ESG REPORT

2023

FPT Software

ESG REPORT 2023

Commitment to support the UN SDGs

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In alignment and support of the United Nations' Sustainable Development Goals
FPT Software's ESG ambitions continue to power our efforts to create values for our stakeholders. Throughout the report, you will find our ESG progress mapped to the United Nations (UN) Sustainable Development Goals (SDGs).

SUSTAINABLE DEVELOPMENT GOALS

1 | Introduction
About the Report

About the report

This Environmental, Social and Governance report, together with our other related publications, shares FPT Software's track record and ongoing efforts to make the world better for individuals, enterprises, and communities through our stories, experiences, operations, and philanthropy.

ABOUT THIS REPORT

This ESG report is created to present the results of sustainable development initiatives as well as short-term and long-term commitments of FPT Software.

The report is made annually. This report's duration is from 1/1/2023 to 31/12/2023. The disclosures in this report are in accordance with the GRI Standard 2021 and SASB standards.

REPORTING SCOPE

The scope of FPT Software's reporting activities includes branches and affiliated units, including:

1. FPT Software Hanoi

2. FPT Software Da Nang

3. FPT Software Ho Chi Minh

4. FPT Japan

This report only FPT Software businesses in Vietnam. In the following years, the report will be expanded to collect and report data related to facilities outside of Vietnam.

APPROACH TO MATERIALITY

The universe of our material topics on ESG is complex and multi-layered, one that is deeply intertwined with the value we seek to create through our business for our stakeholders.

ASSURANCE STATEMENT

Our ESG disclosures are reviewed and verified internally by an independent group, namely, ISC Vietnam Joint Stock Company (ISC).

The figures cover all areas and facilities, including Data on:
-   Environment
-   Labor and Human rights
-   Business ethics
-   Sustainable procurement

The ESG report was built on the principles of inclusiveness, clarity, relevance in current affairs, and reliability.
The ESG report was carried out by the Sustainable Development Management Department of FPT Software.
For any inquiries or feedback related to FPT Software's sustainable development activities and the ESG report, please contact:

- Ms. Nguyen Thi Mai Anh – Head of Sustainable Development Management Department of FPT Software Company Ltd.
- Address: F-Town 3 - FPT Software Office Saigon Hi-Tech Park, Long Thanh My Ward, Thu Duc City, HCMC
- Email: AnhNTM1@fpt.com

1 | **Introduction**
Corporate Overview

Achievements highlight - FPT Corporation & FPT Software

The world-class workplace culture

Great Places To Work
In Vietnam, Japan, the US, Germany, Singapore, and the Philippines

48,162
Stable jobs

2,925
Foreign employees
73 Nationalities

37.4%
Female employees

5.6 millions
House of in-house training
127 Hours/year/employee

Environmentally sustainable operations

**100,000
E-contracts**
6.6% YoY increase

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

100%
International documents to be signed digitally

Corporate Social Responsibility

8,167 Billion VND
Contribution to the State Budget

205.2 Billion VND
CSR sponsorship (2% of FPT Corporation's Profits in 2023)

400
Bridges for students in rural areas

Sustainable governance

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

AI
To be utilized in financial risk management and conflicts of interest prevention

ISO 27001:2013
Information security management systems

ISO 14001:2015
Environment management systems

ISO 45001:2018
Occupational Health and Safety - OH&S

FPT Corporation

Founded	1988
Public Listed	Dec 2006 (HOSE: FPT)
Revenue	USD 2.17 Billion (FY2023)
No. of Employees	48,000+ (core business) 80,000+ (including affiliated companies)

FPT Software

Founded	1999
Revenue	USD 1.001 Billion (2023)
No. of employees	30,000+
Global Presence	30 countries and territories worldwide
Clients	1,100+ clients with 96 Fortune 500 (average customer satisfaction score of 94.94/100)

Global Leading IT Services Company

Global Presence

Americas

USA | Canada | Colombia | Costa Rica | Mexico

Europe & Middle East

Germany | France | Czech Republic
Netherlands | Romania | Slovakia
United Kingdom | Denmark
United Arab Emirates | Saudi Arabia | Sweden

Asia

Japan | South Korea | China | Taiwan
Australia | Hong Kong | India
Vietnam (HO) | Singapore | Malaysia
Indonesia | Philippines | Thailand | Myanmar

Scan QR for details
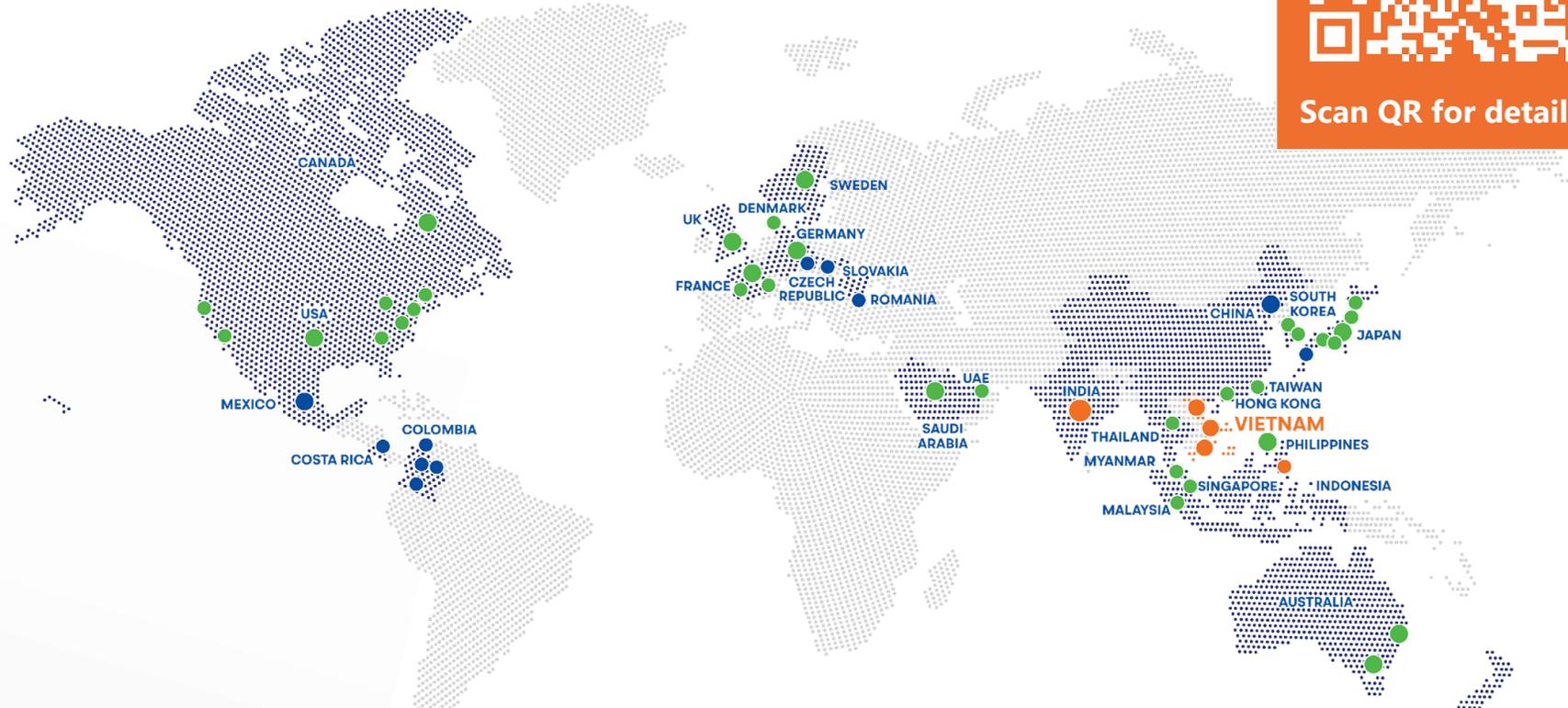
30 Countries & Territories

86 Offices

● Onshore   ● Nearshore   ● Offshore

Map labels: CANADA, USA, MEXICO, COLOMBIA, COSTA RICA, SWEDEN, DENMARK, UK, GERMANY, FRANCE, CZECH REPUBLIC, SLOVAKIA, ROMANIA, UAE, SAUDI ARABIA, CHINA, SOUTH KOREA, JAPAN, TAIWAN, HONG KONG, INDIA, VIETNAM, THAILAND, MYANMAR, PHILIPPINES, SINGAPORE, INDONESIA, MALAYSIA, AUSTRALIA

EcoVadis Coverage by FPT Software Sites (based on HR ratio)

Others
14.4%

FPT Software Europe
0.1%

FPT Software America
2.5%

FPT Software Japan
8.8%

FPT Software Ho Chi Minh
24.2%

FPT Software Head office
18.0%

FPT Software Ha Noi
17.2%

FPT Software Da Nang
14.7%

Legend:
- FPT Software Head office
- FPT Software Ha Noi
- FPT Software Da Nang
- FPT Software Ho Chi Minh
- FPT Software Japan
- FPT Software America
- FPT Software Europe
- FPT Software France
- Others

FPT Software's sites in Vietnam (Ho Chi Minh, Da Nang, Ha Noi) & FPT Japan meet EcoVadis standards at a rate of 82.8%, showcasing a dedication to sustainable and responsible practices. In 2023, FPT Software was awarded EcoVadis Silver, and FPT Japan achieved the same in 2024.

SILVER
2023
ecovadis
Sustainability
Rating

SILVER | Top 15%
ecovadis
Sustainability Rating
MAR 2024

Campus in Vietnam

13 Offices

- **Hanoi (HO)**
- Ho Chi Minh City
- Da Nang
- Quy Nhon
- Can Tho
- Tam Ky
- Hue
- Nha Trang

Quy Nhon AI Center

- **Area:** 94 ha
- **Capacity:** 20,000 employees
- **In partnership with Mila**

  - **NVIDIA:** AI & Cloud Advancements.
  - **Mila – Quebec AI Institute:** Research
  - **Landing AI:** Computer Vision.
  - **Joined AI Alliance:** Meta, IBM, and AITOMATIC.

FPT Software Offerings

Industries

Manufacturing	**Banking, Finance, Securities, & Insurance (BFSI)**	**Utilities & Energy**
Automotive	**Healthcare**	**Logistics & Transportation**
Media & Entertainment	**Aviation & Aerospace**	**Retail**

FPT Software Offerings

Services & Solutions

DIGITAL TECHNOLOGIES	IT SERVICES	MANAGED SERVICES	PRODUCT ENGINEERING	CONSULTANCY

DIGITAL TECHNOLOGIES
- Cloud
- Data & Analytics
- AI
- RPA
- Low-code
- Blockchain
- Metaverse
- Cyber Security
- IoT
- Digital Commerce & Experience

IT SERVICES
- Testing
- Enterprise platforms (SAP, ServiceNow, Salesforce, etc.)
- Applications development & modernization

MANAGED SERVICES
- Infrastructure Managed Services
- Application Managed Services
- Cloud Managed Services
- Cybersecurity Managed Services

PRODUCT ENGINEERING
- Automotive Digital Solutions
  - *IVI (In-Vehicle Infotainment)*
  - *ECU/MBD Services*
  - *AUTOSAR Services*
  - *Automated Driving / EV*
  - *MaaS / Connected Car*
  - *Car Security / FuSa / A-SPICE*
- Hardware Design (PCB/FPGA)
- Mechanical Design/Analyzing (CAD/CAE)
- Product & Application Lifecycle Management
- Other Embedded Systems

CONSULTANCY
- Business Transformation
- People Transformation
- Technology Transformation
- Consulting & System Integration (CSI)
  - *Advisory Services*
  - *System Integration Services*
  - *Application Portfolio Optimization*
- Reporting & Analytics
  - *Reporting & Dashboards*
  - *BI / Analytics*
  - *Data Quality*

END-TO-END COMPLETE SOLUTION

1 | Introduction

Executive Commitment

"A compassionate, human-centric approach"

The year 2023 stands as a significant milestone for FPT Software, as we celebrated our first billion dollar in revenue. As a global entity, we made substantial strides in our ESG initiatives, earning recognition as the **Great Place to Work in multiple markets** and securing an **EcoVadis Silver Rating** for our commitment to sustainability.

Our commitment to be a **pioneer in digital transformation** stands stronger than ever, as we leverage technology advancement and a **compassionate, human-centric** approach in doing business. FPT Software looks forward to making a societal impact, solving complex global issues, and upholding the **United Nation's 17 Sustainable Development Goals**.

Our People continue to be at the heart of all that we do, and as the company's Chairperson, I personally endorse all initiatives that foster sustainable training, development, and promote diversity and unity within our team.

FPT Software Chairwoman

CHU THI THANH HA

"Accompany the future of innovation & expansion"

At FPT Software, sustainability is built in all that we do. We foster a **culture of innovation** to enhance our own business resilience. We employ a digital-first mindset around all areas of business to reduce waste production, develop environmentally-friendly habits, as well as establishing a **more inclusive and equitable working environment**.

We take shared responsibilities to create a happier future for people, success for organizations and prosperity for nations. I am also strongly inspired by FPT Software playing our parts to create **millions of jobs** for young IT talents globally.

To our 1,000+ global clients, we take pride in empowering them to attain sustainable success by driving innovation, enhancing agility and resilience, optimizing operational efficiency, and implementing responsible business practices.

FPT Corporation Executive Vice President
FPT Software Chief Executive Officer

PHAM MINH TUAN

"Drive sustainable growth in a world of volatility"

FPT Software is a world-class technology solutions provider for **complex business opportunities and challenges**; and we take pride in assisting our clients to navigate the complexities of a volatile world and fast-changing business environment. Our dedication to our **clients' sustainable growth** is evident in critical times like Japan's Fukushima disaster in 2011 and COVID-19 pandemic, when thousands of FPT people volunteered to stay abroad with our clients and ensure the successful completion of their projects.

Our approach in Digital Transformation also reflects our commitment to sustainability, as we set **People and Culture Transformation** as crucial as business and technology transformation. When working with clients, FPT Software's experts set out to engage, enable and empower all stakeholders to build the digital culture together, through communications and training.

FPT Software Senior Executive Vice President and COO cum CFO

NGUYEN KHAI HOAN

"Putting People at the heart of all that we do"

People are FPT Software's most important assets. Our talents are given the opportunities to learn **from the latest in technology, world-class projects** and enjoy **limitless career opportunities**. They are given **challenging and purposeful missions** to create impactful values while enjoying a fun, open-minded work environment, to be themselves and highly engaged with the company's higher purpose.

We are also dedicated to promoting more Diversity, Equity, and Inclusion where everyone feels respected and valued for their unique contributions.

Furthermore, we are committed to contributing to the training and development of the global IT workforce, investing in various training programs and global learning partnerships to help our employees and the broader IT community stay updated with the latest trends and technologies.

FPT Software Senior Vice President and CHRO

NGUYEN TUAN MINH

1 | Introduction

ESG Priorities

Participation in International Initiatives

True to its commitment to sustainable development, FPT Software has committed to creating social values of safety, security, equity, and efficiency in order to promote a more sustainable world where everyone is equal and has the opportunity to realize their full potential. From 2023, we became a signatory to the United Nations Global Compact (UNGC), and thus promoted our business activities based on the Ten Principles of the United Nations Global Compact, linking related to the four areas of human rights, labor, environment, and anti-corruption. We are also engaged in various initiatives in pursuit of our goals to help achieve the SDGs and create a sustainable society.

■ **United Nations Global Compact (UNGC)**

FPT Software became a signatory from 2023
FPT Japan Holdings became a signatory from 2023
FPT Deutschland GmbH received from 2024
FPT Software Europe received from 2024

■ **Carbon Disclosure Project (CDP)**

FPT Software declared CDP from 2023 (C+)

■ **Global Reporting Initiative (GRI)**

FPT Software applied GRI to report from 2022

■ **EcoVadis**

FPT Software received EcoVadis Silver from 2023
FPT Japan Holdings received EcoVadis Silver in 2024

■ **ISO 27001**

FPT Software received certificate from 2000
FPT India received certificate from 2000
FPT Japan Holdings received certificate from 2022

■ **ISO 14001:2015**

FPT Software received certificate from 2022
FPT Software renewed yearly for 2023
FPT Software renew yearly in 2024

■ **ISO 45001**

FPT Software received certificate from 2024
FPT Software Vietnam received from 2024
FPT Deutschland GmbH received from 2024
FPT Software Europe received from 2024

Awards & Nominations

With nearly 90% positive employee feedback, FPT has received certification and prestigious recognition from the Great Place To Work® Institute and HR Asia. This demonstrates FPT is highly rated by employees in critical areas, including the fairness index, a friendly work environment, employee pride in the organization, colleague camaraderie, and satisfaction with leadership. We also earned Silver in EcoVadis certification, which reflects our commitment to all dimensions of employee diversity, efficient corporate governance protocols, robust employee professional development initiatives, and dedication to reducing carbon emissions.

■ **Best Workplaces™**

FPT Japan - Top 100 Best Workplaces in Japan - 2023.

■ **Great Place To Work®**

FPT Corporation - Great Places to Work in Vietnam - 2023.
FPT Software - Great Places to Work in the US - 2022;
FPT Software Europe - Great Places to Work in Germany - 2023.
FPT Asia Pacific - Great Places to Work in Singapore - 2023.
FPT Japan Holdings- Great Places to Work in Japan - 2024.
FPT Software Philippines - Great Places to Work in Philippines - 2024.

■ **HR Asia**

FPT Software - Best Companies to Work for in Asia - 2021 and 2022.

■ **EcoVadis**

FPT Software received EcoVadis Silver - 2023.
FPT Japan Holdings received EcoVadis Silver - 2024.

Management Implementation Framework for Sustainability

Board of Directors

Report ↑　Supervise ↓

Sustainability Advisory Committee

Executive Committee, Business Progress Committee, and Risk Control and Compliance Committee, etc.

Propose / Report ↑

ESG Committee (COO)

Decide / Instruct ↓

Advise →

CHRO

COO

HRPR	FSA	LCM	FID	SSC	PRC

Labor & Human Rights	Ethics	Environment	Sustainable Procurement

Corporate organizations (FPT's corporation & Group companies)

Governance, Risk and Compliance (GRC) Environment, Social and Governance (ESG)

Business units and Group companies (OBs)

- COO – Chief Operating Officer
- CHRO – Chief Human Resource Officer
- HRPR – Human Resources Policy and Remuneration Board
- FSA – FPT Software Academy
- LCM – Legal and Contract Management
- FID – FSOFT Infrastructure Development Department
- SSC – Shared Service Center
- PRC – Procurement Center
- GRC – Governance, Risk and Compliance Department

ESG Priorities

- Reinforce non-financial measurement methodologies to underpin sustainable growth of company and society
- Continuously incorporate ESG indexes as indicators of risk minimization and value maximization initiatives

Key Theme (Materiality)	Main initiatives	FY 2023-2030 KPI
E • **Climate change (De-carbonization)**	1. Acceleration of environmental management towards achievement of Carbon Neutrality by 2040 2. Contribution to CO_2 reduction through Agencies/ Suppliers	1. Decrease rate CO_2 **15.8%** vs BAU plan (Compared to FY2022)
S • **Labor & human rights** • **Diverse human resources**	1. Diverse human resources with an increased international labor force in FPT Software 2. Achieve gender parity among senior executives, those in managerial positions, and all employee levels by FY2030	1. Increase the ratio of international labor to **30%** (Rate 30% is targets for OBs) 1. Maintain the ratio of female employees at **30%** (Compared to FY2022)
G • **Corporate governance** • **Supply chain sustainability** • **Compliance**	1. Strengthening of collaboration with suppliers from a human rights/ environmental perspective 2. Eradication of serious compliance incidents	1. Increase rate of Agencies/ Suppliers agreeing to procurement policy to **50%** (Compared to FY2022) 2. No. of serious incidents: **0**

Determination Of Key Area

Steps of implementation

Steps	Output
Recognizing issues related to sustainable development in the country and in the world	List of areas and aspects of impact
Communicate and interview with a group of internal experts	Topics and aspects directly related to the company
Establish a list of key stakeholders	The list of stakeholders includes: Customers, Investors, NGOs, Partners, Community, Employees
Stakeholder online survey of materiality	The results of ranking the most important sustainability criteria (1) for them and (2) for FPT Software to focus on in the coming years and (3) evaluating FPT Software's current performance on sustainability criteria steadily
Hold a confirmation meeting with stakeholders who contributed to the process to discuss	List of key areas
Implement and deploy according to PDCA (Plan-Do-Check-Action) principles	

FPT Software looks forward to receiving input from stakeholders to help prioritize topics in the implementation of the Industry Sustainable Development Framework, a comprehensive approach to sustainability.

We understand that all topics covered in this survey are important, but we would like to hear stakeholders' opinions on the importance/less importance of topics to guide our actions and priorities. The survey results will be input for setting future sustainability goals and strategies and sustainability reporting.

Continuing the continuous efforts on the journey of Sustainable Development, FPT Software conducts a survey to engage stakeholders on the key aspects of Sustainable development together with the project.

ESG Priorities

List Of Important Aspects

Environment	Social	Governance
• Climate change	• Health & Safety	• Corporate Governance
• Water	• Working conditions	• Compliance & Risk management
• Waste	• Career management	• Business continuity
	• Child & Forced Labor	• Supply chain management
	• Diversity, Equity & Inclusion	• Sustainable Procurement
	• Local Communities	• Information Management
	• Development & Training	• Data Privacy

2 | Environment

Performance on Environmental goals

Environment vision

Material topics	Ambitions	Progress in fiscal 2023
Climate change	Decrease rate CO2 15.8% vs. BAU plan (Compared to FY 2022) for FPT Software Vietnam • Decrease rate CO2 of Scope 1 and 2 about 2.1% per year from 2023 to 2030 to achieve 15.8% by 2030 • Contribution to CO2 reduction through engaging clients on climate actions with our solutions	FPT Software invested in VertZéro software to expand CO2 calculation and management for all FPT Software globally in 2023-2030. We are committed to reducing Scope 1 and 2 GHG emissions by 2.1% compared to the 2022 baseline, while continuing to support the company's growth. We are working towards achieving our ESG goals through the following activities: • Partnering with the USAID VLEEP II project to support FPT Software in adopting renewable energy for the long term, from 2024 to 2030. • Piloting a solar power project in 2024 at FPT Software Da Nang's F-Complex building, with a capacity of approximately 1,177,800 kWh/year. • Purchased Renewable Energy Certificates (RECs) to offset 2,790 MWh in 2023. • Purchased 40 tons of Carbon Credits to offset 40 tons of CO2 in 2023. For Scope 3, we encouraged our Suppliers through engaging the, on climate actions through our solutions: • Cooperate with VinFast to promote EV and provide incentives for FPT Software. • Collaborate with GAIA in our mission to plant and safeguard our forests. • Cooperate with Green Tuesday Initiative to apply weekly green meals for all cafeteria.
Water	Maintaining 100% wastewater recycling every year	100% of wastewater generated is recycled.
Waste	Ensuring zero waste to landfill	While we continue our initiatives towards ensuring zero waste to landfill, our special focus in fiscal 2022 has been on mixed waste. 78% of the mixed waste generated during the year has been diverted from landfill.

Environment Policies

Implementation principles:

Our environmental policy and operations adhere to the following principles:

- Everyone has the right to live and work in a **safe and healthy environment**.
- Everyone needs to be **aware of our impacts** on the environment through our daily lives.
- Everyone needs to take responsibility for **minimizing negative impacts** and doing what's best for the environment.
- It is necessary to emphasize the environmental impact by **inspiring and mobilizing people to change**.

Specific actions:

- Reduction of energy consumption
- Reduced use of harmful chemicals
- Waste limitation - Waste treatment
- Enhancing recycling
- Raising awareness of environmental issues
- Actions that support the safety and health of customers and partners
- Orientation on controlling and reducing greenhouse gas emissions
- Maintenance and Improvement ISO 14001 quality standard

Environment Policies

To effectively manage greenhouse gas emissions, the fundamental foundation is understanding and accurately inventorying data. Measuring and inventorying greenhouse gas emissions helps us find opportunities to reduce emissions, but it also affirms our responsibility and orientation toward continuous improvement and the most transparent, accurate, and objective information.

Audit Results:

HANOI SITE	DA NANG SITE	HCMC SITE
Scope 1: 155	**Scope 1:** 100	**Scope 1:** 113
Scope 2: 7,580	**Scope 2:** 4,855	**Scope 2:** 5,497
Scope 3: 11,498	**Scope 3:** 7,364	**Scope 3:** 8,340
Total CO2 emission: 19,234	**Total CO2 emission:** 12,319	**Total CO2 emission:** 13,950

Total Company-Wide Co2 Emission: **45,502 Tons**

Scope 1: 368   **Scope 2:** 17,932   **Scope 3:** 27,202

Climate change

GHG emissions 2023 (tCO2e) in Scopes
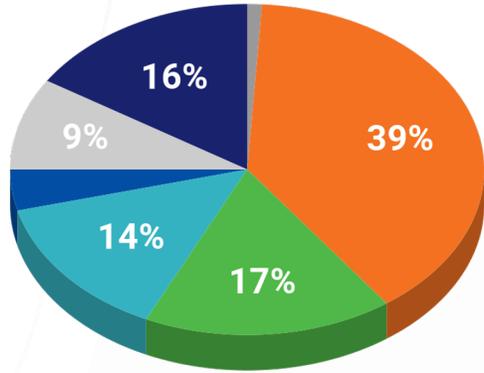
- Scope 1 Gasoline/Gas/Fuel
- Scope 2 Electricity
- Scope 3_Cat1 Capital Goods
- Scope 3_Cat2 Buildings, big assets
- Scope 3_Cat3 Distribution and transmission of electricity
- Scope 3_Cat5 Waste emissions
- Scope 3_Cat6 Business travel
- Scope 3_Cat7 Employee commute

GHG emissions 2023 in Scopes	2022	2023
Scope 1 Gasoline	336	368
Scope 2 Electricity	16,379	17,932
Scope 3_Cat1 Capital Goods	7,464	7,802
Scope 3_Cat2 Buildings, big assets	8,278	6,153
Scope 3_Cat3 Distribution and transmission of electricity	1,547	1,808
Scope 3_Cat5 Waste emissions	9	6
Scope 3_Cat6 Business travel expenses	1,553	4,198
Scope 3_Cat7 Employee commute	4,771	7,236
Total	**40,337**	**45,502**

Approach to carbon neutrality

- Energy efficiency
  To reduce emissions
- Renewable energy
  To avoid emissions
- Carbon offsets
  To offset emissions

Carbon Neutrality
in 2050 - mirroring Vietnam's climate commitment

FPT Software's climate commitment

(1) The medium-term target to 2030 is to reduce carbon emissions by 15.8%, in line with Vietnam's target, using the enterprise's own resources.
(2) The long-term goal to 2040 is Neutral carbon, 10 years earlier than the target committed by the Vietnamese government at COP 26.
This report is prepared for the first time and covers only FPT Software businesses in Vietnam. In the following years, the report will collect and report data related to facilities Globally and update the data report later following the World Standard.

The New Implementation Plan for Vietnam's COP26 Commitments

With Decision No. 888/QD-TTG on July 25, 2022, Deputy Prime Minister Le Van Thanh approved the "National Climate Change Strategy to 2050". The government plans to implement its COP26 commitments through various tasks and solutions through this national strategy. Vietnam will increase its participation in low-carbon technology development, mobilise natural resources, and align the economy with its net-zero commitment. The end goal is to develop a better response to climate change.

Reference: REC Standard Certificate

Reference: CO2 Emission Reduction Certificate

Carbon Neutrality Plan 2023-2030

FPT Software is committed to supporting Vietnam's goal of achieving Net Zero emissions by 2050. We aim to promote our sustainable development roadmap according to successful models of international software companies: applying science and technology to activities in a sustainable way; increasing renewable energy and planting trees to neutralize greenhouse gases.
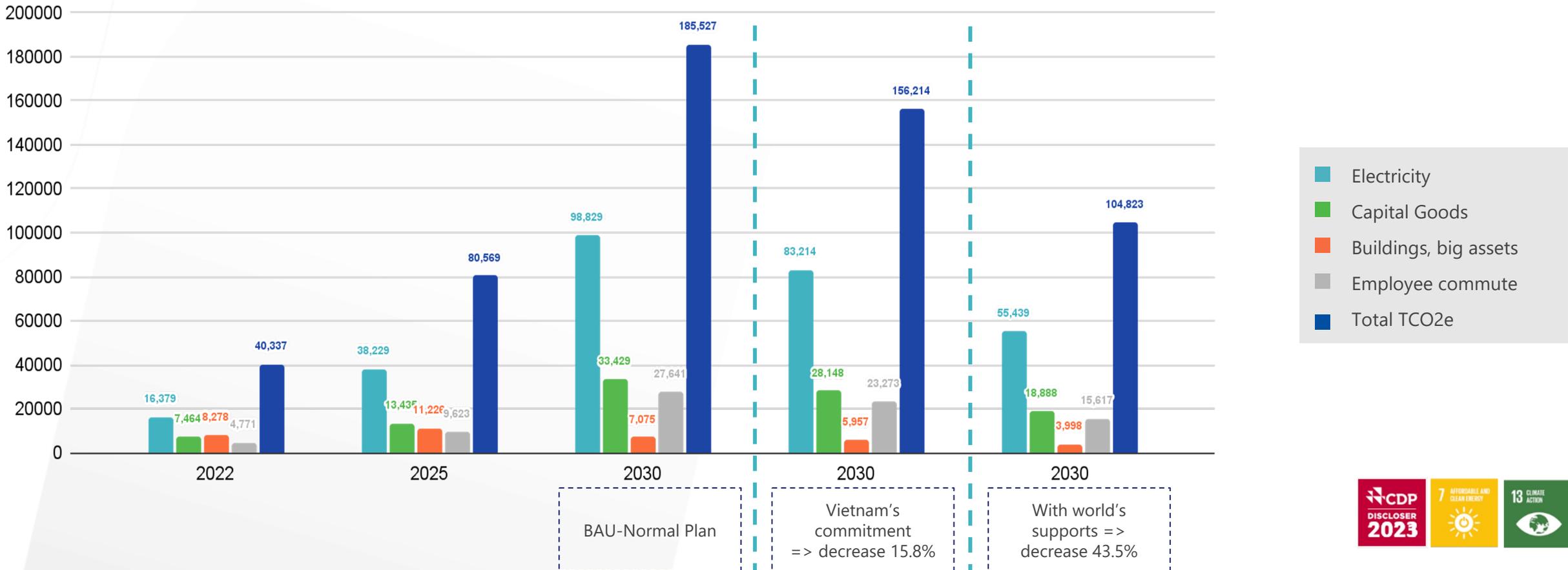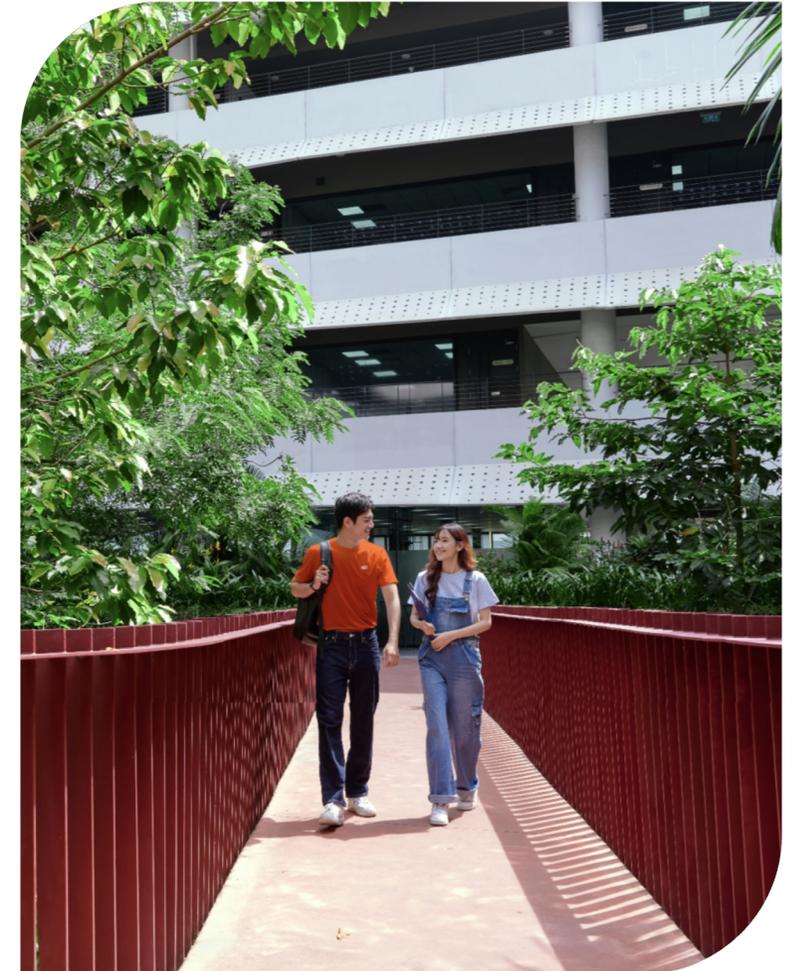
Emission reduction strategies

Our strategy for carbon neutrality is to reduce our Scope 1, 2, and 3 emissions and offset the remaining emissions.

Scope	Actions
Scope 1	• Better operational efficiency of our DG sets • Transition to EVs for company-owned vehicles
Scope 2	• Design and build or lease new offices with low Energy Performance Index (EPI) • Retrofit old buildings to improve EPI • Source renewable power
Scope 3	• Maintain a certain rate for a hybrid working model • Promote EVs among employees • Transition to EVs for our owned vehicles and hired cabs • Promote public transport, and low to zero-emission modes of commute among employees • Optimize business travel • Focus on leased offices that are efficient • Adopt a life cycle approach for capital good

We will periodically assess climate risks and opportunities every year to revise FPT Software's sustainability indicators and activities. We also implement appropriate risk management measures including adaptation measures.

Emission reduction – Scope 1+2

Energy efficiency

At FPT Software, buildings are our main source of energy consumption. We are committed to building new infrastructure in a sustainable way and pursuing energy-efficient projects within existing infrastructure.

We will continue to deploy innovative technologies in our buildings and work with experts and academia to ensure our infrastructure is greener and smarter.

Hanoi Campus

FPT Tower and F-Ville campuses are built around nature, where creative architecture meets innovations, and energy conservation is at the heart of all that we do.

Da Nang Campus

F-Complex was awarded the first energy-saving building certificate in Vietnam by EDGE. In Q4/2024, a Pilot Solar power project will be implemented for FPT Software Da Nang's F-Complex building (with a capacity of approximately 1,177,800 kWh/year, starting from Q1/2025).

Ho Chi Minh Campus

F-Town 3 campus was featured as iconic bioclimatic architecture in Ho Chi Minh City.

Emission reduction – Scope 1+2

Energy efficiency

Our buildings are the primary source of our energy consumption. We are committed to constructing new infrastructure sustainably and pursuing energy-saving projects within our existing infrastructure. We will continue to implement advanced technologies in our buildings and collaborate with experts and academic institutions to ensure that our infrastructure becomes greener and smarter. The key focus areas for energy-saving measures in green and existing buildings remain lighting, air conditioning, automation, UPS, building façades, data centers, and server rooms.

In the fiscal year 2022, while our business grew by 30%, we successfully limited our electricity consumption increase to only 8.6% compared to 2022 (26,502,586 kWh). We remain strongly focused on energy-saving efforts, emphasizing the optimization of our operations and processes, utilizing higher-efficiency equipment, and eliminating energy waste.

Energy consumption

Energy	2022	2023
Direct Energy (DG Captive in kWh)	22,681,853	26,502,586

Solar Energy Installation Plan

With the goal of increasing the use of green electricity in our buildings, we are working in collaboration with the Vleep II project to plan the installation of solar energy systems on the rooftops of our facilities. In 2024, we plan to pilot the installation of a solar power system at the FPT Complex building in Da Nang, gaining experience for further implementation across other buildings in our long-term plan from 2023 to 2030. The rooftop area of the FPT Complex is projected to generate a capacity of approximately 1,177,800 kWh per year starting from Q1/2025.

Establishing an eco-friendly working environment

Monitoring and regulating the indoor air quality in the workplace

FPT Software, in collaboration with FPT Corporation, prioritizes employee health by managing indoor air quality to mitigate risks from hazardous airborne compounds such as CO, SO2, NO2, PM2.5, PM10, and Ozone. This enhances productivity, fosters talent, and complies with health and safety regulations.

Annually, we engage a specialized unit to thoroughly assess the workplace environment and prepare detailed reports for the relevant regulatory bodies. In 2023, routine monitoring assessments revealed that the air quality in the internal working areas of FPT Corporation and its subsidiaries complied with the allowable limits set by the QCVN 05:2013/BTNMT and QCVN 26:2010/BTNMT standards.

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

Specification	Result			Standard (**)
	KX01 (*)	KX02 (*)	KX03 (*)	
Noise (dBA)	64.9	63.7	63.2	**70**
Temperature (℃)	25.6	25.6	25.5	-
Humidity (%)	67.9	64.6	63.5	-
Wind speed (m/s)	0.8	1.1	0.7	-
Total suspended dust ($\mu g/m^3$)	153	137	165	**300**
CO ($\mu g/m^3$)	<2.33	<2.33	<2.33	**30,000**
SO_2 ($\mu g/m^3$)	0.085	0.075	0.090	**350**
NO_2 ($\mu g/m^3$)	0.074	0.067	0.079	**–**

Paperless office

Embracing **digital transformation to enhance operational efficiency**, the tech-focused FPT Corporation and its subsidiary FPT Software streamline operations and boosts efficiency through internal digitalization. This led to a 59.5% increase in our paperless operations in 2023 compared to 2022.

Our proprietary document management system expedited document processing, improving accuracy and reducing time. Notably, all non-confidential internal documents were digitally disseminated via our own software.

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

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

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

59,745
virtual meetings accounting for **67.8%** total meetings

100%
Of the internal documents were digitally disseminated

An eco-friendly work environment

Operating nationwide and around the world, FPT Software recognizes that green offices not only contribute to energy efficiency and cost reduction, but also foster creative work environments, thereby driving sustainable growth. We consistently conduct environmental impact assessments and adhere to environmental protection, energy consumption, and waste/emission treatment laws. During the design process, we prioritize **eco-friendly materials and new technologies, maximizing natural energy sources** to minimize environmental impact, energy use, and emissions.

Our campuses and software parks were constructed using the 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 Complex in FPT City Urban Area (Da Nang); F-Town in Thu Duc Hi-Tech Park (HCMC)... Many of them were highly praised by domestic and international organizations for green architecture prioritizing energy efficiency.

- F-Town 3 in Ho Chi Minh City, recognized by Wallpaper magazine as a prime example of Bioclimatic architecture, optimizes natural resources for comfort and convenience. Over 40% of the buildings are open spaces, and no corridors require air conditioning.
- FPT Complex in Da Nang received the EDGE (Excellence in Design for Greater Efficiencies) award from the Ministry of Construction and the World Bank, recognizing its achievement in reducing energy, water, and material usage by at least 20%.
- The Alpha Building of FPT University in Hanoi won first prize in the Green Architecture competition by the Vietnam Association of Architects for its use of green materials and energy conservation.

Understanding the significance of clean energy, we **prioritize solar energy** for heating and hot water systems in buildings. This not only affirms FPT's commitment to environmental protection, but also reduces electricity costs, ensuring hot water and steam supplies during the Northern region's winter.

In our building designs, FPT Software emphasizes rainwater storage and wastewater filtration systems to maximize water usage, for practical purposes like plant watering. Infrared systems and automatic AC sprinklers are employed in all green areas to conserve water and maintain vegetation.

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

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

Emission reduction – Scope 1+2

Energy efficiency

In 2023, FPT Software has performed a mandatory energy audit at F-Complex in Da Nang. However, we have performed a voluntary energy inventory across all locations of FPT Software buildings in Vietnam. We aim to put electricity consumption norms in buildings as the basis to reduce and control energy consumption.
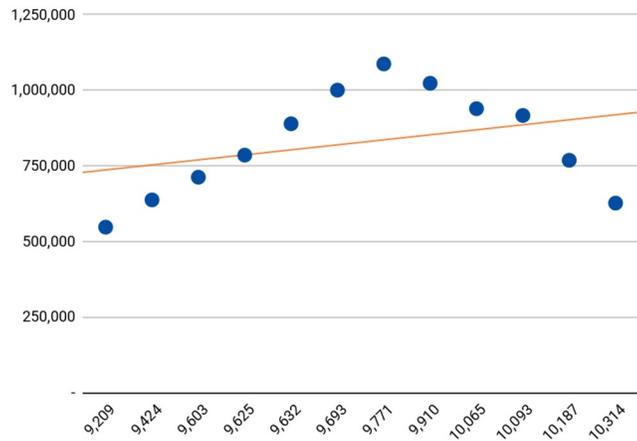
Energy baseline in 2023
Hanoi site
9,931,945 kWh
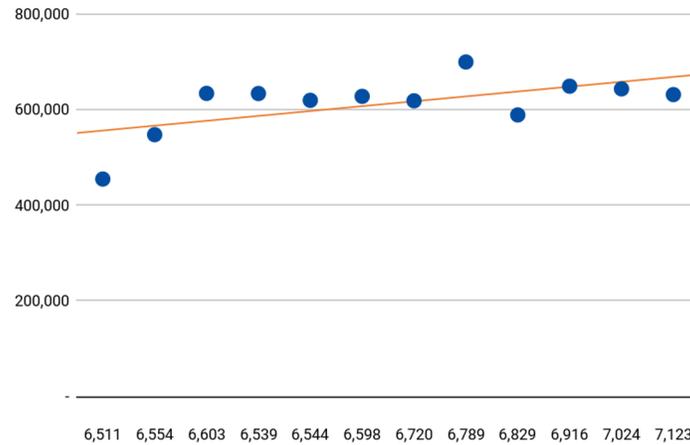
Energy baseline in 2023
Da Nang site
9,221,292 kWh
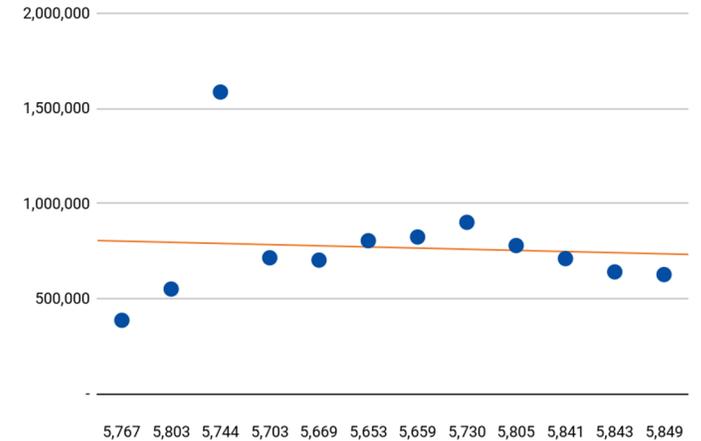
Energy baseline in 2023
Ho Chi Minh site
7,349,349 kWh

Total: 26,502,586 kWh

Amount of electricity offset by RECs: 2,790MWh in 2023

Emission reduction – Scope 1+2

Energy efficiency

In 2022, FPT Software has implemented power-saving and energy-saving programs, aiming to use green and renewable energy. The company's goal in the next 5 years is to increase the use of renewable energy, green energy, and save electricity and water.

Using LED bulbs, aim to replace 100% of LEDs in 2022, 2023

Using central air conditioning, keeping temperature at >26°C in the summer

Using on-off sensors in corridors and stairs

Electricity saving training for staff. >95% of employees have been trained

Energy efficiency and retrofit

The efficient design of new buildings, deep green retrofits in existing buildings, green data centers, our super-saver heat pumps, and operational excellence through smart automation were crucial in achieving energy efficiency.

Emission reduction – Scope 3

1. Promote EV

2. Business trips

3. Work from home

4. Carbon offset

1.1. Arrange bus routes near employees' residences for convenient commuting by bus instead of personal vehicles.

1.2. Implement a policy to support employees commuting by shuttle buses.

1.3. Review and upgrade vehicle models annually with the supplier to use environmentally friendly vehicles.

2.1. Reduce travel rate. If travel is necessary, book direct flights and limit layovers.

2.2. Increase online meetings.

2.3. Increase the use of electric taxis instead of ICE taxis.

2.4 Sign the contract with Green smart mobility for travelling and offer discounts for users to encourage more usage.

3.1. In 2020-2021, due to COVID-19 outbreak, FPT Software has applied Work-from-home model of more than 70% to ensure business continuity.

3.2. From 2023, after COVID-19, FPT Software still maintains the 80:20 hybrid working model to reduce Scope 3.

4.1. In 2019, FPT Software sponsored 2,000 trees at Soc Trang, offsetting about 133 tCO2.

4.2. In 2023, FPT Software sponsored 1,500 trees at Xuan Lien Forest to offset about 100 tCO2.

4.3. In 2023, FPT Japan sponsored 1,002 trees at Phong Điền Forest to offset about 100 tCO2.

Water

Towards a positive water footprint

FPT Software is committed to conserving water through our 3R (Reduce, Reuse, Recycle) approach. We comply with the requirements of the Vietnamese government to Enterprises for wastewater treatment and recycling and expand our efforts to the community. Water usage norm at FPT is 60m3/person/day.

Waste

FPT Software has programs to recover and transfer office supplies between departments according to the asset management process to ensure no waste. Including tables and chairs, office equipment, etc.

Thin Client   **Thin Client**   **Thin Client**

Server
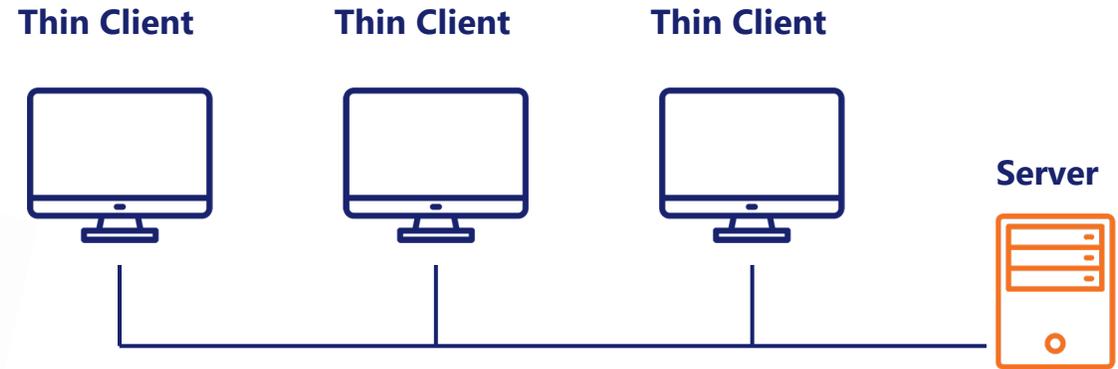
FPT Software is a software company, so the company's technological waste accounts for the majority. Accordingly, FPT Software has always prioritized finding technological solutions to replace PCs or laptops with another type of machine that can extend the life of the machine to reduce annual technological waste. Currently, the number of thin PCs of FPT Software 2023 is 3,885 machines.

Waste

Using environmentally friendly materials

FPT Software actively promotes the transition to environmentally friendly materials, coupled with waste reuse and recycling. Our initiatives, enthusiastically embraced by our employees, contribute significantly to the creation of a greener environment and the reduction of waste and environmental impact.

Use glass bottle instead of plastic bottle for all meetings

Sign the contract with GSM to use electric cars instead of petrol cars

100% of garbage bags use biodegradable materials

Waste

100% of staff are trained on waste sorting

100% of garbage bags use biodegradable materials

Consider using electric vehicles as an alternative to ICE vehicles

Use reusable cups instead of disposable cups
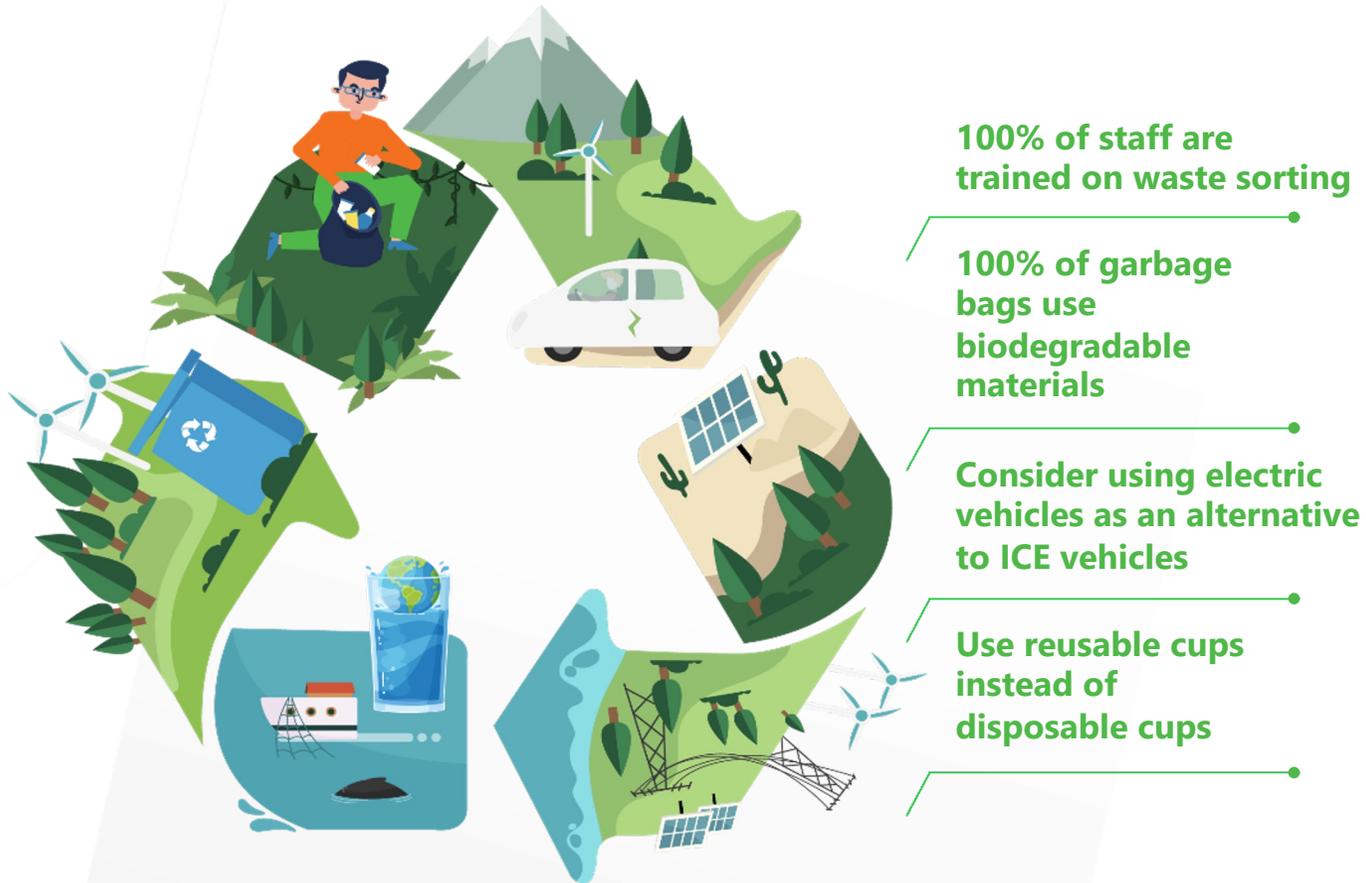
Using environmentally friendly materials

FPT Software is a strong advocate for the use of environmentally friendly materials, along with the practice of reusing and recycling waste. We have launched campaigns that have been met with positive responses from our employees. These initiatives play a significant role in fostering a green environment and minimizing waste impact.

Achievements

- No environmental pollution incidents
- No legal incidents
- No complaints from the community about the environment
- Total amount of hazardous waste in 2023: 7,362 kg
- Total normal waste in 2023: 1,218 tons & 3,330 m3
- Total recycled waste in 2023: 17,752 kg
- Total wastewater volume in 2023: 191,235 m3

3 | Social

Performance on Social goals

Social vision

Serve the development of people by shaping a future with meaningful opportunities for all.

Material topics	Ambitions	Progress in fiscal 2023
Diverse Human Resource	1. Diverse human resources with an increased international labor force in FPT Software 2. KPI: Increase the ratio of international labor to **30%** (compared to 2022 for Oversea Offices)	For the year 2023, the following metrics have been achieved: ● **Percentage of foreigners in FPT Software (overall):** 9.45% ● **Percentage of foreigners in overseas branch offices:** 50.22% These figures show our steady progress, particularly in the overseas branch offices, where we have surpassed the 50% mark. We remain committed to achieving our KPI of increasing the international labor ratio to 30% in comparison to the 2022 baseline.
Gender Parity	1. Achieve gender parity among senior executives, those in managerial positions, and all employee levels by FY2030 2. Maintain the ratio of female employees at **30%** (compared to 2022)	For the year 2023, the following metrics have been achieved: ● **Percentage of women in management positions:** 33.2% ● **Percentage of female employees in the entire workforce:** 31.1% We have exceeded the target ratio of female employees, currently achieving 31.1%, surpassing the 30% commitment. Additionally, we have made significant progress toward gender parity in management, with women now holding 33.2% of managerial positions, further demonstrating our commitment to fostering diversity and inclusion at all levels of the organization.

Why Employees Choose FPT Software?

Learn & Grow

Global Success

Challenging & Purposeful Missions

Fun & Friendly Working Environment

Respect
There is a strong emphasis on status, achieved through seniority and education. Leaders make decisions while employees execute action plans, maintaining the utmost respect for seniors.

Innovation
Our employees show interest and pay attention to details in their work. Talents are intelligent and adaptable. They're keen to learn new programming languages and venture into new sectors.

Competitive package
As part of taking their work seriously, FPT Software people are responsible and dependable. Punctuality is expected and adhered to. They are also resourceful and stick to the task until it is complete.

Health & Safety

Occupational health and safety is a prerequisite for a good work environment. FPT Software strives to build and constantly improve the working environment, including facilities and cultural environment to create good conditions for employees to maximize their capacity at work.

Highlight activities

Occupational safety training
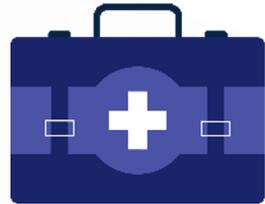
Employee health check

Medical clinics and health insurance for employees

Safe and productive working environment

Indicators of occupational safety and health

Indicator	Result	Note
Percentage of employees trained in occupational safety and health	100%	
Rate of time lost at work due to injury (LTI)	0	**Total time lost due to injury x1,000,000/total working hours**
Rate of time lost at work due to serious injury (LTI)	0	**(Number of days lost due to injury) x 1,000 / total hours worked**
Number of cases detected of occupational diseases	0	
Occupational accidents in the year	0	
No. of sites under risk assessment	0	
% of personnel of the sites in the occupational safety & health committee	0.15%	

Physical and mental well-being care

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

FPT Corporation, FPT Software's parent company, is distinguished among Vietnamese firms for its **unique corporate culture**. This culture attracts talent and enhances staff cohesion, creating a competitive advantage.

FPT Corporation and FPT Software specifically, regularly organize activities to promote employee engagement and improve mental health, preserving its unique corporate culture.

Throughout the year, FPT organized **numerous cultural events** to foster camaraderie and deepen employees' understanding of its culture. Highlights included the FPT Village Festival, Community Day, and the Corporation's Anniversary Ceremony. In 2023, FPT's 35th anniversary was marked by setting a Guinness Vietnam record for the largest synchronized dance performance.

The year ended with the "Happy Run – Happy Footprints" race, attracting nearly 191,000 global participants. Various appreciation activities were held, including honoring long-standing contributors and launching the "FPT 35-year Imprints" program. The year also saw the release of FPT's 35-year history publication and a book chronicling its journey.

To familiarize managers at all levels with FPT Corporation's mission of "Building A Happier Future", drawing insights from leading organizations in the market, and acquiring methods to bolster the "happiness" index of employees, we **conducted a series of Happy Workplace seminars**. FPT's seminar series focused on our mission to build a happier future and the journey towards happiness, along with insights into the "employee experience."

This initiative aimed to create a work environment that encourages creativity, career growth, and passion. The seminars attracted over 1,000 leaders, managers, and thousands of employees, participating both physically and virtually.

FPT Corporation and FPT Software prioritize **employee and family well-being**. We mandate annual health checkups for all employees and provide the comprehensive FPTCare insurance policy. This policy covers a range of health and accident provisions. Additionally, FPT supports employees in purchasing FPTCare health insurance for their relatives at discounted rates.

We place a strong emphasis on providing facilities to cater to the needs of caring for and enhancing the physical health of its employees. Significant investment, amounting to trillions of VND, have been made to **construct comfortable and sophisticated campuses and offices equipped with convenient amenities** complemented by ecological systems. These amenities serve various needs, spanning work, entertainment, study, and accommodation.

Moreover, sports clubs, including football, cycling, and jogging clubs... have been established to promote employee health and well-being. Additionally, seminars and discussions are organized to raise awareness and understanding of how to recognize and address physical and mental health issues, as well as how to prevent common diseases and office-related ailments etc.

Leveraging technology to foster a joyful workplace

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

We implement employee evaluations using our own systems. Monthly performance is assessed via the Integrated Performance Management System (iPMS), while quarterly objectives and key results (OKRs) are evaluated using FPT's OKRs system.

FPT is also one of the **pioneering enterprises in Vietnam to deploy an employee engagement platform** called myFPT. This proprietary app enables employees to easily access personal information, mark attendance, receive instant rewards from managers or colleagues, and even engage in games and puzzles.

In 2023, we introduced "Celebration of Merit" and "Commendation" to foster interaction and timely recognition. Through the myFPT app's gold reward system, leaders can quickly reward employees' achievements. This initiative ensures all efforts are acknowledged and rewarded. The feature, particularly the "Celebration of Merit", has been praised for its immediacy, with bonuses credited within 30 seconds of recognition.

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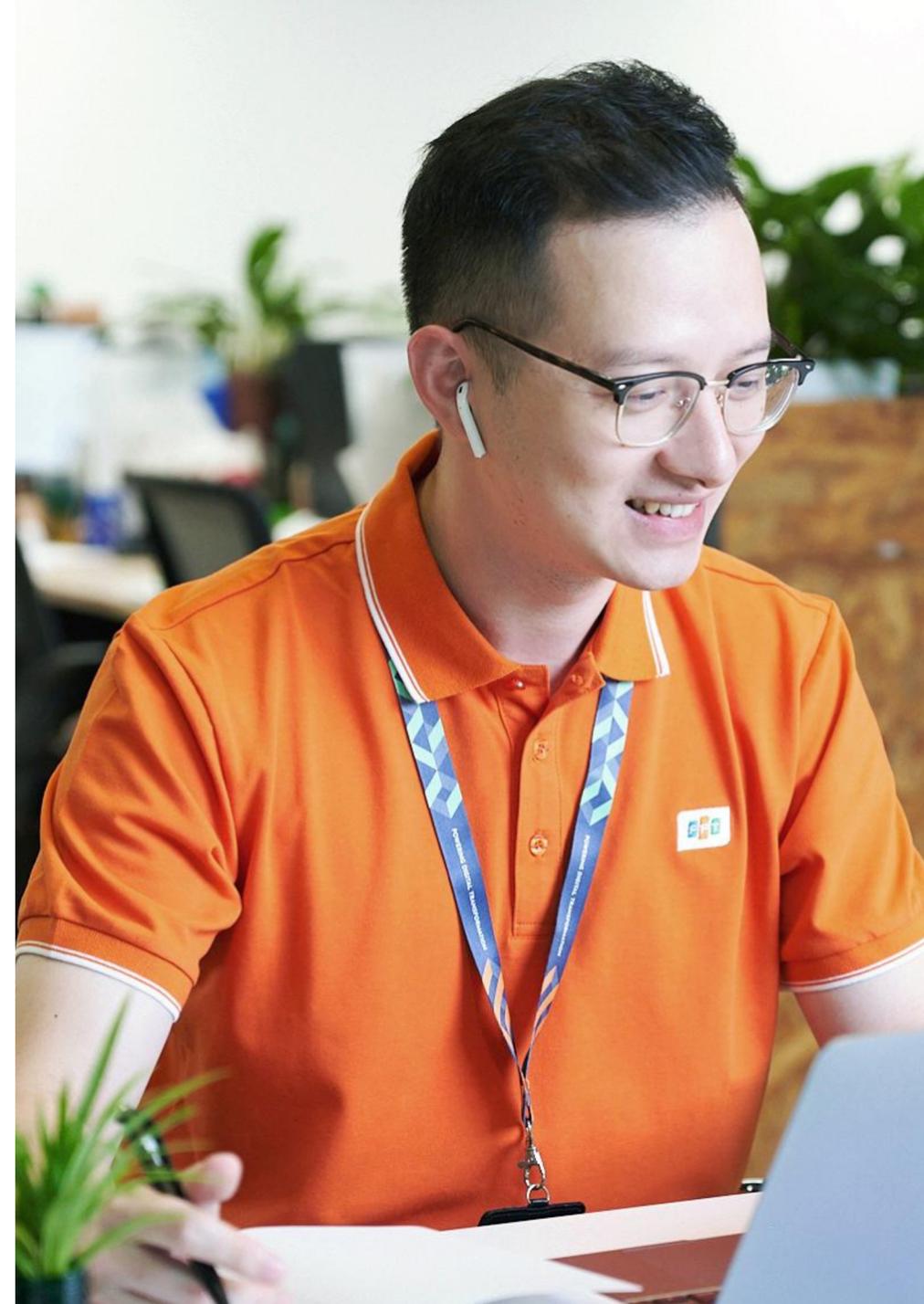
Working conditions

- Employees are entitled to a vacation scheme including vacation days and vacation support.

- The company supports employees through every stage of life - Salary advancement (for 25-30 y/o); Financial support for car/house purchase, or FPT Education tuition fee; as well as Retirement funds for employees over 40 years old.

- Employees have the opportunity to buy apartments with incentives and support programs determined by the company depending on each project that the company has signed a cooperation agreement with.

- Providing extra-curricular activities, as well as exercise and sports facilities for employees such as football fields, swimming pools, etc.

Key activities

- Employees who have children (including biological and adopted children, according to current law) of school age from Primary to High School, are studying at the school system of FPT Education in Vietnam, will be supported by the company with tuition fees.

- The campus is full of green trees and relaxing areas outside the office for employees.

Working conditions

Target

We value people and ensure all employees of FPT Software have a livable wage:

100%
of employees are evaluated, compared with a livable wage

100%
of employees who have signed a labor contract have a salary higher than the living wage in the area

100%
of employees' salaries are reviewed and evaluated annually

Salary structure

Employee earnings will include:
- Monthly income
- 13th month salary bonus
- Performance bonus
- Special bonuses applied to some positions or some units according to the Company's annual decision
- Benefits according to the Company's annual policy, which may or may not be in cash

Salary Review 2023

Region	Group of beneficiary	Salary at FPT (minimum)	Current salary (highest)	Published livable wage (minimum)	Published livable wage (highest)	The difference (compared to the lowest liveable wage)	The difference (compared to the highest liveable wage)
Hanoi	Individual	8,500,000	161,180,000	4,332,725	5,431,150	196.2%	156.5%
Hanoi	Basic family minus birth rate	11,590,000	82,770,000	6,622,325	9,200,050	175%	126%
Hanoi	Basic family without deducting birth rate	8,000,000	194,630,000	6,891,225	9,570,200	116.1%	83.6%
Ho Chi Minh	Individual	7,920,000	101,830,000	3,799,625	5,046,250	208.4%	156.9%
Ho Chi Minh	Basic family minus birth rate	8,350,000	170,280,000	6,920,200	9,004,550	120.7%	92.7%
Ho Chi Minh	Basic family without deducting birth rate	11,090,000	162,500,000	7,195,425	9,367,100	154.1%	118.4%
Da Nang	Individual	8,520,000	75,830,000	3,797,775	5,004,875	224.3%	170.2%
Da Nang	Basic family minus birth rate	9,520,000	90,770,000	6,747,425	8,780,775	141.1%	108.4%
Da Nang	Basic family without deducting birth rate	9,480,000	113,750,000	7,015,950	9,134,650	135.1%	103.8%

Working conditions

Salary comparison assessment in 2023

Percentage of internal employees assessed for liveable wages:

100%

Percentage of contract and internal employees assessed for liveable wages:

100%

Percentage of internal employees with liveable wages:

100%

Percentage of internal and contract employees with liveable wages

100%

The ratio of salary difference between male and female employees:

116%

Salary gap between male employees and ethnic minority employees:

109%

The wage gap between male employees and employees with disabilities:

88%

Percentage of employees with a monthly salary higher than or equal to the liveable wage:

100%

Plan for 2024

- Continue to maintain the assessment of the company's salary against the living wage in the area and the target of 100% above the liveable wage.

- Reduce the wage gap between men and women.

Working conditions

Employees are the most valuable asset for FPT Software and the foundation for the company's sustainable development. To continue to retain talent and continuously improve on the journey of creating value for employees towards building a working environment that meets employees' expectations.

Not only complying with the provisions of Vietnamese labor law, FPT Software also aims to meet the needs of employees' and families' lives.

FPT Software is committed to bringing good benefits to employees, ensuring to take care of employees' material and mental health wellness.

Reporting Indicators

Criteria	Results in 2022	Results in 2023
Number of employees	21,554	22,978
Number of new hires	8,848	3,554
Number of employees resigned	5,598	5,471
Amount paid for employee's salary	5,464,086,000,000 VND	6,423,606,000,000 VND
Percentage of employees participating in salary training	100%	100%
Average salary per employee	32,440,000 VND	35,100,000 VND
Amount spent on employee benefits and bonuses	Amount of bonus for employees in 2022: 1,519,011,000,000 VND Amount spent on employee benefits: 81,287,000,000 VND	Amount of bonus for employees in 2023: 2,133,368,000,000 VND Amount spent on employee benefits: 98,699,914,000 VND

Working conditions

Report of requests to work from home from 2020 - 2023

Reporting Indicators

Indicator	2020-2022	% 2022	2023	% 2023
1. Ha Noi site	100,601	44%	119,221	44%
2. Da Nang site	48,940	21%	51,139	19%
3. Ho Chi Minh site	81,144	35%	102,103	37%
TOTAL	**230,685**	**100%**	**272,463**	**100%**

Indicator	2020	2021	2022	2023
1. Ha Noi site	45,543	796,258	525,329	351,820
2. Da Nang site	49,673	422,254	272,856	186,487
3. Ho Chi Minh site	32,372	722,327	479,746	383,015
TOTAL	**127,588**	**1,940,839**	**1,277,930**	**921,322**

According to [WageIndicator Living Wages](#)
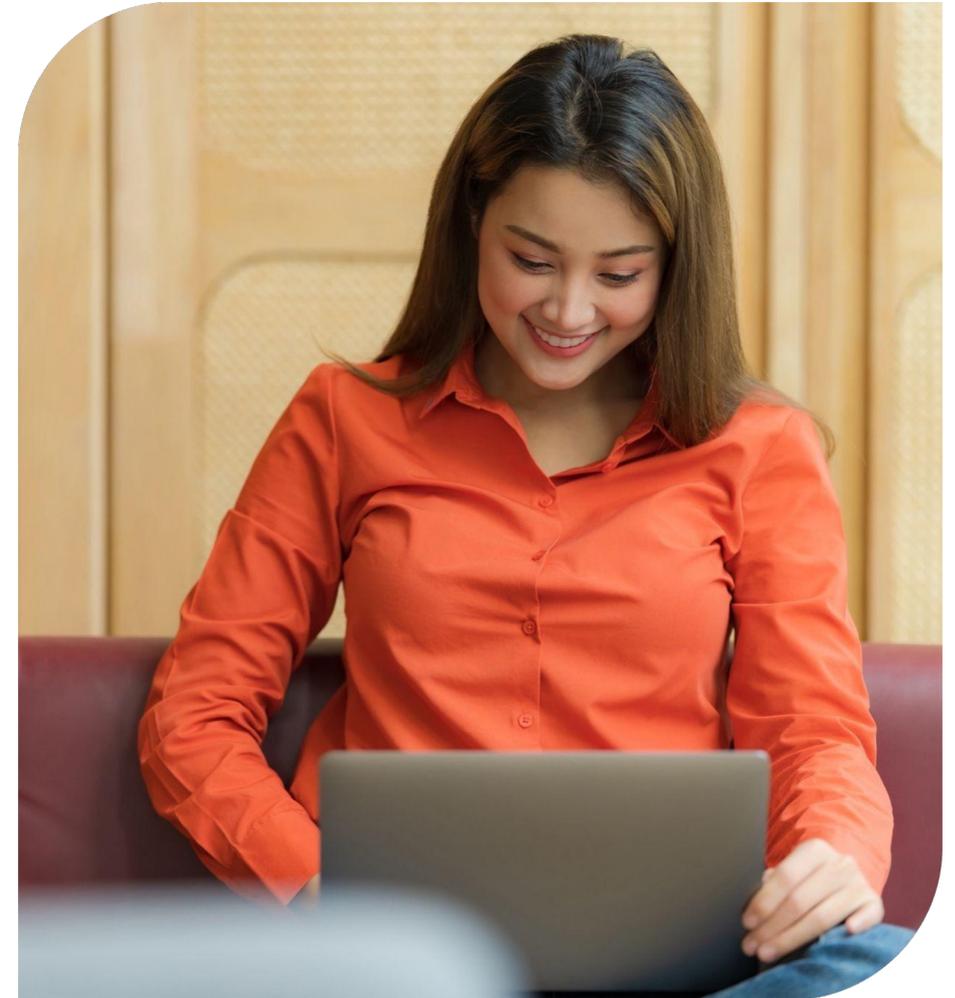
Social dialogue

We respect the freedom and equality of employees. All employees have the right to freedom of association and to express their opinions and voices.

Trade union is an organization representing employees at FPT Software, which operates periodically and always protects the interests of employees.

The collective labor agreement of FPT Software is approved by the authorities and the regulations related to the rights of employees are agreed.

Every year the company organizes an online dialogue meeting called "Online dialogue - CxO talk" for employees to express their opinions. The dialogue is held in the form of an online livestream on the Company's internal page, with the participation of the Company's Chairperson, General Director, Deputy General Director, Division Directors, Department Heads/Heads of Departments, the Union, and all Employees.

In addition, suggestion box, and complaint and denunciation process are operated effectively so that employees can have their complaints and denunciations resolved.

A survey of employees' opinions on working conditions was also organized to measure FPT Software's response to employees in terms of working conditions, benefits, etc.

Reporting Indicators

Criteria	Results in 2022	Results in 2023
Percentage of total workforce in all locations covered by formal collective agreements regarding working conditions	100%	100%
Percentage of total workforce in all union-protected locations	95%	74%
Percentage of employees participating in the survey on working conditions	0	0
Number of union meetings in a year	4	4
Number of dialogue meetings in a year	1	1
The number of general complaints and denunciations of the company	0	0

Career management

Evaluation of work efficiency

With the goal of evaluating employees in a comprehensive, effective, fair and transparent manner, in 2023 FPT Software continued to maintain the employee evaluation system including many aspects: Monthly evaluation of employees' work performance, and annual evaluation of Job Objectives and Competencies of the Management.

Employees who do not meet KPIs (categories C and D) will receive further training to improve their performances.

Indicators of KPI evaluation

Indicator	2022	2023
No. of employees with KPI assessment	19,890 (100%)	21,822 (100%)
Number of employees reaching KPI in 2022	18,914 (95%)	20,657 (95%)
Number of employees who did not meet KPIs	976 (5%)	1,165 (5%)

Child & Forced Labor

Children and adolescents must have a comfortable life, be able to go to school, and be happy, and for that goal, FPT Software does not only use child labor and juvenile labor by screening age when recruiting but also carries out charity projects such as sponsoring computers for local schools and supporting disadvantaged children.

Everyone has the right to freedom and equality, and FPT Software strongly opposes forced labor, as we believe that a good working environment creates good results. All employees at FPT Software work on a voluntary basis. Employees are allowed to sign a contract and are explained the terms of the contract, when overtime is agreed by the employee. Employees at FPT Software are not forced to work, and are able to enjoy an engaging, happy and comfortable work environment.

Reporting Indicators

Indicator	2022	2023
Age of youngest employee	18	18
No. of complaints or denunciations about child or forced labor	0	0
Number of detected cases of violation of regulations on child labor and forced labor	0	0
Maximum overtime hours/month	40H	40H
Average overtime hours of employees/month	3.063H	2.6H

Diversity, Equity & Inclusion

Indications of FPT Software being a fair, inclusive and diverse work environment

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

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

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

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

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

Enhancing gender equality

FPT Software **deeply value diversity and individual perspectives.** We trust and empower young talents by providing opportunities for creativity, challenging experiences, and pursuing what they are passionate about. We encourage them to push their limits to create products that serve tens or even hundreds of millions of users worldwide**. Furthermore, 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 we operate.

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

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

Number of allegations of harassment and violations of fairness in the workplace	Percentage of workers belonging to minority groups	Percentage of women in management positions	Percentage of employees participating in fairness & inclusion training	Percentage of female employees in the whole labor force	Average wage gap by gender, unadjusted	Percentage of managerial roles filled by people of ethnicity:
None	**2022: 1.6%** **2023: 1.53%**	**2022: 33%** **2023: 33.2%**	**100%**	**2022: 30%** **2023: 31.1%**	**2022: 106.9%** **2023: 116%**	**0**

Our CSR Highlights

HOPE Foundation

- **HOPE School**, providing, immediate support for children who have lost their homes and parents due to the pandemic.

- Annual **1-day salary donation** from FSOFTers.

- **2,000+ gifts** for disabled students, **100+ houses** for families in need and **400 bridges** for students in difficult terrain areas to go to school.

Support for COVID-19

- **2,000-room university dorms** for quarantine purpose.

- **$850,000** contribution in medical equipment, along with technology equipment and daily necessities to local hospitals.

Happy Run

- Running race "FPT - 35 years of Happy Footprints" with **~10,000 participants** and **3.6 million Happy Run kilometres** (2023). Various volunteer activities were organized during the event.

Volunteer Program from FPT Japan

- Planted trees in various provinces in Vietnam and Japan, with **1,002 trees** planted in Hue, Vietnam in 2023.

- Others programs such as **Green Sunday** (clean-up campaigns), **blood donation, teaching Japanese for HOPE students**, and other support initiatives.

Hope Foundation
Supported by FPT

2016
Established
6 years of operating and contributing to the community

1-day salary
Voluntary Donated
By all employees, annually. Together with corporate and other parties

400
HOPE Bridges
For students in difficult terrain areas to go to school

2,000+
HOPE Gifts
For underprivileged, disabled students to have enough learning facilities and enjoy the holidays to the fullest

5,000+
Households
Affected by flood were supported

Audited by
Deloitte.

HOPE School
The Journey of Hope and Growth

The year of 2023 represented several significant milestones for HOPE School, which caters to children orphaned by COVID-19. These milestones encompass the initiation of school construction and the unique honor of being the sole CSR project in Vietnam to be awarded the esteemed "Best Community Programme Award" at the Global CSR Conference. Furthermore, the school has garnered significant achievements in a variety of student competitions.

"Hope" is more than just an educational institution; it stands as a sanctuary brimming with warmth and affection for children affected by the COVID-19 pandemic. Over the course of four enrollment cycles, the school has grown from enrolling 34 children initially to accommodating 230 students hailing from 41 provinces and representing 11 ethnic groups. Students at the school have thrived, with achievements including university admissions, US scholarships, city-level scholar recognition, and success in areas like robotics, music, and sports.

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

Improving learning conditions and reducing educational disparities in disadvantaged areas.

In Vietnam's remote areas, students and teachers face inadequate facilities and resources, impacting education quality. FPT Corporation and FPT Software specifically, aim to address this by providing well-equipped schools and ample educational materials, investing over 11 billion VND to benefit more than 82,000 students.

The **"Light up the School" program**, launched in 2018, aims to improve educational access, focusing on upgrading facilities, constructing new schools, dormitories, and playgrounds, and providing equipment for students in remote, disaster-affected areas. In 2023, we launched 68 projects, set to benefit over 20,000 teachers and students.

The annual **"Wings to the Dream" Program** supports highland communities, empowering them toward a brighter future. The program, through practical gifts, nurtures a love for learning among children and instills hope. Thanks to FPT employees' dedication, "Wings to the Dream" has become a significant education support initiative for disadvantaged highland children, reflecting the company's extensive, long-term commitment.

As of 2023, the program reached over 38,000 highland students, providing nearly 12,000 gifts, including computers, bookcases, learning equipment, and scholarships to schools and students.

The Digital Library project, led by the Hope Foundation and backed by FPT Corporation with Vuihoc Company's learning apps, was launched in multiple provinces in 2023. This initiative aims to give underserved students access to online learning platforms, thereby enhancing their research capabilities and learning outcomes.

The project, targeting elementary schools with Wi-Fi and librarians but lacking e-resources, allocated over 2.4 billion VND. Each digital library comprises 15 tablets and headphones, along with Math, Vietnamese, and English learning accounts. The tablets' compact design fits easily within the limited library space of most remote primary schools.

In addition to equipment sponsorship, the project takes a comprehensive approach, offering continuous support to schools for e-library optimization. This involves tracking access metrics, software usage, and managing study accounts. Furthermore, a dedicated hotline is available to assist students and teachers with studying, researching, and accessing additional materials and applications.

Creating a cohesive and joyful community

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

The "Elevate Children to School" program, initiated in 2018, focuses on constructing durable concrete bridges in the Mekong Delta provinces. These bridges not only provide safe passage for children but also enhance the overall quality of life and social stability in each community.

By 2023, with collaboration and an 11 billion VND investment, we built 400 Hope bridges in the region, enhancing connectivity, facilitating transportation, and revitalizing the Mekong Delta provinces.

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

On FPT 2023 Day for the Community, coinciding with its 35th anniversary, the Corporation organized its most significant charity fundraising run of the year.

The event garnered participation from 191,000 individuals across five continents. Through the virtual race, we aimed to promote kindness, instill pride, and foster a sense of happiness, health, and unity among participants. The overarching mission was to spread positivity and contribute to the betterment of the community.

The annual humanitarian blood donation festival day: The annual event 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 Corporation and FPT Software's charitable endeavors every year. In 2023, 2,215 FPT employees participated, collectively donating 2,505 units of blood. This initiative underscores the importance of sharing positive values, fostering optimism, and collectively contributing to the community's well-being.

Development & Training

Objectives	Target Result	Activities to achieve the objectives	PIC	Actual Result
There are no incidents related to discrimination, harassment and no complaints about harassment, discrimination related to the Company	0% incidents	Training on equality, discrimination and raising awareness of Employees Setting up the denunciation process and implementing the system of receiving comments and complaints (email, hotline, suggestion box)	FSA LCM	98.3% of employees are trained in harassment prevention
All recruited employees have the youngest age of 18 years old, with no cases of using child labor	100%	Setting up recruitment process, reviewing current and newly recruited personnel's records Reviewing personnel records during the recruitment process	FWA	100%
Fairness	Min. 30% of staff in management/specialized positions are females	Training to raise awareness on gender equality Non-discrimination when recruiting and promoting managers	FSA Board of Directors	98.3% of employees are trained in gender equality
Ensuring Occupational Safety: No occupational accidents occurred at the Company	0%	Assessment of risks of occupational accidents and occupational health Employee training on occupational safety Report on the situation of occupational accidents Annual health check for employees Provide, maintain and periodically operate fire protection and occupational safety systems Fire protection training for all employees	HRPR SSC SSC FID FID	100% of work areas assessed 100% Trained Staff 100% of employees are trained in fire prevention and fighting
Compliance with the law on overtime hours not exceeding 40 hours/month	40h/month	Training for new employees to understand the overtime process, how to calculate overtime pay Instructions for timekeeping and salary calculation	FSA	100% New staff trained

Development & Training

Objectives	Target Result	Activities to achieve the objectives	PIC	Actual Result
Satisfaction with Market-level Salary: The company's minimum wage is higher than the regional minimum wage	100% Employees with salary higher than the regional minimum wage	Employees are fully informed about the salary in the Labor Contract, and are paid in accordance with the law	HRPR	100% Employees are paid salary according to regulations & labor contract
Professional training	100% of staff are professionally trained. Average number of training hours of 1 Employee is at least 8 hours	Setting up and implementing the training plan in 2023	FSA	100%
Employee Dialogue: Organize at least 01 dialogue session/year between the Company's Board of Directors and Employees	At least 1 dialogue session/year	Organize an annual dialogue between the Company's Board of Directors and all employees	BCM, Board of Directors	1 dialogue session
Social insurance is paid in full according to the provisions of the Law	100% Employees with labor contracts are entitled to participate in insurance coverage	Employees are paid full monthly insurance according to the provisions of the Law on Social Insurance, the minimum payment is: 5,050,000 VND	HRPR	100% Employees fully insured
Profit sharing	80% of welfare fund to reward employees 20% of the welfare fund is used for activities that bring benefits to employees: festivals, team building, etc.	Payment of bonuses and welfare expenses for employees	Board of Directors	100%

Personal development & Training

FPT Software always strives to create opportunities for each individual in the company to develop their career, develop themselves, and constantly improve their societal values.

FPT Software values training as the core of building a creative environment where employees can learn constantly.

In addition to the required training courses according to the laws of Vietnam, FPT Software organizes career and skill training courses for officials and employees. Every employee at FPT Software is granted an account to participate in training on the Training Matrix platform, which is accessible to all staff.

Criteria	Results in 2022	Results in 2023
Average hours of professional training	13H	31.7H
Total content of professional training	14	16
Number of students participating in professional training courses	11,159 (51.15%)	14,957 (65%)

4 | Governance

Performance on Governance goals

Governance vision

Serve the interests of all our stakeholders by leading through our core values

Material topics	Ambitions	Progress in fiscal 2023
Corporate governance **Sustainable Procurement**	1. Strengthening of collaboration with suppliers from a human rights/ environmental perspective 2. Increase rate of Agencies/ Suppliers agreeing to procurement policy to 50% (Compared to FY2022)	We have made significant strides in enhancing our collaboration with suppliers by embedding environmental and social criteria into our contracts. Currently, 87% of our suppliers have contracts that reflect these commitments, well exceeding our target of 50%. This progress demonstrates our dedication to promoting sustainable practices and respecting human rights across our supply chain. We will try to maintain this rate for FPT Software global in 2023-2030.
Information management	1. Eradication of serious compliance incidents 2. No. of serious incidents: 0	For the year 2023, the following metrics have been achieved: • **Number of information security incidents in 2023: 7 cases.** • **Number of serious incidents: 0.** In 2023, there were a total of 7 information security incidents reported. Importantly, none of these incidents were classified as serious, allowing us to maintain our commitment to zero serious compliance incidents. This highlights the effectiveness of our security measures and continued focus on strengthening compliance across the organization.
Data privacy	1. Adopting leading data privacy standards across all global operations	– We are among the first few organizations globally, to have our framework certified with accreditation, for ISO 27701 privacy information management standard. We are well on our way to cover identified locations with the certification in a phased manner.

Code of Business Conduct

FPT Software promotes sustainable development, and strives to bring happiness and great values to each employee, customer, partner and community. By applying advanced technologies, putting human development values at the heart of all that we do, we can make an impactful difference to society and contribute to solving world's challenges.

FPT Corporation in general and FPT Software in particular have established and applied a code of conduct in business, including rules for preventing corruption, bribery, money laundering, fraud, unfair competition, conflicts of interest, and confidentiality of information.

As an information technology and software development company, FPT Software takes information security seriously. Many of the company's locations are ISO 27001-2023 certified.

Code of Business Conduct

We believe that adhering to the highest standards of business ethics helps us operate our business responsibly. Our Code of Business Conduct helps us maintain the highest ethical standards for our employees.It complies with the legal requirements of current laws and regulations, including anti-bribery and anti-corruption, and addresses ethical handling of conflicts of interest. It also highlights the expectations from our employees. The Code of Business Conduct is approved by the Chairwoman of the Company and is overseen by the Compliance Council. Our business partners acknowledge and adhere to the Code of Conduct for Suppliers and Third Parties based on the principles of the UNGC.

Statement of Purpose

Our values are the principles we use to run the Company daily and are the foundation of our Code of Business Conduct. Our values underpin everything we do and are encapsulated in the acronym F-S-O-F-T (Foresee issue; Search solution; Observe regulation; Follow consultancy; Take action).

Reinforcing a Culture of Compliance

Code of Business Conduct (Digital Version)

We also have a digital version of the Code of Business Conduct. It provides user-friendly access and can be accessed on mobile devices. The digital version of the Code aims to help every employee understand the behavior we expect and the principles and values we uphold. We strive to continue building a culture of compliance where everyone feels they can do the right thing and prioritize legal and ethical choices. The digital version of the Code is available here.

Code of Business Conduct Training

Our new employees are trained on the Code of Business Conduct when they first join the Company. We also maintain annual refresher training through our online ESG training program, which includes mandatory training modules for employees to complete each year to renew their commitment to the Code of Business Conduct. Our supplier partners are also trained and required to commit to the Code of Conduct for Suppliers and Third Parties through online channels. We also have a detailed communication plan that uses multiple communication channels such as email, video, blogs, gamified assessments, and storytelling to spread awareness of various policies.

Anti-corruption and Anti-bribery

100%

employees are trained in
business ethics

None

No allegations of corruption or
bribery related to the company or
its employees

None

No corruption or bribery cases
related to FPT Software

100%

company locations are evaluated
annually for ethical issues

We are committed to maintaining the highest ethical standards in our business activities. The Company does not accept any form of fraud, bribery, or corruption of any individual in the Company.

The Company does not engage in and does not tolerate any form of corrupt activity, and is committed to complying with applicable anti-corruption laws.

We carry out corruption risk assessments at all company locations and departments. High-risk departments include purchasing, sales and human resources.

To implement the established rules and objectives well, we have implemented measures to prevent corruption risks:

- Anti-corruption awareness training for all employees.

- Transparent purchasing, sales, and recruitment processes

- Issue a complaint and denunciation process and assign the legal department to handle complaints and denunciations related to corruption.

- Inspect and evaluate departments with a high risk of corruption every year.

- Sensitive transactions must be approved according to a regulatory delegation of authority.

Prevention of unfair competition

Respect, Fairness, and Transparency are the business principles of
FPT Software, and they are conveyed to all employees.

100%

FPT Software employees are trained in unfair competition.

100%

locations and departments are assessed for unfair competition risks.

100%

sales staff understand and comply with regulations on dealing with
customers and communicating with competitors.

Prevention of unfair competition

FPT Software always provides available channels to receive opinions and complaints of stakeholders on unfair competition issues. In 2022, there were:

NO Complaints

about unfair competition involving the company.

100% Company Locations

are periodically assessed for taking actions to ensure fair competition is maintained.

Information Management

We are proud to be the leading technology company in Vietnam. We have taken measures to ensure information security within the company, individual employees, customers, partners, third and other interested parties.

All of our locations and departments are assessed for information security risks.

We also design instructions for employees to secure information on personal computers, company computers, company data systems such as measures for updating passwords, firewalls, controlling access, using copyrighted software and assessing vulnerabilities in the system.

We have instructions to ensure that we are always ready to respond to information leakage and information theft incidents at FPT Software.

We sign information security commitments with related parties and customers during transactions and information sharing.

Results of implementing information security system

Number of information security incidents in 2023:

7 **cases**
(No. of serious incidents: 0)

Percentage of employees trained in information security

100%

Company locations that have been certified with ISO 27001:2013

100%

Percentage of locations subject to risk assessment and periodic information security assessment

100%

Personal Data Protection Organization and Governance

At FPT Software, we constituted the personal data protection function since 2018 as an independent department, which enables function reporting to CFO/COO.

As a global company, FPT Software ensures the adequate level of data protection prescribed by the European Union General Data Protection Regulation, PDPD13, APPI, PDPA or other national Personal Data Protection Regulations and the national laws for cross-border data transmission, including in countries that do not yet have adequate data protection laws in building applications, while executing client projects and processing employee personal data.

To demonstrate our top management's commitment to privacy, we have formulated the data protection handbook, which includes policy, guidelines, procedures, and templates. The document is published on our intranet and our website and reviewed and updated twice a year. In order to ensure complete transparency, we provide privacy notices at the time of data collection to both internal and external data subjects, and a privacy statement is also made available for external data subjects in the public domain. These are regularly enhanced to reflect FPT's endeavours in legally personal data processing and compliance with data protection regulations.

At FPT Software, Global Data Privacy Officer is responsible for overseeing data protection strategy and implementation to ensure compliance with national and international laws.

FPT Software has implemented a strong governance for Personal Data Protection and PIMS management. Clear roles and responsibilities are defined for PIMS operations, coordination, support of personal data protection, breach/incident management, risk management and DPIA's.
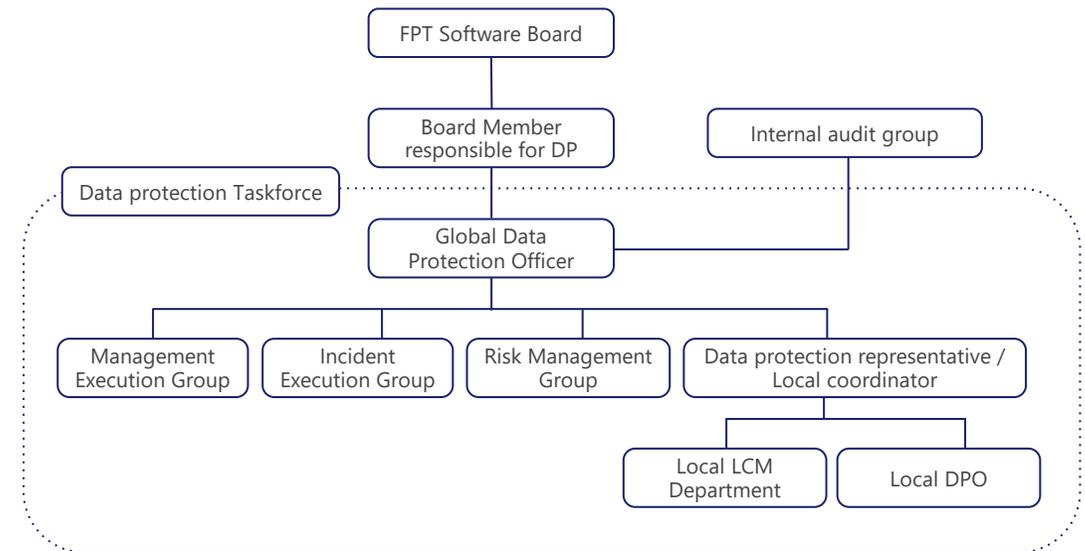
Supply Chain Management

Number of suppliers with contracts that integrate environmental and social criteria: 40/46

Equivalent to 87%

Number of suppliers assessed for CSR system risk: 46/46

Equivalent to 100%

Number of suppliers that have been assessed for the CSR system: 46/46

Equivalent to 100%

Highlight figures for our efforts throughout the year

2023

Number of vendors who have signed supplier and 3rd party codes of conduct: 40/46

Equivalent to 87%

Number of suppliers that have participated in capacity building activities on sustainable development: 46/46

Equivalent to 100%

Number of purchasing staff who complete training in sustainability: 30/30

100%

Number of suppliers that have been assessed on-site for sustainability criteria: 2/2

Equivalent to 100%

Sustainable Procurement

- 20 pts. — Quality
- 10 pts. — Ability to provide
- 10 pts. — Quotation
- **Total evaluation score 100 pts**
- 40 pts. — Price
- 20 pts. — Society & Environment

From 2022, FPT Software will take measures to incorporate social and environmental requirements into the supplier selection and procurement process at the company. FPT Software is committed to creating and participating in the sustainable supply chains in Vietnam and globally.

Along with the evaluation criteria of price, quality, social, human rights, ethical, and environmental criteria are included in our supplier selection and monitoring evaluation criteria. All of our purchasing staff are trained in evaluating supplier sustainability criteria.

We accompany suppliers to improve capacity and jointly implement activities to protect the environment, people and embody ethical social criteria. We attach sustainability requirements to our contracts with our suppliers. We have annual incentives for suppliers who perform well in terms of reducing greenhouse gas emissions and reducing environmental pollution.

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References

References

For more detailed information, please refer to the assurance report via this link.