the central region are Hue University, The University of Danang (University of Technology and Education, University of Education, and University of Economics) and Vietnam-Korea University of Information and Communication Technology.

- Company tour in TMA and TIP: Besides TMA HCM, since 2020, TMA Innovation Park has organized many company tours for students from universities and high schools in the central region.

- 30+ scholarships: Lately, TMA has awarded more than 30 scholarships to good and excellent students who are studying Math, Information Technology, Data Science at the universities in the central region such as Vietnam-Korea University of Information and Communication Technology, Quy Nhon University, Da Lat University.

TMA COLLABORATION ACTIVITIES IN 2021: FOCUSING ON ONLINE ACTIVITIES WITH MANY HI-TECH TOPICS SHARING

- 90+ sponsorship, seminars activities: Despite the effect of Covid-19 pandemic, TMA enhances the strong collaboration with university partners by combining online and offline activities:

  - 30+ sharing activities (online and offline) with 40% topic about FinTech and Hi-tech such as AI-IoT, Machine Learning and Data Science attracted more than 1000+ students.

  - 10+ job fairs: most job fairs were held online which connected thousands of students from many universities with TMA. During job fairs, TMA not only introduced students to hundreds of job opportunities but also organizes career orientation sharing and equips students with application skills.

  - Sponsor IT contests and events: Bach Khoa Alumni - Computer Science & Engineering, "HOW TO AI Series" - HCMC University Of Technology, "Thách Thức 2021" from VNUHCM - University of Sciences, "Phần mềm Sáng tạo Hutech 2021" and "HUTECH IT got talent" from HUTECH University.

  - Along with other events such as Open Day, Career Orientation, Meeting and Quality assessment of students from the Faculty of Information Technology of VNUHCM - University of Sciences, Ho Chi Minh City University of Technology, Dong Nai Technology University...

Continuing those successes, in 2022, TMA will continue to implement many new activities and events to train and develop IT talent, besides promoting and attracting more potential candidates for TMA, especially in the central region.

ENVIRONMENT

| ENERGY SAVING MANAGEMENT | GREEN ENVIRONMENT | SAY NO TO PLASTIC |

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 2021

- TMA Go Green

Under the "Energy Saving Management 2021" strategy, in the year 2021, TMA has deployed three more solutions:

- Automatically turning-off power of all working PCs after 10:00pm every day

- IoT Smart Office

- Deploying a solar power system at TMA Innovation Park

- Replace 335 fluorescent light lamp with LEDs lamp

to reduce energy consumption per people per year at the Company.

ENERGY SAVING MANAGEMENT

|	2019	2020	2021
Average Energy Consumption per People per year (kW)	3.206,18	3.284,68	2.635.44

ENERGY SAVING MANAGEMENT

AUTOMATICALLY TURN-OFF POWER OF WORKING PCS

In 2021, TMA continued to deploy the software program for automatically turning-off all working PCs after 10:00pm every day.

During the Covid-19 pandemic, TMA had to temporarily stop this program so that all staff could work from home easily.
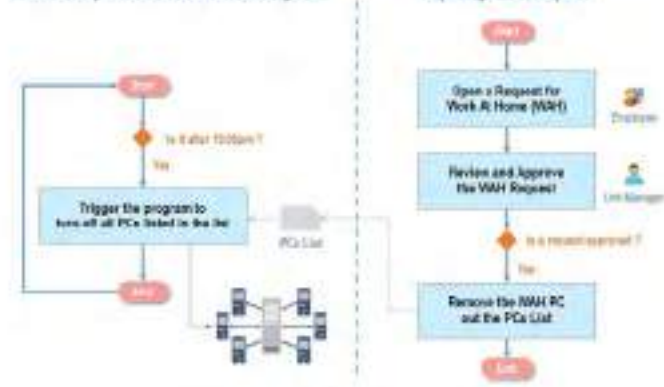
IOT SMART OFFICE

For more than a year of research and development of the IoT Smart Office solution, TMA is progressively deploying the IoT Smart Office solution on some floors in Lab 6 building for the most efficient use of electricity and this will be expanded in all Lab 5 in the following years.

DEPLOYING A SOLAR POWER SYSTEM AT TMA INNOVATION PARK

In 2021, in order to save electricity and protect the environment, TMA collaborated with Clean Energy Investment Accelerator (CEIA) to research and deploy solar power systems at TMA Innovation Park.

The system is expected to be installed in the coming year.

KEEP GREEN AND SAFE ENVIRONMENT

TMA maintains a clean environment to ensure their employees' health and prevent disease. Creating a green environment for employees is to build a comfortable working atmosphere for employees and customer visits.

For "Keeping the environment clean", TMA has maintained regular actions:

- Regular keep clean, tidy at the offices, labs.
- Have trees, flowers in working offices
- Regular check electric safe usage in device labs and working rooms
- Prevent disease in necessary case

These actions are taken care of by outsourcing cleaning services and TMA Admin department with company regulations and annual plan.

NON PLASTIC CAMPAIGN

Plastic bottles from bottled water you drink daily can last up to 10 centuries, plastic bags need 10 - 100 years, straws take 100 - 500 years to decompose (provided that under the sunlight or can only be decay into small pieces). The average plastic consumption of Vietnamese people has reached 41kg / person/year. It is expected that by 2020, this consumption will increase to 45kg/person/year. Plastic not only has a negative impact on the environment, but also has a negative impact on health. Are you willing to contribute to reducing the amount of plastic waste in nature after knowing this?

For the purpose of protecting the environment, reducing the harmful effects of plastic waste, and also helping to protect the life of all living things on Earth, TMA encourage staffs:

- Bring personal cup when buying coffee, containers when buying rice

- Order lunch at vendors that do not use disposable plastic containers

- Do not use straws or use stainless steel straws, bamboo ... instead of plastic straws

- Do not take plastic bags or take along cloth bags when shopping...

Use reusable, recyclable products, bring water bottles, lunch boxes to store food when needed. Please comply and inform the food and drink suppliers to ensure the regulations.

COLLECTING OLD BATTERIES FOR THE ENVIRONMENT

In order to reduce the amount of old battery waste to the natural environment, TMA has placed battery collection boxes in labs and collected unused batteries from employees, and then sends them to professional waste disposal organizations. In addition, TMA also sends reputable old battery collection addresses for employees to contact when needed:

- Vietnam recycles:

  - People's Committee of Ward 9, District 3 (82 Ba Huyen Thanh Quan, Ward 9, District 3)

  - People's Committee of Ward 15, District 4 (132 Ton That Thuyet, Ward 15, District 4)

  - People's Committee of Ward 17, Phu Nhuan District (22 Nguyen Van Troi, Ward 17, Phu Nhuan District)

  - People's Committee of Ward 2, Binh Thanh District (14 Phan Boi Chau, Ward 2, Binh Thanh District)

  - MM Mega Market An Phu Center (Zone B, New Urban Area An Phu-An Khanh, Ward An Phu, District 2)

- Vinmart system

- Department of Natural Resources and Environment, Ho Chi Minh City (63 Ly Tu Trong, Ben Nghe Ward, District 1)

Responsible alliances   Internal control   Supplier certification

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

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 includes: Advertising & promoting ITO/B-PO 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.

QTSC has become an attractive investment place for those who want to seek the opportunity of cooperation and development in IT industry. Its responsibility is not only managing and developing QTSC but also support-ing the IT companies and investors who want to do business in IT field in HCMC particularly and Vietnam generally.

DXCenter promotes digital transformation activities, supporting small and medium enterprises in planning and implementing digital transformation strategies to improve business performance

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 2019.

- 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

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.

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.

In 2021, TMA was also laughing new website for Europe (done) and Australia (on-going)

Main marketing messages were published on www.tmasolutions.com.

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

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.

AWARDS AND RECOGNITIONS

LỄ CÔNG BỐ VÀ VINH DANH TOP 10 DOANH NGHIỆP CNTT VIỆT NAM 2021

CEREMONY OF ANNOUNCEMENT AND RECOGNITION - TOP 10 VIETNAM ICT COMPANIES 2021

VIETNAM
TOP 10
ICT COMPANIES
2021

TMA SOLUTIONS IS HONORED TO RECEIVE THE TOP 10 VIETNAM ICT COMPANIES 2021 AWARDS

On the event of Vietnam Top 10 ICT Companies, previously known as "Vietnam's 50+10 Leading IT Companies", which is annually held by the Vietnam Software and IT Services Association (VINASA) to evaluate and select top prestigious and outstanding firms in the tech sector, TMA is honored to receive the following awards:

• Top 10 Software Outsourcing Enterprises
• Top 10 Fintech Enterprises
• Top 10 AI & IoT Enterprise

These awards are recognition of TMA's leading position in the tech sector in Vietnam especially in emerging technologies and innovative solutions.

TMA solutions

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