

2024
SUSTAINABILITY
REPORT

EMBRACING A SUSTAINABLE FUTURE



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CEO'S MESSAGE

As we reflect on Techcombank's efforts in the sustainability space throughout 2024, we can be proud. ESG principles are embedded in our core operations, demonstrating unwavering commitment to responsible banking that can be maintained without compromising the future.

In 2024, we oversaw a range of initiatives aimed at creating sustainable value for our key stakeholders.

For customers:

- ♦ Green credits for corporate customers increased from VND 13.9 trillion to more than VND 16.4 trillion over 2024.
- ♦ We became the first bank in Vietnam to issue a Visa debit card with carbon tracking technology – Eco Card won best Sustainable Product Design from ESGBusiness Awards.
- ♦ We aligned with ICMA's principles and became the first private bank to use the Green Bond Framework and were rated 'Medium Green' by S&P Global Ratings, which is the highest rating in Vietnam. We also became the first private bank in Vietnam to successfully issue green bonds under ICMA principles and standards. The green bonds that we issued helped finance growth in green projects and green sectors, reflecting many customers' values.

For employees:

- ♦ We held our Winter Giving (Đông Trao) event – an inspirational green living campaign, attended by ~2,000 Techcomers and their families, which raised over VND 2.5 billion for the Winter Giving Fund.
- ♦ We trained our Relationship Managers (RMs) in the CIBG to enhance their understanding of ESG impacts on customers.
- ♦ ~ 3,000 Techcomers joined our internal ESG Master Sharing on 'Embracing a Greener Future' where they learned more about the importance of ESG, its implementation in business, and ideas for applying it to their role.
- ♦ ~ 7,500 Techcomers participated in 'iChallenge Plus' – our internal running challenge.
- ♦ We hosted forest planting events in Thua Thien Hue and Thanh Hoa, planting 7.9 hectares in Phong Dien Nature Reserve and 20 hectares in Xuan Lien National Park with a total of 31,850 new trees being planted.



Mr. Jens Lottner
CEO

Other external engagements:

- ♦ We began collaborating with the Ministry of Planning and Investment to support Vietnam's National Green Growth Strategy.
- ♦ We were included in the inaugural VNCG50 index for companies who demonstrate best practice in corporate governance – awarded by the Ho Chi Minh Stock Exchange (HoSE) and the State Securities Commission.

Techcombank's efforts continue to be noticed. We are now recognised as a leader in sustainability within Vietnam's banking sector, receiving accolades for our innovative approaches to integrating ESG. This recognition is a testament to the hard work and dedication of our entire team, who have embraced our vision for a sustainable future.

Commitment to responsible banking and long-term value creation

Our commitment to responsible banking is guided by our vision to "Change banking, Change lives. Uplifting everyone to reach their full potential". We continue to build on successful past initiatives while implementing new ideas that align with the demands of our stakeholders and the Bank's internal capabilities.

As part of our commitment, we are working with the Vietnamese Government to help achieve our country's ESG-related commitments. These include net zero emissions by 2050, the National Green Growth Strategy and the national digital transformation and national financial inclusion strategy (2025 with a vision to 2030).

We plan to continue developing green lending practices for individual and corporate customers, while promoting digital transformation as the key to enable individuals, businesses and corporations to progress and thrive sustainably. Our banking practices must contribute positively to society and the environment, in line with Vietnam's vision for sustainable development.

Vision for a sustainable and innovative banking future

The future we imagine is one where sustainability and innovation are deeply embedded across the banking industry. We are leading the transformation of the financial sector, creating opportunities for individuals, businesses and organisations to develop sustainably.

We will foster a culture of continuous learning and development among our employees. By equipping our team with the necessary skills and knowledge, we are ensuring that they are well-prepared to drive our sustainability and innovation agenda. We are also investing in advanced technologies that enhance our digital banking services, making them more accessible and efficient for our customers. At the same time, we are exploring innovative financial products that cater to customers' evolving needs – both corporate and retail – particularly in the realm of sustainable finance.

We have had some ground-breaking moments in sustainability and responsible banking this year, and have also achieved the quieter, foundational work to ensure our operational performance and stakeholder relationships reflect the direction we want to go in. The Bank's future and the lives of future generations will be directly impacted by the actions we take now. We will continue doing all we can to drive sustainable growth and innovation in the banking industry, contributing positively to the overall prosperity of Vietnam.

Jens Lottner
CEO

SUSTAINABILITY STRATEGY AT TECHCOMBANK

Led by our vision of “Change banking, Change lives. Uplifting everyone to reach their full potential” and our mission to lead the digital transformation of the financial industry, enabling individuals, businesses and corporations to progress and thrive sustainably, the Bank seeks to create value for all stakeholders in a sustainable way. By embracing sustainability, Techcombank aims to balance business growth with environmental and social responsibility – creating a positive, lasting impact for future generations.

Techcombank’s sustainability aspirations and targets

At Techcombank, we aspire to become a **leading sustainable finance champion, helping to drive Vietnam’s green growth and fostering long-term economic resilience**. By embedding sustainability at the core of our business strategy, we aim to provide innovative financial solutions that empower businesses and individuals to transition towards a low-carbon economy. Our commitment extends beyond financing, we actively promote responsible ESG practices, support sustainable projects and collaborate with stakeholders to drive positive environmental and social (E&S) impact.

Aligned with Vietnam's National Green Growth Strategy and the goal of achieving net-zero emissions by 2050 as well as global sustainability frameworks such as the United Nations (UN) Sustainable Development Goals (SDGs), we integrate ESG considerations into our operations, policies and decision-making processes. Our sustainability commitment is structured around key strategic areas:

Sustainable finance and economic growth goals

- ♦ Allocate an increasing share of total outstanding lending credit to ESG focused customers, sectors and projects.
- ♦ Achieve full digitalisation of core banking services by 2025 to transition to paperless branches and reduce paper consumption.
- ♦ Expand financing to small and medium enterprise (SMEs) and women-led businesses, with a focus on helping them to build new, sustainable and thriving businesses.

Environmental responsibility goals

- ♦ We are committed to reducing the Bank's carbon footprint, aligning with Vietnam's goal of achieving net-zero emissions by 2050.
- ♦ We will help guide clients to reduce their carbon footprint and achieve sustainable low-carbon intensive growth.

Social impact and governance goals

- ♦ Maintain at least 50% representation of female managers.
- ♦ Be recognised among the top companies in Vietnam for governance excellence.
- ♦ Contribute meaningfully to ESG-focused community events and non-profit organisations.

Sustainability is embedded in our long-term business strategy, creating new approaches that balance business growth with E&S responsibility through a comprehensive framework.

As a leading financial institution, we want to create an impact for a 'Greater Vietnam', by bringing aspects of E&S impact into our dialogue and engagement with our key stakeholders.

Customers

Empowering clients with customer-centric and sustainable solutions

We are committed to empowering our clients with customer-centric and sustainable solutions, helping them to achieve their own sustainability goals through tailored financing options, green investments and responsible lending practices. By embedding sustainability into our products and services, we are supporting Vietnam's transition to a low-carbon economy, while seeking to enhance the overall customer experience through digital innovation.

Shareholders

Creating long-term value through sustainable growth

For our shareholders, we strive to create long-term value through sustainable growth, ensuring responsible and resilient financial performance. Our commitment to sustainable growth is reinforced by transparent governance, ESG-aligned business strategies and policies that protect and enhance shareholders' interests.

Employees

Building an inclusive and purpose-driven workforce

Internally, we are building an inclusive and purpose-driven workforce fostering a diverse and equitable workplace where employees are encouraged to contribute to ESG goals and initiatives.

Regulators

Leading with integrity and compliance

In the regulatory space, we are leading with integrity and compliance, not only are we ensuring strict adherence to Vietnam's ESG regulations we seek to exceed industry standards. We are also focused on strengthening governance frameworks and risk management policies that will uphold ethical and responsible business practices.

Social and internal practices

Embedding sustainability in everything we do

We are also embedding sustainability in everything we do through our planning and responsible social and internal practices. By reducing our carbon footprint, optimising operational efficiency and implementing eco-friendly policies, we are looking to minimise our carbon footprint. Additionally, we are investing in community development initiatives such as financial literacy, education and corporate social responsibility programs, reinforcing our role as a leading financial institution committed to sustainable development.

VISION

“Change banking, Change lives. Uplifting everyone to reach their full potential”.

MISSION

Lead the digital transformation of the financial industry, enabling individuals, businesses and corporations to progress and thrive sustainably.

CUSTOMERS	SHAREHOLDERS	EMPLOYEES	REGULATORS	SOCIAL AND INTERNAL PRACTICES
“Empowering clients with customer-centric and sustainable solutions”	“Creating long-term value through sustainable growth”	“Building an inclusive and purpose-driven workforce”	“Leading with integrity and compliance”	“Embedding sustainability in everything we do”
Support our clients to be more sustainable and integrate sustainability into financing solutions and investment opportunities. Make finance simple, accessible and affordable for all.	Deliver long-term value and uphold shareholders' interests.	Foster an inclusive and diverse workplace where employees are encouraged to contribute to our ESG goals and initiatives.	Comply with regulatory requirements and strive to exceed these standards by adopting best practices in ESG.	Implement internal policies and practices that reduce our carbon footprint and promote community development initiatives.

ALIGNMENT WITH UNITED NATIONS (UN) SUSTAINABLE DEVELOPMENT GOALS (SDGS)

3

GOOD HEALTH AND WELL-BEING

5

GENDER EQUALITY

7

AFFORDABLE AND CLEAN ENERGY

8

DECENT WORK AND ECONOMIC GROWTH

9

INDUSTRY, INNOVATION AND INFRASTRUCTURE

11

SUSTAINABLE CITIES AND COMMUNITIES

12

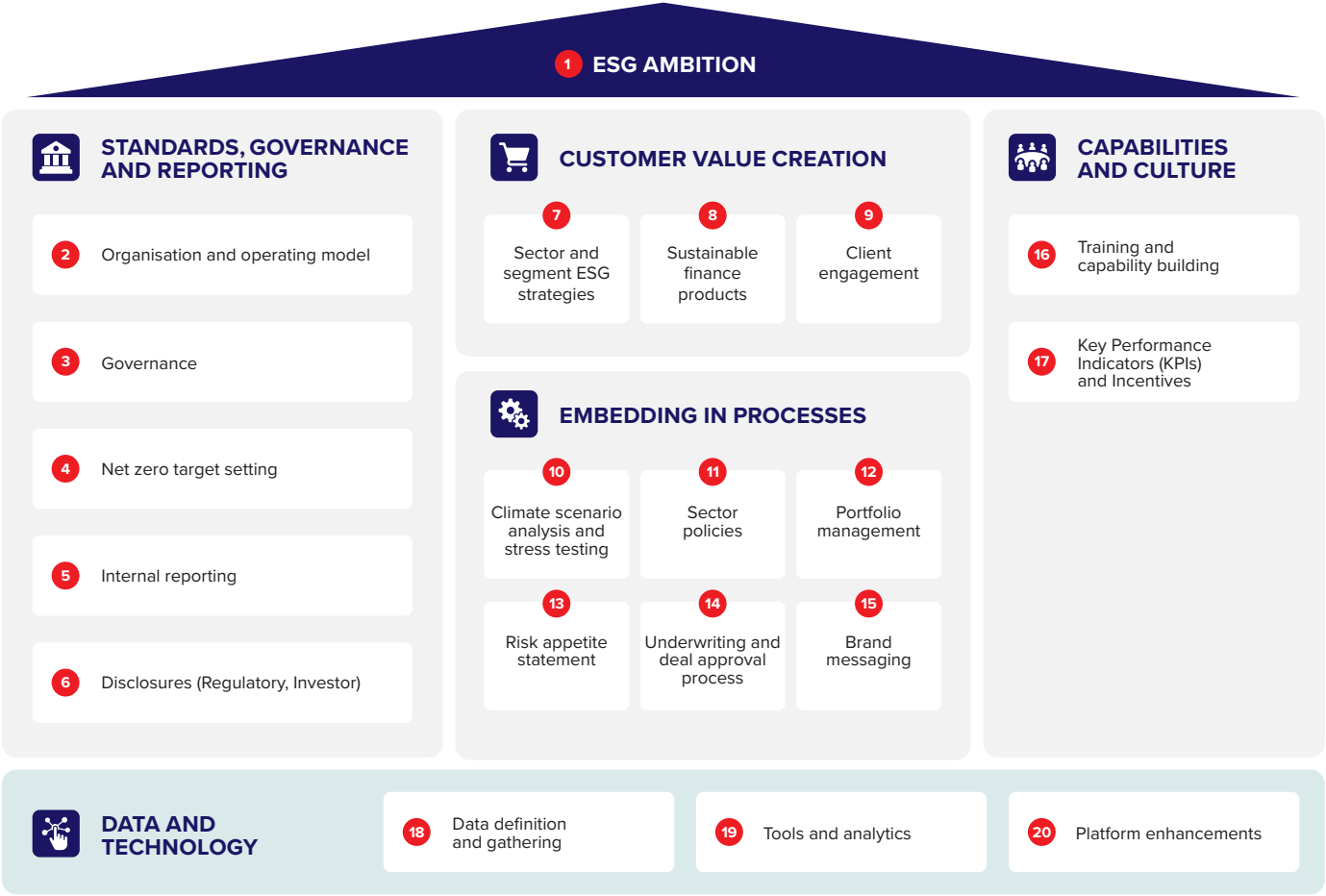
RESPONSIBLE CONSUMPTION AND PRODUCTION

13

CLIMATE ACTION

We are committed to drive progress towards achieving the SDGs and have chosen to focus on the eight SDGs which we believe we can make the most meaningful contributions to.

Through the above five key sustainability pillars, Techcombank integrates ESG principles across all aspects of our business, driving sustainable growth, enhancing stakeholder value and supporting Vietnam's 2050 net-zero carbon target. We have clearly defined the key components of our ESG strategy and are systematically building this in line with our customer needs and the evolving regulatory environment.



Materiality assessment

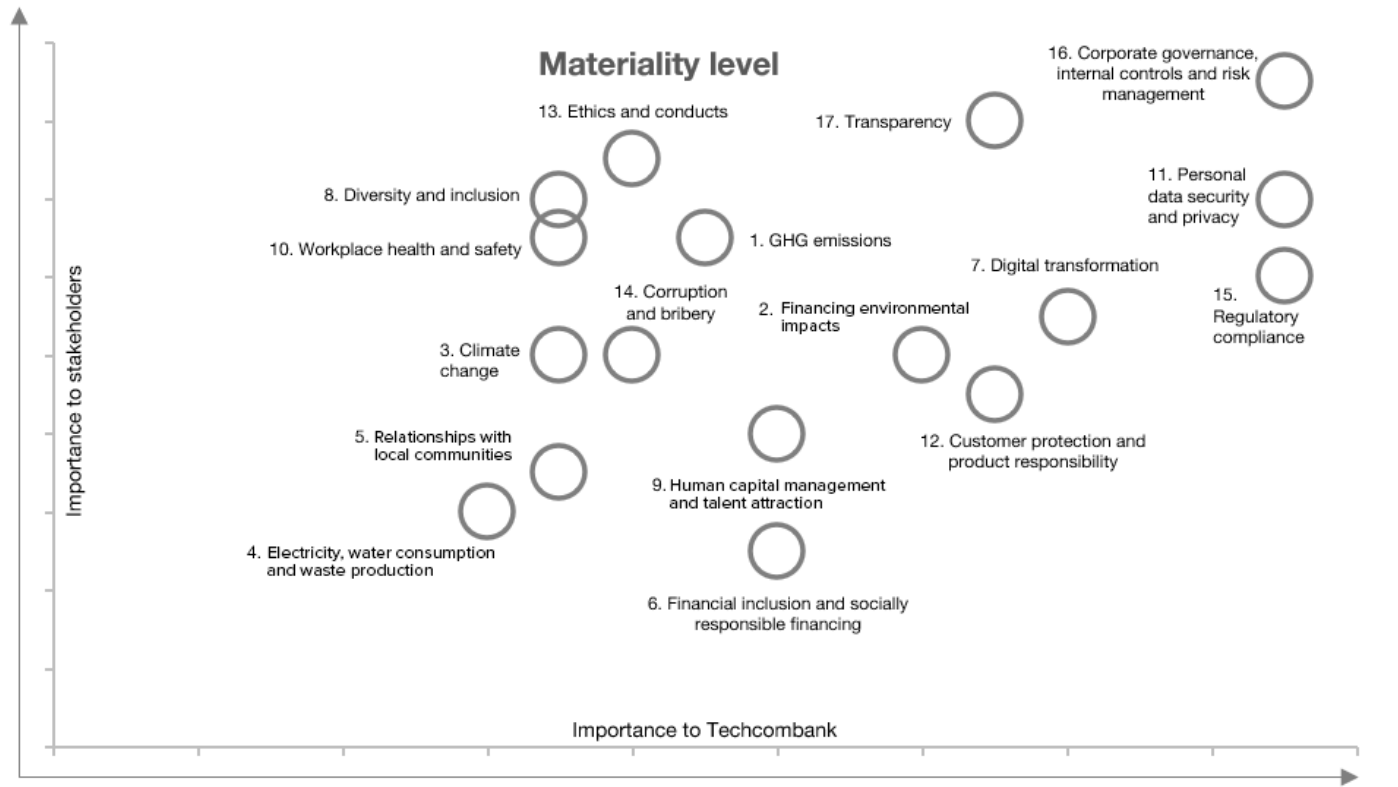
Within an overall ESG framework, Techcombank has conducted a materiality assessment, designed to ensure that the Bank focuses on the most relevant ESG topics that prioritise our business and stakeholders' interests. These topics were assessed to have the highest potential to impact Techcombank's long-term stakeholder value, as well as significant societal, environmental or economic impacts. Our materiality assessment took into consideration internal and external stakeholder priorities. This assessment was based upon an internal survey, peer and sector disclosure benchmarking, regulatory and legal requirements. We followed a four-step approach:

1. Identify and categorise potential ESG related topics.
2. Prioritise material topics based on their strategic importance to the business, stakeholders and regulatory standard setters.
3. Engage management to test and validate the results of the materiality assessment with key internal audiences and subject matter experts.
4. Deliberate on, and determine, the final list after multiple rounds of management discussion, incorporating input from internal Head of Divisions (HODs) and external consultants.

Techcombank has identified 17 material topics aligning with our strategy, our operations, stakeholder's expectations and best practice.

ENVIRONMENT 	Greenhouse gas (GHG) emissions
	Financing environmental impacts
	Climate change
	Electricity, water consumption and waste production
SOCIAL 	Relationships with local communities
	Financial inclusion and socially responsible financing
	Digital transformation
	Diversity and inclusion
	Human capital management and talent attraction
	Workplace health and safety
	Personal data security and privacy
GOVERNANCE 	Customer protection and product responsibility
	Ethics and conducts
	Corruption and bribery
	Regulatory compliance
	Corporate governance, internal controls and risk management
	Transparency

These topics were assessed to have the highest potential to impact Techcombank's long-term stakeholder value, as well as significant societal, environmental or economic impacts.



2024 KEY HIGHLIGHTS

Significant progress has been made in our ESG journey during 2024.

OUR FIVE KEY SUSTAINABILITY PILLARS	2024 PERFORMANCE
Empowering clients with customer-centric and sustainable solutions	- Substantial growth in our commitment to green credits with VND 16.4 trillion exposure. - First bank in Vietnam to issue a green Visa debit card with carbon tracking technology – awarded for Sustainable Product Design at the prestigious ESGBusiness Awards 2024. - First private bank to publish green bond framework with the highest credit rating in Vietnam by S&P Global Ratings and issue green bonds.
Creating long-term value through sustainable growth	- The profit before tax reached VND 27.5 trillion, the highest record in Techcombank's history, exceeding the target set in the Annual General Meeting of Shareholders. - Techcombank shareholders received a 15% cash dividend (VND 1,500 per share) and an additional 100% in shares when the Bank doubled its charter capital. - Industry-leading capital adequacy and profitability measures with 15.3% capital adequacy ratio (CAR) (Basel II) and 2.4% return on assets (ROA) over the last twelve months (LTM). - Total investment for research & development (R&D) implementation in 2024 is VND 1,191 billion.
Building an inclusive and purpose-driven workforce	- Honoured as Best workplace in Asia by "Great Place to Work". - Driving workforce engagement with 84% employee engagement score. - Continuing to promote gender equality with 61% of leadership positions now held by women. - Winter Giving – Inspiring campaign with more than 9,000 Techcombank employees actively participated in environmental protection initiatives.
Leading with integrity and compliance	- Incorporated an additional independent member and a female member into the BOD. 100% of the BOD members are non-executive members, enhancing the objectivity and independence of the BOD from the Executive Board in making objective and independent assessments of the Bank's operations and ensuring adequate and appropriate checks and balances are in place. - The BOD structure includes seven out of nine members being Vietnamese and two out of nine members being foreigners, bringing diversity of thought to the BOD's discussions. - Awarded Top 50 Pioneering enterprise for corporate governance.
Embedding sustainability in everything we do	- Allocated over VND 205 billion for social welfare activities. - Planted 31,850 trees on 7.9 hectares of Phong Dien Nature Reserve in Thua Thien Hue province and 20 hectares of Xuan Lien National Park in Thanh Hoa province, creating the Techcombank Community Forest. - Continued to organise Techcombank's Marathon in Hanoi and Ho Chi Minh City (HCMC) to promote physical fitness and healthy living for all people.

GOVERNANCE – STRENGTHENING FOR SUSTAINABLE GROWTH

ESG governance

Techcombank aims to maintain market leading capital, liquidity and prudent leverage ratios via sustainable and socially responsible business growth. ESG is now incorporated into various workstreams across the Bank. Tools such as committee charters, guidelines and internal processes and procedures, appropriate for the Bank's long-term business strategy, have been aligned with international standards. Our enterprise-wide risk management framework also provides built-in safeguards to keep us on track.

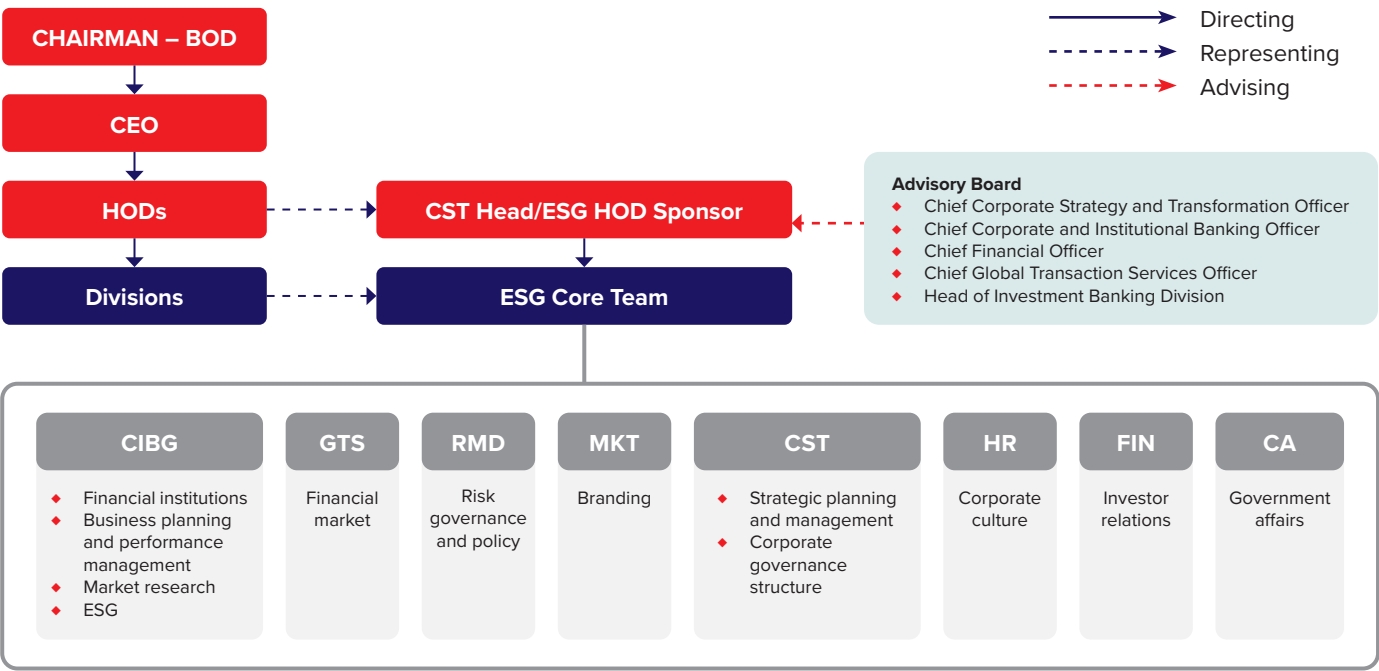
In the last few years, we have strengthened our ESG governance framework by:

- Setting clear roles and responsibilities for the BOD and CEO in managing and monitoring overarching ESG risk
- Establish an ESG Advisory Board led by the CEO.

Our CEO – Dr. Jens Lottner leads our ESG Advisory Board which also includes our Chief Financial Officer and the heads of Corporate Strategy and Transformation, Corporate and Institutional Banking, Global Transaction Services and Investment Banking. They work together to develop and execute our ESG initiatives, monitor progress, report on our performance and oversee the core ESG team (see diagram below).

Mr. Prasenjit Chakravarti – Our Chief Corporate Strategy and Transformation Officer acts as our ESG Executive Sponsor, driving the integration of sustainability into our strategic planning, transformation initiatives and day-to-day business operations. This role demonstrates our dedication to aligning our business transformation with ESG principles, ensuring that our growth is both sustainable and responsible.

ESG update team structure



In addition, Techcombank continues to maintain and implement Statue on Internal Governance, with the principles of:

- Ensuring an appropriate governance structure;
- Ensuring the operation of BOD, BOS, CEO, Deputy CEO and other equivalent titles;
- Ensuring rights of shareholders and related parties of shareholders;
- Ensuring fairness among shareholders
- Transparent disclosure of the Bank's activities (for example, transaction with related parties)

In 2024, strictly following the orientation and direction of the BOD, Techcombank always ensured compliance with corporate governance regulations based on Vietnamese law, as well as we proactively applied best practices to enhance governance efficiency for the whole bank and raise awareness of managers and employees about best corporate governance practices. Techcombank's Corporate Governance and Structure always aims at transparency and efficiency, ensuring the benefit of customers, employees, shareholders and investors, thereby enhancing development and sustainable value.

Stakeholder Engagement

Engaging with stakeholders is essential for enhancing accountability both within Techcombank and across the broader market in which we operate. It empowers our employees, drives sustainable change, fosters mutually beneficial relationships and supports our corporate social responsibility efforts. We maintain continuous dialogue and collaborate closely with key stakeholders, allowing us to constantly refine our business strategy and reinforce our capacity to create long-term value.

Stakeholder	Frequency	Engagement from Techcombank
Investors	Quarterly	Run quarterly analyst presentations.
	Regularly	Attend investor conferences arranged by leading domestic and international securities companies/ investment bankers.
	Regularly	Attend group discussions on topics such as banking and finance and digital banking transformation.
	Annually	Publish details about our financial performance, business activities, social contribution, corporate governance, etc. on the TCB website and social media platforms like forum, YouTube and the TCB fan page.
	Regularly	Strengthen activities to enhance interaction with the investment community, enhance transparency, and increase investor engagement. Our Investor Relations Department always strives to promptly respond to all requests from investors and analysts. For inquiries, please contact us at: ir@techcombank.com.vn .
	Regularly	Develop and promulgate the Regulation on Settlement of Complaints, Grievances and Denunciations, as a basis for receiving and handling complaints from shareholders. Continuously strengthen its corporate governance policies and protocols to protect the interests of investors/shareholders.
Customers	Regularly	Update information via our website and newsletters.
	Regularly	Direct interaction with highly skilled RMs who work in our nationwide network of branches/ transaction offices.
	Regularly	Interact via social media platforms (YouTube, TCB fan page, forum).
	Regularly	Maintain our 24/7 hotline for individual and business customers (both local and foreign).
	Regularly	Provide and inform of loyalty and promotion programs.
Employees	Regularly	Interact via our internal HR interaction platform, HRConnect.
	Regularly	Provide HR support email: HR_Support@Techcombank.com.vn .
	Regularly	Direct conversation with human resource business partner staff.
	Quarterly/ Annually	Organise corporate events for employees.
Regulators	Regularly	Ensure the Bank complies with all government policies, directives, laws and regulations.
	Quarterly	Report to state agencies on our performance, development strategy and compliance, and are a member of various reputable associations, such as Vietnam's banking association and the bond market association, helping contribute to healthy development of the financial market and public policy.
	Regularly	Work with local authorities to create solutions and provide feedback on various matters upon request.
	Regularly	Maintain anti-corruption measures in place and meet our financial and tax obligations.
	Regularly	Support development of policies and regulations to enhance Green Growth for Vietnam.
Local Community	Regularly	Offer outstanding financial services to the community.
	Regularly	Donate to charities for people who face economic disadvantage.
	Regularly	Sponsor tuition fees for high performing students.
	Regularly	Make contributions to the social economy and cultural development.
Press and Media Agencies	Quarterly	Communicate with the media about our business activities and results.
	Regularly	Communicate about our events, products, services and promotion programs, including sustainable financial.
	Regularly	Communicate about our awards and certificates from reputable organisations.

In addition, Techcombank has also set up the email ESG@techcombank.com.vn, to regularly receive and respond to our stakeholders about sustainable development.

ENVIRONMENT – SUPPORTING OUR PLANET

Environmental policy and management system

The establishment of an environmental policy and management system was indispensable for Techcombank in order to realise our aspirations and achieve our targets regarding environmental aspects. Accordingly, we have developed and implemented a robust and comprehensive policy and management system, which includes the identification of E&S risks related to corporate lending on green finance projects.

Regulation on E&S Risk Management Policy

To help effectively and properly manage our E&S risk, Techcombank has issued and implemented our Regulation on E&S Risk Management Policy, which was approved by our BOD and has been effective in implementation.

Purpose

This regulation sets out detailed policies, requirements and standards regarding the management of E&S risks, processes to be applied, guidelines to follow and tools to be used to review and monitor E&S risks and opportunities associated with the credit granting activities of Techcombank. The Bank continually ensures effective E&S management practices are adhered to in all its activities, products and services with a special focus on the following:

- ♦ ensuring that all activities undertaken by the Bank are consistent with the E&S Risk Management Policy outlined from time to time
- ♦ ensuring that all credit activities are reviewed against the E&S Risk Management Policy from time to time
- ♦ reviewing finance projects only when they are expected to be designed, built operated and maintained in a manner consistent with the E&S Risk Management Policy
- ♦ giving guidance to ensure that all projects are operated in compliance with the E&S Risk Management Policy on an ongoing basis, during the Bank's financing
- ♦ ensuring transparency in its activities
- ♦ providing direction to management and shareholders of the client companies so that they understand the policy commitments made by the Bank in this area.

Overall principles for our E&S risk management

E&S risk management is integrated into the strategic and operational objectives of Techcombank, both in the annual planning and long-term plan, in accordance with the Regulations on E&S Risk Management Policy from time to time. This E&S policy will be reviewed and updated annually based on operational learning and strategic objectives.

The Bank's approach to risk management rests on three options:

- ♦ avoid or reduce the risk of the occurrence and/or consequence
- ♦ transfer the likelihood of the occurrence and/or consequence
- ♦ accept the likelihood of the occurrence and/or consequence.

If E&S risks were identified, only the first of the above options is possible to be applied. E&S risks must be avoided or mitigated to an acceptable level. This is achieved through dialogue with the customer/investee and the implementation of a set of corrective measures (e.g. an E&S Action Plan). In cases where the risk is deemed to high for Techcombank and the customer/investee is not willing to implement sufficient corrective measures, then Techcombank reserves the right to terminate the relationship.

Techcombank's E&S management system (ESMS) components

Techcombank has built the E&S Risk Management System, which will be fully integrated into the Bank's organisational structure, planning activities, responsibilities, processes, procedures and practices. Moreover, Techcombank's ESMS comprises:

- ♦ Internal policies, procedures and guidelines that prescribe the Bank's E&S risk management requirements and standards. Collectively this guidance clearly defines roles, responsibilities and organisational protocols that are required to implement the ESMS.
- ♦ E&S risk assessment and classification tools; the information needs to be collected for E&S risk management purposes; and an E&S risk internal report.
- ♦ Information technology (IT) infrastructure that is required to support ESMS implementation.

Applicable national regulations and international standards

To develop the E&S Risk Management Policy, Techcombank has followed local and national environmental, health and safety legislations in addition to the State Bank of Vietnam (SBV) regulations. This approach has ensured customer and investee operations are assessed for compliance with relevant Vietnamese legislation and national E&S regulations.

Techcombank has actively reviewed the development of evolving national E&S legislation and policies through periodic reviews. Such reviews were conducted by Techcombank's E&S management unit, and they ensured that the ESMS and E&S requirements were regularly updated, as required, ensuring that the Bank is progressing in line with relevant national E&S legislation and policy.

In addition, the Bank will ensure E&S requirements are implemented in line with international environmental management conventions and requirements such as:

- ♦ labour standards and working conditions including occupational health and safety
- ♦ community impacts including human rights, public health, safety and security
- ♦ impacts on indigenous peoples and cultural heritage, including land acquisition and involuntary resettlement

- ♦ conservation, management and sustainable use of natural biodiversity resources
- ♦ the safeguarding of critical habitats and the enhancement of natural habitats, where possible.

Green Project Evaluation and Selection Process

Techcombank has built and implemented the Green Project Evaluation and Selection Process using the Regulation on E&S Risk Management Policy as the base. This process aims to unify the order and procedures for selecting and evaluating investment projects that impact upon the environment and that they provide protection and environmental benefits in accordance with the Bank’s policies. We want to ensure that capital is optimised for the right purpose and will produce E&S benefits.

Under Techcombank principles, ‘green projects’ are projects that include at least one of the following environmental benefits and belong to investment projects in the field of environmental protection:

- ♦ minimises climate change
- ♦ responds to climate change
- ♦ protects the natural environment, natural ecosystems and biodiversity
- ♦ prevention and control of pollution
- ♦ applies the circular economy
- ♦ uses natural resources sustainably, both protecting and saving resources.

Based upon the above principles, below are eligible green projects. This list is for our guidance only and projects not listed in this list can still be considered as green projects if they meet at least one of the above environmental benefit principles.

No.	ELIGIBLE PROJECT CATEGORIES	ALIGNMENT WITH UN SDGs	
1	Renewable energy, clean energy		Goal 7. Affordable and clean energy
2	Green industries		Goal 9. Industry, innovation and infrastructure
3	Provision of environmental protection and energy-efficient services	 	Goal 7. Affordable and clean energy Goal 8. Decent work and economic growth Goal 9. Industry, innovation and infrastructure
4	Sustainable transportation		Goal 11. Sustainable cities and communities
5	Green construction		Goal 11. Sustainable cities and communities
6	Green agriculture	 	Goal 2. Zero hunger Goal 15. Life on land

No.	ELIGIBLE PROJECT CATEGORIES	ALIGNMENT WITH UN SDGs	
7	Sustainable forestry		Goal 12. Responsible consumption and production  Goal 15. Life on land
8	Sustainable water management in urban and rural areas		Goal 6. Clean water and sanitation  Goal 11. Sustainable cities and communities
9	Waste treatment and pollution prevention control		Goal 11. Sustainable cities and communities
10	Terrestrial and aquatic biodiversity conservation and climate change adaptation		Goal 11. Sustainable cities and communities
11	Recycling, reusing natural resources		Goal 12. Responsible consumption and production

After issuing these internal regulations, Techcombank also conducted comprehensive internal dissemination of our environmental policies. Following this dissemination, we implemented rigorous evaluations to assess employees' understanding of the policies. According to internal assessment, 100% of relevant staff in Techcombank are committed to fully implementing policies in credit granting activities in accordance

with regulations. Additionally, we provided targeted training sessions to ensure the thorough comprehension and effective application of these environmental policies across all levels of the organisation. These initiatives underscore our commitment to fostering an environmentally responsible culture and ensuring that our workforce is well-equipped to uphold our sustainability standards.

Supporting our customers with sustainable products and financing

Substantial growth in our commitment to green credits

In 2024, we achieved continuous growth in terms of green credits, with our green credit balance reaching over VND 16.4 trillion, which is substantial growth compared to 2023. This green credit balance included:

Industry	Green credit balance 2024 (VND billion)
Green agriculture	4,463
Renewable energy	613
Sustainable transportation	11,372

By focusing on green credit development, Techcombank aims to promote positive environmental and sustainable outcomes while supporting businesses, contributing to carbon emission reduction and enhancing sustainable activities. This strategic focus not only aligns with the UN's SDG goals, but also strengthens the Bank's role in fostering a greener economy and meeting the evolving expectations of stakeholders concerned with sustainability.

First non-state-owned bank in Vietnam to issue green bond framework

Also, in 2024, Techcombank has become the first private or non-state-owned bank in Vietnam to voluntarily issue the Green Bond Framework in accordance with the recommendations of the Green Bond Principles published by the ICMA. Techcombank’s Green Bond Framework is a guiding document that ensures compliance with the principles for the use of proceeds from the Bank’s green bond issuances. The framework provides the following four guiding pillars:

- ♦ Use of proceeds
- ♦ Process for project evaluation and selection
- ♦ Management of proceeds
- ♦ Reporting.

Accordingly, the proceeds raised from the issuance of green bonds will be used by Techcombank to finance projects that provide sustainable environmental benefits. To ensure compliance with ICMA's principles, Techcombank has chosen S&P Global Ratings – an independent and reputable external evaluator, to provide a second party opinion for its Green Bond Framework. S&P Global Ratings has assessed Techcombank's Green Bond Framework as compliant with ICMA's Green Bond Principles and rated the Framework as 'Medium Green', the second highest level on S&P Global Ratings' Shade of Green scale.

As a result, in December 2024 Techcombank became the first non-state-owned commercial bank to successfully issue green bonds with value of VND 450 billion under ICMA's principles and standards.

Techcombank Visa Eco Debit Card – First green card with carbon tracking technology

In November 2024, Techcombank officially launched the Techcombank Visa Eco Debit Card (Eco Card). This is Vietnam's first eco-friendly Visa debit card that enables customers to track their carbon footprint, promoting

sustainable and green lifestyles. The Eco Card, powered by Visa's advanced technology, allows customers to measure GHG emissions (CO₂e) generated by each transaction. Customers can monitor emissions in various consumption categories through an overview chart via our mobile app and offset their carbon footprint through a paid offset feature. These contributions will be directed by Techcombank to environmental projects in Vietnam aimed at reducing CO₂ emissions and supporting sustainable development.

Customers can choose either a physical version made from recycled PVC or a digital card on the mobile app, reducing plastic usage. Digital cardholders can start spending immediately after registration, pay online, add the card to digital wallets like Apple Pay, Google Pay and Samsung Pay and withdraw cash card-free at Techcombank ATMs, free of charge.

The Techcombank Eco Card demonstrates our commitment to sustainable development alongside the community and this venture has been warmly received by Techcombank's customers, with nearly 150,000 cards issued and more than 91 tonnes of CO₂ offset by the Bank's customers. This pioneering new product was recognised with the award for Sustainable Product Design at the prestigious ESGBusiness Awards 2024.

Sustainable operations

Waste management

Type of waste	Generated volume	Management measures applied	
		Reduce and/or reuse	Disposal and treatment
REGULAR SOLID WASTE	822 tonnes/year (For solid waste, the coefficient is according to the average amount based on the 2019 national environmental status reported for each province.)	♦ Eliminate unnecessary use of trash bags in various areas of the building to reduce plastic waste. ♦ Equip pantries and photocopy areas on each floor with bins for waste segregation according to solid waste classification regulations and provide signage to guide users on proper waste sorting. ♦ Encourage employees to bring meals from home and limit ordering food from outside to reduce waste and plastic usage. ♦ Install signs to remind employees to use paper sparingly (for hand drying, cleaning, etc.). ♦ Use suppliers with high-quality materials (e.g., highly durable paper). ♦ Manage paper and materials strictly to avoid waste.	♦ Techcombank has contracted specialised companies for daily collection and treatment of solid waste. ♦ Collected waste is then transferred to a qualified outsourcing unit for treatment according to legal regulations.

Type of waste	Generated volume	Management measures applied	
		Reduce and/or reuse	Disposal and treatment
HAZARDOUS WASTE	347 kilograms of hazardous waste was generated, including the following types: ♦ Fluorescent lamp: 70 kilograms ♦ Packaging waste: 32 kilograms ♦ Battery waste: 117 kilograms ♦ Waste oil: 121 kilograms ♦ Printer cartridges: 7 kilograms. (Statistics are only for the three buildings: HO Quang Trung, HO Tran Duy Hung and HO Le Duan.)	♦ Replace fluorescent lighting with energy-efficient and environmentally friendly LED alternatives. ♦ Minimise the use of hard plastic and metal packaging waste by using environmentally friendly packaging. Promote the refilling of printer and photocopier cartridges rather than replacing them with new ones to reduce waste.	♦ Techcombank registers all potentially hazardous waste types according to environmental permits in compliance with legal regulations. ♦ Hazardous waste is periodically transferred to licensed units for collection and treatment in accordance with legal and environmental protection standards. ♦ Documentation for the management and transfer of hazardous waste is fully maintained as required by law.

WASTEWATER	8.1 m ³ per employee (the coefficient is based on the average amount according to TCXDVN 33:2006 on water supply. The flow of domestic wastewater will be determined according to Article 39 of Decree 80/2014/ND-CP = 100% of water use standards).	All sanitary equipment at our head offices uses sensors to prevent waste and optimise water conservation. ♦ Automatic sensor faucets: Reduce water consumption by 30-50% by automatically turning on/off when hands are present/absent. ♦ Automatic sensor toilets and urinals: Flush according to usage needs, saving 30-40% water compared to conventional types. ♦ Aerators for faucets: Reduce water flow to 5-6 L/min, saving 30-40% water while maintaining pressure. ♦ Smart irrigation system (Timer): Water three times/day, 10 minutes each time, then reduce water usage by 30-50% compared to manual watering.	♦ Techcombank has established wastewater treatment systems in headquarters buildings to ensure that discharged wastewater meets technical standards. ♦ Annual monitoring is conducted at headquarters buildings, adhering to QCVN 14:2008/BTNMT for domestic wastewater and QCVN 19:2009/BTNMT for industrial emissions of dust and inorganic substances.
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BIODIVERSITY

Techcombank is committed to ensuring that our operations have no negative impact on biodiversity. We strategically select branch locations, intentionally avoiding areas critical to natural habitats. Our environmental due diligence process incorporates assessments aligned with all applicable regulations and guidelines.

By integrating sustainable practices into our site planning and infrastructure development, we safeguard local ecosystems and contribute positively to environmental conservation. Our dedication to preserving biodiversity underpins our commitment to sustainable development.

Electricity and water consumption

By year’s end, at branches, total electricity consumption was 11.2 GWh, with average electricity consumption it was 2.02 MWh per employee. At headquarters, total electricity consumption was 14.7 GWh, with average consumption was 2.33 MWh per employee.

Techcombank, as a leading bank in Vietnam, has consistently implemented initiatives to reduce energy consumption. By adopting energy-efficient technologies and promoting sustainable practices, we strive to minimise our environmental impact:

- ♦ The Building Management System (BMS) in headquarters collects data from temperature, humidity, and CO₂ sensors to adjust operations based on actual demand, saving 10-15% of operational energy.
- ♦ The Variable Refrigerant Flow (VRF) system in headquarters uses temperature sensors to regulate cooling levels, saving 30-40% in energy consumption compared to conventional air conditioners.
- ♦ Lighting systems in headquarters buildings use energy-saving LED lights instead of fluorescent lights, saving 40-50% in energy consumption.

- ♦ The lighting system is controlled by the BMS (scheduled from 8 AM to 7 PM daily) and motion sensors (automatically turn off when not in use), saving 20-30% in energy consumption in hallways and restrooms.
- ♦ Dark curtains are installed in headquarters buildings to reduce heat from the environment, aiding in energy savings for air conditioning systems. They can also be manually adjusted to utilise natural light, reducing energy consumption by 15-25%.
- ♦ Additionally, Techcombank promotes and educates branches to encourage employees to save electricity and avoid unnecessary usage.

In 2024, at the headquarters, the total water consumption volume is 79 dam³. Techcombank is committed to always implementing initiatives to reduce water consumption, through the application of energy-saving technologies and promoting sustainable practices:

- ♦ All sanitary equipment at the headquarters uses sensors to avoid waste and optimize water savings.
- ♦ Encourage and promote at branches to raise awareness of water saving and avoid unnecessary water use.

Material consumption

Material	Our consumption (at headquarters)	Management methods
Paper	63.2 tonnes	♦ Carry out digital transformation activities, towards a paperless branch model, reducing paper consumption. ♦ Invest in modern printing equipment with low ink consumption, use recycled paper and ecological packaging. ♦ Use recycled materials as input materials (about 5% of the amount of paper used) ♦ Collect and treat used ink, paper, and packaging through cooperation with professional service providers ♦ Strengthen employee training on environmental protection awareness to optimize the process of using raw materials.
Printing ink	3.1 tonnes	
Plastic bag	7.5 tonnes	

GHG emissions

This year, Techcombank has initiated the tracking of GHG, specifically focusing on Scope 1 and Scope 2 emissions. This marks a significant step in our commitment to environmental sustainability, as we aim to accurately measure and manage our direct and indirect emissions from owned and controlled sources, as well as from purchased electricity:

Emission (tCO ₂ e) per employee	
Head offices	1.64
Scope 1 ¹	0.10
Scope 2 ²	1.54
Branches	1.41
Scope 1 ¹	0.07
Scope 2 ²	1.34

Techcombank has implemented several initiatives to reduce GHG. These include optimising electricity consumption through energy-efficient technologies. These efforts are part of our broader strategy to minimise our carbon footprint and promote sustainable practices within our operations.

Looking ahead, Techcombank has planned to implement further initiatives to enhance our sustainability efforts. This includes building and tracking emissions across regions for a comprehensive dashboard and expanding our tracking to include Scope 3 emissions, with a particular focus on financed emissions. These initiatives will enable us to have a more holistic view of our environmental impact and drive continuous improvement in our sustainability performance.

(Note: 1. Includes fuel consumption (e.g. gasoline, diesel, kerosene) for Techcombank's generator systems and owned vehicle fleet.
2. Includes electricity consumption from the national grid.)

Business flights

Techcombank is committed to reducing its carbon footprint, particularly from business travel. Recognising the environmental impact of CO₂ emissions from flights, we have implemented several measures to mitigate this. One key initiative is the increased use of online meetings via platforms like Microsoft Teams, significantly reducing the need for air travel. These efforts reflect our dedication to sustainability and our proactive approach to minimising our environmental impact, aligning with our broader corporate responsibility goals.

- ♦ Number of business trips per employee in 2024: 0.7
- ♦ Total distance travelled per employee: 731 kilometres
- ♦ Total estimated CO₂ emission per employee: 0.19 tCO₂e.



Supplier management

Techcombank has issued the Regulation on Partnership Development and Management, which covers Techcombank's suppliers. According to this regulation, Techcombank needs to manage risks and comply with the law: The development and management of partnership relationships must ensure compliance with the law, the Charter and internal regulations of Techcombank, ensuring the legitimate rights and interests of the Bank. In which, suppliers are required to fully comply with current legal regulations on environmental protection, ensuring social security, health and safety at work and human rights. Techcombank also applies environmental and social compliance requirements to suppliers and outsourcing activities to eliminate negative impacts in our supply chain.

Enhancing communication and training on environmental topics

The Bank has actively implemented various activities and training programs related to green credit and green growth to raise awareness among its staff. Specifically, in 2024, Techcombank, in collaboration with the International Finance Corporation (IFC) and the Vietnam Banks Association, organised an e-learning training course for over 500 Techcombank employees on Sustainable Finance, providing essential knowledge on managing E&S risks in credit activities and developing green and sustainable financial products.

Techcombank proactively coordinated with leading financial institutions and consulting firms to organise workshops and specialised training for both its employees and customers on topics related to green credit, green growth, environmental risk management and sustainable finance.

- ♦ We have actively engaged with development finance institutions (DFIs) to explore ESG-related loans, aiming to diversify our funding sources and strengthen our ESG portfolio. These facilities will not only provide medium and long-term funding support, but also help us enhance our ESG capabilities by meeting stringent eligibility requirements.
- ♦ Additionally, we have been receiving technical assistance from DFIs on ESG-related initiatives, including support for women-led SMEs, Environmental and Social Management System (ESMS) and green building projects. We remain keen and optimistic about expanding our collaborations with more DFI partners in the near future.

In addition, the Bank also organised internal training sessions to enhance the understanding and capabilities of its staff,

especially the sales force, in sectors/fields related to ESG. These workshops and training programs have helped improve the professional capacity of the staff, while contributing to SDGs, encouraging customers and partners to participate in green projects and also contributing to the green growth of the economy.

In 2024, Techcombank held a sharing session titled "Sustainable Banking for a Green Future" within the Asia Banking Finance Forum 2024 in HCMC. The session introduced the direction of integrating ESG into Techcombank's strategy and shared the ESG initiatives that have been and are being implemented at the Bank with the goal of bringing long-term value to stakeholders.

The Bank also coordinated with the Vietnam Textile and Apparel Association to organise the workshop "Opportunities and Challenges for Textile Enterprises 2024", providing insights and assessments of the impacts of ESG regulations from major countries such as the United States and the European Union on the Vietnamese textile industry and sharing the preparation roadmap to enhance competitiveness and expand the market for enterprises in the industry through investment in greening the value chain.

In the future, we will continue to strengthen communication activities and sponsorships to support the government's green transition journey in Vietnam. At the same time, the Bank will continue to enhance engagements, while seeking to understand customer needs to provide them with green products/solutions, and promote green living and consumption, thus contributing to changing the perceptions of people and businesses about sustainable development.

SOCIAL – EMPOWERING PEOPLE

Ensuring human rights

As one of the leading financial institutions in Vietnam, Techcombank is not only committed to complying with Vietnamese laws, but also to upholding, protecting and enhancing human rights in accordance with international practices. Techcombank commits not to use child labor and forced labor. In addition, we have also implemented policies and regulations to safeguard human rights for our employees.

Statute on Workplace Democracy

Techcombank has implemented the Statute on Workplace Democracy. This document clearly states the principles of the Bank as an employer:

- ♦ Techcombank must respect and ensure the employees' democratic rights in the workplace; democratic rights shall be adhered to within the legal framework, from which the Bank's democracy statute was issued.
- ♦ Techcombank shall enforce the Statute on Workplace Democracy on the basis of transparency, good will, collaboration, honesty and fairness to ensure the respect of legitimate interests and benefits of both employees and the employer.
- ♦ The Trade Union's management team shall collaborate with the CEO, Deputy CEO, Managing Director and HODs to draft and enforce the statute on the employees.
- ♦ Techcombank will adhere to workplace democracy in compliance with the applicable law, statute and social ethics.

Based upon this statute, Techcombank has regulated several topics for workplace democracy:

- ♦ Key items of workplace democracy must be publicised by Techcombank, and such items are to be consulted/decided/ check and supervised by employees.
- ♦ Techcombank is responsible to hold 'workplace talks' for employees, including providing the mechanism for workplace talks, this would also include selecting the items of workplace talks.
- ♦ Techcombank is responsible to permit organised employee meetings and the implementation of employee meeting resolutions.

With 100% of the employees participating in the Trade Union, we can be assured that our employees voices are heard and their interests are safeguarded. By fostering a supportive and fair working environment, our Trade Union helps maintain a positive workplace culture, promoting the well-being and professional growth of our staff. We are committed to upholding the highest standards of labour rights and ensuring that our employees feel valued and respected in every aspect of their work.



Building an inclusive and diverse workforce

Inclusive and diverse workforce

Techcombank ensures equal opportunities for both men and women through its policies on salaries, bonuses, recruitment and appointments, which are based solely on job requirements, employee capacity and job performance. The Bank does not consider gender in these processes, ensuring fair remuneration for all who are appointed. Additionally, Techcombank regularly organises annual employee engagement programs and events, such as teambuilding activities, bank birthdays, thank you parties and family days, where all employees, regardless of gender, are equally encouraged to participate. These initiatives highlight Techcombank's commitment to fostering a fair and inclusive workplace for everyone.

Total number of employees

	In 2023	In 2024
Total employees	11,614	11,848
Male	3,699	3,889
Female	7,915	7,959

Hiring in Techcombank

	In 2023	In 2024
Total new hires	2,373	2,349
Hiring rate	20.43%	19.83%
Male	1,147	1,044
Female	1,226	1,305

Age and gender breakdown of management staff

	In 2023	In 2024
Total management staff	1,803	1,823

Gender	Age	In 2023	In 2024
Male	<30 y.o.	25	41
Female	<30 y.o.	37	47
Male	30–50 y.o.	638	633
Female	30–50 y.o.	1,029	1,034
Male	>50 y.o.	44	39
Female	>50 y.o.	30	29

Age and gender breakdown of working level

	In 2023	In 2024
Total management staff	9,811	10,025

Gender	Age	In 2023	In 2024
Male	<30 y.o.	1,254	1,483
Female	<30 y.o.	2,953	3,171
Male	30–50 y.o.	1,683	1,645
Female	30–50 y.o.	3,807	3,625
Male	>50 y.o.	55	48
Female	>50 y.o.	59	53

Other data

In 2024

18%
Attrition rate
(18% in 2023)

6.2 years
Average tenure
(6.0 years in 2023)

49
of expat
(58 in 2023)

16
of employee nationalities
(16 in 2023)

Employee satisfaction

Techcombank has conducted the 'pulse survey' to evaluate employee satisfaction and engagement levels, includes factors such as working environment, workload, remuneration and benefits, etc... The results from the survey were overwhelmingly positive, reflecting the Bank's commitment to fostering a supportive and motivating work environment. This survey provided valuable insights into employees' perspectives, highlighting areas of strength and opportunities for further improvement. By actively listening to and addressing employee feedback, Techcombank continues to enhance its workplace culture, ensuring that all team members feel valued and engaged.

- ♦ Over 11,000 employees participated in the survey, as the highest ever number in Techcombank
- ♦ The Bank's engagement rate in 2024 reached 84%, this was a 2% increase over 2023
- ♦ The facilitation level remained high at 87%
- ♦ Organisational culture strength and effectiveness was maintained at a high level of 93%
- ♦ 94% of employees stated that they were proud to work at Techcombank, this was a 3% increase over 2023
- ♦ 90% of employees stated that they were willing to recommend Techcombank as the best place to work, this was a 4% increase over 2023.

Fostering a Green and Healthy Work Environment

Internal labour regulations

Based upon Techcombank’s internal labour regulations, we always seek to ensure the safety of all employees during their work processes. The regulations clearly state the Bank’s responsibilities in maintaining workplace safety and hygiene, which includes:

- ♦ Providing sufficient labour protection equipment and the means to ensure safety and hygiene of the working environment for employees.
- ♦ Examining and evaluating dangerous or harmful factors, providing means to eliminate and mitigate dangerous and harmful hazards, improving working and health care conditions for employees.
- ♦ Equipping buildings with appropriate, technical and medical facilities to ensure a timely response if incidents or occupational accidents occur, including first aid.
- ♦ Developing incident handling, emergency response plans and organising on-site emergency teams in accordance with legal regulations. Emergency teams must be appropriately trained with the required skills and have regular practice drills.
- ♦ Declaring, investigating, conducting statistics, reporting, compensating, providing allowances for occupational accidents, occupational diseases and serious incidents in accordance with the provisions of the Labour Code.
- ♦ Preparing plans for appropriate measures to ensure occupational safety and hygiene when Techcombank builds, expands or renovates establishments and facilities to produce, use, preserve and store machines, equipment, supplies or materials with strict requirements on occupational safety and hygiene, to submit to competent state authorities for approval of new construction, expansion and renovation of any establishments and facilities in accordance with the provisions of the Labour Code.

Besides that, Techcombank has also built a medical office, implemented labour protection and health care for Techcombank employees:

- ♦ Techcombank built a Health Department to take care and manage the health of Techcombank employees at Head Offices in Hanoi and HCMC. The Bank carries out routine medical examinations and provides treatment, first aid and emergency aid to any employees in case of any occupational accidents and technical incidents resulting from an occupational safety and hygiene failure.
- ♦ Health examinations and treatment of occupational diseases for employees of Techcombank are readily available:
 - every year, Techcombank organises periodic health checks for its employees in accordance with the regulations on labour benefits
 - for employees who do heavy, hazardous, dangerous or extremely heavy, hazardous or hazardous work; employees with disabilities; the elderly are entitled to regular health checks in accordance with the provisions of the Labour Code.

- ♦ For Techcombank employees who do heavy, hazardous and dangerous jobs:
 - those employees working with dangerous or toxic factors are to be equipped and provided with sufficient means to protect themselves from hazards and must use those means during their work
 - working time will not exceed six hours per day for employees doing extremely heavy, hazardous or dangerous jobs
 - those employees working with dangerous or harmful factors are entitled to a hazardous allowance in accordance with Techcombank’s regulations.
- ♦ Regularly, Techcombank has conducted regular occupational environmental monitoring by contracting with experienced units in this field.
 - Measurements include temperature, humidity, wind speed, noise levels, toxic gases, dust, and ergonomic assessments at technical positions, following occupational environmental monitoring methods. Sampling and analysis techniques adhere to recognised methods as stipulated in the national regulations.

- The results of Techcombank’s environmental monitoring consistently meet the standards across all categories under QCVN 26:2026/BYT, demonstrating the Bank’s leadership’s strong commitment to occupational safety and hygiene. All employee-related policies and regimes are well-implemented within the Bank.

At the same time, Techcombank has also issued the Regulation on Code of Ethics and Conduct for Techcombank’s employees, aiming to establish requirements and standards of behavior and conduct for all Techcombank employees in all situations and daily activities. These standards will play a pivotal role as well as effectively support employees to make the right decisions and actions in any situation.

In conclusion, Techcombank has successfully implemented its internal labour regulations and code of ethics and conduct, resulting in a year free from serious labour incidents. This achievement underscores the Bank’s commitment to maintaining a safe and secure working environment for all employees. By adhering to strict safety protocols and continuously monitoring workplace conditions, Techcombank has ensured the well-being of its staff. The proactive approach to safety has not only proven to protect employees, but has also fostered a culture of responsibility and care within the organisation. This dedication to safety highlights the Bank’s ongoing efforts to prioritise the health and security of its workforce.



Regulation on benefits – Remuneration

Techcombank has issued a regulation on benefits – remuneration with several schemes, showing Techcombank’s interest in the spiritual and material life of its employees. The Bank strictly adheres to all of the labour rights regulations, ensuring that our employees receive all the employee benefits mandated by the law. Besides that, we also provide additional benefits and remuneration that is applicable to each staff. These benefits are based on Techcombank’s remuneration policy, as well as on the staff’s capability and dedication to the development of the Bank.

Techcombank benefits include:

- ♦ **Personal and family support:** Techcombank provides comprehensive support for significant life events, ensuring employees and their families are well taken care of. This includes benefits for occasions such as births, marriages and other family milestones.
- ♦ **Health and wellness:** Our health and wellness programs are designed to promote the overall well-being of our employees. These initiatives ensure that employees have access to necessary health resources and support for maintaining a healthy lifestyle.
- ♦ **Work-life balance:** We offer various activities and allowances to help employees maintain a healthy work-life balance. These programs encourage physical activity and team building.

Techcombank remuneration and leave policy includes:

- ♦ **Professional development and recognition:** We invest in our employees’ professional growth and recognise their contributions through various programs. These initiatives foster a culture of appreciation and continuous learning.
- ♦ **Financial support:** Our financial support programs provide additional assistance during significant life transitions and everyday needs. This includes allowances and preferential rates that enhance employees’ financial well-being.
- ♦ **Leave policies:** We offer generous leave policies to ensure employees can take time off to rest and celebrate important events. These policies are designed to support employees’ overall job satisfaction and work-life balance.



Developing skills, careers and opportunities

Techcombank is proud to be one of the leading financial institutions in Vietnam, continuously investing in the development of its employees' capabilities. We believe that investing in people is investing in the future of the organisation. With the goal of becoming the leading digital bank in Vietnam and spearheading the transformation of the financial sector, we have built a comprehensive and diverse training platform.

In 2024, each Techcombank employee averaged 54.7 hours spent in training. A total of 872,219 training hours were recorded, with future capability development programs related to technology, data, digitisation and agility accounted for ~10% of training time or 87,233 hours.

In 2024, we achieved significant milestones in developing our employees' capabilities. We organised 246 training programs across eight reputable platforms such as the internal HRConnect – SAP SuccessFactors system, and well-known

collaborative platforms like Amazon Web Services (AWS), Adobe, Backbase, Databrick, Kellogg, LinkedIn Learning, Pluralsight and Skillsoft. Additionally, Techcombank has significantly enhanced the development of our internal trainers, contributing nearly 7,000 hours of direct training. We have organised thousands of direct training classes, with the participation of 385 internal trainers, including 109 key trainers who contributed a minimum of 32 hours of direct classroom training per person per year. This demonstrates our commitment to developing our employees' capabilities.

We are also proud of our special skills programs, aimed at enhancing the capabilities of our workforce, which is essential for Techcombank to achieve its sustainable future goals.

- ♦ The Changing Mindset program, part of Techcombank's 2024 Cultural Journey, was designed to maximise employee capabilities, develop leadership skills and promote personal change through the application of the Seven Habits of

Highly Effective People. This initiative aimed to build Techcombank's five leadership competency skills and was widely implemented across the Bank. The program successfully reached 5,349 employees through 170 sharing sessions, demonstrating the Bank's commitment to fostering growth and development within its workforce.

- ♦ TechcomPACE was another key program in 2024, tailored for 1,366 employees identified as future leaders of Techcombank. This initiative aimed to prepare them to execute strategies and propel Techcombank into the top 10 banks in the region. The program provided participants with a comprehensive understanding and seamless integration of all business processes, from strategy to execution, including the five-year strategy, annual planning, business model, ways of working and performance management. This holistic approach was taken to ensure that future leaders will be well-equipped to drive the Bank's future success.

- ♦ Techcombank also has other training programs tailored to the specific expertise of employees at various levels, from senior management right through to new hires. These programs include TechcomWay, TechcomRISE, TechcomLEAD, Leading with Trust, Design Thinking, Techcom Academy Skill Accelerator, Train the Trainer, Leading with Emotional Intelligence, etc., and they have helped our employees develop the necessary skills to succeed in a modern work environment.

All these efforts have made Techcombank one of the most attractive workplaces in Vietnam. We will continue to invest in developing our employees' capabilities to bring value to our customers and also to contribute to the wider community's development.





Winter Giving – Inspiring ESG campaign for employees

With the vision of "Change banking, Change lives", Techcombank places a strong emphasis on ESG to foster sustainable development not only for the organisation as a whole, but also for the entire community and wider society. The 'Winter Giving' series of activities is part of the Bank's Cultural Journey, which not only connects employees, but also contributes to community sustainability and promotes social responsibility among Techcomers.

Under the theme 'Advance green living every day', the Winter Giving event features a series of activities in 4Q24. The program encourages Techcomers to adopt a healthy, eco-friendly lifestyle by completing challenges and

participating in various activities. Each completed challenge is recorded and contributes to environmental protection projects, notably the forest planting project.

The Winter Giving Festival was a resounding success in Hanoi and HCMC, attracting thousands of Techcombank employees and their families. Activities such as relay races, fundraising booths, and the Winter Giving Show marked the vibrant conclusion of this event series. The Winter Giving campaign by Techcombank achieved impressive results, with 9,000 Techcomers who participated and contributed to planting 31,850 new trees in degraded watershed forests.



Serving our customers and people responsibly

Regulations on Enterprise Data Security and Privacy Standards

Techcombank is committed to maintaining the highest standards of customer data privacy, ensuring the security and confidentiality of all client information. Through the effective implementation of robust internal regulations and advanced security protocols, we have successfully safeguarded our customers' data, with no significant breaches reported. This unwavering dedication to data protection not only complies with regulatory requirements, but also reinforces the trust our customers have placed in us.

Techcombank has issued regulations on Enterprise Data Security and Privacy Standards to prevent the use of information without a customer's consent, thereby protecting privacy rights. This regulation also governs our internal standards, which includes:

- ♦ Data protection:
 - Data, information classification and information scheme
 - Information protection and handing
 - Enterprise record storage, retention and destruction principles.

- ♦ Personal data privacy:
 - Notice of processing of any personal data
 - Principles for managing data subject consent
 - Purposes for limiting the processing of personal data
 - Principles for fulfilling data subject requests
 - Principles when carrying out personal Data Privacy Impact Assessment (DPIA) and Cross-Border Transfer of Personal Data (CBTIA)
 - Data sharing agreement requirements
 - Data privacy protection in marketing activities
 - Handling personal data breaches.

In addition to the above standards, Techcombank has also communicated and published its data security and privacy standards on its website. These standards outline the measures that the Bank takes to ensure customer safety, including secure website protocols, two-factor authentication and advanced mobile security solutions. Techcombank has also provided information on common risks and faults, helping customers stay informed about potential threats and scams. To further protect customer privacy, the Bank offers guidance on best practices, such as recognising and avoiding phishing attempts, securing personal devices and understanding the importance of not sharing either passwords or one-time passwords (OTP). By keeping our customers well-informed and equipped with the necessary tools, Techcombank has endeavoured to ensure customers a secure and trustworthy banking experience.

Engaging with the community

Techcombank gave back to the community

Techcombank’s vision is to “Change banking, Change lives” – a commitment that extends beyond empowering our customers through our financial offerings and services, to actively uplifting everyone to reach their full potential. With this wider purpose in mind, we have always worked hard to ensure the Bank’s success is shared with the Vietnamese people and that we are a strong partner to the country’s growth and development.

In 2024, Techcombank increased its commitment to ESG and put a strong focus on initiatives that delivered concrete E&S benefits to Vietnam. As part of this commitment, we expanded a range of initiatives designed to provide lasting benefits to society across three key areas:

- ♦ **Healthy living:** Promoting healthier lifestyles and physical fitness through support for the 7th season of the Techcombank HCMC International marathon and the 3rd Techcombank Hanoi marathon.
- ♦ **Community engagement:** Engaging with the community through a Winter Giving Campaign to help combat climate change and preserve Vietnam’s natural environment.
- ♦ **Social contributions:** Supporting underprivileged communities and investing in Vietnam’s future generations through contributions to community organisations.

Promoting healthy living

One of Techcombank’s most impactful social initiatives is Run for a Greater Vietnam. This involves our support for two iconic city marathons in HCMC and Hanoi that serve to engage with the community and deliver a positive social impact through the promotion of active and healthy lifestyles.

In 2024, the 7th season of the Techcombank Ho Chi Minh City International marathon was the biggest and best yet, attracting over 18,000 runners from many Vietnamese provinces and different countries to take part in events and races held over three days.

The 3rd season of the Techcombank Hanoi marathon attracted over 10,000 runners, who came together to conquer a new challenge despite serious adverse weather conditions, demonstrating the indomitable spirit of the Vietnamese people.

In addition to the positive social impact of promoting healthier lifestyles these two events also delivered many other benefits to these two cities. Each marathon attracted thousands of visitors to their city, boosting tourism, supporting local businesses, and enhancing Vietnam’s reputation as a world-class destination for mass participation sporting events. Beyond these economic impacts, the Techcombank marathons helped to bring the community together and foster the aspirational spirit of the Vietnamese people.



Winter Giving campaign

In 2024, Techcombank launched the Winter Giving initiative aimed at educating our employees about how to live more sustainably and encouraging them to make a positive environmental or social impact through donations or participation in arranged activities.

Over the course of the year our Winter Giving campaign saw over VND 2.6 billion donated by the Bank and its employees to our Winter Giving fund to support social initiatives. As part of the Winter Giving initiative, Techcombank partnered with the Gaia Nature Conservation Centre (Gaia), a leading Vietnamese not-for-profit organisation, to launch a tree-planting project. This project aimed to restore important areas of Vietnam’s degraded watershed forests and support the government’s plan to plant 1 billion new trees across the country between 2021-2025.

In December, over 2,000 Techcombank employees and members of the public took part in the first Winter Giving tree planting event. During the event Techcombank employees helped to plant over 11,850 trees on 7.9 hectares of degraded watershed forest in Phong Dien Nature Reserve in Thua Thien Hue province, creating the Techcombank Community Forest. The Techcombank Community Forest will help to recover large areas of degraded watershed forest and is expected to deliver significant positive environmental benefits, including:

- ♦ improving biodiversity by preserving the local habitat for wild animals
- ♦ regulating water flow into nearby rivers and preventing soil erosion
- ♦ mitigating climate change by absorbing CO₂ from the atmosphere.

It is estimated that the Tecombank Community Forest will absorb and store ~33,000 tonnes of CO₂ over the next 50 years contributing to Vietnam’s net-zero aspirations.

In February 2025, Techcombank continued its tree planting partnership with Gaia when our employees helped to plant a further 20,000 new trees on 20 hectares of degraded watershed forest in the Xuan Lien National Park in Thanh Hoa province.

Donations to social initiatives

As part of Techcombank’s commitment to making a positive contribution to society we expanded our donations to a range of social initiatives designed to uplift the community. In 2024, Techcombank donated over VND 205 billion to various social initiatives, focusing on three key areas:

- ♦ **Support for education**
 - Building schools in underserved areas to improve access to quality education.
 - Providing scholarships to talented students from low-income families.
 - Supporting educational programs that equip young people with the skills they need to succeed.
- ♦ **Support for the underprivileged**
 - Supporting low-income families through direct financial aid.
 - Building new houses for those in need.
 - Providing disaster relief for communities affected by floods, typhoons and other natural disasters.
- ♦ **Support for events in the community**
 - Sponsorship of community events that preserve Vietnam’s cultural heritage.
 - Promotion of local economic growth initiatives and small businesses.

Social financing

At Techcombank, we recognise the vital role that SMEs play in driving economic growth and fostering community development. Our commitment to supporting these key segments is unwavering, since we have implemented a range of tailored financial products and services designed to meet the unique needs of SMEs, ensuring they have access to the resources necessary for success.

In 2024, the number of micro SME and SME customers we served was 67,662 customers, with 37% being women-owned businesses. The total lending balance for micro SME and SME customers was VND 22 trillion, with 44% of the total credit limit being dedicated to women-owned businesses.

Through innovative lending solutions, comprehensive advisory services and dedicated support programs, Techcombank empowers SMEs to expand their operations to achieve financial stability. Our ongoing initiatives reflect our dedication to creating a sustainable and inclusive financial ecosystem, where every business and family can thrive.