



FPT ESG REPORT

2023

FPT ESG REPORT 2023

FPT places significant emphasis on ESG orientation and priorities, which form an integral component of the Corporation's development strategy, underscoring FPT's roles and responsibilities to key stakeholders. In 2023, FPT won two awards:
CSR & ESG Leadership Award - Best in Vietnam and Best Community Programme Award - Globally.

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ESG MESSAGES AND ORIENTATION



ESG ENERGIZES OUR ENDEAVORS

Dear Shareholders and other Stakeholders,

We possess a profound understanding of the business demands and ethical imperatives of today's corporate environment, which focuses on sustainable development. In addition to pursuing sales and profit growth, FPT remains dedicated to enhancing its management capabilities to adhere to the most prominent sustainability framework and standards.

At FPT, we are dedicated to spearheading initiatives in Vietnam to mitigate the impact of greenhouse gas emissions. Our goal is to achieve Net Zero by 2040. Additionally, we aim to positively influence the living and learning environments of over 01 million employees by 2035.

Grounded in our core cultural values of "Respect – Innovation – Cohesion – Equality – Exemplarity – Lucidity", FPT is committed to cultivating a joyful and celebrated workplace where everyone is able to seamlessly integrate. Here, everyone can learn, innovate, and unleash their talents freely and equitably. We aspire to foster an environment where individuals experience both material and mental abundance, promoting a truly fulfilling life.

ESG amplifies our capacity, fortifying our ability to uphold our core values and steadfastly pursue the mission of establishing a resilient, enduring, and joyful global corporation.

EXECUTIVE VICE PRESIDENT

NGUYEN THE PHUONG

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ACTIVITY HIGHLIGHTS



The world-class workplace culture

TOP 100
best places to work
in Vietnam, Japan, the US, and Singapore

48,162
Stable jobs

2,925
Foreign employees
73 Nationalities

37.4%
Female employees

5.6 million
Hours of in-house training
127 Hours/year/employee



Environmentally sustainable operations

100,000
E-Contracts,
6.6% YoY increase

59,745
Virtual meetings,
accounting for 67.8% of
total held meetings

100 %
Internal documents to be
signed digitally



Corporate Social Responsibility

8,167 Billion VND
Contribution to the State Budget

205.2 Billion VND
CSR sponsorship

350
bridges for students in
rural areas



Sustainable governance

100 %
of management staff attending
training sessions about
corruption and conflicts of
interest

AI
to be utilized in financial risk
management and conflict of
interest prevention

ISO 27001:2013
Information security
management systems

ISO 14001:2015
Environmental Management
Systems

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OVERVIEW OF THE REPORT

2023 was the third year that FPT carried out the Environment – Social – Governance Report (ESG Report) to deliver comprehensive details on ESG activities and further affirm its commitment to sustainable development.

This report was published for the term of January 01 to December 31, 2023, within the Corporation and its subsidiaries in Vietnam as well as other key markets and is based on the GRI Standards of the Global Reporting Initiative (GRI).

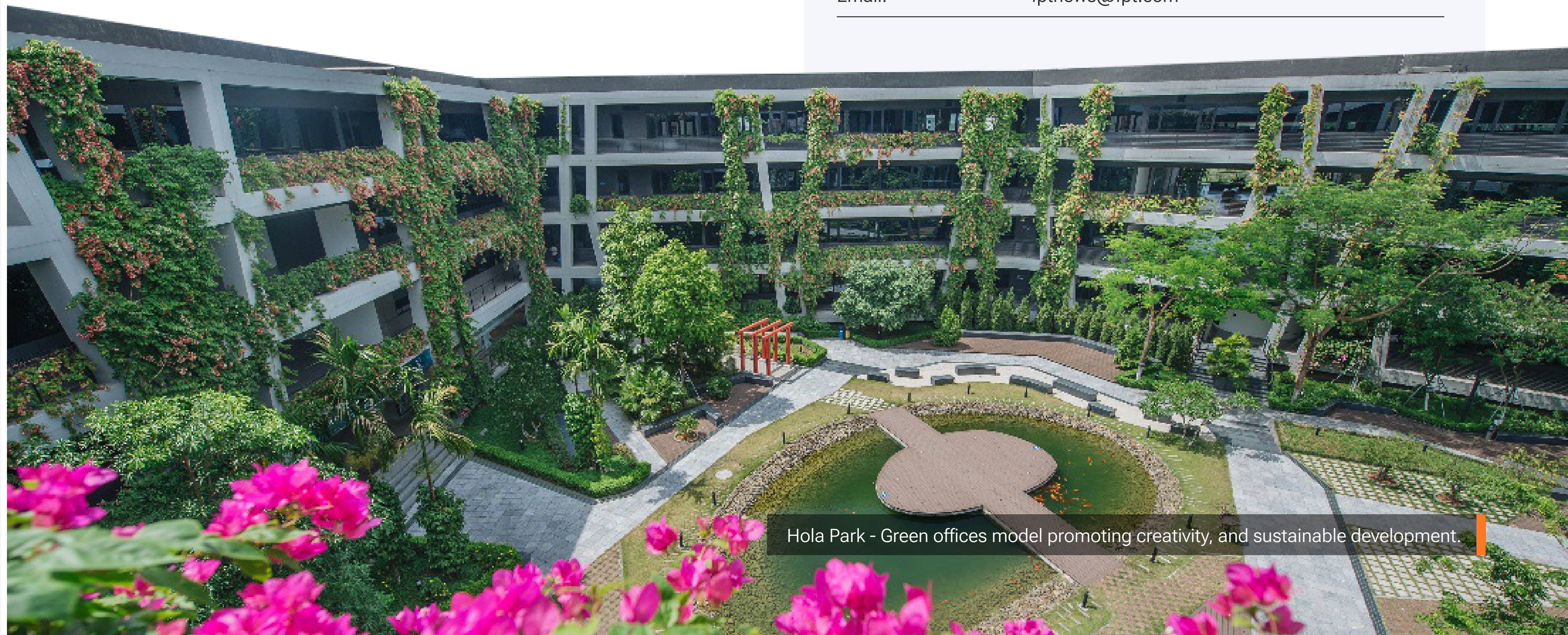
FPT constructed the report with a focus on ensuring the following factors: comprehensiveness, clarity, timeliness, and reliability.



The report was carried out by the Marketing & Communications Department of FPT.

For any inquiries or feedback related to FPT's sustainable development activities and the ESG report, please contact:

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Hola Park - Green offices model promoting creativity, and sustainable development.

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ESG ORIENTATIONS AND PRIORITIES

ESG orientations and priorities are integral to FPT's development strategy, embodying the Corporation's commitment and responsibilities to key stakeholders. **FPT stands out as the sole technology stock featured among the 20 component stocks of the VNSI index** (Sustainable Development Index) evaluated by the Ho Chi Minh City Stock Exchange (HoSE) in 2023, achieving a total ESG score of 76%. Looking at specific categories, in its environmental score, FPT reached 65%, surpassing the VN100 group's average of 60%. In the social score category, FPT achieved an impressive 84%, outpacing the VN100 group's average of 67%. Furthermore, in the corporate governance score category, FPT attained a score of 70%, exceeding the VN100 group's average of 65%.

FPT's ESG orientations



* The organization uses some GRI standard or parts of the standards to report impacts related to each economic, social and/or environmental topic.



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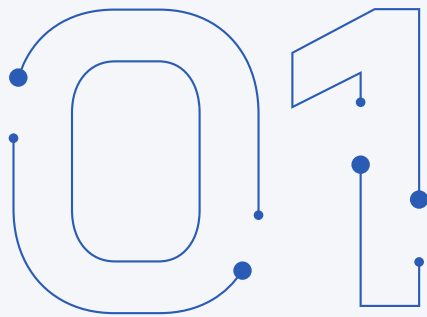
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FPT's commitment and objectives for sustainable development

EXCELLENT GOVERNANCE

CRITICAL ISSUE	COMMITMENT	OBJECTIVES	ACTIVITIES
Corporate Governance	Excellent corporate governance toward sustainable development.	Consistently enhancing management capabilities to address the needs and interests of all stakeholders.	• Achieving full compliance with governance standards mandated by Vietnamese legislation and elevating management practices to align with advanced standards; • Implementing technology-driven management approaches to ensure transparency, fairness, and stakeholder benefits.
Data management	Guarantee data security and privacy.	Achieving 100% compliance with all legal regulations concerning customer privacy.	• Developing and implementing the Personal Data Security Policy; • Establishing an IT system that operates in accordance with management requirements.
Risk management, anti-corruption	Being committed to upholding legal compliance and adhering to the utmost ethical standards across all business endeavors. FPT unequivocally rejects any breaches of ethical regulations by any individuals within the organization.	• 100% of managers undergo training in anti-fraud and anti-corruption measures; • 100% of cases related to conflicts of interest and fraud are addressed promptly; • Utilizing AI in critical areas of management such as Finance and Procurement.	• Ongoing training sessions and communication efforts to sustain an anti-corruption culture; • Establishing organizational structures, developing regulatory procedures, and enforcing sanctions to address conflicts of interest and corruption issues; • Investing in AI applications for risk management purposes; • Utilizing technology for declaring and managing conflicts of interest.
Information security management	Being dedicated to establishing a modern, centralized, and secure system.	• Number of information security incidents affecting the Corporation's reputation: 0; • Ensuring 100% of employees receive awareness training to prevent information security violations.	• Establishing organizational structures, developing processes and regulations, and investing in technology to promptly respond to detected information security incidents; • Disseminating training content and conducting annual training/retraining sessions for all employees.
Sustainable procurement management	Sustainability in the supply chain.	• Developing policies concerning supply sources to align with FPT's Sustainable Procurement objectives. By 2025, we strive to apply these policies to 60% of our key suppliers.	• Formulating a sustainable procurement policy that emphasizes the prioritization of green goods and services and sustainable suppliers; • Providing training and guidance on sustainable development to the entire leadership team and procurement managers; • Implementing technology solutions to enhance transparency and mitigate risks in procurement activities.

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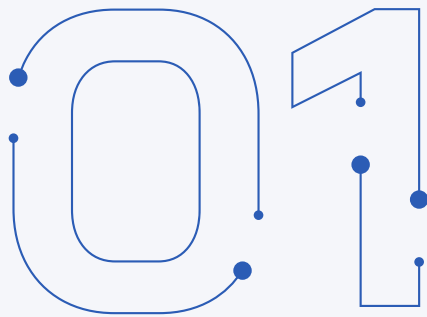
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THE WORLD-CLASS, JOYFUL WORKING ENVIRONMENT

CRITICAL ISSUE	COMMITMENT	OBJECTIVES	ACTIVITIES
A joyful workplace	Grounded in our core cultural values of "Respect – Innovation – Cohesion – Equality – Exemplarity – Lucidity" , FPT is committed to cultivating a joyful and celebrated workplace where every individual seamlessly integrates. Here, everyone has the chance to learn, innovate, and unleash their talents freely and equitably. Simultaneously, we foster innovation and creativity within the workplace, aiming to cultivate happiness among employees by addressing various factors, including financial, physical, intellectual, and mental well-being.	• Consistently achieving and maintaining the prestigious title of "Best place to work" in Asia as recognized by Great Place To Work®; • Dedicated to establishing a joyful work environment that encompasses various aspects, such as physical and mental health care, modern working conditions, competitive compensation and benefits, developmental opportunities, and community engagement.	• Continuing the implementation of welfare policies aimed at safeguarding the physical and mental well-being of employees, including health check-ups for 100% of employees and FPTCare medical insurance coverage for 100% of employees; • Organizing a series of programs focused on promoting Happiness, Health, Connectivity, and Camaraderie among employees; • Sustaining investments in the creation of modern workspaces equipped with various amenities; • Continuing to enhance and optimize the effectiveness of the pay-for-performance package program; emphasizing transparency, increased productivity, and early payment with a goal is to elevate employee income levels; • Developing non-salary welfare policies such as the "Settle Down Comfortably" Policy (which supports employees in acquiring homes and vehicles) for 5,000 employees by 2026...
A lifelong learning organization	Sustaining FPT as a learning organization, fostering lifelong learning opportunities for employees.	• Utilizing technology to personalize learning experiences for each individual (akaJob, LMS...); • Continuously increasing the number of learning hours; • Enhancing training efficiency through the integration of advanced technologies such as AI Mentor, Text-to-voice, and chatbot...; • Striving to achieve an average of over 120 hours of study per year per employee.	• Implementing AI (AI Mentoring) to tailor learning paths to individual employees; • Utilizing global platforms such as Coursera, Udemy, and Udacity to meet employees' diverse learning needs; • Offering a wide range of training formats, including in-person options (Seminars, Master – Disciple sessions, Mentor – Mentee and On-the-job training), as well as online formats (Live Training, E-learning, and Micro/Nano Mobile Learning...), to accommodate all employees..
Equality and diversity	Upholding an inclusive work environment that respects individuals and prohibits discrimination based on factors such as race, skin color, ethnicity, nationality, religion, gender, age, sexual orientation, disability, or any other prohibited forms of discrimination as stipulated by the laws of Vietnam and other global jurisdictions where FPT operates.	• Sustaining the proportion of women in the workforce above 35%; • Bolstering the diversity of employees with foreign nationalities.	• Developing policies, traditional structures, and supervisory mechanisms to ensure fairness, democracy, and diversity within the organization; • Proactively expanding recruitment efforts targeting foreign employees, with the objective of maintaining a workforce representing over 70 different nationalities.

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FPT is committed to cultivating a joyful and celebrated workplace where every individual seamlessly integrates.



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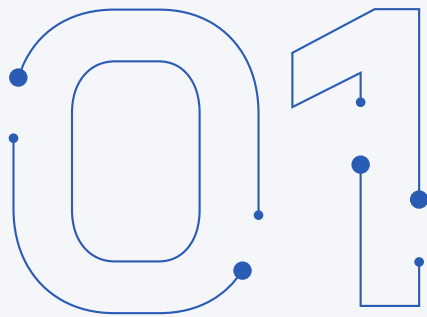
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ENVIRONMENTAL SUSTAINABILITY

CRITICAL ISSUE	COMMITMENT	OBJECTIVES	ACTIVITIES
Environmental protection	Continually enhancing the work environment toward a green, safe, and healthy setting.	• Medium-term goal: By 2030, utilizing FPT's resources to achieve a 15.8% reduction in total greenhouse gas emissions, aligning with Vietnam's overall objective; • Long-term goal: Attaining Net Zero emissions (Reducing greenhouse gas emissions to zero) by 2040, in line with the commitment made by the Vietnamese Government at COP 26.	• Prioritizing efforts to monitor and minimize greenhouse gas emissions; • Monitoring 100% of energy usage data at FPT; • Adjusting the ratio of electricity consumption – aiming to achieve a ratio of 2.5% of investment in renewable energy to the total electricity consumption from renewable sources by 2026; • Transitioning to 100% LED lighting by the conclusion of 2025; • Implementing waste sorting, recycling, and waste reuse initiatives; • Replacing 100% of office waste bags with recyclable materials; • Ensuring 100% of employees receive annual training on environmental policy and environmental protection.

COMMUNITY DEVELOPMENT

CRITICAL ISSUE	COMMITMENT	OBJECTIVES	ACTIVITIES
Preparing a high-quality workforce by extensive training	Becoming a pioneering institution in training digital citizens with global competitiveness.	Targeting to train 1.5 million accumulated global digital citizens by 2030.	• Introducing cutting-edge technology training programs, including AI, across all educational levels from high school to university; • Conducting research, implementing, and advancing the most innovative technology solutions to enhance interaction and personalize learning experiences; • Championing talent scholarship programs such as the FPT Young Talent Center (FYT), the Nguyen Van Dao Scholarship, and student credit initiatives to foster learning opportunities for students.
Developing optimal circumstances to enable Vietnamese children to access high-quality and sustainable education	Guiding CSR initiatives toward improving learning conditions for underprivileged individuals in economically challenged and remote areas, particularly in mountainous regions.	Continuing to allocate funds for community development endeavors, with a primary emphasis on educational projects.	Enhancing and constructing educational facilities for children to ensure a safe, comprehensive, and conducive learning environment through initiatives like "Light up the School", "School Hygiene", and the Hope School project...

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FPT continually enhancing the work environment toward a green, and developing optimal circumstances to enable Vietnamese children to access high-quality education.



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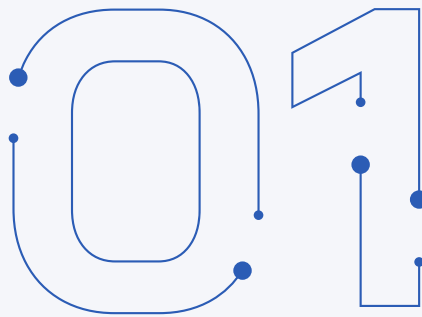
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STAKEHOLDER ENGAGEMENT

Stakeholders are defined as those who influence or are influenced (to a certain extent) by FPT's business activities. Therefore, stakeholders' information, feedback, demands, and concerns are key factors affecting our mindset and actions in managing and managing FPT's operations as well as developing long-term development strategies. FPT is committed to accompanying stakeholders to make happier lives and better workplaces based on innovative technology solutions, products, and services.

Its seven key stakeholders include: Customers, shareholders and investors, employees, government agencies, partners and suppliers, the community, and the press and media.

01 Customers

Activity highlights	2023 results
Promoting the provision of consultancy services and implementation of digital transformation to contribute to the development of a more advanced digital society	• Promoting digital transformation cooperation agreements with provinces and cities nationwide. By the end of 2023, nearly 30 localities have engaged in comprehensive digital transformation partnerships across the pillars of Digital Economy, Digital Society, and Digital Government with FPT; • Serving as the comprehensive digital transformation consultancy partner for numerous top VNR 500 businesses, including T&T, TTC, Ba Huan, Thien Long, Tan Long, Flamingo, An Gia, Vinaseed, Coteccons, and EVNGENCO1...; • Achieving 01 billion USD in IT service revenue from foreign markets.
Investing in R&D for new products, services, and solutions on par with cutting-edge technologies to enhance efficiency and productivity for customers	• The Made-by-FPT ecosystem with more than 200 products, services, and solutions. Launching FPT GenAI – the generative AI platform for businesses; • Top 01 Global AI Platform; • Base.vn gaining 9,000 corporate customers; • Launching the first line of microchips applied to Internet of Things (IoT) product for medical care, realizing the dream of manufacturing semiconductor components created through Vietnamese ingenuity; • Being patented on AI in the US and Japan.
Enhancing FPT's brand reputation	The Corporation maintains its status as a prominent enterprise in the industry, garnering prestigious accolades in management, business, and technology on a global scale, including: Top 08 IoT Consultancies in Asia-Pacific region; Top 10 Strong Brands in Vietnam; Top 10 large-cap enterprises with the best corporate governance; Top 100 most valuable technology brand in Vietnam by Brand Finance; Top 03 leading Internet service providers in Vietnam; Top 601-800 in the global university rankings for sustainable development (THE Impact Rankings 2023)...



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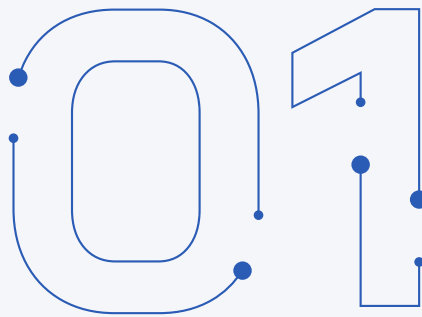
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02

Shareholders and investors

Activity highlights

2023 results

Setting orientation and business strategies that closely reflect the market trends and significant technology movements in Vietnam and globally

In 2023, FPT continues to pursue the "Data-Driven and Customer-Centric" strategy in order to become a reliable partner of businesses and organizations, bringing them exceptional digital experience through near-real-time, data-driven governance.

Developing action plans and solutions to materialize business goals, ensuring adherence to orientations and strategies

Positive business outcomes with stable growth rates of 19.6% in revenue and 20.1% in profit before tax.

Ensuring shareholders' interests

- Total dividend payments: 2,374 billion VND, up 18.1%;
- Earnings per share: 4,661 VND, an increase of 21.2%;
- Maintaining its position among the Top 20 "Green" stocks of the VNSI list (a reference or an underlying asset for investment products such as ETFs (Exchange Traded Funds) and index futures).

Providing timely, comprehensive, and transparent two-way information updates to shareholders

- 150 meetings with domestic and foreign investors were held;
- Ensuring irregular and periodic disclosure on time to meet the requirements of the HoSE, the State Securities Commission (SSC); providing timely and transparent information to investors, shareholders, and other related parties;
- All shareholders and investors had the right to access disclosed information through the IR Department, the Annual Report, and the official website of the Corporation;
- Being named in the Top 03 Large-caps with the most favored IR activities by investors and Top 03 Large-caps with the most appreciated IR activities by Financial Institutions.



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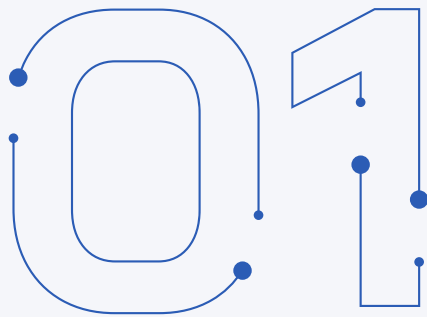
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Employees

Activity highlights

2023 results

Fostering a sophisticated environment characterized by fairness and equality, irrespective of gender, age, or hierarchical level

- Recognition among the Top 25 Companies certified as Best Places to Work in Asia by Great Place To Work®;
- Top 100 best places to work in Vietnam, Japan, the US, and Singapore;
- Female employees constitute 37.4% of the total work personnel;
- Attraction of talent from 73 nationalities worldwide.

Constantly providing opportunities and challenges at work; promoting R&D activities resulted in highly innovative technological solutions and products

- The Corporation continues the policy to encourage in-house "start-ups" so that the developers of a successfully commercialized solution. Product teams would be entitled to 10 – 20% of the product's earnings;
- In 2023, there were 3,000 initiatives aimed at fostering innovation and "entrepreneurship within businesses," with 62 initiatives advancing to the final round of the iKhien Award, benefiting FPT by approximately 1,000 billion VND. Over the past 07 years, the iKhien Award, designed to discover, promote, and replicate innovations within FPT, has facilitated the implementation of 6,500 initiatives across the Corporation. These initiatives have significantly enhanced labor productivity and introduced numerous new products and solutions that have garnered recognition and revenue for the Corporation, while also providing opportunities for success for employees.

Carrying out the workforce development plan following the Corporation's goals and strategies

- In 2023, training programs were widely deployed throughout the Corporation, with over 5.6 million learning hours;
- Spending on in-house training was recorded at 187.3 billion VND, an increase of 1.5 times over the same period;
- The emphasis was on cultivating and enhancing talent across all levels through a variety of specialized training initiatives, including the Master – Disciple program, the Mentor – Mentee program, and the MiniMBA program.

Implementing insurance and welfare regimes in line with the regulations

- FPT always focused on developing a competitive, comprehensive remuneration policy that covers all employees and their families equally and transparently, ensuring they receive earnings commensurate with their performance and contribution to the organization. Performance evaluations were conducted regularly and fairly based on the "Do more - Get more" criterion.

Enhancing corporate cultures and core values

- To foster camaraderie, promote compassion, and enhance the well-being of employees, the Corporation consistently organized a variety of distinctive programs and activities such as: FPT Photography Club, FPT Artists Association, Arts Festival, FPT Village Festival, Running Club, Football Club, Sports Festival, FPT Day for the Community, Parents' Day...



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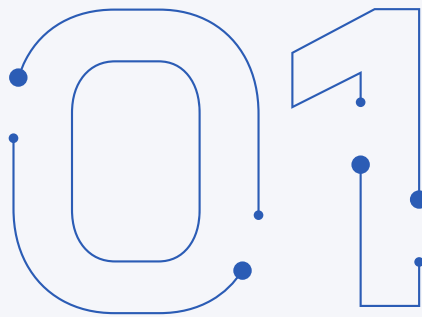
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Government, Ministries, and Public Agencies

Activity highlights

2023 results

Conducting R&D initiatives aiming to create technological solutions that help realize the goals of both major national programs and projects

- Building The e-government system FPT.eGov, which has been upgraded to The digital government system – FPT.dGOV. The system was deployed in 40 localities with more than 1,500 online public services, saving the average social cost of over 100 billion VND per year;
- The overall hospital management system FPT.eHospital was put into operation in more than 300 hospitals and medical facilities nationwide, serving about 50 million annual medical visits;
- Cooperating with 30 provinces and cities nationwide to accelerate digital transformation in all three key pillars;
- Being recognized as one of the exemplary units for implementing the chip-embedded citizen identification verification service and Project 06 models.

Fulfilling corporate responsibilities, such as tax obligations and social insurance payments...

- 8,167 billion VND of contribution to the State budget.

Enhancing the reputation of Vietnam's IT industry

- In 2023, FPT sponsored and co-hosted 15 key events under the theme of digital economic development, promoting the Vietnam digital economy and enhancing the reputation of Vietnam's IT industry globally;
- Entering the league of global billion-dollar IT corporations;
- Being listed in the Top 08 IoT Consultancies in Asia-Pacific region;
- Belonging to the group of Major Contenders evaluated by Everest Group among 26 notable global automotive software suppliers;
- Being patented on AI in the US and Japan;
- Top 01 Global AI Platform;
- Being chosen as the comprehensive digital transformation consulting partner for numerous TOP VNR 500 businesses.



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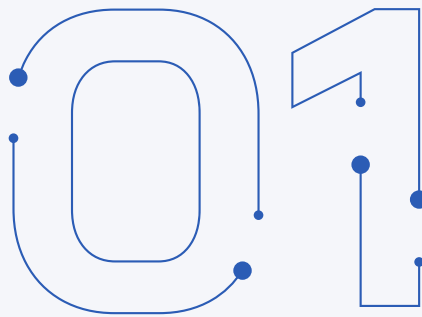
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Community

Activity highlights

2023 results

Joining efforts with the community to overcome challenges toward a better life

- FPT allocated 205.2 billion VND toward CSR events and activities, providing tangible and intangible benefits to 83,753 individuals nationwide;
- Constructing 350 bridges in remote areas for students across the nation.

Implementing scholarship programs to support young talents

155 billion VND of scholarships were awarded to young talents nationwide.

Enhancing IT applications in education and social activities and promoting innovative knowledge and technology throughout the community

- Fostering VioEdu – an Edtech solution with 18.5 million user accounts, encompassing over 1.8 million active accounts monthly. This platform stands as the sole online platform integrating premium teaching and learning tools for students, educators, and schools. In 2023, VioEdu attained numerous domestic and international accolades, including the Gold award at the Stevie Awards, ASOCIO award, and significantly contributed to FPT IS receiving the prestigious Top 10 Edtech Vietnam 2023 award;
- In 2023, the Violympic platform witnessed an unprecedented surge in student participation, with nearly 03 million students engaging with the platform. This remarkable achievement further solidifies Violympic's position as the foremost prestigious, large-scale knowledge platform in the country;
- Khaothi.Online is the product suite that comprehensively supports the digital transformation of individual competence assessment and certification according to the ISO/IEC 17024:2012 standards. Presently, the Khaothi.Online platform is at the forefront of promoting smart education, facilitating testing, and assessing abilities relevant to various aspects of human life. It spans across high school education, university education, vocational training, and assessments for student enrollment, university entrance exams, civil service entrance exams, certification testing activities, as well as evaluating the capacity and skills of citizens in numerous localities across the country, conducting over 08 million tests of varying scales.

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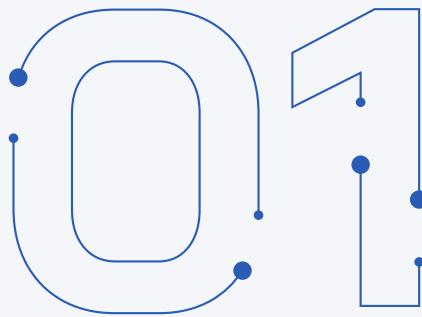
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Partners and suppliers

Activity highlights

Developing and applying working and behavioral standards while communicating with partners

Building long-term alliances with its partners through industry, geographical area, and market sectors

2023 results

The Corporation kept improving the efficiency of corporate governance and production management to ensure customer satisfaction, enhance competitiveness and bring sustainable benefits to stakeholders. In addition to ensuring timely delivery and high-quality provision of all products and services to customers, FPT consistently fostered a collaborative environment where all customers and suppliers are always treated with equality. The company upheld principles of fairness, respect, and legal compliance in all interactions.

- Regarding the government customers, FPT signed comprehensive digital transformation cooperation agreements with 30 provinces and cities;
- With the private enterprise customers, particularly large enterprises, FPT has partnered with large enterprises such as Ba Huan, Thien Long, Tan Long, Flamingo, An Gia, Vinaseed, Coteccons, EVNGENCO1, Gas South...;
- With the SMEs, the business management platform Base.vn has 9,000 customers;
- For individual customers, customer service and service experience were continuously enhanced with the support of Chatbot, Voicebot, AI...

07

Press and media agencies

Activity highlights

Regularly and proactively providing information to the press and media through FPT newsletters, press releases, press conferences, and PR/IR articles...

2023 results

- Delivering timely and comprehensive valuable information to the community covering diverse topics, from IT market trends, strategic directions, to business plans and operations of the Corporation, thereby providing updates to relevant stakeholders;
- Providing analysis and evaluation on the development of the domestic ICT industry and global trend forecast, delivering a comprehensive industry overview.

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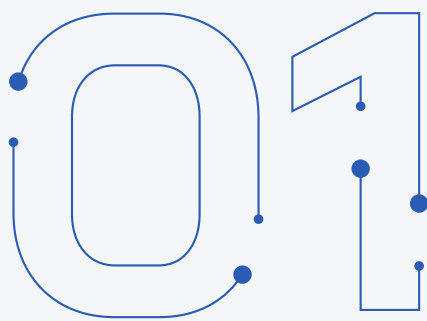
- ESG energizes our endeavors
- Activity highlights
- Overview of the report
- ESG orientations and priorities
- Stakeholder engagement
- The mechanism for critical issue identification

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THE MECHANISM FOR CRITICAL ISSUE IDENTIFICATION

Consistency determines the key issues in FPT's ESG activities, which means harmonizing with business activities and benefit sharing. In addition, the mechanism helps ensure the highest interests of stakeholders and compliance with relevant legislation.

Stakeholders' roles and responsibilities in sustainable development management

Entity in charge	Roles and responsibilities
The BOD	Approving and promulgating the strategy and orientation for sustainable development throughout the Corporation.
The BOM	Ensuring the implementation of the sustainable development strategy through the following activities: • Establishing specific sustainable development goals for the Corporation and its subsidiaries; • Accelerating the implementation of the sustainable development strategy; • Supervising the results of sustainable development policies.
Subsidiaries	• Ensuring the realization of sustainable development objectives following the Corporation's orientation and strategy; • Regularly conducting reports on the progress of implementing the sustainability strategy.

The process of critical issue identification

STEP 01 Identifying critical issues that have a significant impact on the business operations of the Corporation and the interests of stakeholders.

- Keeping abreast of the economic, political, social, and environmental developments of Vietnam and the world;
- Conducting research from socio-economic surveys, market reports, and industry publications issued by reputable organizations;
- Analyzing evaluation reports and customer surveys of the Corporation;
- Exploring distinctive characteristics of the industry and each specific operating sector of the Corporation;
- Referring to feedback from shareholders, investors, and other stakeholders;
- Scanning guidelines for developing the sustainable development report.

STEP 02 Identifying critical issues of concern to all relevant parties.

- Selecting critical issues of interest to the parties according to four contents:
 - › Ensuring that core values in governance persistently uphold and promote sustainable development;
 - › Promoting National Digital Transformation;
 - › Investing in the education of the young generation;
 - › Environmental protection activities.

STEP 03 Evaluating critical issues in the relationship with relevant parties.

- Designing the matrix of issues;
- Selecting critical issues.

Based on the above principles and identification process, FPT selected four critical issues, including: (1) Governance toward sustainable development; (2) The world-class, joyful workplace culture; (3) Environmental sustainability initiatives; and (4) Together for community development.

As mentioned above, FPT focused on developing and implementing suitable action plans to ensure stable economic growth and practical values for stakeholders.

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GOVERNANCE TOWARD SUSTAINABLE DEVELOPMENT

Adhering to Vietnamese laws governing its business activities and management systems aligned with international standards, FPT constructs and maintains a comprehensive management framework comprising the Corporate charter, management regulations, process manuals, and regulatory documents across the Corporation. These measures ensure the establishment of a professional, effective, and disciplined management system extending from the Corporation to its subsidiaries. In doing so, FPT upholds its governance principle of prioritizing shareholder interests while harmonizing development goals, fostering happiness, and demonstrating responsibility to society and the environment.

IMPLEMENTING MANAGEMENT PROCEDURES UNDER INTERNATIONAL STANDARDS

Utilizing standard management processes is essential for the Corporation to uphold compliance and efficiency in pursuing sustainable development objectives, bolstering its competitiveness and stature, and delivering value to relevant parties.

In 2023, FPT persisted in advancing the adoption of management methodologies utilizing Objectives and Key Results (OKRs) across the Corporation, aiming to align individual objectives with each department's/ subsidiary's/Corporation's goals. This approach ensures alignment with the overarching strategy and direction, thereby enhancing operational efficiency and labor productivity. The objectives and results of the Corporation, subsidiaries, departments, and individual employees were reported, updated, tracked, and periodically evaluated using the OKRs management tool for precise measurement. The degree of individual goal-setting completion rates ranged from 95% to 97% across various periods.

Moreover, the Corporation's activities overall, as well as each core activity area specifically, were also adhering to and attaining prestigious international standard certifications.



FPT persisted in advancing the adoption of management methodologies utilizing Objectives and Key Results (OKRs) across the Corporation.

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No.	Operating sector	Certifications
1	The Corporation	• ISO 9001:2015: Quality Management System Standard; • OKRs: A set of quality evaluation criteria in accordance with objectives and key results.
2	Technology	• ISO 9001:2015: Quality Management System Standard; • ISO/IEC 27001: Information Security Management Standard; • ISO 22301: Societal security – Business continuity management system standard; • ISO/IEC 27017: Code of practice for information security controls based on ISO/IEC 27002; • HIPAA: The US Health Insurance Portability and Accountability Act of 1996; • CMMiDEV/5: Capability Maturity Model Integration CMMI – Maturity Level 5; • ISO/IEC 20000-1:2018: IT service management system standard; • TMMi Certitec level 5: Test Maturity Model integration level 5; • A-SPICE: Automotive – Software Process Improvement and Capability determination; • TISAX – Level 3: The assessment and exchange mechanism for information security; • ISO 14001:2015 Environmental management systems; • ISO 13485: Medical Devices Management System Standard;

No.	Operating sector	Certifications
3	Telecommunications	• ISO/IEC 27001: Information Security Management System Standard; • ISO/IEC 27017: Code of practice for information security controls based on ISO/IEC 27002 for cloud services; • Uptime Design Tier III: Data center tier standard – The infrastructure is designed to ensure redundancy and no interruption in maintenance; • PCI DSS: The global data security standard that any business of any size must adhere to in order to accept payment cards; • TIA 942B Constructed Facility Rated 3: Standard on setting up and operating data center infrastructure – The infrastructure is designed to ensure redundancy and no interruption in maintenance; • ISO 22301 Business Continuity Management System Standard.
4	Education	• International QS 3-star ranking (one of the leading standards for ranking universities worldwide); • ISO 21001:2018: International Certificate for Educational Institution Management System; • Standards for accreditation of educational institutions promulgated by the Ministry of Education and Training; • Standards for accreditation of educational institutions promulgated by the Ministry of Labor, War Invalids, and Social Affairs; • Quality accreditation by ACBSP (US) – one of the leading global accrediting organizations in the economic sector; • Member of ASEAN University Network-Quality Assurance network – AUN-QA; • Member of AACSB Accreditation Organization – one of the leading global accrediting organizations.

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TOWARD SUSTAINABLE PROCUREMENT

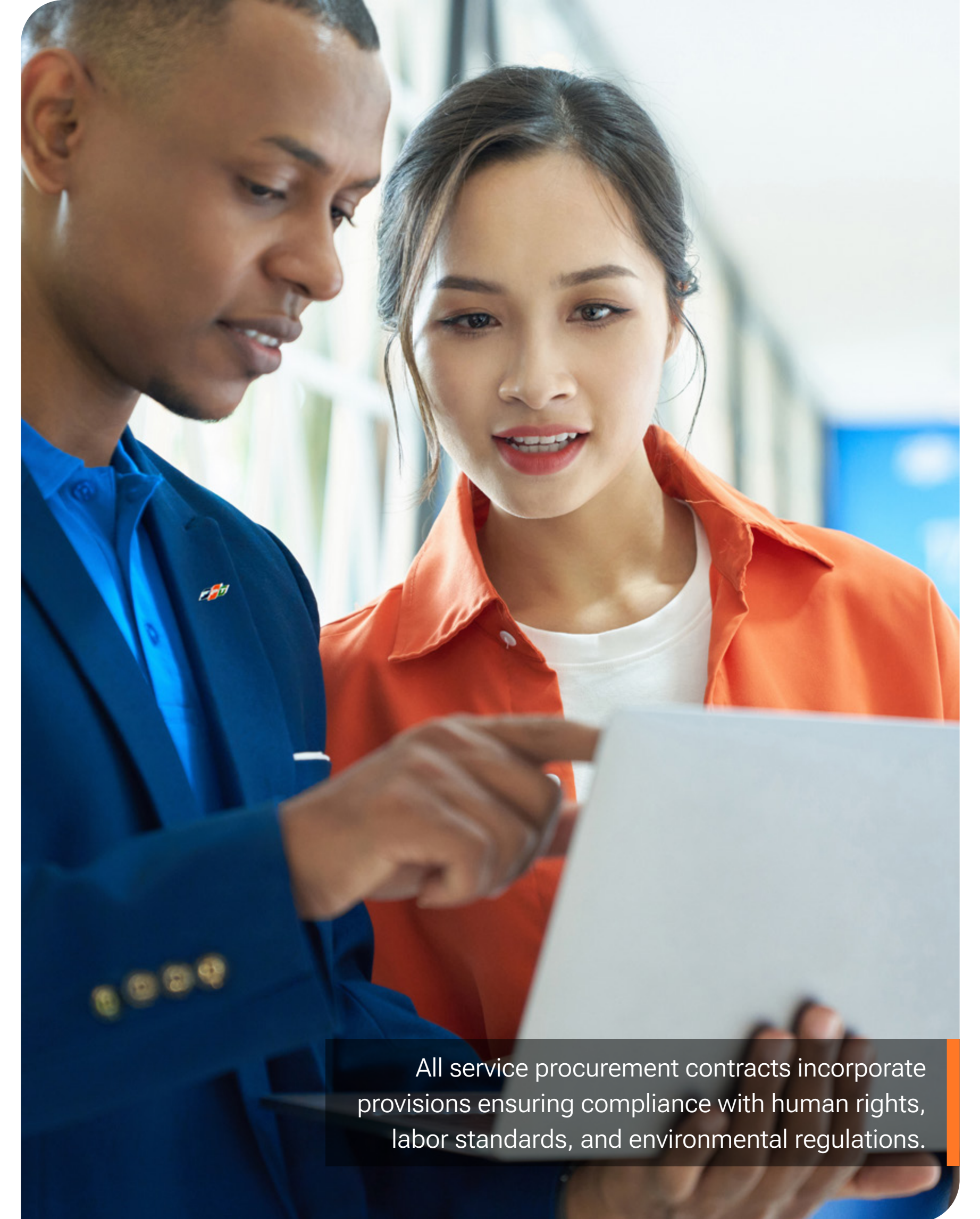
To advance the sustainability objectives, especially in global markets, FPT is committed to cultivating a sustainable supply chain. This involves **establishing and rigorously adhering to internal guidelines on green procurement.**

Accordingly, procurement and service utilization activities within the Corporation are assessed, selected, implemented, and monitored by the Procurement Department to ensure compliance with procedures and regulations specific to each service and commodity group. Concurrently, the Corporation consistently enhances its investment and procurement practices while advocating for similar improvements within its supply chain partners.

The Corporation pledges to refrain from engaging with suppliers whose operations adversely impact health, labor safety, and the environment. Moreover, all service procurement contracts incorporate provisions ensuring compliance with human rights, labor standards, and environmental regulations.

To ensure sustainability, FPT meticulously evaluates and selects suppliers that adhere to legal requirements, prioritize environmental protection, and uphold ethical business practices from the outset. Supplier selection is based on a comprehensive set of criteria encompassing factors such as pricing, reputation, quality, availability, delivery, as well as social and environmental responsibility. FPT allows for supplier selection to be customized to align with the specific type of goods/services, ensuring the optimal choice of supplier that maximizes benefits for both FPT and its suppliers. FPT assesses these criteria on a scale and assigned varying weights depending on the service groups. Additionally, the Corporation measures and evaluates various indicators, including the number of suppliers assessed for risks related to CSR, the percentage of target suppliers whose contracts include provisions covering environmental, labor, and human rights requirements, the percentage of target suppliers that have undergone CSR assessments...

Every two years, the Corporation conducts social responsibility training sessions for its suppliers, aiming to enhance their understanding of FPT's social responsibility requirements and collectively work toward building a sustainable supply chain. Additionally, preferential incentives and policies are developed for suppliers who adhere to the code of conduct related to sustainable development.



All service procurement contracts incorporate provisions ensuring compliance with human rights, labor standards, and environmental regulations.

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DATA CENTRALIZATION

Data management and general principles

The activities of collecting, processing, archiving, and using data of related parties in the data management process are regulated uniformly throughout the Corporation to ensure the following criteria: (1) Confidentiality; (2) Integrity; (3) Availability; and (4) Accessibility and quality of data.

The collection, processing, storage, and use of data are subject to the following principles:

- **Legality:** All actions taking place inside the data management system must comply with the provisions of the Law;
- **Proper purposes:** Data is processed only for registered and approved legitimate purposes;
- **Data quality:** Data must be available, complete, and fit for use throughout its life cycle;
- **Confidentiality:** Information security in data collection, processing, storage, and usage must be guaranteed. Do not disclose confidential information to anyone outside the organization except in cases of work requirements. Accordingly, appropriate safeguards must be conducted, such as making confidentiality agreements with related parties before the disclosure;
- **Management:** The data pertaining to customers of subsidiary companies is comprehensively gathered, leveraged, utilized, and managed by the Corporation, centrally stored with the purpose of adjusting, updating, securing, and enhancing the products, services, solutions, applications, and equipment that FPT currently provides and will continue to offer to its clients.

The data management system consists of functional features: (1) Collecting and archiving; (2) Extracting valuable data; (3) Analyzing to correspond to multiple purposes. The Corporation also utilizes technology in data management and especially promotes data governance to each subsidiary for the most flexible and purposeful data delivery.

FPT's data management model is defined to ensure the following factors simultaneously:

- Leadership is committed to the highest levels while collecting, processing, storing, and using data;
- Authoritative determination of the Corporation's data-related decisions;
- Defining standards, procedures, and processes to guide the management and exploitation of data;
- Identifying technology and infrastructure to be used uniformly in the Corporation to ensure safety and security when exploiting data;
- Enforcing strictly relevant policies issued throughout the Corporation;
- Monitoring compliance and identifying risks in the event of data leaks.

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Customer data privacy and security

The Corporation respects the personal privacy of all individuals, including employees, customers, partners, suppliers, and their data confidentiality. Accordingly, it may collect and use personal data following corporate values on a legal basis.

FPT Corporation and its subsidiaries always manage to protect the privacy of customers' personal information. We take all possible technical measures to ensure completeness and accuracy while collecting, processing, and sharing our customers' personal data. In addition, we guarantee that all essential information security measures are in place to prevent any illegal access, collection, use, disclosure, copying, or processing of customers' data.

FPT has implemented a Personal Data Privacy Policy concerning customers' personal data handling. This policy aims to provide customers with a clear understanding of the purposes and scope of information processing by FPT, as well as the measures taken to protect customer information and rights. Additionally, FPT has established regulations on information security management and incident response protocols to ensure the timely detection and resolution of any incidents, thereby maintaining the normal operation of the information system.

In 2023, the Corporation successfully avoided any information security incidents that could have had a detrimental effect on its reputation. Additionally, all employees in the Technology and Telecommunications departments underwent training to enhance awareness and prevent information security violations.

Scope of corporate policy and the incident response plan

The data protection policy is applied thoroughly across the Corporation and its subsidiaries in accordance with governance standards. Response plans when data security incidents arise fully adhere to two levels:

Prevention: Based on understanding the root causes, prevention plans will also be devised and strictly enforced.

Remedy: Security breaches will immediately be prevented, and highly specialized security departments will remedy security holes. Impact assessment to check relevant data areas will also be performed to avoid outbreaks. The critical point of all the above data safety plans is that all procedures and actions are systematically designed throughout the Corporation.

The important point of all of these data security plans is that all plans and actions are systematically designed throughout the Corporation. At the same time, the tasks and responsibilities of each department are controlled, monitored and reported by a specialized department.

Data security training programs

Training programs on data security, risks, and security-related processes were periodically conducted for all employees on FPT's online learning platform. In addition, all new staff is well-trained in data security regulations, methods, principles, and behaviors based on hypothetical scenarios. The department in charge of the data management system conducts training for personnel operating the system periodically or when making any changes. For instance, in FPT's IT services for foreign markets, 100% of employees are trained in information security.

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RISK MANAGEMENT

Depending on the characteristics of each business sector, the risk management framework is directed, approved, and improved by the CEO every year. In terms of sustainable development, FPT identified four core risk groups: Strategic risks; Operational risks; Financial risks; and Regulatory risks.

Strategic risks

Type	Content	Risk management measures
Strategic and visionary risks	Strategic risks can lead to misidentifying the development orientation, which means unreasonable investment allocation as well as failure to explore new business segments and launch high-value products/services to meet market demands.	• Participating in major economic and technological events globally to get updates on the latest tech trends and explore new business opportunities; • Organizing annual strategic governance conferences to keep abreast of the latest trends in business and technology, thereby consistently and promptly adjusting the visions and strategies.
Competitive threats	Most of the Corporation's business sectors have low entry barriers and yet have faced enormous challenges as foreign or emerging competitors arrive and seize market shares.	• Providing end-to-end services and gradually enhancing its prestige in the IT value chain. This strategy will help continuously improve the competitiveness of the Corporation; • Promoting staff training and development, especially for technologists, in order to enhance technological capabilities and meet competitive needs. FPT's total number of employees stands at 48,162; • Continuously enhancing business models, information systems, and internal processes to optimize operations and expenditures based on modern corporate governance systems; • Promoting in-house digital transformation to assure unified and transparent operations toward a real-time data-driven corporation. This significant factor helps build competitiveness, steadily overcoming challenges as economic recovery suffers after the Covid-19 pandemic. In 2022, the concentration on in-house digital transformation significantly enhanced the Corporation's management, operations, and business activities.

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Operational risks

Type	Content	Risk management measures
Risks of information disclosure	Information disclosed needs to be timely, complete, and accurate.	• Fully updating regulations related to information disclosure for listed companies; • Setting up internal processes of information provision and disclosure to provide timely, accurate reports on operational and financial activities; • Keeping regular contact with the person in charge of information disclosure at SSC and HOSE to monitor the sufficiency and accuracy of information to be disclosed.
Human resource risks	The risks occur in attracting talent; or the need for quantity and quality of the workforce to keep up with business growth and meet international standards for global expansion.	• Making FPT a learning organization, developing a highly qualified workforce, and being well-organized toward a long-term vision. In 2023, training programs were widely deployed throughout the Corporation, with 851,874 training sessions, an increase of 26% over 2022. The number of technology certificates also increased from 8,712 in 2022 to 14,487 in 2023, a corresponding increase of 66%; • Developing fair, transparent, and competitive remuneration policies based on the "Do more – Get more" criteria. Employees' income would be commensurate with their performance and contribution to the organization. Additionally, FPT also implemented other policies such as housing and vehicle subsidies; • Creating an equal and happy work environment to enhance the employer brand and gain more talent; • Establishing vibrant educational institutions within FPT Education to attract students across various educational levels, fostering high-quality human resources for both the market and FPT's workforce; • Collaborating with esteemed partners to implement training programs in emerging technology sectors like AI and semiconductors; • Partnering with domestic universities to facilitate internships and research opportunities at FPT and its subsidiary companies, providing support through scholarships, educational materials, laboratory access, and employment prospects.
Reputation/brand risks	A bad reputation significantly impacts businesses in terms of brand image and monetary effects.	• Developing a customer feedback system for gathering and implementing consumer opinions to adjust customer services promptly. Periodically surveying stakeholders' satisfaction; • Setting up a process of crisis communications management; • Developing the media code of conduct; • Monitoring daily and hourly information related to the Corporation and its subsidiaries on media and social networks to promptly handle the potential reputational crisis.
Information security and cyber security risks	Information is one of the most valuable assets of an organization. However, information risks, such as data leakage, alteration, or loss, seriously affect business reputation and strategies.	• Thoroughly applying anti-data loss and system safety measures to ensure the IT security of the Corporation; • Increasing investment in cybersecurity systems and solutions, revising processes, and applying the latest security standards. In addition to outsourced systems, FPT has been developing some cybersecurity products, such as CyRadar and FPT EagleEye... • Periodically checking and evaluating the entire system.

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Financial risks

Type	Content	Risk management measures
Exchange rate risks	Exchange rate fluctuation is a potential risk in FPT's overseas IT services.	• Strictly monitoring factors that affect foreign exchange rates, diversifying resources of foreign-earned income; • Applying exchange rate hedging policies, especially for Japanese Yen; • Using currency swaps to hedge against possible exchange rate risks with foreign currency loans; • Deploying flexible sales policies based on exchange rate fluctuations.
Ordinary business risks	Risks in business activities include bad debts and high inventories.	• Complying with sales-purchasing processes and contractual management procedures... to reduce operational risks in business; • Utilizing technology and AI to predict customer requirements, automate debt confirmation processes, and manage and authorize payments. This approach enhances quality control, facilitates prompt and accurate decision-making, and mitigates reliance on human intervention; • Utilizing AI and data analytics to create the solution for procurement optimization. The solution helped scan and identify products to be purchased, recommend suitable suppliers, then track and spot suspicious transactions in the procedure-to-pay process with vendors; • Building the AI-based solution to predict how likely a customer will churn or different reasons trigger customers to terminate their contracts while using telecommunications and television services. Then, the solution supported the customer care team of FPT Telecom to implement proactive loyalty programs, promptly identify customer complaints, and advise for handling, which enhanced customer retention; • Creating liability management and inventory management policies; • Developing an automated monitoring and approving software system to improve management efficiency and minimize risks; • Strictly analyzing and monitoring overall business processes right from the stage of quantifying customer needs.

Regulatory risks

Type	Content	Risk management measures
Policy risks	FPT's growing scale of operations has gone beyond Vietnam's territory. The global expansion requires compliance with local legislation, especially the Law on migrant workers in the countries where FPT operates. Besides, cultural differences in a multinational workforce and among its partners present increasing challenges.	• Swiftly following the policies and crucial directions of the Government and state agencies; actively researching and making recommendations to competent authorities in order to promote the role of IT in boosting economic growth; • Researching, keeping abreast of and complying with provisions, and respecting the cultural and business environment of international markets; • Proving training courses in local cultures and laws.

In 2023, to ensure control of all possible risks, the Corporation and its subsidiaries:

- Consolidating the internal control system and risk management policy throughout the Corporation and in subsidiaries;
- Monitored compliance with legislation while implementing business activities of the Corporation and its subsidiaries;
- Coordinated with specialized departments of the Corporation to irregularly and periodically inspect subsidiaries;
- Supervising activities between FPT/subsidiaries and its suppliers/partners to ensure equality, transparency, and the highest benefits for all parties; prevent and minimize risks in business activities;
- Proposing solutions to manage potential risks that may occur in the operations of FPT and its subsidiaries.

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THE PREVENTION OF INTEREST CONFLICTS, FRAUD, AND CORRUPTION

Conflicts of Interest Principles

FPT Corporation always takes precautions against conflicts of interest and strictly handles any violations of financial discipline. Employees are expected to adhere to the following codes of conduct to avoid conflicts:

- Avoid conflicts of interest in business investment that negatively affects decision-making and the interests of the Corporation;
- Avoid conflicts of interest with investment activities of employees' relatives. Employees must declare to the Corporation and report to their line managers if any relatives contribute capital to or hold executive positions at any companies on the list of FPT's customers, suppliers, or competitors;
- Avoid conflicts of interest in giving and receiving presents within FPT Corporation;
- Avoid conflicts of interest in employee selection and promotion. Be transparent in the selection and management of human resources, following clear evaluation criteria of capacity, experience, and skills that meet the actual needs of the Corporation.

Anti-corruption and anti-fraud policy

As one of the large-scale enterprises operating in various countries, FPT developed and published a code of conduct. It laid the foundation for the Corporation's activities, ensuring that personnel at all levels and departments comply with the internal and external code of conduct to prevent conflicts of interest, fraud, and corruption.

Accordingly, the Corporation set out principles to ensure internal confidentiality and a code of behavior for people outside the organization to ensure equal and civilized competition and compliance with relevant legislation. In addition, it also defined clear regulations and policies for employees to avoid conflicts of interest in receiving gifts, whether directly or indirectly in any form. Gifting was stipulated to be conducted by FPT's representatives on behalf of the Corporation.

It was strictly prohibited to take advantage of the company's brand name in gift giving to perform bribery acts to customers or any other third party. In addition, acts of abusing their power or personal relationships at the company to illegally influence competent parties in employee selection or promotion to gain private benefits were also considered violations of the code of conduct.



FPT developed and published a code of conduct.

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Compliance with tax regulations

FPT always complies with all strict tax regulations in Vietnam as well as the countries and territories worldwide where it operates. It built a transparent and effective management system and promoted the digital transformation of the internal financial and accounting system. In 2022, FPT put into application the Internal CIT Management System globally, enabling business units operating in all countries around the world to identify, manage and track CIT obligations, including temporary differences in tax accounting and/or deferred tax liabilities, thereby minimizing the risk of tax penalties and loss of tax assets. In addition, FPT continuously organized internal inspection and control meetings to ensure the compliance of the entire system with relevant local tax regulations for related industries.



Anti-corruption policy for suppliers

FPT, together with its direct and indirect subsidiaries, had a zero-tolerance policy against bribery and corruption of any kind. The purchase of goods and services and the selection of suppliers should be made based on actual needs. Quality, price, and criteria are determined specifically and reasonably and must put the organizational interests first. FPT also expected its customers and suppliers to behave in a civilized manner, comply with the Law, and in accordance with the following principles:

- Do not directly/indirectly offer, promise or authorize payment of any money or material benefits to any employee, leader, or third party of FPT to achieve improper advantages;
- Do not suggest, solicit, or accept any money or material benefits from any employee, leader, or third party of FPT in exchange for improper advantages;
- Do not instigate or assist others in violating the above policies. If any violation is detected, it should be reported immediately to FPT and related parties;
- Suppliers should keep accurate and complete documents, records, and books for future retrieval. Invoices should be fully kept with receipts and other supporting documentation for any expenses paid on behalf of the Corporation.

In the event that FPT reasonably suspects any supplier violated these terms, it may terminate/restrict the business relationship with the supplier. In addition, any employee found to be infringing or assisting others to violate the above principles may be subject to appropriate disciplinary actions.

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Internal control

In order to improve the governance capacity of FPT and its subsidiaries as well as ensure transparency and the interests of shareholders and stakeholders, FPT designed an internal control system in compliance with relevant legislation and in reference to international standards.

Internal control model

Subject	Responsibility
Chief Executive Officer	• To review and approve the compliance control plan; • To direct the resolution of issues and the system improvement; • To develop, approve, implement, and control the risk management framework of the Corporation.
Head of Compliance Monitoring Department	• To organize the control of compliance with legal requirements and high-risk areas/activities in corporate governance; • To organize inspection sessions at the request of the BOM.
Chief Quality Officer	• To organize the control of compliance with governance system requirements; • To organize inspection sessions at the request of the BOM.
Head of vertical functional departments	• To review and update the corporate governance documents to ensure compliance with legal requirements, national and international standards, and actual operations; • To coordinate with the Quality Assurance Department and the Compliance Monitoring Department to control activities, solve problems, and enhance the system.

To ensure practical internal control activities and minimize risks mainly related to sustainable development, FPT also developed a detailed plan to operate the internal control system. Accordingly, the Head of Compliance Monitoring Department, the Chief Quality Officer, and the Heads of functional departments are responsible for developing compliance control plans corresponding to their scope of work.

For reviewing the system to make timely adjustments, FPT implements unscheduled control sessions depending on the business situation.

During the year, FPT implemented key control activities, including:

- Consolidating the internal control system and risk management policy throughout the Corporation and in subsidiaries;
- Supervising compliance with legal regulations in the management and operation of business activities of the Corporation and its subsidiaries;
- Coordinating with specialized departments of the Corporation to irregularly and periodically inspect subsidiaries;
- Supervising activities between FPT/subsidiaries and its suppliers/partners to ensure equality, transparency, and the highest benefits for all parties; prevent and minimize risks in business activities;
- Proposing solutions to manage potential risks that may occur in the operations of FPT and its subsidiaries.

Moreover, FPT is expeditiously establishing avenues for reporting violations to concerned parties within and outside the organization. These channels include a telephone hotline, email, conversations, and opinion surveys, ensuring confidentiality for those reporting violations. Upon receipt of any reported violations, FPT conducts thorough investigations, offers timely feedback, and implements corrective measures promptly upon confirmation of the issue.

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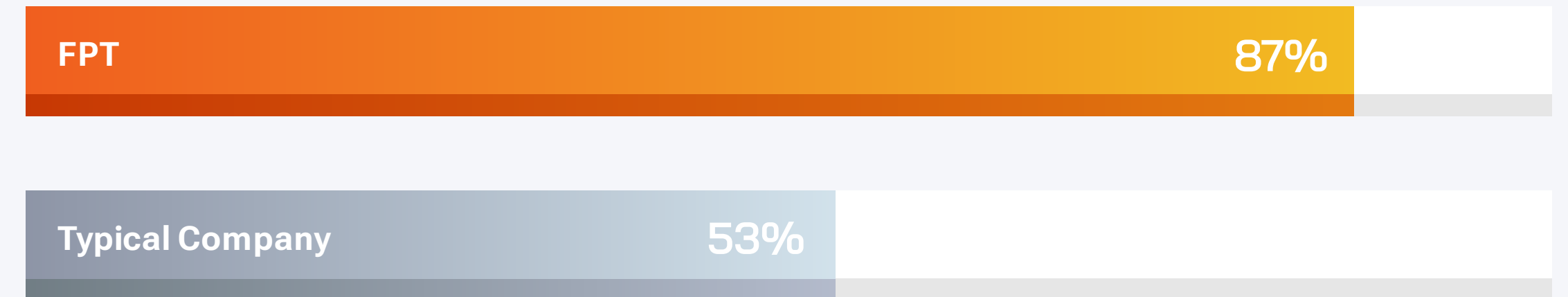


THE WORLD-CLASS, JOYFUL WORKING ENVIRONMENT

With a workforce operating on a global scale, FPT has harnessed the intelligence and capabilities of diverse talent, solidifying its status as a global corporation. Renowned not only for its technological prowess, FPT also pioneers in **building world-class and happy working environment** for the employees. Moreover, to address regional economic and employment disparities, the Corporation fosters equal employment opportunities for ethnic minority employees. FPT remains committed to upholding labor laws, ensuring compliance, and prohibiting the employment of individuals under the age of 18.

In 2023, amidst widespread market challenges and a global trend of layoffs by major corporations, FPT remains steadfast in its ability to attract and provide optimal conditions for talent development at a global scale. **FPT's staff size increased by 13.6% over the same period.** Within this growth, the Technology sector remains pivotal, comprising of 32,392 individuals, representing 67.3% of the Corporation's total personnel – an increase of 13.4% over the same period.

87% OF FPT EMPLOYEES REGARD THE COMPANY AS A "GREAT PLACE TO WORK", SIGNIFICANTLY SURPASSING THE AVERAGE OF (53%) OF EMPLOYEES AMONG GLOBAL COMPANIES.



FPT was honored with the prestigious "Best Place to Work" certification by Great Place to Work®, the leading authority on workplace culture globally. **An impressive 87% of FPT employees regard the company as a "Great Place to Work,"** significantly surpassing the average of 53% among global companies. Notably, FPT received the highest ratings from employees in several key areas, including the fairness index, friendly work environment, employee pride index for the collective, colleague engagement index, and leadership satisfaction index. This achievement is a differentiating factor attributed to FPT's enduring commitment to its core values encapsulated in the six words: "Respect – Innovation – Cohesion – Equality – Exemplarity – Lucidity" which continues to be upheld after 35 years.



FPT has harnessed the intelligence and capabilities of diverse talent, solidifying its status as a global corporation.

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48,162 Employees representing 73 different nationalities have selected FPT as their employer of choice to cultivate their careers

Notably, 5,295 individuals are engaged in job positions overseas, a 46% increase compared to the previous period. The count of foreign employees surged by 67%, totaling 2,925 individuals. Several employees previously held senior positions at major corporations such as Airbus, Tata Consultancy Services, HCL, SCSK... have transitioned to assume key roles at FPT and its subsidiaries.

The turnover rate dropping to its lowest level in the past five years

Employee retention at FPT has shown a positive trend, with the turnover rate (TOR) dropping to its lowest level in the past five years, even lower than during COVID-19. Notably, the Technology sector recorded a TOR of 14.7%, which is equivalent to two-thirds of 2022's TOR and approximately half of 2019's TOR.

In 2023, the Corporation allocated **187.3 Billion VND** toward internal training activities, marking a 47% increase compared to the previous period

As a Learning Organization, in 2023, the Corporation allocated 187.3 billion VND toward internal training activities, marking a 47% increase compared to the previous period. The total number of employees trained reached 851,874, with a cumulative learning time totaling 5.6 million hours. The number of newly acquired technology qualifications awarded to staff totaled to 14,487.



The turnover rate dropping to its lowest level in the past five years.

FPT's workforce by operating sectors

Operating sector	Number of employees	Percentage
Technology	32,392	67.3%
Telecommunications	9,736	20.2%
Education, Investment, and Others	6,034	12.5%
Total	48,162	

Unit: Individual

- Diversity, equity, and inclusion
- Opportunities for learning and advancement
- Competitive remuneration and benefits policies
- Physical and mental well-being care

DIVERSITY, EQUITY, AND INCLUSION

Diversity in culture, nationality, ethnicity, age, and qualification

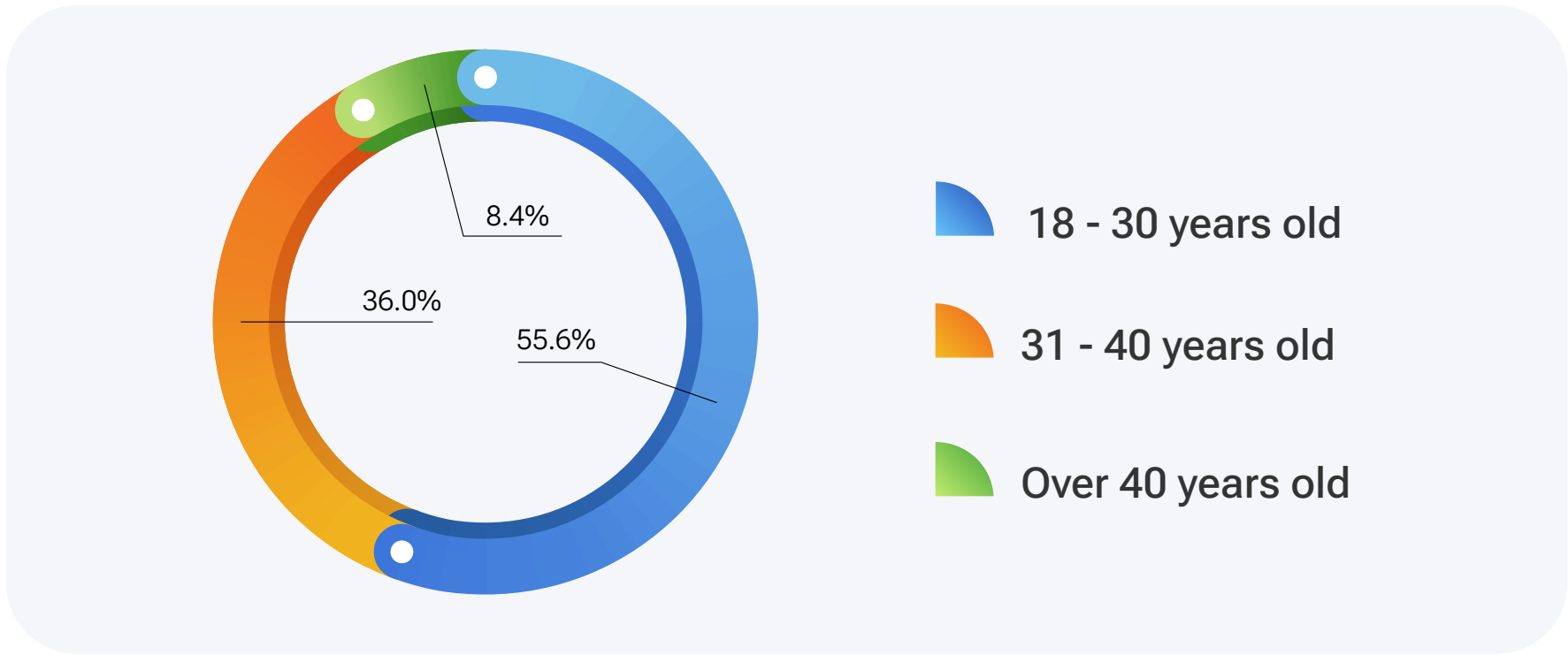
As a Vietnamese company with a global presence, **FPT boasts a diverse labor force encompassing individuals from varied cultural, religious, ethnic, linguistic, age, and qualification backgrounds...** Diversity has been a critical factor in cultivating a sustainable competitive advantage for the Corporation.

At present, FPT employs 48,162 individuals representing 73 nationalities. Of these, 2,925 are foreign employees hailing from 73 different nations, primarily from the US, Slovakia, Japan, and Korea, increasing by 67% compared to the same period.

The demographic trend reflects a continual decrease in the average age of personnel. Individuals under the age of 30 constitute 55.7% of the total workforce. Conversely, employees over 40 comprise 8% of the total employees. Notably, managers under 40 represent 66% of the total managerial positions.

In terms of qualifications, individuals holding graduate and postgraduate degrees consistently make up over 70% of the total workforce.

FPT's workforce by age



48,162
Employees

2,925
Foreign employees

73
Nationalities

Enhancing gender equality

At FPT, we deeply value diversity and individual perspectives, We trust and empower young talents by providing opportunities for creativity, challenging experiences, and pursuing what they are passionate about. We encourage them to push their limits to create products that serve tens or even hundreds of millions of users worldwide. **Furthermore, at FPT, we uphold a zero-tolerance policy towards discrimination.** We do not discriminate based on race, skin color, ethnicity, nationality, religion, gender, age, sexual orientation, disability, or political opinion. Indeed, FPT strictly prohibits any form of discriminatory behavior forbidden by the laws of the State of Vietnam or any other country where FPT operates.

In 2023, there was an 11.6% increase in female employees compared to the previous period, resulting in **the ratio of female employees at FPT reaching 37.4%. This figure surpasses the average ratio of the global IT industry** (25%, according to the International Labor Organization). Furthermore, the female proportion of managers at FPT accounted for 36.1% of the total number of managers. This includes high-level positions such as Chairman, Deputy General Director, CEO, and others at member companies.

With a **fair and transparent income policy**, employee earnings were wholly based on their position, performance, and contributions, regardless of gender.

FPT's workforce by gender

	2023	Percentage/Total Workforce
Total workforce		
Female	18,022	37.4%
Male	30,140	62.6%
Managerial level		
Female	1,054	36.1%
Male	1,856	63.9%

Unit: Individual

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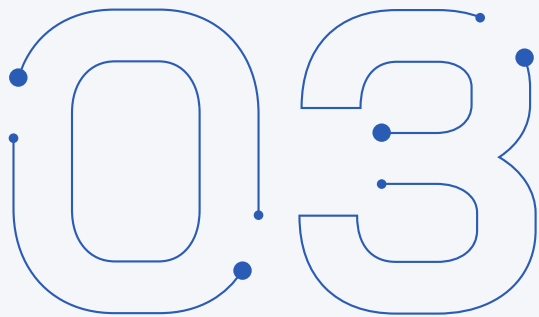
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OPPORTUNITIES FOR LEARNING AND ADVANCEMENT

Promoting in-house training

FPT consistently fosters a learning culture and significantly enhances employees' technological capabilities, reinforcing its status as a world-class technological enterprise. In 2023, **FPT's expenditure on in-house training activities surged to nearly 1.5 times** its previous period, reaching 187.3 billion VND. Aligned with the escalated investment in training expenditures, FPT witnessed significant growth across key metrics: the total number of trained employees surged by 26%, total learning hours increased by 64%, and the number of certificates attained rose by 66%.

All employees of level 02 and above must attend the annual training programs of the Corporation and were provided with accounts to complete at least one course in MOOC (Massive Open Online Course) platforms. In 2023, training programs were widely deployed throughout the Corporation, with over 02 million learning hours and up to a 99.8% completion rate. It was also the second year that FPT deployed in-house training for all subsidiaries on Udemy – the world's largest online learning platform for internal training. The number of study hours on Udemy constitutes 50% of the total study hours on MOOCs for FPT employees, with an average of 30 hours per account.

Furthermore, to foster personal development and provide guidance and problem-solving strategies for key personnel, the **Master – Disciple Program** continued its implementation, featuring nearly 800 meetings. This initiative attracted 220 Masters and 1,595 Disciples. The **Mentor – Mentee** program (The experienced one – The newbie) was also introduced to facilitate the exchange of experiences and provide guidance from managers and their staff in the same department. This program aimed to enhance individual performance and organizational effectiveness, drawing the participation of 1,000 Mentors and 4,336 Mentees, resulting in 38,913 activity hours.

In addition, the Corporation paid tremendous attention to nurturing all levels of management by boosting MiniMBA courses to improve management, executive, and leadership skills, as well as capacity-building courses exclusively for middle managers (core staff training), with 59,000 training hours in 2023. MiniMBA shortens and distills the quintessential content of the MBA program, organized by FPT Academy in collaboration with the FPT School of Business & Technology (FSB) under FPT University. The program aims to help learners consolidate core management

knowledge as well as systematize essential and professional management skills for modern business management and corporate governance. It also helps improve their capacity, leadership, and business network development through the multi-dimensional exchange of experiences. The core staff training program helps young talent hone their knowledge and skills and improve their leadership and management capacity to become the next generation of FPT leaders. In 2023, FPT prioritized the training of over 800 middle-level managers through 2,400 training sessions, totaling more than 15,300 hours of combined study and practical exercises. This comprehensive approach aimed to enhance personal skills, operational competencies, and management proficiency among the managerial workforce.

Simultaneously, FPT has instituted **training programs tailored for technology personnel and operations management departments**, utilizing diverse formats to facilitate prompt access to emerging technology trends and professional knowledge, enhancing employees' learning experience and skillset. Notably, 09 Techtalk sessions were conducted, garnering 124,261 visits, with 36,360 employees participating both in-person and online. The Techtalk series is designed to delve into discussions and insights from guest speakers on topics of interest to the technology enthusiast community, such as the DC5 strategy, FPT products, AI, Blockchain, and Big Data. These sessions also allow employees to exchange in-depth expertise with the guest speakers.

Typical training outcomes achieved in 2023

No.	Indicator	2023
1	Training budget (VND)	187,324,028,739
2	Total number of training sessions (session)	851,874
4	Total training hours (hour)	5,588,966
5	Number of training sessions/person (session)	19
6	Number of training hours/person (hour)	127
7	Number of new technology certificates (certificate)	14,487

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Boundless learning opportunities for the community

Committed to cultivating a top-tier labor force not only for its internal needs but also for the broader Vietnamese economy, FPT has dedicated the past year to training hundreds of thousands of students across the FPT education system, spanning from high school to university and postgraduate levels. Concurrently, the Corporation has actively forged and enhanced collaborative partnerships with esteemed global organizations and numerous leading universities in Hanoi and Ho Chi Minh City.

In 2023, FPT and various units of FPT Education embarked on collaborative ventures with reputable partners to advance training initiatives across multiple technologies, including AI and semiconductors. For instance, in collaboration with Landing AI, a company founded by Andrew Ng – a globally recognized influencer in AI, FPT developed a comprehensive AI curriculum tailored for students from grades 01 to 12. Additionally, FPT received the transfer of semiconductor technology training programs from the UK, which were subsequently deployed at FPT Polytechnic College, along with IC design training programs from India, which were implemented at FPT Jetking.

In collaboration with domestic universities, FPT undertakes various vital initiatives to bolster academic and research endeavors. These activities include providing hands-on experience opportunities for students and faculty at FPT and its subsidiaries, sponsoring scholarships, developing learning materials, founding research laboratories, and facilitating job opportunities. In the realm of research and development, FPT collaborated with universities to co-create technology products under shared brands, leveraging the strengths of each partner. In addition to this, FPT organized scientific conferences for students and the wider community.

TYPICAL TRAINING PROGRAMS FOR STUDENTS AND RECENT GRADUATES (FRESHER)

The internship program at FPT and its subsidiaries accommodates over 3,000 interns per year with an internship duration of 02 to 03 months, aiming to solidify theoretical knowledge and cultivate practical experience.

The professional certification exam preparation training program adheres to international standards, equipping students with the comprehensive knowledge and skills required to excel in certification examinations.

The new recruit training program targets students studying or graduating from universities or colleges with majors in Information Technology, Electronics, Telecommunications, and related fields, possessing a solid foundation in knowledge and foreign languages. Candidates undergo a training period of approximately 02 to 06 months to enhance their technological expertise, skills, and familiarity with international-standard working processes, preparing them for project involvement.

The extensive training program caters to IT students seeking structured learning and skill enhancement, as well as beginners (non-IT individuals) aspiring to acquire programming knowledge.



FPT is committed to ensuring that 100% of the students who complete the aforementioned training programs will embark on careers at FPT or its subsidiaries, offering competitive salaries. Moreover, talented candidates will be provided opportunities to enroll in programming and foreign language training courses, enabling them to swiftly acclimate to FPT's dynamic global working environment.

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COMPETITIVE REMUNERATION AND BENEFITS POLICIES

Adhering to the provisions of the labor law

Amidst the economic fluctuations of 2023, many global technology giants were compelled to downsize their workforce. However, through unwavering commitment to business continuity, effective management practices, and a steadfast focus on optimizing labor productivity, FPT has safeguarded stable employment and income for its employees. Moreover, FPT remained steadfast in its adherence to legal regulations governing labor employment. **100% of FPT employees participate in collective labor agreements at all organizational levels..**

Guided by the principle of enriching the lives of each member both materially and mentally while providing optimal conditions for talent development, FPT is steadfast in its commitment to fostering a fair, transparent, and sustainable working environment. Upholding the values of equality, FPT ensures equal opportunities for men and women in recruitment, employment, training, salary allocation, and promotion prospects. The Corporation also vehemently opposes all forms of discrimination and strictly prohibits the use of forced labor or child labor across all its production and business activities.

FPT strongly emphasizes **crafting competitive compensation policies and providing extensive support for employees and their families**. We ensure that income aligns with work performance and the value of contributions to FPT while upholding principles of fairness and transparency. Performance evaluations are conducted regularly and fairly based on the "Do more - Get more" criterion.

FPT's remuneration policy includes three components: Salary by job title, Bonuses based on individual performance and contribution, and other allowances.

- **Salary by job title:** Based on salary survey reports of reputable HR consulting firms globally and adjusted according to the specific position. It must align with the development of the Corporation and labor market, as well as the inflation rate in Vietnam. In addition, employees also receive the 13th-month Bonus paid for the New Year.
- **Bonuses based on individual performance and contribution:** Employees' achievements were consistently recognized and rewarded promptly, reasonably, and transparently. Especially in recent years, FPT has implemented the policy of lump-sum income, whereby monthly/quarterly payments change according to actual performance. In addition, FPT especially encouraged in-house startups with a commitment to a desirable bonus rate.

- **Allowances:** Support costs were regularly reviewed under actual situations to ensure the highest support for employees.

Along with the above remuneration policies in accordance with the Laws (on social insurance, health insurance, and unemployment insurance), FPT has also established **different welfare regimes** for employees and their relatives. Over the years, the Corporation and its subsidiaries have implemented a variety of welfare programs, including:

- **The Periodic Health Checkups:** were organized annually in reputable hospitals at the expense of the Corporation for all employees with formal labor contracts;
- **Housing Support Policy "Settle Down Comfortably - Long-term Connection":** This policy aimed to express gratitude to employees who have made significant contributions to FPT's success;
- **Discount Policy on Member Company Services:** Employees with formal agreements receive discounts when purchasing services and products of the Corporation and its subsidiaries;
- **FPT Care Insurance:** provides different coverage levels based on an employee's position within the organization. Additionally, employees' relatives are offered the opportunity to purchase health insurance packages at preferential rates.

In order to strengthen the long-term interest engagement of young senior managers with the Corporation, the Corporation also implemented an ESOP (Employee Stock Ownership Plan) for those making remarkable contributions, owning high potential, and willing to prolong their commitment.

Every year, FPT organizes programs to recognize and reward individuals and teams with exceptional achievements across all levels and business units. Some typical honor ceremonies, including honoring 13 outstanding young officers of FPT under the age of 35 (FPT 13 Under 35) and honoring 100 outstanding individuals (Top 100 FPT), are held widely and creatively in Vietnam or abroad. These ceremonies encourage employees to take pride in their work and enhancing their emotional attachment to and involvement with The Corporation. The recognition was also the gratitude to employees' family members for their supportive role.

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Accelerating creativity and innovation

Innovation is deeply embedded in FPT's ethos (FPT's DNA), a defining trait upheld over the past 35 years. In nurturing the "creativity DNA" of our next generation, the Corporation consistently fostered an environment conducive to the emergence of internal startups.

The iKhien Program, FPT's flagship Creativity Program, has been held annually since 2017, representing the Corporation's enduring commitment to fostering creativity. The program aims to identify and commend practical initiatives, while also nurturing a culture of innovation within the organization. Numerous products have been developed and invested in, leading to transformative advancements in FPT's operations and commercialization efforts. To date, the program has unearthed over 6,500 innovations spanning technology, tools, facilities, and process enhancements. These innovations have resulted in significant cost savings of hundreds of billions of VND and a remarkable 30% increase in labor productivity. In 2023, FPT recorded close to 3,000 employee initiatives. Only 62 initiatives advancing to the final round of the iKhien contest have yielded substantial benefits for FPT, amounting to approximately 1,000 billion VND. Notable examples include smart automation solutions for automobiles – MaaZ BSW & MaaZ Studio, as well as FPT.IDCheck – the anti-counterfeit digital authentication solution that commands the leading position in the Banking and Finance sector, boasting a remarkable share of over 80% of total authentications.

In addition to fostering innovation among its employees, FPT is **promoting training activities and cultivating a passion for technology** among the children of its staff along with its students within the FPT Education system. At FPT Schools, STEM (Science, Technology, Engineering, and Mathematics) is integrated into the core curriculum. The STEM LAB experience classrooms at FPT Schools are equipped with state-of-the-art technological equipment, enabling students to fully engage with robotics, Industry 4.0 technologies, and scientific experiments... Furthermore, FPT organizes various competitions for students, providing them with opportunities to unleash their creativity and develop ideas for new technology products. These competitions include events such as the Vietnam Open Robotics Challenge (VORC), Vietnam Robotics Challenge, Fschool STEM Day 2023 Science and Technology Festival, FPT Education Scientific Research Student Competition – ResFes, AI Research For Educational Technology conference series, FPT Edu Research Festival 2023...

Implementing the OKRs (Objectives and Key Results) management method with ambitious ("Leng Keng") goals serves as a catalyst, motivating every individual within FPT to work with enthusiasm and to continue innovating. Setting individual OKRs quarterly allows the detailed measurement of the results by specific indicators and products while making a considerable contribution and closely related to the company's or department's performance indicators and action plans during the period. This has been the driving force behind FPT's remarkable achievements and new records. To punctually recognize the contribution and encourage the completion of OKRs, FPT quarterly honors the Top 13 employees with the best OKRs.



Innovation is deeply embedded in FPT's ethos (FPT's DNA), a defining trait upheld over the past 35 years.

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Offering opportunities for advancement

FPT employees are provided with optimal conditions to nurture their talents and pursue career advancement opportunities through rotation programs and organization-wide competitions.

Internal rotation activities have become integral to fostering diverse experiences, enhancing leadership and managerial capabilities, and identifying, nurturing, and cultivating the next generation of leaders at all levels. These initiatives are pivotal in driving innovation and facilitating new developments for the Corporation and its subsidiaries.

In 2023, nearly 30% of mid-level managers and above within the Corporation underwent rotation and appointments to new roles. For instance, in collaboration with SCIC, Mr. Hoang Viet Anh, former CEO of FPT Telecom, was appointed Chairman of FPT Telecom. In contrast, Mr. Nguyen Hoang Linh, former Deputy CEO of FPT Telecom, assumed the position of CEO of FPT Telecom. Mr. Tran Dang Hoa, former Deputy CEO and Chief Operating Officer (COO) of FPT Software, was rotated and appointed FPT IS's Chairman. Mr. Hoang Nam Tien, former Chairman of FPT Telecom, transitioned to Vice Chairman of the University Council at FPT University.



As the longest-established exam of the Corporation, "Trang FPT" not only stimulates the spirit of learning but also helps maintain the corporate culture, light up the core values.

As the longest-established exam of the Corporation, "Trang FPT" not only stimulates the spirit of learning but also helps maintain the corporate culture, light up the core values of "Respect - Innovation – Cohesion – Equality – Exemplarity – Lucidity". It is a playground for FPT's employees to show off their talents and seek promotion opportunities. The exam aims to find young talents with leadership qualities and management capacity to honor and promote. The winners will receive coaching and training activities in order to take on the role of the next generation of leaders for the development of the Corporation. In 2023, the competition adopted a fresh format featuring multiple rounds and introducing diverse evaluation methods, drawing significant participation and showcasing recognition the top performers within FPT. Successful applicants were appointed to key positions of the Corporation and its subsidiaries, such as Executive Vice President of FPT Corporation, Chairman of FPT Telecom, CHRO of FPT Corporation, CMO of FPT Corporation, COO of FPT Retail, and Headmaster of FPT Polytechnic...

FPT 13 Under 35 competition celebrates the exceptional achievements of FPT employees under the age of 35, spanning various fields and impacting their roles significantly. These individuals epitomize a generation characterized by boundless creativity and embody FPT's core values of "Respect, Innovation, Cohesion, Equality, Exemplarity, and Lucidity". Upon being recognized as Top 13 FPT Under 35, these outstanding individuals enjoy exclusive privileges, including serving as ambassadors for FPT's young talents throughout the year, contributing to the Corporation's strategic initiatives, and being considered for key appointments. In a special initiative for 2023, the Top 13 FPT Under 35 and their direct managers were given the opportunity to participate in an overseas experiential trip to foster team spirit and strengthen the bond between the awardees and management.

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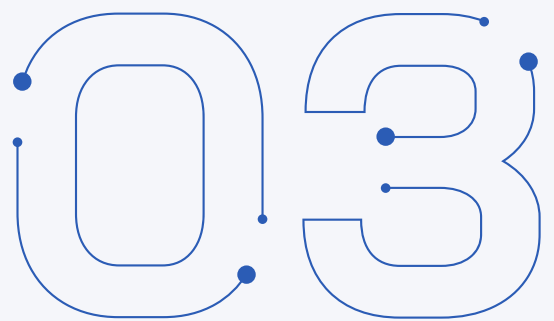
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PHYSICAL AND MENTAL WELL-BEING CARE

Initiatives to enhance the mental and physical well-being of employees

FPT is one of the few Vietnamese enterprises **with unique corporate cultural values, which create a distinctive advantage** in attracting talent and enhancing cohesion among staff members or between them and the Corporation.

The Corporation regularly organizes activities to promote employee engagement and improve mental health, preserving its unique corporate culture.

Throughout the year, FPT **hosted various significant cultural events** to foster camaraderie among employees and deepen their understanding of FPT's culture. These included the FPT Village Festival, FPT Community Day (March 13), the Corporation's Anniversary Ceremony (September 13) featuring the Sports Festival & the STCo Performing Festival, as well as celebrations for International Women's Day (March 8), Men's Day (November 11)... Especially in 2023, marking FPT's 35th anniversary, FPT achieved a milestone by setting a Guinness Vietnam record for the largest synchronized dance performance for happiness. By the end of December 2023, the FPT 35-year "Happy Run – Happy Footprints" race had nearly 191,000 participants from five continents, covering a distance of 3.6 million kilometers. Furthermore, numerous commendation and appreciation activities were organized throughout the year to foster solidarity among FPT members. These included honoring individuals with long-standing contributions, hosting badge awarding ceremonies - "Happy Tour," and launching the "FPT 35-year Imprints" emulation and reward program... Furthermore, in 2023, the Corporation unveiled FPT's 35-year internal history publication titled "Building A Happier Future" and released the book "From Obscurity to a Global Corporation," chronicling FPT's remarkable journey over three and a half decades.

To familiarize managers at all levels with the Corporation's mission of "Building A Happier Future", drawing insights from leading organizations in the market, and acquiring methods to bolster the "happiness" index of employees, the Corporation **conducted a series of Happy Workplace seminars**. The seminar series centered

on discussing FPT's mission of building a happier future and elucidating the path to happiness pursuit, alongside insights into "employee experience." This initiative sought to cultivate a work environment where employees feel empowered to unleash their creativity, foster career growth, and pursue their passions. The seminars garnered participation from over 1,000 leaders, managers, and thousands of employees, both in-person and online.

FPT Corporation **places significant emphasis on initiatives to enhance the physical well-being** of its employees and their families. An annual health checkup is mandatory for all employees, facilitated by leading medical service providers selected by FPT. Additionally, the Corporation extends the FPTCare insurance policy to all employees, encompassing health insurance benefits (coverage for illness, maternity, inpatient, and outpatient care, as well as dental treatment) and provisions for accidents (coverage for permanent disability, temporary total disability, and death). Moreover, FPT supports employees in purchasing FPTCare health insurance for their relatives, including biological parents, parents-in-law, and children, at preferential rates.

The Corporation places a strong emphasis on providing facilities to cater to the needs of caring for and enhancing the physical health of its employees. Significant investment, amounting to trillions of VND, have been made to **construct comfortable and sophisticated campuses and offices equipped with convenient amenities** complemented by ecological systems. These amenities serve various needs, spanning work, entertainment, study, and accommodation. Moreover, sports clubs, including football, cycling, and jogging clubs... have been established to promote employee health and well-being. Additionally, seminars and discussions are organized to raise awareness and understanding of how to recognize and address physical and mental health issues, as well as how to prevent common diseases and office-related ailments...

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Leveraging technology to foster a joyful workplace

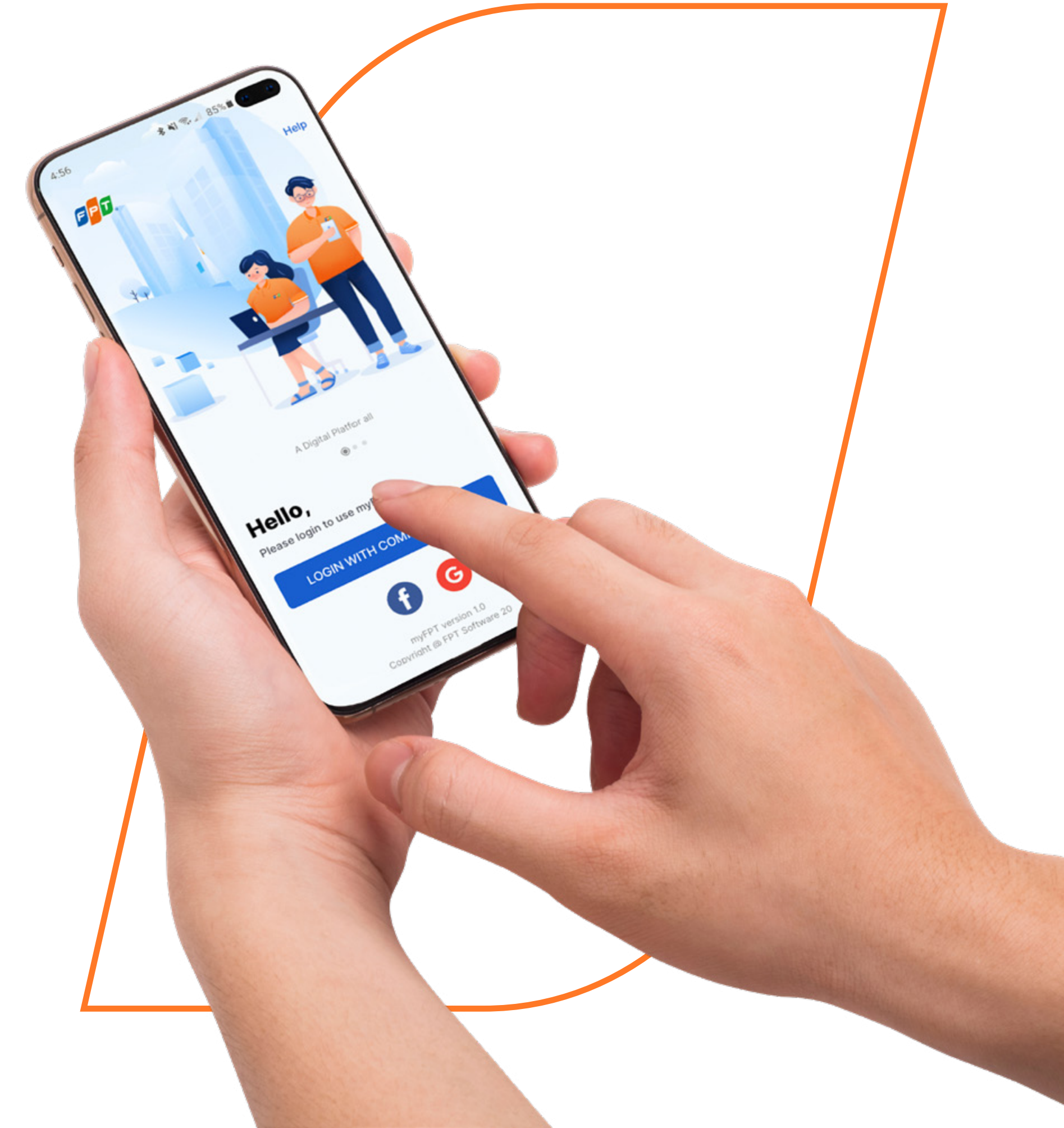
As one of the leading technology corporations in Vietnam, FPT considers integrating technology into the workplace a vital strategy to **enhance employee experience and create a joyful work environment**.

The employee evaluation was implemented on the systems built by FPT. For example, the Corporation evaluated employee performance monthly using the Integrated Performance Management System (iPMS). Or else, the quarterly setting and evaluation of individual objectives and key results (OKRs) were deployed on FPT's OKRs system.

FPT is also one of the **pioneering enterprises in Vietnam to deploy an employee engagement platform** called myFPT, the "Made-by-FPT" app allows employees to access personal information easily, mark the attendance check-in and check-out, receive rewards and "gold" from their managers/leaders/colleagues instantly, and even play puzzles and game.

In 2023, as part of its commitment to fostering workplace happiness, the Corporation introduced two additional forms of recognition: "Celebration of Merit" and "Commendation", aimed at fostering greater interaction and timely acknowledgment between management/leaders and employees. Through the myFPT application's gold reward system, managers/leaders are empowered to quickly identify and reward employees for their noteworthy achievements and contributions. This initiative ensures that every employee's effort, regardless of scale, are publicly acknowledged and rewarded by management/leaders. The feature has garnered a firm response from employees. It has been praised in particular for its immediacy, especially the "Celebration of Merit" feature, with bonuses credited to employees' accounts within 30 seconds of recognition by managers/leaders, streamlining payment procedures.

In addition, FPT also attached great importance to business automation solutions to optimize labor productivity. As a result, applications to help reduce paperwork and increase productivity were enhanced, contributing to the completion of the Made-by-FPT ecosystem. They included Uservice – the digital signing system; FPT Epayment – the online payment platform; and Foxpro – The solution for tracking employee time and attendance... In the coming time, FPT will launch more apps to enhance work performance and employee experience throughout the Corporation.



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ENVIRONMENTAL SUSTAINABILITY INITIATIVES

We recognize the critical importance of monitoring, adapting, and flexibly applying technology to optimize energy and resource usage. This approach is essential for minimizing environmental affects, responding to epidemics, addressing climate change, and safeguarding the shared environment for all humanity.

FPT has implemented various measures to reduce energy consumption and greenhouse gas emissions. These include installing solar power systems, leveraging digital technology to facilitate online meetings and minimize the use of stationery supplies, as well as digitizing documents and data. Additionally, the Corporation regularly conducts awareness campaigns and displays posters promoting electricity and water conservation in essential areas.

Measures such as waste classification at source and utilization of recycled resources underscore FPT's dedication to environmental protection and sustainable development. This commitment is a significant stride toward establishing a clean, sustainable, and eco-friendly workplace. At FPT, 100% of waste is classified at source, with 100% of hazardous waste being identified and managed in compliance with regulations. Furthermore, FPT's recyclable waste reached more than 17.7 tons in 2023.

In 2023, FPT further broadened its efforts to disclose emissions-related data and unveiled a roadmap and commitments to curtail emissions. This endeavor aims to contribute to our nation's overarching objective of fostering sustainable green development.

FPT's primary environmental priorities encompass: (1) Adherence to legal regulations; (2) Efficient management of energy consumption, emissions, and waste; and (3) Establishing an eco-friendly working environment.

ADHERENCE TO LEGAL REGULATIONS

In 2023, FPT Corporation, along with its subsidiaries, did not register any instances or notifications about breaches of environmental laws and regulations. The confirmation of no violations is also based on the data of incoming and outgoing documents stored in the company's data information system.

Key activities of the Corporation and its subsidiaries in 2023

- Conducting environmental impact assessment reports for all projects in accordance with the regulations stipulated in the Law on Environmental Protection 2020, effective from January 01, 2022, and Decree 08/2022/ND-CP detailing specific articles of the Law on Environmental Protection, effective from January 10, 2022.
- Organizing the collection, classification, storage, transportation, and treatment of all types of waste, including domestic solid waste, industrial solid waste, hazardous waste, and others, to ensure compliance with regulations outlined in Decree No. 38/2015/ND-CP and Circular 36/2015/TT-BTNMT.
- Managing and operating wastewater collection and treatment systems to ensure that wastewater generated during project operations undergoes treatment to meet the current technical regulations on wastewater before discharge into the environment, as specified in QCVN 14/2008/BTNMT.
- Implementing preventive measures to minimize adverse environmental impacts and prevent and respond to environmental risks and incidents. Conducting a periodic ecological management and monitoring program, regularly updated and stored at the project site and submitted to the Department of Natural Resources and Environment for inspection and supervision.

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EFFICIENT MANAGEMENT OF ENERGY CONSUMPTION, EMISSIONS, AND WASTE

Scope and method of data collection

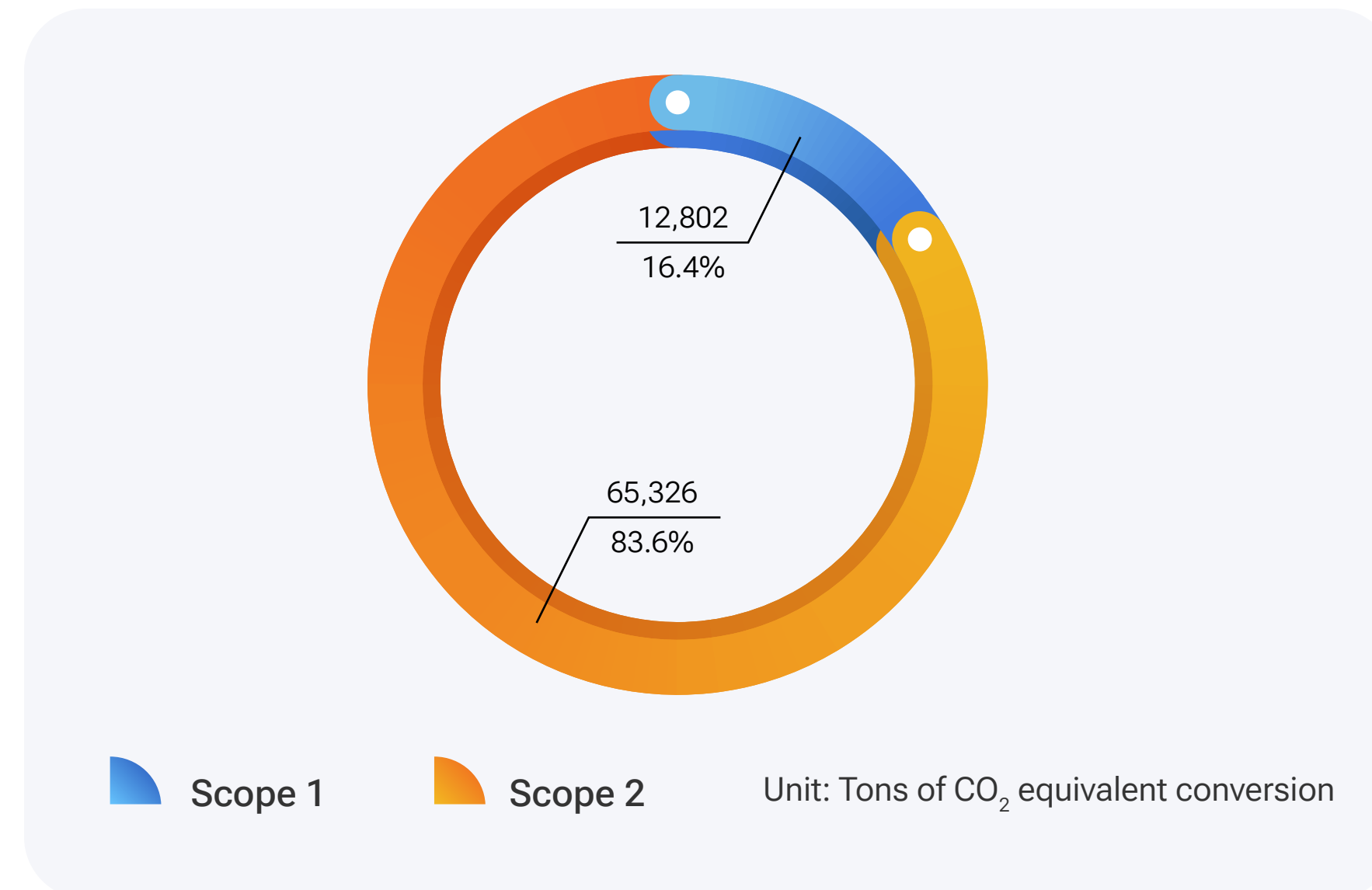
In 2023, FPT took proactive measures by evaluating the greenhouse gas emissions from all buildings and business locations in Vietnam that are owned by its eight subsidiaries.

FPT inventoried the sources of greenhouse gas emissions in two scopes: **(1) Scope 1** - Direct emissions from fuel consumption generated by assets owned by the company; **(2) Scope 2** - Indirect emissions from purchasing energy from third parties. Scope 1 includes: Quantity of gasoline and oil used for company vehicles and fixed machinery systems; Usage of refrigerants in air conditioning systems; Wastewater emissions; CO₂ emissions from fire extinguishers; and Use of LPG gas for cooking. In Scope 2, FPT accounted for greenhouse gas emissions sources, including electricity consumption from EVN.

In 2023, FPT's total greenhouse gas emissions amounted to 78,128 tons of CO₂ equivalent. The two primary sources of these emissions were electricity consumption for lighting, machinery, and equipment operation (Scope 2) and gasoline usage for FPT-owned vehicles. FPT is strategizing to reduce greenhouse gas emissions from these primary sources and all other emission sources.

In 2023, the total water consumption at FPT-owned office buildings and training facilities reached 669,383 m³, marking a 23.3% increase compared to the previous period. However, this growth rate was lower than the direct workforce growth rate at these locations (47.5%). The water consumption index per employee at FPT-owned buildings and training facilities in 2023 was calculated at 19.1m³/person/year, indicating a 16.4% decrease compared to the same period, when it was 22.8m³/person/year. These figures underscore the effectiveness of the water-saving solutions implemented by FPT.

Summary of FPT's greenhouse gas emissions in 2023



FPT Tower - Headquarter of the Corporation

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The Corporation implements strategies and measures to mitigate greenhouse gas emissions, such as: tree planting, establishing eco-friendly etc.

Effective management methods for energy consumption and emissions

- **Increasing the utilization of natural energy and water sources**, such as solar energy, underground water, and rainwater;
- **Actively deploying solutions to minimize energy consumption and emissions, such as:** monitoring monthly electricity consumption closely; implementing smart electrical and water equipment control systems; regularly cleaning heat exchangers, especially air-cooled condensers, to prevent dust and dirt accumulation that can reduce heat exchange capacity; promptly maintaining and repairing damages to avoid energy loss; transitioning from local water heaters to centralized hot water supply centers utilizing solar energy;
- **Enhancing the expertise of relevant personnel to ensure** the effective and scientific management and operation of air conditioning and ventilation systems in the Corporation's owned buildings and training facilities;
- **Implementing strategies and measures to mitigate greenhouse gas emissions, such as:** tree planting, utilizing renewable energy/resources, establishing eco-friendly and paperless offices, and promoting virtual meetings over in-person gatherings...;
- **Promoting the reuse of office supplies** by conducting monthly assessments of items within work areas. Unused or infrequently used items will be listed and notified to relevant departments to increase the frequency of usage;
- **Developing an environmental policy:** in 2024, FPT will issue an environmental policy which aims at guiding, educating, and motivating employees to recognize ecological impacts and adopt eco-conscious practices. This policy will underscore the Corporation's commitment to minimizing environmental harm and cultivating a "GREEN" corporate identity, outlining specific actions, responsibilities, and strategies to reduce greenhouse gas emissions.

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ESTABLISHING AN ECO-FRIENDLY WORKING ENVIRONMENT

Monitoring and regulating the indoor air quality in the workplace

The presence of hazardous airborne compounds, such as CO, SO₂, NO₂, PM2.5, PM10, and Ozone, can lead to severe health issues. Recognizing that our workforce is our most valuable asset, FPT places a strong emphasis on providing optimal conditions for talent cultivation. Additionally, the Corporation prioritizes monitoring and managing indoor air quality within the workplace to uphold a healthy environment for employees. These measures not only enhance productivity and workforce satisfaction, but also mitigate legal risks associated with health and occupational safety regulations.

Each year, the Corporation contracts a specialized unit to comprehensively monitor the workplace environment and compile detailed reports for submission to the appropriate regulatory bodies. In 2023, based on the findings from routine monitoring assessments, the air quality within the internal working areas of both the Corporation and its subsidiaries was found to comply with the permissible limits outlined in QCVN 05:2013/BTNMT and QCVN 26:2010/BTNMT standards.

As an illustration, during the second quarter of 2023, the recorded air quality indicators at the corporation's headquarters building, FPT Tower, were found to be below the national engineering standards. Notably, no carbon monoxide (CO) gas was detected in the air during this period.

Environmental monitoring results at FPT Tower, 10 Pham Van Bach, Cau Giay, Hanoi

Specification	Result			Standard (**)
	KX01(*)	KX02(*)	KX03(*)	
Noise (dBA)	64.9	63.7	63.2	70
Temperature (°C)	31.4	34.8	33.0	-
Humidity (%)	72.4	67.8	69.8	-
Wind speed (m/s)	0.8	1.1	0.7	-
Total suspended dust (µg/m ³)	153	137	165	300
CO (µg/m ³)	<2.33	<2.33	<2.33	30,000
SO ₂ (µg/m ³)	0.085	0.075	0.090	350
NO ₂ (µg/m ³)	0.074	0.067	0.079	-

(*) Sampling areas

(**) Standards on air quality and noise: QCVN 05:2013/BTNMT and QCVN 26:2010/BTNMT



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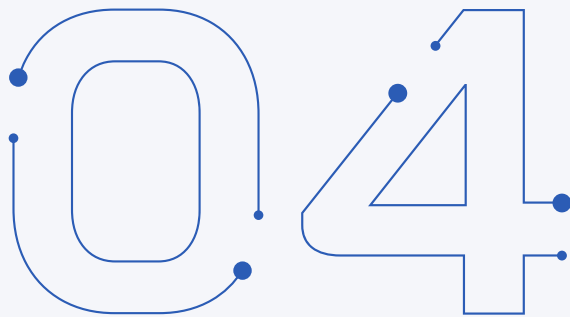
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Embracing **digital transformation to enhance operational efficiency**, the Corporation, operating in the technology sector, consistently prioritizes internal digitalization efforts to streamline management and operations, aiming to boost productivity and efficiency. As a result, FPT witnessed a significant increase of 59.5% in the rate of paperless operations in 2023 compared to 2022. Moreover, the reception and processing of incoming and outgoing documents at FPT were facilitated through a proprietary document management system developed by the Corporation, leading to reduced processing times and heightened accuracy. Notably, 100% of the internal documents (excluding important official dispatches and confidential documents) were digitally disseminated via FPT's proprietary software.

Paperless office

In addition to facilitating other businesses' transitions toward a sustainable business model, FPT actively promotes internal digital transformation initiatives aimed at streamlining operations. This approach indirectly contributes to reducing environmental footprints across the organization.

The majority of administrative and operational tasks at FPT have been digitized toward a paperless business model such as online job assignments, electronic invoicing, online purchasing management, and online payment processing. Additionally, work outcomes and other internal requests are evaluated online. FPT has seen significant progress in digital transactions, with over 100,000 electronic contracts signed in 2023. This accounts for approximately 39% of the total signed contracts, reflecting a 6.6% increase compared to 2022.

The Corporation **promotes the utilization of public transportation and employee shuttle buses**, alongside advocating for **the adoption of technology solutions to facilitate online meetings** as alternatives to business travel. This initiative aims to mitigate carbon emissions from private vehicles. In 2023, over two-thirds of FPT's meetings and exchanges were conducted online.

59,745

virtual meetings, accounting for **67.8%** total meetings

100%

of the internal documents were digitally disseminated

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An eco-friendly work environment

With offices and buildings across the country, FPT has always been aware that green offices not only help efficiently save energy and reduce office operating costs but also create creative workplaces, thereby promoting sustainable growth.

Accordingly, when investing in office buildings, FPT always conducted environmental impact assessment reports and complied with the laws and regulations on environmental protection, energy consumption, and waste/emission treatment. Simultaneously, during the design process, we also **prioritized new technologies and eco-friendly materials, making the most of natural energy sources** to minimize negative environmental impact, energy consumption, and discharge.

FPT's educational campuses and software parks in Hanoi, Da Nang, Binh Dinh, Ho Chi Minh City, and Can Tho were constructed using the campus model with office buildings integrated with entertainment areas, green spaces, and landscapes. They included F-Ville Software Village in Hoa Lac Hi-Tech Park (Hanoi); FPT University in Hoa Lac Hi-Tech Park (Hanoi); FPT Complex in FPT City Urban Area (Da Nang); F-Town in Thu Duc Hi-Tech Park (HCMC)... Many of them were highly praised by domestic and international organizations for green architecture prioritizing energy efficiency.

- The F-Town 3 campus was classified as one of the trio of typical constructions of Bioclimatic architecture by Wallpaper – The leading British magazine on architecture, art, and fashion. The construction style and design took full advantage of natural resources to provide a comfortable and convenient living environment. More than 40% of buildings include open spaces. In addition, no corridors require energy using air conditioning.
- FPT Complex (Da Nang) was awarded the EDGE (Excellence in Design for Greater Efficiencies) by the Ministry of Construction and the World Bank based on achieving savings of at least 20% in all three criteria: energy, water, and materials.
- FPT University Alpha Building (Hoa Lac Hi-tech Park, Hanoi) was honored in the Future Education category at the World Architecture Festival and won first prize at the Green Architecture competition organized by the Vietnam Association of Architects for the use of green materials and energy savings.

Recognizing the importance of clean energy sources and based on the industry characteristics, **FPT gave top priority to solar energy** in ensuring the operation of heating and domestic hot water systems in buildings. Consistently, it affirmed FPT's commitments to environmental protection. Furthermore, it helped save electricity costs while ensuring hot water and steam supplies during the winter in the Northern region.

When designing buildings, **FPT focuses on building rainwater storage systems and wastewater filtration systems** to make the most of this water source. We aimed at utilizing this water source for practical purposes (such as watering plants), optimizing water consumption costs significantly in the dry season. The infrared system and automatic alternating-current sprinklers were used on all green areas to reduce water use and provide tree maintenance, bringing a nature-friendly workplace to employees.

With clean water coming from the water supply system, we strictly ensured the consistent implementation of water-saving regulations in buildings and campuses. For example, the common areas used touch-sensitive faucets that were automatically turned off when not used. We also launched emulation movements to encourage water efficiency in nationwide offices.

Furthermore, within office buildings and training facilities, the Corporation promoted the utilization of eco-friendly items, such as cups and straws made from bagasse, bottled water containers, and plastic bags crafted from recyclable materials...

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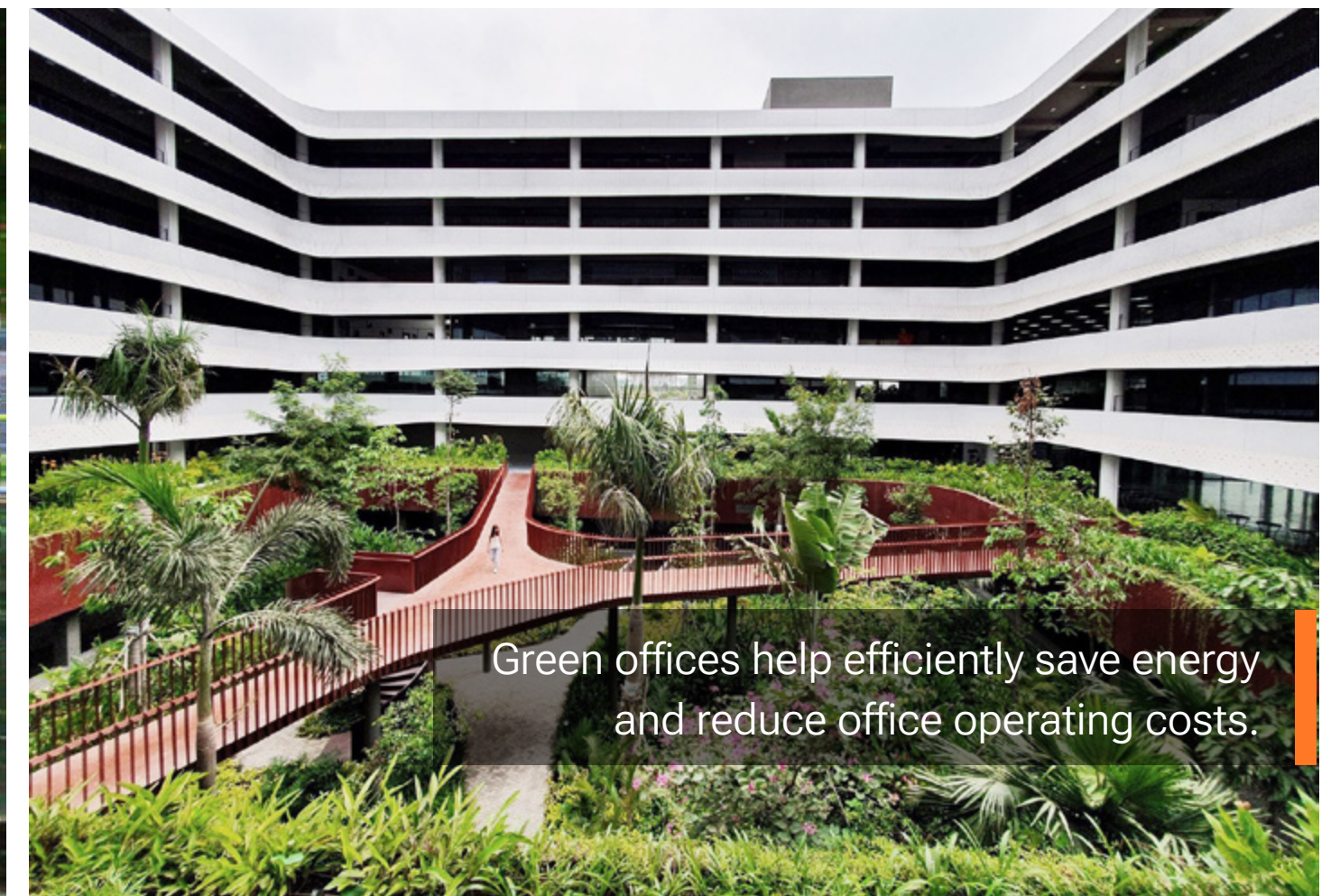
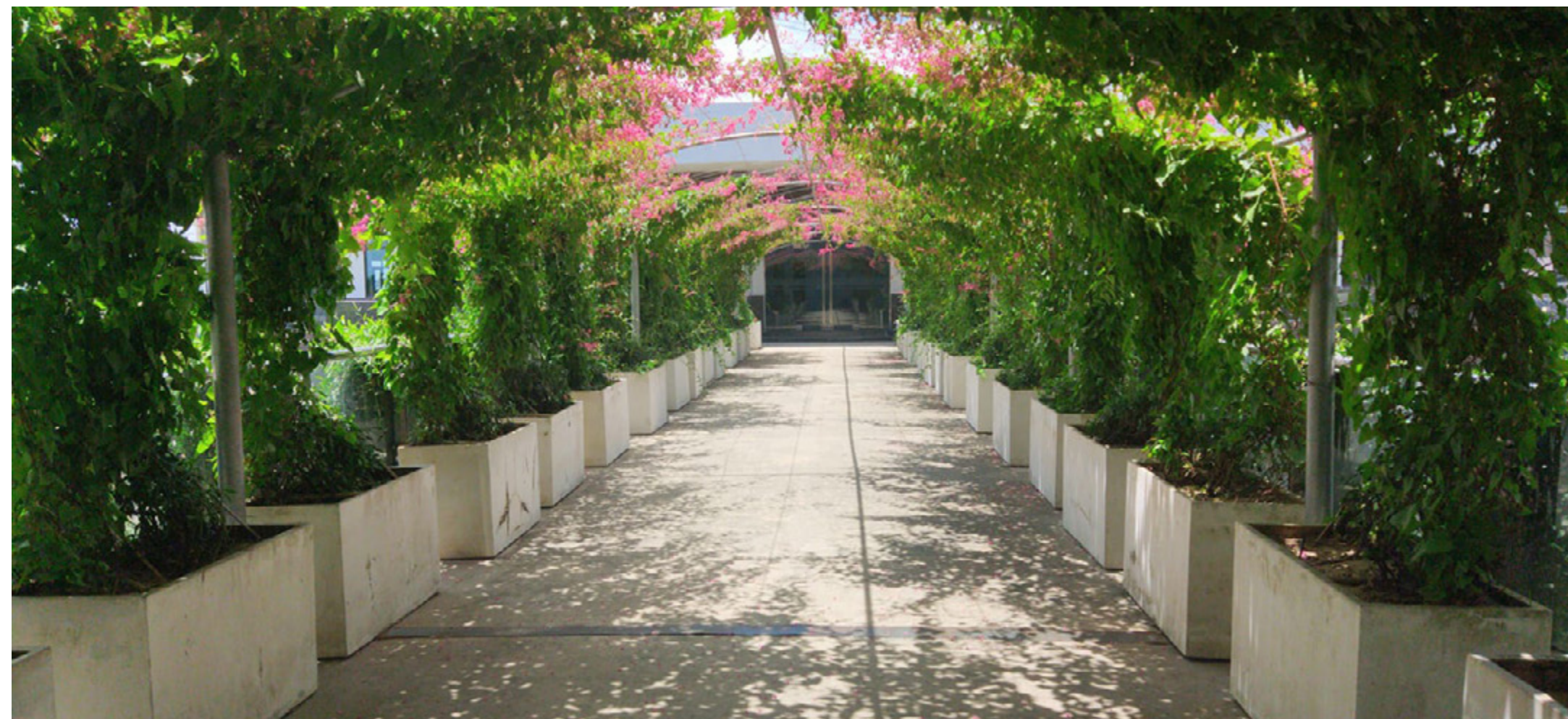
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Green offices help efficiently save energy and reduce office operating costs.

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FPT prioritizes community support activities alongside ensuring consistent economic growth, leveraging its technological expertise to provide substantial assistance to society. **Over the past 35 years, FPT has remained steadfast in its commitment to sustainable development, placing a strong emphasis on people-centered initiatives.** Consequently, FPT dedicates significant resources to human capital development and educational support for the younger generation. Additionally, FPT recognizes compassion and altruism as vital components in fostering a stable and prosperous society. Each year, FPT employees actively engage in various sustainable development endeavors, ranging from volunteering with the Corporation to making financial contributions, all aimed at **accompanying community development and fostering national well-being.**

With the collaborative efforts of its employees, FPT allocated 205.2 billion VND toward events and social responsibility activities in 2023, delivering tangible and intangible benefits to 83,753 individuals nationwide.

In 2023, FPT engaged in several noteworthy initiatives, including the continuation of the "Nurture Hope" program for children orphaned by COVID-19 at Hope School. Through this program, children received training to develop their talents across various domains and achieved numerous accolades in robotics, music, and sports competitions... Additionally, FPT organized the inaugural global-scale "Happy Run – Happy Footprints" race with the aim of fostering philanthropy and raising funds for charity. The event attracted 191,000 participants and raised 3.6 billion VND, which was utilized to construct school facilities in underserved areas, ensuring continued access to education for children. In the year 2023, FPT and the Hope Foundation accomplished the construction of 350 bridges in the Mekong Delta region, ensuring the safety of children commuting to school and facilitating cross-community and inter-hamlet connectivity. This endeavor greatly enhances the ease of transportation and movement of goods for local residents. This milestone solidifies FPT Corporation and Hope Foundation's status as leading contributor to Vietnam's bridge construction efforts since 2018.



FPT organized the inaugural global-scale "Happy Run – Happy Footprints" race with the aim of fostering philanthropy and raising funds for charity.

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FOSTER LEARNING OPPORTUNITIES AND CULTIVATE YOUNG TALENTS FOR NATIONAL DEVELOPMENT

Driven by the aspiration to foster learning opportunities, provide access to new technology, and nurture talent, FPT prioritizes investment in education and the youth. In 2023, a significant portion of FPT's social responsibility budget, amounting to 155.4 billion VND, was allocated to support the younger generation through a range of noteworthy initiatives.

FPT Young Talent Center (FYT)

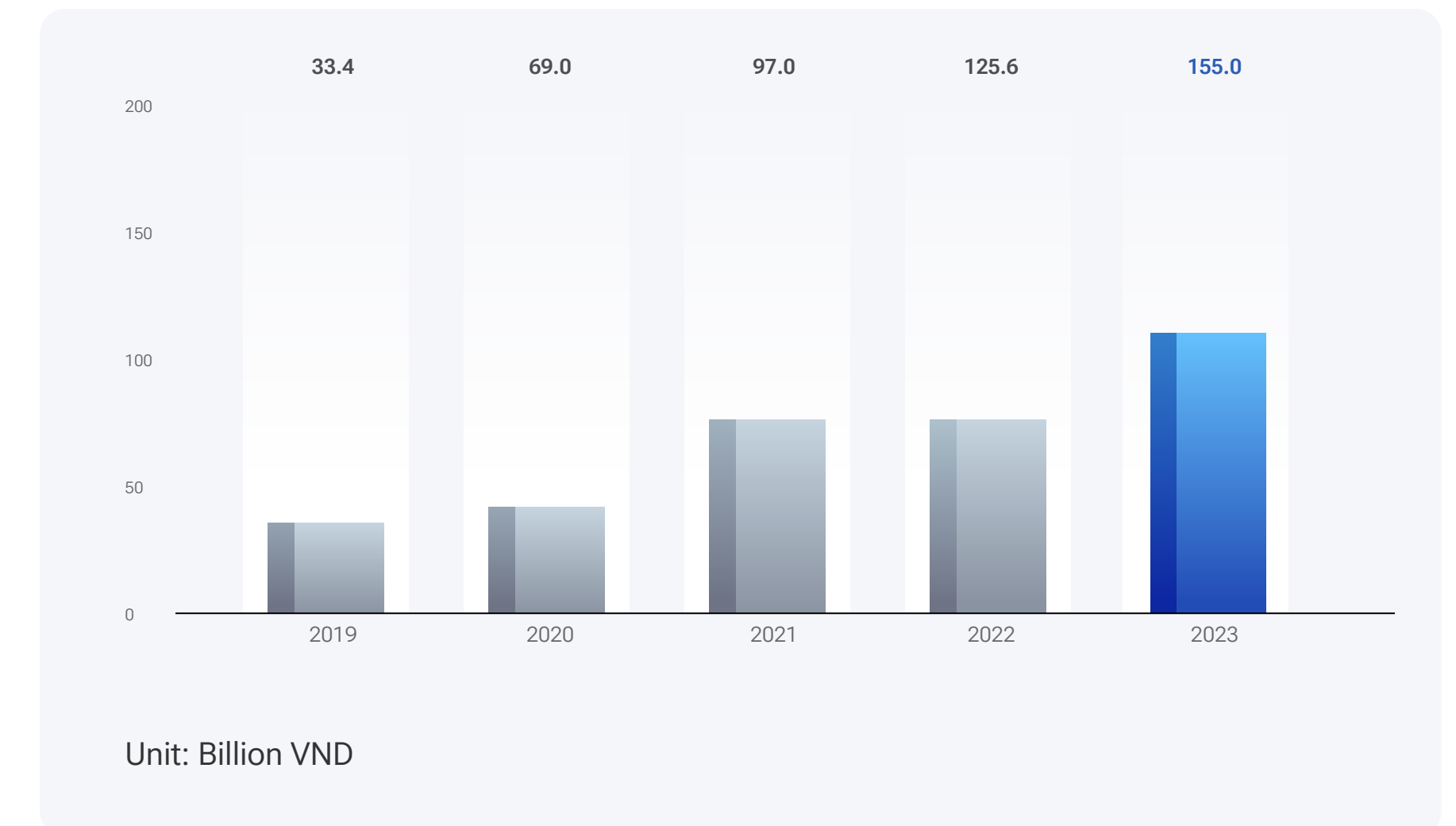
In its pursuit to foster the comprehensive development and maturation of talented young students across the nation, FPT Young Talent Center (FYT) annually offers scholarships to individuals demonstrating exceptional academic achievements and winning national and international accolades. Presently, FYT boasts a membership exceeding 600 participants, many of whom have evolved into founders, managers, scientists, and experts wielding domestic and international influence. In 2023, 36 scholarships were bestowed upon promising young talents, totaling an amount of 400 million VND. Moreover, with FPT's support in covering costs and providing facilities, FYT members are encouraged to pursue their aspirations, engage in interactive learning experiences, and enhance essential soft skills for the future through experiential classes, workshops, and extracurricular activities...



Nguyen Van Dao Scholarship

With the aim of identifying, nurturing, and promoting talent development, FPT allocated over 155 billion VND toward awarding Nguyen Van Dao scholarships, marking a growth of over 23% compared to 2022. In 2023, a total of 1,583 scholarships were granted to deserving students from disadvantaged backgrounds exhibiting outstanding academic achievements or exceptional talents across various provinces and cities nationwide.

Nguyen Van Dao Scholarships for the 2019 – 2023 period



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HOPE SCHOOL - THE JOURNEY OF GERMINATION

The year of 2023 represented several significant milestones for Hope School, which caters to children orphaned by COVID-19. These milestones include the commencement of school construction, as well as the distinction of being the only CSR project in Vietnam to receive the prestigious "Best Community Programme Award" at the Global CSR Conference. Additionally, the school achieved remarkable success in numerous student competitions...

"Hope" is more than just an educational institution; it stands as a sanctuary brimming with warmth and affection for children affected by the COVID-19 pandemic. Over the course of four enrollment cycles, the school has grown from enrolling 34 children initially to accommodating 230 students hailing from 41 provinces and representing 11 ethnic groups. Through their time at the school, these students have flourished and matured, with notable achievements, including five students gaining direct admission to universities, two securing scholarships to study in the US, and three being recognized as outstanding scholars at the city level. Moreover, many students have excelled in various arenas, such as robotics, music, and sports competitions...

Construction commenced on the Hope School Project in September 2023. The project aims to furnish children with a secure and well-equipped living environment conducive to their confident and joyful growth. The school's design encompasses various facilities, including classrooms, subject rooms, libraries, multi-purpose halls, and specialized areas. Completion and inauguration of the project are anticipated in 2024.

ENHANCING THE LEARNING ENVIRONMENT AND REDUCING DISPARITIES IN EDUCATIONAL CONDITIONS IN DISADVANTAGED AREAS

In remote areas of Vietnam, students and teachers often attend classes in makeshift schools, lacking proper equipment and safety. This deficiency significantly impacts the quality of education and the well-being of students. With the aim of providing students in disadvantaged areas with well-equipped, tidy schools, and ample supplies of books and teaching material, FPT has contributed over 11 billion VND to implement various support projects benefiting more than 82,000 students.

- **The "Light up the School" program**, initiated in April 2018, aims to enhance educational access for numerous students by leveraging social resources. Its objectives include upgrading educational facilities by constructing new schools, dormitories, toilets, and playgrounds. Additionally, the program provides teaching and learning equipment for students in remote and disadvantaged areas affected by natural disasters, storms, and floods. In 2023, FPT has collaborated with the Hope Foundation to introduce 68 new projects, expected to benefit over 20,000 teachers and students.
- **The "Wings to the Dream" Program**, organized annually by FPT employees, extends a helping hand to those facing hardship in the highlands, empowering them to strive for a brighter future. Through practical gifts, the program aims to foster a love for learning among highland children and instill hope for a better tomorrow. Sustained by the dedication of FPT employees, "Wings to the Dream" has become one of the most significant and most far-reaching community education support initiatives for children in disadvantaged highland areas

nationwide, marking the company's most extensive and long-term commitment to date. As of 2023, the program reached over 38,000 highland students, providing nearly 12,000 gifts, including computers, bookcases, learning equipment, and scholarships to schools and students.

- **The Digital Library project**, spearheaded by the Hope Foundation and supported by FPT with learning applications from Vuihoc Company, was rolled out across various provinces in 2023, including Lai Chau, Yen Bai, Bac Kan, Ha Tinh, Thua Thien – Hue, Gia Lai, Dak Lak, Binh Dinh... The initiative aims to provide neglected students access to online learning platforms, facilitating research activities and enhancing knowledge acquisition and learning outcomes. Targeting elementary schools with internet access (Wi-Fi) and specialized librarians but lacking e-library resources, the project allocated over 2.4 billion VND in funding. Each digital library includes 15 tablets and headphones, as well as Math – Vietnamese – English learning accounts. The compact and lightweight design of the tablets allows for easy placement within the limited library space of most primary schools in remote areas. Beyond equipment sponsorship, the project adopts a holistic approach by providing ongoing support to schools for optimizing e-library usage. This includes monitoring access metrics, software utilization, and study account management. Additionally, dedicated personnel are available on a hotline to assist students and teachers with studying, researching, and accessing supplementary materials and applications.

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CREATING A COHESIVE AND JOYFUL COMMUNITY

With the highest commitment to creating lasting positive impacts on society, FPT goes beyond merely responding to emergencies and engages in various community-oriented initiatives.

The "Elevate Children to School" program, initiated in 2018, focuses on constructing durable concrete bridges in the Mekong Delta provinces. These bridges not only provide safe passage for children but also enhance the overall quality of life and social stability in each community. As of 2023, a total of 350 sturdy bridges have been built in the region through collaborative efforts with local leaders, residents, and various community groups, including youth unions and farmers' associations, contributing tens of thousands of workdays towards this endeavor. In 2023, FPT allocated over 11 billion VND to achieve its objective of constructing Hope bridges made of concrete and reinforced steel. These bridges serve as replacements for temporary, wooden, and deteriorating structures, significantly enhancing trade connectivity and shortening travel distances between communes and hamlets. Moreover, they facilitate more accessible transportation for students and residents while revitalizing the rural landscape in the Mekong Delta provinces.

FPT Day for the Community, observed annually on March 13 since 2010, is dedicated to encouraging every FPT employee to engage in charitable endeavors. This initiative has evolved into a cherished cultural tradition among FPT staff. Embodying the spirit of altruism, FPT Day for the Community emphasizes direct involvement in community service and support for those facing hardship. FPT encourages employees to contribute

one day's salary to the FPT Fund for the Community. FPT Day 2023 for the Community, coinciding with its 35th anniversary, FPT Corporation organized its most significant charity fundraising run of the year. The event garnered participation from 191,000 individuals across five continents. Through the virtual race, FPT aimed to promote kindness, instill pride, and foster a sense of happiness, health, and unity among participants. The overarching mission was to spread positivity and contribute to the betterment of the community.

The annual humanitarian blood donation festival day: The annual humanitarian blood donation festival organized by FPT aims to foster solidarity and address societal challenges. Under the motto "A drop of blood given, a life saved," this event has become a cornerstone of FPT's charitable endeavors every year. In 2023, 2,215 FPT employees participated, collectively donating 2,505 units of blood. This initiative underscores the importance of sharing positive values, fostering optimism, and collectively contributing to the community's well-being.



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