




CHANGE



A small change,
repeated every day,
will lead to a big change.

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Abbreviations and definitions

ATE:	ACB Talent Ecosystem.
BOM	Board of Management.
SVB	Supervisory Board.
IT	Information Technology.
ESG	Environmental, social, and governance.
ESOP	Employee Stock Ownership Plan.
GHG	Greenhouse gas.
GRI	Global Reporting Initiative.
GWP	Global warming potential.
BOD	Board of Directors.
SBV	State Bank of Vietnam.
SDGs	Sustainability Development Goals.
ACB Group	Asia Commercial Joint Stock Commercial Bank (ACB) and its subsidiaries.
CEO	Chief Executive Officer.

LIMITED ASSURANCE REPORT ON A SELECTION OF SUSTAINABLE DEVELOPMENT INDICATORS IN THE SUSTAINABLE DEVELOPMENT REPORT

To the Board of Directors of Asia Commercial Joint Stock Bank

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, we have found no material deficiencies in the Sustainable Development Indicators selected and presented in the Sustainability Development Report for the year ended December 31, 2022, of Asia Commercial Joint Stock Bank, as listed below ("selected Sustainability Indicators") as reported by Asia Commercial Joint Stock Bank ("Bank"), in accordance with the Disclosure Standards GRI 401-1, GRI 404-1, GRI 404-3, and GRI 405-1 and related requirements established by the Global Sustainability Standards Board (GSSB) ("Relevant GRI Standards").

Assured Sustainable development information

Assured sustainable development information includes:

- Number of employees as of December 31, 2022 (people) (pages 65, 83) (referenced to GRI 2-7)
- Number of new hires in 2022 (people) (page 65) and Total number of new hires and resignations in 2022 by age group, gender, and region (people) and corresponding percentage (%) (page 83) (referenced to GRI 401-1)
- Number of employees on maternity leave by gender in 2022 (people) (page 69) (referenced to GRI 401-3)
- Average number of training hours for each employee by gender and employee classification in 2022 (hours) (pages 68, 69) (referenced to GRI 404-1)
- Percentage of employees periodically evaluated for work performance and career development in 2022 (%) (page 66) (referenced to GRI 404-3)
- Diversity of management and employees (pages 72, 73) (referenced to GRI 405-1)



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Other information

The respective sustainability indicators for the years ended December 31, 2020, and December 31, 2021 have not been assured. The scope of our assurance services only covers the selected Sustainability Indicators mentioned above, so we do not give assurance conclusions about other information in the sustainability report of Asia Commercial Joint Stock Bank for the year ended December 31, 2022.

Criteria used as standards for reporting

Criteria used as a standards for reporting include Information Disclosure Standards GRI 401-1, GRI 404-1, GRI 404-3, and GRI 405-1, and related requirements established by the Global Sustainability Standards Board ("Criteria").

Basis of conclusion

We perform assurance engagements in accordance with International Standard on Assurance Engagements No. 3000— Assurance engagements other than audits and reviews of historical financial information, issued by the International Auditing and Assurance Standards Board ("Standards"). We have performed the following procedures under this limited assurance engagement:

- We have conducted interviews with those responsible for preparing the sustainability report to gather information about the reporting process on selected Sustainability Indicators and related internal controls;
- We have evaluated the design and implementation of processes and controls related to the recognition, collection, management, and reporting of selected Sustainability Indicators;
- We have reviewed the bank's policies and documents related to reporting selected Sustainability Indicators;
- We have implemented analytical procedures for selected Sustainability Indicators;



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- We have implemented recalculation procedures for selected Sustainability Indicators;
- We have done a sampling test of documents related to the calculation and presentation of selected Sustainability Indicators;
- We have evaluated the appropriateness of the presentation of selected Sustainability Indicators with relevant GRI Standards.

In accordance with the Standards, we have:

- Used professional judgment in planning and performing the engagement to provide limited assurance that we are not aware of any material misstatements in the selected Sustainability indicators due to fraud or error.
- Considered the Bank's relevant controls when designing assurance procedures, but we do not conclude on the effectiveness of those controls.
- Ensured that the engagement team of this limited assurance service had the appropriate knowledge, skills, and competencies.

Definition under the Standards about reasonable assurance, limited assurance, and material misstatement

The procedures performed in a limited assurance engagement may be different in nature, timing, and less scope as compared to a reasonable assurance engagement, and therefore the level of assurance achieved in an assurance engagement is significantly less than the possible level of assurance that would be achieved with a reasonable assurance engagement.

Misstatements, including omissions, are considered material if, individually or in aggregate, they could reasonably be expected to influence the relevant decisions of the Bank's Board of Directors.

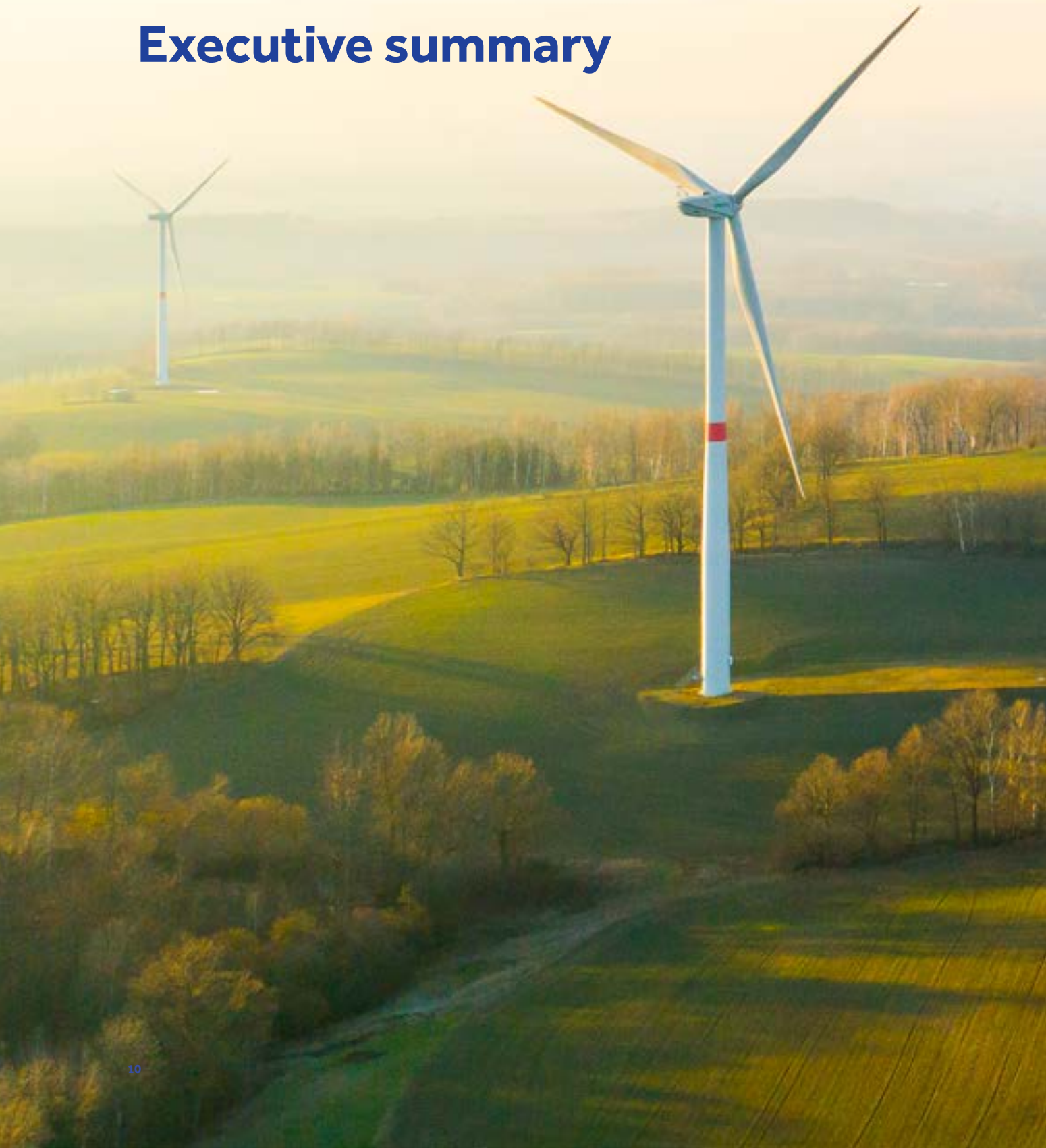
Purpose of this report

This report has been prepared for the use of the Bank's Board of Directors for the purpose of drawing assurance conclusions on the selected Sustainability indicators and may not be appropriate for other purposes. We do not accept any responsibility for reliance placed on this report by any party other than the Board of Directors of the Bank or for any purpose other than that for which this report has been prepared as stated above.



1

Executive summary



Over the past 30 years, ACB has always been committed to creating long-term value for customers, employees, shareholders, and the community. ACB always tries its best and wholeheartedly cares for its stakeholders. For example, with customers, we focus on them, emphasizing that they are our priority and that they are at the center of all our decisions in the process of meeting customer needs. ACB strives to bring the best experience to customers, build the best working environment for employees, and achieve high business performance. At the same time, ACB is also aware of fulfilling its responsibilities to the community and focuses on protecting the environment and continuing sustainable values for future generations.

In this report, ACB presents and announces official information related to ACB's sustainable development directions, our approach to related issues, ACB's methods of managing material topics, and the results we have achieved on the journey toward sustainable development goals. This report is a tool to help ACB review and reassess the effectiveness of sustainable development activities performed throughout the year. The report supports the BOD and Board of Management in their efforts to promptly update the most appropriate development directions and strategies for ACB. The report forms the basis for integrating sustainable elements into ACB's business strategy and demonstrates the desire to contribute to preserving a green planet for future generations through sustainable business and respect for the environment and society.

This sustainable development report is prepared separately from the annual report to provide an overall picture of our activities toward sustainable development and to supplement the contents published in ACB's 2022 annual report with more detailed information.

1. Basis of reporting

This report is prepared and published with reference to the information disclosure standards established by the Global Sustainability Reporting

Standards Board (GSSB), selected by the Bank's BOM, and listed in the Appendices on GRI presented on pages 85 and page 86. We refer to the United Nations SDGs to build sustainable development directions and integrate SDGs into relevant reporting sections to demonstrate ACB's contribution to accomplishing these goals.

2. Scope of the report

Reporting period: The 2022 sustainable development report is prepared according to the financial accounting year from January 1 to December 31, 2022.

Reporting cycle: Yearly.

Reported data: The report was prepared within the scope of operations of ACB Group, including Asia Commercial Joint Stock Bank with Head Office units, 384 branches, and sub-branches operating in 47 provinces and cities in Vietnam, and its subsidiaries operating in Vietnam. Please refer to the list of subsidiaries in the 2022 Annual Report (page 34) posted on the website www.acb.com.vn. Special cases (data at Bank level instead of Group level) will be noted accordingly. The financial data in this report is derived from the 2022 audited consolidated financial statements.

This report should be read in conjunction with the 2022 Annual Report and other sustainability-related publications on our website.

Release date: 27.10.2023.

3. Contact information

ACB always strives to meet our stakeholders' expectations for information transparency, sustainable growth in business, and to demonstrate corporate responsibility to the community and society. Therefore, ACB looks forward to receiving your sincere comments. Please send any comments or questions related to sustainable development issues to the Investor Relations Team at the following email address: ir@acb.com.vn.

Message from the Chairperson



What legacy do we want to leave behind?

“ It may take 10 years, 20 years, or 30 years for a sustainable development journey, but that shall be a meaningful legacy for us to leave behind for the future. ”

Humanity is currently facing enormous environmental challenges, such as climate change, pollution (air, water, etc.), global warming, natural resource depletion, and biodiversity loss. Our world has seen unprecedented effects and disasters related to climate change in recent years. The root of these problems is caused by human impact through overexploitation and mistreatment of the earth. The United Nations has called on countries, along with organizations and individuals in each country, to join hands to prevent the process of destroying the living environment of future generations of humanity.

At the COP26 Climate Summit (October 31–November 13, 2021), taking place in Glasgow (Scotland), Vietnam and many countries around the world committed to achieving net zero (0) emissions (Net Zero) by 2050. The government has been building a legal corridor to implement this commitment, such as by issuing Decision No. 888/QĐ-TTg dated July 25, 2022, approving the project on tasks and measures to implement the results of the 26th Conference of the Parties to the United Nations Framework Convention on Climate Change; and Decision No. 896/QĐ-TTg dated July 26, 2022, approving the national strategy on climate change for the period till 2050, etc.

In the spirit of accompanying the Government and fulfilling its responsibilities in implementing laws and regulations on climate change and the net zero (0) emissions target, organizations and businesses need to raise awareness of this issue and turn that awareness into concrete actions.

ACB's Leadership soon saw the vital importance of environmental protection. Since 2013, ACB has taken a number of specific steps to make protection of the environment an integral part of our culture and our business. We have reduced the use of plastic and paper, and replaced them with environmentally friendly materials. We have been building and raising awareness among employees on environmental protection, living and acting "green" when possible, and spreading the spirit of "Together with ACB, we cherish this Earth" to customers, partners, and communities where ACB is present.

In addition to the information on governance and social responsibility that has long been published according to regulations and practices, ACB's BOD deems that it is now necessary to evaluate and disclose more information on the environmental impact from ACB's daily activities. This sustainable development report fulfills our commitment to provide this information.

Sustainable development at ACB is fundamentally about persistently implementing corporate governance principles and practices for the common benefit of the Bank and increasingly improving the quality of social activities related to employees, customers, and the community. To the extent possible, we will expand activities that conserve resources, reduce pollution, reduce waste, and reduce carbon emissions, contributing to implementing the Government's commitment to the Net Zero goal by 2050.

Practicing sustainable development not only demonstrates the role and responsibility of ACB as a leading bank in Vietnam, but also demonstrates the love of ACB people for their country and their compatriots.

ACB's efforts to practice sustainable development have been recognized.

- ACB is an enterprise in the "Top 50 Sustainable Development Enterprises in 2022" (Nhip Cau Dau Tu Magazine);
- "Best Sustainable Bank in Asia 2022 (International Banker Magazine, UK);
- "Best Socially Responsible Bank in Vietnam 2022" and "Best Corporate Governance Bank in Vietnam 2022" (Global Banking and Finance Review Magazine, UK);
- "ACB: One of the organizations with the best working environment in Asia in 2022" (HR Asia).

With a focus on environmental protection, ACB's Leadership believes that ACB people will live and breathe with the mindset of "What legacy do we leave behind?" and expect to receive the active companionship of other stakeholders under the banner "Together with ACB, we cherish this Earth."

2

Overview of ACB





ACB

The bank's name:

Full name in Vietnamese: Ngân hàng thương mại
cổ phần Á Châu

Full name in English: Asia Commercial Joint Stock Bank

Abbreviated name: ACB

Legal form and ownership structure:

Joint stock company

Business Registration Certificate no.:

0301452948

Date of first registration: May 19, 1993

The thirty-eighth registration: July 04, 2022.

Chartered capital:

VND 33,774,350,940,000

(In words: Thirty-three thousand seven hundred
seventy-four billion, three hundred and fifty
million, nine hundred and forty thousand dong.)

Headquarters address:

442 Nguyen Thi Minh Khai Street, Ward 5, District
3, Ho Chi Minh City.

Phone number: (84.28) 3929 0999

Fax number: (84.28) 3839 9885

Website: www.acb.com.vn

Stock code: ACB

Vision:

To be one of the best retail banks in Vietnam, focusing on offering financial services for customers in three strategic segments.

Mission:

To contribute to the sustainable development of Vietnam's economy by delivering values to customers, shareholders, staff and relevant parties through the provision of financial services and solutions.

Core values:

Integrity

Prudence

Innovation

Efficiency

Balance

Main business lines and branch network:

- Short-, middle- and long-term lending;
- Discount of commercial papers, bonds and valuable papers;
- Capital contribution and joint venture in accordance with applicable laws;
- Settlement services;
- Foreign currency exchange, gold trading and overseas payments;
- Overseas capital mobilization and other overseas banking services permitted by the State Bank of Vietnam;
- Factoring activities;
- Buying and selling bonds;
- Fiduciary and entrustment activities;
- Commodity derivative;
- Insurance agent;
- Providing financial leasing services;
- Securities trading;
- Brokerage and securities investment consultant;
- Depository, corporate financial advice and underwriting;
- Services in investment fund management and asset exploitation, and provision of other banking services.
- Short-, middle- and long-term deposits; non-term deposit;
- Deposits of domestic organizations;
- Borrowings from other credit institutions;



3

Highlights

Impressive statistics

Economy

43%

The increase in pre-tax profit compared to 2021 thanks to credit growth, increased service fee income, the recovery of bad debts, and the reversal of provisions from borrowers affected by COVID-19.

26.5%

Return on Equity (market leading).

100%

Percentage of new suppliers being assessed for their environmental and social impacts.

Environment

215

Ton

Saved and recycled paper throughout the year.

32

Ton

Plastic reduced from ACB's "Close to O" journey.

300.48

Ton of CO₂ equivalent

Greenhouse gas emissions reduced through the implementation of electricity and paper savings.

Society

8.39

on a scale of 10

Customer satisfaction for ACB in 2022.

417

VND million

Average income of employees in 2022.

760

Thousands of hours

Training for ACB employees in 2022.

Notable awards

No.	Awards	Organizations
1	Best Corporate Bank Vietnam 2022	Global Banking and Finance Review
2	Best Corporate Governance Bank Vietnam 2022	Global Banking and Finance Review
3	Best CSR Bank Vietnam 2022	Global Banking and Finance Review
4	Best Commercial Bank Vietnam 2022	International Banker (UK)
5	Most Sustainable Bank Asia 2022	International Banker (UK)
6	Best Customer Service Provider Asia 2022	International Banker (UK)
7	Corporate Excellence in 2022	Enterprise Asia
8	Mr. Tran Hung Huy: 2022 Master Entrepreneur in Asia	Enterprise Asia
9	Inspirational Brand in 2022	Enterprise Asia
10	Best Companies to Work for in Asia 2022	HR Asia
11	Top 10, 2021 annual report of large-caps	Ho Chi Minh City Stock Exchange and Bao Dau Tu Magazine
12	Top 50 Listed Companies in Vietnam 2022	Forbes Vietnam Magazine
13	Top 10 private commercial banks in 2022	Vietnam Report
14	Top 50 public companies in 2022 – VIX50	Vietnam Reports
15	Vietnam's 50 Best-performing Companies	Nhip Cau Dau Tu Magazine
16	Top 50 Corporate Sustainability Awards 2022	Nhip Cau Dau Tu Magazine
17	2022 listed companies honored for best investor relations	Vietstock

4

Sustainability coming from within

1. Directions for sustainable development.

ACB is aware of its responsibility to contribute to long-term economic and social development, as well as to join hands in protecting the environment and leaving a green planet for future generations.

Our efforts are based on the ambition of "Leveraging on ACB's ESG model as a foundation to encourage stakeholders to practice ESG and replicate this model to more and more individuals and organizations in Vietnam." ACB aims to maintain and enhance trust in the Bank by practicing good corporate governance and ensuring that governance, control, and

executive functions are implemented for the benefit of shareholders and other stakeholders. This commitment to sustainable development is integrated into ACB's development strategy, which includes steady and sustainable growth to meet shareholder expectations, improving customer experience, and developing and maintaining a working environment that attracts, motivates, and retains talent. Moreover, ACB intends to achieve a net zero target with the expectation of spreading ACB's green values to stakeholders and changing the awareness of environmental protection among one million people in Vietnam within the next five years.



Priority 1

SUSTAINABLE GROWTH, BUILDING THE FUTURE

ACB is responsible for contributing to the economy through operational efficiency to create long-term economic value, promoting Vietnam's economic development, and moving toward sustainable procurement.



Priority 2

SPREADING A SUSTAINABLE MINDSET ON THE JOURNEY TO GREENING THE EARTH

ACB always strives to accompany the Vietnamese government in the fight against climate change. ACB is committed to complying with laws and regulations on environmental protection, promoting management initiatives, and spreading the message and spirit of concern for environmental sustainability to its stakeholders.



Priority 3

CONTRIBUTING TO SOCIETY AND BUILDING A SUSTAINABLE COMMUNITY

ACB focuses on building internal aspects, creating the best working environment for employees, improving human resource quality and capacity, ensuring safety and health for employees, and promoting diversity and equality. ACB promotes the communication of ACB's core values to customers through improving service quality, increasing customer experience, and securing customer information. ACB strives to fulfill its responsibilities and contribute to the community and society.

ACB's sustainable development directions are developed based on Vietnamese and international regulations and best practices for sustainable development and refers to the 17 Sustainable Development Goals of the United Nations. Among these 17 goals, ACB focuses on the following 13 goals:



2. Sustainable development management

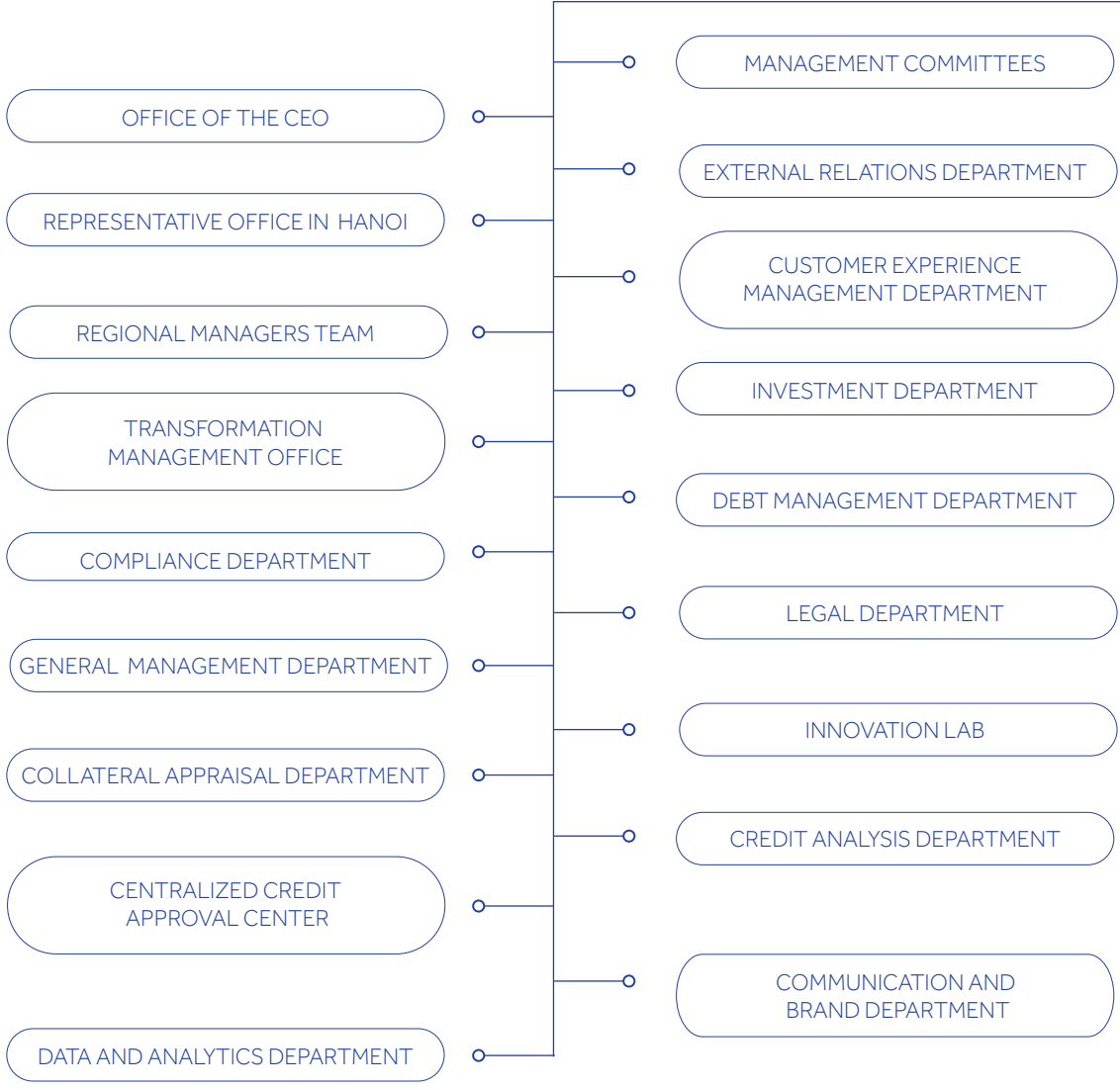
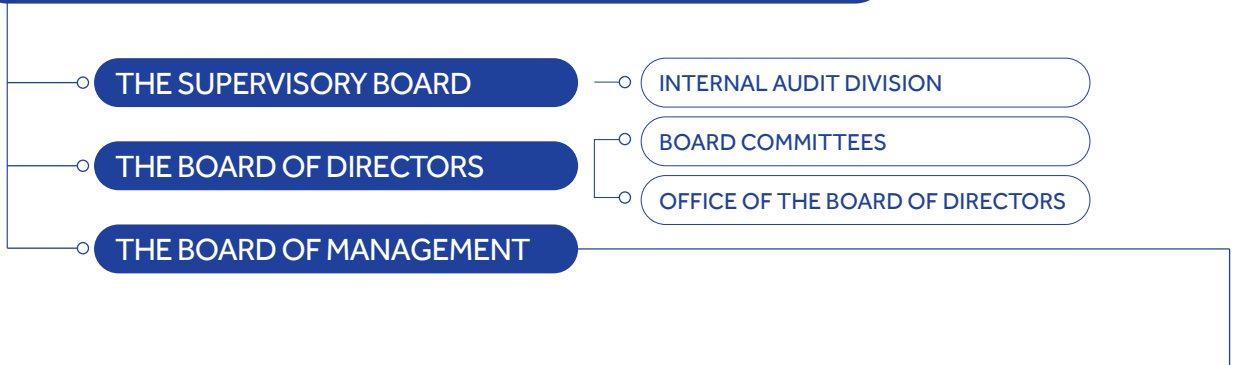
“ Aware that effective management is the decisive factor for the survival and development of an organization, ACB always maintains the highest standards of business ethics, governance principles, and accurate and transparent reporting. ACB is committed to strictly complying with laws and State regulations, aiming for a "clean" business environment, and bringing sustainable value to stakeholders. ”

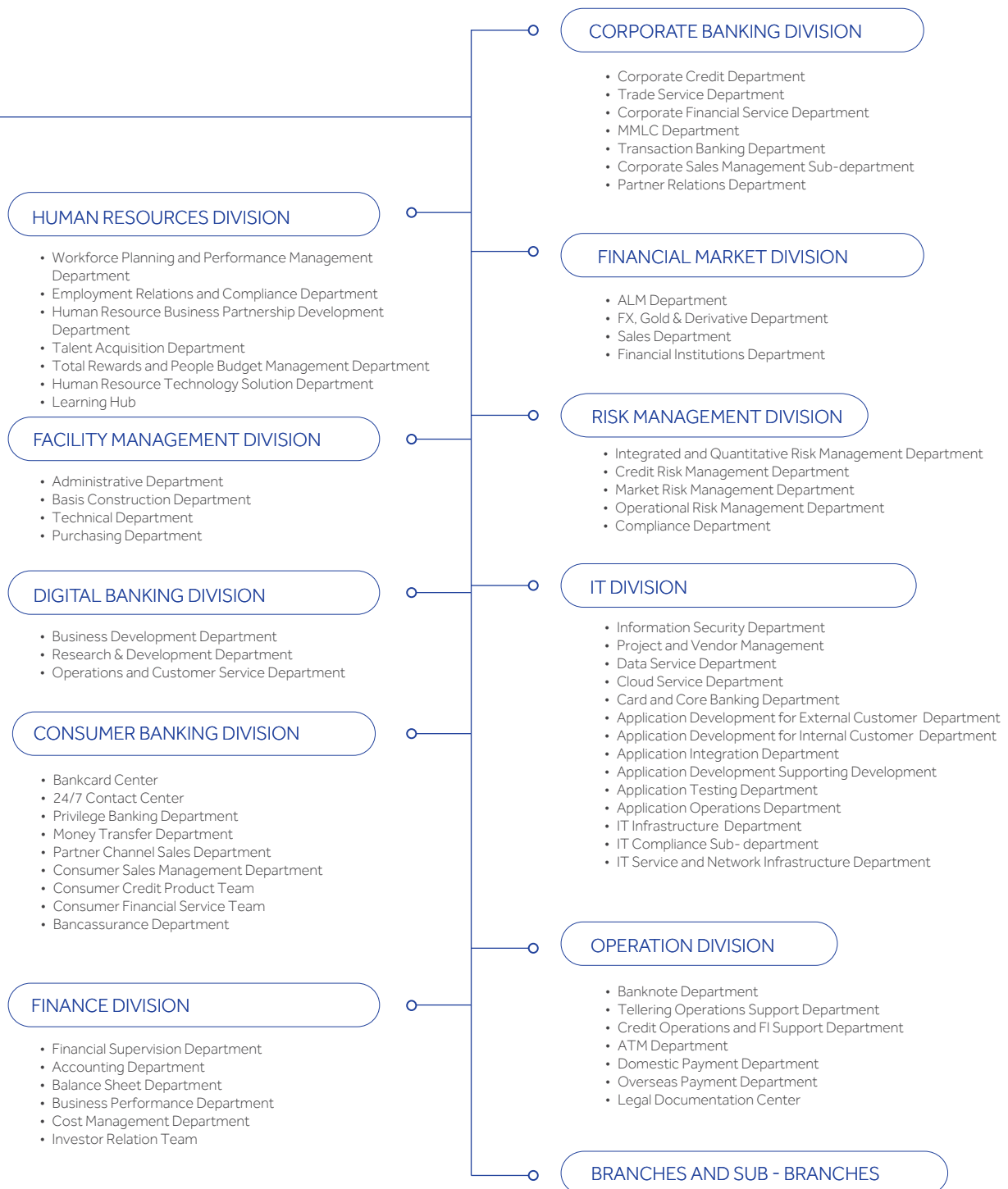
Governance structure

ACB's organizational structure includes the General Meeting of Shareholders, BOD, SB, and the CEO according to the provisions of the Law on Credit Institutions 2010 and Article 32.1 on the organizational structure of credit institutions of the 2017 Law amending and supplementing a number of articles of the Law on Credit Institutions.

The General Meeting of Shareholders is the highest authority of the bank (Article 27.1 of the ACB Charter dated August 01, 2022).

THE GENERAL MEETING OF SHAREHOLDERS





Process of appointing and selecting personnel for the highest level of management

The process of appointing and selecting personnel for the highest level of management is stated in the ACB Charter. Accordingly, the General Meeting of Shareholders elects, dismisses, and appoints BOD members, with at least 51% approving votes out of the total votes of all shareholders attending the meeting.

The BOD elects, dismisses, and appoints the BOD Chairperson with a direct paper ballot or by open voting. The BOD Chairperson must not exercise simultaneously the function of chief executive officer at either the Bank or other credit institutions.

The results of the election and appointment of the Bank's Chairperson and Vice Chairperson shall be notified to the State Bank in accordance with regulations.

Process of designing a remuneration policy and determining remuneration

The BOD and SB members do not receive a salary but receive remuneration and are covered for other reasonable and necessary expenses during the performance of their duties. The General Meeting of Shareholders decides on the remuneration and operating expense budget for the BOD and SB.

Roles and responsibilities of the BOD and committees under the BOD

Mr. Tran Hung Huy	Chairman
Mr. Nguyen Thanh Long	Vice Chairman
Ms. Dinh Thi Hoa	Member
Ms. Dang Thu Thuy	Member
Mr. Dam Van Tuan	Member
Mr. Dominic Timothy Charles Scriven	Member (as of June 29, 2022)
Mr. Do Minh Toan	Member (since April 13, 2023)
Mr. Nguyen Van Hoa	Member (since April 13, 2023)
Mr. Hiep Van Vo	Independent Member
Mr. Huang Yuan Chang	Independent Member (as of April 13, 2023)
Mr. Trinh Bao Quoc	Independent Member (since April 13, 2023)

(*) Please refer section 1.1.2 "Resumes" of BOD members as specified in Chapter V "Corporate governance" of 2022 Annual report.

The BOD plays an important role in directing ACB's business and internal activities and is responsible for managing the bank and leading sustainable governance with the help of the Committees and the BOM. The BOD, as the Bank's top management, establishes leadership principles and builds corporate culture, incorporating sustainable development matters into the bank's strategy. Every year, BOD members are evaluated for their independence, work efficiency, and capacity related to their impact on the Bank. BOD members regularly participate in courses on sustainable development management to improve knowledge, skills, and experience in their top management roles at ACB.

Two independent BOD members, Hiep Van Vo and Huang Yuan Chiang, participate in committees under the BOD and play an important role in discussing and providing opinions on issues.

Committees under the BOD include the Board Risk Committee, Board Human Resources and Remuneration Committee, Board Strategy Committee, and Board Investment Committee.



BOARD RISK COMMITTEE
The Committee Chairperson is Vice BOD Chairperson, Mr. Nguyen Thanh Long.

Consists of 10 members, including two independent members and four members of the BOD, whose roles are:

- Supervises the activities of the BOM in managing all types of risk that affect ACB's operations.
- Directs the BOM to ensure credit quality, control bad debt ratios at a low level, handle violations in credit granting, strengthen management, and promptly respond to fluctuations that may arise. Simultaneously, the BOM improves risk management capacity according to Basel II and Basel III standards.
- Places emphasis on preventing fraud, ensuring compliance, and managing information technology risks in the process of providing products and services to customers.



HR&RC COMMITTEE
The Committee Chairperson is BOD Chairperson, Mr. Tran Hung Huy.

Consists of eight members, including one independent member and four members of the BOD, with the role of approving or submitting to the BOD for approval a number of important issues in the following areas:

- Advises the BOD on the size and structure of the BOD and executives in accordance with the scale of operations and development strategy of ACB.
- Advises the BOD in handling personnel issues that arise during the process of electing, appointing, dismissing, and re-electing the positions of BOD members, SB members, executives, and other positions, according to the provisions of law and ACB's Charter.



BOARD STRATEGY COMMITTEE
The Committee Chairperson is BOD Chairperson, Mr. Tran Hung Huy.

Consists of six members, including one independent member and three members of the BOD, whose role is to direct the implementation of the 2019-2024 strategy through meetings with the Office of Transformation Management and other related units to review the progress, approaches, as well as implementation effectiveness of such strategic projects. The Strategy Committee is responsible for evaluating the results of implementing the strategic goals of the BOD and reviewing the business environment to propose to the BOD appropriate strategy adjustments.



BOARD INVESTMENT COMMITTEE
The Committee Chairperson is BOD independent member, Mr. Hiep Van Vo

Consists of five members, including one independent member and two members of the BOD, whose role is to provide investment direction for subsidiaries while strengthening the management framework of subsidiaries and monitoring the effectiveness of the Group's investments and divestment of existing ones.



Role in preparing sustainable development reports

In September 2022, the CEO appointed a Manager in Charge of Environment, Society, and Governance (ESG Manager). The ESG Manager is mainly responsible for:



Developing an appropriate ESG capacity framework and strategy according to ACB's development directions, ensuring effective implementation of ESG activities.



Closely monitoring the ESG indicators. Developing and managing ESG indicators to ensure compliance with laws, internal regulations, and business trends.



Participating in building an ESG reporting framework. Implementing policies and procedures for coordination, synthesis, and full disclosure of information.



Coordinating with departments to communicate and implement appropriate ESG activities.

Accordingly, the ESG Manager is responsible for guiding the development of a sustainable development reporting framework with appropriate reporting policies and procedures. The ESG Manager is responsible for preparing a sustainable development report and providing it to the Head of BOD Office for review, then submitting it to the BOD Chairman for approval.



Code of conduct

Internal rules on the Code of conduct applicable to ACB employees are issued with Decision no. 754/TCQĐ/-HĐQT.18 dated March 12, 2018. This regulation stipulates the codes of conduct that ACB's management considers to be standard or

a model consistent with ACB's core values that all employees need to follow in order to preserve their professional reputations and ACB's reputation. This code is part of the yearly mandatory training content for all ACB employees.

ACB Code of conduct

	01	Respect the human rights of everybody and live with social ethical norms.
Comply with laws and regulations and behave responsibly with state authorities.	02	
	03	Comply with internal regulations and protect assets of the Bank.
Respect customers and treat customers fairly.	04	
	05	Respect colleagues and treat colleagues fairly.
Protect data and information confidentiality.	06	
	07	Do not use your position in the Bank for your own personal gain.

Corporate culture

For quite some time at ACB, awareness and responsible action toward the community and the future have not just been a campaign or movement but have also been identified as a culture that needs to be built and developed. We believe that a strong corporate community is built on a foundation of human values as well as on economic benefits. ACB builds a culture that not only cultivates knowledge, skills, and professional expertise but also ensures that ACB members always demonstrate good ethics through concern for society and the surrounding environment.

Training and career development are emphasized at ACB through training programs which are specifically mentioned in Section 1 "Investment in and development of human resources" under Priority 3 "Contributing to society and building a sustainable community" in this sustainable development report. In addition, the culture of promoting innovation is always strongly maintained at ACB through the ACB WIN contest (an annual creativity contest organized by ACB) and the ACB UP program (a continuous innovation competition for ACB employees). These programs not only help develop a culture of innovation at ACB but are also a premise for the development and deployment of high-quality models and products aimed at creating a comfortable working environment that meets employee needs, enhances the customer experience, and brings benefits to the community and society.

In addition to possessing professional expertise and high skills, each ACB individual clearly understands the importance of protecting the environment to preserve the green Earth. This not only helps make current life better but also preserves the natural environment for future generations. The culture of concern for environmental protection originates from small actions stemming from ACB leaders, especially the BOD Chairperson, creating bold marks in environmental protection. This culture continues to be spread to ACB employees and customers through implemented programs such as giving away environmentally friendly products and

organizing awards related to environmental protection for stakeholders. Over time, the environmental protection culture at ACB has gradually been formed through the contributions of all employees and has created true core cultural values that serve as a guideline for the Bank's operations. These values are also brought to light through specific data such as reduction of the amount of paper and plastic ACB uses and the trend of reducing greenhouse gas emissions per employee. Through our own sustainable values for society and the environment, ACB believes that it will be able to spread its influence and change the mindset and awareness of stakeholders to join hands in protecting the environment.

Conflict of interest

BOD members, the CEO, and other members of the BOD are obliged to declare to the BOD any potentially conflicting interests that they may have in other economic organizations, transactions or other individuals and can only use those opportunities when the BOD (including BOD members without related interests) has reviewed and approved them.

Every six months, ACB submits corporate governance reports to State agencies.

Risk management related to sustainable development

ACB recognizes that ESG risks can have direct or indirect impacts on the Bank's other key risks. Therefore, risk management related to sustainable development at ACB is integrated into risk management of specific risks at the Bank, including credit risk, operational risk, market risk, liquidity risk, and interest rate risk on the banking book. These risks are regularly monitored and evaluated to minimize impacts on the Bank's operations and the interests of shareholders, customers, and counterparties. At the same time, with the integration of sustainable development factors into risk management, ACB also aims to properly control the potential impacts of the Bank's operations on environmental, social, and governance aspects.



a) Credit risks

ACB integrates sustainable development into credit risk management through the direction and application of credit policies focusing on environmental issues, improving the efficiency of resource and energy use, improving environmental quality, and protecting human health. These policies ensure sustainable development adhering to the goals and tasks in Directive 03/CT-NHNN of the State Bank dated March 24, 2015, "On promoting green credit growth and managing environmental and social risks associated with credit granting activities." At the same time, ACB's lending activities ensure compliance with laws and regulations on environmental protection according to the Law on Environmental Protection and relevant guiding circulars.

In recent years, ACB has resolutely said "no" to sponsoring projects with negative environmental impact.

To ensure that funding from the Bank is rightfully used for sustainable development goals, environmental and social impact assessment

results play an important role in making credit decisions. ACB strictly evaluates projects prior to approving credit grants. At the same time, the management and control of risks related to environmental and social impact are closely monitored by ACB through compliance with regulations on inspection and supervision of loan purposes. This monitoring process ensures that the borrower's business activities throughout the loan tenor do not directly or indirectly affect the environment and society according to the commitments and responsibilities of customers that were assessed at the time ACB considered the credit grant. Through this process, ACB ensures that the credit grant is implemented in accordance with the set goals and does not violate ACB's sustainable development goals.

ACB has been actively implementing the computerization of many credit campaigns and operations since 2020 which helps in standardizing implementation processes, limiting errors, and supporting effective risk control. These improvements also enhance control of environmental and social risks by reducing the use of paper resources (printing and filing of records and documents) as well as staff costs.

(b) Operational risk management

The workplace safety category, including the possibility of losses due to improper implementation of regulations on the health protection of employees, customers, and external events that affect worker safety, is one of nine types of operational risk identified at ACB. The Risk Management Division monitors incidents, natural disasters, and epidemics before, during, and after they occur to ensure the lowest level of impact on business operations, the health and safety of staff, and customer service. Currently, risks related to workplace safety are in the "green" category, with a rare occurrence and low impact.

For suppliers, ACB always conducts an environmental impact assessment and a social security assessment before applying supplier selection criteria. Annually, ACB evaluates the performance of suppliers to ensure service quality and come up with appropriate supplier relationship plans.

(c) Liquidity risk management

ACB aims at a risk management system which is "customer-centric" and protecting the interests of shareholders. In 2022, ACB completed the development and official implementation of key contents of the European Central Bank's liquidity assessment regulations (ILAAP) and Basel III standards, which have been independently reviewed by KPMG regarding compliance with such standards. The completion of Basel III and ILAAP helps ACB improve its ability to withstand systemic risks, handle financial crises, and optimize capital raising plans when in need, thereby proactively responding to events related to liquidity risk. In fact, ACB has always maintained its liquidity position and effectively managed its cash flow, even in the context of market liquidity difficulties in the last months of 2022. This reputation helps counterparties and customers feel more secure about the Bank's financial strength and about its capacity to ensure and prioritize the interests of customers, shareholders, and investors as committed.

(d) Management of market risk and interest rate risk in the banking book

ACB balances the proportion and maturity structure of liabilities and assets on the banking book to limit the negative impact of interest rate fluctuations on the Bank's net interest income

and economic value, especially in times of greater interest rate volatility. Following its success in completing Basel III for liquidity risks in 2022, ACB will continue to develop and review the governance framework, policies, processes, and methods for identifying and assessing risks, as well as tools to measure, monitor, and report market risks and interest rate risks on banking books according to Basel II and III standards in 2023.

(e) Climate change risk management

ACB assesses climate change risks, including (1) physical risks due to natural disasters affecting the Bank's ongoing operations as well as the impact on the operations of ACB's customers (input, infrastructure, workforce, etc.), especially at branches in areas and provinces exposed to natural disasters, and (2) transition risks which include risks of assets stranded due to changes in policies, laws and regulations that cause loss or decrease in the value of assets with high emissions not in use and not creating value, reducing asset value and income sources.

Regarding physical risks due to climate change, the Safety and Disaster Prevention Department at ACB, including personnel from the Risk Management Division, has issued guidance on behavior in the event of natural disasters and epidemics. In addition, ACB always sends dispatches to areas affected by natural disasters, storms, and floods to direct the assessment of impacts on business activities and services provided to customers to promptly update contingency plans for ensuring continuous operations and propose corrective measures. In 2022, ACB organized an assessment and reported on the results of solutions implemented to help customers suffering from drought and saltwater intrusion in the Mekong Delta region and from rain and floods in the Central and Central Highlands regions. Accordingly, affected customers are recorded and assessed for impact, then supported in the form of loan interest exemptions and reductions in fees and interest, and granting loans for reopening production. From 2020 to present, the total outstanding loan balance to affected customers supported by ACB is VND38 billion. And the total outstanding loan balance to customers supported since the implementation of such support measures (2017 to present) is VND 78 billion.

3. Engagement with stakeholders

Listening to and understanding the expectations of shareholders and other stakeholders is a top priority for ACB. ACB's leadership always strives to engage with stakeholders, including shareholders, customers, employees, State management agencies, service providers, and local communities.

	Shareholders and investors	Customers	Employees
Responsibility	<ul style="list-style-type: none"> • Ensure information transparency. • Heading towards a healthy and sustainable financial foundation. 	<ul style="list-style-type: none"> • Improve the quality of customer experience. • Receive and handle customer complaints. • Keep the confidentiality of customer's data. Ensure transparency in the bidding process and in the cooperation process. 	<ul style="list-style-type: none"> • Ensure policies to attract talents: work environment, training and development programs, reasonable salary, and bonus mechanisms. • In the annual employee satisfaction survey, the evaluation indicators include learning and development, sustainability initiatives, culture and brand.
Form of engagement	<ul style="list-style-type: none"> • Interaction through the annual or extraordinary shareholders' meeting. • Annual report. • Communication channels such as Facebook, ACB's website. • Communication via phone, email, etc. • Quarterly meetings or private meetings as suggested by investors and analysts. 	<ul style="list-style-type: none"> • Interaction through the customer experience collection system on each transaction channel (24/7 Contact Center, branches/sub-branches, website, and digital banking application). • Coordinating personnel to restore customer satisfaction with unsatisfactory feedback after using the service. 	<ul style="list-style-type: none"> • Interaction through annual employee satisfaction survey. • Interaction through the annual program to actively receive opinions, measure the satisfaction level of ACB employees about the internal services of the departments to provide necessary information for internal service improvement activities, and maintain a friendly and professional working environment.
Needs and expectations	<ul style="list-style-type: none"> • Achieving high profits and long-term sustainable growth, maintaining stock value, and paying high and stable dividends. • Good governance and transparency, with strict supervision and control of finance, risk management, and credit policy. • Having a policy to protect shareholders' rights. 	<ul style="list-style-type: none"> • High-quality service, meeting customers' financial needs, and ensuring customer account information security. • Having a transparent and easy-to-understand policy regarding fees and costs related to financial products and services at the Bank. • Providing services and/or answering questions as soon as possible and most conveniently. • Having a sustainable development policy and focusing on environmental, social, and civic responsibility. 	<ul style="list-style-type: none"> • Attractive salary and welfare policy, commensurate with employees' capabilities and contributions. • Professional and safe working environment, equality, and transparency in promotion opportunities based on employees' contributions and work efficiency. • Providing training for career development and capacity-building. • Applying modern technology and equipment to ensure high efficiency and working speed. • Good company culture and values, aiming for sustainable development.

	State authorities	Service providers	Local communities
Responsibility	<ul style="list-style-type: none"> • Comply with laws and regulations. • Fulfill tax obligations. • Provide information and cooperate with state management agencies when required. 	<ul style="list-style-type: none"> • Ensure service quality and the origin of goods. • Pay in full and on time. 	<ul style="list-style-type: none"> • Accompany in support of the development of the local communities. • Contribute to the local communities.
Form of engagement	<ul style="list-style-type: none"> • Participate in dialogue sessions with the Government and authorities when required. • Contribute to the draft laws. • Accompany the goals of the Government. 	<ul style="list-style-type: none"> • Interaction via projects or periodic transactions. • Transparent and comprehensive supplier selection process. • Fair and respectful treatment of suppliers. 	<ul style="list-style-type: none"> • Joint contribution to and sponsoring charity activities such as building schools for disadvantaged communities. • Actively participation in social and community-oriented activities.
Needs and expectations	<ul style="list-style-type: none"> • Meeting quality standards and ensuring compliance with laws and regulations related to the Bank's business activities. • Strengthening risk management and information security to ensure the safety and security of customer information and the Bank's business data. • Implementing the State's economic policies to contribute to the country's economic and social development. 	<ul style="list-style-type: none"> • Strengthening cooperation and negotiation to achieve common goals and interests for both sides. • Ensuring transparency and proof of banking activities; ensuring honesty and transparency in data management and financial transactions. 	<ul style="list-style-type: none"> • Be socially responsible and contribute to charity activities and socio-economic development in the community. • Providing convenient and quality services, ensuring the confidentiality and security of customer information, and avoiding information theft and impersonation activities.

4. Identify material topics

Identifying and evaluating material topics helps ACB identify issues that need to be prioritized to ensure business efficiency in parallel with sustainable development.

To identify sustainable development issues affecting ACB and its stakeholders, ACB collects topics through work, discussions, and various forms of engagement with stakeholders. ACB identifies material topics based on assessing the level of impact on ACB's operations and the level of impact on stakeholders. Based on this analysis, there are a total of 11 material topics that ACB focuses on managing, around 3 of which are about the economy, environment, and society. These are areas that both ACB and stakeholders consider important and guide the Bank's sustainable development activities.

The list of material topics and corresponding levels of impact will be reviewed and updated by ACB annually to accommodate changes in the concerns of stakeholders as well as ACB's business operations.



Economy

1. Contribute to economic development.
2. Anti-corruption and anti-money laundering
3. Sustainable procurement



Environment

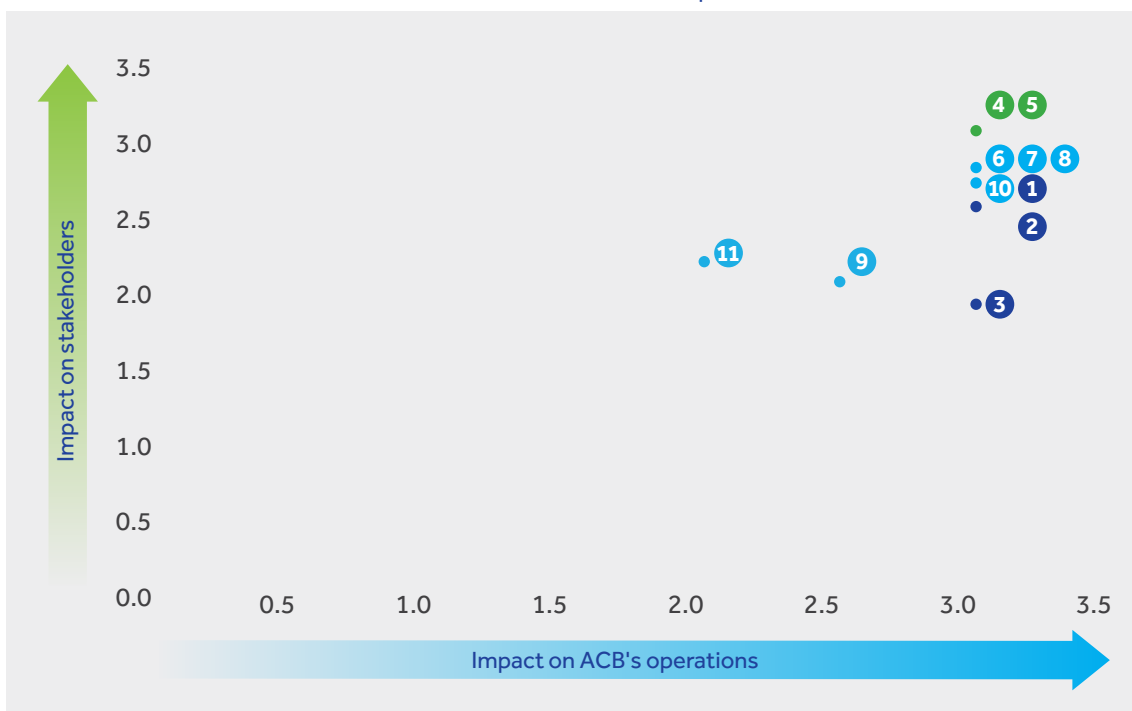
4. Appreciate resources.
5. Manage impacts on the natural environment.



Society

6. Invest in and develop human resources.
7. Ensure workplace safety and employee health.
8. Respect equality and diversity.
9. Enhance the customer experience.
10. Information confidentiality
11. Social responsibility

Matrix of material topics



5. Objectives and assessment of economic, social, and environmental impacts.

MATERIAL TOPIC	DIRECTIONS
Sustainable growth, building the future	
Contribute to economic development	<ul style="list-style-type: none">• Create long-term value for stakeholders
Anti-corruption and anti-money laundering	<ul style="list-style-type: none">• Thoroughly understanding the guidelines and policies of the Government and the State Bank on preventing and combating corruption, misconduct and crime across the ACB system;• Promoting and disseminating laws and regulations related to the prevention and combat of corruption, misconduct, and crime to all ACB employees.

ACHIEVEMENTS IN 2022

SDGs

Create economic value

- Profit before tax:
 - Increased by 43% compared to 2021 thanks to credit growth, increased service fee income and bad debt recovery, and reversal of provisions from borrowers affected by COVID-19.
 - Total assets reached 608 trillion VND, an increase of 15.18% compared to 2021.
 - The bad debt ratio (NPL) remains below 1% at 0.74% (lower than 2021 at 0.77%).
 - Loan loss coverage ratio (LLR): 159%.
 - Lending market share: 3.44%.
 - Market share of customer deposits: 3.52%.



Allocate economic value

- Bring value to shareholders:
 - Maintain dividend distribution to shareholders at 25% (2021: 25%).
 - Return on equity (ROE): reached 26.5%, an increase of 2.6% compared to 2021.
 - Credit growth:
 - Quadruple increase in agriculture and rural sectors as compared to 2020; increased by 80% in the field of high-tech application enterprises; the proportion of small and medium-sized enterprises accounts for nearly 50% of the total outstanding loans from incentive programs.
 - Fully pay interest on deposits, borrowings, and valuable papers.
 - The number of employees increased by 7.62%, and the average employee income increased by 8% compared to 2021.
 - There were 609 new suppliers, increasing total spending to VND1,000 billion (19%) compared to 2021.
 - Fulfilling obligations to the State budget: VND2,569,343 million.
 - Spent nearly four billion VND to sponsor educational activities, policy beneficiaries and the poor, and build charity houses, facilities, and schools.

- 87.79% of management staff completed courses with anti-corruption content.
- ACB has never had any public legal proceedings related to corruption.
- No complaints related to corruption arose during the period; Complaints sent directly from customers or sent by the authorities are all reviewed and resolved, and there are no unresolved cases.



MATERIAL TOPIC**DIRECTIONS****Sustainable procurement**

- ACB aims to not cooperate with suppliers that negatively affect health, safety, and the environment.
- ACB aims to grow domestic production and trade through procuring from domestic suppliers.

Spreading a sustainable mindset on the journey to greening the Earth**Appreciate resources**

- Strive to use resources reasonably and effectively.

Manage impacts on the natural environment

- ACB makes efforts to reduce emissions, ensure wastewater quality in line with standards before being discharged into the environment, and classify and collect waste in accordance with local hygiene regulations.
- ACB commits to fully implementing environmental protection measures according to the current regulations of Vietnamese law.

ACHIEVEMENTS IN 2022

- 100% of partners have their environmental and social impacts assessed.
- Domestic suppliers account for 99%, an increase of 3% compared to 2021.
- There was no interruption in the process of providing products and services.

SDGs



Materials

Paper

- More than 25.57% of the amount of paper used in 2022 came from environmentally friendly sources, and more than 5.29% was recycled from calendar covers.
- The rate of paper consumption per employee decreased from 122.34 kg/person in 2020 to 116.41 kg/person in 2021 and 111.62 kg/person in 2022, respectively.
- The amount of paper saved in 2022 increased by 53% compared to 2021.

Plastic

- Nearly 100% of single-use plastic were not used at ACB in 2022.
- Nearly 100% of items with a mandatory high percentage of plastic, such as floor mats, are made from recycled plastic.

Energy

- Energy use intensity per employee decreased from 16.86 Gigajoules/person in 2020 to 15.03 Gigajoules/person and 15.96 Gigajoules/person in 2021 and 2022, respectively.

Water

- The amount of water purchased per employee decreased from 16.15 m³/person in 2020 to 13.95 m³/person and 14.12 m³/person in 2021 and 2022, respectively.



Emissions

- Greenhouse gas emission intensity per employee decreased from 2.85 tons of CO₂ in 2020 to 2.62 tons of CO₂ and 2.63 tons of CO₂ in 2021 and 2022, respectively.



Wastewater

- 100% of ACB's wastewater is qualified to be discharged into the environment.

Waste

- 100% of ACB's waste generated is classified at source, stored in the right place, and handed over to a specialized company for collection and treatment according to current environmental standards.

Activities to comply with laws and regulations and promote awareness of environmental protection

- No violations of the law on environmental protection.
- No environmental incidents or disputes.

MATERIAL TOPIC**DIRECTIONS**

Contributing to society and building a sustainable community

Investment in and development of human resources

- Continuously improve the working environment and welfare policy, as well as workforce quality, and retain talents.

Ensuring workplace safety and employee health

- Implement well-defined policies and management procedures related to workplace safety and employee health.
- Continuously improve and ensure workplace safety and employee health.

Respect for equality and diversity

- Maintain compliance with policies and regulations on gender equality in activities and constantly improve diversity among ACB staff.

Enhancing customers' experience

- Continuously improve customer experiences through understanding and caring for customers.

Customer information security

- Strictly implement regulations on customer information security and apply innovations in customer information security.

Social responsibilities

- Develop detailed and in-depth standards and instructions on criteria for evaluating and appraising credit grants for hazards and risks related to occupational health and safety and the labor environment, as well as the impact on society in general for customers, giving priority to key industries such as the seafood and garment industries.
- Implement social responsibility proactively and effectively through building programs and projects with high community importance, helping to improve the quality of life for people and protect the environment.
- Narrow the implementation of traditional social security programs to develop new programs with different implementation methods to improve the effectiveness, meaning, and influence of such programs.

ACHIEVEMENTS IN 2022

SDGs

- 2022 is the 4th consecutive time ACB has received the "Best Place to Work in Asia" award from HR Asia, a leading human resources magazine in Asia.
- Compared to 2020, the total training budget increased by 85% and 94% in 2021 and 2022, respectively.
- Since the end of 2019, ACB has implemented policies affecting personnel groups that fail to meet expectations to increase human resource quality. With employee benefits and talent retention policies, the retention rate of skilled personnel with over three years of seniority is 90%^(*).



(*) The personnel retention rate is of ACB, excluding subsidiaries.

- There were no incidents related to occupational accidents or reports of occupational diseases recorded.



- 54% of employees are between the ages of 30 and 50, and 46% of employees are under 30 years old out of a total of 10,955 employees working at ACB at the staff-level.
- At the management level, 94% of employees are between the ages of 30 and 50, and 3% of employees are under 30 years old out of a total of 2,080 employees.
- 69% of staff-level employees at ACB are female, while 49% management-level employees are female.



- 8,39/10 is the level of customer satisfaction with ACB in 2022
- 93,4/100 is the average service quality score for ACB in 2022.
- 0,71/1 is ACB's customer preference on social networks and electronic websites in the first 11 months of 2022.



- In 2022, 8,319 out of 8,494 information security violations, equivalent to 98% of cases, were handled automatically.
- ACB did not record any attacks that had a significant impact on ACB's information technology system.



- ACB's social responsibility is recognized through the award of Best CSR Bank 2022 (Best CSR Bank Vietnam 2022) from Global Banking & Finance Review.
- Remarkable statistics on ACB implementing social responsibilities:
- 1,582 scholarships and support gifts were distributed, including 13,000 booklets and 1,240 backpacks for disadvantaged students, equivalent to more than VND 1.6 billion.
- VND 1.055 in sponsorship to the poor in provinces across the country.
- 5 (five) houses receiving support funds for construction for families in need.
- 1 (one) kilometer receiving support funds for lighting expenses.



5

Sustainable development priorities



PRIORITY 1

Sustainable growth, building the future



1. Contribute to economic development

Approach

Clearly aware of the key role of the banking industry in the economy, ACB strives to contribute through operational efficiency to create economic value, create jobs for employees, pay dividends to shareholders, procure from local suppliers, fulfill obligations to the State budget, and support local communities. Therefore, contributing to economic development is identified as a material topic for both ACB and stakeholders.

Create economic value

ACB always strives to complete the business plan assigned by the General Meeting of Shareholders, promote strengths, constantly expand markets, improve and increase services, seize business

opportunities, and stay flexible with the economic situation and State management policies, in order to create economic value.

Allocate economic value

For shareholders, ACB strives to maintain high profits and sustainable growth to maintain stock value and pay annual dividends.

For customers, ACB aims to provide sustainable financial services and products, focusing on financing priority sectors and industries to promote green growth and sustainable development, support customers in the transition to a low-carbon economy, and enhance their experience.

ACB employees enjoy a professional and safe working environment, are developed and trained to improve knowledge and skills necessary for work and personal development and are cared for in terms of their health and well-being. Factors that help ACB retain talent include an equal working environment, transparency regarding promotion opportunities, and benefits and compensation commensurate with the individual's capabilities and contributions to the business.

ACB also always aims to develop the country's economy through procuring domestic products provided by domestic counterparties.

In addition, ACB is interested in sponsoring the education sector by building schools and other facilities for disadvantaged areas and sponsoring various programs with the goal of leaving no one behind.

Directions

ACB aims to create long-term value for stakeholders by achieving economic efficiency, steady and sustainable growth to meet shareholders' expectations as well as good experiences for customers; building and maintaining a working environment that attracts, motivates, and retains talent; and contributing to the State budget.

Achievements

Create economic value

- Profit before tax increased by 43% compared to 2021 due to credit growth, increased service fee income and bad debt recovery, and reversal of provisions from borrowers affected by COVID-19.
- Total assets reached 608 trillion VND, an increase of 15.18% compared to 2021.
- The bad debt ratio (NPL) remains below 1% at 0.74% (lower than 2021 at 0.77%).
- Loan loss coverage ratio (LLR): 159%.
- Lending market share: 3.44%.

- Market share of customer deposits: 3.52%.

Allocate economic value

- Bring value to shareholders:
- Maintained dividend distribution to shareholders at 25% (2021).
- Return on equity (ROE) reached 26.5%, an increase of 2.6% compared to 2021.

- Credit growth:

Quadruple increase in agriculture and rural sectors as compared to 2020; increased by 80% in the field of high-tech application enterprises; the proportion of small and medium-sized enterprises accounts for nearly 50% of the total outstanding loans from incentive programs.

- Fully pay interest on deposits, borrowings, and valuable papers.
- The number of employees increased by 7.62%, and the average employee income increased by 8% compared to 2021.
- There were 609 new suppliers, increasing total spending to VND1,000 billion (19%) compared to 2021.
- Fulfilling obligations to the State budget: VND2,569,343 million.
- Spend nearly four billion VND to sponsor educational activities, policy beneficiaries and the poor, and build charity houses, facilities, and schools.

Under pressure from global inflation and the tightening monetary policies of various major Central banks in the world to control inflation, the State Bank of Vietnam has hiked its operating interest rates several times to deal with the risk of a sharp devaluation of the Vietnamese dong, which threatens to push domestic inflation out of control. This means that interest rates increased throughout 2022, making it difficult for businesses with funding needs. The fact that ACB

kept growing its outstanding loan balance to small and medium-sized enterprises in its incentive programs shows that ACB always accompanies the State Bank in helping businesses overcome difficulties.

Featured activities

In 2022, ACB continued to implement incentive and linkage programs, such as the loan incentives programs for priority sectors and industries; lending under the Small and Medium Enterprise Finance Program (SMEFP); and a green credit program according to Official Dispatch No. 9050/NHNN-TD dated November 3, 2017 of the State Bank of Vietnam. Along with the policies of the Government as well as the State bank, ACB joined hands and accompanied to support the business community with specific emphasis on the small and medium-sized customer groups. The outstanding loan balance of small and medium-sized corporate customers currently accounts for over 80% of the total outstanding balance of corporate customers at ACB. With a challenging economic context, ACB wants to support customers in enhancing their financial capabilities and boosting competitiveness.

ACB continues to maintain growth in lending market share, with a slight increase of 0.03% in 2022 compared to the 3.41% market share

achieved in 2021 (calculated over the total mobilization growth of the economy published on the website sbv.gov.vn), after increasing by 0.06% compared to 2020.

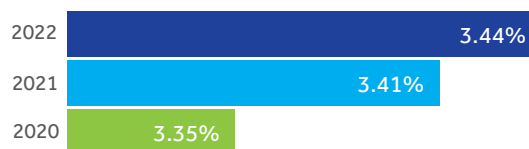


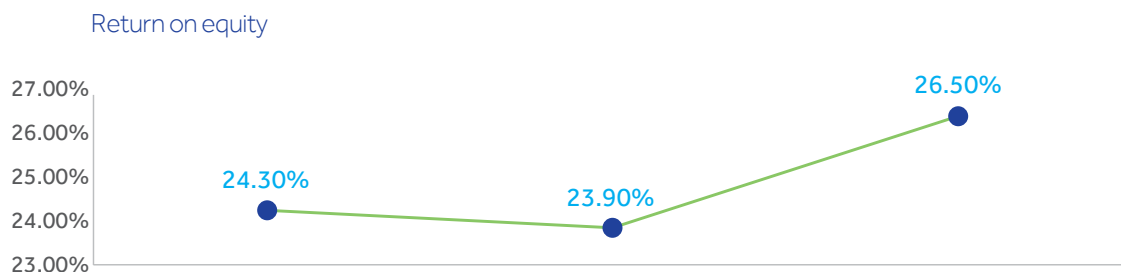
Chart on lending market share in the 3 years 2020 - 2022

In 2022 ACB lent in the incentive programs for priority industries and sectors to encourage businesses that have been contributing to environmental protection. Specifically, the balance for the agricultural and industrial sectors reached about VND161 trillion, an increase of 44% compared to 2021. For the small and medium enterprise sector the balance was about VND131 trillion, a rise of 7% compared to 2021. In the prioritized supporting industry sector loan balances reached more than VND 8.7 trillion, increasing by 6% compared to 2021. And for the export and high-tech sectors, each has an average balance of VND 0.42 trillion, of which the export sector alone witnessed a sharp decrease of 38% compared to 2021 because customers were affected by decreased export market demand due to the COVID-19 epidemic.

(Unit: VND billion)

Criteria	2020			2021			2022		
	Number of new customers in the year	Disbursement volume during the year	Total outstanding loan balance	Number of new customers in the year	Disbursement volume during the year	Total outstanding loan balance	Number of new customers in the year	Disbursement volume during the year	Total outstanding loan balance
Exports sector	373	453	5,288	431	689	5,451	473	424	6,218
SME sector	15,926	102,959	85,993	17,305	122,824	98,591	17,904	131,040	103,841
Agriculture and rural areas sector	12,928	28,691	17,114	53,353	111,907	70,666	67,529	161,132	91,346
The prioritized supporting industry sector	1,065	7,232	8,164	1,113	8,306	9,008	1,141	8,779	9,614
The high-tech sector	74	327	256	75	412	316	76	424	323

In 2021, along with the peak of the COVID-19 outbreak, ACB faced a slight decrease of 0.05% in customer deposit market share, from 3.53% to 3.48%. However, entering 2022, ACB has regained its position and achieved a customer deposit market share of 3.52%, calculated on the total credit growth of the economy as published on the website sbv.gov.vn.



2. Anti-corruption and anti-money laundering

Approach

ACB is clearly aware of the importance of preventing and combating corruption, money laundering, and financial crimes. ACB is committed to transparency in the financial system and ensuring compliance with the law and international practices. ACB leaders set examples and build a culture by raising awareness and knowledge for all employees through courses on the following topics: professional ethics, anti-corruption, anti-money laundering, anti-terrorist financing, and fighting the proliferation of weapons of mass destruction.

Directions

ACB's directions in anti-corruption and anti-money laundering include:

- Thoroughly understanding the guidelines and policies of the Government and the State Bank on preventing and combating corruption, misconduct and crime across the ACB system;
- Promoting and disseminating laws and regulations related to the prevention and combat of corruption, misconduct and crime to all ACB employees

Achievements

- 87.79% of management staff completed courses with anti-corruption content.

- ACB has never had any public legal proceedings related to corruption.
- No complaints related to corruption arose during the period; Complaints sent directly from customers or sent by the authorities are all reviewed and resolved, and there are no unresolved cases.

Information, propaganda, and educational activities on preventing and combating corruption, misconduct and crime at ACB are implemented in many forms. State legal documents related to preventing and combating corruption and misconduct and anti-money laundering are updated on the internal communication page in a timely manner. Professional training courses and anti-corruption and anti-money laundering programs are integrated into internal conventions for business performance updates.

The Branding and Communications Management Department focuses on innovating the form and contents of bulletins about legal documents, State directives, and ACB's regulations related to preventing and combating corruption, misconduct and crime to effectively disseminate such information to all ACB employees.

The Internal Audit Department is the unit that advises and assists the Steering Committee for Preventing Corruption, Crime and Misconduct. Every year, the Internal Audit Committee evaluates the work of preventing and combating money laundering and reports to the State Bank.

In 2022, the ACB Learning Center developed and disseminated the 5T principles in learning activities to employees at ACB to encourage employees to proactively perfect their skills, improve their ability to implement professional activities effectively, and increase awareness of preventing and combating corruption and crime at work. Propaganda and dissemination of the Code of Professional Ethics and Code of Conduct according to the Customer Service Standards are organized regularly through online training to enhance knowledge and professional working style, helping ACB employees improve their awareness of compliance with professional ethics, behave appropriately with customers, be wary of spreading bad information, and preventing violations of the law.



Featured activities

In 2022, ACB's Steering Committee for Preventing Corruption, Crime, and Misconduct in the Banking Industry (referred to as the Steering Committee) was headed by the BOD Chairperson as Chairperson and the Head of the Supervisory Board as Vice Chairperson of the Steering Committee, with members being Deputy CEO, Head of Internal Audit, and Head of Compliance Department. The Committee has perfected the operating regulations to:

- (1) determine the specific tasks of each member of the Steering Committee;
- (2) direct all units across the system in preventing and combating corruption to meet the goal of eliminating opportunities and conditions that give rise to corruption, misconduct, and crime, and building a workforce with integrity; and
- (3) synchronously implement solutions to prevent, detect, and quickly handle corruption, misconduct, and crime.

Furthermore, in 2022, ACB reviewed and upgraded the program for the prevention and combat of money laundering, terrorist financing, and the financing of weapons of mass destruction, including activities to verify customers, control transactions, and detect suspicious behavior according to international standards. ACB cooperated with Deloitte Vietnam Financial Consulting and Business Administration Company Limited to build a management framework and methodology and deploy a new software application within the framework of the anti-corruption and anti-money laundering program. The program has a bank wide impact, including business and back-office divisions as the first line of defense, internal entities as the second line of defense, and the Internal Audit Department as the third line of defense with the role of auditor. Internal entities will participate in the program within their scope of operations according to their roles and responsibilities. The program is expected to be completed in 2024.

3. Sustainable procurement

Approach

ACB believes that it is responsible for developing the domestic economy while building a sustainable supply chain, focusing on aspects of impact on the natural environment, and creating a safe and secure working environment that protects labor rights and human rights. Therefore, ACB prioritizes procurement from domestic suppliers as well as conducting environmental and social security impact assessments when selecting suppliers.

ACB guides and manages its procurement through supplier selection policies and procedures. Before applying selection criteria, ACB will conduct an environmental impact assessment of potential suppliers. In addition to being assessed for environmental impact, suppliers are also selected based on the following social-related indicators:

- Does the supplier have an environmental and occupational safety and health management system?
- Does the supplier meet requirements for information security and user data protection according to the provisions of law?
- Does the supplier use proper methods to provide training for employees (including temporary collaborators) on information security compliance topics when providing services to ACB?
- Does the supplier conduct IT compliance audit reports by independent audit organizations?
- Does the supplier implement processes to record and measure customer satisfaction?
- Is the supplier on the embargo list or warning list according to regulations on money laundering prevention and combat?
- How do we assess the supplier's business reputation and culture, compliance, and existing or potential complaints and lawsuits?
- Does the supplier have a quality assurance certificate?

Annually, ACB evaluates the performance of suppliers to ensure service quality and come up with appropriate action plans.

Directions

- ACB aims to grow domestic production and trade through procuring from domestic suppliers.
- ACB aims to not cooperate with suppliers that negatively affect health, safety, and the environment.

Achievements

- 100% of partners have their environmental and social impacts assessed.
- Domestic suppliers account for 99%, an increase of 3% compared to 2021.
- There was no interruption in the process of providing products and services.

Featured activities

ACB always aims to procure consumer goods from domestic suppliers, helping to grow domestic consumption. Domestic suppliers have always accounted for over 95% of ACB's procurement during 30 years of operation. In 2022, procurement trends shifted strongly to domestic suppliers, with a 58% decrease in spending on foreign suppliers and a 22% increase in spending on domestic suppliers. In fiscal year 2022, domestic suppliers accounted for 99% of procurement, an increase of 3% compared to 2021.



PRIORITY 2

Spreading sustainable mindset on the journey to greening the Earth



1. Appreciate resources

Approach

Today natural resources are increasingly scarce, especially non-renewable resources. Rising consumer demand leads to the problem of resource shortages becoming more serious, more difficult to control, and a more constant and urgent concern than ever. Recognizing the importance and role of each business in the use of natural resources, ACB always places top priority on reasonable, effective, and sustainable use while also paying due attention to protecting, recycling, and reusing resources, especially materials, energy, and water. In addition to performing well internally to avoid wasting resources, ACB believes this mindset and spirit of respecting resources can also spread to

stakeholders such as customers, counterparties, and the community, thereby bringing stronger, more positive effects to Vietnamese and global resources.

- Materials
 - Paper

Paper is the main material used in ACB's daily operations, including printing paper for contracts, documents, paper with the ACB logo for transactions such as payment receipts and payment orders, and publications such as calendars and handbooks.

Saving paper is always the top goal set by ACB to minimize the impact on resources and protect forests. Efforts toward this goal are made through strong digital transformation programs in 2022 such as e-Signature solutions to apply digital signatures to credit processes, the Green Transactions digitization project, and the Go Paperless Credit record keeping project. In addition, ACB works to increase employee awareness throughout the Close to O journey with projects such as O-branch awards and monthly internal communication bulletins.

In addition, ACB transfers documents that need to be destroyed to paper factories to shred, classify, and recycle for reuse many times, thereby minimizing the amount of paper waste and other environmental problems.

ACB also encourages employees to "Reuse" items such as calendar publications, moon cake boxes, and lucky money envelopes to increase the life cycle of items as well as limit waste and enhance our living environment.

- Plastic

ACB advocates not using single-use plastic. All plastic items at ACB are replaced with environmentally friendly materials such as cloth bags instead of plastic bags, paper cups instead of plastic cups, glass cups used in meeting rooms instead of transparent plastic bottles (PET), and paper calendar bags given to customers and partners rather than plastic bags.

For items with a mandatory high percentage of plastic, such as floor mats and carpeting in large buildings, ACB will gradually replace them with those recycled from the old fishing nets of fishermen, contributing to reducing the use of plastic and the amount of waste.

In the future, ACB plans to use fingerprints to replace employee cards currently made of plastic to further reduce the amount of plastic used.

- Energy

Energy sources consumed at ACB include two main types: electricity used for daily operations

and gasoline used for transportation. These sources of energy consumption are controlled according to a financial control approach.

- Electricity

Electricity is purchased from the system of Vietnam Electricity Group (EVN) for daily operations in the entire ACB Group

To save electricity, most of ACB's buildings have been converted to new models with modern refrigeration and lighting systems. Refrigeration equipment is designed according to special technical parameters and criteria to evaluate energy savings and reduce emissions. LED lighting systems with high lighting efficiency and energy savings have replaced fluorescent lights. The refrigeration and lighting operating systems are also set up by ACB to operate automatically, such as by automatic switching of the air conditioners in large buildings to minimize unnecessary energy use.

In addition, double-glazing glass in large buildings has also been used instead of single-glazed glass to bring in natural light and limit heat inside the building, thereby reducing the amount of electricity needed for lighting as well as for operating the air conditioning system.

Planting trees and extending green areas to minimize energy use for the air conditioning system are also measures that ACB has taken over the years.

At the same time, ACB also increases activities to raise awareness among all employees about using electricity reasonably and economically through reminders to turn off electrical equipment when not in use.

ACB has a plan to gradually convert electricity purchased from the EVN grid to renewable energy, such as solar energy, to generate electricity for lighting and heating. Currently, ACB is in the stage of an initial survey and choosing a suitable location for solar panel installation, with 38 large buildings planned for implementation and 1-2 locations for test installations in the year 2023.

ACB also plans to develop and apply building technical management software to monitor air conditioner maintenance schedules to ensure effective operation of air conditioners and prevent energy waste.

In the future, ACB expects to transform the construction design of work buildings toward environmentally friendly green buildings that take in natural light and ventilation and minimize electricity consumption.

- Gasoline

Gasoline is used for vehicles that ACB owns or controls (company vehicles, specialized vehicles, etc.). The amount of gasoline consumed depends on the customers' needs for banking services. However, ACB has built an energy quota for each vehicle type to evaluate performance and control the optimum amount of gasoline used to meet the necessary requirements of the job. At the same time, ACB also replaces expired vehicles with more fuel-efficient vehicles, thereby reducing the amount of gasoline consumed per kilometer of travel.

- Water

Water consumed at ACB is purchased mainly from the urban water suppliers and used for the daily activities of ACB employees.

In order to protect and properly use water resources, ACB has installed sanitary equipment with automatic flushing and water-saving features for buildings while always developing and promoting a sense of water saving among ACB employees.

- Proactively change and spread the mindset of appreciating and conserving resources.

ACB organizes training courses on "plastic and how to reduce plastic waste consumption" for all ACB employees to understand the current situation of plastic and how plastic waste affects the living environment, thereby knowing how to minimize plastic waste consumption to protect the environment.

ACB contributes to raising awareness about economical and responsible use of resources and environmental protection for stakeholders including customers, counterparties, and local communities. Examples of these efforts include the launch of the website Close to O version 2.0, publications, and commercial products such as annual calendars incorporating content about natural resources and the environment. In addition, events such as the I Draw O contest encourage employees' children to compete in drawing pictures on the topic of natural resources and the environment.

Directions

Make efforts to use resources reasonably and effectively and support all efforts to recycle and reuse to preserve and conserve resources.

Achievements

- Materials
 - Paper
 - » More than 25.57% of the amount of paper used in 2022 came from environmentally friendly sources, and more than 5.29% was recycled from calendar covers.
 - » The rate of paper consumption per employee decreased from 122.34 kg/person in 2020 to 116.41 kg/person in 2021 and 111.62 kg/person in 2022, respectively.
 - » The amount of paper saved in 2022 increased by 53% compared to 2021.
 - Plastic
 - » Nearly 100% of single-use plastic materials at ACB were eliminated by the end of 2022.
 - » Nearly 100% of items with a mandatory high percentage of plastic, such as floor mats, are made from recycled plastic.

- Energy

» Energy use intensity per employee decreased from 16.86 Gigajoules/person in 2020 to 15.03 Gigajoules/person and 15.96 Gigajoules/person in 2021 and 2022, respectively.

- Water

» The amount of water purchased per employee decreased from 16.15 m³/person in 2020 to 13.95 m³/person and 14.12 m³/person in 2021 and 2022, respectively.

Statistics on the current situation of resource use at ACB during the year:

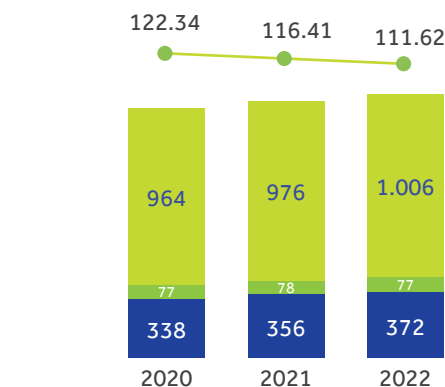
- Materials

- Paper

The total amount of paper used has increased slightly over the years, from 1,379 tons in 2020 to 1,410 tons and 1,455 tons in 2021 and 2022, respectively, corresponding to an annual increase rate of 2% and 3%. However, the paper consumption rate per employee has decreased, from 122.34 kg/person in 2020 to 116.41 kg/person and 111.62 kg/person in 2021 and 2022, respectively. The annual decrease is 4.84% and 4.12%, respectively.

Although the total amount of paper used by ACB in 2022 increased slightly due to a strong recovery in business activities after being affected by the COVID-19 pandemic, the awareness of thrifty paper usage was always promoted by ACB. Notably, more than 25.57% of the paper used in 2022 comes from environmentally friendly sources, and more than 5.29% is recycled paper from calendar covers.

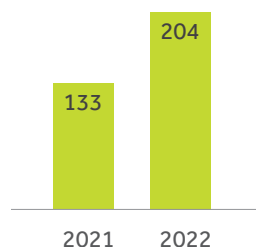
Total amount of paper used (tons) and paper consumption rate per employee (kg/person)



Legend:
 ■ Paper of environmentally friendly origin
 ■ Recycle paper
 ■ Regular paper
 ● Paper consumption rate per employee
 (1) The amount of paper used by ACB Bank, excluding subsidiaries

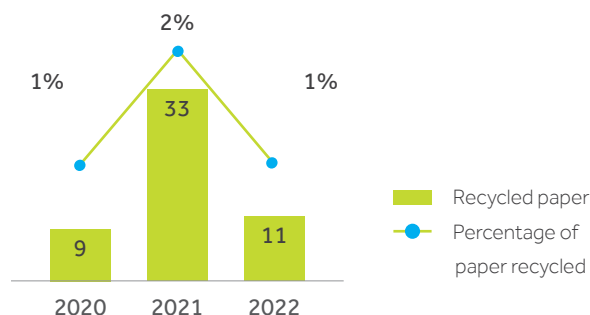
Through the digital transformation program and continuous digitizing of processes, 204 tons of paper were saved by ACB in 2022, an increase of 53% from 133 tons of paper saved in 2021.

Total amount of recycled paper (tons)



In addition, 11 tons of used paper that needed to be destroyed were recycled by ACB in 2022, accounting for 1% of the total amount of paper consumed at ACB.

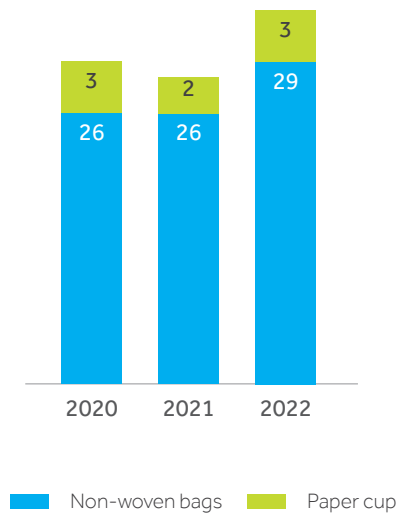
Total amount of recycled paper (tons) and percentage of recycled paper (%)



- Plastic

Nearly 100% of single-use plastic was eliminated at ACB in 2022 and was replaced by other more environmentally friendly materials such as paper and fabric. Specifically, about 89 tons of plastic equivalent were replaced by ACB in the past three years.

Total amount of equivalent plastic being replaced (tons)



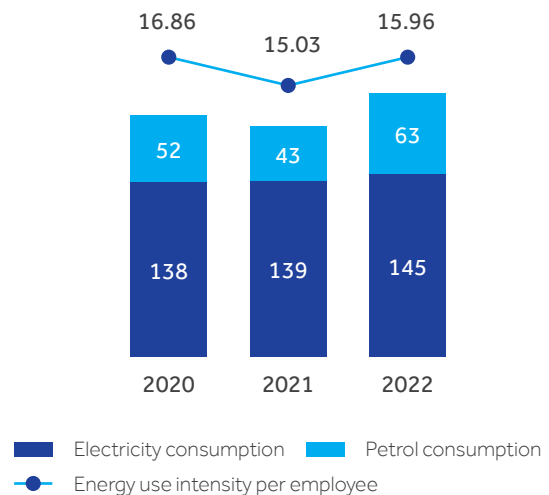
Nearly 100% of items with a mandatory high percentage of plastic, such as floor mats for large buildings, are made from recycled plastic sourced from fishermen's old fishing nets, with 20,628 m² of recycled carpet area used by ACB in 2022.

- Energy

Compared to 2021 and 2020, total energy consumption increased by 14.3% and 9.5%, respectively, from 182 terajoules in 2021 and 190 terajoules in 2020 to 208 terajoules in 2022 due to increased demand for electricity and gasoline for daily operations at ACB. However, the energy use

intensity per employee has tended to decrease, from 16.86 Gigajoules/person in 2020 to 15.03 Gigajoules/person and 15.96 Gigajoules/person in 2021 and 2022, respectively. This was achieved thanks to the awareness of more responsible energy consumption of each ACB employee.

Total amount of energy consumed (Terajoule) and energy use intensity per employee (Gigajoule/person)

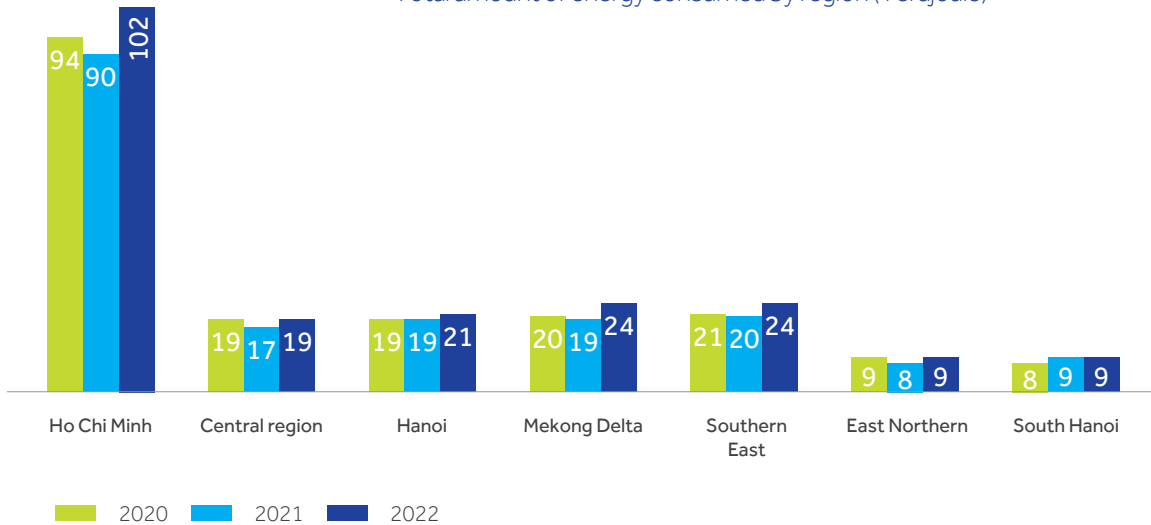


(1) Electricity consumption of ACB Group.

(2) Gasoline consumption of ACB Bank, excluding subsidiaries.

Compared to other regions, there are more energy-consuming devices, such as servers, and more back-office personnel in Ho Chi Minh City, which explains why the amount of energy consumed here always tops the other regions, accounting for 49.04% of total energy

Total amount of energy consumed by region (Terajoule)



consumption in 2022 for the whole group.

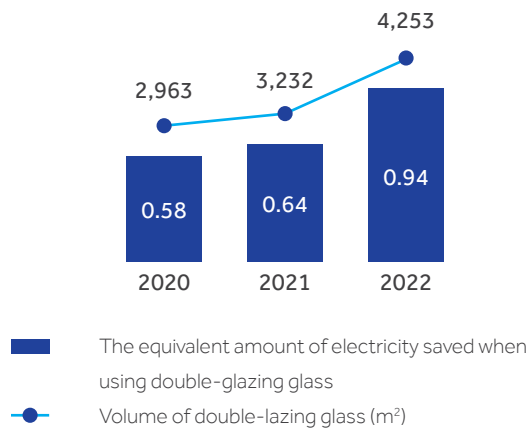
- Electricity

Electricity accounts for about 70% of the total amount of energy consumed at ACB, with 145 terajoules in 2022. Compared to 2021 and 2020, total electricity consumption increased slightly in 2022, with an increase of 4.3% and 5.1%, respectively. This increase is explained by the easing of the COVID-19 epidemic in 2022 and the end of the work-from-home policy for ACB employees. All employees and ACB operations have returned to pre-epidemic norms. Also in 2022, ACB promoted the development of its distribution channel network, with 11 newly opened branches and sub-branches, and increased the number of employees working at the Head Office.

The use of double-glazing glass for ACB's large buildings lowers the required cooling capacity as compared to the use of single-glazed white glass. The equivalent amount of electricity saved annually compared to 2021 and 2020 increased by 46.88% and 10.34%, respectively, from equivalent savings of 0.64 terajoules in 2021 and 0.58 terajoules in 2020 to 0.94 terajoules in 2022. It is expected that in 2023, with the newly installed double-glazing glass, the equivalent amount of electricity saved will increase by 58.51%, to a savings of 1.49 terajoules compared to the

equivalent electricity saved in 2022.

Total equivalent amount of electricity saved when using double-glazing glass (terajoule) and volume of double-glazing glass (m²)



- Gasoline

As the second main type of energy consumption, which accounts for 30% of total energy consumption at ACB, the amount of gasoline used in 2022 reached 63 Terajoules due to the strong increase in credit demand from customers, which contributed to increased demand for company vehicles to appraise collaterals.

Through the replacement of expired vehicles at ACB, the energy allowance for vehicle types currently in use at ACB decreased by 9.12%, from 16.67 liters per 100 km in 2020 and 2021 to 15.15

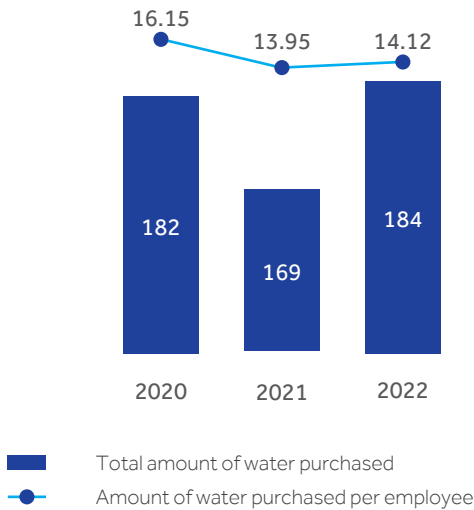
liters per 100 km.

- Water

Compared to 2021 and 2020, the total amount of water purchased from urban water supplies increased by 8.9% and 1.1%, respectively, from 169 megaliters in 2021 and 182 megaliters in 2020 to 184 megaliters in 2022. Similar to electricity consumption, activities that were reduced due to the impact of the COVID-19 epidemic in 2020 and 2021 have now completely recovered in 2022. Also, the expansion of the distribution network, with 11 new branches and sub-branches, and the increased number of personnel working at the head office have increased water requirements. The effects of these events explain the slight increase in the amount of water purchased for the daily activities of employees in 2022.

With the awareness of water saving promoted by ACB, the amount of water purchased per employee has tended to decrease, from 16.15 m³ in 2020 to 13.95 m³ and 14.12 m³ in 2021 and 2022, respectively.

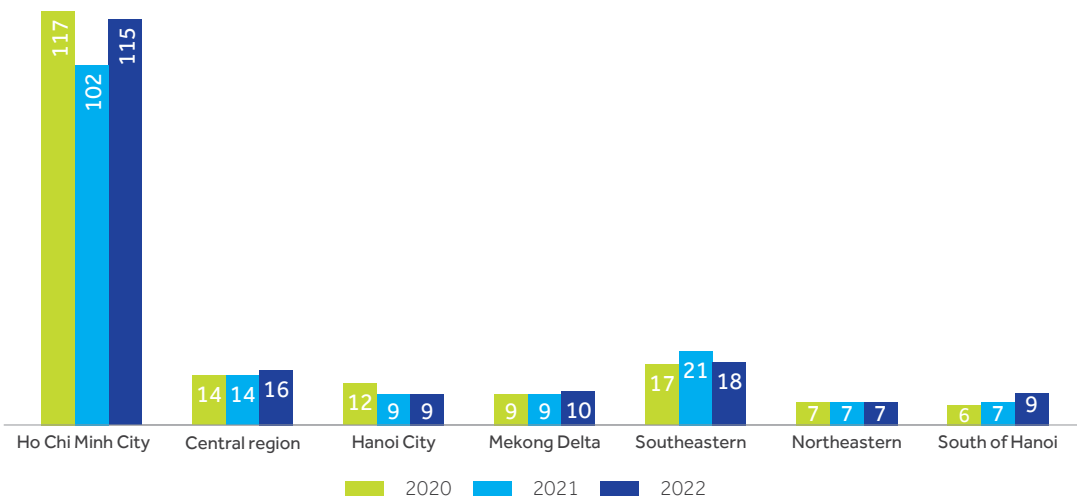
Total amount of water purchased (megaliters) and amount of water purchased per employee (m³/ person)



⁽¹⁾ The amount of water purchased is statistics of ACB Group.

Accounting for 62.5% of the Group's water purchases, distribution channels in Ho Chi Minh City purchased the most water compared to other regions.

Total amount of water purchased by region (megaliters)



Featured activities

Digital transformation activities in the Close to O journey

The blue round O symbolizes the Earth, where we live and use available resources. As we "get closer to O", we will gain deeper understanding and knowledge about the Earth. We will also better understand this planet in relation to the benefits we are enjoying along with the possible negative effects we can have on the environment and its ecosystems. Above all, we will understand that natural resources are limited, and the natural environment cannot recover as quickly as human exploitation. ACB hopes to bring "Close to O" beyond the framework of an ESG program organized by a bank and embed these values in the mainstream culture of all stakeholders.

In parallel with the activities to raise awareness among "Close to O" participants, ACB also carries out practical actions related to using materials effectively and saving energy. The Digital Transformation program aims at saving materials, especially paper and ink, thereby limiting negative impact on the environment and minimizing pollution and waste.

At ACB, digital transformation not only brings business performance benefits but also helps ACB become a paperless office and leads to reduced paper use in business processes with tons of paper and printing ink saved by ACB in 2022. At the same time, storage costs, storage space, and paperwork management time will also be minimized, contributing to better and more efficient business operations.

Digital transformation has been implemented since 2019 for all distribution channels at ACB, with projects mainly focusing on minimizing the use of stationery, applying digital signatures to processes, digitizing activities at the Operations Division, and aiming for paperless banking ("Go Paperless"). Among such projects, the most prominent are three digitization projects: Green Transactions, Go Paperless Credit, and Digitization of record storage. As the names suggest, each project improves automation and minimizes printing paper throughout the Bank, focusing on three main processes: transactions, credit, and payment.

In the Green Transactions project, ACB focuses on digital transformation in the transaction process with two main improvements: the application of flexible templates and electronic signatures. With a flexible form, customers can request many different types of transactions at the same time on the same form or transaction document. The form is only printed when necessary and can be shortened according to the personal needs of customers. Transaction requests are thereby also processed automatically. In addition to minimizing printing paper, the customer experience also increases when the number of signatures on documents is reduced. With the electronic signature application, ACB provides customers with a paperless transaction process without needing to go to the Bank's offices to perform transactions. Transaction requests are electronically signed by customers and sent to ACB for processing. ACB also provides back to customers copies of documents and transaction statements with ACB's authentic electronic signature.

The Go Paperless Credit project brings improved solutions focusing on the credit process, with the main feature being "Digitizing credit records" by automatically saving credit documents into the electronic warehouse upon scanning of approved documents, which reduces the amount of paper copies and paper storage space. There are also automation features such as "automatic disbursement" and "online disbursement," which eliminate waste of paper for printing debt acceptance contracts and documents to account for disbursement transactions. In addition, the solution "Automatic fee collection or opening escrow deposit when issuing letters of guarantee" has also reduced the number of printed copies of documents such as application forms and documents accounting for fee collection and escrow deposit transactions when issuing letters of guarantee.

The project of digitizing the storage of international settlement records was initially implemented at the International Settlement Transaction Processing Center. Transaction documents were scanned and electronically stored on the Workflow application (the application for management and circulation of documents between distribution channels and the processing center), making information retrieval easy and reducing the time and costs of storing and extracting records. In addition, in the digital transformation roadmap, the Workflow

application integrates with digital banking channels to receive international payment transactions sent by customers online along with an optical character recognition (OCR) feature to perform automatic document checking and comparison. After being properly checked on Workflow and approved with a digital signature, data will be transferred to the core banking system to automatically create transactions and record payments or wire transfers abroad. In this phase, the transaction processing procedure will be implemented in a closed loop across operational

programs, helping to reduce the amount of printing paper and ink as well as the cost of storing paper documents, increasing the efficiency of the overall digitalization system.

Up until now, digital transformation has been effective in saving and changing the culture of using paper resources at ACB. With digitalization, in total, ACB has saved nearly 204 tons of paper and 38,794 ink cartridges, along with VND 193.74 billion in storage costs in 2022

2. Manage impacts on the natural environment

Approach

Because it operates in the banking and finance sector, ACB's direct impact on the environment is not large. However, facing the increasingly serious situation of climate change and environmental pollution, which not only hinders the development of the national economy but also threatens the survival of all humanity, ACB always actively accompanies national goals in environmental protection, reducing greenhouse gas emissions, and minimizing climate change. Not only does the Bank ensure that its activities do not harm the environment and protect the Earth's climate system, ACB also shares awareness with stakeholders to quickly clean up the environment and correct negative consequences caused by humans.

- **Emissions**

The source of greenhouse gas emissions from ACB into the environment mainly comes from two types of energy being used: electricity and gasoline, with another small part arising from paper consumption.

Greenhouse gas emissions from electricity, gasoline and paper consumption are converted by ACB according to official emission coefficient guidelines. For electricity ACB uses the official emission coefficient of Vietnam's power grid in 2021 in Official Dispatch No. 1278 BCH-TTBVTOD of the Department of Climate Change, Ministry of Natural Resources. For gasoline the emission coefficient follows Decision 2626/QD-BTNMT of the Ministry of Natural Resources and Environment and the GWP index based on a 100-year time frame from

the assessment report of the Intergovernmental Committee on Climate Change (IPCC) in 2021. For paper consumption the applicable emissions coefficient is based on the French Environment and Energy Management Agency (ADEME) in 2009.

These emissions data are being classified into three distinct ranges according to the Greenhouse Gas Reporting Protocol (GHG Protocol) as constructed by both the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD) and GRI standards. Accordingly, greenhouse gas emissions from electricity, gasoline, and paper consumed at ACB are respectively classified into indirect greenhouse gas (GHG) emissions from energy (Scope 2), direct greenhouse gas emissions (Scope 1) and other indirect greenhouse gas emissions (Scope 3).

Compared to businesses operating in other industries, with its operations in the financial services sector, ACB is considered to not emit much greenhouse gas. However, ACB is always committed to controlling and minimizing greenhouse gas emissions to contribute to achieving two major goals: net zero emissions and carbon neutrality.

- Net zero (0) emissions

The fastest and most effective measure that ACB is currently promoting to directly reduce greenhouse gas emissions is the reasonable and economical use of energy, especially electricity. ACB also focuses on selecting vehicles, machinery, and equipment to ensure exhaust emission requirements. At the same time, through the Close to O journey and ongoing

digital transformation projects, the amount of paper saved at ACB also contributes to reducing greenhouse gas emissions. In addition, for dust from vehicles operating in distribution channel areas, ACB conducts asphaltting and concreting of the internal road system, and spraying water in gate areas, yards, etc. These efforts are combined with regularly having sanitation workers clean the road surface and plant trees and grass on the campus to reduce pollution.

- Carbon neutralization

Greenhouse gas emissions arising in daily operations, especially carbon dioxide (CO₂), are inevitable. Therefore, ACB focuses on implementing carbon-neutralization measures with the goal of minimizing carbon footprints and reducing carbon dioxide emissions through carbon removal or carbon offsetting. The main measure that ACB is currently focusing on in its large buildings is using carpets recycled from fishing nets in the Carbon Neutral Floors Program. These carpets satisfy the British Standards Institute's PAS 2060 standards and help to manage and reduce greenhouse gas emissions. In addition, the implementation of waste collection and waste classification, as well as paper recycling, and tree planting under the Close to O program also contribute to the neutralization of greenhouse gas.

- Wastewater

ACB does not generate production wastewater during operation. Wastewater at ACB is generated from employee activities such as hand washing, personal hygiene, and rainwater in the area of ACB buildings.

- Domestic wastewater

Domestic wastewater is preliminarily treated by a three-compartment detritus tank before being connected to the area's domestic wastewater treatment system, which has the advantages of a simple structure, easy management, and relatively high sedimentation capacity.

In addition, ACB also coordinates with specialized environmental companies to periodically monitor wastewater discharged from detritus tanks for large buildings to ensure that ACB's wastewater

quality meets the conditions for discharge into the environment. Wastewater is sampled at centralized manholes before draining into the city's general sewer, and then in-depth testing methods are conducted and compared with allowable limits according to standards stipulated in the QCVN 14/2008/BTNMT regarding National technical regulation on domestic wastewater issued by the Ministry of Natural Resources and Environment.

- Rainwater

For rainwater, to avoid clogging sewers and ensure cleanliness standards, ACB arranges cleaning staff to clean up dirt carried by rainwater when it flows into the drainage system, and then rainwater is collected from manholes and through internal pipes flowing to the area's common sewer.

- Waste

Operating in the financial services sector, ACB does not generate normal industrial solid waste. Waste at ACB includes two main types: domestic solid waste generated mainly from employees' daily activities such as leftover food, paper, food packaging, and cans; and hazardous waste arising mainly from waste fluorescent light bulbs, waste toner cartridges, and rags contaminated with hazardous ingredients.

- Domestic solid waste

ACB assigns cleaning workers to collect and store waste daily in blue plastic bins with tight lids arranged in areas separate from the buildings. The amount of waste generated in large buildings is periodically quantified and reported to the Department of Natural Resources and Environment.

» For recyclable household waste such as cans, bottles, newspapers, and canned goods, ACB conducts a separate classification and transfers it to scrap purchasing facilities in the area for recycling.

» For household waste, the main components are easily decomposed organic substances such as leftover food, discarded parts of vegetables, fruits, etc. All household waste is handed over to a specialized environmental company for daily collection and treatment.

- Hazardous waste

ACB arranges hazardous waste containers in private areas with limited access to passersby. Containers have classification labels, warning labels, and tight lids. When generated, hazardous waste in large buildings is also quantified by ACB and reported to the Department of Natural Resources and Environment as required by law on environmental protection.

- **Activities to comply with laws and regulations and promote awareness of environmental protection.**

- Law is the guideline for ACB's environmental protection actions.

As a Vietnamese enterprise, ACB always strives to accompany the Vietnamese government and other stakeholders in the fight against climate change. ACB is committed to complying with laws and regulations on environmental protection and promoting initiatives to manage and positively impact the environment.

» Internal:

Regarding environmental issues, ACB always complies with the law and proactively carries out activities in accordance with state guidelines and policies.

ACB has appointed a Manager in Charge of Environment, Society, and Governance Matters in 2022 to be responsible for managing all ESG-related issues at ACB.

ACB carefully reviews and inspects products and projects before implementation to ensure that the contents and criteria fully meet the requirements of the law on environmental protection. Furthermore, ACB is always ready to conduct environmental impact assessments for products and projects as required by law.

ACB always fully reports on environmental protection to State management agencies in a timely manner. In 2022, reports on environmental protection in main buildings show that environmental indicators were always within allowable limits.

ACB regularly reviews newsletters from websites about Vietnamese legal documents as well as recommendations from the Legal Department to promptly update changes in the provisions of Vietnamese law on environmental protection which have an impact on the banking sector. The unit in charge is the Compliance Department.

During operations, if there is a negative environmental impact or an environmental incident occurs, ACB will immediately stop and promptly report to relevant authorities for guidance and help. In case of damage to local production and people's lives, ACB will promptly remedy and compensate the local community appropriately.

» Client:

ACB does not grant credit to projects that violate the law on environmental protection

ACB has prioritized credit and financial resources for the area of green and environmentally friendly credit. ACB does not direct its credit to projects that harm the environment. This orientation will be formalized in ACB's credit risk management policy, which will come into effect in 2023.

ACB implements strict environmental impact checks in legal documents according to the legal framework of ACB's corporate credit records. These checks include the environmental impact assessment report, the certificate of completion of the environmental protection works, and the written certification of the environmental protection plan.

Furthermore, even after credit is granted to such projects, ACB periodically monitors the client's compliance with environmental compliance criteria throughout the tenor of the credit grant.

- Proactively change and promote an environmental protection mindset.

ACB organizes training courses on "Waste classification: small action, big meaning" for all ACB employees to understand the current situation of waste, the impact of waste on the global living environment, and how to classify waste at the source to protect our environment and to be green, clean, and beautiful.

ACB is one of the first banks in Vietnam to realize the importance of encouraging all head office units and distribution channels to proactively implement corporate responsibility toward the environment in which they operate. This dedication is demonstrated by the introduction of an O-Branch environmental assessment award as one of our important annual awards.

In addition, ACB monthly media bulletins share directions and knowledge about environmental protection and exemplify practical actions that ACB branches have taken to encourage all ACB employees to take more action to bring a green and clean-living environment to the community.

Not only targeting employees, ACB also organizes ESG|Net Zero events for senior leaders and encourages using emission-free vehicles to arrive at event venues to demonstrate the spirit of environmental protection.

In major events such as the 2022 Business Implementation Conference with the ON ICE theme, ACB's 28th birthday event, or in "Teambuilding" activities such as the Green Can Gio Marathon, ACB always shares directions and integrates ESG messages to promote environmental protection messages to customers, counterparties, and the community.

Directions

- ACB makes efforts to reduce emissions and ensure wastewater quality in line with standards before being discharged into the environment and classify and collect waste in accordance with local hygiene regulations. Above all, ACB commits to fully implementing environmental protection measures according to the current regulations of Vietnamese law.

Achievements

- **Emissions**
 - Greenhouse gas emission intensity per employee decreased from 2.85 tons of

CO₂ in 2020 to 2.62 tons of CO₂ and 2.63 tons of CO₂ in 2021 and 2022, respectively.

- **Wastewater**
 - 100% of ACB's wastewater is qualified to be discharged into the environment.
- **Waste**
 - 100% of ACB's generated waste is classified at the source, stored in the right place, and handed over to a specialized company for collection and treatment according to current environmental standards. .
- **Activities to comply with laws and regulations and promote awareness of environmental protection**
 - **No** violations of the law on environmental protection.
 - **No** environmental incidents or disputes.

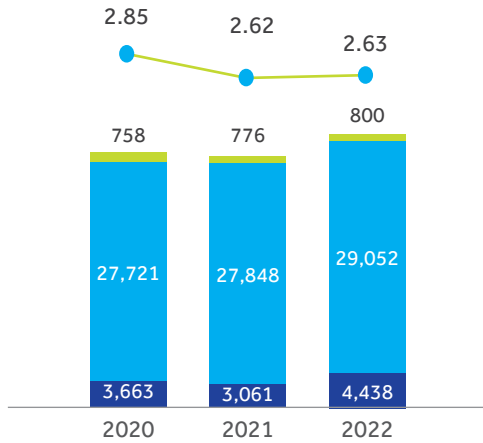
Statistics on the current state of environmental impact at ACB:

Emissions

Compared to 2021 and 2020, total greenhouse gas (GHG) emissions increased by 8.4% and 6.8%, respectively. Greenhouse gas emissions increased from 31,685 tons of CO₂ emissions in 2021 and 32,142 tons of CO₂ in 2020 to 34,335 tons of CO₂ in 2022, mainly from electricity and gasoline consumption at ACB. However, with ACB's efforts to reduce greenhouse gas emissions, greenhouse gas emissions per employee are on a downward trend, from 2.85 tons of CO₂ /person in 2020 to 2.62 tons of CO₂ /person in 2021 and 2022.

Accounting for the vast majority of about 85% of total greenhouse emissions, with 29,052 tons of CO₂ in 2022, greenhouse gas emissions from electricity consumption increased slightly at 4.3% and 4.8% compared to 2021 and 2020 due to increased operational needs following the end of the COVID-19 epidemic.

Total greenhouse gas emissions (tons of CO₂) and greenhouse gas emissions intensity per employee (tons of CO₂/person)



- Total scope 3 greenhouse gas emissions (paper)
- Total scope 2 greenhouse gas emissions (electricity)
- Total scope 1 greenhouse gas emissions (gasoline)
- Greenhouse gas emissions intensity per employee (ton of CO₂/ person)

(1) Greenhouse gas emissions from electricity of ACB Group

(2) Greenhouse gas emissions from electricity of ACB Bank, excluding subsidiaries.

Accounting for the vast majority of about 85% of total greenhouse emissions, with 29,052 tons of CO₂ in 2022, greenhouse gas emissions from electricity consumption increased slightly at 4.3% and 4.8% compared to 2021 and 2020 due to increased operational needs following the end of the COVID-19 epidemic.

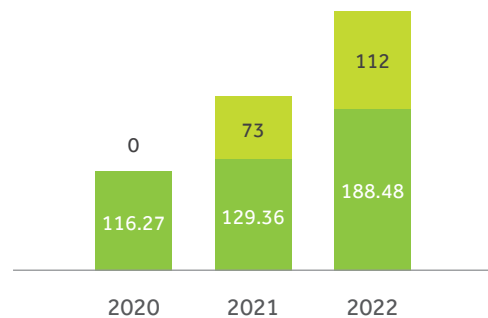
The second main source of emissions, accounting for 13% of total greenhouse gas emissions, with 4,483 tons of CO₂ in 2022, is greenhouse gas emissions from gasoline used for transportation vehicles that ACB owns or controls. This reflects

the strong increase in credit demand from customers, which contributed to increased demand for company vehicles to appraise collaterals.

In addition to the two main emission sources, another part of emissions at ACB is greenhouse gas emissions arising from paper consumption for daily activities, with 800 tons of CO₂ in 2022 accounting for 2% of total greenhouse gas emissions. Greenhouse gas emissions from paper also increased slightly, corresponding to the increase in the amount of paper used for ACB's activities that recovered and increased in 2022 after being affected by the COVID-19 epidemic.

+ Reduce emissions and neutralize greenhouse gases

Thanks to the implementation of electricity and paper savings activities, ACB has reduced **Total amount of equivalent emissions reduced (tons of CO₂)**



- Save electric
- Save paper

equivalent emissions to 300.48 tons of CO₂ in 2022. This reduction increased by more than 48.49% from the 202.36 tons of CO₂ equivalent reduced in 2021.

At the same time, in 2022 about 182 tons of CO₂ equivalent were also reduced by ACB through the use of recycled carpets and the Close to O program. It is expected that in 2023, ACB will further install more than 21,066 m² of recycled carpet to further neutralize greenhouse gas emissions.

(UoM: tons of CO₂)

Carbon neutralization measures	2022
Recycled carpets	181
Collecting trash, recycling paper and planting trees	1
Total	182

Table on Total carbon neutralization in 2022

Wastewater

100% of ACB's wastewater is qualified to be discharged into the environment. According to the results of periodic monitoring of wastewater output behind detritus tanks in large ACB buildings, output wastewater quality measurement parameters such as pH, total suspended solids (TSS), ammonium phosphate, total coliform, and BOD5 are all within the allowable limits of the National Technical Regulation on Domestic Wastewater QCVN 14/2008/BTNMT.

Waste

100% of ACB's generated waste is classified at the source, stored in the right place, and handed over to a specialized company for collection and treatment according to current environmental standards.

Activities to comply with laws and regulations and promote awareness of environmental protection

During the year, ACB fully implemented environmental protection and reporting while strictly complying with laws and regulations and requirements of state agencies on environmental protection. No violations of the law on environmental protection or environmental incidents or disputes happened.

Featured activities

Use recycled plastic to neutralize greenhouse gas emissions

ACB and Interface's project aims to reduce plastic use and greenhouse gas emissions in ACB

buildings by using recycled products to minimize environmental impact. ACB also cooperates to help fishing villagers in the Philippines by collecting old fishing nets and using them to produce recycled carpet products. This project aims at three main goals: increasing income for fishing villagers, educating awareness about protecting the marine environment and marine life, and converting seemingly useless materials such as old fishing nets into products with high commercial value.

ACB is introducing measures to reduce plastic use in the Bank's daily operations. Accordingly, ACB is also contributing directly to the trading of recycled products to minimize the use of materials taken from nature.

Interface and ACB have partnered to launch the Carbon Neutral Floors program, helping to reduce environmental impact. Interface has used the profits from Carbon credit buyback orders to invest in reforestation and renewable energy projects while minimizing environmental impact during production and business processes. Interface has collaborated with various major partners, including Universal (USA) and Aquafil (Italy), to implement a program to recycle old fishing nets of fishermen in the Philippines with the support of the wildlife conservation unit, ZSL. These fishing nets are then sorted and sold back to the Aquafil yarn house, contributing to the reduction of plastic use and greenhouse gas emissions. Interface is always committed to implementing these environmental protection and humanitarian programs.

The Carbon Neutral Floors program, which is a partnership between Interface and ACB, has been certified by Apex to help minimize environmental impact. The total amount of recycled products used in ACB buildings ranges from 46.5% to 65%, showing that Interface contributes directly to the trading of recycled products and reduction in material use. As of 2022, ACB has used recycled carpet from fishermen's old fishing nets for 10 buildings, with a total area of 20,628 m² of carpet that has neutralized the equivalent of 181 tons of CO₂ and the equivalent of 723,133 km² of driving distance.

The O-Branch Award promoting awareness of environmental protection

O - Branch is an open award for ACB entities to participate on a voluntary basis and guaranteed to stem from their practical concerns about environmental issues. This is an important award category in the annual ACB Awards system to recognize and honor entities that actively participate and proactively carry out their responsibilities in environmental protection activities with ACB. Beyond building the image of ACB as being responsible for sustainable development within the bank, the award also shows ACB's commitment to the community in general. Through the visibility of the award, ACB also aspires to raise awareness among all parties about the environment and motivate everyone to act together today so that future generations will have a better living environment.

The award initiative took place from January 2022 to March 2023 and used six criteria on a 100-point scale, including:

- The entity itself organizes at least four environmental activities during the review period.
- The percentage of employees of the entity participating in ACB's Close to O activity reached over 80%.
- The entity proposes two environmental ideas during the review period that can be applied bank wide.
- The entity successfully spreads the spirit of environmental protection (Close to O) in the Bank and in its local community.
- The entity carries out communication activities associated with the topic of environmental protection (Close to O).
- Proactive spirit of the entity

The contest had entries by 17 ACB branches from the north to the south, with participation from more than 80% of employees at the branches and other participants such as family members, customers, and counterparties. Many programs were implemented by different internal entities, with a variety of topics and activities such as collecting and cleaning up waste in local areas and the surrounding environment, planting trees, saving electricity and water, and other resources like paper and ink.

Noteworthy is the program implemented at the Phu Quoc branch with activities of collecting and exchanging trash for gifts held in conjunction with the International Organization for Conservation of Nature (WWF) and the Phu Quoc People's Committee, involving the vast majority of branch employees and more than 50 non-employees. The program helped collect 10 tons of waste during the year, equivalent to a reduction of 422 kg of CO₂. Another outstanding program is "Responding to the Campaign to Make the World Cleaner in 2022" with the theme "Acting Together to Change the World" at Gia Lai Branch, where most branch employees participated and attracted more than 50 non-employees who planted 190 trees in Chu Dang Ya commune, Chu Pah district of Gia Lai Branch, generating more than 3 tons of O₂ equivalent per year.

The significant effects on the environment and surrounding landscape of cleaning up more than 13.3 tons of waste and planting more than 600 trees include creating 9.5 tons of O₂ /year and reducing the equivalent of 814 kg of CO₂ from trash and paper, and saving electricity. Through this program, ACB also encouraged all ACB employees to proactively implement their responsibilities in environmental protection activities with ACB while spreading the message and the spirit of concern for environmental sustainability to other stakeholders, such as customers and local communities.

PRIORITY 3

Contributing to society and building a sustainable community



1. Investment in and development of human resources

Approach

As one of the leading banks in Vietnam, ACB builds competitive advantages by focusing on human resources development. ACB considers its relationship with employees as each other's "career partner" cooperating for common goals and creating opportunities for employees to develop their own values and enhance the Bank's prosperity.

ACB always complies with laws and regulations related to employees, respects the legitimate rights and interests of employees, and strives to develop progressive, harmonious, and stable labor relations.

ACB focuses on developing ACB people through three aspects: "Work; Live; and Learn".

WORK: ACB builds a transparent and effective working environment, creating conditions for employees to be creative and contribute long-term value to the organization, along with a career roadmap given the role of career partner.

LIVE: ACB focuses on improving competitive welfare regimes according to the specific needs and objectives of each group to constantly stimulate the development and cohesion between employees and the organization. In addition, ACB creates many competitions and internal activities for employees in sports, mental health, environmental protection, or contributing to the local community to improve the quality of life.

LEARN: With the strategy of investing in people and developing as a learning organization,

ACB focuses on promoting staff training and development activities. Not only one-way training, ACB applies blended learning with a variety of methods of implementation and capacity building to meet the organization's work objectives and long-term goals. Coupled with the Learn: Do: Share model (learning, applying, and sharing practical experiences), students' knowledge not only accumulates but also applies in practice, proves effectiveness, and at the same time spreads good practices across the system.

Working environment

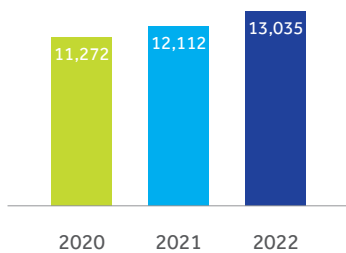
ACB always creates a favorable working environment and conditions so that employees can perform at their best to develop their own abilities and respects employees as invaluable assets. ACB always complies with laws and regulations related to employees, respects the lawful rights and interests of employees, and builds progressive, harmonious, and stable labor relations.

At ACB, the Human Resources and Remuneration Committee advises the BOD on issues related to organizations and personnel in the Bank's management process, ensuring employee benefits as well as strictly controlling issues regarding key personnel. ACB also regularly coordinates with the ACB Trade Union to promptly resolve issues related to the lawful rights, obligations, and interests of employees, as well as develop, deploy, and promptly adjust salary, reward, and benefit policies to attract, retain, motivate, and reward its talents.

As of December 31, 2022, ACB has 13,035 official employees.

Recruitment

Number of employees over the years (*)



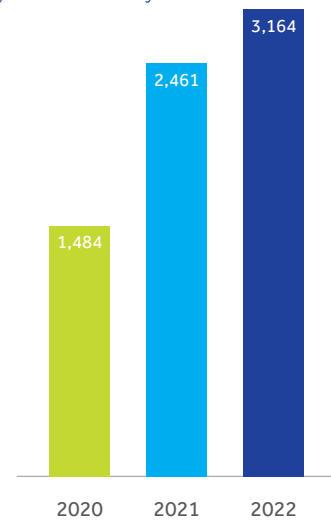
(*) Number of official employees of ACB Group.

(*) An indicator ensured by KPMG

ACB has recruitment policies that focus on attracting and building a talented workforce with the vision and spirit of ownership of the Bank's development and integrates elements of gender equality and diversity of opportunities into recruitment activities.

- To create human resources for development, ACB has implemented several programs like The Next Banker and ACB Experience. These programs have attracted many students from leading universities across the country to participate in real-life banking experiences.
- In 2022, through the program "Career Partners: Affirming your position with ACB," ACB has connected with and recruited more than 3,000 career partners across the country who are talented in the fields of sales, customer development, information technology, etc.

Number of new employees over the years(*)



(*) An indicator ensured by KPMG

- Recruitment data

In 2022, ACB's new recruitment rate rose by 29% compared to 2021, accounting for 10% of the total number of employees. More than 70% of new employees are from the Gen Z generation.

ACB invests in human resources in business development positions and at the Head Office. In addition to sales positions, ACB focuses on investing in positions related to transformation,

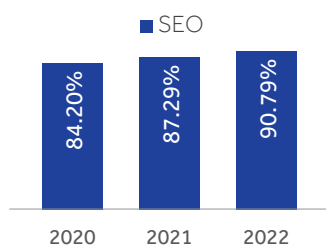
digital banking, information technology, and data analysis.

- **Staff quality**

At ACB, 100% of employees are periodically evaluated for work performance and career development. The quality of ACB's employees has improved year by year, as reflected in the percentage of employees meeting expectations or above. ACB synthesizes policies related to input quality, compensation, investment in training, and companionship from management levels to support and lead employees to perform their duties well.

ACB also limits the turnover rate of the Meet Expectations group to less than 10% per year. In 2022, the turnover rate of employees who meet or exceed expectations was 9.60%. ACB has developed policies, mechanisms, and roadmaps to promptly and positively impact the group of employees who frequently fail to meet requirements.

Percentage of employees meeting expectations and above over the years



(1) Percentage of employees meeting expectations and above of ACB Bank, excluding subsidiaries.

(*) An indicator ensured by KPMG

Training and development

- **Training**

ACB's training program is planned and organized annually based on the mandatory regulations of the SBV, the nature of the work of the departments, and the positions and aspirations of the employees. The courses are classified into the following groups: mandatory courses by the SBV; courses on

people management; and courses on enhancing professional capabilities. Particularly in 2022, ACB promoted courses related to digital transformation in association with reputable certificate issuers and in line with the Bank's goals and directions toward digital banking.

Training policies and activities are established and implemented according to the principle of student-centricity, promoting the spirit of active, long-term learning, and spreading progress within the organization, to the community, and to customers of ACB. Learning activities are associated with the employee's career development roadmap. Each group of titles has a separate learning path built to help employees perfect their capabilities for their current job and develop their future career.

The learning courses are diversified in delivery form and contents through offline classes inside and outside the Bank or workshops. To strongly promote the spirit of learning, learning is combined with sharing practical experiences, obtaining hands-on experience, and competing with colleagues, such as the ACB Pyramid and Hub of Bankers.

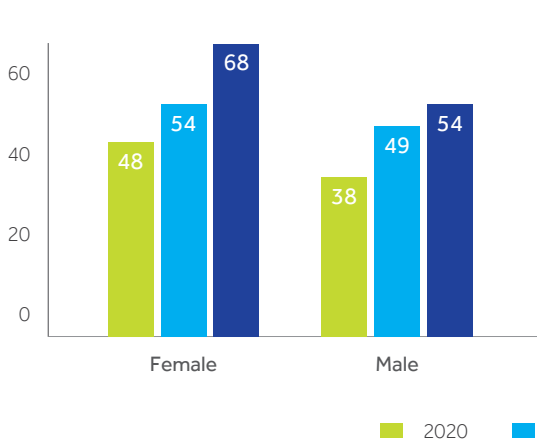
Each year at ACB, every employee must complete at least 48 hours of study, which is recorded as one of the KPIs in learning. In addition, ACB encourages employees to participate in various forms of capacity building and accumulate scores for competing on the ACB Talent Ecosystem (ATE) platform. The corresponding rewards and remuneration will be converted for use by the employee based on the cumulative score of each individual.

The year 2022 was marked by strong learning activities of ACB employees with the total company-wide number of study hours exceeding 760,105 hours. Employees across the Bank participated in learning activities and averaged 10.5 learning days per employee per year, compared to nine days in 2021.

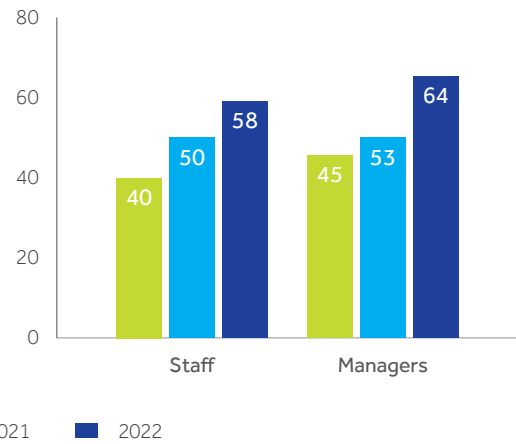
The budget for training, including tuition fees, the costs of organizing classes, and other related expenses, has increased continuously over the years.



Average number of training hours per employee by gender (*)



Average number of training hours per employee by position (*)



(*) Average number of training hours per employee by gender of ACB Bank, excluding subsidiaries.

(*) An indicator ensured by KPMG

Career Development

ACB updates the job description system and builds an employee development orientation and career roadmap for specific individuals in each position, title, and department.

ACB motivates managers to complete the business plans, improve the capacity of training and team development for his/her team, and be willing to participate in learning new knowledge.

At ACB, employees are also supported when there is a need to change positions or departments. Employees proactively sign up for skills and expertise courses related to the position or department to prepare for the transition.

In addition, ACB always creates favorable conditions and opportunities to support employees who have the need to voluntarily rotate to other job positions or work locations in other departments.

"The Next Leader" program (Future Leader)

The Next Leader is an outstanding management development program in recent years aimed at developing potential human resources, fostering professional capacity and management skills, and preparing people to inherit key positions in the future.

Welfare policy

ACB's salary, bonus and welfare policies are competitive based on labor market surveys and are always adjusted and enhanced to ensure fairness and transparency.

The average income of employees in 2022 was VND417 million

On average, the starting salary difference for entry-level employees at ACB is about 92% higher than the region-based minimum wage (depending on job title and difficulty).

Each employee's income is determined based on the overall performance of the Bank, the unit, and the individual. ACB has built a system to measure employee performance (Balance Scorecard - BSC) to ensure that the salary and bonus management process is objective, accurate, and fast.

Other benefits

ACB enhances employee morale through team building programs and events like the Bank's birthday, year-end parties honoring excellent employees. In addition, ACB built facilities at the head office and in large buildings to serve the rest and relaxation needs of employees during breaks.

ACB is one of the first banks to deploy the Eneji Station to take care of employees with the following services: dining, relaxation, light exercise, and massage chairs in the break room at the Headquarters building. The Eneji Station was created from the management's care for employees in the spirit of Work-Live-Learn. This program is part of ACB's project to improve the quality of the working environment.

ACB is willing to pay a competitive income for employees and has employee loan policies with preferential interest rates. For the managerial level, ACB has different welfare policies which include an allowance for long-distance travel expenses, stock bonus (ESOP), periodical health checkups at high-class hospitals, good health checkup packages, and overseas travel rewards.

In addition to complying with laws and regulations, ACB also has retirement benefit policies for retired employees. Specifically, ACB has a support package for employees who are eligible to retire and have worked at ACB for 10 years or more, with a subsidy of up to 50% of the severance allowance and a cap depending on staff or management level, to support and facilitate the transition to post-retirement life.

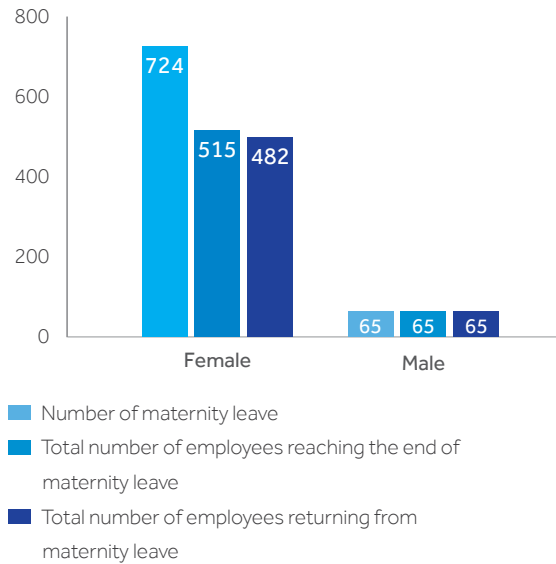
Maternity benefits (an indicator ensured by KPMG):

Maternity leave benefits are applied to all ACB employees, including men and women, in compliance with labor law regulations. Employees are also entitled to use ACB Care programs which provide comprehensive health care. In addition, during and after maternity leave, employees still enjoy welfare benefits according to the Bank's regulations and are still evaluated and ranked on their work performance annually based on actual working time.

In 2022, the number of employees who took maternity leave was 789. Specifically, the number of female employees enjoying maternity leave was 724. The number of male employees who took 5-14 days leave, depending on regulations and personal needs, when their wives gave birth was 65. The total number of employees reaching the end of maternity leave period in 2022 was 580 employees, and the total number of employees who actually returned to work at least 1 month after maternity leave was 547 employees, corresponding to 94%. Of these, the rate of female employees returning to work was 94% (482 employees), and that of male employees was 100% (65 employees). The remaining 209 employees on maternity leave are due to return to work in 2023 after the end of their maternity leave according to the maternity benefits scheme. ACB always accompanies and supports employees who take maternity leave and return to work after the end

of maternity leave to integrate and get back into the rhythm of work as well as to ensure their job positions and functions remain the same.

The number of employees on maternity leave by gender in 2022 (*)



(*) Number of maternity cases are of ACB Bank, excluding subsidiaries.

(*) An indicator ensured by KPMG

Directions

- Continuously improve the working environment and welfare policy, as well as workforce quality, and retain talents.

Achievements:

- 2022 is the 4th consecutive year ACB has received the "Best Place to Work in Asia" award from HR Asia, a leading human resources magazine in Asia.
- Compared to 2020, the total training budget increased by 85% and 94% in 2021 and 2022, respectively.
- Since the end of 2019, ACB has implemented policies affecting the personnel group who fail to meet expectations to increase human resource quality. With employee benefits and talent retention policies, the retention rate of skilled personnel with over three years of seniority is 90% (*).

(*) the personnel retention rate is for ACB Bank, excluding subsidiaries.

- Although the global COVID-19 pandemic had a major impact on the economy as well as business units, the unemployment rate at ACB in 2022 increased slightly to 1.24% and is still within the plan set by ACB.

Featured activities

The Next Banker 2022

The hands-on work experience program is designed by ACB specifically for final-year students who want to learn about the field of finance and banking, and especially the actual work of a "banker" (bank employee). The program helps students perfect, apply, and develop the knowledge they have learned from school into their work at ACB and shorten the path to becoming an official employee at ACB and an excellent "banker" in the future market.

Outstanding experiences from The Next Banker 2022 program:

- Learning:** Training professional knowledge and skills in the field of finance and banking.
- Interaction:** Being mentored and guided by experienced Mentors.
- Application:** Experience the real work of a "banker."
- Share:** Participate in seminars on interesting and useful topics.
- Challenge:** Achieve targets and reward appropriately according to ability.

Through the program, ACB has trained a group of quality young personnel so they can inherit and promote the values of the previous generation. The training program has clear methods, receives proper investment, and participating students are assigned with mentors to help give direction and get them acquainted with the work and guide them in professional skills and knowledge. After completing four months in the program, students are recruited and become official employees when satisfying the standards.

2. Ensuring workplace safety and employee health

Approach:

ACB acknowledges that the right to a safe and healthy workplace is recognized as a human right and is mentioned in many international agreements in effect. Furthermore, workplace safety and employee health are also two of the Sustainable Development Goals approved by the United Nations General Assembly in its Agenda . Therefore, ACB always cares about and continuously improves workplace safety and employee health.

Workplace safety and employee health can be affected by the work performed and the workplace in which that work is performed. Therefore, ACB always carries out its responsibility for the occupational safety and health of:

- All employees performing work under the control of ACB.
- All employees whose workplace is under the control of ACB.

Safe workplace conditions and employee health policies aim at preventing adverse physical and mental impact and promoting employee health. These efforts are also requirements for ACB to demonstrate its commitment to employees. In addition to ensuring compliance with laws and regulations, ACB also develops occupational health and safety management policies which include analyzing and controlling risks, developing training programs, and conducting rehearsals of methods to handle situations. Procedures are in place for documenting, reviewing causes, and continuously improving the management system when incidents related to safety and health occur. ACB also always creates conditions for employees to participate in the development, implementation, and evaluation of

performance management policies, programs, and activities related to occupational safety and health.

Managing risks related to occupational safety and health

ACB has developed and integrated processes for assessing risks and identifying hazards into ACB's risk management policy. These policies also apply control measures to minimize risks and eliminate hazards related to safety and occupational health. In this manner, ACB identifies and evaluates risks potentially arising from business activities, products, and processes before promulgation. Risks are re-evaluated annually to record potential risks related to occupational safety and health, develop control measures, and propose actions and plans to continuously improve processes to ensure that remaining risks are within risk limits.

ACB has developed protection plans to ensure safety and security during and outside working hours and coordination plans between security teams at distribution channels and local police to eliminate dangers and minimize impacts. There is a clear process for reporting operational risk incidents when they arise. As an example, ACB has regulations on ensuring safety in fire prevention and fighting activities applied throughout the ACB system and providing guidance on fire prevention, fighting, and evacuation. There are also polices in place for responding to storms and floods to ensure the maintenance of key business activities of the Bank and the safety and security of the Bank's employees, customers, and shareholders against possible adverse events.

Incidents related to operational risks are reported through the incident management system at ACB's Headquarters and distribution channels to ensure incidents are controlled and monitored.

- (1) Goal 8.8: "Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment" under Goal 8: "Decent work and economic growth." Other Sustainable Development Goals are also related to the topic of occupational health and safety, for example, Goal 3: "Good health and Well-being".

Management policies related to occupational safety and health

ACB manages occupational safety and health issues for employees through policies, regulations, and operational instructions issued based on legal requirements. In addition, ACB also voluntarily develops management policies to improve occupational safety and health for employees, and policies for employees who directly face specific risks.

ACB has full-time and part-time medical staff to support the health-ensuring work across the system. There is a team of health consulting doctors and a steering committee for epidemic prevention and control to respond immediately when there is a declared emergency, from disease control centers or district/provincial medical centers, to support and ensure the health of employees. In addition, ACB also has a group of personnel in charge of labor safety who are regularly trained in related skills such as fire prevention and fighting, first aid, occupational safety, and hygiene. This group also carries out work environment monitoring to minimize exposure to harmful factors for employees and evaluate the level of labor safety according to legal standards.

Every year, ACB organizes periodic health checks for all employees at reputable healthcare establishments. Employees' personal health information is kept confidential based on agreements signed with health examination organizations and ACB's policies. Accordingly, ACB does not have the right to own information related to the health of each employee. Those participating health examination organizations will synthesize and share overall statistical information about all ACB employees. ACB does not use health examination results in personnel decisions.

ACB also regularly organizes seminars and health care courses such as genetic testing and decoding programs, nutritional balance seminars, and useful on-the-spot exercises for office employees. These courses are offered with diverse deployment forms for employees. In addition, ACB also launched movements such as the running tournament "ACB Runway 2022: Run for Fun" to encourage physical training activities and improve

the health care spirit of employees. In 2023, ACB plans to launch the "Mental Care" program to care for employees' mental health through consulting and therapy psychologists, communication sessions, and seminars on mental health topics.

ACB has developed and implemented a mechanism to listen to employees' feedback and suggestions on policies and benefits related to occupational safety and health. ACB's Trade Union, with all union members being ACB employees, will perform the function of an intermediary to resolve issues between ACB and employees to ensure rights and fairness for employees. ACB always conducts employee opinion surveys before officially issuing regulations and policies related to employee occupational health and safety management.

Directions

- Implement well-defined policies and management procedures related to workplace safety and employee health.
- Continuously improve and ensure workplace safety and employee health.

Achievements

- In 2022, there were no incidents related to occupational accidents or reports of occupational diseases recorded.

Featured activities

"ACB Care" program.

"ACB Care" is a comprehensive health care program for all employees to contribute to improving health and supporting employees who encounter health-related problems by providing health insurance or other activities such as regular health check-ups. In addition, ACB's support of health insurance for relatives contributes to motivate employees to work with peace of mind.

Every year, ACB tries to increase the spending limit, expand insurance coverage, review to expand medical examination and treatment items, and organize periodic health examinations at reputable healthcare establishments. In 2021 and 2022, ACB

expanded coverage for vaccinations and physical therapy and added screenings for thyroid diseases, hepatitis C, and diabetes.

The budget for the ACB Care program has increased continuously over the years. Compared to 2020, the total budget increased by 98% and

108% in 2021 and 2022, respectively. In addition, the investment budget for the ACB Care program in 2023 will increase by 56% compared to 2022. Each year, ACB raises the spending limit of the "ACB Care" program for comprehensive health care for all employees to contribute to improving employee health.

3. Respect for equality and diversity

Approach

Human resources play a very important role in achieving ACB's mission and strategic goals. ACB always appreciates the contributions and dedication of its staff in general and female staff in particular to the overall success of the organization. Diversity brings different experiences and perspectives to ACB while promoting innovative thinking to solve business challenges for sustainable growth. Diversity also allows ACB to be sensitive to customer needs and serve them more effectively. ACB actively promotes diversity and equality in the workplace and believes that this will bring many benefits to both the organization and its employees.

ACB creates development opportunities for all employees equally and without discrimination by gender, religion, etc. Policies on gender equality and opportunities at ACB are specifically stipulated in the Labor regulations and the Collective labor agreements and are applied in ACB's activities, such as recruitment, training, job placement, career development, labor relations management, as well as salary and benefits.

ACB makes recruitment decisions based on the suitability of each individual in terms of their professional capacity, skills, experience, and work capacity. Recruitment decisions do not discriminate between age, ethnicity, gender, religion, etc. ACB ensures that all employees are treated fairly and have opportunities for career advancement based on their achievements and abilities. ACB is also interested in recruiting qualified and potential candidates from diverse groups, including people with different backgrounds, cultures, and experiences.

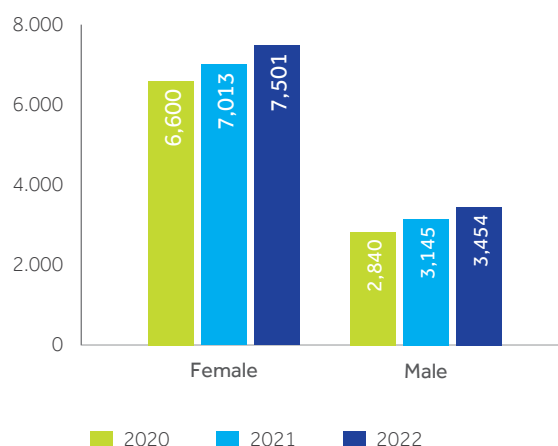
Directions

- Maintain compliance with policies and regulations on gender equality in activities and constantly improve diversity among ACB staff.

Achievements

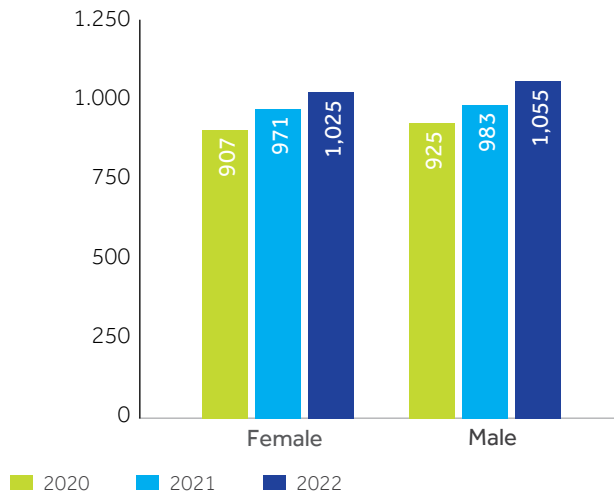
- At the staff level, 54% of employees are between the ages of 30 and 50, and 46% of employees are under 30 years old out of a total of 10,955 employees.
- At the management level, 94% of employees are between the ages of 30 and 50, and 3% of employees are under 30 years old out of a total of 2,080 employees working at ACB.
- Females at ACB represent 69% of employees working at the staff-level, and 49% of employees working at the management-level.

Number of ACB staff-level employees by gender(*)



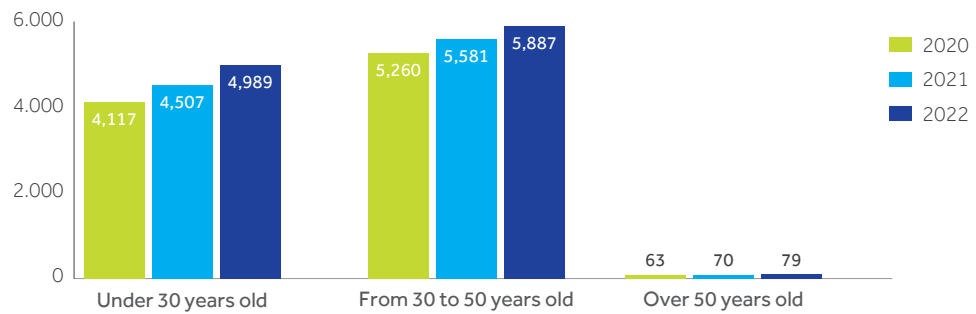
(*) An indicator ensured by KPMG

Number of ACB management-level employees by gender(*)

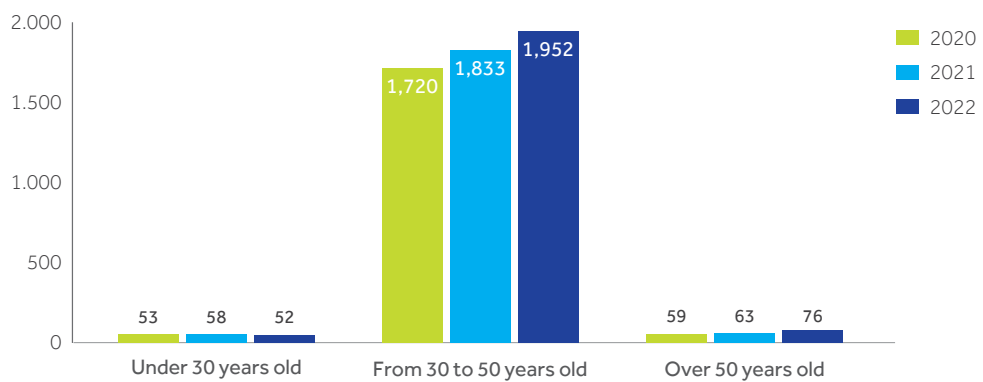


Nearly 69% of ACB's staff-level employees are female, and the number of management-level employees between men and women is almost equal (women account for more than 49%), demonstrating that ACB always aims to build an equal working environment for men and women.

Number of ACB staff-level employees by age(*)



Number of ACB management-level employees by age(*)



(*) Management-level employees

Employees belong to the remaining group

(*) An indicator ensured by KPMG

The number of staff-level employees between the ages of 30 and 50 accounts for the highest percentage at about 54%, and those employees under 30-year-old account for about 45%. This shows that ACB has implemented effective strategies and policies to attract young employees and create a suitable working environment for them. In addition, the number

of managers between the ages of 30 and 50 accounts for as much as 94% of the total number of management-level employees. Meanwhile, the proportion of management-level employees under 30 years old is nearly 3% showing diversity and fairness in recruitment as well as employee classification assessment.

4. Enhancing customers' experience

Approach

ACB always values customers and places customers at the heart of all its activities. ACB clearly understands that, to achieve customer satisfaction, it is necessary to meet customer needs and requirements quickly and professionally. In addition, ACB also focuses on ensuring that communication about ACB's products and services is clear and transparent, and effectively receiving and processing customer feedback.

Customers' experience

ACB always focuses on customers and the customers' experience with ACB's services and products. ACB constantly improves the quality of its products and services by listening to customers' opinions and understanding their needs.

In 2022, ACB implemented a number of strategic projects related to the customer experience design process, including four main steps:

- 1) Understand the customer;
- 2) Understand the current customer journey;
- 3) Solve issues raised by customers; and
- 4) Build the customer journey.

Communication

In order to improve customer experience and trust, ACB has issued and implemented the "Process for external communication" to ensure

ACB's communication activities are thorough and messages are delivered to the right target audience at the right time, contributing to implementing the Bank's goals and business strategies and enhancing the Bank's brand image.

Throughout the communication process, ACB always clearly identifies needs, content, audiences, messages, media channels, forms, plans, etc., as well as seriously implementing the steps of producing and drafting of information for external purposes, censorship and posting, monitoring and adjusting progress, reporting, and confirming completion in order to ensure that communications about ACB's products and services are clear and transparent. The responsibility for directing and approving important communication projects lies with the BOD Chairperson and the CEO.

In 2022, 100% of media information related to ACB's products and services complied with the Process for external communication. Furthermore, ACB has not recorded any non-compliance cases in terms of information and trademarks, as well as marketing communication activities related to its products and services.

Receive and process customer feedback

Customer satisfaction with ACB is maintained at a very high level. ACB devotes a lot of resources to gain customer insights by analyzing portraits of customers, their needs, financial behavior, and customer experience at each touch point, interaction channel, and product. Collecting this comprehensive information allows for better customer experience design activities by products and services.

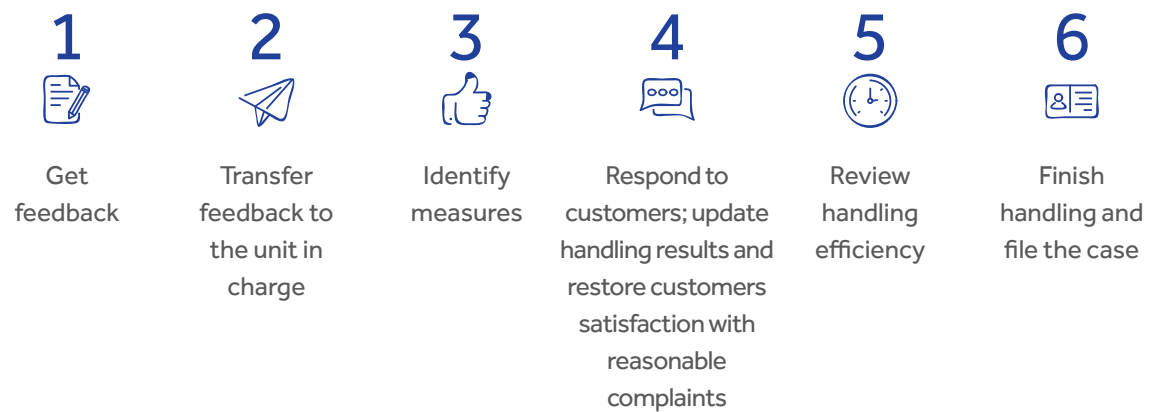
It is important to ensure that customer feedback is approached and resolved promptly and thoroughly to maintain and improve service quality and serve as a basis for reviewing and improving products and services, processes, and regulations. ACB has built a systematic process of receiving customer feedback through direct channels at branches, sub-branches, or the ACB Head Office, utilizing phone, chat, email,

text, the Voice of Customer program, and other forms of receiving information from media agencies, state agencies, or social networks.

The Voice of Customer program (hereinafter referred to as VoC) is a key feedback channel with the following purposes and forms of implementation:

Actively listen to customers	Tracking and data aggregation of customers' feedback	Data analysis
<p>Build stations to collect customers' voices on transaction channels and interact with customers:</p> <ul style="list-style-type: none"> • Branch/sub-branches: set up QR-codes. • Internet banking for Individual and Corporate customers (website): pop-up message upon completion of the transaction. • ACB One (app): send email • Contact Center: make a phone call • Social, Fanpage: through the Social Listening program. 	<ul style="list-style-type: none"> • Immediate notification via email to the business unit in charge when there are dissatisfied customers. • The coordination process for handling customers' feedback from the VoC program has been updated in QP 7.9. • Need to develop a data hub for customers' experience: discussed with the Data and Analytics Department in updating CX data into the customer analysis matrix. 	<ul style="list-style-type: none"> • Customers' feedback data is updated in real-time to the Dashboard and authorized to business units in charge (Branches/Sub-branches, Call Center 247, and Digital Banking Division). • Monthly/quarterly Social channel analysis report. • Reports on synthetic analysis and issues to be handled are prepared every six months.

ACB's customer feedback-handling process includes the following steps:



ACB's customer feedback processing system is coordinated between the Card Center (24/7), branches/sub-branches, and the business unit in charge at Headquarters.

- **Card Center (24/7):** receives and handles card-related feedback (applicable from 2022)
- **Digital Banking Division:** receive and handles digital banking-related feedback (applicable from 2022)
- **Management teams of branches and sub-branches** receive and handle customer feedback according to the customer profiles in charge.

100% Percentage of feedback from customers reviewed and processed in 2022

99% Percentage of customers who agreed with ACB's handling over the total response in 2022

Directions

- Continuously improve customer experiences through understanding and caring for customers.

Achievements

8.39/10 was the level of customer satisfaction with ACB in 2022.

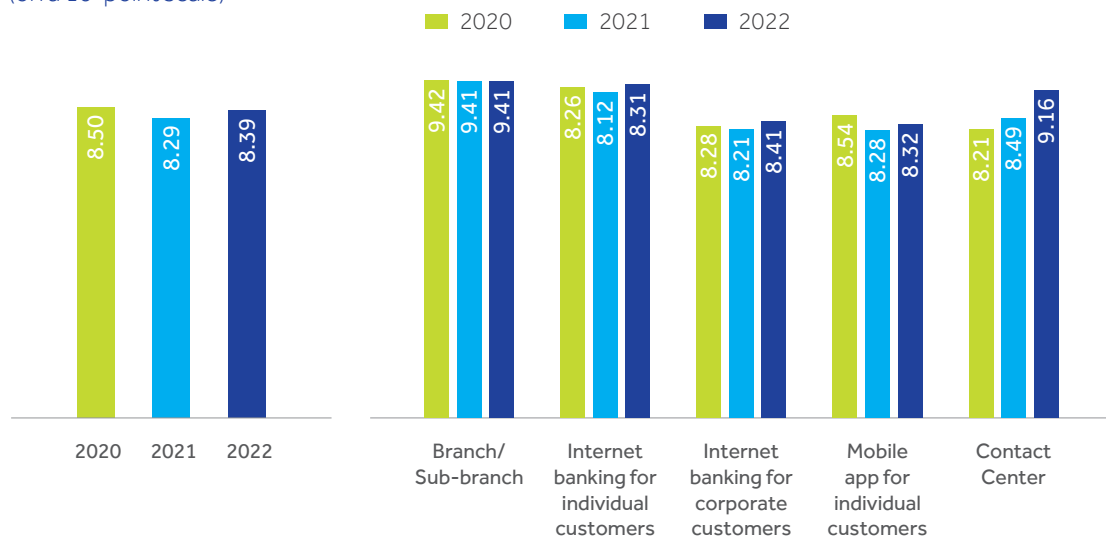
0.71/1 was ACB's customer preference on social networks and electronic websites in the first 11 months of 2022.

93.40/100 was the average service quality score for ACB in 2022.

Customer experience measurement results 2020-2022

Customer satisfaction with ACB and each transaction channel has increased slightly compared to 2021 and is rated as Fairly good according to the survey results with customers.

Average customer satisfaction level with ACB over the years (on a 10-point scale)



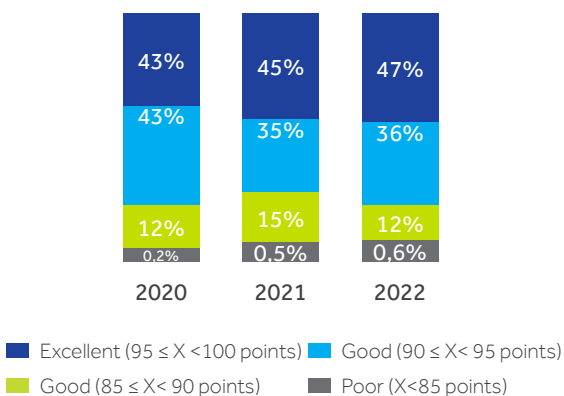
- The level of customer satisfaction with ACB is recorded via email to customers who just completed transactions at the Bank's counters.
- The level of customer satisfaction with the branch or sub-branches is recorded through the QR-code system located at the branch or sub-branches.
- The recording method applicable to customer experience with the Contact Center changed in 2022: in 2022, it was done via phone interview (managed by Customer Experience Management Department personnel); in 2021, it was implemented via SMS (which, however, could not be done due to an SMS brand name incident).

Service quality is monitored according to the customer experience journey, including the design of the transactional space, security guards, and employees and staff positions that have contact with customers, etc. In 2022, ACB's branches or sub-branches also made great efforts in improving customer service quality, with an average score of 93.40 points, and reaching ACB requirements.

93.40

Average score of service quality in 2022 (unchanged compared to the 2021 assessment results)

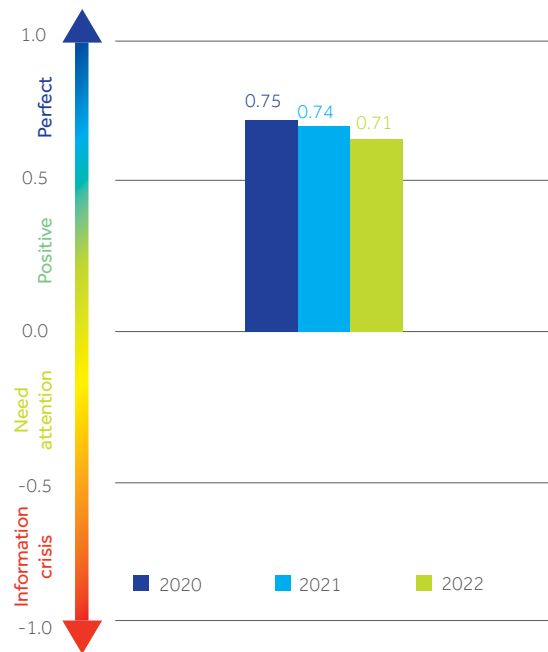
Chart of service quality rating distributions by business units over the years



Results recorded from the program to assess the level of compliance with customer service standards through the Mystery Shopping program.

The level of customer preference for ACB on social networks and electronic websites in the first 11 months of 2022 remains stable at VERY GOOD and ACB is holding a high position among banks in Vietnam⁽¹⁾.

(1) Monitoring results of customer discussions on social networking sites by Buzz metrics (as of November 30, 2022).



Monitoring results of customer discussions on social networking sites conducted by Buzz metrics (as of November 30, 2012)

Featured activities

"One-stop shop" "handles all needs through one touch"

In recent years, banking application development strategies have often been divided into two main trends. The first is "all-in-one" in which all services and operations are integrated into a single application and serving customer needs from A to Z on a single application. The second is "exclusivity"

which focuses on optimizing a number of special features that attract customers' attention. Thanks to a team of experienced experts, ACB has researched and developed the ACB ONE digital banking application that integrates both of the above popular trends.

Overall, after one year, ACB ONE is seen as a convenient financial application which helps customers perform online most of the tasks that previously could only be done at the transaction counter. ACB ONE follows the cashless payment trend and the "mobile first" trend. Customers can open online accounts using e-KYC technology; automatically pay bills of electricity, water, tuition, internet, etc.; or perform transactions such as

buying insurance, deposit savings, and online loan disbursement using only a QR code. All it takes is the ACB One financial application. Users particularly enjoy online transactions because of refund policies or incentives which offer both convenience and additional savings as compared to traditional methods. For example, when customers open online savings on ACB ONE, they will enjoy better deposit rates than at the counters.

Going in-depth, ACB ONE makes a difference by managing the customer experience at every touch point. In an independent survey by Mibrand Vietnam on 1,500 customers, ACB ONE was among the top financial apps and received many positive reviews in terms of service experience from customers.

5. Information confidentiality

Approach

As a top priority for ACB, Information Confidentiality provides compliance with relevant laws and regulations as well as increased trust from customers. ACB's management principles on Information Confidentiality are implemented through strict policies and regulations. ACB has built a modern and synchronous IT system which ensures the safety and security of customer information. There is periodic and close monitoring of activities related to customer information. In addition, ACB always reminds and strengthens employees' responsibility for protecting customer information while raising customer awareness about the importance of protecting personal information.

IT system

ACB set up a 24/7 Cyber Security Operations Center (SOC) tasked with protecting databases from "hacker" attack events. ACB's information technology system is integrated with customer behavior analysis and capable of giving warnings when abnormal signs are detected. By applying the SOAR orchestration tool, SOC can automatically handle low-level or simple information security (IS) breach events or warnings.

ACB obtained PCI-DSS certification for payment card data security and ISO 27001 certification for information security. In addition, ACB's system passed the CSP-SWIFT Customer Security Control Framework review. As of the end of 2022, ACB did not record any attacks that had a significant impact on the ACB system.

Regulations on the confidentiality of customer information

ACB affirms its commitment to strictly comply with requirements regarding the security of information systems in banking operations as prescribed in Circular No. 09/2020/TT-NHNN dated October 21, 2020. Accordingly, ACB has issued a Comprehensive Data Security Regulation guiding the classification, use, and protection of data internally as well as sharing data externally. In addition, ACB also established specific principles and a delegation of authority matrix for accessing information and data about customers, as well as all information about the Bank.

Monitoring and evaluating compliance with Information confidentiality requirements

ACB has established a Data Governance Supervision Committee to oversee all data governance work, including Information Confidentiality.

ACB conducts assessments once a year for level 3 systems and every two years for level 2 systems to comply with the core system penetration testing assessment stipulations in Circular No. 09/2020/NHNN. This assessment is carried out periodically by ACB's team of experts as well as by independent partners.

Employee responsibility for Information Confidentiality

ACB also focuses on activities to raise employees' awareness of the need to protect customer information through training activities and specific disciplinary regulations in case of violations. In 2022, 93.80% of ACB's staff were equipped with knowledge on information loss prevention and data security through basic cyber security training courses.

The responsibility of information security is also mandated by ACB's Internal Rules on the management, using, and providing of information at ACB. If ACB employees provide information to the wrong subjects, outside their authority, and do not comply with the regulations on information security, depending on the nature and extent of the behavior and the damage caused, they will be handled strictly and may be prosecuted in accordance with the law and must pay compensation for all damage that occurs.

Education to increase self-protection awareness for customers

In addition to the Bank's efforts, ACB understands that the prevention of data loss also requires proactive protection from customers. The Bank sets out several security principles when performing banking transactions on the internet and uses communication channels to constantly warn against fraud and the theft of transaction information by technology criminals to help customers increase their awareness of the security of their own information.

Directions

- Strictly implement regulations on Information Confidentiality and apply innovations in Information Confidentiality.

Achievements

- In 2022, 8,319 out of 8,494 information security violations, equivalent to 98% of cases, were handled automatically.
- ACB did not record any attacks that had a significant impact on ACB's information technology system, and no complaints were received related to violations of Information Confidentiality rights.

Featured activities

"Security Initiative" Program

In recent years, the entire banking industry has been attacked by hackers targeting internet banking customers. Hackers can send fake SMS brand name messages from banks and provide fake website links to defraud customers and steal information such as login names, passwords, and OTPs to withdraw money from customers' accounts. Hackers may also post and sell sensitive information on forums.

To meet the increasing demand for applying digital technology to banking operations, in addition to developing business features on digital platforms, ACB also focuses on increasing the safety experience of the services it provides. ACB has approved the "Security Initiative" Program with a three-year roadmap to achieve the following targets: (a) Strengthen the entire security system; (b) Upgrade system capacity to meet the huge volume of transactions and data in banking operations; and (c) Deploy a number of new security capabilities to protect customers.

Achievements in 2022 include upgrading the entire anti-malware system, enhancing core security system capacity, and implementing new projects such as anti-automatic "SMS Brand Name" transactions, Threat Intelligence, and

SOC. These systems are integrated to form an ecosystem to detect, update, and prevent signs of system attack. Furthermore, the system recognizes customer behavior to help prevent cases of entering incorrect login names and passwords.

ACB continues to implement a security roadmap to protect customers in the digital era and a digital transformation strategy while maintaining safety and managing risk during the transformation process.

6. Social responsibilities

Approach

Create social impacts through credit assessment criteria

ACB uses its credit assessment criteria to influence and create a positive social impact on individual customers and corporate customers. Throughout the credit assessment process, before and after credit granting, ACB integrates factors related to the workforce and common labor requirements. The assessment includes standards, concerns, and requirements of customers and their social stakeholders based on common evaluation criteria. ACB always ensures the transparency and completeness of information evaluated by using information from project explanatory documents in the credit profiles and information from actual appraisals.

The workforce is one input factor evaluated and appraised by ACB for project financing credits. ACB is especially interested in ensuring the stability of labor resources and in using local laborers to contribute to the development and transformation of the local economy. Specifically, important factors considered by ACB include workforce requirements such as skill level, expertise, and quantity; policies such as recruitment, training, compensation, and benefits; the ability to provide human resources for the project; and advantages and disadvantages in the recruitment and labor management processes.

For some industries and operating markets where customers have a need for credit and where the assessment of issues related to health, human

rights, and labor safety is of particular concern to stakeholders of such customers, ACB also considers these factors throughout the credit assessment and appraisal process. For example, in the seafood industry (pangasius), aquaculture businesses need to meet international sustainable aquaculture standards set by non-governmental organizations such as Global GAP, ASC, MSC, AquaGAP, etc. Or similarly, in the garment industry, the credit criteria for ceramic export financing include industry standard certifications such as ISO 9001:2000, SA8000, WRAP, and/or MID (for the US market) to ensure meeting the standards of social responsibility and environmental management required by some export markets.

The assessment of social factors through ACB's credit activities minimizes risks regarding social factors related to the workforce, common labor requirements, and the standards, concerns, and requirements of customers from their social stakeholders. Overall, the assessment process contributes to raising awareness and compliance of our credit customers. These credit-granting activities enable ACB to contribute to building a sustainable economy and promoting comprehensive development.

Corporate social responsibility (CSR)

ACB recognizes and implements its social responsibilities in accordance with its operating strategies and resources. ACB's community activities focus on education, building charity houses and schools, and supporting poor policy beneficiaries within ACB's financial capacity.

In 2022, ACB set aside a budget of more than VND3 billion for social community activities and continuing its commitment to social responsibility. These activities are allocated appropriately and target key objectives. Sponsoring educational activities accounts for 50%, sponsoring policy beneficiaries and the poor accounts for 30%, sponsoring the construction of charity houses, facilities, and schools accounts for 16%, and supporting other activities accounts for 5%. These community programs are based on the needs of the local community and contribute significantly to improving the quality of life and education of local people.

Directions

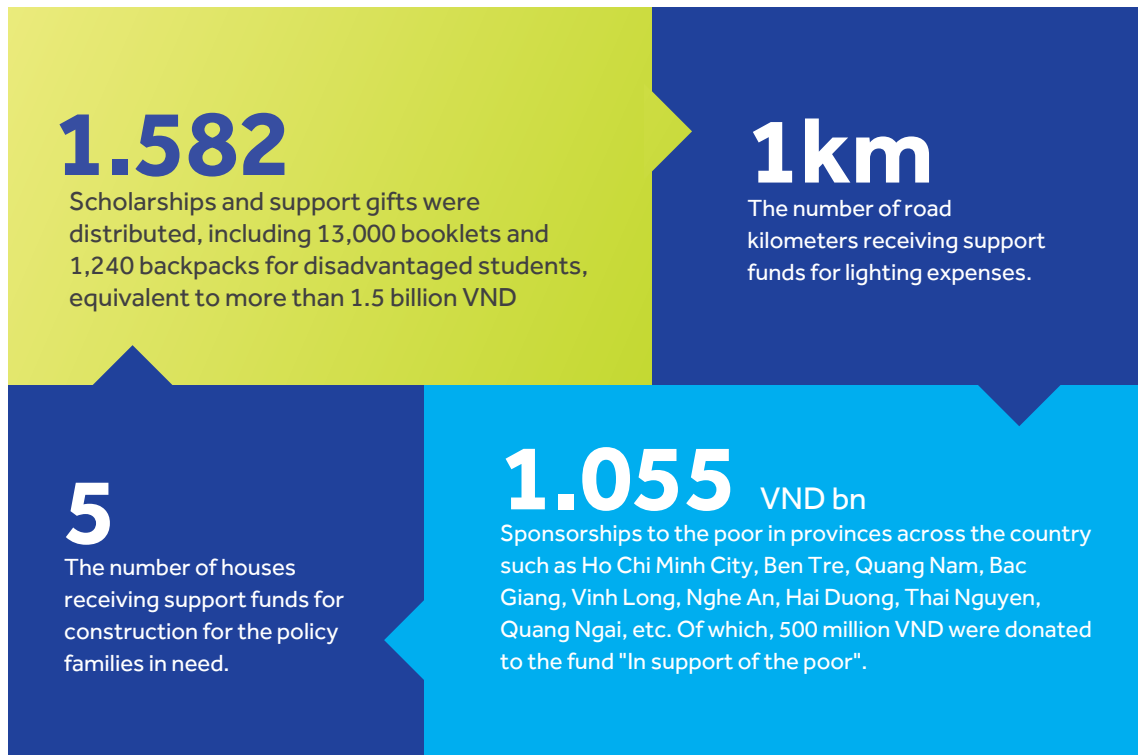
- ACB has the directions to develop detailed standards and instructions on criteria for evaluating and appraising credit grants for hazards and risks related to occupational health and safety and the labor environment. The impacts on society in general for customers is considered and priority is given

to key industries such as the seafood and garment industries, etc.

- ACB aims to implement social responsibility proactively and effectively through building programs and projects with high community nature, helping to improve the quality of life for people and protect the environment.
- In 2022, ACB temporarily narrowed the implementation of traditional social security programs to develop new programs with different implementation methods to improve the effectiveness, meaning, and influence of such programs.

Achievements

- ACB's social responsibility was recognized through the award of Best CSR Bank 2022 (Best CSR Bank Vietnam 2022) from Global Banking & Finance Review.
- Remarkable statistics on ACB implementing social responsibilities:



Featured activities

"Sponsoring scholarships and rewards for excellent students in difficult circumstances" program

One of ACB's outstanding activities in the field of social responsibility is the program "Sponsoring scholarships and rewards for excellent students in difficult circumstances." ACB focuses on investing in education because it understands that education is an opportunity and the key to changing the mindset and perception of future generations.

Through such scholarship programs, ACB hopes to not only help children overcome difficulties but also inspire them to change their mindset and perception about life and education. This helps children have more opportunities to access the knowledge and skills necessary to develop

themselves and contribute to society. With a budget of three billion VND dedicated to social community activities, ACB has sponsored more than 50% of its CSR budget, or about VND1.8 billion, for educational activities. In particular, ACB focuses on sponsoring educational programs for disadvantaged students and excellent students to help them overcome difficulties and access quality education.

The program has been implemented in many provinces and cities nationwide, such as Dong Thap, Ben Tre, Quang Tri, Phu Yen, Kien Giang, Hue, and Hai Phong. In addition, ACB also cooperated with provincial and city committees to support community activities such as Tet gifts and online learning equipment, with a total value of VND262 million.



Information about employees

Table 1. Total number of full-time employees with labor contracts^(*)

Classification	Total number of employees		
	2020	2021	2022
Gender			
Female	7,507	7,984	8,526
Male	3,765	4,128	4,509
Age group			
Below 30	4,170	4,565	5,041
From 30 to 50	6,980	7,414	7,839
Above 50	122	133	155
Region			
Ho Chi Minh City	6,563	7,215	7,710
Central region	1,105	1,140	1,260
Hanoi	1,031	1,058	1,095
Mekong Delta	724	764	842
Southern East	892	957	1,105
East Northern	481	487	504
South Hanoi	476	491	519
Total	11,272	12,112	13,035

Table 2. Total number and ratio of new hires and turnover rate during the reporting period, by age group, by gender, and by region^(*)

Classification	Total number of resignations						Total number of new hires					
	2020		2021		2022		2020		2021		2022	
Gender												
Female	681	6.0%	778	6.4%	903	6.9%	769	6.8%	1,478	12.2%	1,936	14.9%
Male	532	4.7%	486	4.0%	614	4.7%	715	6.3%	983	8.1%	1,228	9.4%
Age group												
Below 30	635	5.6%	640	5.3%	716	5.5%	1,155	10.2%	1,911	15.8%	2,462	18.9%
From 30 to 50	571	5.1%	616	5.1%	785	6.0%	326	2.9%	549	4.5%	697	5.3%
Above 50	7	0.1%	8	0.1%	16	0.1%	3	0.03%	1	0.01%	5	0.04%
Region												
Ho Chi Minh City	725	6.4%	758	6.3%	956	7.3%	814	7.2%	1,605	13.3%	2,036	15.6%
Central region	102	0.9%	95	0.8%	118	0.9%	120	1.1%	154	1.3%	255	2.0%
Hanoi	157	1.4%	161	1.3%	186	1.4%	207	1.8%	253	2.1%	273	2.1%
Mekong Delta	64	0.6%	53	0.4%	73	0.6%	78	0.7%	98	0.8%	170	1.3%
Southern East	70	0.6%	90	0.7%	71	0.5%	121	1.1%	193	1.6%	237	1.8%
East Northern	62	0.6%	55	0.5%	44	0.3%	75	0.7%	80	0.7%	83	0.6%
South Hanoi	33	0.3%	52	0.4%	69	0.5%	69	0.6%	78	0.6%	110	0.8%
Total	1,213	10.8%	1,264	10.4%	1,517	11.6%	1,484	13.2%	2,461	20.3%	3,164	24.3%


(*) Statistics of ACB Group. An indicator ensured by KPMG.

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(*) An indicator ensured by KPMG.



“ The most difficult thing to change people's perception of the environment is to change behavior.”

Tran Hung Huy - Chairman of ACB



