



SUSTAINABLE DEVELOPMENT FOR THE COMMUNITY

CHAPTER 5

SUSTAINABLE DEVELOPMENT REPORT

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OVERVIEW OF SUSTAINABLE DEVELOPMENT

In the early years of the 21st century, along with the rapid socio-economic development, people are increasingly aware of the dangers of accompanying environmental impacts. In 2004, former United Nations Secretary-General Kofi Annan sent a message to 50 CEOs of major global financial institutions to launch the initiative of incorporating ESG (environment-social-governance) factors into the capital market, laying the foundation for a sustainable development trend in the financial industry. In 2015, the Ho Chi Minh Stock Exchange (HOSE) officially became a partner of the Sustainable Stock Exchanges Initiative (SSE Initiative) of the United Nations with the goal of enhancing transparency in corporate governance, creating conditions for parties to discuss and commit to corporate responsibility for the environment and society.

The legal framework for sustainable development of the banking system in Vietnam is also being gradually built and improved, creating motivation for the entire banking industry to practice sustainable development:

Decision No.986/QĐ-TTg on the Development Strategy of Vietnam Banking Sector to 2025, with Orientations to 2030 sets forth the goal of developing a system of financial institutions operating in a transparent, competitive, secure, sustainable and effective manner; with diverse structures of ownership, scale and type; based on advanced technology and banking governance in line with operational standards of international practices, towards the development level of the group of four leading economies in ASEAN by 2025; adapting to the process of liberalization and globalization;

Decision No. 1604/QĐ-NHNN approving the green banking development scheme in Vietnam, with the aim of increasing awareness and social responsibility of the banking system for environmental protection and anti-climate change, gradually greening banking operations, directing credit capital into financing environmentally friendly projects, promoting green manufacturing, services and consumption, clean and renewable energy; actively contributing to promoting green growth and sustainable development;

In 2020, the world witnessed the emergence and spreading of the Covid-19 pandemic, causing negative impacts on all aspects of economic and social life at a global scale. In addition, Vietnam also suffered from the severe consequences of the worst floods and landslides in decades, resulting in serious damage to the local ecosystem and environment. Once again, the issue of sustainable development became extremely urgent, in which the core was to create economic growth accompanied by conservation and restoration of nature, promoting positive social impacts.

With the mission and vision to become the No.1 bank in Vietnam, one of the 100 largest banks in Asia, one of the 300 largest financial banking groups in the world, one of the 1,000 largest listed companies in the world with great contributions to the development of Vietnam, Vietcombank has set a strategic goal to become the leading bank in terms of customer experience, quality of human resources, risk management, digital banking, profitability, retail and investment banking, etc.

Scope of the report

Vietcombank's sustainable development report was prepared within the scope of the Bank's operations including Head Office in Hanoi, branches, subsidiaries, representative offices and transaction offices nationwide. Information and data used to information release were updated according to the Bank's financial year starting from January 1st, 2020 to the end of December 31st, 2020.



OVERVIEW OF SUSTAINABLE DEVELOPMENT

Participation of stakeholders

| Interaction method of stakeholders | Interaction frequency |
|--|---------------------------------|
| SHAREHOLDERS/INVESTORS | |
| Shareholders' General Meeting | Annually or regularly occurred |
| Periodic information update via IR website, in person, phone, email | Quarterly or regularly occurred |
| Analyst meetings | Regularly occurred |
| CUSTOMERS | |
| Customer care center and hotline 24/7 | 24/7 |
| Satisfaction surveys | Quarterly |
| Social media and feedback on social media | Daily |
| EMPLOYEES | |
| Satisfaction survey | Annual |
| Annual employee meeting | Annual |
| Internal publications, internal newsletters | Daily |
| Exchanges with Trade union | Annual |
| Environment for engagement, training, exchange | Daily |
| REGULATORY AUTHORITIES | |
| Regular dialogue | Monthly |
| Meeting and discussions at forums | Occurred |
| Special speeches and reports | Occurred |
| Contribution of ideas to draft policies | Occurred |
| COMMUNITY | |
| Coordination with local authorities | Annually |
| Social security programs in coordination with local authorities | Quarterly |
| PRESS AGENCIES | |
| Press conferences | Quarterly |
| Periodic press releases/operating result reports | Quarterly |
| Expert's replies to press | Occurred |
| SERVICE PROVIDERS | |
| Additional direct meetings, discussions in the bidding process, cooperation with providers | Occurred |
| Competition maintenance | Regular in the process |
| Transparency in bidding | Regular in the process |
| Service quality, clear origin of goods | Regular in the process |



CONTENT OF SUSTAINABLE DEVELOPMENT

SUSTAINABLE DEVELOPMENT

ECONOMIC STANDARD (GRI 200)

Economic efficiency and contribution to the state budget

In 2020, the world, the region and Vietnam both faced complicated and unpredictable developments with the outbreak of the Covid-19 pandemic, climate change, natural disasters, floods, landslides, thunderstorms, epidemic, etc. in many locations. In an exceedingly difficult context, the Party, National Assembly and Government actively and flexibly managed monetary policy and banking industry to stabilize the macroeconomy, control inflation and promptly implemented many policies to overcome difficulties and reduce damage caused by the pandemic and natural disasters.

As a key State-owned commercial bank in the banking industry, Vietcombank has synchronously implemented many solutions to achieve the "dual goal": Preventing and closely controlling the pandemic impacts to the Bank's network and customers, accompanying, sharing and removing difficulties for customers affected by the Covid-19 pandemic, while ensuring safe, highly effective business operations.

In 2020, Vietcombank's total assets exceeded 1 million billion VND and at the same time became the listed company with the largest market capitalization on the Vietnamese stock market. Deposit growth posted at 10.9% with deposit structure shifting

positively towards increasing the proportion of low-cost funding. Outstanding loans in 2020 increased by 14%, higher than the industry average and focused on key sectors and areas of the economy such as infrastructure development, export promotion, and agriculture and rural development, cutting edge industries, small and medium-sized enterprises. Credit quality was closely controlled; non-performing loans decreased sharply over the years. By 2020, the non-performing loan ratio was 0.62% - exceeding the strategic target schedule and Vietcombank was the bank with the lowest non-performing loan ratio in the group of large credit institutions in the market. The problem loan coverage was 368% of total non-performing loans, the highest in the Bank's history and in the market. Service activities changed strongly, non-interest income accounted for over 35% of the income structure, of which the proportion of income from service activities reached over 28%. The market share of international payment and trade finance, FX transaction, card services continued to maintain the leading position. Vietcombank's profit before tax in 2020 reached VND 23,050 billion, the only bank to reach a profit of USD billion. With impressive operating results, Vietcombank has become the largest tax payer among all banks in Vietnam and one of the two largest that are listed. In 2020, Vietcombank paid VND 8,689 billion as corporate income tax, being one of the largest tax paying companies. This result reflected Vietcombank's important contribution to the State budget.

Pioneering in giving a helping hand to enterprises and people in difficulties

Adhering closely to the direction of the Party, the Government and the direction of the State Bank, with the spirit of actively, positively joining hands to support people and enterprises directly and indirectly affected by the COVID-19 pandemic and the impact of the storms and floods in the Central region, Vietcombank has implemented solutions to support customers such as: waiver and reduction of interest and fees; restructuring the repayment term; renewing loans to support customers to restore production and business activities; rolling out credit packages with reasonable interest rates to support customers such as: Promptly promulgating guidelines for the implementation of Circular No. 01, Directive No. 02, and Official Letter No. 03 of the State Bank of Vietnam on the whole system. Implementing 5 rounds of interest rate reduction for existing loans up to 1.5% for production and business enterprises and individuals in the areas heavily affected by the COVID-19 pandemic and customers affected by the storms and floods in the Central region. For new loans, Vietcombank continued to maintain credit supply to customers meeting Vietcombank's loan conditions with a loan term suitable for the new business cycle and applied preferential interest rates with the maximum reduction of up to 1%/year for customers in sectors affected by the pandemic. The total amount of interest rate reduction for existing and new loans in 2020 was about VND 4,000 billion. In addition, with the spirit of urgency and seriousness, Vietcombank has drastically implemented debt restructuring efforts according to Circular No. 01 throughout the system since March 2020 to support customers and prevent policy abuse. Customers whose debts have been restructured by Vietcombank are basically returning to stable operations.

With the big effort, responsibility and determination of the entire Vietcombank system, the solutions implemented to support customers affected by the Covid-19 epidemic have brought into great effect: Vietcombank has supported more than 300 thousand customers affected by the pandemic with outstanding loans of VND 660 trillion by lowering interest rates/applying preferential interest rates, accounting for more than 80% of the total outstanding loans of the whole system. The accumulated new loan volume for customers affected by the pandemic reaches nearly VND 900 trillion with more than 167 thousand customers enjoying preferential treatment. Vietcombank has restructured the repayment terms, sustaining loan category according to Circular No. 01 for nearly VND 50 trillion worth of loans.

Continuing and promoting the tradition of being a Green bank - For the community, in 2020, a series of social security activities,

community development programs, especially joining hands to support fighting against COVID-19 pandemic and supporting people affected by the floods in the Central region, etc was deployed by Vietcombank. Thereby, Vietcombank has contributed to joining hands with the whole country in repelling the pandemic, supporting people to recover from natural disasters, the pandemic, actively participated in the cause of education, health care and poverty reduction, etc. throughout the nation.

Procurement practices

Vietcombank's procurement activities are carried out centrally, ensuring synchronous use, achieving an efficient procurement scale, saving costs and time. All types of regularly procured goods are regulated according to commodity standards in each period, included in the annual procurement demand and subject to principle contracts with key suppliers at the beginning of each financial year. The procurement must always be effective, rational and cost-effective.

Annually, Vietcombank assesses, selects and adds suppliers that meet the capital capacity, implementation experience and gives priority to the suppliers who commit to protect environment, ensure the quality of input materials and not to violate regulations on employment.

Anti-corruption

Anti-corruption is the responsibility of the whole political system under the leadership of the Party, promoting the synergy of industries and levels, emphasizing the responsibility of heads of agencies, organizations and units, upholding the role of society, organizations, unions and the masses. At Vietcombank, the anti-corruption work has always been focused, directed and implemented drastically. The Bank's Management identifies anti-corruption work as one of the key and regular tasks in direction and administration; combines prevention and combating, both actively preventing and strictly handling corruption acts. In 2020, no corruption cases were recorded and reported in the whole Vietcombank system.



CONTENT OF SUSTAINABLE DEVELOPMENT

Environmental standards

Emissions (GRI 305)

Exhaust gases

For means of transport: Vietcombank always use modern means of transport that meet emission standards and registered according to the regulations of the State. In addition, the Bank performs periodic maintenance/repair of transport vehicles to ensure safety and fuel economy. Annually, Vietcombank also reviews and evaluates the quality of vehicles throughout the system to promptly replace old, sub-standard vehicles.

For emissions from air conditioning systems, generators: The bank always uses modern, environmentally friendly equipment that meets the highest emission and noise standards. The bank performs maintenance according to the supplier's schedule and techniques to ensure high performance, save energy, minimize emissions and promptly repairs and replaces old or damaged equipment.

Wastewater

The Bank encourages employees to save water at the office with water consumption closely monitored. Since 2019, the entire Vietcombank system has stopped using bottled water products, switched to using purified water preserved in glass bottles to multiple reuse, ensuring environmental friendliness and saving water resources.

Waste

Solid waste is classified, collected and treated by staff according to the process. Ink cartridges, printers, printing paper, ballpoint pen cores are regularly reused instead of being replaced to minimize emission to the environment. No hazardous waste is discharged to the surrounding environment.

Noise

No noise



Environment (GRI 307)

Vietcombank always pays attention to environmental protection, towards a green banking model and creating a friendly working environment for employees. Besides, Vietcombank always upholds building a green corporate culture, focuses on saving

electricity, water, paper and office materials; is conscious of keeping the green-clean-beautiful working environment.

Social standards (GRI 400)

Employment (GRI 401 – 402)

Vietcombank's development strategy to 2025 and vision to 2030 is to become the No. 1 Bank in Vietnam, one of the 100 largest banks in Asia, and one of the 300 largest financial banking groups in the world, one of the 1000 largest listed enterprises globally contributing to the development of Vietnam and the leading bank in terms of human resources quality. To accomplish those goals, Vietcombank has always placed an importance on and prioritized resources in building, fostering and developing the human factor.

In fact, for 5 consecutive years, Vietcombank has maintained its position as the bank with the best working environment in Vietnam according to the survey results of "Top 100 Best Workplaces in Vietnam" announced annually by Anphabe and Intage of Japan (Vietcombank was voted to rank 1st in the banking industry, 2nd in the whole Vietnamese market). At the same time, Vietcombank was also honored to be awarded the certificate of merit "Typical Enterprise for Employees" by the Prime Minister for 2 consecutive times. In 2020, Vietcombank was in the top 50 most attractive employer brands in Vietnam (according to Anphabe's report).

Employment

Recruitment, human resources development and training are carried out in an open and transparent manner in order to create equal opportunity for all employees.

Total employees as of 31/12/2020 were 20,062 persons (including employees of VCBS and VCBL), increasing by ~ 5,9% compared with those of 2019.

Transparent, professional working environment where all voices are listened and all good work recognized

In order to create the leading working environment in the banking industry for 5 consecutive years (According to Anphabe's survey), Vietcombank has focused on comprehensively innovating human resources management. Vietcombank has implemented many activities to create the best working environment for all employees, including: Evaluation, rewarding, training and development of staffs, encouraging advance-making individuals, typical examples have been carried out to the right persons, the right achievements and at the right time; Motivation mechanism has always been given high attention, associated with work performance evaluation, salary payment, planning, appointment and encouragement of staff to constantly try and improve work performance; The quantity and quality of training courses have been improved, and the examination/skill examination has been seriously implemented; Since 2017, Vietcombank has carried out annual Employee Satisfaction Surveys conducted by an independent 3rd party who is the leading survey company in Vietnam to collect and assess results and recommend

appropriate solutions to improve working environment elements. In addition, Vietcombank's Trade Union and Youth Union regularly coordinate to organize activities to strengthen employee engagement such as: organizing activities for children of the staff on International Children's Day of June 1, mid-autumn festival (giving movie tickets, amusement park tickets, book camp tickets, etc.), giving gifts for the parents, parents-in-law of the employees on the occasion of the International Day of Older Persons, organizing activities such as Family Day, "Let's run" Tournament for children, etc.

Competitive, attractive remuneration mechanism, welfare

Non-salary remuneration mechanism of Vietcombank is in various forms: birthday, mourning, wedding gifts, vacation, travel expense support for Tet, periodic health check, health insurance, critical illness insurance, preferential credit products for employees, etc. Vietcombank has also paid special attention to female employees through expense subsidy to female employees, babysitting/kindergarten cost support and gifts on March 8 and October 20.

With the current remuneration mechanism, Vietcombank not only retains employees, especially talents but also attracts high-quality human resources in the market.

The relationship between the employees and the employer

Vietcombank's management (the employer) has always listened to and considered employees' opinions before making changes that directly affect the employees.

Occupational health and safety

Employees at Vietcombank are entitled to annual health checks and participate in fire prevention and fighting training courses.

For employees with treasury profession, Vietcombank provides additional training in toxic, money counting, loading and unloading, etc.

Training is diverse and comprehensive in both expertises and skills and capacities

Clear training roadmap:

The training programs organized by Vietcombank are core training programs built according to the roadmap associated with each job position. Based on the training roadmap of each job position, the staff will be arranged to be trained in groups of specialized programs, meeting the necessary requirements of the job through many forms of training (in-class, video conference, E-learning or other online forms, etc). Accordingly, the training roadmap has been fully developed for 100% of leadership and management positions at the branches to help to synchronously train incumbent staff as well as potential staff.

CONTENT OF SUSTAINABLE DEVELOPMENT

The training contents are diverse and abundance, closely following the strategic goals of the professional divisions and practical:

The contents are selected to develop the annual program, closely following the actual business needs through the implementation of training needs analysis, ensuring at least 70% of the time spent on practice and sharing practical solutions.

Developing specialized and advanced training programs with vocational certificates:

In the annual training list, Vietcombank plans to send staff to participate in or organize intensive and advanced training courses in professional skills, especially professional certification courses of prestigious domestic and international organizations such as: Moody's Analytics & Omega Performance's International Standard Banking Credit Program with globally recognized certificates; IRCA Certified Lead Auditor, Certified Internal Auditor (CIA), HR Professional Certificates or some specialized training programs such as Intensive financial due diligence, Operational risk management, Credit risk management for managers/leaders.

Focusing on improving leadership capacity at all levels:

Training for management is provided to all manager positions, including: Management, Head/Deputy at the Head Office, Branch Managers/Deputy Managers, Branch Heads/Deputy Heads. In 2017-2019 period, there were 26 rounds of the Management members participating in 18 high-level training programs around the world. Since 2012, Vietcombank has cooperated with leading partners in the educational sector to implement the program "Training for Branch Managers' Qualification" for the department heads at the Head Office and Branch Managers/Deputy Managers. Annually, Vietcombank conducts many title-specific training classes for the branch managers/deputy managers and in-depth skill training courses for senior managers (Working effectively with the press, Building a personal image, etc).

Recruitment policy, salary & career roadmap

Effective recruitment policy to attract high-quality human resources: In recent years, Vietcombank has constantly innovated and perfected its recruitment policy to improve efficiency and attract high-quality human resources in the market to implement the Bank's business strategy. Specifically:

Vietcombank has a flexible and appropriate recruitment policy, and market attractive. For each subject, especially experienced, highly qualified workers/experts, Vietcombank will have specific recruitment policies/mechanisms. This helps Vietcombank attract good candidates and recruit high-quality employees.

Forms and methods of recruitment are diversified: online, in-class recruitment, examination, etc. Vietcombank has improved and innovated its recruitment method by investing in digital transformation, upgrading and perfecting the centralized online recruitment software system at the Head Office. Therefore, Vietcombank has ensured effective recruitment from receiving applications, examination, scoring, ensured public and transparent results, reducing costs and most importantly, ensuring the quality of human resources.

The Bank has promoted cooperation with prestigious universities to research, exchange and implement sponsorship programs to attract talented students and access quality human resources. Vietcombank has signed cooperation agreements with leading universities in Vietnam: National Economics University, Foreign Trade University, Banking Academy, Academy of Finance and will continue to expand cooperation with other leading universities in the future.



Vietcombank has implemented an "expert" remuneration mechanism for highly qualified workers, especially capable/scarcely workers in the market who can handle difficult and complicated jobs, etc., directly responsible for the high risk tasks or developing important and steering policies.

The average income of employees at Vietcombank has continuously increased over the years, always standing in the top of the banking industry and reaching a high level compared to the market average.

Vietcombank has implemented an "expert" remuneration mechanism for highly qualified workers, especially capable/scarcely workers in the market who can handle difficult and complicated jobs, etc., directly responsible for the high risk tasks or developing important and steering policies.

Career roadmap: Vietcombank has built career development roadmaps for a number of work positions and is developing roadmaps for the remaining positions.

Regarding human rights

Non-discrimination

All decisions related to employees of Vietcombank are based on clear criteria, with absolutely no bias against religion, gender, etc.

No child labor

Vietcombank does not use child labor.

No forced or compulsory labor

Vietcombank has always complied with the provisions of the labor code. Forced and compulsory labor is not accepted at Vietcombank.

Responsibility for the community and society.

Green bank

Towards the goal of becoming a Green bank with sustainable development for the community, Vietcombank has accompanied the program "For A Green Vietnam" with the aim of raising awareness, responsibility and promoting its proactive, creative role, etc of union officials, union members and young people all over the country in participating in planting, caring and protecting trees, contributing to environmental protection, climate change response and sustainable development of the country. In 2019, Vietcombank was also the first bank to be granted a USD 200 million credit by the Japan Bank for International Cooperation (JBIC) to support renewable energy, green energy and environmental protection projects in Vietnam.

Social security activities

Vietcombank's social security activities are constantly being promoted with many practical and meaningful programs, contributing to the overall development of the community and society. A series of social security activities have been implemented by Vietcombank for many years with active participation from head office to branches across the country aimed at sharing difficulties and improving the quality of life



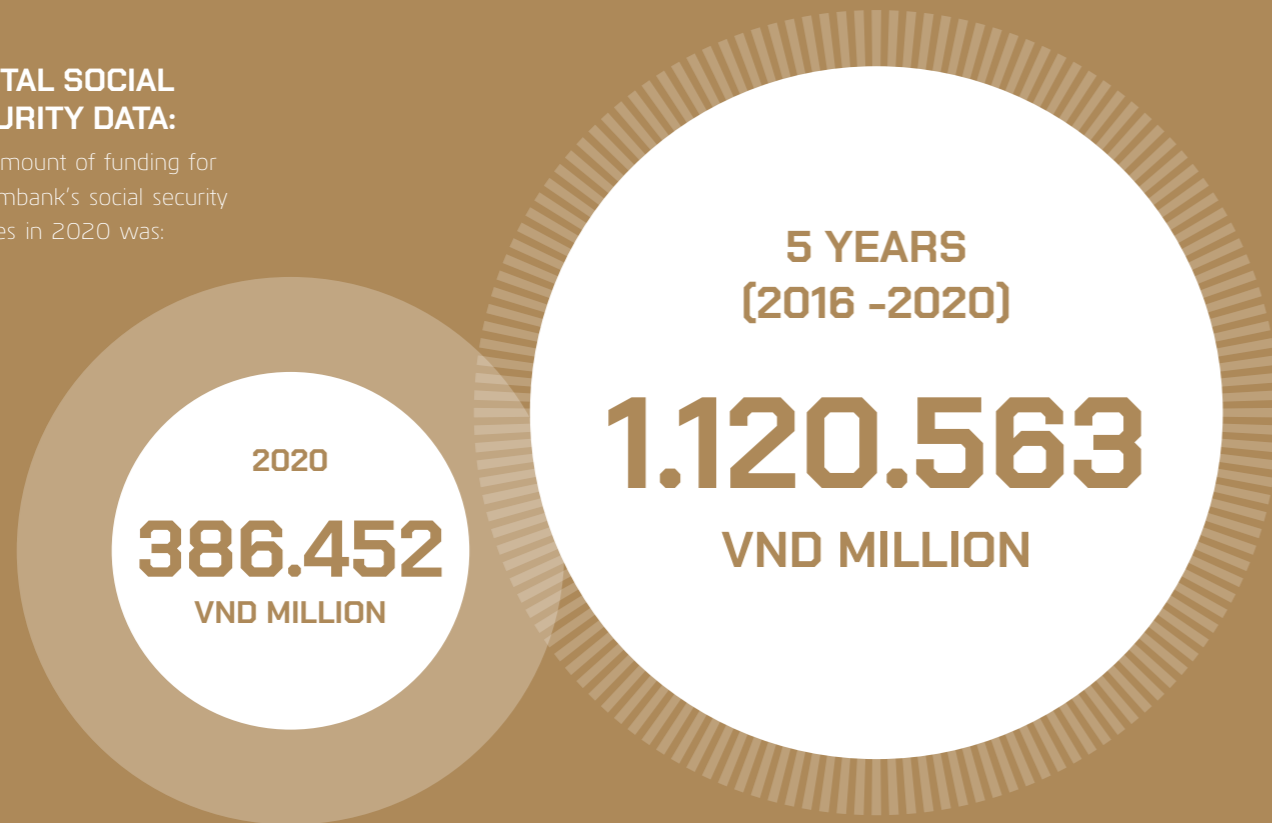
of the poor in difficult areas across the country. With the good tradition of the banking industry, implementing the Party and State's policies on promoting social security to create a driving force for sustainable development, Vietcombank's social security activities have constantly been promoted. In 2020, Vietcombank has committed/implemented social security support for the community with the amount of nearly VND 350 billion, nearly VND 42 billion of which supports the prevention and control of Covid-19 pandemic, making efforts to assist Government in repelling pandemic and supporting people's lives. Vietcombank's social security activities are focused on housing for the poor, construction of schools, medical facilities and infrastructure works in disadvantaged areas, rural, remote and isolated areas, etc., flood relief and fund for the poor, among which education and health are two key areas that Vietcombank pays special attention to and widely implements programs in many localities across the country, contributing to making popular Vietcombank's brand.

SOCIAL SECURITY ACTIVITIES

DATA ON SOCIAL COMMUNITY ACTIVITIES IN 2020 AND IN 2016-2020 PERIOD

1. TOTAL SOCIAL SECURITY DATA:

Total amount of funding for Vietcombank's social security activities in 2020 was:



2. REGION:

| No. | Region | 2020 (Unit: VND million) |
|-----|------------------------|-----------------------------|
| 1 | Northwest region | 111.779 |
| 2 | Central Highlands | 10.890 |
| 3 | Southwest region | 34.853 |
| 4 | Other provinces/cities | 228.930 |

3. AREAS:

| No. | Funding Purposes | Value realized in 2020 (Unit: VND million) |
|-----|---|---|
| 1 | Education | 159.190 |
| 2 | Healthcare | 20.342 |
| 3 | COVID-19 | 37.663 |
| 4 | Build houses for the poor/solidarity houses | 57.270 |
| 5 | Overcome disaster consequences | 29.620 |
| 6 | Other areas | 82.367 |

4. TYPICAL SOCIAL SECURITY PROGRAMS/WORKS IMPLEMENTED BY VIETCOMBANK IN 2020:

| No. | Name of Program | Total (Unit: VND billion) |
|-----|--|---------------------------|
| 1 | Building Ly Nam De secondary school, Hong Minh, Hung Ha, Thai Binh province | 10 |
| 2 | Building houses for the poor in Dak Lak province | 4 |
| 3 | Building Dinh Long commune secondary school, Yen Dinh district, Thanh Hoa province | 6 |
| 4 | Building Nguyen Van Dinh primary school, Moc Hoa district, Long An province | 5 |
| 5 | Building Tran Kim Xuyen secondary school; Huong Son district, Ha Tinh province | 7 |
| 6 | Building Cam Doai commune medical station - Cam Giang district, Hai Duong province | 3 |

SOCIAL ACTIVITIES OF VIETCOMBANK

With the throughout goal toward a green bank and sustainable development for the community, Vietcombank's social activities are increasingly promoted with many practical and meaningful programs, contributing to the general development of the community and society.

The social activities have been performed by Vietcombank for many years with active participation from head office and all branches. The activities aim to alleviate difficulties and improve living conditions for the poor in disadvantaged regions in the country.

In 2020, Vietcombank spent more than VND 386.5 billion for social security activities. During 2016 - 2020 period, the amount for this activity was nearly VND 1,121 billion.



TYPICAL SOCIAL SECURITY CAMPAIGNS IN 2016-2020 PERIOD

FOR A GREEN VIETNAM

"For A Green Vietnam" was a program organized by the Secretariat of the Central Committee of the Ho Chi Minh Communist Youth Union in collaboration with the Executive Boards of provinces/cities in 63 provinces and cities nationwide with the goal to enhance awareness, responsibility and promote the role and creativity of union members and adolescents in planting, caring and protecting trees, contributing to environmental protection, climate change response and sustainable development of the country; the program aimed to fulfil targets of Resolution of the 11th National Assembly to plant 30 million new trees.

With the practical sense of environmental protection, the program received special attention of leaders of the Party, State, Government, the National Assembly and ministries, sectors, localities as well as artists, movie actors and actresses, scientists, prestigious industry experts who accompanied and encouraged people and fans to advocate the program.

As a commercial bank with leading business efficiency in Vietnam's banking system, with the goal of being a Green Bank for sustainable development that benefits the community, Vietcombank was honored to sponsor the program "For a Green Vietnam" to help build 63 "by the youth" roads and gardens in 63 provinces and cities nationwide.



GIVING HELPING HAND TO THE POOR, NO ONE LEFT BEHIND

To implement the national program on sustainable poverty reduction and to respond to the movement "Join hands for the Poor - no one is left behind", in 2019, 2020, Vietcombank's Labor Union encouraged its officers to join hands to support the poor and received 100% response from officers and employees in the whole system. They voluntarily contributed at least their one-day salary, and donated nearly VND 12 billion to bring a better life to the poor in disadvantaged areas across the country.

This was a meaningful program organized by the Central Committee of the Vietnam Fatherland Front in coordination with the Steering Committee of the National Target Program that spread widely to all walks of life and received great support from domestic and foreign organizations and individuals. The amount contributed by Vietcombank's labor union members and employees was a significant resource along with the State's resources to care for the Poor and reduce poverty, especially for poor households in disadvantaged areas and ethnic minorities in order to achieve the noble and humane goal "no one left behind".



TYPICAL SOCIAL SECURITY CAMPAIGNS IN 2016-2020 PERIOD

SPONSORING VIETNAMESE NATIONAL TALENT AWARD

Vietnamese National Talent Award is annually co organized by Vietnam Association for Promoting Education and Dan Tri News, which initially aimed to encourage and honor talents in IT - Communication. Over the years, Vietnamese National Talent Award has been increasingly expanded with many other fields such as Science and Technology, Medicine, Environment and Talent encouragement. Vietcombank has accompanied this award for years with a desire to join hands with the organizers to arouse creativity and researchability of individuals and organizations to bring practical solutions to the community and promote the economic and social development in many fields.



SUPPORTING “LIGHT UP VIETNAMESE CHILDREN’S DREAMS” PROGRAM

“Light up Vietnamese children’s dreams” is an annual activity (which was initially organized in 2008), co-organized by Ho Chi Minh Communist Youth Union and Ho Chi Minh Young Pioneer Organization for poor and studious children, street children, and children in difficult circumstances. For years of implementing and organizing in many provinces and cities such as Ha Noi, Nghe An, Ho Chi Minh City, Can Tho, and Da Nang, etc., the program has received special attention from Government and Party leaders and valuable supports from the organizations and individuals, for the purposes of joining hands with the community to help children in difficult circumstances, lighting up belief and determination for those children to overcome difficulties. Vietcombank has accompanied the program since 2008 as a co-organizer.



GREENNESS FOR LIFE

“Greenness for life” is a project aiming to enhance awareness of primary students about the importance of environmental protection, which was deployed by Vietcombank in some primary schools in Ha Noi in late 2016 and early 2017. The largest desire of the organizers of this project is to develop awareness of students in community responsibility through meaningful activities.

With familiar contents, the volunteers of “Greenness for life” program have skillfully inspired awareness of environmental protection for the children in Ha Noi via attractive and interesting interactive games. Participating in the program, the primary students not only engage in interesting activities but are also guided to identify organic and inorganic waste and put waste into light green and dark green bins provided by Vietcombank.

Through each specific activity, the students more clearly understand the necessity of waste sorting, biodegradable waste and non-biodegradable waste that must be properly handled to be recycled before being discharged into the environment. This helpful practical knowledge needs to be kept in mind by youngsters to frequently apply in their daily activities. In addition, the children also participate in meaningful games such as puzzles related to environmental protection.

These experiences have brought the students comfortable moments when they join hands to broadcast the message of protecting green - clean - beautiful environment. This is also the effort of Vietcombank to increasingly build the image of a Green Bank for sustainable development that benefits the community.



TYPICAL SOCIAL SECURITY CAMPAIGNS IN 2016-2020 PERIOD

TOWARD THE HOMELAND'S SEA AND ISLANDS

Deeply understanding the importance of preserving national sea sovereignty, during more than half a century accompanying the national history of striving, building and defending the Homeland as well as develop economy and society, with the heart toward the homeland's sea and islands, Vietcombank has conducted many meaningful activities such as: Launching the campaign "For beloved Truong Sa" to get donation up to VND 5 billion from the employees of Vietcombank among VND 50 billion of donation from the banking industry, improving living conditions of people, officers and soldiers on Truong Sa Islands, giving them more resources and willpower for their mission of protecting and defending national sea sovereignty; Donating for the programs "Gratitude net for Hoang Sa and Truong Sa fishermen", "Stones to build Truong Sa"; Funding the project of connecting Co To island to national electricity grid; Giving a special loudspeaker system with value of more than VND 3 billion to Vietnam Coastal Guards; Giving 03 CQ lifeboats valued at VND 10.5 billion to Vietnam's Navy High Command.



GIVING COWS TO PEOPLE LIVING IN MOUNTAINOUS AREAS BORDERING THE CENTRAL HIGHLANDS, HELPING THEM OUT OF POVERTY

In 2016, Vietcombank developed the project to sponsor thousands of cows to the poor households in districts in Central Highlands and bordering Central Highlands. The program was highly appreciated by the Central Highlands Steering Committee by its practicality and effectiveness in improving economic and living conditions for the people in mountainous areas, helping them develop stable household economy and getting sustainably out of poverty.



SUPPORTING ENTERPRISES AND COMMUNITY TO REPEL COVID-19 PANDEMIC

In 2020, following the regulations of the Government, the Ministry of Health, the State Bank of Vietnam, Vietcombank proactively developed a plan to respond to emergency situations before the serious impact of the COVID-19 epidemic, ensuring the health and safety of employees and customers and maintaining the bank's business continuity. Vietcombank implemented many practical solutions and actions by pioneering to support enterprises and people to get loans through 5 times reducing the interest rate for customers directly or indirectly affected by the COVID-19 epidemic. Total amount of sharing profit by reducing interest rate reached a record of VND 3,700 billion. Vietcombank promoted social security to support the community with many meaningful activities across localities, contributing amount of nearly VND 40 billion to the prevention and control of the COVID-19 epidemic.



TYPICAL SOCIAL SECURITY CAMPAIGNS IN 2016-2020 PERIOD

SUPPORTING PEOPLE IN THE CENTRAL REGION AFFECTED BY NATURAL DISASTERS, FLOODS

In 2020, natural disasters, storms and floods severely affected the central provinces, making the lives of the people here very difficult. Vietcombank widely launched to organizations, unions and employees to implement the spirit of "sharing of rice and clothes", "the intact leaves cover the tattered ones", join hands to help, share difficulties and encourage people, officers and soldiers of the central provinces to overcome the harsh circumstances of floods and storms. Vietcombank organized many delegations into the heavily hit locations to directly meet and encourage people and affected households; teachers and poor students; officers and soldiers performing rescue and salvage tasks, etc.; relevant units such as Trade Union and Youth Union also carried out many campaigns, donated clothes, books, school supplies, etc. to support and encourage people, soldiers and pupils in the central provinces to overcome the harsh circumstances of storms and floods. The amount of donation for natural disaster recovery in 2020 was nearly VND 30 billion.

Besides, many other practical and meaningful activities such as regional development programs in Northwest, Central highlands, and Southwest; educational and healthcare development; building gratitude houses; supporting disaster fund in central region; and other programs of caring for families under preferential treatment and helping the poor, the disabled, poor children, and the old under special circumstances are always given special attention and well implemented by Vietcombank.

Education and healthcare are two important areas that Vietcombank always pays special attention to. Social welfare activities in these areas have been carried out by Vietcombank in many locations across the countries over the past time.



EDUCATION

Not only building new schools, Vietcombank also takes lead in sponsoring learning and teaching equipment and upgrading facilities for schools nationwide. Furniture, library, computer rooms or fresh water tanks, garages, sports grounds, etc. are simple but very practical for schools in difficult situations. These activities significantly contribute to improving and enhancing teaching and learning quality for both teachers and students. In addition, empowering the poor students to ease their worry on their way to schools is also taken care of by Vietcombank through donation of over 10,000 life jacket briefcases for poor students in flooded lands and wetlands; and many bicycles to poor pupils and students in other hardship areas.

Every year, Vietcombank also rewards scholarships to pupils and students with outstanding academic achievements or having great learning efforts despite difficult situations through the Scholarship Funds, Study Encouragement Funds, etc. Through these activities, Vietcombank desires to contribute to lighting up the confidence of the children who are less fortunate and lighting up passion and traditional learning spirit of the Vietnamese younger generation.



HEALTHCARE

Not only funding construction of hospitals, healthcare centers, and buying necessary equipment for diagnosis and treatment, Vietcombank also put emphasis on sharing difficulties with patients such as supporting their surgery costs and giving aids to patients, especially poor children in difficult circumstances. The activities to provide meals to hospital patients in many localities are also regularly undertaken by Vietcombank's union group. Besides the programs that Vietcombank coordinated with local authorities and agencies, each Vietcombank's staff is fully aware of daily contribution to many practical and meaningful programs to share the responsibility of building a more civilized and beautiful society.