



ESG REPORT

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ESG MESSAGE AND ORIENTATION

MESSAGE FROM SENIOR EXECUTIVE VICE PRESIDENT



ESG empowers us to pursue sustainable and innovative growth

Dear Shareholders and other Stakeholders,

At FPT, we firmly believe that ESG is not just about living up to corporate responsibility and ethics but also about playing an active role in shaping a world where we all live and work, one that's more sustainable, prosperous, and fulfilling.

2024 marks the fourth year in a row that we've embraced ESG practices across every aspect of our work, from internal operations to external initiatives, firmly standing by our commitment as a global corporation to harness the power of technology and AI, practice sustainable governance, and uphold transparency, all to drive long-term, sustainable growth.

In 2024, we began focusing on rolling out a wide range of environmental initiatives, including setting policies and applying technology to manage carbon emissions, investing in green energy systems, and switching to recycled materials. They all underscore FPT's unwavering commitment to following through on our roadmap for cutting greenhouse gas emissions as we work toward reaching NetZero by 2040.

Besides, we are always proud to be a corporation that upholds timeless cultural values, where employees are free to learn, innovate, grow, and showcase their talents openly and fairly. FPT has always been a pioneering corporation in Vietnam, leading the way in bringing the best and most meaningful investments to the lives of children, the community, the environment, and society.

ESG empowers us to pursue sustainable and innovative growth. By weaving ESG into every fabric of our core business, we can unlock more exceptional long-term value and growth opportunities for the Corporation.

SENIOR EXECUTIVE VICE PRESIDENT

NGUYEN THE PHUONG

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KEY FIGURES AND ACTIVITY HIGHLIGHTS

Key figures



The world-class workplace culture



Environmentally sustainable operations



Corporate Social Responsibility



Sustainable governance

TOP 10

Best Places to Work in Vietnam

54,687

Stable jobs

3,489

Foreign employees (87 Nationalities)

37.1%

Female staff

36.0%

Female Managers

184.7 billion VND

Allocated for In-house training

118,000

Hours of learning and accessing to ESG insights and trends

100%

LED lighting usage in newly constructed offices.

100%

Environmentally friendly material cups used.

100%

Plastic bottle-free office environment.

100%

Recyclable material trash bags used in offices.

1,769,884

Digitally signed contracts, accounting for approximately 80% of total signed contracts

100%

Internal documents to be signed digitally

66.3 billion VND

CSR in community support

168.1 billion VND

Awarded through the Nguyen Van Dao Scholarship program.

62,540

Beneficiaries nationwide

1,880

Blood units donated

431

Bridges supporting students in rural areas

AI-driven solutions

For financial risk management and procurement

Ecovadis Certification

Platinum rating at France, Gold at Germany, Silver at Japan, and Bronze at Vietnam.

ISO 27001:2013

Information security management systems

ISO 14001:2015

Environmental management systems

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Key highlights



BECOMING A MEMBER OF THE HIGH COUNCIL OF THE VIETNAM ESG FORUM

As a member of the Senior Advisory Board of the Vietnam ESG Forum, FPT CEO Nguyễn Văn Khoa and the company as a whole are committed to making meaningful contributions to the forum. The Senior Advisory Board plays a key role in shaping the forum’s strategic direction, fostering collaboration among ESG stakeholders, and promoting sustainable development initiatives in Vietnam. Additionally, it works to raise awareness of ESG’s importance within the business and investment communities while contributing to the establishment of a comprehensive ESG ecosystem in the country.

For years, FPT has recognized ESG as a fundamental part of its development strategy, reflecting the company’s role and responsibility toward key stakeholders. In defining its ESG action priorities, FPT has carefully studied and benchmarked global sustainability standards that are widely adopted by leading corporations and nations.



RECEIVED THE “OUTSTANDING CONTRIBUTION TO ENVIRONMENTAL, SOCIAL, AND GOVERNANCE (ESG) IN VIETNAM” CERTIFICATION

This marks the second consecutive year that FPT has received this certification, recognizing its continuous efforts in promoting sustainable development through advanced digital technology solutions.

FPT was recognized for its “Digital ESG” strategy, which integrates technology into sustainable development to help Vietnamese businesses achieve ESG goals. In 2024, FPT launched multiple initiatives to embed tech-driven solutions into ESG strategies, including publishing hundreds of DxReports and DxArticles, and hosting panel discussions, conferences, and training sessions. These initiatives provided businesses with deeper insights into critical mechanisms such as CBAM, greenhouse gas inventory guidelines, and green building certifications, helping them enhance the effectiveness of their ESG management practices.



PARTNER WITH USAID TO ADVANCE CLEAN ENERGY AND CUT GREENHOUSE GAS EMISSIONS.

FPT is the first Vietnamese technology company to collaborate with the Vietnam Low Emission Energy Program II (V-LEEP II) to aim to establish a roadmap to achieve NetZero by 2040. Under this initiative, V-LEEP II experts will provide FPT with in-depth knowledge of NetZero strategies and renewable energy development.

FPT has taken multiple steps to reduce energy use and greenhouse gas emissions, such as building green offices and training centers, applying new technologies, using eco-friendly materials, and leveraging natural energy sources. In its green transformation, FPT offers end-to-end solutions to help businesses meet sustainability goals, including ESG consulting and VertZéro – a digital tool that automates emissions data collection, calculation, reporting, and tracking, ensuring compliance with global sustainability standards and strengthening corporate accountability.

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OVERVIEW OF THE REPORT

FPT has published its Environment – Social – Governance (ESG) Report to conduct a comprehensive assessment of its ESG-related activities, enabling the Corporation to refine and align its strategies and business plans with sustainable development goals for both the Corporation and the broader community.

FPT constructed the report with a focus on ensuring the following factors: **accuracy, comprehensiveness, clarity, timeliness, and reliability**. Additionally, the report is based on the GRI Standards of the Global Reporting Initiative (GRI).

Report scope

- Reporting Period: January 1, 2024 – December 31, 2024.
- Reporting Cycle: Annual.
- Scope of Report: Covering the operations of the Corporation, its subsidiaries in Vietnam as well as key other markets.

Contact:

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

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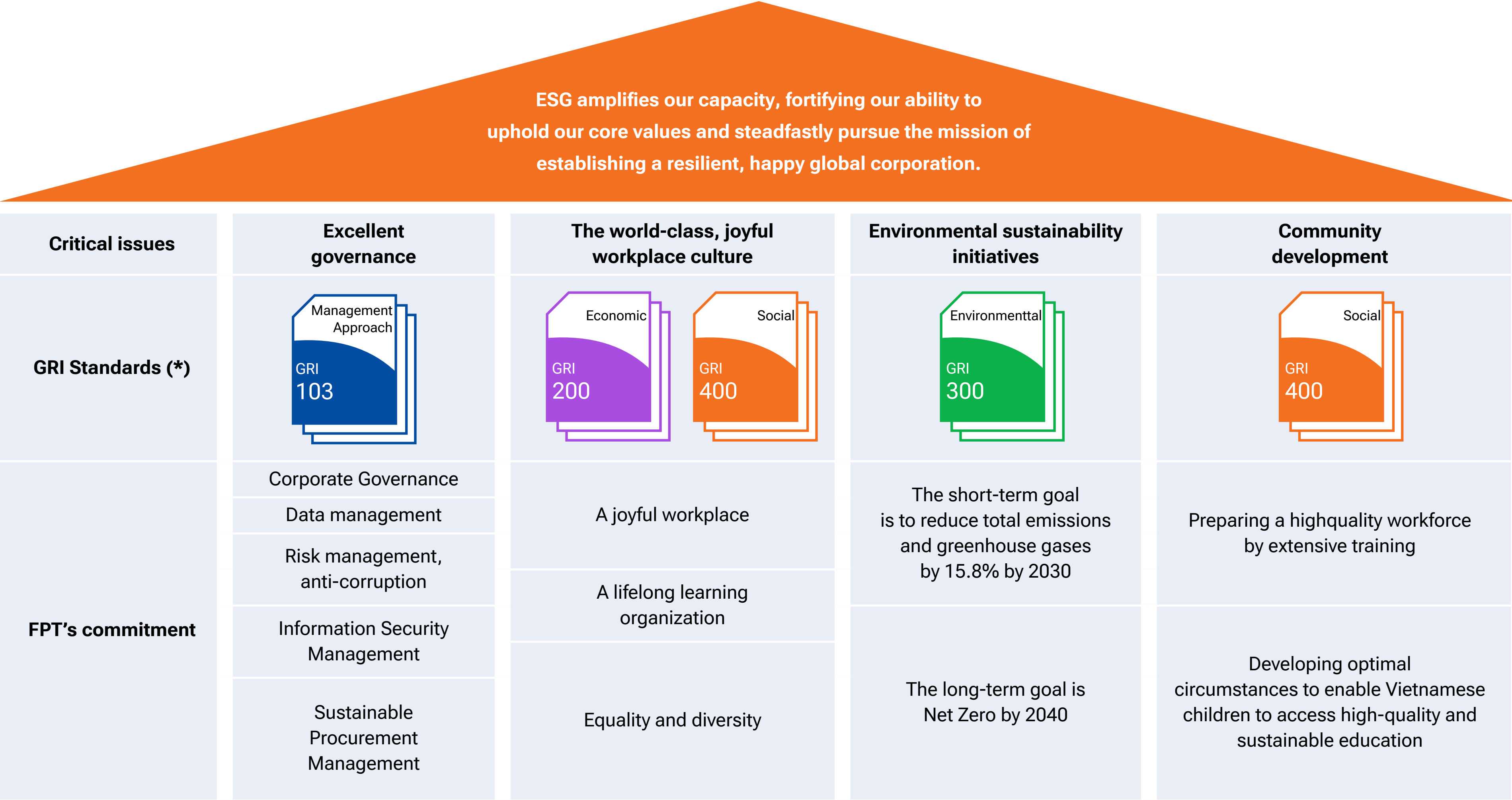
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ESG ORIENTATIONS AND PRIORITIES

ESG orientations

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.



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

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ESG orientations *(continued)*

To advance its ESG commitments, in 2024, FPT issued and revised ESG-related policies, focusing on four key areas: governance, human resources, environment, and community. These policies were integrated into the Corporation's system-wide training with a completion rate of 97.5%. In parallel, FPT partnered with USAID through the Vietnam Low Emission Energy Program II (V-LEEP II) to gain in-depth knowledge on NetZero strategies and renewable energy development. This collaboration covers topics such as direct power purchase agreements with renewable energy generators, renewable energy certificates, battery energy storage systems, self-consumption rooftop solar power, and other sustainable energy solutions.

With its firm commitment to sustainability, FPT has been recognized with multiple prestigious awards including: Outstanding Contributions to ESG in Vietnam (AmCham); CSR & ESG Leadership Award and Best Community Program Award (Global CSR & ESG Conference); Top 10 Sustainable Brands for Innovation (National Innovation Center & VCCorp); Top 50 Sustainable Development Enterprises in Vietnam (Nhip cau dau tu Magazine). FPT continued to stand 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 2024.



An office space at FPT Complex in Da Nang, a recognized Centralized Information Technology (CIT) Zone, spanning 59,000 square meters and home to 10,000 employees.

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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.	- Fully comply with Vietnamese governance standards; - Enhance management practices to meet advanced standards; - Apply technology-driven management for transparency, fairness, and stakeholder value; - Pioneer AI applications in financial management: inventory forecasting, reorder optimization, cash flow and liquidity management, financial analysis, and AI chatbots.
Data management	Guarantee data security and privacy.	Achieving 100% compliance with all legal regulations concerning customer privacy.	- Providing guidance and advisory support on ensuring compliance with legal and internal regulations on personal data protection for subsidiaries; - Implementing tools to decentralize access and control data usage among FPT's subsidiaries.
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 Finance and Procurement management.	- Strengthen training and communication to uphold an anti-corruption culture; - Set up structures, procedures, and sanctions to manage conflicts of interest and corruption; - Apply AI to reduce price discrepancies; - Launch iNghe, a platform for employee feedback, reporting concerns, and addressing issues.
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.	- No information security incidents affecting the Corporation's reputation; - Issuing and implementing security policies and standards for applications and infrastructure; - Publishing 12 Security Bulletins and conduct 04 simulated phishing attack campaigns.
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.	- Implementing a Sustainable Procurement Policy, prioritizing eco-friendly goods, services, and suppliers; - Training and guiding leadership and procurement management teams on sustainable development and sustainable procurement goals; - Applying AI to enhance transparency in procurement, such as AI-powered supplier recommendations and AI-based price discrepancy control.

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THE WORLD-CLASS, JOYFUL WORKPLACE CULTURE

Critical issue	Commitment	Objectives	Activities
A joyful workplace	Grounded in our core cultural values of " Respect - Innovation - Teammate - Fairness - Exemplarity - Visionary ", 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 and FPTCare medical insurance coverage for 100% of employees; - Organizing a series of programs focused on promoting Happiness, Health, Connectivity, and Camaraderie among employees; - Launching phase 03 subdivision of the FPT Complex Concentrated IT Park in Da Nang, creating workspaces for 10,000 employees; - 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; - Establishing and enhancing welfare policies beyond salary, including the “Settle Down Comfortably” Policy, which supports employees in acquiring homes and vehicles. More than 3,500 employees have benefited from this initiative.
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; - 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.	- Implementing AI Mentoring and AI Knowledge Explore to personalize learning paths for employees; - Signing a partnership with Udemy to provide over 58,200 learning accounts for all employees across the Group; - Achieving an average of over 139 hours of study per year per employee; - Allocating over 184.7 billion VND to training activities, recording over 06 million training hours.
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.	- Establishing policies to promote equality, democracy, and diversity, including the Human Rights Respect Policy, Employee Healthcare Regulations, Employee Benefits Regulations, and Workplace Dialogue Regulations; - Female employees make up 37.1% of the total workforce; - Expanding international recruitment efforts, with 3,489 foreign employees from 87 nationalities, an 19.3% increase compared to the same period.



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ENVIRONMENTALLY SUSTAINABLE OPERATIONS

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.	- Implementing an Environmental Policy; - Standardizing the methodology for greenhouse gas emissions inventory for Scope 1 and Scope 2 emissions; - Monitoring 100% of energy consumption data at FPT; - Using 100% LED bulbs in all newly constructed facilities; - Enforcing green initiatives, including 100% use of environmentally friendly cups, elimination of plastic bottles in offices, and exclusive use of recyclable trash bags; - Providing annual environmental policy and protection training for 100% of employees.

COMMUNITY DEVELOPMENT

Critical issue	Commitment	Objectives	Activities
Preparing a high-quality workforce by extensive training	Becoming a pioneering institution in nurturing digitally savvy individuals with global competitiveness.	- Training 10,000 semiconductor engineers and 50,000 AI engineers by 2030; - Educating one million global digital citizens by 2030.	- Research, apply, and develop cutting-edge technological solutions to enhance engagement and personalize the learning experience; integrate AI into education from K-12 to university levels, and organize workshops to guide students on the use of AI tools; - Introducing a semiconductor training major and launching three specialized semiconductor training programs, enrolling 1,600 semiconductor students in 2024; - Expanding talent scholarship programs, including the FPT Youth Talent Training Center (FYT), Nguyen Van Dao Scholarship, and student credit programs to increase learning opportunities. In 2024, FPT awarded 168.1 billion VND in Nguyen Van Dao scholarships.
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.	- Allocating VND 66.3 billion for corporate social responsibility (CSR) activities; - Enhancing and constructing educational facilities for children to ensure a safe, comprehensive, and conducive learning environment through initiatives like “Light up the School”, “Wings to Dreams”, “School Hygiene”, and the Hope School. The total number of students at Hope School by the end of 2024 is 307.

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FPT'S ESG TARGETS COMMITTED FOR 2025

EXCELLENT GOVERNANCE

NO.	Commitment	Objective	2024	2025
1	Information security management	Number of information security incident affect the Corporation's reputation: 0.	0	0
2	Information security management	100% of employees receive awareness training to prevent information security violations.	100%	100%
3	Sustainable procurement management	100% of procurement staff trained in sustainable procurement.	100%	100%
4	Sustainable procurement management	Refrain from contracting suppliers whose operations adversely affect health, occupational safety, or the environment.	100%	100%

THE WORLD-CLASS, JOYFUL WORKPLACE CULTURE

NO.	Commitment	Objective	2024	2025
1	A joyful workplace	Turnover rate lower than the industry average (for the Technology sector).	13.9%	Under 14%
2	A joyful workplace	The number of employees receiving support for home and vehicle purchases.	3,500	5,000
3	A lifelong learning organization	Average annual learning and training hours per employee.	139	150
4	Equality and diversity	The percentage of women in the workforce.	37.1%	Over 1/3
5	Equality and diversity	The percentage of female leadership in the workforce.	36%	1/3

ENVIRONMENTALLY SUSTAINABLE OPERATIONS

NO.	Commitment	Objective	2024	2025
1	Environmental policy	Percentage of employees trained on environmental policy.	97.5%	100%
2	Environmental policy	Percentage of office trash bags from recycled materials.	100%	100%
3	Monitoring energy consumption	Percentage of energy consumption monitored.	100%	100%
4	Energy conservation	Percentage of LED lighting in use.	100% New office	100% in 2026



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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.

Customers

Activity highlights	2024 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 2024, FPT had facilitated digital transformation cooperation agreements with 31 localities and trained tens of thousands of leaders at all levels nationwide to enhance digital transformation awareness; • Serving as the comprehensive digital transformation consultancy partner for numerous top VNR 500 businesses, including Petrolimex, PV Oil, T&T, TTC, Ba Huan, Thien Long, Tan Long, Flamingo, An Gia, Vinaseed, Coteccons, and EVNGENCO1; • Advising and rolling out green transformation and sustainable development solutions for customers across various sectors, including Banking and Finance, Pharmaceuticals, Industrial Production, Wood, Manufacturing, and Agriculture; • Newly signed revenue from foreign IT services surpassed 1.3 billion USD, marking a 13% increase compared to the same period.
Investing in R&D for new products, services, and solutions on par with cutting-edge technologies to enhance efficiency and productivity for customers	• Establishing comprehensive cooperation with NVIDIA to drive global AI and cloud computing development; • Launching two AI Factories in Vietnam and Japan; • FPT.AI recognized as a “Made in Vietnam” flagship digital technology product for the 2018-2024 period; • akaBot featured in Gartner® Peer Insights™ Report for the second consecutive year; • Introducing FPT AI Agents, a next-generation AI platform for businesses; • The Made-by-FPT ecosystem with more than 200 products, services, and solutions; • Base.vn platform surpasses 10,000 active business users.
Enhancing FPT’s brand reputation	• Continuing to solidify its position as an industry leader, earning prestigious global awards in management, business, and technology, including Top 50 IT Service Companies in Asia, Largest IT Service Company in Southeast Asia, Top 5 Strongest Brands in Vietnam, Top 10 Best Corporate Governance Enterprises in the Large-Cap Group, Top 10 Golden Stars of Vietnam, Top 10 Best Places to Work in Vietnam.



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Shareholders and investors

Activity highlights	2024 Results
Setting orientation and business strategies that closely reflect the market trends and significant technology movements in Vietnam and globally	• Announcing the “AI - Semiconductor - Automotive - Digital - Green” strategy, setting the direction for long-term growth and expanding into high-tech sectors such as AI, semiconductors, and digital automotive technology, while sustaining strong growth in digital transformation and sustainable development.
Developing action plans and solutions to materialize business goals, ensuring adherence to orientations and strategies	• Continued steady growth, with revenue and pre-tax profit increasing by 19.4% and 20.3%, respectively, compared to the same period. Profit after tax for parent company shareholders reached 7,857 billion VND, marking a 21.5% increase.
Ensuring shareholders' interests	• Total dividend payment: 2,741 billion VND; • Earnings per share (EPS) reached 4,944 VND, reflecting a 22.0% growth over the same period; • 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	• 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 3 Large-caps with the most favored IR activities by investors and Top 3 Large-caps with the most appreciated IR activities by Financial Institutions.

Employees

Activity highlights	2024 Results
Fostering a sophisticated environment characterized by fairness and equality, irrespective of gender, age, or hierarchical level	• Being ranked among the Top 10 Best Places to Work in Vietnam, leading in the IT, Software & Applications, and E-commerce sectors; • Being recognized among Top 100 best places to work in Vietnam, Japan, the US, and Singapore; • Female employees account for 37.1% of the total workforce (exceeding the global IT industry average of 25%); • Attracting talent from 87 nationalities worldwide, marking an 19.3% increase year-on-year.
Building a transparent, friendly, and positive work environment	• Launching the iNghe platform – a dedicated channel for employees to share feedback, voice concerns, and contribute candid insights, fostering an open and supportive culture; • Encouraging feedback to uphold the Corporation’s core values and propose improvements that enhance work efficiency and operational processes.

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Employees (continued)

Activity highlights	2024 Results
Constantly providing opportunities and challenges at work; promoting R&D activities resulted in highly innovative technological solutions and products	- Strictly enforcing the issued Regulations on managing and developing key products, services, and technologies. In 2024, FPT rolled out 77 newly researched and developed products across insurance, healthcare, automotive, finance, and digital transformation, expanding the Made-by-FPT ecosystem to 246 products; - iKhien – the FPT Innovation Award – has been going strong for eight consecutive years, recording 3,350 initiatives in 2024, a 15% jump from the previous year, bringing in benefits worth 865 billion VND. Four standout products from iKhien have been scaled up across the Corporation to boost operational efficiency and enhance employee and customer experience, including: App FIS 30 The Next (Optimizing communication and event management); FPT Claim Online (Online insurance claims system); FPT Camera Agent (Camera monitoring solution)); FPT My Task (Task management on MyFPT); - Each subsidiary runs its own innovation programs like BirdTank, Innovation Radar, and Innovation Fox, which act as filters for high-quality initiatives to enter the iKhien final round at the corporate level; - Hosting nine online and offline Product Day x Techtalk events, attracting 40,000 views and 300 technology officers and product owners across the Corporation.
Carrying out the workforce development plan following the Corporation’s goals and strategies	- Training programs have been rolled out across the organization, totaling over 06 million training hours. The number of trained employees shot up by 35%, total training hours climbed by 14%, and the number of technology certifications jumped by 35% compared to 2023; - Investing in global learning platforms to cater to employees’ professional growth and diverse learning needs, including Coursera, Udemy, and Udacity; - Spending 184.7 billion VND into internal training activities, with 98.8% of employees leveling up their basic AI knowledge, totaling over 109,200 training hours; 97.5% of employees have gained insights into ESG trends and information, completing over 118,000 training hours; - 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	- Fully implementing insurance and welfare policies to ensure compliance with legal regulations while enhancing employee well-being, including FPT Care insurance for employees and their families; “Settling Down for career stability” policy; FPT Small tuition support policy; - Establishing policies to foster a fair and equitable work environment, such as Human rights respect policy; Employee health care regulations; Collective labor agreement; Performance management regulations; Periodic workplace dialogue regulations.
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; - The Happy Run Race engaged over 45,000 employees, covering more than 3.3 million km.



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Government, Ministries, and Public agencies

Activity highlights	2024 Results
Conducting R&D initiatives aiming to create technological solutions that help realize the goals of both major national programs and projects	- FPT Long Chau and the Research and Application Center for Residents Data (RAR Center) - Ministry of Public Security (Department C06) officially launched the electronic authentication service for FPT Long Chau pharmacy via VNeID; - 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 31 provinces and cities nationwide to accelerate digital transformation in three key pillars; - Being recognized as one of the exemplary units for implementing the chip-embedded citizen identification verification service and Project 06 models; - Taking on the mission of leading strategic digital technology at the Vietnam National Forum on Digital Technology Enterprise Development; - Providing advanced technological solutions to Metro Line 01, ensuring it meets the standards of metro systems in Singapore, Japan, and Europe; - Supporting HCMC in developing and deploying the “Digital Citizen” application.
Fulfilling corporate responsibilities, such as tax obligations and social insurance payments	10,000 billion VND of contribution to the State budget. - Consistently fulfilling all obligations to the State and rank among the Top 10 Private Enterprises contributing the largest budget in Vietnam.
Enhancing the reputation of Vietnam’s IT industry	- Actively participating in and co-organized major events to drive Vietnam’s digital economy development and elevate the country’s IT industry on the global stage, including: FPT Techday 2024; Vietnam - ASIA DX Summit 2024; Vietnam E-commerce and Digital Application Forum 2024; Techconnect and Innovation Vietnam 2024; - Being ranked among the Top 50 IT Services Companies in Asia Pacific (Gartner) and recognized as the largest IT Services Company in the Top 500 Largest Enterprises in Southeast Asia (Fortune); - Securing a record-breaking 225 million USD IT service contract internationally and expanding operations in the USA, Japan, South Korea, China, Sweden, and Germany; - Investing in two AI Factories in Japan and Vietnam; - Being chosen as the comprehensive digital transformation consulting partner for numerous TOP VNR 500 businesses.



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Community

Activity highlights	2024 Results
Joining efforts with the community to overcome challenges toward a better life.	• Pouring 66.3 billion VND into CSR events and initiatives, delivering tangible benefits, both physical and non-physical, to the community; • Constructing 431 bridges in rural areas for students across the nation; • Launching the “Together we sow millions of smiles” campaign, where employees donated one day’s salary, raising 22.7 billion VND, which marks a nearly 30% increase from 2023;
Implementing scholarship programs to support young talents.	• Granting 168.1 billion VND in Nguyen Van Dao scholarships; • Funding the construction of 35 libraries, each equipped with 15 tablets, headphones, and learning accounts for Math, English, and Vietnamese.
Enhancing IT applications in education and social activities and promoting innovative knowledge and technology throughout the community.	• Fostering VioEdu – an Edtech solution with 15 million user accounts. This platform stands as the sole online platform integrating premium teaching and learning tools for students, educators, and schools; • 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 in numerous localities across the country; • In the 2023-2024 academic year, Violympic attracted over three million students, with more than 23,000 outstanding “digital citizens” recognized and honored.

Partners and suppliers

Activity highlights	2024 Results
Developing and applying working and behavioral standards while communicating with partners	• 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 were treated with equality. The company upheld principles of fairness, respect, and legal compliance in all interactions.
Building long-term alliances with its partners through industry, geographical area, and market sectors	• Signing comprehensive digital transformation cooperation agreements with 31 provinces and cities; • Partnering with large enterprises such as Ba Huan, Thien Long, Tan Long, Flamingo, An Gia, Vinaseed, Coteccons, EVNGENCO1, Gas South in digital transformation and enhance operational efficiency; • Over 10,000 small and medium-sized businesses have been utilizing the Base.vn business management platform; • Continuously enhancing individual customer service and service experience with the support of Chatbot, Voicebot, and AI.

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Press and media agencies

Activity highlights	2024 Results
Regularly and proactively providing information to the press and media through FPT newsletters, press releases, press conferences, and PR/IR articles.	• Providing valuable and helpful information to stakeholders, allowing public acknowledgment of various topics, from business know-how and new technology trends to the Corporation's performance and development orientation; • 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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THE MECHANISM FOR CRITICAL ISSUE IDENTIFICATION

Key issues in FPT’s ESG activities are identified based on the principle of shaping a business strategy that drives the Corporation’s sustainable growth while sharing benefits and ensuring maximum value for stakeholders and the community, all while staying in line with relevant legal regulations.

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 for the Corporation and subsidiaries.
Subsidiaries	- Ensuring the realization of sustainable development objectives following the Corporation’s orientation and strategy; - Preparing periodic reports on the implementation of 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 interest to the 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 stakeholders.

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

Based on the above principles and identification process, FPT selected four critical issues, including: Governance toward sustainable development; The world-class, joyful workplace culture; Environmental sustainability initiatives; 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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IMPLEMENTING MANAGEMENT PROCEDURES IN ACCORDANCE WITH 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 stakeholders.

In 2024, 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, enhancing operational efficiency and labor productivity.

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

No.	Business 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 27001:2022 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; - ISO/IEC 30107-3:2017 – Biometric Anti-Spoofing Standard; - CREST - Council of Registered Ethical Security Testers certification for SOC services (Information Security Monitoring and Incident Response) - PCI DSS - Security standards for organizations in processing international payment card data; - SOC 2 type 2 - A set of criteria for assessing the reliability of customer data management services developed by the American Institute of Certified Public Accountants (AICPA); - ISO/IEC 27018:2019 - A set of codes of practice focused on protecting personal data in the Cloud; - ISO/IEC 27701:2019 - The Standard for Privacy Information Management; - HITRUST r2: HITRUST CSF® v9.3 Risk-based, 2-year; - ISO 45001:2018 – The International Standard for Occupational health and safety management systems.

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No.	Business sector	Certifications
3	Telecommunications	- ISO/IEC 27001 Information Security Management Standard; - ISO/IEC 27017: Code of practice for information security controls based on ISO/IEC 27002; - 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: Societal security – Business continuity management system standard.
4	Education	- ISO 21001:2018: International Certificate for Educational Institution Management System; - Standards for accreditation of educational institutions promulgated by the Ministry of Education and Training, Ministry of Social Affairs issued; - Quality accreditation by ACBSP (US) – one of the leading global accrediting organizations in the economic sector; - Quality accreditation certification for the Information Technology training program from AQAS, a German organization and a member of the European Association for Quality Assurance in Higher Education; - The 401-600 range out of 2,152 universities worldwide, according to the THE Impact Rankings 2024.



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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, the Procurement Department meticulously assesses, selects, executes, and oversees the Corporation’s procurement and service utilization activities. This ensures alignment with distinct procedures and regulations applicable to each service category and product.

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.

In 2024, FPT has:

- Rolled out a Sustainable Procurement Policy, laying out fundamental principles for making purchases that maximize positive impacts on the environment, economy, and society while ensuring fairness, transparency, and full compliance with legal and company regulations;
- Updated the Procurement Process, considering integrating sustainability criteria when sourcing, evaluating, and selecting suppliers;
- Inserted a “Commitment to Anti-Bribery” clause into all contracts;

- Added energy efficiency and environmental friendliness criteria, weighing up to 5% of the total evaluation score for procurement options involving electricity-consuming equipment.

Additionally, FPT has ramped up communication and training efforts through initiatives such as:

- Delivering courses for all procurement staff across the Corporation on sustainable procurement goals and policies, achieving 100% participation from specialized personnel;
- Sharing CSR information and raising awareness with 46 key suppliers via email;
- Broadcasting updates on “Transparency in FPT procurement activities using AI” through internal communication channels, garnering over 8,400 views.

2024 also marks the first year FPT has rolled out ESG measurement and assessment for suppliers, tracking key indicators such as the percentage of major suppliers undergoing CSR evaluation and the percentage of key suppliers with principle contracts covering environmental, labor, and human rights provisions.

Most notably, leveraging its technological expertise, the Corporation has utilized AI to enhance transparency and mitigate risks in procurement with features like “AI - Supplier Suggestion” and “AI - Price Difference Control”. FPT plans to roll out a procurement portal where all information on procurement activities will be centrally stored for easy access and monitoring.



FPT’s F-Town 3 Campus in Ho Chi Minh City is a nearly 70,000-square-meter facility.

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DATA GOVERNANCE AND SECURITY

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: Confidentiality; Integrity; Availability; and 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 holds in high regard the privacy of all individuals, including employees, customers, partners, and suppliers, including their personal data. Committed to handling personal data in line with its values and fully complying with legal regulations, FPT deploys technical measures to safeguard confidentiality and ward off unauthorized access, collection, use, disclosure, copying, or processing of customers' personal information.

To help customers better understand the purpose and scope of data collection, as well as the protective measures and their rights, FPT has issued a Personal Data Protection Policy. In addition, FPT has developed regulations on information security management and incident response to ensure that any incidents are promptly detected and resolved, maintaining the stable operation of its information systems.

In 2024, FPT has introduced additional procedures and lay out detailed guidelines for implementing the legal provisions of Decree No. 13/2023/ND-CP. Responsibilities will be clearly assigned to network security departments to roll out information security training, assess data management systems, and double down on developing internal applications to tighten access control. Furthermore, data will be encrypted using the AES (Advanced Encryption Standard).

In 2024, the Corporation successfully avoided any information security incidents that could have had a detrimental effect on its reputation by implementing these initiatives:

- Procure and deploy unified security solutions across the entire Corporation;
- Enhance information security awareness for 100% of employees, including running phishing simulation campaigns to raise vigilance against personal data theft and malware attacks;
- Proactively and regularly assess the Corporation's and subsidiaries' security maturity in accordance with the ISO 27001:2022 standard.

Scope of corporate policies and the incident response plan

Response plans when data security incidents arise fully adhere to two levels:

- Remedy: Immediately, security breaches will 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;
- Prevention: Based on understanding the root causes, prevention plans will also be devised and strictly enforced.

The critical 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.





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RISK MANAGEMENT

Depending on the characteristics of each business sector, the risk management framework will be directed, approved, and improved by the CEO every year. In terms of sustainable development, FPT identified five core risk groups: Strategic risks; Operational risks; Financial risks; Regulatory risks; and Risks related to the environment, natural disasters, and epidemics.

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; - 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.

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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; - 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 implementing 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.	

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Risks related to environment, natural disasters, and epidemics

Type	Content	Risk management measures
Risks related to the environment, natural disasters, and epidemics	- Climate change causes unusual weather conditions, impacting infrastructure; employee health, and overall operations. - Natural disasters may disrupt business activities; - Epidemics directly threaten employee health, reduce labor productivity, and interrupt business operations.	- Identifying potential risks related to environmental changes, natural disasters, and epidemics, and assess their impact on infrastructure, human resources, and supply chains. - Investing in developing solutions and tools to enable safe remote working, ensuring that all operations continue smoothly under all circumstances; - Developing scenarios to ensure business continuity in different situations.



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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.

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.

- Implementing management procedures under international standards
- Toward sustainable procurement
- Data governance and security
- Risk management
- The prevention of interest conflicts, fraud, and corruption
- Internal control

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 bolster internal control activities and cut down on risks, particularly those tied to sustainable development, the Corporation has:

- Stepped up its internal control system and rolled out a risk management policy;
- Mapped out a detailed operational plan for the internal control framework. Accordingly, the Head of the Compliance Monitoring Department, the Chief Quality Officer, and the Heads of vertical functional departments are tasked with compiling a compliance control plan that aligns with their respective management areas. At the same time, the Corporation has also carried out unscheduled control sessions to fine-tune the system in a timely manner.

In 2024, FPT has launched several key control initiatives to stay ahead of potential risks that could impact the operations of the Corporation and its subsidiaries, including:

- Keeping tabs on compliance with legal regulations, internal policies, and operational guidelines in managing and running business activities;
- Assessing different topics such as procurement and ad hoc or periodic construction of subsidiaries in close coordination with specialized departments within the Corporation;
- The focus is on overseeing and managing activities between the Corporation/subsidiaries and suppliers/partners to ensure fairness and transparency, fostering a spirit of mutually beneficial cooperation while mitigating risks in business and production operations.

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.

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

THE WORLD-CLASS, JOYFUL WORKPLACE CULTURE

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 joyful 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.

DIVERSITY, EQUITY, AND INCLUSION

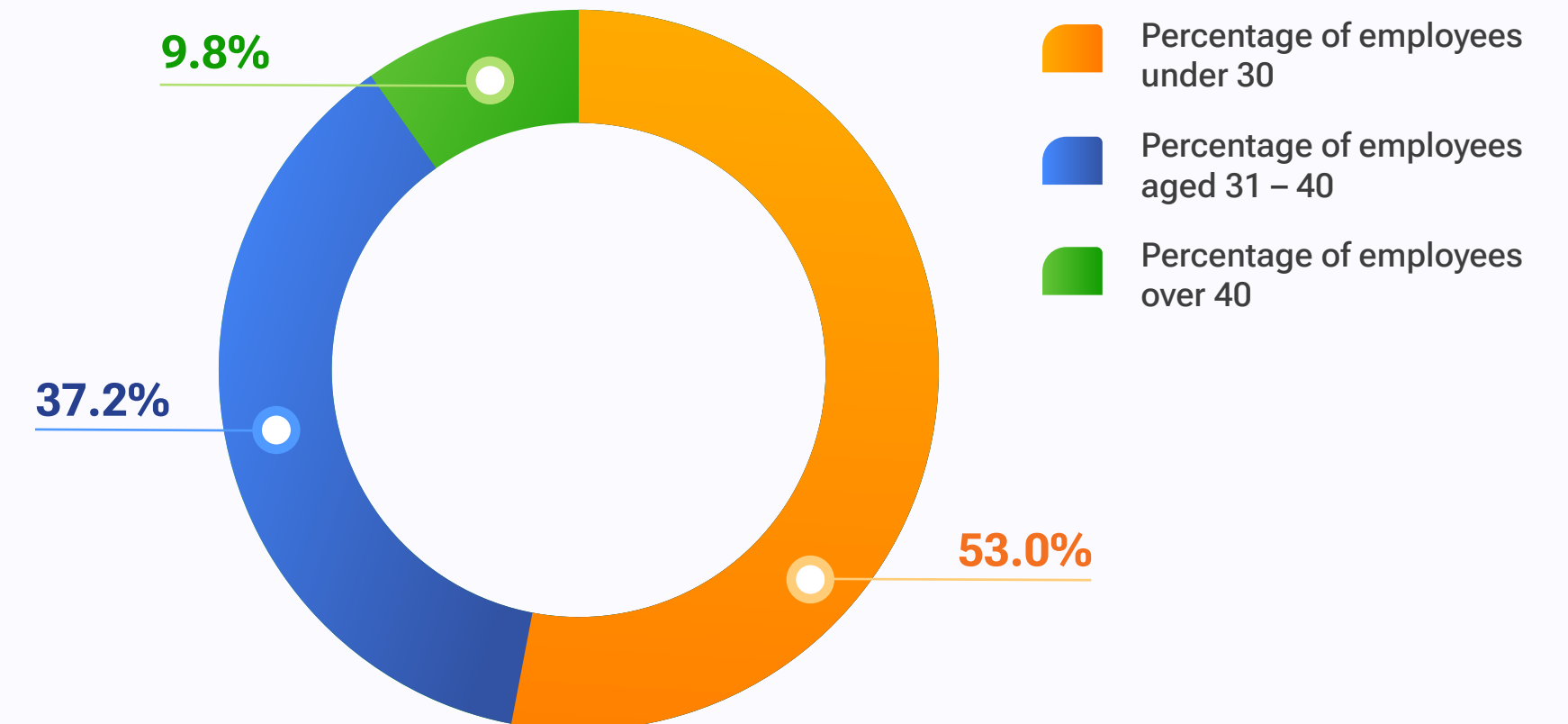
Diversity in culture, nationality, ethnicity, age, and qualification

As a Vietnamese company with a global presence, FPT boasts a diverse labor force including 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. As of December 31, 2024, FPT has employed 54,687 individuals working in over 30 countries, including 3,489 foreign employees from 87 nationalities, mainly from the US, Japan, Slovakia, Malaysia, Mexico, the Philippines, and others - an 19.3% increase compared to the same period last year.

Turnover rate (TOR) reached the lowest level in the past six years, with TOR of the Technology sector at 13.9%, only half the rate of 2019, reflecting a stronger employee retention trend.

The demographic trend reflects a continual decrease in the average age of personnel. Individuals under the age of 30 constitute 53.0% of the total workforce. Conversely, employees over 40 comprise 9.8% of the total employees. Notably, managers under 40 represent 60.8% of the total managerial positions. In terms of qualifications, individuals holding graduate and postgraduate degrees consistently make up over 80% of the total workforce.

FPT's workforce by age



54,687 Employees

3,489 Foreign employees

87 Nationalities

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

Enhancing gender equality

With the vision that people are the greatest asset, from the very beginning, FPT has always promoted respect for human rights and strived to maintain a working environment that ensures democracy, freedom of creativity, trust, opportunities for learning, and access to new knowledge to foster aptitude, and creativity. FPT always supports and creates every opportunity to develop new ideas and products, and innovative approaches that bring value to both employees and the organization.

At FPT, employees have the right to express opinions, engage in dialogue, and defend their views based on the principles of democratic centralism, collective opinion, and open, honest discussion, without any distinction of position or personal relationships. Leaders and managers are responsible for recognizing, addressing, respecting, and creating opportunities to promote everyone’s talents.

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. The Corporation also prohibits the employment of workers under 18.

With these efforts, as of December 31, 2024, female employees at FPT accounted for 37.1% of the total workforce, higher than the global IT industry average of 25% (according to International Labor Organization statistics). Female managers accounted for 36.0% of the total number of managers, including senior roles such as Chairwoman, Deputy CEO, and CEO in subsidiaries.

WORKFORCE BY GENDER

Unit: individual

	2024	Percentage/Total workforce
Total workforce		
Female	20,280	37.1%
Male	34,407	62.9%
Managerial level		
Female	1,090	36.0%
Male	1,941	64.0%



FPT promotes respect, democracy, and creative freedom, enabling individuals to thrive. In 2024, turnover hit a six-year low, with the technology sector at 13.9%.

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

OPPORTUNITIES FOR LEARNING AND ADVANCEMENT

Promoting internal training

FPT consistently fosters a learning culture and significantly enhances employees’ technological capabilities, reinforcing its status as a world-class technological enterprise. **In 2024, FPT’s expenditure on in-house training activities reached 184.7 billion VND. Training performance indicators showed impressive growth, with the number of employees trained increasing by 35%, total learning hours rising by 14%, and the number of technology certificates awarded increasing by 35% compared to the same period.**

All employees of level 02 and above must attend the annual training programs of the Corporation and were provided with accounts to complete online courses. In 2024, MOOCs programs were broadly implemented, achieving over 3.7 million learning hours, with a course completion rate of up to 99.1%. FPT also continued to implement Udemy, the world’s largest online learning platform, with study hours making up 30% of total MOOCs learning hours, averaging 30 hours of learning per account. Additionally, in 2024, FPT partnered with Udemy to provide 58,200 learning accounts for employees, aimed at enhancing professional skills and capabilities.

Furthermore, to foster personal development and provide guidance and problem-solving strategies for key personnel, **the Master–Disciple Program** continued its implementation, featuring nearly 1,159 hours of meeting. This initiative attracted 125 Masters and 981 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, drawing the participation of 2,594 Mentors and 8,288 Mentees, resulting in 130,241 activity hours, up 2.5 times compared to 2023.

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 55,300 training hours in 2024. MiniMBA shortens and distills the quintessential content of the MBA program to help learners consolidate core management knowledge as well as systematize essential and professional management skills.

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 740 middle-level managers through

2,005 training sessions, totaling more than 13,000 hours of combined study and practical exercises to enhance personal skills, operational competencies, and management proficiency.

FPT also implements training programs for technology and operations management staff, creating opportunities for employees to stay updated on technology trends, AI developments, ESG topics, professional knowledge, and enhance their learning experiences. Notably, large-scale eLearning training for employees has helped 98.8% of employees improve their basic AI knowledge (equivalent to over 109,200 hours of study); 97.5% of employees understand and access information and trends on ESG, (equivalent to more than 118,000 hours of study). At the same time, FPT focuses on eLearning programs aligned with the Corporation’s strategic direction and implements a series of Core Values training programs to help employees deepen their understanding, maintain, and promote FPT’s core values.

In 2024, FPT organized a series of 72-hour experience programs for new employees, along with a series of contests featuring eight competitions and 5,240 participants across subsidiaries designed as talent contests to enhance professional skills, soft skills, and situational handling abilities.

TYPICAL TRAINING OUTCOMES IN 2024

No.	Indicator	2024
1	Training budget (VND)	184,729,673,087
2	Total number of training sessions (session)	1,152,259
3	Total training hours (hour)	6,365,814
4	Number of training sessions/person (session)	25
5	Number of training hours/person (hour)	139
6	Number of new technology certificates (certificate)	19,488

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

Rotation and 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 sustainable development for the Corporation.

In 2024, hundreds of leaders and managers at all levels were rotated, appointed, and promoted, demonstrating the effectiveness of this program. Typical cases include: Executive Vice President of FPT, Head of FPT Procurement, Head of FPT Compliance and Legal Supervision, Director of Human Resources of FPT Software, and Chief of Delivery Officer of FPT Software.



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



Talent contests

As the longest-established competition of the Corporation, “Trạng 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. The Corporation and its subsidiaries appointed various past Trang contest winners to key positions, including Executive Vice President of FPT, Chairman of FPT Telecom, CHRO of FPT Corporation, CMO of FPT Corporation, COO of FPT Retail, and Headmaster of FPT Polytechnic. In 2024, the competition adopted a fresh format featuring multiple rounds and introducing diverse evaluation methods from which to find out the excellent winners, drawing significant participation.

The 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 – Teammate – Fairness – Exemplarity – Visionary”. 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.

Launched in 2017, the iKhien program has not only successfully preserved and promoted FPT’s “Innovation Gene” but also motivated employees to tackle enormous challenges and apply ideas more broadly when developing and implementing initiatives. After eight years, with 9,300 initiatives, iKhien has contributed significantly to replicating successful initiatives and expanding the network of innovators across the Corporation. We estimate that recognized initiatives from the program will boost FPT’s labor productivity by 30% annually. In 2024, iKhien recorded a record-breaking 3,350 initiatives, generating 865 billion VND in profit for FPT.

Implementing the OKRs (Objectives and Key Results) management method 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 contributing considerably 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. In 2024, talent search competitions underwent several innovations in their format, allowing the corporate leaders to gain a more well-rounded evaluation of candidates and identify outstanding young talents.

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

COMPETITIVE REMUNERATION AND BENEFITS POLICIES

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.

Remuneration and benefits policies

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.

Other welfare regimes

Persistently pursuing the goal of becoming a “Happy Workplace”, FPT weaved a vibrant picture of 2024 through a series of breakthrough programs, policies, and remarkable achievements, spreading the value of happiness to every employee. A variety of differentiated welfare programs, aimed at comprehensive care for employees and their families, have been continuously implemented and regularly updated and improved over the years:

- **The Periodic Health Checkups:** were organized annually in reputable hospitals at the expense of the Corporation for all employees with formal labor contracts; Annual health check-up is a mandatory program for employees. FPT partners with leading medical service providers to ensure high-quality health check-ups for all employees;
- **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;
- **FPT Care Insurance** provides different coverage levels based on an employee’s position within the organization. FPT Insurance Care is provided by FPT to all employees, covering comprehensive health insurance benefits (including disability due to illness, maternity, inpatient, outpatient, and dental care) and accident insurance (covering permanent disability, temporary total disability, and death). Additionally, employees’ relatives are offered the opportunity to purchase health insurance packages at preferential rates.

Not only focusing on diverse welfare programs for employees, FPT also introduces initiatives and policies for employees’ families, with a special focus on the FPT Small group (children of FPT employees), such as: tuition support policy for FPT Small attending schools within the FPT education system, and organizing various programs and international summer camps to help FPT Small develop and enhance essential skills.

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

PHYSICAL AND MENTAL WELL-BEING CARE

Corporate culture

For 36 years, we have continuously nurtured our unique corporate culture, which gives us a distinct advantage in attracting talent and fostering cohesion among staff. Throughout the year, FPT hosted various significant cultural events such as 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), and Men's Day (November 11). 2024 marked a memorable milestone, as FPT connected global employees for the first time through an online celebration of the Corporation's 36th anniversary, demonstrating unity by sharing gifts and contributions to support FPT employees and communities affected by Typhoon Yagi.

FPT has rolled out a series of Happy Workplace programs to spread the word about FPT's mission of "Building a Happier Future" while also shedding light on the concept of "employee experience." These initiatives aim to foster a work environment where employees can freely innovate, build their careers, and chase their passions.

The Corporation also strongly emphasizes workplace facilities. Thousands of billions of VND have been invested in setting up state-of-the-art campuses and high-end, well-equipped offices, with a seamless ecosystem designed to cater to employees' needs, from work and entertainment to learning and accommodation. In 2024, FPT launched the third subdivision of the FPT Complex in Da Nang, which houses 10,000 employees. At the same time, FPT opened new offices in prime locations in Japan, South Korea, China, Sweden, Saudi Arabia, and other potential markets.

FPT actively promotes sports and health programs to improve employee well-being, including: Organizing sports clubs such as football, cycling, and jogging clubs; Hosting seminars and talks to raise awareness about physical and mental health, including how to recognize and address health issues and prevent common and office-related illnesses. The Happy Run race was held, attracting over 45,000 employees who ran a combined 3.3 million km. Popular tournaments like Men's Football, Women's Football, and Badminton also received enthusiastic participation from employees, both as competitors and supporters.

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.

Performance evaluation at FPT is fully digitized through platforms developed in-house. The iPMS system is used for monthly performance evaluations, while the OKR system is applied to set and track quarterly key objectives across the Corporation.

FPT is also one of the pioneers in Vietnam in deploying myFPT, an employee interaction platform. This "Made by FPT" application enables employees to easily access personal information as well as to receive timely recognition and rewards. Moreover, the app allows employees to stay updated on company news and engage with FPT and its subsidiaries through interactive games and activities.

In addition, FPT also attached great importance to business automation solutions to optimize labor productivity. "Made by FPT" applications such as Uservice (digital signature), Epayment (online payment), and Foxpro (work time management) help employees reduce paperwork and streamline processes, boosting productivity. FPT remains committed to investing in and developing technology solutions to continuously enhance productivity and improve the work experience for employees across the Corporation.

In 2024, as part of its "Creating Happiness" journey, FPT has continually enhanced and expanded the Reward and Recognition System. Two key features, which are "Celebrate" and "Praise", were designed to increase interaction and promptly recognize employee contributions. Managers and leaders can instantly reward employees via the myFPT application for any notable achievements or outstanding efforts. In 2024, nearly 120,000 reward cards were issued, with approximately 40,500 individual recognitions and nearly 18,200 team recognitions.

With these improvements, FPT not only creates a dynamic working environment, but also demonstrates deep respect for each member. This is the key to building a cohesive, happy team and conquering new heights together.

In recognition of FPT's ongoing efforts, in 2024, FPT was honored as the Best place to work in Vietnam. Additionally, FPT in Germany and the Philippines received the Great Place To Work® award, a prestigious global recognition for outstanding work environments. Previously, FPT was also recognized as the best workplace in Japan and Singapore.

- Environmental policy
- Adherence to legal regulations
- Management of energy consumption and greenhouse gas inventory
- Establishing an eco-friendly working environment

ENVIRONMENTAL SUSTAINABILITY INITIATIVES

FPT is committed to minimizing its environmental impact through continuous monitoring, adaptation, and the application of flexible technologies in the use of energy and resources. The Corporation has consistently and comprehensively implemented the overall solutions outlined in its Environmental Policy.

Because of the nature of operating in the technology sector, FPT does not use direct input materials in the process of researching and developing products, services, and solutions, reducing resource consumption and limiting environmental impact.

FPT focuses on achieving key environmental protection goals, including: (1) Issuing the Environmental Policy; (2) Complying with legal regulations; (3) Effectively managing energy consumption and conducting greenhouse gas inventories; (4) Building a green work environment.

ENVIRONMENTAL POLICY

In 2024, FPT issued an Environmental Policy focusing on key areas such as: reducing energy consumption; limiting the use of toxic chemicals; controlling and treating waste; promoting recycling; controlling greenhouse gas emissions and encouraging sustainable consumption. At the same time, FPT is committed to raising environmental awareness across the Corporation through communication and training activities.

This policy outlines specific commitments and roadmaps aligned with Vietnam's national environmental goals. FPT aims to source 2.5% of its total electricity consumption from renewable energy by 2026 and to convert its entire lighting system to 100% LED. Notably, by 2030, FPT is committed to reducing total greenhouse gas emissions by 15.8%, contributing to Vietnam's national emission reduction targets.

Through these initiatives, FPT affirms its pioneering role in environmental protection and the promotion of sustainable development.

ADHERENCE TO LEGAL REGULATIONS

Over the years, FPT Corporation, along with its subsidiaries, has registered no 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 Corporation's data information system.

Key environmental activities regularly carried out by FPT:

- Conducting environmental impact assessment reports for all projects in accordance with the regulations stipulated in the Law on Environmental Protection 2020, effective from January 1, 2022, and Decree 08/2022/ND-CP detailing specific articles of the Law on Environmental Protection;
- 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.

- Environmental policy
- Adherence to legal regulations
- Management of energy consumption and greenhouse gas inventory
- Establishing an eco-friendly working environment

MANAGEMENT OF ENERGY CONSUMPTION AND GREENHOUSE GAS INVENTORY

2024 marks FPT's second consecutive year of implementing a Group-wide greenhouse gas inventory, reinforcing its commitment to sustainable practices.



Scope and method of data collection

100%

Facilities under FPT's operational control conducted GHG inventories

100%

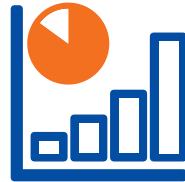
Greenhouse gas emissions data for Scopes 1, 2, and 3 standardized and consistently implemented

100%

Scope 1 and 2 emissions data collected and calculated

Scope 3

Piloted at selected subsidiaries



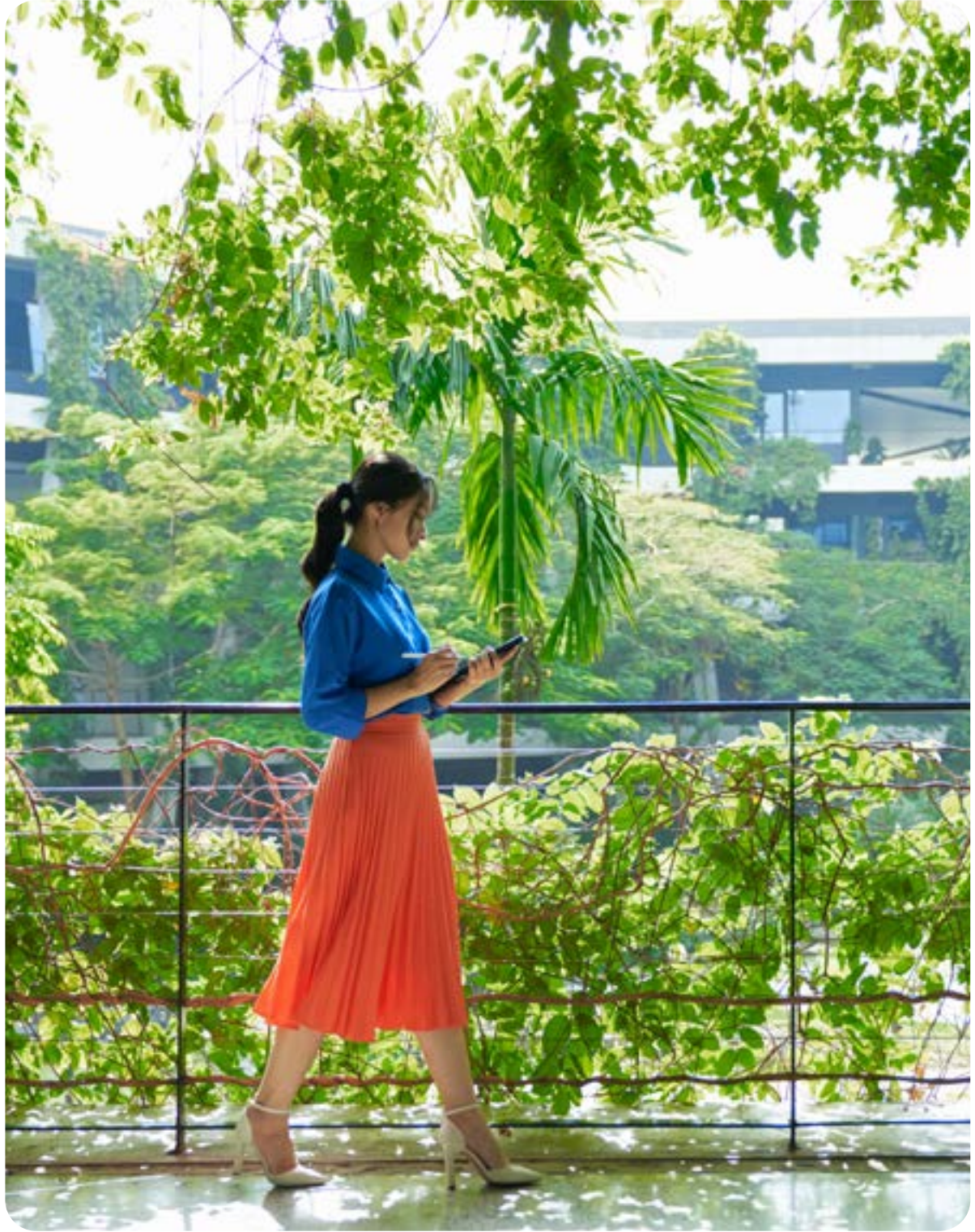
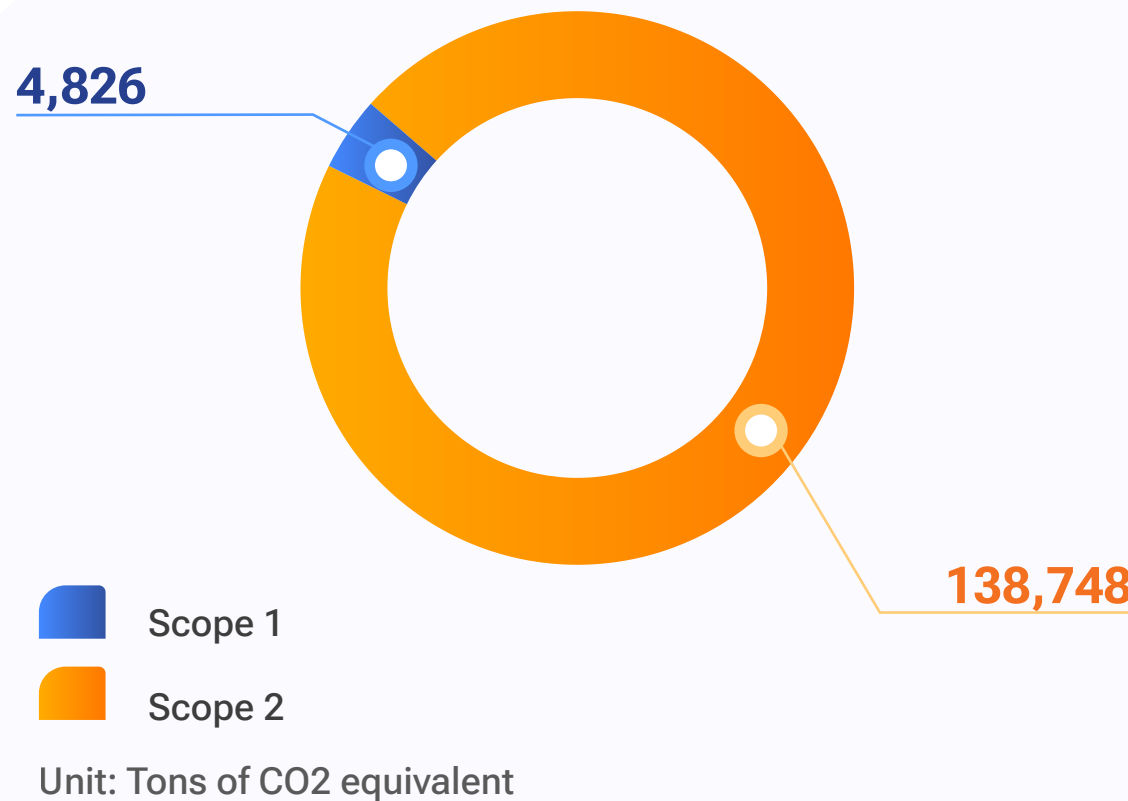
FPT's 2024 Greenhouse Gas (GHG) Emissions Inventory

143,574 Ton CO2

Total greenhouse gas emissions - Scope 1 and 2

The majority of emissions come from electricity consumption for FPT's business operations, with Scope 2 accounting for 96.6% of total emissions. Emissions from electricity increased by 16% compared to 2023, in line with FPT's business growth trend in 2024.

FPT is actively implementing measures to reduce greenhouse gas emissions from electricity consumption specifically, and from all sources in general, to achieve its NetZero target by 2040.



FPT tracks greenhouse gas emissions from the following sources:

- Scope 1** - Direct greenhouse gas emissions from sources owned or controlled by FPT.
- Scope 2** - Indirect greenhouse gas emissions from the consumption of purchased electricity, steam, or heat from external suppliers.
- Scope 3** - Other indirect greenhouse gas emissions arising from FPT's value chain.

- Environmental policy
- Adherence to legal regulations
- Management of energy consumption and greenhouse gas inventory
- Establishing an eco-friendly working environment

FPT has developed a comprehensive plan to reduce greenhouse gas emissions from the two primary sources mentioned above, as well as from other sources, with specific actions as follows:

SCOPE 1 – REDUCING FUEL CONSUMPTION FOR VEHICLES AND MACHINERY

- Conduct daily employee surveys on transportation methods to gather data and develop programs/activities encouraging the use of eco-friendly vehicles.
- Implement several initiatives to encourage the use of electric vehicles, such as: installing EV charging stations at various office buildings; collaborating with VinFast to launch incentive programs for purchasing and using electric vehicles;
- Promote public transportation usage, including arranging shuttle buses to transport employees to and from work; establishing bus routes near employees' residential areas; providing corporate ride-hailing accounts;
- Reviewing the Corporation's owned and leased vehicles to recommend suitable upgrades for improved energy efficiency.

SCOPE 2 – REDUCING ELECTRICITY CONSUMPTION

- Developing tailored energy-saving plans aligned with the operational realities of FPT and its subsidiaries. For example, at FPT Tower – the Corporation's headquarters: Adjusting operation times for technical and lighting systems to optimize usage; Maximizing natural lighting during working hours;
- Organizing workshops on Green Transformation and Energy Saving to raise awareness and explore solutions to reduce emissions and conserve energy;
- Installing solar power systems and smart energy management systems at several facilities;
- Closely monitoring monthly electricity consumption; utilizing smart control systems for electrical and water equipment; regularly cleaning heat exchangers, especially air-cooled condensers, to prevent dust buildup that can reduce heat exchange efficiency; ensuring timely maintenance and repairs to prevent energy loss; replacing individual water heaters with a centralized solar-powered hot water system;
- 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.

SCOPE 3: FPT HAS NOT YET IMPLEMENTED GREENHOUSE GAS INVENTORY ACROSS THE CORPORATION. HOWEVER, FPT HAS PIONEERED IN:

- Exploring and piloting the Forest Carbon Credit Project to neutralize/offset greenhouse gas emissions. FPT has consulted with specialized agencies and conducted surveys in provinces such as Quang Binh, Quang Tri, and Thanh Hoa to develop a comprehensive plan for future implementation;
- Successfully carrying out afforestation initiatives in Soc Trang, Thua Thien Hue, and Thanh Hoa, planting 4,500 trees in mangrove areas and nature reserves, contributing to climate change mitigation and ecosystem protection;
- For the goal of carbon neutrality, FPT has been a pioneer in building educational complexes, software parks, green offices using solar power systems;
- 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

- Environmental policy
- Adherence to legal regulations
- Management of energy consumption and greenhouse gas inventory
- Establishing an eco-friendly working environment

Results of water consumption control implementation

In 2024, FPT’s total water consumption reached 827,940 m3, reflecting an increase of 6.95% compared to 2023 (774,152 m3). This rise is consistent with the growth of human resources and the expansion of facilities and operations across the Corporation. To ensure efficient and responsible water use, FPT has implemented the following measures:

- Complying with regulatory requirements for wastewater treatment and recycling as set by relevant authorities;
- Raising employee awareness on water conservation and environmental protection through articles, images, videos on internal communication channels, and posters in public areas;
- Actively utilizing natural water sources, including groundwater and rainwater;
- Conducting periodic inspections and maintenance of the water pipeline system to quickly detect and repair leaks, preventing water loss, while reviewing and adjusting water pressure to meet technical standards.

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 conduct comprehensive monitoring of the workplace environment and subsequently compile detailed reports for submission to the appropriate regulatory bodies. In 2024, 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 third quarter of 2024, 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)	61.4	69.6	58.1	70
Temperature (°C)	20.6	25.1	20.7	-
Humidity (%)	70.4	56.0	72.1	-
Wind speed (m/s)	1.5	0.9	0.8	-
Total suspended dust (µg/m3)	155	130	153	300
CO (µg/m3)	<9000*	<9000*	<9000*	30,000
SO2 (µg/m3)	88	79	84	350
NO2 (µg/m3)	75	68	71	200

(*) Sampling areas

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

- Environmental policy
- Adherence to legal regulations
- Management of energy consumption and greenhouse gas inventory
- Establishing an eco-friendly working environment

Paperless office

In 2024, FPT not only focused on supporting other businesses to transform into green enterprises but also accelerated its internal digital transformation to optimize operations and indirectly reduce negative environmental impacts. Most of the Corporation’s management and operational processes have been fully digitized, shifting toward a smarter and more efficient business model.

In addition, FPT has implemented a Paperless initiative, starting with a comprehensive review and classification of documents to determine which require digital signatures or hard copies. **By 2024, the rate of electronic document usage (Paperless) at FPT reached 78.9%, while paper documents accounted for only 21.1%. Notably, 1,769,884 electronic contracts were executed, representing about 84% of all signed contracts.** This achievement clearly demonstrates the effectiveness of paperless solutions, delivering cost and time savings while contributing to environmental protection. These are critical steps toward becoming a fully paperless enterprise, reducing environmental impact and enhancing operational efficiency.

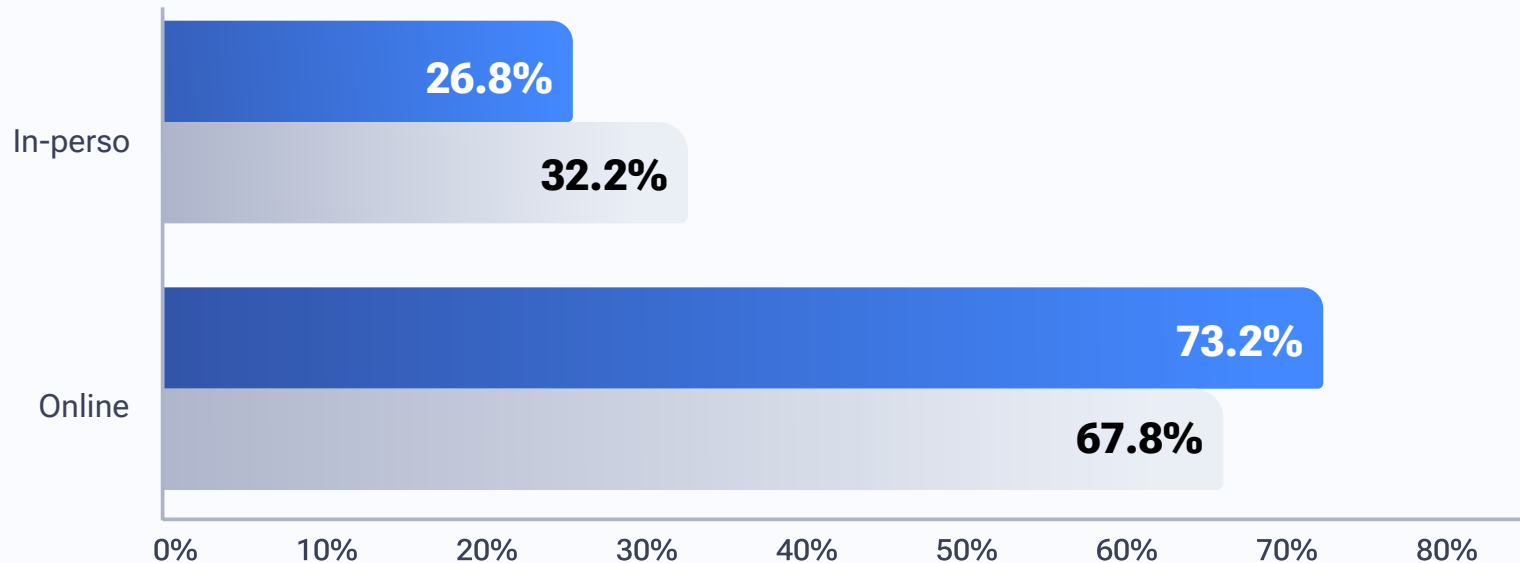
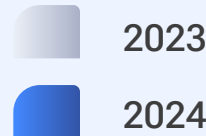
Moreover, the reception and processing of documents at FPT have been completely digitized through document management software developed in-house. This system significantly shortens processing times and improves management accuracy. 100% of internal documents (except those deemed highly confidential) were issued electronically, creating a fast, streamlined, and efficient workflow.

Summary of in-house document digitization from 2022 to 2024

Indicator	2022	2023	2024
Rate of electronically issued documents	7.1%	17.6%	78.9%
Rate of hard copies	92.9%	82.4%	21.1%

In addition, the Corporation actively encouraged employees to use technology solutions for online meetings and discussions instead of frequent business trips, aiming to reduce carbon emissions from personal vehicles. The proportion of online meetings in 2024 accounted for 73.2%.

Rate of online and in-person meetings in 2023-2024



An overview of FPT’s 22,000-square-meter education campus, recognized as one of the most unique green campuses in Ho Chi Minh City.

01 ESG MESSAGES AND ORIENTATION

02 GOVERNANCE TOWARD SUSTAINABLE DEVELOPMENT

03 THE WORLD-CLASS, JOYFUL WORKPLACE CULTURE

04 ENVIRONMENTAL SUSTAINABILITY INITIATIVES

- Environmental policy
- Adherence to legal regulations
- Management of energy consumption and greenhouse gas inventory
- Establishing an eco-friendly working environment

05 TOGETHER FOR COMMUNITY DEVELOPMENT

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) and 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 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;
- FPT Complex in Da Nang is recognized as the first energy-saving project in Vietnam, featuring a range of resource-efficient solutions, including wastewater treatment systems, rainwater collection, and high-performance air conditioning and lighting systems. Certified by EDGE as Vietnam's first energy-saving building, FPT Complex incorporates the latest technical designs for air conditioning and Japanese-standard wastewater collection systems, allowing treated water to be reused for irrigation and garden cleaning. Additionally, construction materials are selected following green architecture trends, promoting sustainability.

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. 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.



A workspace within FPT's F-Ville 1 Campus, covering more than 44,000 square meters at Hoa Lac Hi-Tech Park, Hanoi.

- Foster learning opportunities and cultivate young talents for national development
- Hope School - The Journey of germination
- Enhancing the learning environment and reducing disparities in educational conditions in disadvantaged areas
- Creating a cohesive and joyful community

TOGETHER FOR COMMUNITY DEVELOPMENT

FPT prioritizes community support activities alongside ensuring consistent economic growth, leveraging its technological expertise to provide substantial assistance to society. Over the past 36 years, FPT has remained steadfast in its commitment to sustainable development, placing a strong emphasis on people-centered initiatives. Every year, employees and the Corporation actively engage in social responsibility activities and make financial contributions, with the goal of delivering meaningful and practical value to the community, contributing to building a happier society.

With the active participation of employees, in 2024, FPT contributed 66.3 billion VND to social responsibility programs and events, bringing essential material and spiritual support to 62,540 people nationwide through a variety of meaningful initiatives and activities.

In addition, in 2024, FPT spent 168.1 billion VND to award Nguyen Van Dao scholarships to nearly 8,233 students.

FOSTER LEARNING OPPORTUNITIES AND CULTIVATE YOUNG TALENTS FOR NATIONAL DEVELOPMENT

FPT YOUNG TALENT TRAINING CENTER (FYT)

In its pursuit to foster the comprehensive development and maturation of talented young students across the nation, FPT Young Talent Training 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 influence both domestically and internationally. In 2024, 44 scholarships were bestowed upon promising young talents, totaling an amount of 316.8 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.

NGUYEN VAN DAO SCHOLARSHIP

With the desire to give wings to the young generation, allowing them to study, access new technology, and develop their talents, FPT implemented the annual Nguyen Van Dao scholarship. In 2024, a total of 8,233 scholarships were granted to deserving students from disadvantaged backgrounds, exhibiting outstanding academic achievements or exceptional talents across various provinces and cities nationwide, equivalent to 168.1 billion VND and marking a growth of over 8% compared to 2023.



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HOPE SCHOOL - THE JOURNEY OF GERMINATION

“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 five enrollment cycles, the school has grown from enrolling 34 children initially to accommodating 300 students hailing from 41 provinces and representing 11 ethnic groups. Through their time being “nurtured” at the school, various students have matured and excelled, achieving high honors in various school, city, national, and international competitions, including: Distinction Robothon in Thailand 2024; Finalist Alliance (Alliance Runner-up); Third Prize and

Encouragement Prize at Seamo International Mathematics 2024; Two Third Prizes and eight Encouragement Prizes for excellent students at the city level; Two Second Prizes for excellent students in Geography at the city level and numerous medals in athletic competitions.

Hope School was also honored to welcome Prime Minister Pham Minh Chinh along with senior leaders of ministries, agencies, and local authorities. He expressed his hope that the students will elevate the legacy of national solidarity. Additionally, the Prime Minister encouraged FPT to guide the students toward studying emerging fields such as AI and chips.

In particular, on the morning of May 22, students of Hope School had the opportunity to meet Mr. Narayana Murthy — known as the “Bill Gates of India” and Founder of Infosys, India’s largest information technology company. He highly praised the model and value of Hope School and expressed his desire to “bring this model to India.” According to him, Hope School is nurturing children to become valuable assets for the country. Among these students, some will emerge as scientists, others as successful entrepreneurs, teachers, or scholars. Therefore, he affirmed, the future of Vietnam will be well-secured with this next generation.



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ENHANCING THE LEARNING ENVIRONMENT AND BRIDGING THE GAP IN EDUCATIONAL CONDITIONS IN DISADVANTAGED AREAS

In remote areas of Vietnam, students and teachers often attend classes in makeshift schools, lacking proper equipment and security. 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 accompanied the Hope Foundation and employees in implementing meaningful programs aimed at narrowing the gap in learning conditions between disadvantaged areas and other localities nationwide.

THE “LIGHT UP THE SCHOOL” PROGRAM

Initiated in April 2018, the program 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.

THE “WINGS TO THE DREAM” PROGRAM

Organized annually by FPT employees, the program 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 largest and most enduring community education support initiatives for children in disadvantaged highland areas nationwide. In 2024, the FPT Fund for the Community allocated 4.3 billion VND to carry out activities such as donating bookcases and providing learning and living equipment to various localities across the country.

THE DIGITAL LIBRARY PROJECT

The project was initiated and implemented by the Hope Foundation, with FPT sponsoring equipment and Vuihoc Company providing learning applications, aiming to give students in disadvantaged areas access to knowledge through an online platform, thereby supporting research, enhancing knowledge, and improving learning quality. In 2024, the project is being deployed in provinces such as Dien Bien, Son La, Ha Nam, Thanh Hoa,

Nghe An, Quang Nam, Gia Lai, Dong Thap, and Can Tho, with 35 libraries established. Each library is equipped with 15 tablets, headphones, and learning accounts for Math, English, and Vietnamese. These supported schools are primary schools that do not yet have electronic libraries but are equipped with internet access (wifi) and staffed with specialized librarians.

Beyond providing equipment, the project also focuses on long-term support for schools to ensure the effective use of e-Libraries once operational, through monitoring access rates, software usage, and learning account engagement. Throughout the operation period, a dedicated hotline support team is available to assist students and teachers with studying and research, while also updating books and supplementary learning applications regularly.



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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.

REBUILDING SCHOOLS, SUPPORTING STUDENTS AND TEACHERS AFFECTED BY TYPHOON YAGI

In response to the severe destruction caused by Super Typhoon Yagi, the strongest typhoon in the past 30 years, FPT promptly joined hands with the community to overcome the aftermath. Responding to the “Overcoming Floods with Compatriots” campaign launched by the Hope Foundation, FPT focused efforts on rebuilding devastated schools and providing support for students and teachers, ensuring that education could continue without disruption. Beyond educational support, FPT also aided more than 1,400 families of affected employees, helping them stabilize their lives in the aftermath of the disaster. Typhoon Yagi not only devastated properties and infrastructure but also, with prolonged heavy rains, caused widespread flooding and landslides across many northern provinces, severely impacting communities and livelihoods.

SERIES OF ACTIVITIES TO CELEBRATE THE 70TH ANNIVERSARY OF DIEN BIEN PHU VICTORY

The “Following in Dien Bien’s Footsteps” program, organized by FPT Corporation, VnExpress, and Hope Foundation, featured a range of activities commemorating the 70th anniversary of the Dien Bien Phu victory. These activities aimed to honor the heroic land through community support initiatives, particularly benefiting students in disadvantaged areas. Additionally, the program sought to uphold the tradition of patriotism, instilling a sense of remembrance and gratitude among employees and the younger generation. The program featured various activities, such as incense offering ceremonies to commemorate martyrs, the inauguration of new school facilities, the handover of newly painted school buildings, the presentation of electronic libraries, and the inauguration of public sanitation projects.

“Following in Dien Bien’s Footsteps” is among the community initiatives spearheaded by the Hope Foundation in Dien Bien since 2021.

THE “ELEVATE CHILDREN TO SCHOOL” PROGRAM

Initiated in 2018, the program 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 2024, a total of 431 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 2024, FPT allocated over nine 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

Since 2010, FPT has designated March 13 as “FPT Community Day,” encouraging every employee to contribute to society through tangible actions. 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 each employee to contribute one day’s salary to the FPT Fund for the Community. In 2024, FPT employees united to spread millions of smiles, contributing one day’s salary to support the community, raising 22.7 billion VND, an increase of nearly 30% compared to 2023.

HUMANITARIAN BLOOD DONATION

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. In 2023, 1,657 FPT employees participated, collectively donating 1,880 units of blood. This initiative underscores the importance of sharing positive values, fostering optimism, and collectively contributing to a happy community.



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