CSR REPORT | 20 23

In this report

CSR at TMA

As part of our culture and operations, in the last 26 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.

PEOPLE

EMPLOYEES
Preserving the Company's future

CUSTOMER
Excellent and Innovative service

COMMUNITY
Positive impacts

ENVIRONMENT
Minimize impacts

RESPONSIBLE BUSINESS
Strong ethical commitment

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

Message from Chairman

Throughout 26 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 2023, the world economy in general and Vietnam in particular 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.

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

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TMA ESG 2023

In 2023, TMA Technology Group made significant strides in Environmental, Social, and Governance (ESG) initiatives. The company's commitment to sustainability was evident through its innovative solutions in energy saving management and working environment monitoring. Socially, TMA fostered a vibrant work culture with health initiatives and community projects, while governance was strengthened by achieving the EcoVadis bronze medal. These efforts reflect TMA's dedication to creating a positive impact on both the industry and the community.

ENVIRONMENTAL

- Energy Saving Management 2023
- Non plastic campaign
- Automatically turning-off power of all working PCs after 10:00pm every day
- IoT Smart Office
- Replace 2.250 fluorescent light lamp with LEDs lamp
- Joining QTSC Green Day
- Cleaning Quy Hoa beach

SOCIAL

- 110+ Quarterly Star Performers awards
- 350+ employee engagement gifts
- 450+ International Children's Day gifts
- ~ 2000 employees participating in TMA Futsal League and Sport Festival
- 1.200+ employees participate in TMA HCM & TIP Sports Festival
- 3.000+ periodic health checks
- 4.000+ TMA raincoats and t-shirts
- 6.000+ university students participate in more than 100 activities jointly organized by TMA
- 19.500+ participants in 450 Training classes
- Helping 150+ disadvantaged children at HCMC, Binh Dinh and Phu Yen
- 150+ members join in blood donation activity
- 500 members join Uprace – Charity running event
- Free English and program languages classes for 50+ students

GOVERNANCE

- Building the Information Security Management System (ISMS) based on the ISO/IEC 27001 standard, which is the best-known standard providing ISMS requirements
- Renewing the ISO27001 Surveillance External Audit every year
- Following the CSR Audit Guideline to conduct the internal CSR audit program in related departments/units (HR, IT, Security, Admin, Purchasing, Training, Business, IC, QMS)
- Executive Committee adopts the principle that all contracts in which competitors engage either directly or indirectly must be considered by TMA's Executive Committee

A responsible and sustainable company

Corporate Social Responsibility 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 26 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

TOP 10 ACTIVITIES FOR EMPLOYEES IN 2023

110+ Quarterly Star Performers awards

350+ employee engagement gifts

450+ International Children's Day gifts

600+ employees participate in social activities

700+ employees participating in TMA Futsal League

1.200+ employees participate in TMA HCM & TIP Sports Festival

3.000+ periodic health checks

4.000+ TMA raincoats and t-shirts

6.000+ university students participate in more than 100 activities jointly organized by TMA

19.500+ participants in 450 Training classes

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.

1 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.
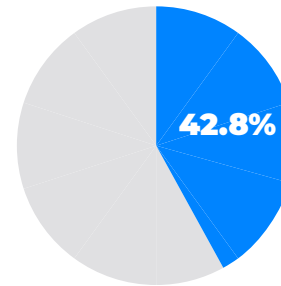
MAINTAINING A REWARDING WORKING ENVIRONMENT

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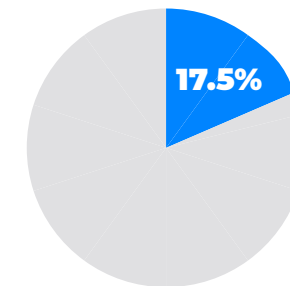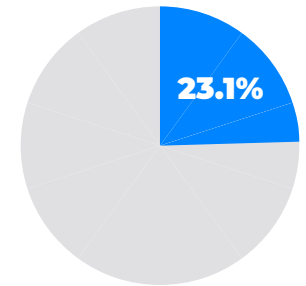
2 CULTURE OF EQUALITY

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).

42.8%	17.5%	23.1%
Women in Executives Roles	Women in Management Roles	Women in total

PROMOTING GREATER OPPORTUNITIES FOR WOMEN

As of Dec 2023, 23.1% of the total number of employees are women, who hold 17.5% of the total management positions, 42.8% of executive positions are held by women.

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.

	2021	2022	2023
Female employees	23.8%	23.5%	23.1%
Female management employees	20.7%	17.8%	17.5%
Employees with disabilities	0.01%	0.08%	0.05%

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. In 2023, TMA Training Center maintains a variety of online and offline 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.

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

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TRAINING RESULTS IN 2023

430+ training courses and seminars

250+ technicals   **180+** soft skills and new-hire

900+ training hours

19.500+ participants

KEY TRAINING IN 2023

- New hire: Equip necessary knowledge & skills to meet working requirements
  - HR Policies
  - Security Awareness & IT Support Process
  - TMA Overview & Core Values
  - Software Development Processes
  - Work Etiquette & Professional Communication
  - Career Development
  - Basic Email Writing
  - Successful IT Career
- Mandatory soft skills:
  - Logical & System Thinking - Principles & Case Studies
  - Customer communication
  - Presentation Skill
- 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.
  - Intensive Training Programs for Grade 2,3,4: Consolidate to master background knowledge; Obtain a deep and practical new technical skill; Be potential for a moving up to SME/Technical prime
- Process:
  - 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

SPOTLIGHT

LEADERSHIP & MANAGEMENT TRAINING

- Leadership Development program: Provide practical knowledge an experience from experts and CEO outside in different industries to buildup a ready-leader generation for TMA Tech Group

- 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

Nurturing and developing a talented leadership force to bring TMA Technology Group not only to sustainable development but also to catch up with the world's technology trends has always been the concern of TMA throughout the years. To promptly detect potential candidates, TMA has launched the Leadership Development Program (LDP).

At LDP, members will learn practical experiences in the most intuitive way to add to the "skills manual" what they lack as well as to perfect their personal and professional skill sets. The trainees and advisors will be members of the Board of Directors, experienced colleagues at TMA or external experts.

LDP is designed to suit TMA employees of all levels. Through LDP, TMA wishes to foster a brave and dedicated generation to lead all members, together bringing TMA Technology Group not only to maintain the title of leading technology corporation in Vietnam, but also reaching high, reaching out, always keeping up with the latest technologies and creating more quality products.

SPOTLIGHT

AI TRAINING PROGRAM

Offer normal developers the opportunity to acquire valuable AI skills and knowledge, enabling them to transition into the AI development field

- Skill Transition: Transition skills from current area of expertise to AI development
- Familiarization with AI: Introduce the world of AI and the fundamentals of machine learning, deep learning, and related technologies
- Hands-On Experience: Enable developers gain hands-on experience in AI development by practical exercises and projects
- Conceptual Understanding: Ensure that participants have a solid conceptual understanding of AI, its applications, and its implications

One of the highlights of the strategy and development orientation of TMA Technology Group in 2024 as well as in the future is the strong investment in AI technology - AI Centric. To achieve this goal, from the end of 2023, the AI Foundation Training course was opened to all employees.

This is the first basic AI course applied for TMA employees, taking place from December 5, 2023 to February 1, 2024. The course includes guidance and sharing from engineers and experts with many years of experience working on AI projects at TMA.

Here, more than 100 trainees had access to a lot of basic and updated knowledge about AI technology such as Programming Languages, Mathematics and Statistics, Fundamentals of Machine Learning, Libraries and tools... At the end of course, trainees also took exam to evaluate course results.

Receiving a lot of positive feedback and contributions from TMA employees, in 2024, TMA Training Center will continue to open many courses related to AI technology such as:

- AI Advance Training Program
- Online AI Foundation Training Opened for Self-learning
- AI Foundation & Applications

SPOTLIGHT

SUBJECT MATTER EXPERT (SME) TRAINING PROGRAM

The Subject Matter Expert (SME) team is the core force for TMA Technology Group to develop strongly. The Group always focuses and invests in training and improving knowledge for SMEs. In 2023, SME Training Program, the first in-depth training program exclusively for SMEs, completed course 01 after 6 months of implementation.

SME Training Program Batch 01 was held from July 5, 2023 to January 10, 2024, with the goal of providing professional knowledge, new knowledge in current trends and important soft skills for SMEs and SME candidates. The course includes 31 offline sessions lasting 63 hours, attracting the participation of 117 talented engineers.

After nearly half a year of "hard training", on February 22, 2024, outstanding students who completed the course were awarded certificate at the course closing ceremony. Along with that, at the ceremony, many comments were shared to further improve the following courses.

SME Training Program has contributed to improving the capacity and working performance of the SME team, and is an important step in developing and improving the quality of human resources and strongly contributing to the development of TMA Technology Group.

SHARING LATEST TECHNOLOGY TRENDS WITH SEMINARS AND NEWSLETTERS

In 2023, seminars on hot technologies and techniques were organized regularly to update a lot of good and useful knowledge to all TMA members. In addition, technology newsletters are also sent out regularly, helping TMA employees to grasp in-depth knowledge about hot technologies.

Seminar:

- No-code automation test platform
- Devops
- ChatGPT promting techniques in developing an application
- Quantum Computing with AI
- AI-Powered Software Development Tools
- Progressive Web App
- How to develop an AI application & AI solutions from AI Center

Newsletter:

- 3GPP
- AI as a Service
- Applications of Digital Twins in life and industries
- Industry Cloud Platforms
- Digital Immune System
- Outstanding blockchain events in 2023
- Metaverse trends and potential
- ChatGPT's strength
- Strong digital transformation in many fields

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 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 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
- Gift for long-term employees, TMA couple
- Team building fund
- Quarterly Star Performer Award

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

TMA always appreciates individuals who have long-term dedication to company. Those who have worked for 5, 10, 15 years receive a gift of gratitude from the company as a sincere thank you, hope that you will continue to stay and contribute. In 2023, more than 350 employees who have worked for 5, 10, 15 years received gifts from company.

Official employees of TMA are entitled to interest-free loans from the company when there is an urgent need. 8.5 billions VND has been transferred to employees who participate this program in 2023. Additionally, couples within company who get married will receive wedding gifts as an encouragement and blessing. In 2023, there were 13 couples from all groups and projects of TMA tied a knot.

TEAM TRIP

Every year, TMA transfers team funds to all official employees to encourage employees to organize team building activities. In 2023, hundreds of large and small trips have been organized to fulfill our employee need. This helps to increase cohesion, helping employees to relax and happy after working hours.

SPECIAL HEALTH CARE PROGRAM

VBI, which is a special health care program, has been applied to all official employees by TMA for 15 years. This program provides TMA staff free or partially discounted medical examinations in more than 200 hospitals and clinics across the country. In 2023, more than 3500 TMA employees participated in this special healthcare program.

GIFTS FOR CHILDREN IN THE INTERNATIONAL CHILDREN'S DAY

Joining the joy of summer and also on the occasion of International Children's Day, TMA Technology Group has prepared small gifts to give to the angels of the TMA family.

Right in the afternoon of June 01, the representative of the Board of Directors personally gave these gifts to more than 500 members with young children, and wishing all the children to be healthy, well-behaved and enjoy the summer.

PERIODIC HEALTH CHECK FOR ALL EMPLOYEES

Employees' well-being and health are one of the top priorities that TMA highly values. In 2023, TMA organized an Annual Health Checkup Program for all employees, with the participation of nearly 3000 engineers.

The medical examinations were conducted by a team of specialized doctors, supported by modern medical equipment. The comprehensive health checkup included blood tests, chest X-rays, and specialized examinations, along with clinical services such as general ultrasound, dental, ENT (ear, nose, and throat), liver function, kidney function, and more, allowing members to assess their health comprehensively.

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 2023, TMA coordinated with District 12's Fire protection inspection police to conduct a fire and occupational safety drill at TMA Lab 6. The program aimed to enhance the skills of TMA's staff and the on-site Fire Prevention and Fighting (PCCC) force in handling emergency situations.

SAFETY TECHNOLOGY SOLUTIONS 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:
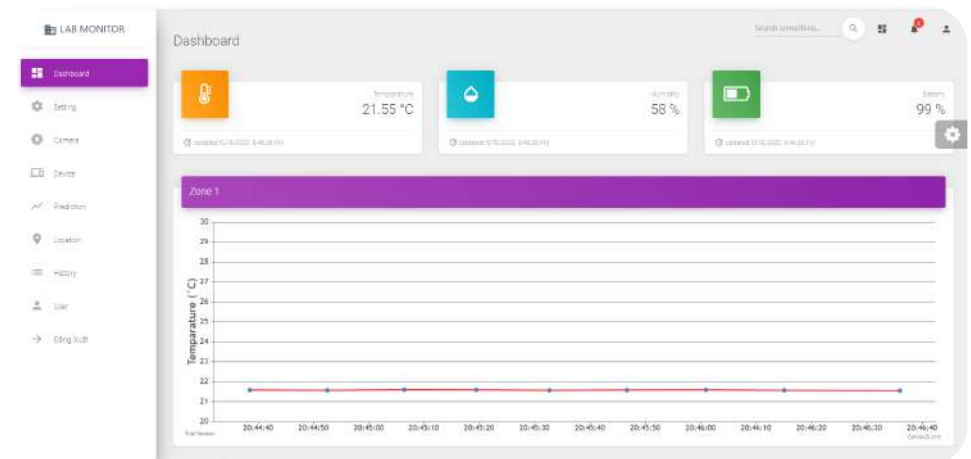
- Real-time monitoring of temperature and humidity

- 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.

TMA QUARTERLY STAR PERFORMER AWARD

TMA Quarterly Star Performer has been launched since 2015. This is a prestigious award to honor, thank and encourage the members of TMA Technology Group, who have always worked hard and devoted to the highest efficiency. The prize has a total value of 1.2 billion dong/ year. 120 individuals and teams were honored annually.

The ceremony of honoring and awarding TMA Quarterly Star Performer is held quarterly with the participation of the Board of Directors of the company as well as a huge number of colleagues. Here, each outstanding individual/team will receive a certificate and bonus. In addition, they are also honored in front of the entire company via email, facebook, TV system...

Since then, this award has always received the trust and expectation of all employees and has always been the goal of trying for each TMA member.

CAREER ADVANCEMENT OPPORTUNITIES

Every year, TMA sends many employees to customers' countries in order to learn experience from customers and support them in their work. In 2023, many employees joined 113 onsite trip and arrived in many countries around the world. They accumulated a lot of knowledge for themselves and the company.

Along with that, every year, qualified TMA employees have the opportunity to be promoted to higher levels. In 2023, nearly 300 excellent individuals at TMA have been promoted to higher positions.

INCREASE TECHNOLOGY KNOWLEDGE FOR EMPLOYEES WITH SUBJECT MATTER EXPERT (SME) TEAM

In order to create a core force to quickly solve work problems between teams, increase productivity and reduce costs for customers, TMA established SME team from 2020 with more than 100 experienced members. They are selected members from groups and projects, have a lot of experience and expertise.

Up to now, SME team has grown more than 260% with the current number of members is 262, operating in many fields including Agriculture; AI/ML; Banking & Finance; Data Analytics; E-commerce; Education; Healthcare; Hospitality; Insurance; Logistics; Manufacturing; Media & Entertainment; Networking/Telecom.

SME team regularly organizes activities to improve technology knowledge for employees such as SME TechTalk held monthly, Online Seminar 1 to 2 times per quarter, participating in training new technologies, making newsletters about technology technology, participate in making technical documents for bidding for new projects.

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COMMUNICATION DEPARTMENT

The Corporate Communication & Services Department was established in 2015, including Internal Communication (IC) and Public Relations (PR), which:

IC

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

- Report, taking photos, making videos, preparing 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 65+ universities across the country, continuously welcoming students to visit TMA

- Organizing and coordinating 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.

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KEY ACTIVITES IN 2023

ESAT

TMA Futsal League (HCM & TIP)

TMA Sport and Music Festival (HCM & TIP)

TMA Manager Meeting 2023

TMA Quarterly Star Performer Ceremony

Gift for children in International Children's Day

Short video contest "TMA Check"

Gifts for long-term employees

New T-shirt, raincoat to all employees

Badminton, Chess, Football, Guitar Club

Corporate activities

Phu Nhuan district Blood donation

The ICT Friendship Football cup 2023

Quy Nhon University (QNU) Football tournament

IT Sport Football Cup

Go green

Say no to plastic

Green working environment

Limit to use plastic in company

Green Day at QTSC

Quy Hoa beach cleaning

Charity activities

Joining charity run - Uprace 2023

Scholarships for students at Ghenh Rang, Quy Nhon

Charity Trip at My Hoa pagoda, Binh Dinh

Charity at HCMc Nhi Dong 2 Hospital

Free English and Program languages classes for student

Spreading love to orphans in Phu Yen province

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, TMA regularly organizes sports and music tournaments in the company as well as encourages employees to participate in many community events so that employees can balance work and passion.

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
- Music club

SPOTLIGHT

2023 MANAGER MEETING

Manager Meeting is an occasion for the Board of Directors and managers to reflect on the company's 26-year development of TMA Tech Group. Particularly, in the past year of 2023, TMA has strived to overcome numerous challenges and difficulties, maintaining stability and sustainable growth.

One of the highlights is the firm commitment of TMA Technology Group to strongly invest in Artificial Intelligence (AI) and the establishment of Solution Centers. This significant transformation allows TMA to provide innovative technology solutions, reinforcing TMA's position as one of the leading technology companies in Southeast Asia.

On this occasion, TMA also acknowledged and commended over 350 individuals who reached milestones of 5, 10, and 15 years of dedication. Additionally, in 2023, over 300 employees were promoted to higher positions. These achievements vividly showcase the development of human resources at TMA, a crucial factor for TMA's success.

SPOTLIGHT

TMA FUTSAL LEAGUE 2023

5 months

24 teams

14 rounds

150 matches

600 players

800 goals

TMA Futsal League is an annual soccer tournament organized by TMA since 2015, aiming to create a friendly playground for TMA's members who share the love of football. After 8 seasons, TMA Futsal League still retains its attractiveness as the number of players increase throughout the years.

Started in March, 2023, after 5 months of intense competition with 150 matches and nearly 800 goals scored across all three leagues (A, B, C), TMA Futsal League 2023 has brought a range of emotions from thrilling and spectacular to breathtaking for the fans. This year's tournament witnessed remarkable and surprising displays of skill. While formidable contenders came close to grasping the golden cup, the reigning champion has never been as unpredictable as this year, keeping the enthusiasts on the edge of their seats.

SPOTLIGHT

TMA SPORT - MUSIC FESTIVAL 2023

4 months

10 games

800 employees

The TMA Sports - Music Festival is organized annually with the aim of providing TMAers the opportunity to show their talents, improve their health, and promote solidarity among members. Taking place nearly 4 months, with more than 10 sports including badminton, table tennis, billiards, running, tennis, chess... TMA Sport - Music Festival 2023 witnessed a remarkable increase with over 800 TMA participants.

Participants from over 10 sport events gave their all with an absolute spirit of fair play, creating an explosive and memorable festival season. For the first time, the marathon race - 'TMA Run for Fun' was held garnering enthusiastic participation from TMA's members.
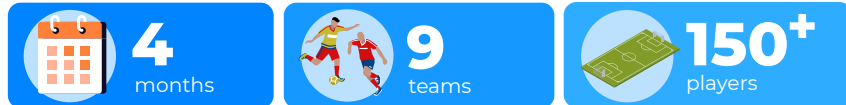
Successfully retaining its usual excitement, the TMA Music Festival this year continued to dazzle with nearly 40 diverse performances ranging from duets, solos to lively dance acts. The Grand Finale Night took place right in front of Lab 6 and attracted a large audience of TMAers who cheered and enjoyed the performances. The performances truly stirred up the atmosphere with a lot of exhilarating emotions.

Joining TMA Sport - Music Festival, TMA's participants have the chance to create unforgettable moments. The festival also witnessed many beautiful stories of relentless effort, never giving up, and unlimited creativity, all together contributing to a grand playground that brought members closer together.

SPOTLIGHT

TMA BINH DINH FUTSAL LEAGUE 2023

4 months   **9** teams   **150⁺** players

Starting from the middle of April 2023, the first round of TMA Binh Dinh Futsal League 2023 officially kicked off with the participation of 09 teams and 150 players. The tournament was held for six months and ended with the championship belonging to team DC20.

The closing ceremony had the attendance of Mr. Quang Bui - Vice President and a large number of players and fans. After 4 months of playing, excellent individuals and teams have received worthy awards.

TIP SPORT DAY 2023

8 games   **250⁺** players

With the desire to create a healthy and fun playground after hard working hours, TIP Sport Day 2023 was held in Dec, 2023. All participants enjoyed the exciting atmosphere and were ready to compete hard, bringing a fun sport day.

TIP Sport Day had 8 games including badminton, billiards, running, flower arrangement, Chinese chess, skipping, tug, music contest. Here, the talents have brought colorful, enthusiastic cheers to colleagues. All athletes had the opportunity to show their passion and win many attractive rewards. Many new records were set on the chart. All of this proves that the teams have serious investments.

SPOTLIGHT

THE ICT FRIENDSHIP 2023

Participated in The ICT Friendship Cup 2023 - The biggest ICT Community Cup in HCMC that promotes the spirit of Friendship, Fairplay, and Respect among players.

Inheriting the spirit of being one of the top 8 teams in the 2022 season, TMA team continually left a good impression as a competitive and sportsmanlike team. Their efforts bore fruit and the TMA team were deservedly awarded as one of the top 3 strongest teams in The ICT Friendship 2023 season. In addition, TMA's player - Sang Ngô also garnered outstanding votes, surpassing other players to become the Best Player of the 2023 season.

Top 3 Strongest teams

Best players

TMA BADMINTON CLUB

Founded in 2017, TMA Badminton Club (HCM) currently brings together over 40 enthusiastic badminton players from various departments and projects. TMA Badminton Club operates from 9 am to 2 pm every Saturday at Tran Badminton Academy, 26 Tan Thoi Nhat 17, District 12, Ho Chi Minh City.

TIP Badminton Club was launched in early June 2023 with the enthusiastic participation of more than 20 members. Organizing every Thursday evening and Saturday morning, the club has created a healthy playground with friendly matches. Joining the clubs, members receive guidance in learning badminton from basic to advanced levels, and have the opportunity to socialize with many colleagues who share the same passion and interest.

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SPOTLIGHT

TMA BINH DINH WINS MANY FOOTBALL TOURNAMENT AT QUY NHON CITY

Quy Nhon University (QNU) football tournament

Faculty of Mathematics and Statistics - Quy Nhon University is one of TMA's long-term partners in training and recruitment activities. Not only that, TMA and the Faculty also regularly exchange and connect through interesting extracurricular activities.

At the end of February 2023, 2 teams of TMA Binh Dinh participated in the football tournament organized by this Faculty. After a series of days of winning, our 2 teams joined the final round of the tournament and finally, the championship belonging to TMA 1, TMA 2 was the runner-up.

IT-QNU Cup

This is an annual football tournament organized by the Faculty of IT - QNU with the purpose of creating a healthy sports community. With a strong and confident spirit, TMA Binh Dinh started the matches with solid play and took every opportunity to attack. After convincing victory, our team lifted the championship at the IT-QNU Open 2023.

IT Sport Cup

This year's season gathers 8 teams from all over Quy Nhon city with carefully selected squads. TMA Binh Dinh many times had to meet strong competitors to go to the final round. Once again, the Championship continues to belong to us. Our team also left a beautiful impression and attractive gameplay.

Customer

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.

❶ A RELIABLE SOFTWARE PARTNER

In the 2023 - 2024 and future strategy, as TMA determines AI technologies is the new technology trends of thr world, we have invested in various AI projects and prepare human resources to adapt quickly to the software development needs of partners.

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 2023, TMA also established Solution Centers to generate new solutions for TTG to be a solution provider.

Solutions Centers consist of Telecom Software Center, IoT Center, Automotive Software Center, Hardware Lab, QA Center, AI Center, Data Solution Center, Fintech Center, Healthtech Center, Business Solution Center.
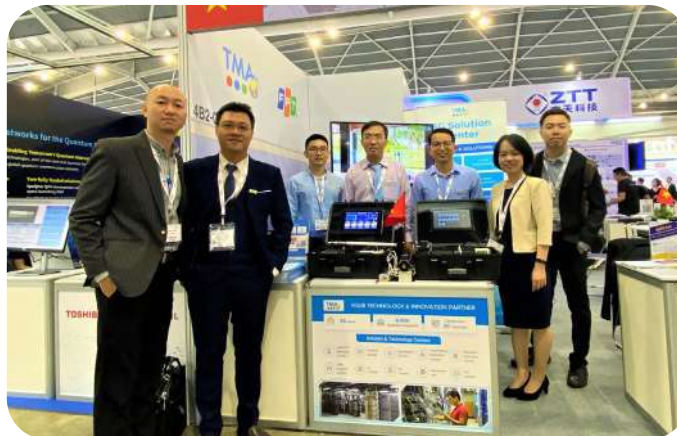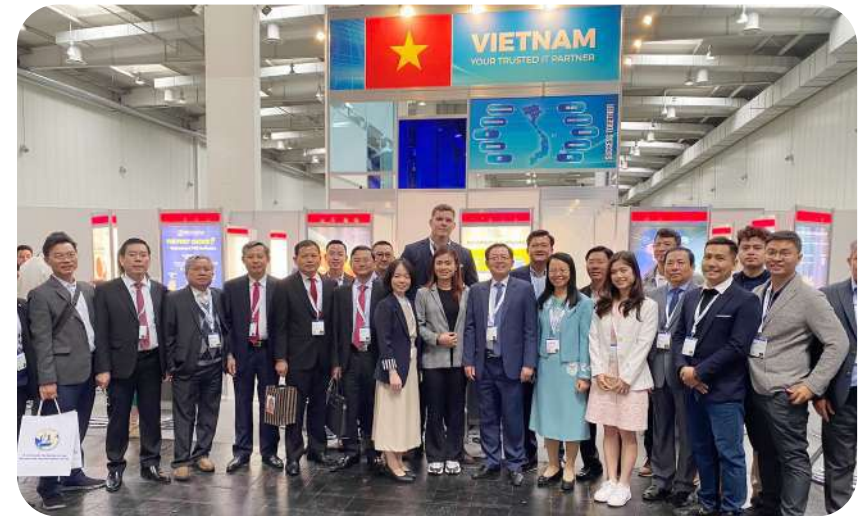
SPOTLIGHT

TMA PARTICIPATES IN MANY TECHNOLOGY EXHIBITION

To share and promote the latest technology products that Group has been deploying, TMA has actively participated in many domestic and foreign technology exhibitions, including typical events such as:

- Hannover Messe 2023 (Germany)
- Asia Tech x Singapore 2023 (Singapore)
- Fintech Festival Asia 2023 (Singapore)
- Computex Taipei 2023 (Taiwan)
- New Taipei City International Trade Fair 2023 (Taiwan)
- Victorian Digital Technology Mission to Vietnam (HCMC)
- 2023 Regional Digital Global Bridge - Vietnam IT Trade Mission (HCMC)
- Dex Connex - Vietnam - Malaysia Business Cooperation (HCMC)
- Vietnam Artificial Intelligence Festival 2023 (HCMC)
- Vietnam Industrial & Manufacturing Fair (VIMF) (Binh Duong Province)
- Digital Transformation Week (Dong Nai, Tay Ninh, Quang Ngai Province)

SPOTLIGHT

TMA NEW HARDWARE LAB AND NOC ROOM

To serve better for customers and employees, in 2023, TMA has renewed the Network Operation Center (NOC) and TMA Hardware Lab with many modern equipment.

NOC room's makeover: The NOC room plays an important role in monitoring the network systems of TMA, it is also often showcased during customer visits. In Q2-2023, the IT Security department made efforts to 'upgrade the new look' for the NOC room, making it more modern, professional, and visually appealing on the monitoring screens. This change meets the real-time monitoring needs of each project, contributing to enhancing the Company's image.

TMA Hardware Lab: Established in March 2023 to stay ahead of the trend of shifting manufacturing from China - the world's factory - to other low-cost manufacturing centers in Asia by hardware companies from Europe and the Americas. Currently, the team is in charge of designing and prototyping hardware devices for software teams at TMA Innovation such as the IoT IO Box water processing controller, the Abyss durian ripeness tester pen, and smart badge cards for employees. Last December, TMA Hardware Lab underwent a makeover in Hall A, Lab 6, with modern equipment imported from developed industrial countries such as the UK, USA, Germany, and Japan. TMA Hardware Lab will also serve as an interesting destination for visiting groups and students during their visit, demonstrating TMA's diverse capabilities by not only focusing on software development projects but also participating in the hardware industry.

SPOTLIGHT

WIFI HALOW SEMINAR

In October 2023, TMA Technology Group in collaboration with the Digital Transformation Support and Consultation Center of HCMC (DXCenter) organized the seminar "Application of Wi-Fi Halow in IoT". The seminar aimed at introducing new telecommunications technologies and promoting the application of IoT in areas such as Smart Cities, Industrial Parks, Smart Factories, and Smart Agriculture.

The event welcomed the attendance of top Wi-Fi technology experts from TMA Tech Group and Australia, together with over 200 guests. In the opening speech, Mr. Huu Le - CEO of TMA shared the joy of bringing one of the latest Wi-Fi technologies closer to the community. The outstanding advantages of Wi-Fi Halow were introduced by Mr. Michael De Nil - CEO, and Mr. Eddi Chang - Vice President from Morse Micro; while Dr. Do Duy Tan and the TMA Wi-Fi Center provided a visual demonstration showcasing the power of Wi-Fi Halow in various conditions.

The outstanding advantages of Wi-Fi Halow with a transmission range up to 10 times that of conventional Wi-Fi and data speeds over 1,000 times faster than LoRaWAN, making it suitable to

promote IoT applications in smart cities, smart buildings, surveillance systems, smart cars, smart factories, and industrial zones.

With the remarkable success of The seminar "Application of Wi-Fi Halow in IoT", TMA hopes to introduce even more advanced technologies to the community in the future.

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
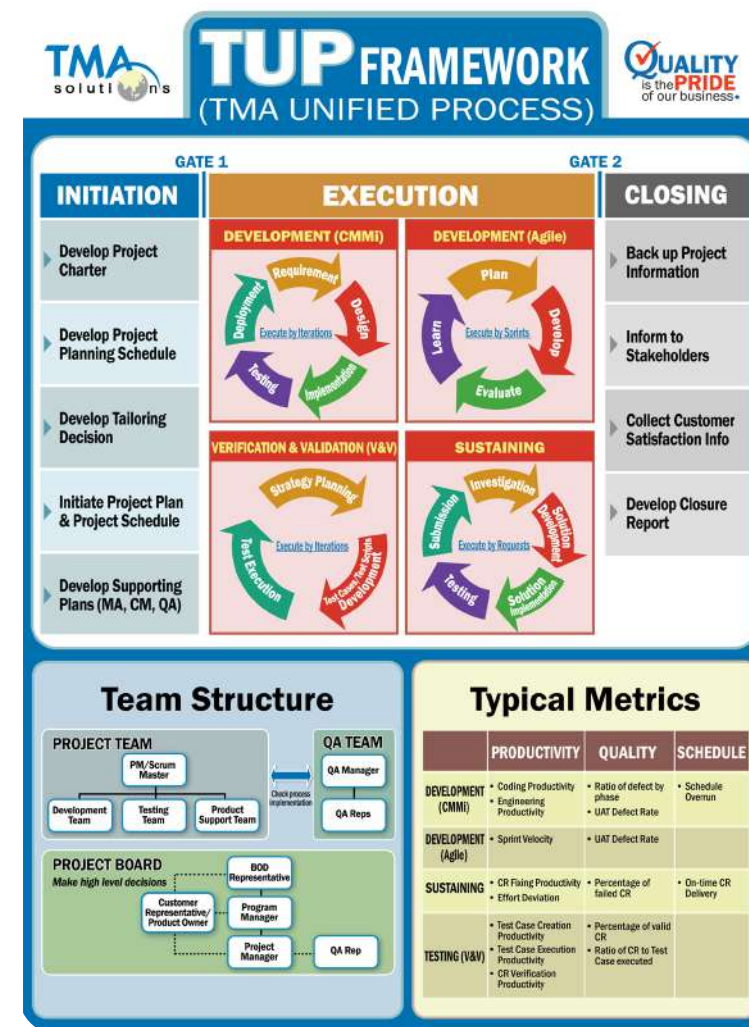
A Secure Network Environment

Perform security vulnerability scanning for over 500 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 on 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

- Perform security technical compliance check for over 700 working PCs monthly. The found security issues (Windows update, Antivirus update, Illegal software installation) to be fixed immediately

- 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 2023, we have planned to renew the ISO27001 Surveillance External Audit, the following image illustrates the ISO27001 Surveillance audit schedule.

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 2023, 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.

And in order to create 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 in many domains: insurance, education, cyber security, arbitration and mediation, banking, finance, investment, media and entertainment, healthcare, ERP, and social media networks...

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 8 years of operation, the TMA Aspiration Fund has brought joy and hope to many difficult situations across the country. Following the volunteer journey, in 2023, TMA has implemented dozens of social and charitable activities inside and outside the company.

Along with that, in 2023, TMA cooperated with 65 universities throughout Vietnam. Together with the schools, TMA organized many seminars, career guidance tours, sponsored competitions, awarded scholarships... to encourage students to study, research and have a solid foundation when they graduate. .

SPOTLIGHT

HELPING DISADVANTAGED CHILDREN

Ho Chi Minh City Children's Hospital

Community contributions are always among TMA's top priorities. In 2023, representatives from TMA Technology Group spent some time helping and spreading love to pediatric cancer patients at the Oncology Department at HCMC Children's Hospital.

During the visit, TMA presented 30 gifts with a total value of 30 million VND to the families of these children as a caring action to share part of their burden. The gifts also conveyed wishes for the children and their families to stay optimistic in overcoming difficulties and embracing the beautiful moments ahead. Through these meaningful activities, TMA hopes to join hands in spreading positive energy to those in need, devoting itself to creating a better society.

Ghenh Rang ward, Quy Nhon city and Cat Chanh ward, Phu Cat district, Binh Dinh

Promoting the humanitarian spirit and tradition of mutual love, TMA Binh Dinh organized the charity program "Tet of Kindness" at primary school in Ghenh Rang ward, Quy Nhon city and Cat Chanh ward, Phu Cat district, Binh Dinh province. The program was initiated with the aim of bringing disadvantaged children a warm Tet, and has received responses and contributions from a large number of members at TIP. Here, the TMA Binh Dinh volunteer group presented nearly 80 gifts of essential goods to the children. They also organized many interesting activities with many attractive prizes and received enthusiastic participation from the children.

Song Cau town, Phu Yen province

TMA Binh Dinh volunteer group visited Hai Son Pagoda, Xuan Phuong ward, Song Cau town, Phu Yen province - which is currently a home for nearly 50 orphaned children. The gifts of essential goods were given to the children with joy and excitement. TIP members also organized many interesting activities, helped with cleaning the temple, took care of the children and enjoyed warm and happy moments. Hopefully the program has spread love to difficult children at the temple more and more.

SPOTLIGHT

TMA PARTICIPATES IN BLOOD DONATION ACTIVITY

In 2023, nearly 150 TMA members participated in two blood donation campaigns organized in Phu Nhuan District. This is an annual event and always receives the enthusiastic response of a large number of TMA employees.

According to the National Institute of Hematology and Blood Transfusion, although the blood donation movement has spread strongly in the community and the amount of blood collected has been steadily increasing each year, the actual demand for blood in society is still not fully met. Every day, every hour, there are still many critical cases throughout the country that urgently need to be saved with invaluable drops of blood.

TMA members are all very happy and excited to contribute a little to this meaningful activity. Most of the members participating in this blood donation campaign are very young. In particular, there are volunteers who have participated in this activity many times. They shared that blood donation not only brings beautiful memories but also helps them mature, adds to their life experiences, and increases their willingness to contribute more to the community, society and the country.

SPOTLIGHT

UPRACE 2023

UpRace 2023 was officially held free of charge for everyone on the UpRace web/mobile platform. Taking place from 00:00 on October 6, 2023 to 23:59 on October 29, 2023.

The UpRace 2023 community running event took place successfully with the contributions of more than 1,400 organizations, businesses and more than 620,000 upracers. The TMA Runners+ team recorded an increase in the number of members, more than 500 people, joining forces to complete 3,742 km of running and ranked 68/1705 teams in the business. The contributions of TMA Runners and all runners throughout the past 24 days of happiness bring the dream of going to school, bringing light to people with disabilities and the government.

500 members

3700+ km

68/1705 teams in enterprise table

SPOTLIGHT

FREE ENGLISH AND PROGRAM LANGUAGES CLASSES

Understanding the importance of English and helping the young generation of Ghenh Rang ward have more opportunities to develop the passion for learning English, TIP cooperated with Kim Dong Primary School to organize a free English teaching program for students.

One of the barriers for the children here in accessing English is that they don't have many opportunities to access modern learning methods or an ideal environment to practice and develop communication skills. Therefore, the goal of the program is to try to convey the lessons to the children in the most natural and gentle way, helping them gradually gain confidence, familiarity and thereby form a passion for this language.

TIP members and the children had a very cheerful and excited atmosphere, "play while learning - learn while playing". In addition, TIPers also gave the children new tools to support learning, wishing the children to be more diligent and study well.

Along with that, in order to help students who are passionate about Python programming and develop their ability to explore and learn, on July 1 2023, TMA Binh Dinh opened a free basic Python class. The class attracted the participation of nearly 30 students from high schools in Ghenh Rang ward, Quy Nhon city.

SPOTLIGHT

TMA COLLABORATION ACTIVITIES IN 2023: CONNECTING WITH OVER 10,000 IT STUDENTS THROUGH MORE THAN 100 DIVERSE ACTIVITIES

In 2023, the collaboration between TMA Tech Group and 65+ university partners continued to strengthen and foster close connections through a variety of activities such as sharing, lab tours, job fairs, scholarships, and sponsors for IT competitions. Through these activities, TMA provided students opportunities to access the latest information on technology and industry trends, update their skills, and find job prospects to develop their careers in the field of information technology.

Furthermore, aiming to develop the young IT workforce in the central region, promote and attract high-quality talent to the TMA Innovation Park (TIP), TMA continued to enhance cooperation with universities in the central and central highlands regions through university tours, career orientation, and recruitment activities that garnered the interest and participation of many students. Additionally, TMA also connected with students from the central region who were studying in HCMC by sponsoring activities of student clubs.

Collabrate with **65**+ universities

from Central zone to Mekong delta

100+ activities

700+ internships

10000+ students join

45

SPOTLIGHT

TMA COLLABORATION ACTIVITIES IN 2023: CONNECTING WITH OVER 10,000 IT STUDENTS THROUGH MORE THAN 100 DIVERSE ACTIVITIES

The collaborative activities with universities in 2023 concluded with impressive numbers:

- 10,000+ students participated in TMA's activities (online and offline).

- 1,400+ students visited TMA: Company tours are practical activities that facilitate strong connections between students and TMA, providing them valuable experiences by exploring real working environments and learning about IT-related jobs. In 2023, TMA HCMC & TIP collaborates with 13 university partners, organized 18 company tours and involving 1,400+ students who had the opportunity to visit the company and engage in career counseling activities at TMA.

- ~60 scholarships: TMA awarded ~60 scholarships (ranging from 2 to 5 million VND per scholarship) to students facing financial difficulties who achieved good academic performance in the past year. This is one of TMA's tangible initiatives to recognize and encourage young individuals who will work in the field of information technology in the future.

SPOTLIGHT

TMA COLLABORATION ACTIVITIES IN 2023: CONNECTING WITH OVER 10,000 IT STUDENTS THROUGH MORE THAN 100 DIVERSE ACTIVITIES

- ~ 60 sponsorships, sharing and quality evaluations: TMA continued to accompany universities in various activities:

  - 7 job fairs: In 2023, despite the overall impact of global economic fluctuations, TMA remained committed to maintaining recruitment and training communication, providing internship and job opportunities for recent and upcoming graduate students. Participating in job fairs enables students to access job opportunities at TMA and receive direct advice from recruitment specialists and project managers of TMA.

  - ~20 sharing sessions (online and offline) were organized, attracting 1500+ students. In addition to general career topics, TMA collaborated with universities to share expertise in various specialized fields such as software testing and quality assurance, electronics and telecommunications, 5G, agile & Scrum, data science, and artificial intelligence.

  - Sponsored for 10+ university's contest & events as well as student group activities.

- Furthermore, TMA also collaborates with universities to contribute to the development and enhancement of training quality by participating in the development and assessment of training programs.

In 2024, TMA will continue to strengthen close collaboration with universities through diverse activities and events, particularly focusing on harnessing the training resources and capabilities of young IT students, especially those in the central region. TMA aims to equip students with comprehensive knowledge and skills to enhance their competitive advantage when entering the high-tech job market in the future and improve the efficiency of the Vietnamese IT engineering workforce.

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 2023 has defined two main projects to achieve continual improvement in environmental performance.

- Energy Saving Management 2023

- Non plastic campaign

Under the "Energy Saving Management 2023" strategy, in the year 2023, TMA has deployed three more solutions:

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

- IoT Smart Office

- Replace 2.250 fluorescent light lamp with LEDs lamp

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

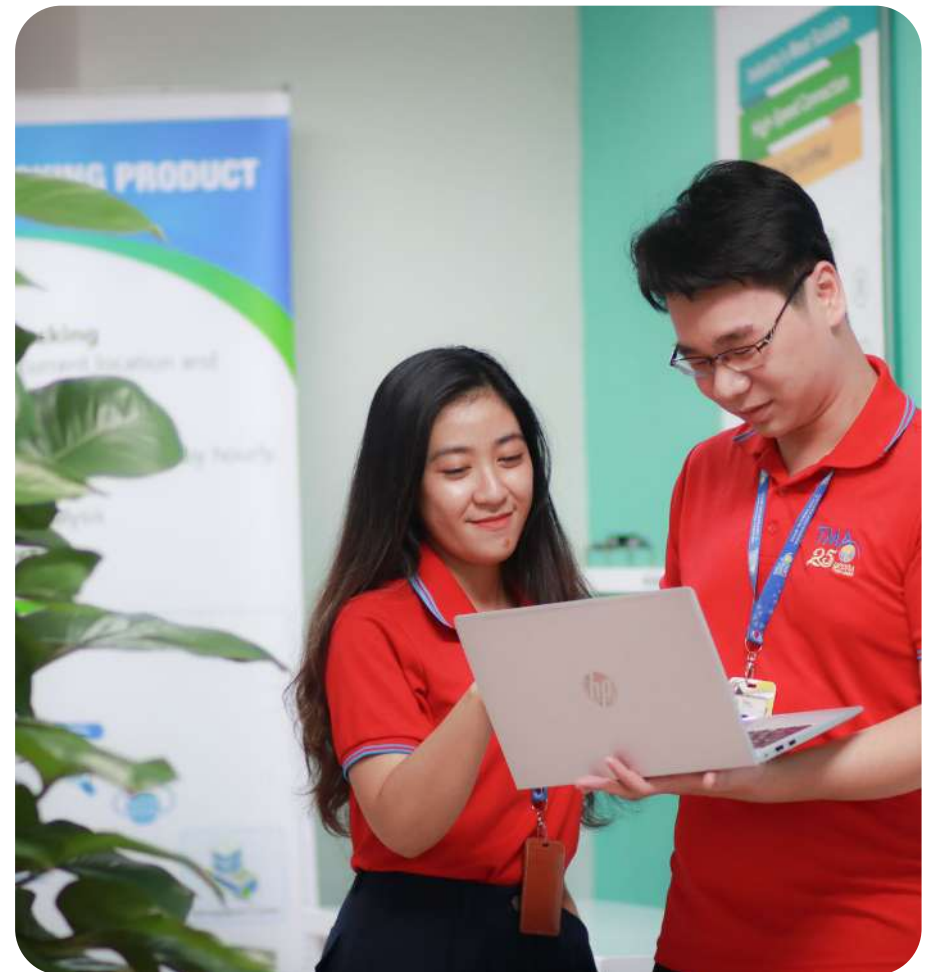| **2**	technology solutons to reduce enerrgy consumption
3	campaign to keep the environment clean
4	outdoor activities to clean the environment
2.250+	fluorescent light lamps were replaced with LED lamps.

ENERGY SAVING MANAGEMENT CAMPAIGN

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.

SPOTLIGHT

COLLECTING OLD BATTERIES CAMPAIGN

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.

CLEANING QUY HOA BEACHES

TMA Data Science Center organized 3 "go green" outdoor activities with the goal of cleaning up trash on Quy Hoa beach, Quy Nhon. Weekend mornings on the beach with fresh air not only create a relaxing space with colleagues but are also an opportunity to demonstrate awareness of protecting a green, clean, and beautiful environment.

SPOTLIGHT

TMA JOINS HANDS FOR A GREEN QTSC

Excited and full of energy was the mood of TMA members in the early morning of March 10 when participating in the activity "Joining hands for green QTSC".

This is an annual activity organized by QTSC in collaboration with the Ho Chi Minh City Association for the Protection of Nature and Environment, to contribute to raising awareness of preserving and enhancing a clean, green working environment at Quang Trung Software City, at the same time responding to the program "Millions of trees - For a green Vietnam" launched by the Government.

Participating in the program, members worked together to clean up trash in the QTSC campus area, thereby returning the original green - clean - beautiful landscape.

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/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.

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 supporting 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 2022.

- 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.

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 by 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.

Awards and Recognitions

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

On the event of "Vietnam Top 10 ICT 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 Tech Group proudly received recognition in four categories:

- Top 10 Software and IT Services Export Enterprises (TMA Solutions)

- Billion-VND Digital Technology Enterprises in Vietnam 2023 (TMA Solutions)

- Top 10 Enterprises Providing Smart City Solutions (TMA Innovation)

- Top 10 HealthTech Enterprises (TMA Innovation)

Being named in the "Top 10 ICT Companies" once again affirms the quality of TMA's services. TMA is continuing its mission to make contributions to the development of Vietnam's IT industry and the society.

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