

# NAM A BANK



**TOGETHER WE UNITE  
TOGETHER WE THRIVE**

**2024**

SUSTAINABLE DEVELOPMENT REPORT



## LIST OF ABBREVIATIONS

Abbreviations	Acronym
BOD	Board of Directors
BOS	Board of Supervisors
BOM	Board of Management
CEO	Chief Executive Officer
CSR	Corporate Social Responsibility
ESG	Environmental, Social, and Governance
GCPF	Global Climate Partnership Fund
GRI	Global Reporting Initiative
IFC	International Finance Corporation
PRA	Pacific Risk Advisors Limited
KPMG	KPMG Tax and Advisory Limited
SDGs	Sustainable Development Goals
ESMS	Environmental and Social Management System
E&S	Environmental and Social
ESMS	Environmental and social management system



## OVERVIEW OF THE SUSTAINABILITY REPORT

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### NAM A BANK CREATES SUSTAINABLE COMMUNITY VALUES

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# OVERVIEW OF SUSTAINABILITY REPORT



## 1. PRINCIPLES OF SUSTAINABILITY REPORTING

### GRI 2-3 REFERENCE

The report provides an overview of official information related to the strategic orientation, goals, and results of implementation of action programs, sustainability initiatives of Nam A Bank. The report content is based on the principles and guidelines of the most updated GRI Standards framework (Universal Standards 2021) and 17 Sustainable Development Goals of the United Nations (17 SDGs).

The report is prepared annually. The reporting period for all information and data presented hereinafter is the fiscal year starting from 01 January 2024 to 31 December 2024.

## 2. SCOPE OF REPORTING

### GRI 2-2 REFERENCE

All information and data presented in the Sustainability Report 2024 is generated from affiliated units of Nam A Bank including: one (01) Headquarter, one (01) Representative Office, one (01) Business Center and 147 branches and transaction offices nationwide. Information, data in the Sustainability Report are based on available data system excluding information and data arising at one (01) subsidiary – a company 100% owned by Nam A Bank namely Nam A Bank Asset Management Company Limited. Nam A Bank has been completing and supplementing its ESG data management system and expects to fully present information, data of affiliated units and subsidiaries in a separate sustainability report in the following years to better meet the rapidly changing and diverse needs of stakeholders.

Publication date: 10 October 2025.

## 3. CONTACT INFORMATION

### GRI 2-3 REFERENCE

Organizations and/or individuals may send report content-related comments or questions to the specialized team via email at [quanhecodong@namabank.com.vn](mailto:quanhecodong@namabank.com.vn) or [esg@namabank.com.vn](mailto:esg@namabank.com.vn).

## 4. INDEPENDENT LIMITED ASSURANCE

### GRI 2-5 REFERENCE

Nam A Bank is always aware of the importance of data reliability, accuracy, and completeness presented in the Sustainability Report. Accordingly, some information and data presented in the report have been independently verified by external sources including:

- 4.1 Financial information audited by Ernst & Young Vietnam Co., Ltd.
- 4.2 Indicators of treated wastewater at the Headquarter building, inspected quarterly by Phuong Nam Science Technology and Environmental Analysis Co., Ltd.
- 4.3 Quality of domestic water supplies inspected in 2024 by Duong Huynh Environment Co., Ltd.

# CEO'S message

Dear valued customers and stakeholders,

The year 2024 continued to witness dramatic political upheavals, rapid changes, and unpredictable instability. Strategic competition between major economies intensified, while geopolitical tensions and the escalation of military conflicts in certain regions posed serious threats to global peace and stability, significantly affecting trade, investment, manufacturing, and consumption. In addition, natural disasters and extreme weather events continued to impact people's well-being and socio-economic development. Fortunately, the global economy is showing signs of stability as trade rebounds, inflation eases, financial stress moderates, and labor supply improves. In 2024, the Vietnamese economy remained firmly on its recovery trajectory, achieving GDP growth of 7.09%, compared with 5.05% in the previous year. Looking back to 2011, only 2018, 2019, and 2022 recorded higher GDP growth rates.

“ The strength of the “Digital & Green” strategy lies in its ability to accelerate growth ”

In the face of rapid shifts in both the domestic and global political economy, Nam A Bank has responded with flexibility and effectiveness. The Bank has implemented timely resource-allocation plans to address unforeseen challenges, particularly those related to natural disasters and climate change. At the same time, Nam A Bank has proactively launched its green banking strategy and introduced initiatives to reduce greenhouse gas emissions, in support of Vietnam's Net Zero commitment by 2050.

# CEO'S MESSAGE

## THE JOURNEY TO NET ZERO

Vietnam is one of countries most vulnerable to the severe environmental and social impacts of climate change. Acting on its commitments to a green transition and climate-change mitigation, Vietnam is implementing procedures to reduce greenhouse gas emissions and promote sustainable development, in line with its COP26 pledge to achieve Net Zero carbon emissions by 2050.

Continuing on its mission to reduce emissions and mitigate climate change, Nam A Bank has proactively issued regulations and implemented procedures to fund manufacturing and business projects with positive environmental impacts, while also encouraging green behavior among

## STRATEGY TO DEVELOP AN EFFECTIVE WORKPLACE ENVIRONMENT

In 2024, Nam A Bank was awarded the "Best Company to work for in Asia" by HR Asia for the 4th consecutive year. The Bank was also honored with the "Most Caring Company Award" by HR Asia. These prestigious recognitions affirm Nam A Bank's strong commitment to creating a professional work environment and people-centric employment policies within its sustainability strategy. This focus remains a key factor in attracting and retaining talent especially high-quality human resources to advance the Bank's sustainable development goals.

**" This focus remains a key factor in attracting and retaining talent especially high-quality human resources to advance the Banks sustainable development goals. "**

employees. In particular, the Bank has expanded its portfolio to include green loans offering preferential interest rates and green collateral policies to support environmentally and socially responsible projects aligned with green growth.

Thanks to the efforts in meeting a series of strict criteria, Nam A Bank was awarded the "Best Green Bank in Vietnam 2024" by Global Brands Magazine. This recognition highlights the Bank's positive contributions to environmental protection and sustainable development.

Nam A Bank is enhancing its corporate structure and advancing one of its key initiatives the 3C HR model: "Competence Standards - Cybernologist - Choose Green Living".

## INCLUSIVE GOVERNANCE

During the 2021-2025 period, Nam A Bank's business development strategy sets ambitious goals, including becoming one of the top 15 largest commercial banks in Vietnam by 2025. With "Digital & Green" as its core strategic pillar, the Bank aims to lead the industry in sustainable growth.

Nam A Bank has integrated advanced technologies such as Robot OPBA, Open Banking, ONEBANK into its products and services, attracting millions of customers. The strength of the "Digital & Green" strategy lies in its ability to accelerate growth, enhance competitiveness, and reinforce the Bank's digital footprint in the market. These achievements have earned the Bank numerous prestigious awards, including Vietnam Digital Awards 2024 by Vietnam Digital Communications Association; Ecosystem initiative of the year 2024 and Open Banking initiative of the year 2024 by Asian Banking & Finance Magazine; and Top 10 Pioneering Innovation Brands by Vietnam Economic Times.

In addition, Nam A Bank has successfully completed its IFRS conversion project, enhancing operational efficiency and reinforcing its commitment to sustainable development.

A major milestone demonstrating the Bank's transparency and operational stability was its official listing on HOSE on 08 March 2024 making it the only bank approved for listing that year. With strong growth potential, NAB shares continue to be included in leading index baskets, reflecting the Bank's commitment to sustainability, safety, and efficiency. During the investment portfolio restructuring in September, NAB shares were

**" The strength of the "Digital & Green" strategy lies in its ability to accelerate growth, enhance competitiveness, and reinforce the Banks digital footprint in the market. "**

officially added by ETF Fubon. Earlier, in August 2024, Morgan Stanley Capital International (MSCI) included NAB shares in the MSCI Frontier Market Index.

Nam A Bank's achievements would not have been possible without the continued support of our valued shareholders, investors, partners, customers, and employees. Looking ahead, despite potential challenges, we remain committed to our mission, supported by the trust of our stakeholders and the dedication of our employees as we advance our sustainability strategy and pursue long-term success.

Thank you!

Member of BOD  
cum Acting CEO

  
TRAN KHAI HOAN

# HIGHLIGHTS IN 2024

## HIGHLIGHTS ON THE PATH TO SUSTAINABILITY:



### GREEN TRANSFORMATION



**100%**

compliance with environmental protection regulations in 2024



**VND 5,165.2 billion**

of outstanding credit loans for projects were assessed for environmental and social risks in 2024



**0%**

high E&S risk categorization in credit portfolio in 2024

\* E&S risk categorization is in accordance with Nam A Bank's internal regulations



A reduction of

**↓ 36%**

in hard plastic in 2024 compared to 2023

Expansion of green credit portfolio:

- ✓ Green construction projects: **VND 1,521 billion**
- ✓ Green agriculture: **VND 584 billion**

Completion of Environmental & Social Management System – ESMS according to IFC international standards, submitted for PRA consultation



**VND 319.2 billion**

financed by international funds for green/sustainable credits



### Top 10

- ✓ Green & Sustainable Enterprise
- ✓ Vietnam green brand

Strengthened digital transformation to promote environmental protection:

- ✓ Nam A Bank has opened 114 Onebank 365+ locations across the system by 2024
- ✓ Nam A Bank continues to pioneer in applying two new technologies: Tap To Phone and Mobile Payment
- ✓ Biometric transaction authentication
- ✓ Build WORKSPACE – integrated SoftOTP payment request

Maintain and spread green lifestyle

- ✓ Small habits – Green living program
- ✓ “Run for a green future” program
- ✓ 3rd prize of Green Bank Contest organized by the State Bank of Vietnam

# HIGHLIGHTS IN 2024

## HIGHLIGHTS ON THE PATH TO SUSTAINABILITY:



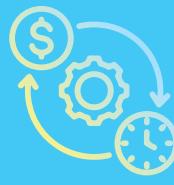
### CONTRIBUTE TO SOCIAL DEVELOPMENT:



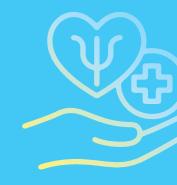
**99%**  
of customers are satisfied/very satisfied with direct products and services at transaction counters/Onebank points of Nam A Bank



**98%**  
of employees are happy working at Nam A Bank



**100%**  
of employees are assessed by periodic performance and career development evaluations



**100%**  
of employees were ensured occupational health and safety in 2024



**50 million ESOP shares**  
were issued in 2024



A reward worth  
**1.2 billion**  
for 60 employees winning medal for Banking career



### GOVERNANCE



**No corruption**  
case was recorded in 2024



**Completion**  
of 2023 financial statements conversion to IFRS standards in 2024



**Excellence**  
in the management of State budget collection and payment in 2024 and being awarded Certificate of Merit of HCMC People's Committee



**100%**  
of voting rate from members of BOD approving all content and policy decisions of Nam A Bank in 2024



**Establishment**  
of Environmental, Social & Governance (ESG) Authority at Nam A Bank



**Cooperation**  
with KPMG to implement ESG project at Nam A Bank



**First time**  
issuance and disclosure of the independent 2023 Sustainability Report in accordance with GRI Standards



**ESG integration**  
within Nam A Bank's Risk Management Framework, to be completed in 2025

# HIGHLIGHTS IN 2024

## SUSTAINABILITY AWARDS AND TITLES:



### "BEST GREEN BANK IN VIETNAM 2024"

by Global Brands Magazine



### TOP 10 OUTSTANDING ASEAN ENTERPRISE 2024

at the ASEAN Award 2024 in the framework of ASEAN Economic Forum 2024.



### CORPORATE EXCELLENCE AWARD

at the Asia Pacific Enterprise Awards 2024 (APEA).



### "ENTERPRISE FOR FINANCIAL SERVICE DEVELOPMENT"

Nam A Bank's Open Banking was awarded the title of "Digitalization of the year"

by Investment Newspapers and Vietnam Wealth Advisor Summit.



### "ECOSYSTEM INITIATIVE OF THE YEAR" AND "OPEN BANKING INITIATIVE OF THE YEAR 2024"

by Asian Banking & Finance magazine.



### "INSPIRATIONAL PRODUCTS AND SOLUTIONS 2023"

by JCB (July 2024).



### "OUTSTANDING GREEN CREDIT BANK" AND "OUTSTANDING RETAIL BANK"

by Vietnam Retail Banking Forum 2024.



### "BEST COMPANY TO WORK FOR IN ASIA 2024" AND "HR ASIA MOST CARING COMPANY 2024"

by HR Asia.



### "VIETNAM GOLD STAR AWARD"

organized by the Vietnam Youth Federation Central Committee, and the Central Committee of the Viet Nam Young Entrepreneurs Association (2024).



### "OUTSTANDING BANK WITH INNOVATIVE SERVICES" AND "DYNAMIC BANK 2024"

by Napas.



### "VIETNAM DIGITAL AWARD 2024"

by the Vietnam Digital Communications Association.



### "BEST BANK FOR RISK MANAGEMENT VIETNAM 2024"

by Global Banking and Finance Review (GBAF).



### "BEST EMPLOYEE ENGAGEMENT BANK IN ESG IMPLEMENTATION"

at Vietnam First ESG Awards 2024

by Dan Tri Newspaper.



## HIGHLIGHTS IN 2024

### TOTAL PROFIT AFTER TAX

**3,607**  
BILLION VND

up 37.6% compared to 2023:  
VND 2,622 billion

### TOTAL OUTSTANDING LOANS AS OF 31 DECEMBER 2024

**167,738**  
BILLION VND

up 18.59% compared to  
31 December 2023:  
VND 141,438 billion

### TOTAL ACTUAL PAYMENTS TO THE STATE BUDGET IN 2024

**1,288**  
BILLION VND

up 86.67% compared to  
2023: VND 690 billion

### NUMBER OF TREES/ FOREST AREA COVERAGE ACCORDING TO THE "GREEN" PROGRAM

**3,700**  
GREEN TREES \*

\* Statistics in 2023 and 2024

### NUMBER OF EMPLOYEES AS OF 31 DECEMBER 2024

**5,249**  
EMPLOYEES \*

\* Statistics of contract employees  
& employees with probationary  
contracts with Nam A Bank as of  
31 December 2024

### TOTAL EXPENDITURE FOR SOCIAL SECURITY ACTIVITIES IN 2024 REACHED

**32.4**  
BILLION VND

as follows

#### Health

**4.1**  
BILLION VND

#### Education

**2.8**  
BILLION VND

Poor households and  
families in difficult  
circumstances  
**4**  
BILLION VND

#### Natural disaster recovery

**2.5**  
BILLION VND

Other social security  
activities  
**19**  
BILLION VND



## OVERVIEW OF NAM A BANK

General information

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Key milestones of Nam  
A Bank on the journey to  
sustainability

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# GENERAL INFORMATION

GRI 2-1, 2-2, 2-6 REFERENCE



**NAM A BANK**

Full Vietnamese trading name: **NGÂN HÀNG THƯƠNG MẠI CỔ  
PHẦN NAM Á**

Full English trading name: **NAM A COMMERCIAL JOINT  
STOCK BANK**

Abbreviated trading name: **NAM A BANK**

Stock code: **NAB**

Head Office Address: **201 - 203 Cach Mang Thang Tam  
Street, Ward 4, District 3, Ho Chi  
Minh City**

Fax: **(028) 3929 6688**

Telephone: **(028) 3929 6699**

Website: **www.namabank.com.vn**

Tax code: **0300872315**

Charter capital: **VND 13,725.5 billion**

Moody's credit rating: **Outlook – "Stable"**

Fitch Ratings' credit rating: **Outlook – "Stable"**



# GENERAL INFORMATION

GRI 2-1, 2-2, 2-6 REFERENCE

## ORGANIZATIONAL STRUCTURE & CHART

As of 31 December 2024, Nam A Bank has 1 subsidiary as follows:

Full name in Vietnamese:

**Nam A Bank Asset  
Management Company Limited**

Abbreviated name:  
**AMC - NAM A BANK**

Headquarters Address:  
**SR18-SR19, Quy Nhon  
Business Center, No 7, Nguyen  
Tat Thanh, Ly Thuong Kiet  
Ward, Quy Nhon City, Binh  
Dinh Province**

Rep. Office Address:  
**6th Floor, 489 Ly Thuong Kiet  
Street, Ward 8, Tan Binh  
District, Ho Chi Minh City**

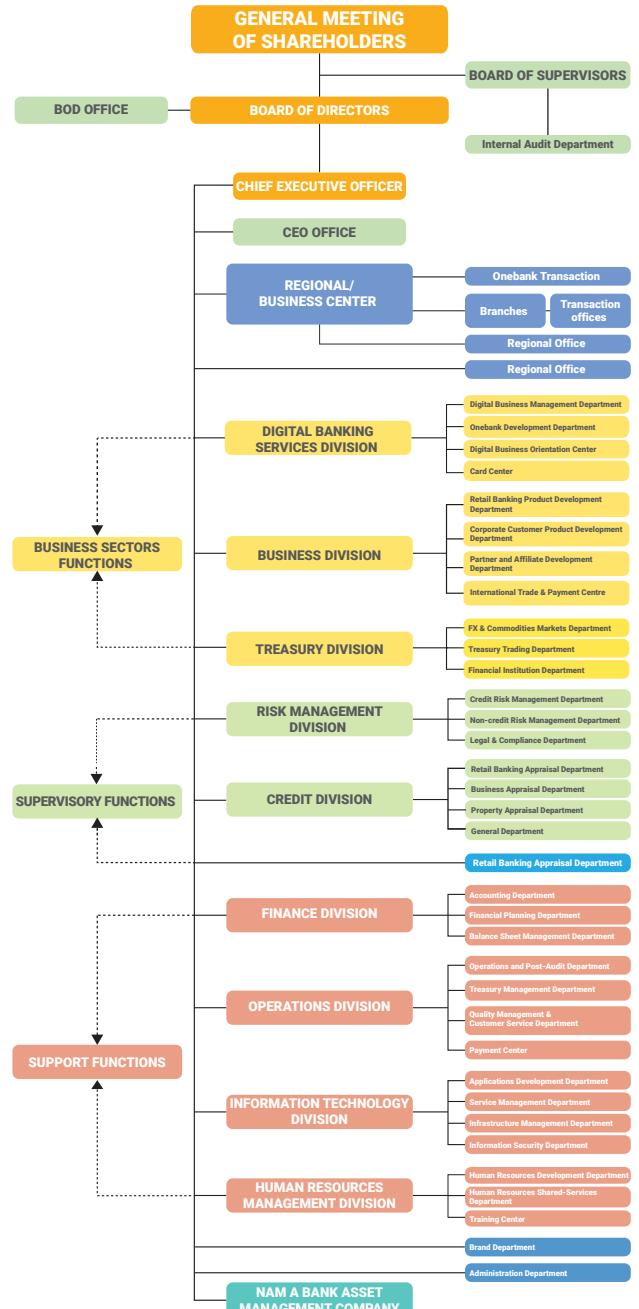
Tax code:  
**0304691951**

Charter capital:  
**VND 500 billion**

Ownership ratio of Nam A Bank:  
**100%**

Business portfolio:  
**Debt management and Asset  
Exploitation**

## ORGANIZATIONAL STRUCTURE CHART



## CORE PRODUCTS AND SERVICES



### MOBILIZING SHORT, MEDIUM AND LONG-TERM CAPITAL

- ✓ Non-term deposits
- ✓ Term deposits
- ✓ Certificate of deposit
- ✓ Reception of development investment capital
- ✓ Access to loans from other credit organizations



### INVESTMENT

- ✓ Securities investment
- ✓ Investments in associates and joint ventures
- ✓ Investment in Government and Corporate Bonds



### OFFERING SHORT, MEDIUM AND LONG-TERM LOANS

- ✓ Accelerating loans to organizations, businesses, individuals (business, manufacturing, consumption, etc.).
- ✓ Trust loans
- ✓ Guarantee
- ✓ Debt purchase



### ASSET MANAGEMENT

- ✓ Cash management
- ✓ Banking-Financial Consulting Services
- ✓ Asset preservation
- ✓ Renting unused commercial space owned by Nam A Bank
- ✓ Safe locker rental service



### PAYMENT INTERMEDIARY SERVICE AND FOREIGN EXCHANGE TRADING

- ✓ Collection authorization
- ✓ Payment authorization
- ✓ International payment
- ✓ Foreign exchange and gold bar trading
- ✓ Agent banking



### COMMERCIAL PAPER AND BOND DISCOUNTING AND OTHER VALUABLE DOCUMENTS

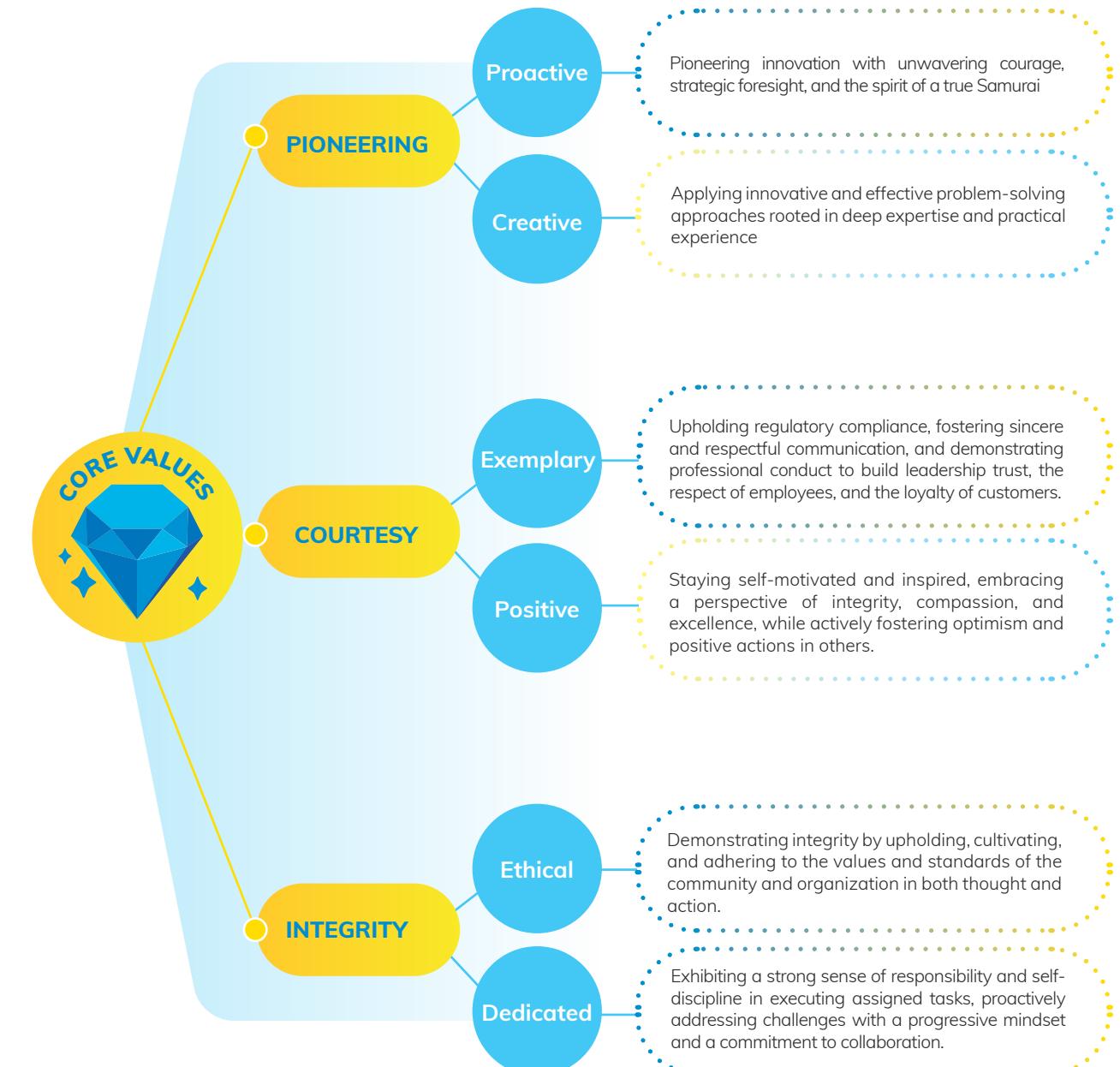


### INSURANCE AGENT

# GENERAL INFORMATION

GRI 2-1, 2-2, 2-6 REFERENCE

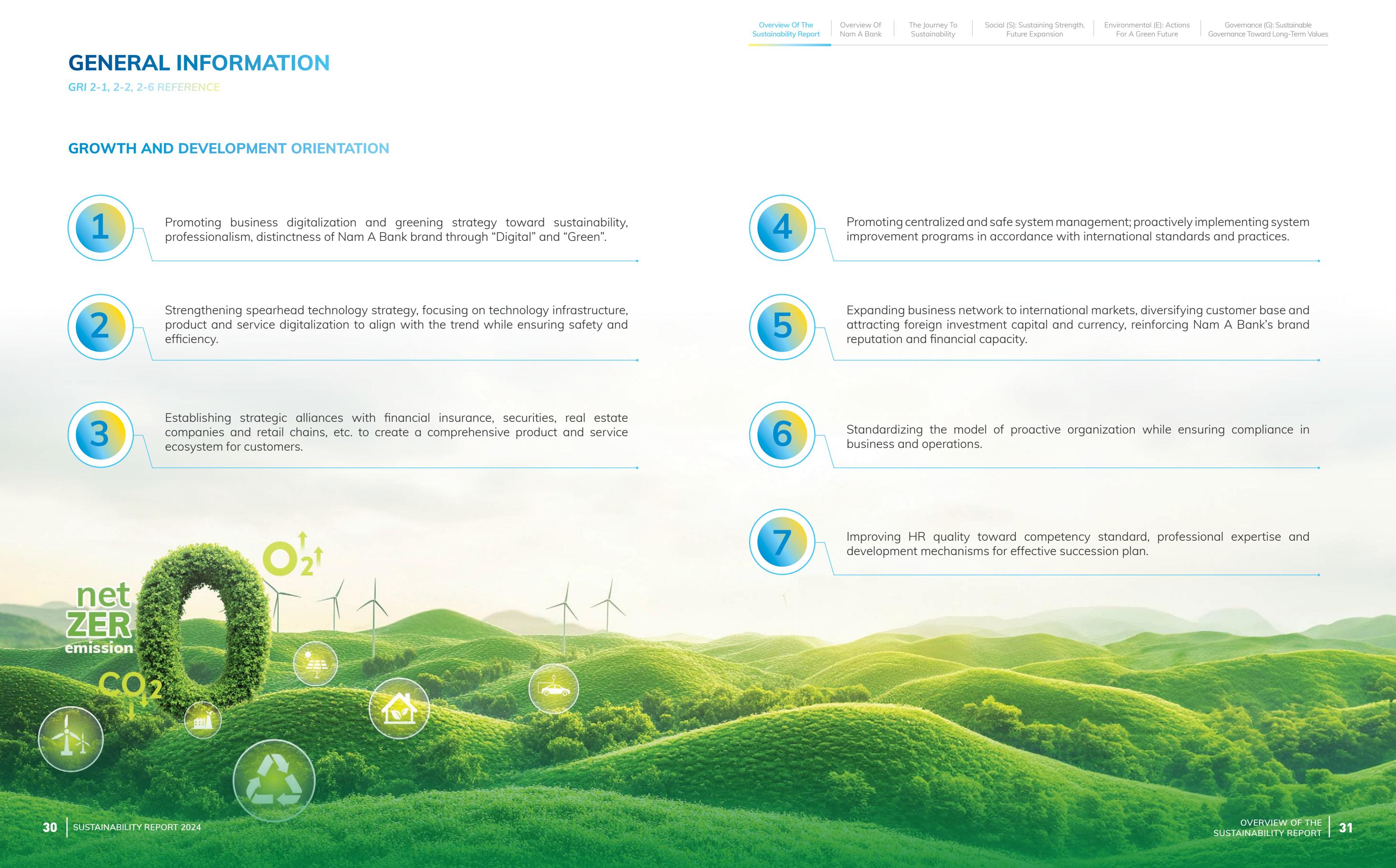
## MISSION - VISION - CORE VALUES



# GENERAL INFORMATION

GRI 2-1, 2-2, 2-6 REFERENCE

## GROWTH AND DEVELOPMENT ORIENTATION



- 1** Promoting business digitalization and greening strategy toward sustainability, professionalism, distinctness of Nam A Bank brand through "Digital" and "Green".
- 2** Strengthening spearhead technology strategy, focusing on technology infrastructure, product and service digitalization to align with the trend while ensuring safety and efficiency.
- 3** Establishing strategic alliances with financial insurance, securities, real estate companies and retail chains, etc. to create a comprehensive product and service ecosystem for customers.
- 4** Promoting centralized and safe system management; proactively implementing system improvement programs in accordance with international standards and practices.
- 5** Expanding business network to international markets, diversifying customer base and attracting foreign investment capital and currency, reinforcing Nam A Bank's brand reputation and financial capacity.
- 6** Standardizing the model of proactive organization while ensuring compliance in business and operations.
- 7** Improving HR quality toward competency standard, professional expertise and development mechanisms for effective succession plan.

# KEY MILESTONES OF NAM A BANK ON THE JOURNEY TO SUSTAINABILITY

GRI 2-6, 2-28 REFERENCE





## THE JOURNEY TO SUSTAINABILITY

- Sustainability Orientation of Nam A Bank 36
- Sustainability governance 40
- Stakeholder engagement 46
- Material topics 50

# SUSTAINABILITY ORIENTATION OF NAM A BANK

GRI 2-22, 2-23, 2-24 REFERENCE

In 2021, at the 26th United Nations Framework Convention on Climate Change (COP26), the Government of Vietnam made its first-ever commitment to achieving Net Zero emissions by 2050. This pledge affirmed Vietnam's strategic vision for developing green banking as a key pillar of sustainable development.

The State Bank of Vietnam has issued Circular No. 17/2022, providing guidance on environmental risk management in credit extension activities for credit institutions and foreign bank branches, effective from 01 June 2023. Vietnam's legal framework for banking system sustainability has been gradually strengthened, serving as a driving force for the banking system to pursue sustainable development.

Nam A Bank considers sustainability and environmental protection essential components of its business strategy, aligning with Vietnam's goal of achieving Net Zero emissions by 2050. As part of this strategy, the Bank has adopted a comprehensive financial model with "Digital" and "Green" as its two strategic pillars. The Bank continues to invest in and

lead the development of high-tech financial products and services to customers, contributing meaningfully to reducing human-caused environmental impacts.

Nam A Bank also focuses on developing high-quality human resources, advancing professional capacity, and ensuring a positive working environment for employees. Additionally, the Bank is strengthening its sustainable management framework and actively participating in community initiatives that contribute to broader social development.

To achieve these goals, Nam A Bank has introduced financial tools aligned with capital mobilization requirements for green projects in Vietnam. In addition to training and promotional efforts, the Bank focuses on raising awareness, guiding employees toward a carbon-neutral lifestyle, improving work performance within a green working environment, and minimizing negative impacts on the climate and natural environment.



# SUSTAINABILITY ORIENTATION OF NAM A BANK

GRI 2-22, 2-23, 2-24 REFERENCE

Nam A Bank's efforts are directed toward achieving its sustainable development goals, with a focus on the key pillars of **Environmental, Social, and Governance – Economic**.



## COMMITMENT

Nam A Bank believes the climate and natural environment play a crucial role in long-term sustainability. The Bank is committed to implementing internal initiatives through green financial solutions to help reduce greenhouse gas emissions and enhance climate change adaptability. In addition, Nam A Bank is committed to applying modern, environmentally friendly technologies, promoting energy efficiency throughout its green banking digitalization roadmap, and managing both direct and indirect environmental impacts across all business activities.

## GOAL

- Reducing Scope 1 and 2 greenhouse gas emissions.
- Greening business activities and banking operations.
- Scaling up green credit for clean and renewable energy projects and sustainable agriculture.
- Expanding credit products for low-carbon production and consumption activities.
- Mitigating environmental impacts of the credit portfolio.
- Participating in the carbon credit market as stipulated.
- Researching customer service solutions for environmental risk management.
- Promoting sustainable procurement practices.

## COMMITMENT



Social

Nam A Bank continues to innovate and create value, sharing success with stakeholders with a focus on societal engagement and the principle of "No one is left behind". Keeping service quality as a top priority, the Bank aims to offer convenient, safe, and effective financial services. The Bank listens to both internal and external stakeholders and works together with them to pursue the goal of a better life.

## GOAL

- A satisfying work environment encourages long-term employee commitment.
- Talents of all ages are highly valued with a clear and transparent promotion roadmap.
- Respecting diversity and equality.
- Ensuring occupational safety and health for both employees and customers.
- Providing training and retraining courses to improve employee capacity.
- 99% of customers are satisfied/very satisfied with direct services at transaction counters/Onebank points of Nam A Bank.
- Increasing the number of community members sharing Nam A Bank's values to improve quality of life and access to essential services.



Governance  
– Economic

Transparency and accountability are fundamental to sustainability. Nam A Bank has zero tolerance for any form of corruption, bribery, or money laundering, and ensures digital and information security in all financial transactions. The Bank consistently applies advanced corporate management models, establishes and operates effective risk management systems, and maintains a strong corporate culture and transparent business partnerships, contributing to a clean and healthy economy.

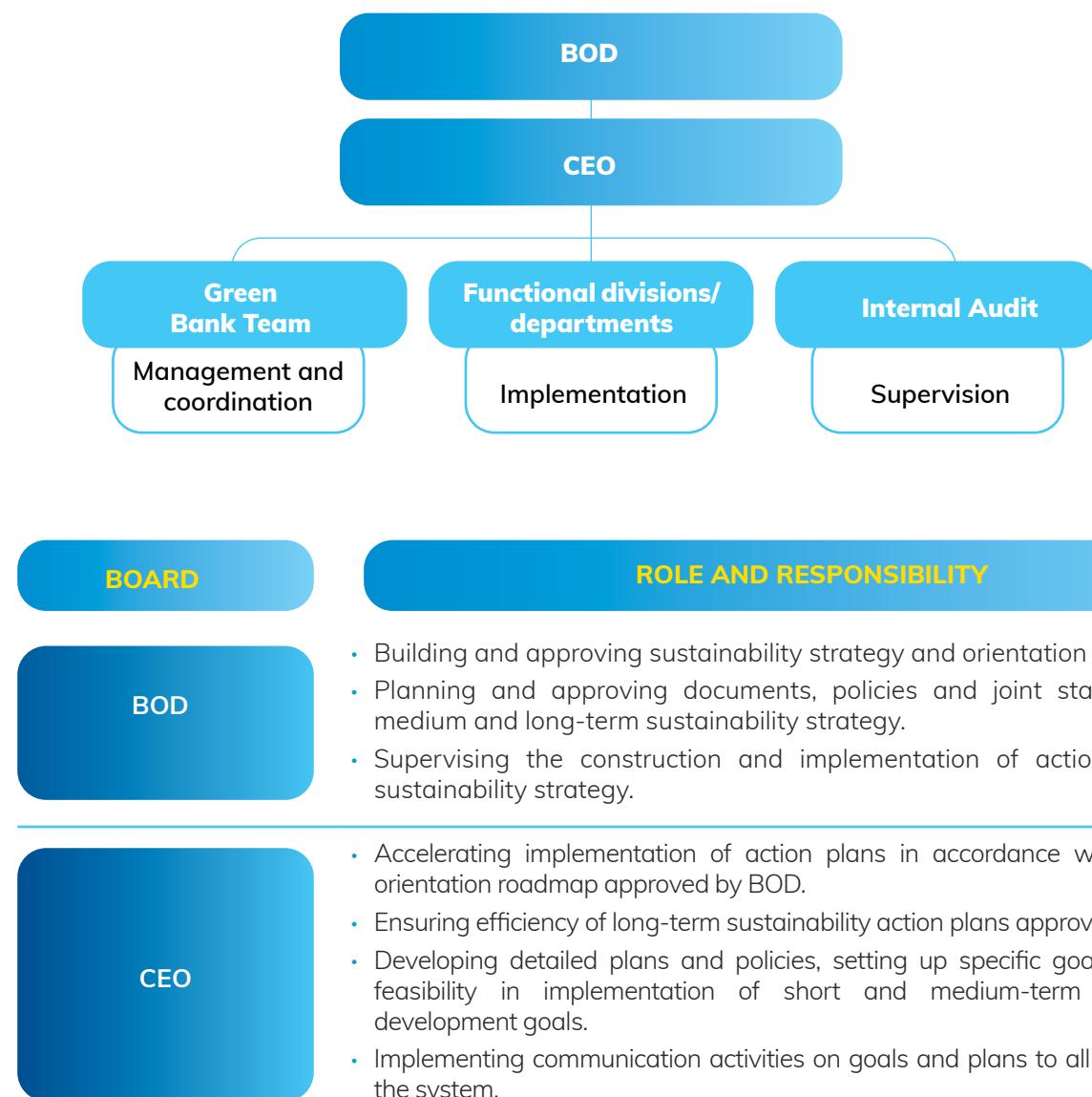
- Contributing to the economic growth and development of Vietnam.
- Ensuring the legal rights of minority shareholders.
- Complying with current legal regulations related to business activities.
- Maintaining compliance with information security and cybersecurity standards.
- Scaling up digitalization in financial transactions and business operations.
- Timely prevention of serious consequences arising from ESG-related issues.

# SUSTAINABILITY GOVERNANCE

GRI 2-12, 2-13, 2-14, 2-16, GRI 3-3, GRI 201-2 REFERENCE

Nam A Bank always prioritizes mobilizing resources to implement its business activities associated with "Digital" and "Green" strategy; affirming the sustainability, professionalism and distinctiveness of Nam A Bank brand through "Digital" and "Green".

In order to achieve this goal, Nam A Bank focuses on building a streamlined management structure while ensuring rigor and efficiency for all activities from planning to supervision, from coordination to implementation in accordance with strategic orientation established by Leadership Team in each period.



# SUSTAINABILITY GOVERNANCE

GRI 2-12, 2-13, 2-14, 2-16, GRI 3-3, GRI 201-2 REFERENCE

## CONTRIBUTION OF NAM A BANK TO GLOBAL SUSTAINABLE DEVELOPMENT GOALS

Implementation of Principle 2 under United Nations Principles for Responsible Banking (Principle 2 –UN PRB)

# SDGs

## Sustainable Development Goals



SDGs	OBJECTIVE INTERPRETATION	CONTRIBUTION OF NAM A BANK IN 2024
1 NO POVERTY	End poverty in all its forms everywhere.	<ul style="list-style-type: none"> <li>Implementing programs and contributing to funds for poor people, supporting families with difficult circumstances in economically underdeveloped areas and regions easily impacted by natural disasters, flooding, etc. with a total value of VND 4.02 billion in 2024.</li> </ul>
2 ZERO HUNGER	End hunger, achieve food security, improve nutrition, and promote sustainable agriculture.	<ul style="list-style-type: none"> <li>Implementing programs and contributing to funds for families with difficult circumstances in economically underdeveloped areas, areas easily impacted by natural disasters, flooding, etc.</li> <li>Prioritizing loans to green, clean and circular agricultural projects through preferential capital sources with total outstanding debt of VND 584 billion as of 31 December 2024.</li> </ul>
3 GOOD HEALTH AND WELL-BEING	Ensure healthy lives and promote well-being for all at all ages	<ul style="list-style-type: none"> <li>Ensuring compulsory healthcare benefits for 100% of employees.</li> <li>Providing additional healthcare benefits to specific groups in each period.</li> <li>Promoting and encouraging employees to avoid alcohol consumption (especially during working hour).</li> <li>Enhancing corporate culture by promoting tea consumption, which is beneficial for employees' health.</li> <li>Funding and enhancing local healthcare facilities with a total value of VND 4.073 billion</li> </ul>
4 QUALITY EDUCATION	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	<ul style="list-style-type: none"> <li>Organizing training courses of professional skills for employees with total training hours of 240,132 in 2024.</li> <li>Giving scholarships to poor students who strive to overcome difficulties, financing school facilities in economically underdeveloped areas with total value of VND 2.84 billion in 2024.</li> </ul>
5 GENDER EQUALITY	Achieve gender equality and empower all women and girls.	<ul style="list-style-type: none"> <li>Female employees account for 55.6% at Nam A Bank.</li> <li>3/7 members of the BOD are female.</li> </ul>

# SUSTAINABILITY GOVERNANCE

GRI 2-12, 2-13, 2-14, 2-16, GRI 3-3, GRI 201-2 REFERENCE

## CONTRIBUTION OF NAM A BANK TO GLOBAL SUSTAINABLE DEVELOPMENT GOALS

SDGs	OBJECTIVE INTERPRETATION	CONTRIBUTION OF NAM A BANK IN 2024
6 CLEAN WATER AND SANITATION	Ensure access to water and sanitation for all.	<ul style="list-style-type: none"> <li>Organizing programs, activities, and building initiatives on water saving and water source protection.</li> <li>Wastewater in large buildings is periodically tested in accordance with environmental protection standards.</li> </ul>
7 AFFORDABLE AND CLEAN ENERGY	Ensure access to affordable, reliable, sustainable and modern energy for all.	<ul style="list-style-type: none"> <li>Prioritizing loans to green and clean energy projects by providing preferential loans with total outstanding debt of VND 7,757 billion as of 31 December 2024.</li> </ul>
8 DECENT WORK AND ECONOMIC GROWTH	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	<ul style="list-style-type: none"> <li>Profit increased by more than 37.6% and total asset increased by 16.8% compared to 2023.</li> <li>Maintaining average annual income growth rate per employee.</li> <li>Prioritizing capital disbursement for projects that create more jobs for local people in economically underdeveloped areas.</li> </ul>
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Make cities and human settlements inclusive, safe, resilient and sustainable.	<ul style="list-style-type: none"> <li>Development strategy focuses on "Digitalization" and digital banking transformation: Nam A Bank has opened 114 Onebank 365+ units across the system as of 2024.</li> </ul>
10 REDUCED INEQUALITY	Reduce inequality within and among countries.	<ul style="list-style-type: none"> <li>At Nam A Bank, there is no difference in starting salary between women and men, or between regions. Nam A Bank's starting salary is higher than minimum wage as prescribed by current law.</li> </ul>
11 SUSTAINABLE CITIES AND COMMUNITIES	Make cities and human settlements inclusive, safe, resilient and sustainable.	<ul style="list-style-type: none"> <li>Nam A Bank has funded infrastructure projects in underdeveloped areas.</li> </ul>



12 RESPONSIBLE CONSUMPTION AND PRODUCTION  
∞

Ensure sustainable consumption and production patterns.



13 CLIMATE ACTION  
眼界

Take urgent action to combat climate change and its impacts.



14 LIFE BELOW WATER



Conserve and sustainably use oceans, seas, and marine resources for sustainable development.



15 LIFE ON LAND



Protect and restore terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and stop biodiversity loss.



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.



17 PARTNERSHIP FOR THE GOALS



Strengthen implementation and revitalize global partnerships for sustainable development.



SDGs  
OBJECTIVE INTERPRETATION

CONTRIBUTION OF NAM A BANK IN 2024

- Building sustainable value chains in compliance with current regulations on environmental and social impacts.
- Promoting and revitalizing green consumption behaviors and energy-saving practices, reducing consumable use.
- Ensuring customer data protection by maintaining a security system aligned with international standards.
- Developing and implementing an ESG risk framework in the entire value chain.
- Mobilizing green capital sources to implement green credit programs.
- Encouraging and applying energy-saving practices and reducing greenhouse gas emissions from fossil fuel consumption.
- Supporting and participating in projects to protect and develop forests in coastal areas.
- Assessing environmental impacts on projects that use marine resources.
- Supporting and participating in tree planting and forest development, Nam A Bank has participated in tree planting project with a total of 1,500 green trees.
- Prioritizing loans to environmentally-friendly projects and renovations that do not negatively impact the ecosystem and biodiversity.

Maintaining a democratic workplace to ensure employees' rights and encouraging employees to speak up about unethical behavior in the workplace.

Cooperating with the Global Climate Partnership Fund – GCPF and signing MOUs with ResponsAbility (Switzerland) to implement Green Credit and ESG risk programs in credit granting activities.

# STAKEHOLDER ENGAGEMENT

GRI 2-29 REFERENCE

## STAKEHOLDER ENGAGEMENT ACTIVITIES

Nam A Bank is aware that it requires joint efforts and consensus of business partners, customers and employees to achieve sustainable development. Therefore, aside from business concerns, Nam A Bank also wishes to receive ESG related feedback from stakeholders to build a comprehensive and valuable information base as a foundation for decision making. Sustainable business partnership is

an important key for Nam A Bank to realize its long-term economic growth strategy and contribute to a prosperous and better society. With each stakeholder, Nam A Bank develops specific interaction methods and information exchange approaches through appropriate forms and communication channels.

STAKEHOLDERS	METHODS OF INTERACTION	FREQUENCIES OF INTERACTION	INTERACTIVE CONTENT & STAKEHOLDER INTERESTS
Employees	Regular meetings and internal workshops	Monthly	<ul style="list-style-type: none"> <li>Working environment and income, welfare policies</li> <li>Workflow</li> <li>Training and promotion roadmap</li> <li>Engagement level</li> <li>Sustainable HR management with ESG practices.</li> </ul>
	Employee satisfaction survey and their feedback	Annually	
	Informal meetings to encourage idea sharing	Irregular	
	Internal communication channels such as email, newsletters and internal social networks	Regularly	
Shareholders/investors	Ordinary General Meeting of Shareholders	Annually	<ul style="list-style-type: none"> <li>Development plan and long-term strategy</li> <li>Corporate governance issues and potential risks</li> <li>Promoting timely reporting of transparent information.</li> </ul>
	Periodic financial statement	Quarterly	
	Press release and newsletters on the official website	When important events occur and/or monthly	
	Social media channels and emails to give quick and accurate updates	Regularly	
Customers	Online survey and customer interview	Regularly	<ul style="list-style-type: none"> <li>Product and service quality</li> <li>Customer service and troubleshooting</li> <li>Product innovation</li> <li>Information security and privacy</li> <li>Pursuing healthy competition</li> </ul>
	Workshop and customer conference	At least 2 times/year	
	Customer service call center and online services	24/7	
	Social networks and other online platforms	24/7	

RESULTS IN 2024	ACTIONS OF NAM A BANK
<ul style="list-style-type: none"> <li>98% of employees reported being happy at work</li> </ul>	<ul style="list-style-type: none"> <li>Organizing annual trade union congress</li> <li>Improving HR policies based on employee feedback</li> <li>Organizing periodic employee health check-ups, healthcare insurance programs for employees and their relatives.</li> <li>Organizing training courses to improve professional skills for employees aligning with their needs and career advancement desires</li> <li>Organizing sports, cultural activities to enhance physical and mental health and strengthen employee engagement</li> <li>Encouraging employee involvement in important decision-making</li> </ul>
<ul style="list-style-type: none"> <li>Shareholders dated March 2025</li> <li>100% of financial statements were released on time with full information as required, semi-annual financial statement were reviewed while annual financial statements were audited by globally reputable independent auditing firm</li> <li>100% of news that need to be published was updated on Nam A Bank's website within 24 hours of occurrence</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring transparency in financial statements and corporate information</li> <li>Implementing necessary measures to improve corporate governance</li> <li>Optimizing shareholder and investor communication based on their feedback</li> <li>Making strategic decisions based shareholder and investors interest</li> <li>Identifying potential issues for timely adjustment</li> </ul>
<ul style="list-style-type: none"> <li>Conducting customer satisfaction surveys for 100% of counter service.</li> <li>99% of customers satisfied/very satisfied with direct services at the transaction counters/ Onebank points of Nam A Bank</li> <li>100% of customer calls are answered within the required time frame</li> </ul>	<ul style="list-style-type: none"> <li>Adjusting policies and procedures of providing products and services based on customer feedback and expectation.</li> <li>Organizing training courses for employees to improve service quality and customer satisfaction index</li> <li>Implementing initiatives to enhance customer experience and build long-lasting customer relationships</li> <li>Identifying potential issues for timely problem solving</li> </ul>

# STAKEHOLDER ENGAGEMENT

GRI 2-29 REFERENCE

## STAKEHOLDER ENGAGEMENT ACTIVITIES

STAKEHOLDERS	METHODS OF INTERACTION	FREQUENCIES OF INTERACTION	INTERACTIVE CONTENT & STAKEHOLDER INTERESTS	RESULTS IN 2024	ACTIONS OF NAM A BANK
 <b>Partners and suppliers</b>	Regular meetings to discuss the progress & cooperation issues	Monthly or as agreed in the contract	<ul style="list-style-type: none"> <li>Quality and reliability of products/ services</li> <li>Contract terms and fair dealing</li> <li>Fairness and transparency in contractor performance evaluation</li> <li>Sustainable &amp; long-term partnerships</li> <li>Management of social-environmental impacts</li> </ul>	<ul style="list-style-type: none"> <li>Receiving and implementing new initiatives based on feedback of idea of business partners</li> </ul>	<ul style="list-style-type: none"> <li>Adjusting/updating workflow process and requirements based on supplier feedback</li> <li>Requesting partners to implement improvement initiatives to improve performance and service quality</li> <li>Encouraging creativity and innovation from business partners</li> <li>Identifying and timely solving supply chain issues</li> <li>Organizing training courses to enhance suppliers' awareness of sustainability related issues</li> </ul>
	Negotiation meetings to discuss conditions and terms of product and service provision	Irregularly			
	Email and project management software	Regularly			
	Workshops and professional networking to build strong connections	Irregularly			
 <b>State administrative and policy making agencies</b>	Regular meetings and workshops to discuss policies and new regulations	Monthly or on demand	<ul style="list-style-type: none"> <li>Complying with regulations and the law</li> <li>Fully fulfilling obligations to the State budget</li> <li>Managing social-environmental impacts</li> <li>Pursuing healthy competition</li> <li>Information transparency and accountability</li> <li>Developing green and sustainable finance</li> <li>Emission reduction and carbon neutrality</li> <li>Digital transformation strategy and digitalization program</li> <li>Anti-corruption, anti-bribery and anti-money laundering</li> </ul>	<ul style="list-style-type: none"> <li>No violation of laws occurred</li> <li>100% of tax returns are submitted on time.</li> <li>Promoted community-friendly and sector-resilient initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Improving internal processes to ensure compliance with new regulations</li> <li>Taking necessary measures to enhance transparency and accountability</li> <li>Engaging in policy development and experience sharing</li> <li>Conducting periodic assessment and updating internal policies as stipulated by management agencies</li> </ul>
	Submitting periodic reports and necessary documents as requested	Monthly/quarterly/annually			
	Participating in surveys and idea contribution to policy development	Irregularly			
	Participating in banking related forums and events	Irregularly			
 <b>Community</b>	Community Sponsorship and support programs	Irregularly	<ul style="list-style-type: none"> <li>Managing social – environmental impacts</li> <li>Strengthening corporate social responsibility</li> <li>Supporting local community development</li> <li>Coping with climate change and emissions reduction</li> <li>Spreading environmental protection activities toward community</li> </ul>	<ul style="list-style-type: none"> <li>Total expenditure of social security and community activities reached VND 32.4 billion</li> </ul>	<ul style="list-style-type: none"> <li>Implementing and participating in community support programs, social and volunteer activities</li> <li>Developing best social impact initiatives</li> <li>Providing transparent reporting on Nam A Bank's activities and its impacts on the community</li> <li>Identifying and solving specific social issues</li> </ul>
	Participating in volunteer activities and community events	Regularly			
	Organizing workshops and conferences to listen to community opinions	Quarterly or on demand			
	Social media channels and website to update information and feedback	Regularly			

# MATERIAL TOPICS

GRI 3-1, 3-2 REFERENCE

## PROCESS TO IDENTIFY AND ASSESS MATERIAL TOPICS

The process to determine ESG areas at Nam A Bank is based on the guidance of GRI 3 under GRI Universal Standards 2021 and is reviewed annually to adjust and supplement in alignment with national trends and banking sector. The process includes 4 key steps as follows:

- 01** **Step 1**  
Context Analysis
- 02** **Step 2**  
Determine actual and potential impacts
- 03** **Step 3**  
Assess impact materiality
- 04** **Step 4**  
Identify top priority areas for sustainability reporting

To determine the list of Environmental, Social, Governance and Economic areas and aspects that have impacts on business activities and sustainability journey of Nam A Bank.

Based on the context analysis in Step 1 and the Bank's strategic priorities for each period, Nam A Bank reviews both existing and potential Environmental, Social, Governance, and Economic impacts - positive and negative alike. To ensure an accurate and relevant assessment, the Bank engages stakeholders as well as internal and external experts to evaluate the significance of each impact and consolidates their input as the basis for the subsequent step.

Drawing on the results of Step 2, Nam A Bank preliminarily prioritizes the sustainability factors most important to internal and external stakeholders. This serves as a basis for setting short-term sustainability goals and assessing the Bank's current performance. To determine the materiality of each impact, the Bank reviews its level of control and influence across the value chain and considers connections among related topic groups

Following Step 3, Nam A Bank finalizes the priority ranking and classifies material topics for reporting. The Bank then seeks validation of the material topics list from the Leadership Board, experts, and key internal stakeholders, and reviews its alignment with relevant standards and global sustainability trends. Once approved, specialized teams implement management and monitoring measures and prepare the annual sustainability report.



# MATERIAL TOPICS

GRI 3-1, 3-2 REFERENCE

## LIST OF MATERIAL TOPICS & SDGS

AREA	MATERIAL TOPICS	CONTENT	SDGS
ENVIRONMENT (E)	E.1 Green Finance	Nam A Bank develops and enhances policies and orientations to implement green financial products across the system. The Bank provides credits to projects with positive environmental impacts and contributions to energy transition, environmental protection to achieve national and global emissions reduction goals.	
	E.2 Emissions reduction	Nam A Bank focuses on implementing energy-saving and efficient initiatives and solutions, achieving reductions in Scope 1 and Scope 2 greenhouse gas emissions, contributing to Net Zero CO2 by 2050.  The Bank also cooperates with suppliers who conduct environmental impact assessment and management.	
	E.3 Environmental impact management	In all business activities nationwide, Nam A Bank always prioritizes managing environmental impacts, implementing initiatives and measures to effectively use natural resources, wastewater and solid-waste collection and treatment in accordance with legal regulations without causing harm to people's health.	

## LIST OF MATERIAL TOPICS & SDGS

AREA	MATERIAL TOPICS	CONTENT	SDGS
SOCIAL (S)	S.1 HR investment and development	Nam A Bank implements HR investment and development programs by creating a professional, positive working environment, together with talent attraction and retention policies.  The Bank provides career development opportunities and strengthens workplace cohesion.	
	S.2 Ensure employee welfare and benefits	Nam A Bank ensures employee welfare and maintains competitive remuneration policies, building appropriate mechanisms to attract and retain talent as a solid foundation for reinforcing and enhancing competitiveness in the financial market..	
	S.3 Customer data security and privacy	The Bank ensures information system security to protect assets, strengthen customer trust, and promote sustainable development in a challenging business environment. Nam A Bank prioritizes applying advanced security technology integrated into the banking system to promptly detect suspicious or unusual transactions. This enables timely alerts and fraud prevention, such as fake transactions or insider threats.	

# MATERIAL TOPICS

GRI 3-1, 3-2 REFERENCE

## LIST OF MATERIAL TOPICS & SDGS

AREA	MATERIAL TOPICS	CONTENT	SDGS
 <b>GOVERNANCE (G)</b>	 <b>Digital transformation and information security</b>	<p>In the era of globalization and rapid technology development, digital transformation is not an option but a mandatory requirement and a survival strategy for the Bank. Nam A Bank continuously invests and upgrades technology infrastructure to ensure a solid foundation for digital transformation and information security across all activities, protecting customer data and assets. The Bank also strengthens high-quality HR training and development to meet requirements of digital transformation.</p>	 
	 <b>Transparent and effective governance</b>	<p>Nam A Bank pioneers in adopting international practices to improve risk and financial management across all banking activities.</p>	
	 <b>Anti-corruption and bribery, anti-money laundering</b>	<p>Recognizing the critical roles and missions of the banking system as a frontline defense against corruption, bribery, and money laundering; Nam A Bank prioritizes enhancing risk management capacity and compliance, especially mechanisms, policies, and training programs to raise awareness of anti-corruption, anti-bribery, and anti-money laundering to employees. The Bank also develops IT systems to detect and prevent indicators of corruption, bribery, or activities supporting money laundering.</p>	
	 <b>ESG risk management</b>	<p>Nam A Bank also focuses on developing methodologies, organizational structures and processes for managing ESG risk that may arise during business operations, especially credit activities, to reduce negative impacts and increase positive social and environmental outcomes as well as prevent potential damage caused by ESG risks to the Bank's operations and financial situation.</p>	      

## MATERIALITY MATRIX

Very important



Nam A Bank reviews and updates the list of material topics and levels of social and environmental impacts from business activities y-o-y to adapt to market context and stakeholder interests.



## **SOCIAL (S): SUSTAINING STRENGTH – FUTURE EXPANSION**

<b>HR investment and development</b>	<b>60</b>
<b>Ensure employee welfare and benefits</b>	<b>75</b>
<b>Customer data security and privacy</b>	<b>83</b>



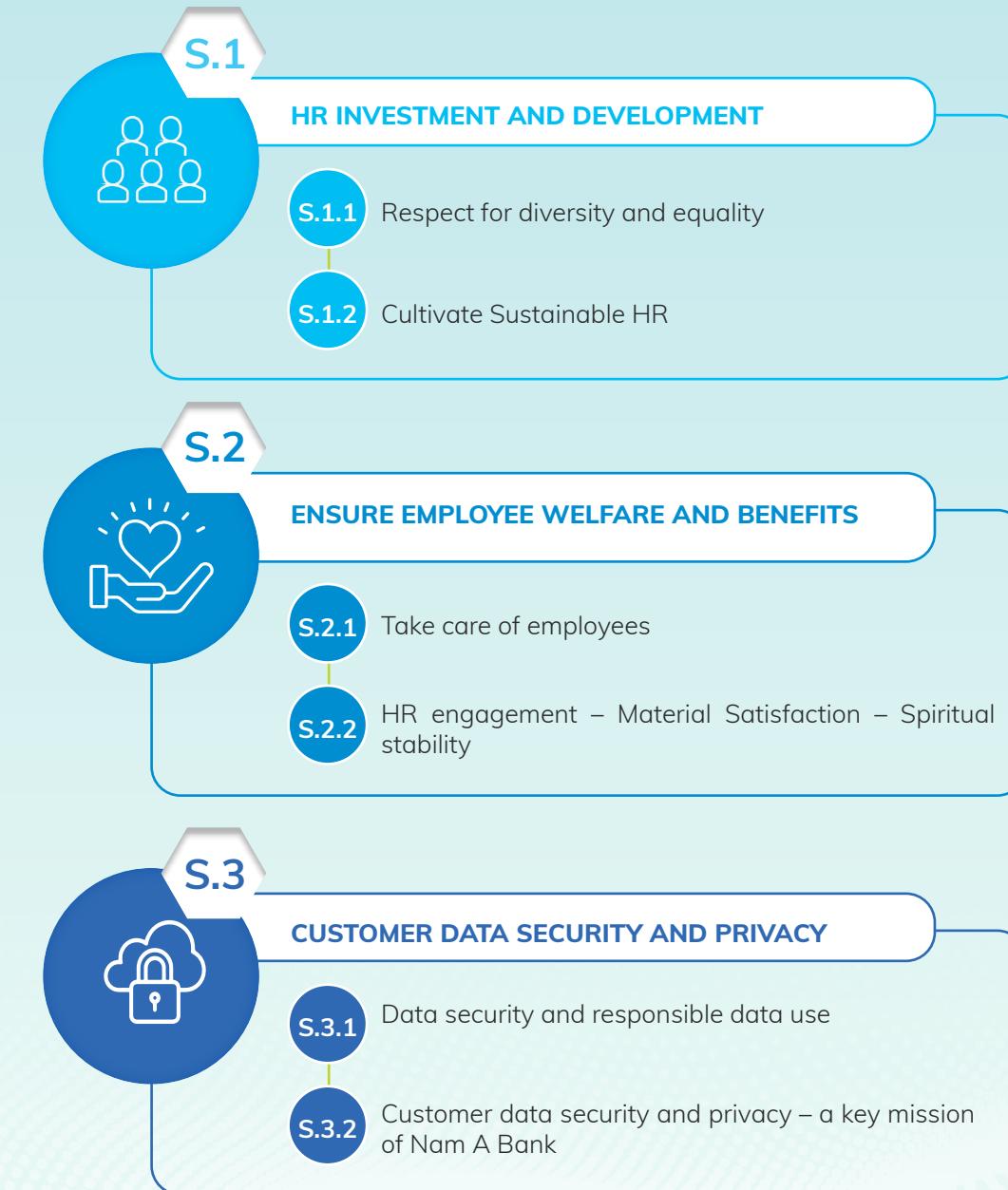
# 03

# SOCIAL (S):

## SUSTAINING STRENGTH – FUTURE EXPANSION



Nam A Bank implements each material topic in 2024 as follows:



## S.1. HR INVESTMENT AND DEVELOPMENT

GRI 2-7, 2-8, 202, 401-1, 404, 405, 406, 410-1; SDG 4,8 REFERENCE



Over its 30-year journey of development and innovation, Nam A Bank has always prioritized accompanying, supporting, and sharing with employees. The Bank strengthens its restructuring efforts and systematic HR development aligned with the 3C model: "Competence Standards - Cybernologist - Choose Green Living". This remains a key mission throughout Nam A Bank's development journey. Nam A Bank has made an impressive mark by being voted as one of "Best Company to work for in Asia" and "Most Caring Company Award 2024" by HR Asia for four consecutive years. This recognition affirms the Bank's ongoing efforts to build a modern, professional and open working environment that attracts and develops high-quality human resources aligned with the Bank's "Competence Standards".



S.1.1

### RESPECT FOR DIVERSITY AND EQUALITY

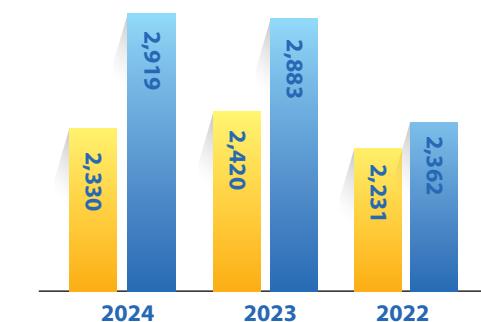
Nam A Bank implements talent attraction and recruitment policies that respect diversity and inclusiveness regardless of gender, religion, or region, ensuring equality and transparency throughout the recruitment process. The Bank consistently maintains a female employee ratio of over 50% – a level comparable to the majority of banks in the industry.

Nam A Bank believes that people are the most valuable asset, therefore, job creation and stable income are among its top priorities. Employment opportunities are not limited to specific business units or headquarters, diversity and equality are upheld across the entire system.

#### HR DIVERSITY

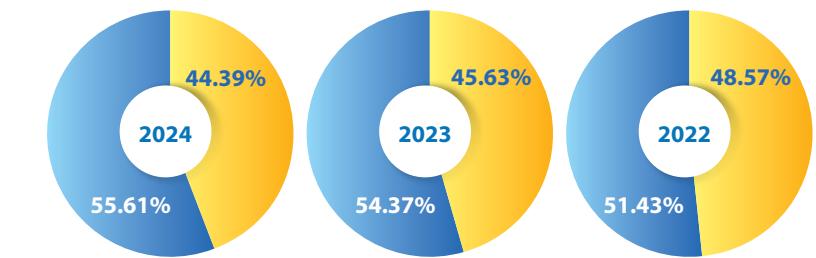
##### Total number of employees

■ Total number of male employees  
■ Total number of female employees



##### Ratio of male and female employee

■ Male ■ Female



# S.1. HR INVESTMENT AND DEVELOPMENT

GRI 2-7, 2-8, 202, 401-1, 404, 405, 406, 410-1; SDG 4,8 REFERENCE



## S.1.1 RESPECT FOR DIVERSITY AND EQUALITY

### HR DIVERSITY



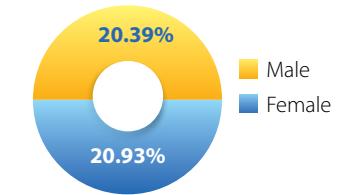
In 2024, as Nam A Bank continued its business expansion, recruitment needs increased across all positions, from entry-level roles ( $\leq 35$  years old) to management positions ( $\leq 45$  years old). With strategic focus on strengthening its presence in the Southern region, Ho Chi Minh City and the Western region accounted for a significant share of total employees. Nam A Bank upholds a transparent recruitment process and ensures equal employment opportunities for all candidates regardless of gender.

#### New recruitment by gender in 2024

Male	2,330	475
Female	2,919	611

Total number of employees  
(year-end)  
Number of newly  
recruited employees

#### Ratio of new recruitment by gender in 2024

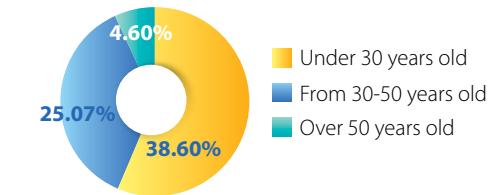


#### New recruitment by age in 2024

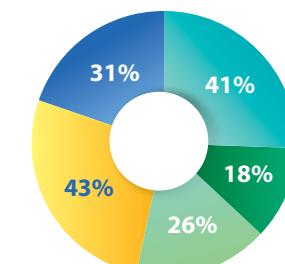
Under 30 years old	2,360	911
From 30-50 years old	2,856	716
Over 50 years old	87	4

Total number of employees  
(year-end)  
Number of newly  
recruited employees

#### Ratio of new recruitment by age in 2024

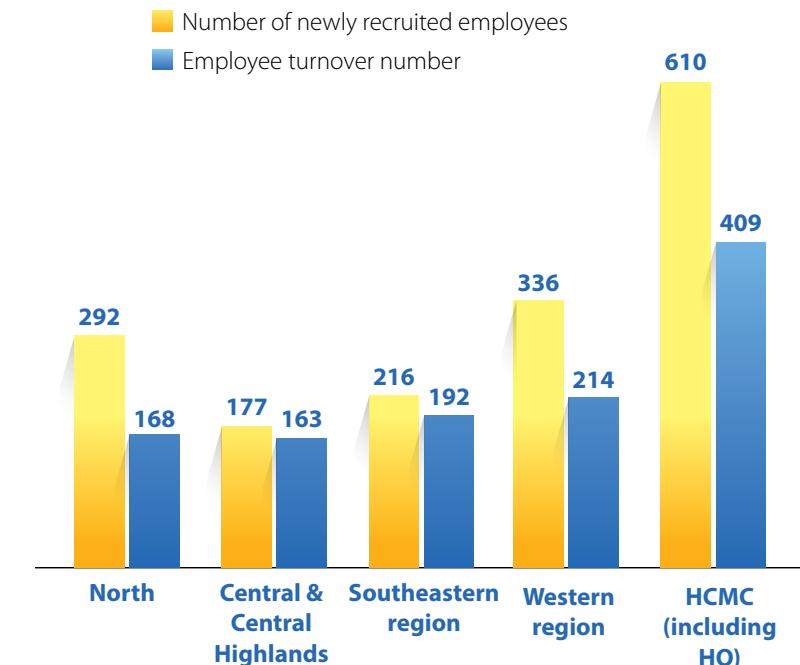


#### Ratio of new recruitment by region in 2024



North  
Central & Central Highlands  
Southeastern region  
Western region  
HCMC (including HO)

#### Number of newly recruited employees and Employee turnover number in 2024



# S.1. HR INVESTMENT AND DEVELOPMENT

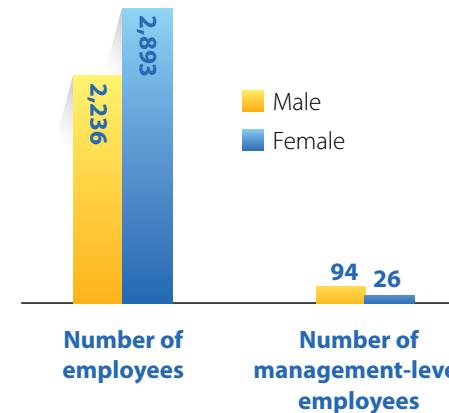
GRI 2-7, 2-8, 202, 401-1, 404, 405, 406, 410-1; SDG 4,8 REFERENCE



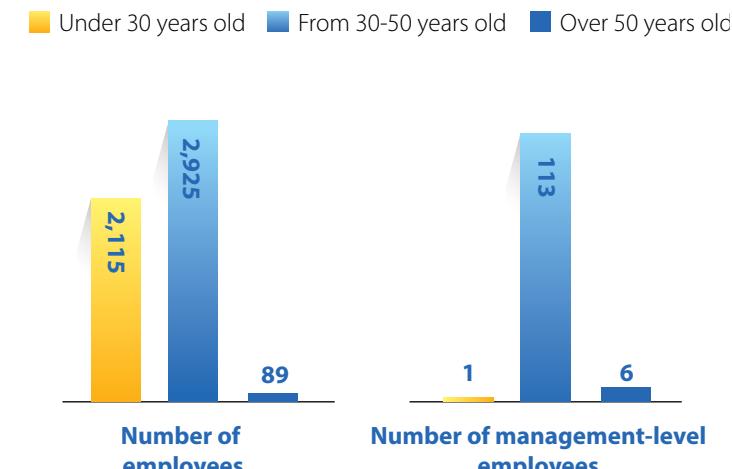
## S.1.1 RESPECT FOR DIVERSITY AND EQUALITY

### HR DIVERSITY

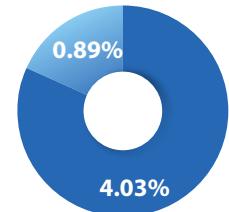
Management-level employees  
and employees  
by gender in 2024



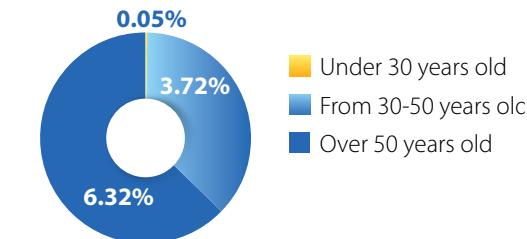
Management-level employees and employees  
by age group in 2024



Ratio of management-level employees  
by gender in 2024



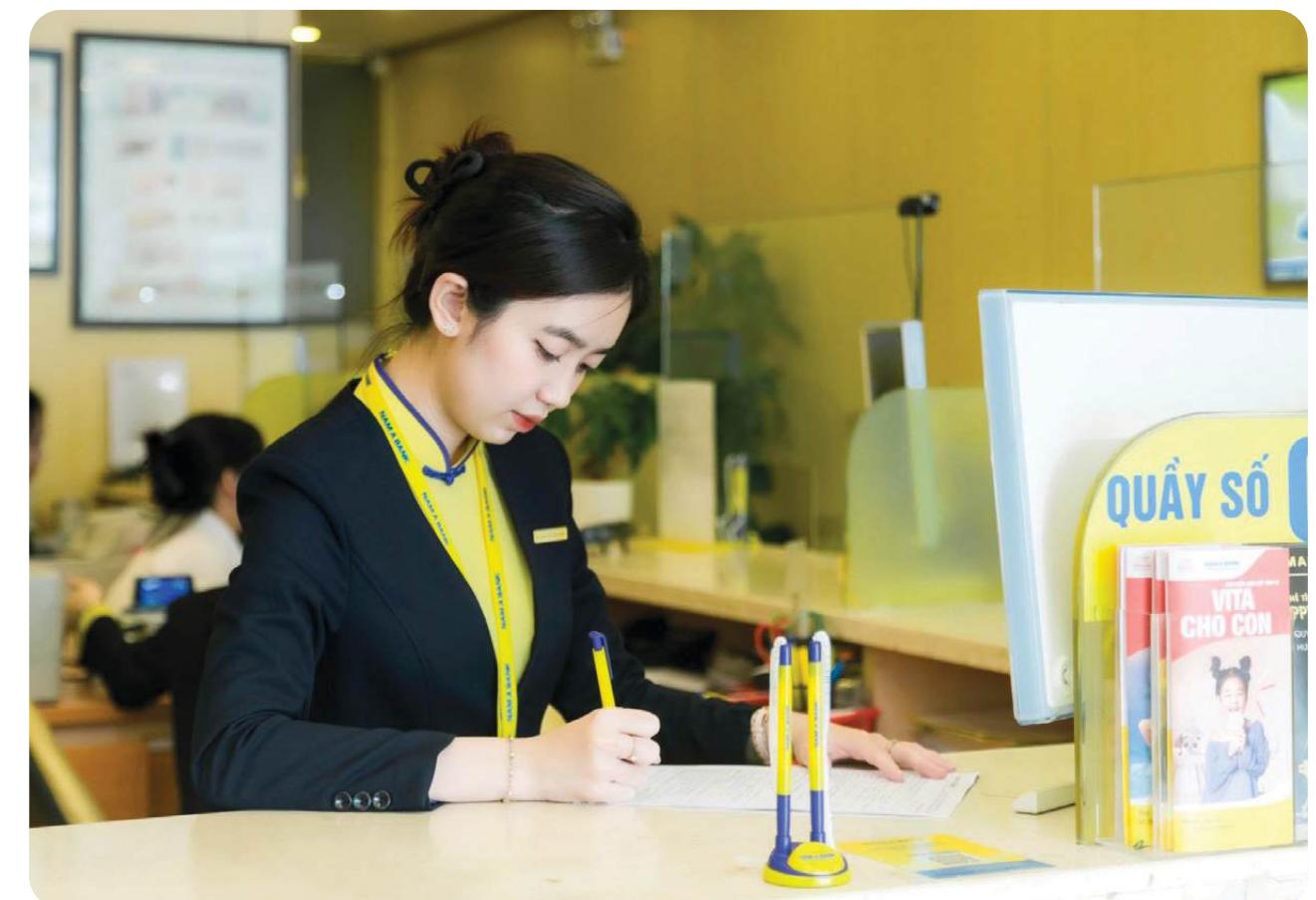
Ratio of management-level employees  
by age group in 2024



Nam A Bank always respects diversity and creates equal opportunities for all individuals regardless of rank, gender, age, region, religion, or cultural background and experience. This contributes to a dynamic, creative and effective working environment, encouraging continuous comprehensive development and employee commitment to the common development of Nam A Bank.

Nam A Bank commits to gender equality in all activities, including salary and bonus policies, ensuring that female and male employees are treated equally for equal work.

Nam A Bank always supports female employees through remuneration policies and allowances including: maternity allowance, gifts on International Women's Day (8 March) and Vietnamese Women's Day (20 October); periodic health check-ups; makeup allowance for female employees, etc.



# S.1. HR INVESTMENT AND DEVELOPMENT

GRI 2-7, 2-8, 202, 401-1, 404, 405, 406, 410-1; SDG 4,8 REFERENCE



## S.1.1 RESPECT FOR DIVERSITY AND EQUALITY

### FAIR AND INCLUSIVE WORKPLACE

Nam A Bank creates a culture of respect, fairness and inclusion through labor policies under Vietnamese laws, which are reflected in labor regulations, collective labor agreements and HR policy of Nam A Bank.

**100%** of employees are covered by collective labor agreements

**100%** of employees are aware of labor regulations

**100%** of employees are evaluated for their work performance in compliance with internal regulations and policies

Nam A Bank shall not pay salary and bonus based on gender or age, income mechanisms for male and female employees in the same position and title are the same. At the same time, Nam A Bank pursues fairness in employee rewards and career progression based on professional skills, experience regardless of gender or age.

**100%** of employees are evaluated for their work performance annually

Ensure comprehensive, objective and transparent work performance evaluation



The Leadership Board of Nam A Bank always listens to employee feedback and provides appropriate responses to specific issues. All changes to employee benefits are informed by specialized departments at least 3 working days in advance from the effective date of the decision. Moreover, Nam A Bank does not make decisions affecting employee benefits without the staff consensus. This demonstrates Nam A Bank's respect and commitment to protecting benefits of each individual.

Nam A Bank has issued procedures of receiving and handling customer complaints & inquiries;

**Nam A Bank, in 2024, recorded no complaint related to violations or suspected violations of basic rights of employees, including complaints about harassment, bullying or threat, etc.**

Nam A Bank commits, if any complaint arises, it will be thoroughly investigated and handled in a timely manner to protect the rights of complainants.

Nam A Bank, on a yearly-basis, conducts employee opinion surveys on their satisfaction on its corporate culture and policies, employee opinions on the working environment at Nam A Bank.

Statistical results show that a high percentage of employees wish to stay at Nam A Bank for more than 5 years

**98%** report feeling happy working at Nam A Bank and a majority of them feel to be respected and given career development opportunities

**100%** Annually, 100% of employees are evaluated for work performance in compliance with policies, internal regulations to ensure fairness and transparency, fully recognize and effectively acknowledge each employee's contributions.

The content of assessment aims to objectively demonstrate capacity and work performance of each individual, including professional skills, training process, scope and performance of assigned tasks compared to development goals, promotion orientation set by each individual. Based on periodic assessment results, the Leadership Board of Nam A Bank will work out appropriate reward policies as a motivation for employees' self-development and long-term commitment to Nam A Bank.

# S.1. HR INVESTMENT AND DEVELOPMENT

GRI 2-7, 2-8, 202, 401-1, 404, 405, 406, 410-1; SDG 4,8 REFERENCE



## S.1.2 CULTIVATE SUSTAINABLE HR

It is the policy of Nam A Bank's Leadership Board to enhance HR skills and capabilities through comprehensive cooperation programs with major universities across Vietnam. These programs develop training courses in professional and essential skills for employees at all levels from management to specialists to newly recruited staff. For Nam A Bank, lifelong learning is a priority, and the Bank has allocated resources and invested in facilities to support internal teaching and learning activities. These efforts not only help the Bank cultivate strong HR talent, but also strengthen the professional capacity of future generations.

To realize this goal, Nam A Bank issues a quarterly and annual training schedule that provides programs optimized to meet market demand

and employee expectations, while continuously exploring new ways to strengthen training quality. In particular, the Bank aims to foster diversity and inclusion through training programs featuring scientific content and advanced, flexible learning techniques tailored to each employee's needs and development potential. The learning content is regularly updated and closely aligned with business strategies, labor market fluctuations, and the Bank's HR development policy. Most trainees are required to complete competency tests at the end of training sessions, and their feedback is collected to improve training methods and delivery. All learning-process data and teaching quality assessment results are carefully managed and monitored by traditional methods in combination with the Learning Management System (LMS).



Apart from internal training programs, Nam A Bank also encourages employees to participate in external programs hosted by reputable organizations and to pursue international certificate programs. Training formats include online, in-person, and hybrid learning delivered via dedicated Webex applications and the Bank's E-learning system. Training content covers mandatory topics such as professional skills aligned with each employee's career progression roadmap from basic to advanced levels as well as detailed guidance on job roles, responsibilities, corporate culture, and labor regulations, in accordance with

the requirements of the State Bank of Vietnam and Nam A Bank's internal policies.

To enhance each employee's overall knowledge an invaluable asset Nam A Bank frequently organizes a variety of training courses for newly recruited staff through "Induction – Future-Oriented Training Courses", as well as the "Leadership for Successors" training series for long-serving employees. In addition, Nam A Bank annually encourages and supports employees to pursue Master's programs to strengthen their specialized knowledge and advance their career development roadmap.



# S.1. HR INVESTMENT AND DEVELOPMENT

GRI 2-7, 2-8, 202, 401-1, 404, 405, 406, 410-1; SDG 4,8 REFERENCE



## S.1.2 CULTIVATE SUSTAINABLE HR

Notable 2024 training and education results include:

**216** training courses organized

**29** training courses offered, including 25 newly added topics

**240,132** hours  
Total training hours

**46** hours  
Average training hours per employee

**85%** of security personnel are fully equipped with human rights knowledge and required professional skills.



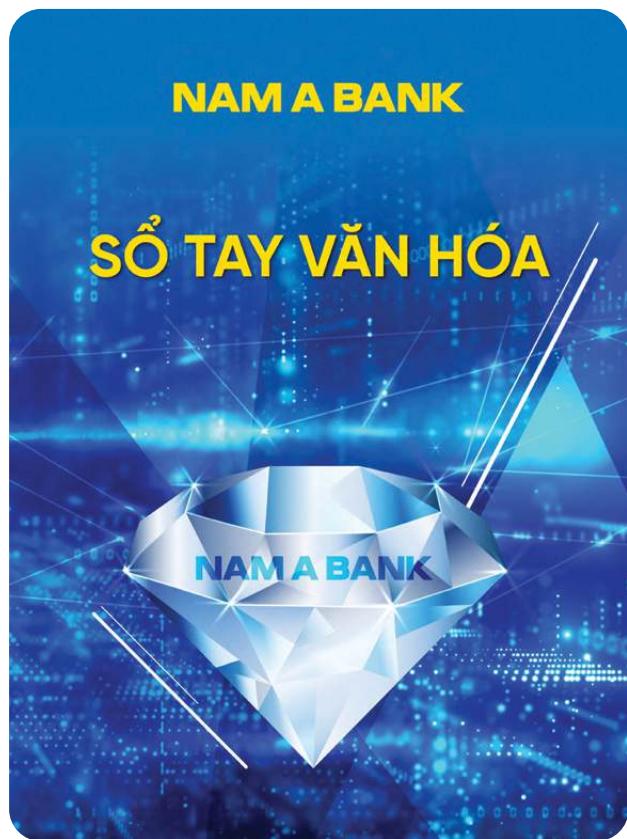
Following major regulatory changes in 2024, Nam A Bank provided timely guidance to its business units through specialized workshops with participation from banking and financial experts to ensure full compliance with legal regulations. At the same time, the Bank organized additional workshops and in-depth professional training programs to share updated knowledge and skills required for daily operations, while also listening to employees' challenges in adapting to evolving business conditions:

- Workshop on the Law on Credit Organizations 2024 – Impacts and implementation at Nam A Bank
- Workshop on Land Law 2024 – New highlights and impacts on Nam A Bank
- Workshop on Effective Internal Management – Enhancing Customer Experience in the Digital Age: conducted across five operating areas with participation from internal experts and guest speakers
- Workshop on Regulations and Solutions for Operating the Anti-Money Laundering System at the Headquarters and distribution channels
- Training series: "Enhancing the Role of the Internal Audit Department at Business Units and Self-Inspection at Distribution Channels"
- Leadership Training Program – Strengthening succession leadership capacity
- HR training programs at Onebank



Nam A Bank also shared knowledge, skills, and practical workplace case studies through e-books and handbooks, helping employees easily access and retain information through clear and memorable visuals. These initiatives have enhanced employees' proactiveness and accuracy in daily tasks

- Nam A Bank Cultural Handbook
- Business Handbook
- Guidelines on User Data Security and Privacy
- Risk Management Handbook at Onebank
- eBook - Risk Management Principles



# S.1. HR INVESTMENT AND DEVELOPMENT

GRI 2-7, 2-8, 202, 401-1, 404, 405, 406, 410-1; SDG 4,8 REFERENCE



## S.1.2 CULTIVATE SUSTAINABLE HR

### IMPROVE ENVIRONMENTAL-SOCIAL RISK COMMUNICATION AND KNOWLEDGE

To ensure the “Digital” and “Green” strategy is embedded into daily operations, Nam A Bank continued strengthening training programs aimed at enhancing employees’ sustainability knowledge. In 2024, the Bank proactively organized a series of basic-to-advanced Environmental-Social training courses to gradually build a comprehensive knowledge base among employees.

- 1 Comprehensive ESMS training, coordinated with PRA, for personnel involved with credit-granting activities covering IFC Standard Operating Procedures, Environmental & Social Due Diligence (ESDD), and monitoring post-lending activities through the Environmental & Social Action Plan (ESAP).
- 2 A training series on ESMS regulations: Environmental & Social (E&S) and ESMS knowledge remains relatively new for financial and banking employees, particularly the use of E&S Risk Assessment Tools and Approaches. Nam A Bank views the dissemination and guidance of ESMS regulations as essential for loan officers, although professional skill standardization in this area remains a challenge. From June to July 2024, 11 training sessions were conducted across five operating areas with participation from 421 loan officers.
- 3 Leadership on Sustainability & Carbon Credits training, coordinated with Intertek, held in September and October 2024 for 35 Bank managers.

To strengthen motivation and create opportunities for employees to excel and demonstrate their capabilities, Nam A Bank frequently organizes talent competitions with broad participation and also encourages staff to join competitions hosted by the State Bank of Vietnam. In 2024, the Bank integrated “Digital” and “Green” topics into these competitions, providing employees with opportunities to proactively study and engage with these themes. Competitions included:

### 01 Trang Nguyen 2024

An annual event also known as “Digital & Green Leaders” designed to attract talented individuals possessing the three key qualities of “Loyalty - Intelligence - Courage”, with the goal of identifying and developing future leaders for the Bank. More than a competition, the Trang Nguyen Contest conveys a profound message about the importance of maintaining a globalized learning culture. It serves as a festival of knowledge that encourages employees to embark on a journey of self-discovery, connect and spread knowledge-based values, and contribute to Nam A Bank’s sustainable development.



### 02 Nam A Bank Brilliance

This competition attracted 3,800 employees to assess and strengthen their knowledge, experience, and personal development, contributing to improved capability aligned with the 3C standards: Competence Standards - Cybernologist - Choose Green Living.



### 03 Ethical Standard Competition



### 04 Third Prize of Green Bank Competition

## S.1. HR INVESTMENT AND DEVELOPMENT

GRI 2-7, 2-8, 202, 401-1, 404, 405, 406, 410-1; SDG 4,8 REFERENCE



### S.1.2 CULTIVATE SUSTAINABLE HR

**Consistent Goal:** To provide proactive, diversified, and ongoing IT-based training services that meet learning needs and foster a continuous learning culture for all employees.

Integrate transformation solutions along with relevant processes and regulations toward digital and green training programs.

Implement diverse training courses across all positions and regions, and assess the quality and effectiveness of each program.

Enhance the quality and capacity of internal lecturers and teaching assistants.

Build a strong educational ecosystem through collaboration with reputable universities and institutes.

Review, update, and disseminate documents related to training activities.

Manage employee training time through



Enhancing the Learning Management System (LMS)

Monitoring training intensity and duration

Applying penalties for employees who do not meet minimum training requirements

Developing a reporting dashboard with continuously updated data, geared toward API automation for learning management systems

## S.2. ENSURE EMPLOYEE WELFARE AND BENEFITS

GRI 2, 401-2, 401-3, 402-1, 403; SDG 3,8 REFERENCE



In 2024, Nam A Bank continuously improved the working environment at business units and the Headquarter as a motivation for employee loyalty and long-term commitment. Accordingly, employees are not only provided a dynamic and transparent working environment, being respected and provided opportunities for self-development but also assured welfare and remuneration policies competitive enough to ensure their quality of life. In addition, Nam A Bank paid special attention to maintaining a safe and healthy working environment by health-risk prevention and mitigation measures. Nam A Bank was awarded "Most Caring Company in 2024" by HR Asia.



Nam A Bank representatives receive the "Best Companies to Work for in Asia 2024" award

## S.2. ENSURE EMPLOYEE WELFARE AND BENEFITS

GRI 2, 401-2, 401-3, 402-1, 403; SDG 3,8 REFERENCE



### S.2.1 TAKE CARE OF EMPLOYEES

#### OCCUPATIONAL HEALTH, SAFE WORKING ENVIRONMENT

Nam A Bank believes that occupational health and labor safety for employees must be given top priority and are indispensable elements for employees to develop their skills and contribute to the Bank's sustainability development. Nam A Bank complies with labor safety standards in accordance with current legal regulations, and its employee health-protection policies are stipulated in the Labor Regulations and the Collective Labor Agreements applicable to all employees. Training programs to improve awareness and skills in responding to emergencies, first aid, fire-fighting and prevention, and other hazardous situations are periodically organized with mandatory participation by all employees. Potential risks to employee health and safety arising at office premises and workplace are identified and assessed to ensure timely solutions.

In 2024, Nam A Bank implemented many activities to realize its commitment to a safe working environment for employees:

#### 01 Security

The Bank frequently conducts inspections, increases vigilance and remains ready to respond. Close cooperation between the security team and employees is encouraged. When an incident occurs, it is promptly reported to Heads of units, the Administrative Department and the Security Department for rapid coordination and response.



#### 02 Fire-fighting and prevention

Units across the system annually organize fire-prevention and fire-fighting drills. Nam A Bank strictly complies with legal regulations and works closely with the security team and local public authorities to develop safety plans, including monthly inspections of fire-alarm and fire-fighting systems to ensure technical compliance and operational readiness.



#### 03 Implement periodic risk identification and assessment

- Ensure a spacious working environment with fresh air and natural light.
- Conduct pest and rodent control.
- Maintain a smoke-free workplace



#### 04 Natural-disaster adaptation

Nam A Bank' disaster response plan aims to ensure effective disaster response for the Centers/Divisions/Departments/Headquarters, and business units. The scenarios are based on practical situations, helping units proactively and promptly respond, minimize asset damage, and ensure human safety. The Bank assigns specific tasks to each unit to ensure effective and professional disaster response.

- **100%** of employees are ensured occupational health and labor safety at workplace
- **0** No work-related accidents or occupational diseases were reported in 2024

## S.2. ENSURE EMPLOYEE WELFARE AND BENEFITS

GRI 2, 401-2, 401-3, 402-1, 403; SDG 3,8 REFERENCE



### S.2.1 TAKE CARE OF EMPLOYEES

#### TAKE CARE OF EMPLOYEES' WELL-BEING



In addition, Nam A Bank provides preferential health-insurance packages for employees and their families.

With comprehensive daily health-care policies, Nam A Bank also contributes to supporting employees facing serious illness. In 2024, the Trade Union implemented the "Sending Sunshine – Spreading Love" program with the participation of all employees, providing motivation and emotional support.

Nam A Bank encourages employees to participate in sports activities to improve physical and mental health and build a healthy, positive and optimistic lifestyle. In 2024, the Bank maintained several workshops as part of its traditional activity series.

**100%** of employees receive annual health check-ups for early detection of health issues.

**5.4** billion VND was allocated for periodic health check-ups for employees.



#### 01 Start with small habits – Embrace a green lifestyle

The program helps employees improve physical well-being and adopt green habits

#### 02 Run for a green future

Nam A Bank's employees at five regions ran together to create cherished moments, foster an exciting and united atmosphere, and spread the sporting spirit throughout the system.



#### 03 Happy Run – Spread the yellow concept of 32 years

Nam A Bank's employees at five regions ran together to create cherished moments, foster an exciting and united atmosphere, and spread the sporting spirit throughout the system.



#### 04 Champion 2024 – A journey to aspirations

An annual sporting event featuring a variety of competitions organized by Nam A Bank – a playground of determination, health and solidarity.



## S.2. ENSURE EMPLOYEE WELFARE AND BENEFITS

GRI 2, 401-2, 401-3, 402-1, 403; SDG 3,8 REFERENCE



### S.2.2 HR ENGAGEMENT - MATERIAL SATISFACTION - SPIRITUAL STABILITY

Nam A Bank's employee welfare policy is clearly stipulated in the Collective Labor Agreement and Labor Regulations with the following key provisions:



Social insurance  
Health insurance  
Unemployment insurance  
Healthcare insurance for employees achieving the title of Emulation Fighter or Deputy Heads of units from Headquarter/branches, etc.  
Life insurance coverage for positions from Deputy Directors of Departments and above (contract value approx. VND 30 billion)  
Periodic health check-ups for employees



Uniform allowance  
Teambuilding activities  
Annual tours and vacations  
Gifts for sick employees and wedding  
Gifts for Children's Day  
Birthday gifts



Gifts for International Women's Day  
Maternity allowance



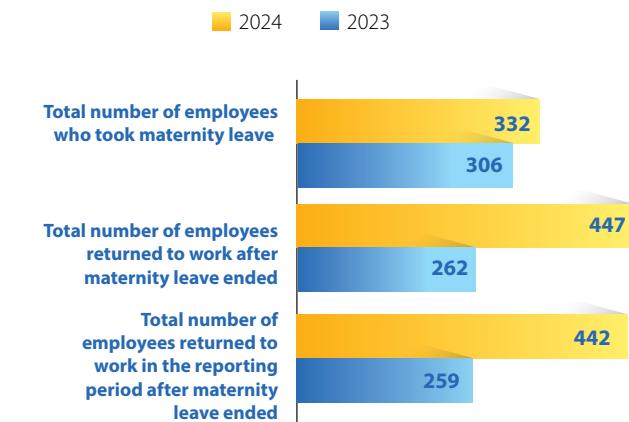
Lunch allowance  
Honor and reward for excellent performance  
Periodically rewards for groups and individuals based on business results.  
Rewards for outstanding initiatives, research and technology innovation  
Employment Stock Ownership Plan (ESOP) purchase right (in each period).  
Preferential loan interest rates according to Nam A Bank's regulations



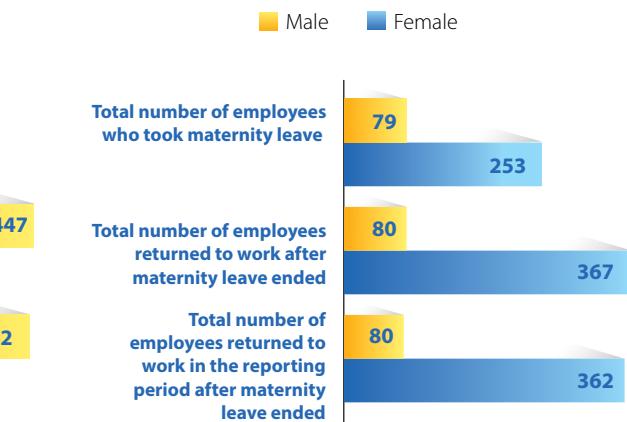
Employees are entitled to full maternity leave benefits in accordance with current laws and have the right to return to work after maternity leave.

**99%** of employees returned to work, most within one year after their maternity leave ended in 2024.

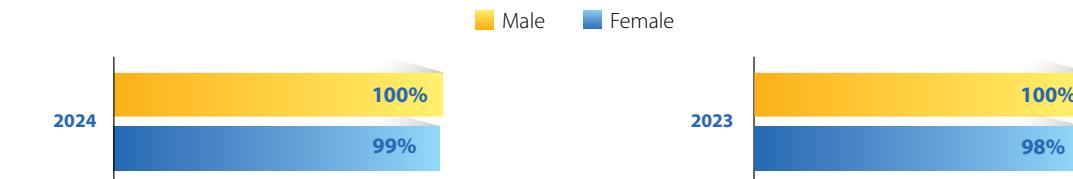
number of employees who took maternity leave by year



number of employees who took maternity leave by year in 2024



Return to work rate of employees after maternity leave



## S.2. ENSURE EMPLOYEE WELFARE AND BENEFITS

GRI 2, 401-2, 401-3, 402-1, 403; SDG 3,8 REFERENCE

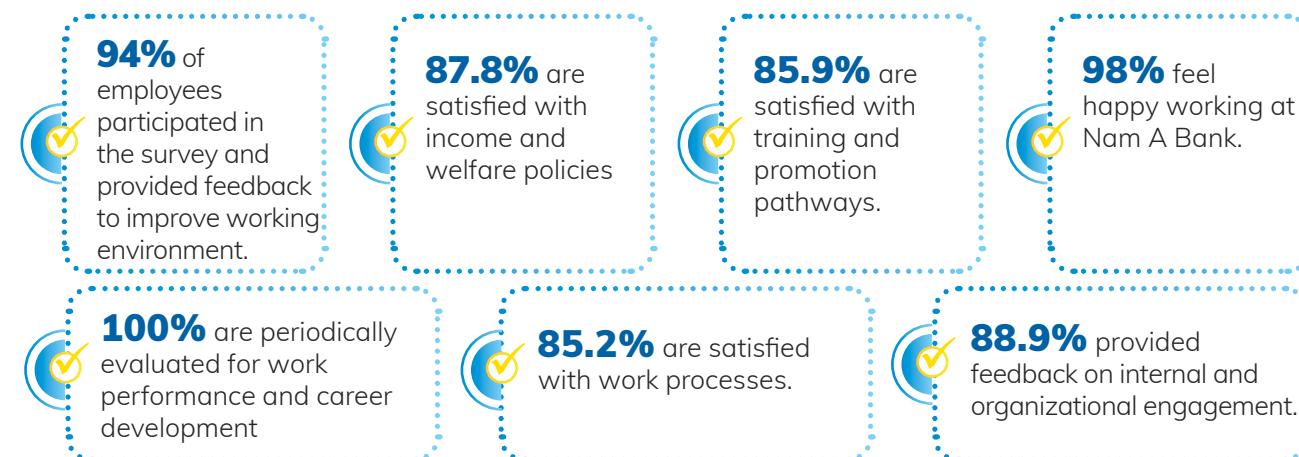


S.2.2

### HR ENGAGEMENT - MATERIAL SATISFACTION - SPIRITUAL STABILITY

#### EMPLOYEE ENGAGEMENT AS A DRIVER OF BUSINESS SUCCESS

Nam A Bank conducts employee surveys to assess satisfaction and engagement regarding working environment, allowances, welfare, work performance, etc. The results affirm Nam A Bank's commitment to ensuring employee well-being and healthy working culture. In addition, employee feedback is also used to identify areas for continuous improvement.



## S.3. CUSTOMER DATA SECURITY AND PRIVACY

GRI 416, 417, 418; SDG 8,12 REFERENCE



S.3.1

### DATA SECURITY AND RESPONSIBLE DATA USE

Nam A Bank continues to promote digital transformation in credit activities and financial services, enhancing customer experience and engagement. The Bank researches and applies effective digital marketing trends to optimize its products and services.

#### DIGITALIZATION IN CREDIT:

Digitalization enhances customer experience by accelerating credit services, making them simpler and more accessible, while reducing paperwork, lowering operating costs, and minimizing environmental impacts.



01

Pioneering authentication using chip-embedded citizen identification cards: In cooperation with IHUB Digital Data JSC, Nam A Bank has implemented chip-embedded citizen ID data authentication, reinforcing the Bank's position as a technological trailblazer in comprehensive digital transformation.

02

Online lending service: Allows customers with online savings to obtain financing using their savings book at Nam A Bank as collateral. Applications can be completed entirely online via OpenBanking.

03

Temporarily savings account lock via OpenBanking: Enables customers to lock their savings accounts anytime, anywhere, providing enhanced security and peace of mind.

04

Online loan registration: Allows customers to register for loans and receive result notifications directly through OpenBanking.

## S.3. CUSTOMER DATA SECURITY AND PRIVACY

### GRI 416, 417, 418; SDG 8,12 REFERENCE



### DATA SECURITY AND RESPONSIBLE DATA USE

**DIGITAL ECOSYSTEM ENHANCEMENTS WITH DIVERSE, FLEXIBLE, AND INNOVATIVE PRODUCTS AND SERVICES THAT EFFECTIVELY MEET CUSTOMER NEEDS.**

- ✓ Nam A Bank continues to be an industry leader with the integration of two new technologies: Tap to Phone and Mobile Payment.
- ✓ Biometric authentication for online transactions through the OpenBanking App: strengthens customer protection in compliance with Decision No. 2345/QĐ-NHNN of the State Bank of Vietnam. From 01 July 2024, certain online transactions require biometric (facial) authentication. Customers must therefore register or update biometric data from their chip-embedded citizen ID card via the OpenBanking App to ensure safe and seamless transactions.



- ✓ Nam A Bank continuously upgrades the OpenBanking App by developing new features. In 2024, the App launched various enhancements such as foreign currency sales, OpenBanking for micro-enterprises and business households, adjustable transaction limits, and hospital fee payments via QR Code making transactions simpler, faster, and safer.
- ✓ Market 4.0 – Cashless Life; Street 4.0 – Cashless Street

Nam A Bank adheres to the slogan "Good Bank – Good Service" and continues improving service quality in accordance with international standard CEN/TS 16880:2015 and the 7P model (see Sustainability Report 2023, pages 135 – 136).

### S.3.2

## CUSTOMER DATA SECURITY AND PRIVACY – A KEY MISSION OF NAM A BANK

- ✓ As a financial service provider, Nam A Bank is responsible for managing and protecting customer information during transactions. The Bank fully complies with all legal regulations on information security and safety across its operations, including Directive No. 02/CT-NHNN, dated 15 January 2024, on strengthening digital transformation and ensuring information safety and security in banking activities, and Decree No. 13/2023/NĐ-CP on personal data protection.
- ✓ Nam A Bank is committed to maintaining and developing data privacy systems with the highest standards, ensuring absolute customer information security. Through effective implementation of the information security system, stringent internal regulations, and advanced IT applications, Nam A Bank recorded no incidents of customer information security violations in 2024 and continues to develop more advanced technologies in compliance with legal requirements to strengthen customer trust.
- ✓ Nam A Bank closely manages and ensures information safety, security, and confidentiality at every stage of opening and using payment accounts, e-wallets, bank cards, and payment/intermediary payment services in accordance with relevant laws.



- ✓ Nam A Bank regularly assesses information safety and conducts periodic risk management, promptly addressing system vulnerabilities and weaknesses while continuously reviewing and updating incident response plans for customer information systems.
- ✓ Nam A Bank proactively enhances its human resources and supervisory measures to ensure comprehensive monitoring of key activities and log files across its information systems.
- ✓ Nam A Bank promotes compliance with Decree 13 by providing training, sharing knowledge, and raising employee awareness of personal data protection.

The Bank has established clear procedures for receiving and handling customer feedback to ensure all submissions are reviewed and resolved effectively (see Sustainability Report 2023, page 138).

### CUSTOMER SATISFACTION SURVEY RESULTS:

In 2024, to better understand and meet increasingly diverse customer needs, Nam A Bank proactively conducted widespread customer satisfaction surveys via OPS and QR codes at transaction counters. Survey results indicated a very high level of customer satisfaction and trust:

- ✓ Feedback from **63,483** customers
- ✓ **99%** of surveyed customers expressed satisfaction with Nam A Bank's services

Throughout 2024, the Bank recorded no advertising or communication violations and received no customer complaints regarding product or service transparency.



CO<sub>2</sub>

↓↓



O<sub>4</sub>

## ENVIRONMENTAL (E): ACTIONS FOR A GREEN FUTURE

**Green Finance – Promote sustainable development**

90

**Emissions reduction toward Net Zero**

98

**Environmental impact management toward sustainable future**

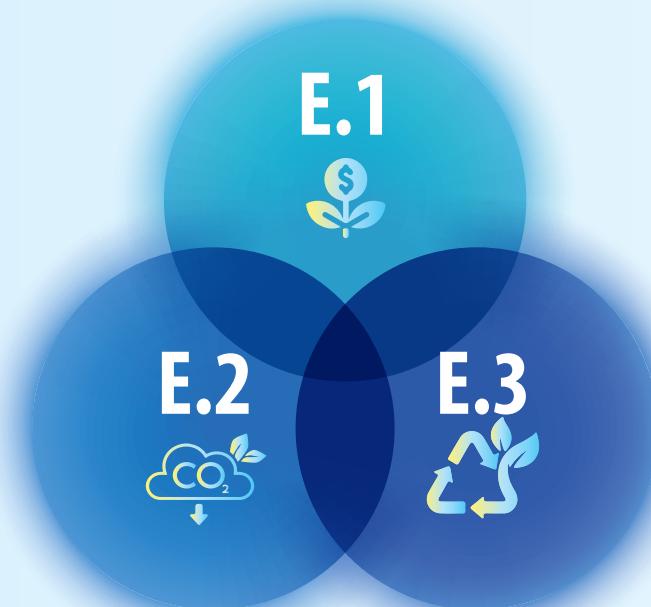
103

# ENVIRONMENTAL (E)

## ACTIONS FOR A GREEN FUTURE

### GREEN FINANCE – PROMOTE SUSTAINABLE DEVELOPMENT

Build and develop green financial products, appraise and finance projects which have positive environmental impacts, contributing to global and national energy transition efforts.



### EMISSIONS REDUCTION TOWARD NET ZERO

Implement energy-efficient and energy-saving initiatives, strengthen investment in and installation of renewable-based energy systems to gradually shift away from fossil fuels, aiming to reduce Scope 1 and Scope 2 greenhouse gas emissions and contribute to the Net Zero CO<sub>2</sub> goal by 2050

### ENVIRONMENTAL IMPACT MANAGEMENT TOWARD SUSTAINABLE FUTURE

Manage direct environmental impacts generated from Nam A Bank's business activities and indirect impacts from the loan portfolio. Implement initiatives on efficient natural resource use, wastewater/waste collection and treatment as regulated, without causing harm to human health.

Nam A Bank implemented each material topic in 2024 as follows



#### GREEN FINANCE – PROMOTE SUSTAINABLE DEVELOPMENT

E.1.1 From green credit to green growth

E.1.2 Green bank - green future

E.1.3 Raise awareness on sustainable finance



#### EMISSIONS REDUCTION TOWARD NET ZERO

E.2.1 Efficient use of energy resources

E.2.2 Emissions reduction and environmental protection



#### ENVIRONMENTAL IMPACT MANAGEMENT TOWARD SUSTAINABLE FUTURE

E.3.1 Digital transformation for green development

E.3.2 Water resource and wastewater management

E.3.3 Waste management toward a green environment

# E.1. GREEN FINANCE – PROMOTE SUSTAINABLE DEVELOPMENT

GRI 203-2; SDG 6, 7, 11, 13, 14, 15 REFERENCE



In 2024, Nam A Bank continued to maintain and strengthen green credit – responsible credit – by diversifying green credit products and facilitating social and environmental risk management in credit-granting activities, contributing to sustainable economic growth.



## FROM GREEN CREDIT TO GREEN GROWTH

2024 marked a major turning point in Nam A Bank's journey toward green credit development. Beyond being a business strategy, it reflects the Bank's commitment to the future, a sustainable economy, and industries that generate genuine value.

### GREEN FINANCE PORTFOLIO

At Nam A Bank, we believe that a bank cannot remain on the sidelines in a world moving toward a greener environment and a more sustainable future. To contribute meaningfully, we engage deeply in the core value chain, where people strive daily to adapt, innovate, and grow. Nam A Bank continues to expand its green finance portfolio, offering diverse products that support businesses and individuals investing in green transformation projects.

**GREEN AGRICULTURE**  
**584** billion VND – an increase of VND 147 billion from 2023



**GREEN CONSTRUCTION PROJECTS**  
**1,521** billion VND – an increase of VND 1,521 billion from 2023-financing projects that achieve EDGE, LEED, and LOTUS.



**SUSTAINABLE TRANSPORTATION**  
**58** billion VND



### • Preferential Credit Package for Green Agricultural Development

#### » Aquaculture – Sparking Sustainable Development

From farms to export-processing facilities, Nam A Bank offers a tailored financing package for the aquaculture value chain. With a USD lending rate of 3.25%/year and flexible terms, this package enables companies to optimize capital while ensuring operational peace of mind.

#### » Tea

Recognizing the potential of Vietnam's tea industry, Nam A Bank provides capital and preferential interest rates to companies and farmers, helping traditional tea-farming regions evolve into symbols of a green, clean, and high-quality agricultural sector.

#### » Rubber

With extensive experience in rubber farming, trading, processing, and manufacturing, Nam A Bank provides a range of timely and tailored loan programs for rubber companies and households.

### • Sustainable transportation: VND 58 billion

In close collaboration with VinFast, Nam A Bank offers loan programs for electric vehicles, supporting the transition to environmentally friendly mobility solutions.



Nam A Bank continues to enhance its green finance portfolio and broaden cooperation with international financial institutions to secure preferential funding. Beyond collaboration with the GCPF Fund, the Bank actively engages with other funds to increase green financial capital to sustain preferential policies for green projects.

# E.1. GREEN FINANCE – PROMOTE SUSTAINABLE DEVELOPMENT

GRI 203-2; SDG 6, 7, 11, 13, 14, 15 REFERENCE



## E.1.1 FROM GREEN CREDIT TO GREEN GROWTH

### E&S RISK CONTROL AND MANAGEMENT IN CREDIT GRANTING ACTIVITIES

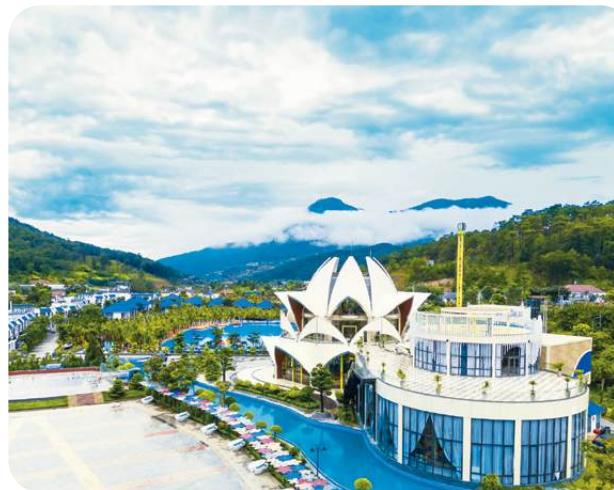
Since 2021, Nam A Bank has developed and implemented ESMS-related regulations and procedures. In subsequent years, the Bank continuously updated and refined these regulations to comply with legal requirements. In May 2024, Nam A Bank, in collaboration with Pacific Risk Advisor Ltd. (PRA), launched a comprehensive Environmental and Social Management System (ESMS) aligned with the 8 IFC Performance Standards marking a significant milestone in the Bank's commitment to responsible lending. After four years of development, application, review, and refinement, Nam A Bank finalized ESMS regulations in accordance with the requirements of the State Bank of Vietnam and international standards. For detailed ESMS structure, [see pages 91-93 of the Sustainability Report 2023](#).

Nam A Bank is committed to avoiding financing activities that cause negative environmental and social impacts by maintaining an Exclusion List and refraining from providing capital to industries or sectors detrimental to the environment and society.

The Bank has continuously strengthened its capacity in E&S assessment, ESDD, ESAP preparation, and post-disbursement E&S monitoring for green projects with environmental impacts. These measures help customers mitigate environmental risks and reinforce Nam A Bank's responsible lending principles, as demonstrated by the New Era Cold Storage (NECS) project.



Nam A Bank and PRA formally sign the handover of the Environmental and Social Management System (ESMS)



Nam A Bank regularly conducts training programs to strengthen employees' social and environmental knowledge and has established specialized E&S units to implement ESMS across the credit portfolio.

**100%** of credit officers are informed of the E&S policy and ESMS regulations..

**100%** of Heads and Deputy Heads of Sales Departments and customer relations officers are trained in ESMS regulations..

**100%** of HR personnel involved in ESMS drafting are trained by PRA in accordance with IFC operational standards.

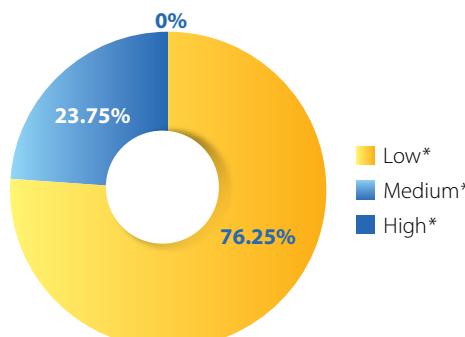
- The ESMS drafting team has been trained by the State Bank of Vietnam and actively participates in SBV-led workshops.
- The Credit Risk Management Division assigns dedicated staff to conduct E&S risk assessments and submit periodic reports to the Executive Board.

**5,165.2** billion VND  
in outstanding loans to projects assessed for environmental and social risks in 2024.

**100%** of loans for green projects  
were assessed for E&S risks in accordance with IFC standards.

**100%** of investment projects  
meeting environmental criteria were assessed for environmental risks, as required by the State Bank of Vietnam.

### Proportion of 2024 Finance Portfolio



(\*E&S risk classification as stipulated by Nam A Bank)

# E.1. GREEN FINANCE – PROMOTE SUSTAINABLE DEVELOPMENT

GRI 203-2; SDG 6, 7, 11, 13, 14, 15 REFERENCE



E.1.1

## FROM GREEN CREDIT TO GREEN GROWTH

### TYPICAL GREEN PROJECTS 2024 – NEW ERA COLD STORAGE (NECS)

The NECS project is located in Phu An Thanh Industrial Park, An Thanh Commune, Ben Luc District, Long An Province. Its strategic location provides excellent connectivity to major transport routes and key economic centers in Long An Province and neighboring regions, supporting rapid goods delivery, ensuring product quality, and minimizing temperature-related losses during transportation particularly for time-sensitive frozen products. Leveraging these geographic advantages, NECS fosters extensive opportunities for business partnerships within and beyond the industrial park, contributing to sustainable logistics and resilient supply chains in the era of economic integration.

The NECS site is equipped with modern technologies, including the Automated Storage & Retrieval System



(ASRS) and Warehouse Management Software System (WMSS), ensuring high service quality and compliance with international standards. The project has earned EDGE certification one of the world's leading green building standards achieving a 56% reduction in energy consumption, 29% in water use, and 27% in embodied carbon in building materials. Key measures contributing to these results include:

- Optimized design to reduce energy consumption
- Deployment of solar-powered energy systems
- Installation of water-efficient fixtures
- Rainwater harvesting system for irrigation
- Use of environmentally-friendly materials

Beyond emissions reductions, NECS promotes social welfare by generating local employment opportunities and adhering to the following principles:

- No child labor
- No forced labor
- Non-discriminatory practices
- Feedback and Complaints Policy

Through its financing of the NECS project, Nam A Bank continues to advance its sustainability agenda and promote green living among customers.

E.1.2

## GREEN BANK - GREEN FUTURE

Nam A Bank has made remarkable progress in seizing the "Green Opportunity" in 2024 through persistent efforts in sustainable finance. Green loans provided by the Bank have contributed to reducing thousands of tons of CO<sub>2</sub> emissions, supporting sustainable business models, and fostering a shift in customer awareness.

Nam A Bank believes that its green journey marks the beginning of a promising future. Nam A Bank remains committed to expanding its green finance portfolio, strengthening cooperation with international partners, and applying advanced technologies to build a solid financial foundation that contributes to national sustainability goals.

Nam A Bank strives not only to be a financial service provider but also a trusted companion and a catalyst for positive changes.



# E.1. GREEN FINANCE – PROMOTE SUSTAINABLE DEVELOPMENT

GRI 203-2; SDG 6, 7, 11, 13, 14, 15 REFERENCE



## E.1.2 GREEN BANK - GREEN FUTURE

### GREEN PROCESS MATURITY

According to Decision No. 1604/QĐ-NHNN dated 7 August 2018 on approval of the Green Banking Development Project in Vietnam, credit institutions are encouraged to develop strategic framework for green banking aligned with their business strategies and define their development roadmap based on the five-level maturity model:

Level 1

Support and finance "green" activities and participate in community activities.

Level 2

Distinguish green project development and create more green products and services within traditional banking offerings.

Level 3

Promote systematic business activities, in which procedures, banking products and services must comply with green principles, the Bank's organizational structure is designed to support "green" impacts across operational objectives, operating principles, human resources and organizational structure, operating process.

Level 4

Strategic initiatives facilitating eco-balance. Green banking is no longer limited to individual banking activities but expanded to networks, alliances, community dialogue, and the broader ecosystem to achieve social, environmental, and financial sustainability.

Level 5

Proactive eco-balance initiative, in which green banking activities similar to Level 4 are implemented with clear purposes, rather than merely responding to external changes as in Level 4.

In 2024, Nam A Bank was recognized as meeting the requirements of Level 4. The Bank is implementing activities and initiatives aligned with its green strategy, in combination with digitalization, to complete Level 4 and advance toward Level 5. Accordingly, Nam A Bank prioritizes building and developing a workforce capable of self-appraisal and self-management of social and environmental impacts in loan projects. These activities form a solid foundation for expanding the application of ESMS to the entire credit portfolio of Nam A Bank.

E.1.3

### RAISE AWARENESS ON SUSTAINABLE FINANCE

Apart from in-depth training courses on green credit and ESMS regulations for credit officers equipping them with comprehensive internal regulations and specialized Environmental-Social knowledge Nam A Bank also organizes workshops on banking sustainability and ESG practices. These initiatives provide detailed guidance on sustainable development, serving as a positive orientation for employees, raising awareness, and enhancing their capabilities in line with international standards. Additionally, the Bank actively participates in external activities and workshops to strengthen financial literacy and apply international best practices to its operations.



Nam A Bank partners with the 5th Ho Chi Minh City Economic Forum (HEF) 2024



A seminar addressing the Global and Vietnam Economic Outlooks



A seminar addressing Sustainability in Banking

## E.2. EMISSIONS REDUCTION TOWARD NET ZERO

GRI 302, 305; SDG 11,12,13 REFERENCE



E.2.1

### EFFICIENT USE OF ENERGY RESOURCES

In the context of globally environmental & natural resource challenges, efficient use of energy resources plays an extremely important role – a necessity for every individual and organization. Fossil fuels are depleting and have negative impacts on the environment and climate change. Therefore, finding sustainable and efficient energy sources is crucial.

Recognizing this, Nam A Bank continues to implement specific actions contributing to efficient electricity and fuel use in 2024 as follows:



Automatically turn-off the air conditioner system after 17:30, except when overtime work is registered.



Auto-shutdown of employee computers after 19:00 PM



Install notices in elevators to encourage limiting trips within three floors.



Prioritize the use of advanced technologies combined with wall and roof insulation materials to prevent heat loss and use energy-efficient LED lights.



Build internal newsletters on green living, reminding employees to use energy-efficient electrical, cooling, and lighting devices at the workplace.



Conduct periodic maintenance on transport vehicles to ensure effective operation and optimal fuel efficiency.



At Nam A Bank, electricity is the primary source of energy consumption, while petroleum mainly supports the operation of business facilities and transportation vehicles owned by the Bank.

In 2024, the amount of electricity and fuels consumed reflected network expansion and strong operational growth across units, specifically:



- For electricity consumption, Nam A Bank compiles statistics and reports based on kWh recorded on invoices issued by Vietnam Electricity (EVN) across all headquarters and transaction offices nationwide.



- For petroleum consumption, Nam A Bank monitors the quantity purchased and used based on invoices.



## E.2. EMISSIONS REDUCTION TOWARD NET ZERO

GRI 302, 305; SDG 11,12,13 REFERENCE



E.2.2

### EMISSIONS REDUCTION AND ENVIRONMENTAL PROTECTION

Climate change is one of humanity's greatest challenges and poses a serious threat to global ecosystem stability. Reducing greenhouse gas emissions is essential for protecting the environment and achieving a sustainable, green future.

At Nam A Bank, emissions reduction is widely communicated to employees and incorporated into daily operations. In 2024, Nam A Bank implemented practical measures to achieve emissions reduction goals, including:

#### DIESEL GENERATOR EMISSIONS REDUCTION

Facilities with a single back up diesel generator (2,500 KVA capacity) perform maintenance twice monthly or as needed during power outages. Measures include:

- Installing a fresh-air supply system and exhaust fan in the generator room to ensure safe operation.
- Placing generators in the basement with a 70m high exhaust chimney.
- Covering the exterior wall of the chimney with insulation and an inox liner.
- Performing periodic maintenance and grease replacement.
- Using low-pollution DO fuel.



#### MEASURES TO REDUCE DUST AND VEHICLE EXHAUST EMISSIONS

- These measures aim to minimize dust and exhaust generated by employee and customer vehicles entering and exiting the building:
  - Design the parking area with wide entry and exit points to prevent congestion during peak hours.
  - Plant additional trees around the building to improve air quality.
  - Establish parking rules and monitor vehicle movement to limit engine idling in the basement.
  - Spray water on the parking floor to suppress dust and reduce heat from concrete surfaces, especially during hot periods.
  - Apply an epoxy coating to the parking floor to reduce the spread of dust and other pollutants.
  - Install a fresh-air supply and ventilation system in the basement to ensure safe air circulation.
- According to Environmental License No. 22/UBND-GPMT, dated 15 November 2024 and issued by the People's Committee of District 3, emissions monitoring is required once a year. In 2024, Nam A Bank conducted emissions monitoring every 6 months twice the required frequency.



## E.2. EMISSIONS REDUCTION TOWARD NET ZERO

GRI 302, 305; SDG 11,12,13 REFERENCE

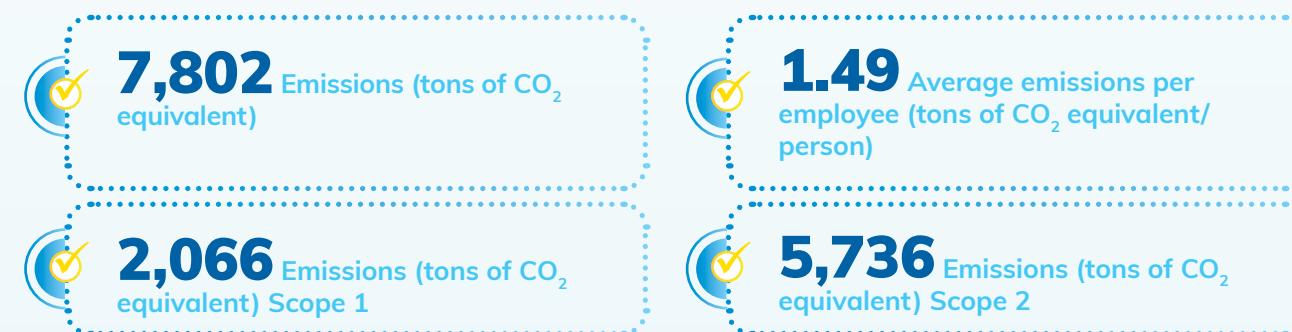


E.2.2

### EMISSIONS REDUCTION AND ENVIRONMENTAL PROTECTION

#### MEASURES TO REDUCE DUST AND VEHICLE EXHAUST EMISSIONS

In 2024, Nam A Bank estimated its total emissions, including direct emissions from vehicle exhaust (Scope 1) and indirect emissions from electricity consumption supplied by EVN (Scope 2), as follows:



The conversion factors for gasoline and diesel oil to CO<sub>2</sub>-equivalent tons are determined in accordance with Decision No. 2626/QĐ-BTNMT dated 10 October 2022, issued by the Ministry of Natural Resource and Environment, together with guidance from the Intergovernmental Panel on Climate Change (IPCC). The 2024 energy-consumption conversion factor is based on the 2023 Vietnam electricity grid emission factor provided in Official Dispatch No. 1726/BĐKH-PTCBT dated 3 December 2024, issued by the Department of Climate Change - Ministry of Natural Resources and Environment.

In 2024, Nam A Bank implemented its development strategy and expanded its operations by opening new branches, transaction offices, and Onebank points. As a result, energy, fuel, and material consumption and accordingly Scope 1 and Scope 2 emissions increased. The Bank prioritized the measurement, monitoring, and analysis of emissions to maintain updated data, building a solid foundation for developing an emissions-reduction roadmap aligned with its business growth.



## E.3. ENVIRONMENTAL IMPACT MANAGEMENT FOR A SUSTAINABLE FUTURE

GRI 301, 303, 306 (2020); SDG 6,7,12,13,14,15 REFERENCE



E.3.1

### DIGITAL TRANSFORMATION FOR GREEN DEVELOPMENT

Although the banking sector uses relatively few hazardous materials primarily limited to data storage and transaction tools. Nam A Bank continues to prioritize waste management and reduction to support environmental protection.



Correspondingly, the following initiatives and practices to optimize material use were implemented in 2024:

- ✓ Strengthened operational digitalization to reduce paper and ink consumption; implemented cashless payment solutions and cross-border QR codes; and upgraded Napas 24/7 fast money transfer service to Napas 2.0 technical standards and QR payment.
- ✓ Operated 24/7 ONEBANK 365+ transaction points enabling deposits, withdrawals, and money transfers without the use of physical plastic cards, thereby reducing plastic waste.
- ✓ Reused elevator access cards and parking cards from former employees, helping to reduce plastic waste.

Materials used and recorded by Nam A Bank in 2024 include hard plastic for transaction cards, employee cards, and parking cards as well as paper, ink, and plastics for file and document storage as required by law. Statistical data on material usage in 2024 are as follows:

#### HARD PLASTIC:

**979 kg** Plastic used in 2024

↓ **540 kg** compared to 2023, the rate decreased by 36%.

(Total number of cards issued per year x average card weight according to ISO 7810)

#### INK:

**8,879** Ink (# of Cartridges) used in 2024

#### PAPER:

**62,467 kg** paper used in 2024

Total number of reams consumed per year x the standard weight for each paper type (70GSM, 80GSM, etc.)

## E.3. ENVIRONMENTAL IMPACT MANAGEMENT FOR A SUSTAINABLE FUTURE

GRI 301, 303, 306 (2020); SDG 6,7,12,13,14,15 REFERENCE



E.3.2

### WATER RESOURCE AND WASTEWATER MANAGEMENT

Water is a limited and irreplaceable natural resource. Therefore, optimal and effective water use must be practiced by all individuals and organizations to protect the environment for a sustainable future. In all business activities, Nam A Bank mainly uses domestic water sourced from urban water supply factories in compliance with Vietnamese regulations.

Water resource management was thoroughly implemented in 2024 with the following initiatives:

- ✓ Use touchless faucets in restrooms.
- ✓ Raise employee awareness of effective water usage.
- ✓ Conduct periodic inspection and maintenance of water pipes, storage and supply equipment to ensure no damage, leakage, or loss
- ✓ Strictly controlling water consumption at the headquarters, the Administration Department conducts periodic inspections in common areas to ensure all faucets are turned off after use and checks water meter reading to control consumption.



**5.943 m<sup>3</sup>**

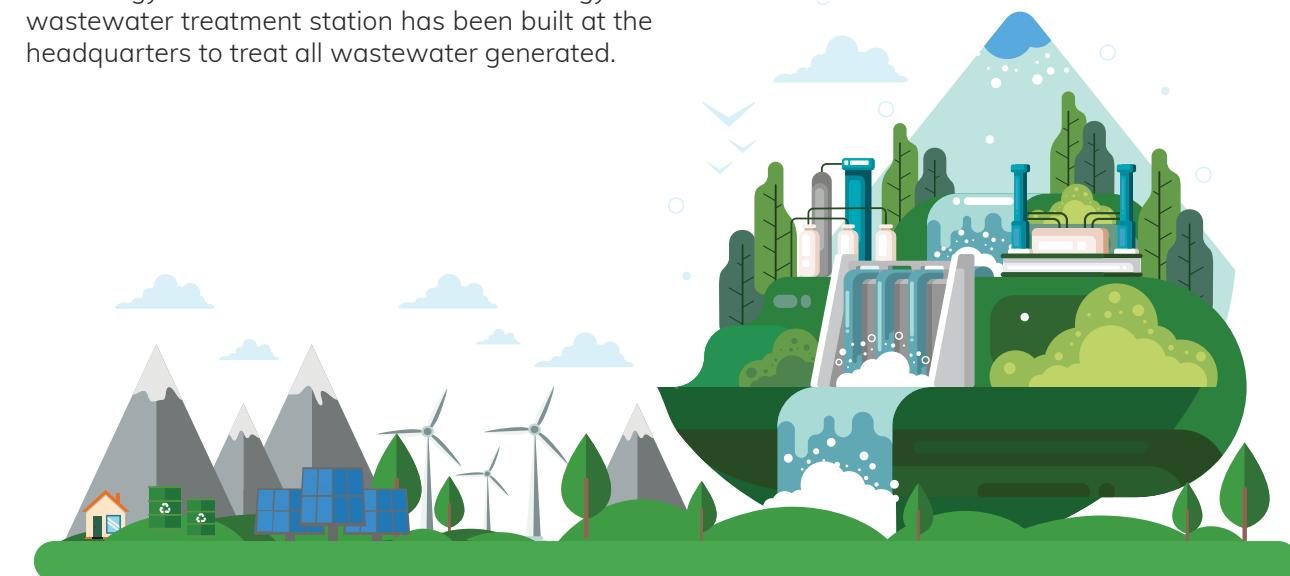
Total water input of Nam A Bank in 2024

This data is determined based on the number of cubic meters (m<sup>3</sup>) of water recorded in monthly water bills paid to urban water supply companies.



Wastewater generated by Nam A Bank is mainly domestic wastewater, without hazardous substances released into the environment or community. Water quality control is closely monitored in compliance with regulations. Wastewater from sanitary areas flows into a septic tank and is treated by an on-site wastewater treatment system before discharge to public drainage. Domestic wastewater contains organic pollutants, nutrients and microorganisms, Nam A Bank coordinates with wastewater treatment companies using biological technology combined with MBR technology. A wastewater treatment station has been built at the headquarters to treat all wastewater generated.

According to Environmental License No. 22/UBND-GPMT dated 15 November 2024 issued by the People's Committee of District 3, periodic wastewater monitoring is required once every 6 months, equivalent twice a year. In 2024, Nam A Bank conducted monitoring once every 3 months, equivalent to 4 times per year. Post-treatment wastewater monitoring results show that all indicators met QCVN 14:2008/BTNMT standards on domestic wastewater quality before discharge into the public water drainage system.



## E.3. ENVIRONMENTAL IMPACT MANAGEMENT FOR A SUSTAINABLE FUTURE

GRI 301, 303, 306 (2020); SDG 6,7,12,13,14,15 REFERENCE



### E.3.2 WASTE MANAGEMENT TOWARD A GREEN ENVIRONMENT

In the context of increasing concerns about environmental pollution and climate change, waste management is one of the most important measures to protect the planet and build a green and sustainable environment. At Nam A Bank, waste generated is mostly non-hazardous waste.

For domestic solid waste, cleaning staff at all offices collect waste daily to ensure a clean and safe working environment. In large buildings, Nam A Bank has equipped 60-liter plastic bins (clearly labeled for food waste, recycled waste, and other waste) outside elevator doors on each floor. Waste will be collected daily, sorted and transported to basement storage areas. Then, all solid waste is collected by specialized carts and transported to centralized domestic waste storage. At Nam A Bank's headquarters, waste after collection is handed over to HCMC Urban Environment One Member Co., Ltd – Gia Dinh Branch for transportation and treatment once a day. Recycled solid waste (packaging, paper, etc.) is collected by cleaning staff and sold to scrap purchasing units.



Hazardous solid waste, mainly generated from operational activities include broken fluorescent lamps, rags containing hazardous substances, discarded batteries, etc. At Nam A Bank's headquarters, hazardous waste after collection is transported to a 3-sqm hazardous waste storage room in the basement with seven clearly labeled 15 – 120-liter hazardous waste containers. All hazardous waste will be collected by specialized vehicles and transported to waste treatment facilities as stipulated. The amount of hazardous waste is determined based on receipt and delivery notes, reflecting actual volumes confirmed by both the facility manager and the collector. Hazardous waste is collected twice a year, with Mien Dong Environment JSC responsible for collection, transportation, and treatment under Contract No. 61724/HMDM-NH dated 01 June 2024. Hazardous waste storage areas must comply with regulations, including support frame, partitions, spill-proof channels, etc. Hazardous waste containers are labeled with warning signs at the storage areas to ensure safety and regulatory compliance.





## GOVERNANCE (G): SUSTAINABLE GOVERNANCE TOWARD LONG-TERM VALUES

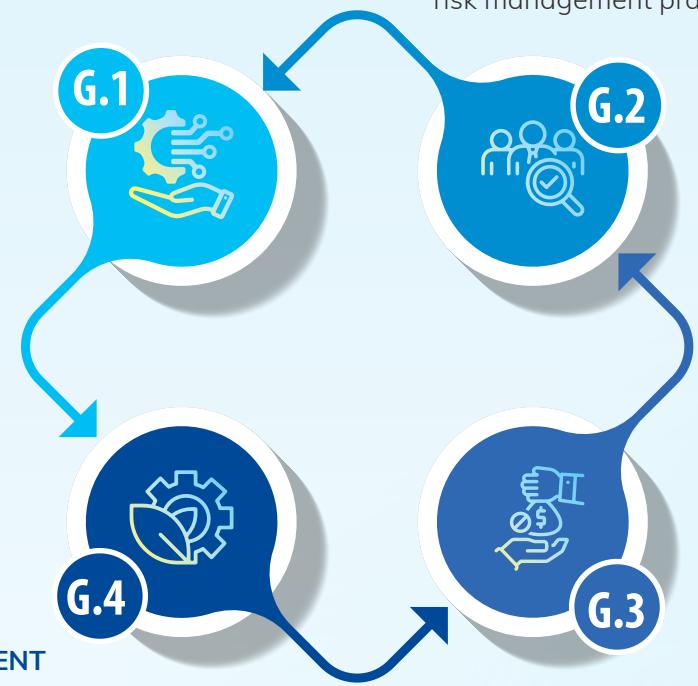
Digital transformation and information security	112
Transparent and effective governance	118
Anti-corruption, bribery and anti-money laundering	125
ESG risk management	128

# GOVERNANCE(G)

## SUSTAINABLE GOVERNANCE TOWARD LONG-TERM VALUES

### DIGITAL TRANSFORMATION AND INFORMATION SECURITY

Digital transformation streamlines processes, enhances operational efficiency, and reduces environmental impacts by limiting manual transactions and optimizing resource use. It also advances social inclusion by expanding access to financial services tailored to diverse customer needs.



### ESG RISK MANAGEMENT

Develop ESG governance policies and risk management strategies in compliance with regulatory requirements; integrate ESG risk management into the Bank's existing risk management framework, including the incorporation of ESG risk appetite; and consistently apply ESG risk management across business activities and operations. These measures aim to mitigate negative impacts, enhance positive economic, social, and environmental outcomes, and prevent potential losses arising from ESG risks.

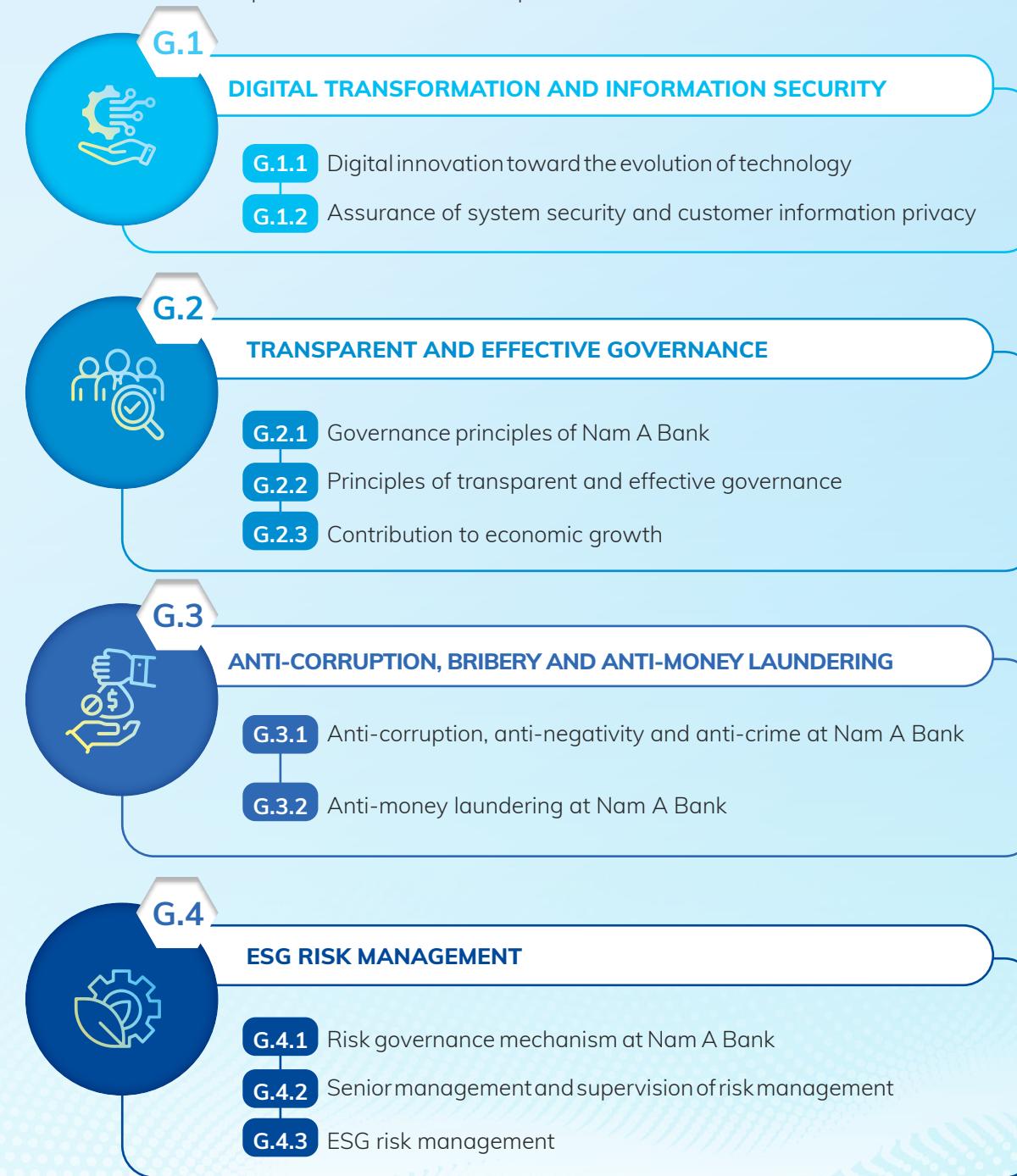
### TRANSPARENT AND EFFECTIVE GOVERNANCE

Strengthen governance capacity to ensure efficient and transparent operations, in compliance with applicable laws, good governance standards, and comprehensive risk management practices.

### ANTI-CORRUPTION, BRIBERY AND ANTI-MONEY LAUNDERING

Enforce a zero-tolerance policy toward corruption, bribery, and money laundering by strengthening training and awareness programs, disseminating anti-money-laundering regulations, and establishing robust mechanisms to detect, report, investigate, and address potential violations.

Nam A Bank implements each material topic with content as follows:



# G.1 DIGITAL TRANSFORMATION AND INFORMATION SECURITY

GRI 2-25; SDG 8, 9 REFERENCE



Digital transformation is an inevitable and strategic imperative for achieving sustainable development. The integration of digital and green transformation enhances enterprises' resilience to climate change while strengthening economic connectivity across infrastructure, transportation, and digital systems. Digitalization streamlines processes, improves operational efficiency, and reduces environmental impacts through lower reliance on manual transactions and more efficient resource utilization. Moreover, it promotes social inclusion by expanding access to financial services tailored to diverse customer segments.



## DIGITAL INNOVATION TOWARD THE EVOLUTION OF TECHNOLOGY

### DIGITAL TRANSFORMATION AT NAM A BANK

At Nam A Bank, "Digital" and "Green" are consistently emphasized as core themes that shape its pioneering culture. For many years, the Bank has mobilized all resources under digital and green strategies as guiding principles for all activities. Technology serves as a key driver of the Bank's digitalization efforts across all banking operations, while its green-banking orientation remains central to promoting sustainable business development.



Integrated with modern technology, Nam A Bank's OpenBanking platform enables customers to conduct transactions anywhere, anytime, enhancing the user experience through services such as NAPAS 247 Fast Money Transfer; secure QR-code payments; invoice payments; mobile top-ups; money-transfer requests; scheduled transactions; and POS management. Beginning in May 2024, the Bank introduced online loan registration through the OpenBanking app, offering streamlined procedures and support from professional, dedicated consultants. Customers can submit loan applications and track their documentation directly on the app. Additionally, in compliance with Decision No. 2345/QĐ-NHNN of the State Bank of Vietnam and to strengthen online-transaction security and privacy, Nam A Bank implemented facial biometric registration on the OpenBanking app in early 2024.



In 2024, Nam A Bank advanced the application of technology across service operations and management to enhance customer value and strengthen its market competitiveness. In November 2024, the Bank signed a comprehensive strategic cooperation agreement with Mobifone, marking a significant milestone in developing a modern telecommunications and digital-finance ecosystem that meets growing customer demand in the digital era.

As of 31 December 2024, key digital indicators recorded significant growth.

TRANSACTIONS VIA DIGITAL CHANNELS REACHED

**175** million

representing 97.4% of total transactions across the system.

ONLINE DEPOSITS

**31,544**billion VND  
an increase of VND 9,587 billion (+44%) compared with 2023.

### DIGITAL ACTIVITY HIGHLIGHTS IN 2024:

- ✓ Expanded green, cashless payments via QR code, e-wallet, and other digital methods; pioneered cashless payment solutions at hospitals and schools; and strengthened cooperation with partners such as Mobifone, VDS, VNPOST, VETC, and VGS.
- ✓ Launched SWIFT GPI and SWIFT GO applications, enabling customers to track transactions, receive updates on fees and transferred amounts, and ensure secure international payments.
- ✓ Advanced contactless payment technology by introducing two new applications: Tap To Phone and Mobile Payment.
- ✓ Became the first bank to enable cross-border QR payments in Thailand, Cambodia, and Laos via OpenBanking; migrated technology applications to the Cloud; and expanded deployment of ONEBANK and Robot OPBA to enhance the customer experience.



# G.1 DIGITAL TRANSFORMATION AND INFORMATION SECURITY

GRI 2-25; SDG 8, 9 REFERENCE



## G.1.1 DIGITAL INNOVATION TOWARD THE EVOLUTION OF TECHNOLOGY

### DIGITAL TRANSFORMATION ORIENTATION FOR THE FUTURE

In the context of the Fourth Industrial Revolution, Nam A Bank identifies digital transformation as a core driver for enhancing operational performance, optimizing services, and improving customer experience. Since early 2024, the Board of Directors has directed systemwide management and development orientations. The Bank has prioritized business activities aligned with Digital and Green strategies to reinforce brand sustainability, professionalism, and distinctiveness. Accordingly, Nam A Bank is committed to innovating and applying digital technologies to strengthen operational performance and generate long-term value for customers and the community.

Digital transformation orientations aim to build a customer-centric and sustainable digital-financial platform:

- ✓ Upgrade technology infrastructure and security systems to ensure safe transactions.
- ✓ Develop the OpenBanking ecosystem and payment-agent platform.
- ✓ Apply Artificial Intelligence (AI) to operational and business-support activities.
- ✓ Upgrade OpenBanking to version 3.0; modernize digital work channels and enhance the core system.



G.1.2

## ASSURANCE OF SYSTEM SECURITY AND CUSTOMER INFORMATION PRIVACY

In the digitalization age, information security plays an important role in protecting assets, maintaining customer trust, and promoting sustainable development.

### NECESSITY OF ENSURING INFORMATION SYSTEM SECURITY IN BANKING OPERATIONS

Information systems are fundamental to banking operations, enabling customer data management, digital transactions, and cashless payment services. As banks' reliance on digital infrastructure intensifies, information system security has become a critical imperative. In Viet Nam, recurring cyber threats and security incidents within the banking sector further underscore the necessity of robust information system security, as reflected in the following aspects:

- ✓ Protecting customer data and the Bank's assets.
- ✓ Ensuring compliance with legal regulations. In Viet Nam, the Law on Cybersecurity and regulations on personal-information protection required Banks to effectively implement strict security measures. The State Bank of Viet Nam has issued multiple information-security regulations for financial institutions and banks, requiring the implementation of risk-management mechanisms and the protection of information and data.



# G.1 DIGITAL TRANSFORMATION AND INFORMATION SECURITY

GRI 2-25; SDG 8, 9 REFERENCE



## G.1.2 ASSURANCE OF SYSTEM SECURITY AND CUSTOMER INFORMATION PRIVACY

### ENSURE INFORMATION SYSTEM SECURITY AT NAM A BANK

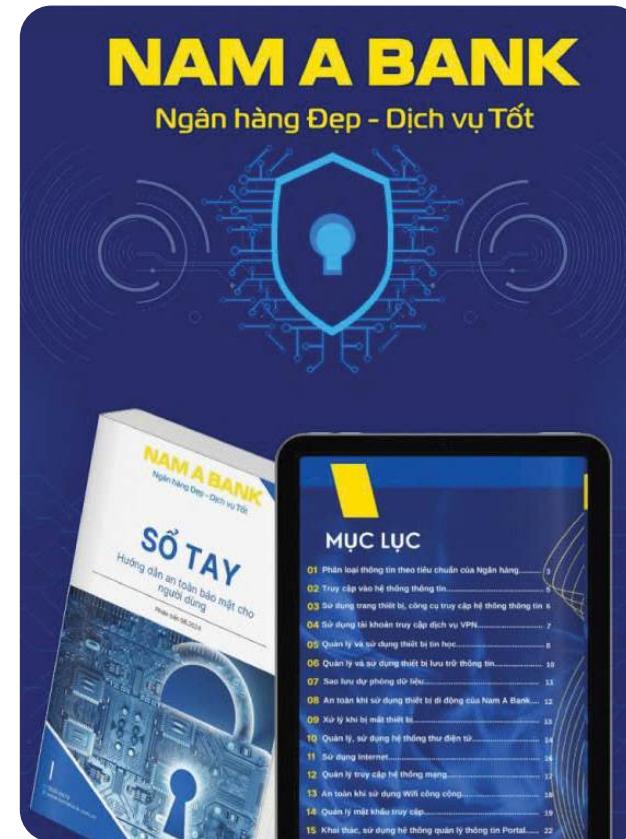
Nam A Bank consistently focuses on investing in advanced privacy solutions to ensure system-wide and transaction security.

Nam A Bank has issued regulations on the use of information systems, information-system security, and privacy policies. In addition, Nam A Bank issued the Safety and Security Manual for Users in 2024, providing employees with knowledge on the safe and effective use of information systems and procedures for handling incidents.

Nam A Bank ensures IT-system security and customer information privacy through the following actions:

- ✓ Frequently updating and improving privacy systems.
- ✓ Closely monitoring activities related to information access.
- ✓ Controlling and managing equipment.
- ✓ Detecting and handling potential threats.
- ✓ Monitoring the information system and data center.
- ✓ Complying with security standards
- ✓ Expanding responsibilities for detecting security vulnerabilities.
- ✓ Improving awareness and self-protection skills.

Thanks to comprehensive security solutions, Nam A Bank has maintained a stable operating system without any serious incidents, enhancing customer trust in a secure and compliant transactional environment. In the coming time, the Bank will continue investing in advanced security technologies, improving data protection, and ensuring a safe and sustainable digital-transformation process.



# NAM A BANK

Ngân hàng Đẹp - Dịch vụ Tốt

Bản tin

Đào tạo số 13.2024

## NGHỊ ĐỊNH 13/2023/NĐ-CP VỀ BẢO VỆ DỮ LIỆU CÁ NHÂN



### ENSURE THE CONTINUOUS FLOW OF INFORMATION SYSTEM

To respond to adverse incidents or events that may cause business disruptions and affect information security and privacy, Nam A Bank has established a development and planning process to ensure the continuous operation of information systems without interruption, including the following phases:

- ✓ Identification of critical information systems (Level 3 and above) and risk identification.
- ✓ Impact analysis and risk assessment.
- ✓ Development of operational continuity plans.
- ✓ Approval of plans to ensure continuous system use.
- ✓ Testing, evaluation and reporting of testing results to ensure uninterrupted information flow.
- ✓ Reporting completed updates and adjustments to the Leadership Board.

In addition, Nam A Bank has developed a backup system-conversion scenario in the event of a main-system failure, based on the following principles:

- ✓ The conversion team must consist of Nam A Bank staff with in-depth IT knowledge and skills.
- ✓ IT equipment and necessary resources must always be ready for use.
- ✓ A clear conversion process and scenario must be established.
- ✓ The conversion plan, scenario and related contents must be reported in writing to the State Bank of Vietnam (via IT Department) at least 5 working days before implementation.

In 2024, Nam A Bank recorded no IT-system outage lasting longer than planned.

## G.2. TRANSPARENT AND EFFECTIVE GOVERNANCE

GRI 2, 207; SDG 8



Banking governance plays a vital and prerequisite role in ensuring the effective operations and sustainable development of a financial institution. A transparent and professional governance system provides a solid foundation for long-term growth and enhances the competitiveness of banks. In awareness of this, Nam A Bank has established a streamlined governance model compliant with fundamental principles of banking governance. This ensures legitimate rights and interests of shareholders and Nam A Bank, as well as the appropriateness of banking operations with legal regulations, international standards, and business practices.



### GOVERNANCE PRINCIPLES OF NAM A BANK

#### BASIC GOVERNANCE PRINCIPLES OF NAM A BANK

- 1 Comply with relevant laws and Nam A Bank's Charter.
- 2 Ensure the interests of shareholders and stakeholders are protected.
- 3 Ensure transparent and effective governance and operational control mechanisms, in compliance with State Bank of Vietnam regulations and aligned with international standards and practices.
- 4 Ensure an effective governance structure.
- 5 Ensure the operational performance of the BOD, BOS, CEO, and other executives.
- 6 Ensure equitable treatment of shareholders.
- 7 Ensure transparency and public disclosure in operations in accordance with legal regulations.

### GOVERNANCE STRUCTURE WITH CLEAR ROLES AND RESPONSIBILITIES

- ✓ General Meeting of Shareholders (GMS): Comprising all shareholders with voting rights, this is the highest governing body at Nam A Bank.
- ✓ Roles and Responsibilities of the BOD: Responsible for setting Nam A Bank's strategic orientations and acting on behalf of the Bank to decide and implement rights and obligations, except those under the authority of the GMS; supervises and directs the CEO and BOM in performing assigned tasks.
- ✓ Roles and Responsibilities of the BOS: Responsible for supervising Nam A Bank's management and operations to accurately assess business performance and financial status. On behalf of shareholders, the BOS conducts internal audits and monitors compliance with legal regulations, internal rules, Nam A Bank's Charter, and resolutions/decisions of the GMS and the BOD.
- ✓ Roles and Responsibilities of the BOM: Led by the CEO, responsible for daily operations under the supervision of the BOD and BOS, and accountable to the BOD and the law. The CEO exercises rights and obligations in accordance with the Charter.



### SUSTAINABILITY GOVERNANCE MODEL

- ✓ The BOD is the highest governing body of Nam A Bank, authorized to decide and exercise the Bank's rights and obligations, except those reserved for the GMS.
- ✓ All BOD members must meet statutory qualifications and professional standards and demonstrate integrity and ethical conduct to safeguard the Bank's reputation.

Full Name	Title	Experience and Capability
Mr. Tran Ngo Phuc Vu	Chairman of BOD	<ul style="list-style-type: none"> <li>• 26 years of experience in Finance-Banking, holding senior management positions at credit institutions and large enterprises.</li> <li>• Serving as Chairman of BOD since 2022.</li> </ul>
Mr. Tran Ngoc Tam	Permanent Vice Chairman of BOD	<ul style="list-style-type: none"> <li>• 29 years of experience in Finance-Banking, including mid-level and senior management positions at Nam A Bank.</li> <li>• Serving as Permanent Vice Chairman of the BOD since 2024.</li> </ul>

## G.2. TRANSPARENT AND EFFECTIVE GOVERNANCE

GRI 2, 207; SDG 8



G.2.1

### GOVERNANCE PRINCIPLES OF NAM A BANK

#### SUSTAINABILITY GOVERNANCE MODEL

Full Name	Title	Experience and Capability
Mrs. Vo Thi Tuyet Nga	Vice Chairwoman of BOD	<ul style="list-style-type: none"> <li>Over 31 years of service at Nam A Bank, holding senior management positions across multiple departments.</li> <li>Serving as BOD member since 2011 and Vice Chairwoman since 2022.</li> </ul>
Mr. Nguyen Duc Minh Tri	Member of BOD	<ul style="list-style-type: none"> <li>Extensive senior management positions across various business units at Nam A Bank.</li> <li>Serving as member of BOD since 2022.</li> </ul>
Mr. Tran Khai Hoan	Member of BOD cum Acting CEO	<ul style="list-style-type: none"> <li>Over 21 years of experience in Finance-Banking, holding senior management positions at credit institutions and Nam A Bank.</li> <li>Serving as BOD member cum Acting CEO since 2024.</li> </ul>
Mrs. Nguyen Thi Thanh Dao	Member of BOD	<ul style="list-style-type: none"> <li>Over 19 years of experience in Finance-Banking, including roles as Branch Director and Regional Director.</li> <li>Serving as BOD member since 2022.</li> </ul>
Mrs. Le Thi Kim Anh	Independent Member of BOD	<ul style="list-style-type: none"> <li>Over 19 years of experience in Finance-Banking at various domestic credit institutions.</li> <li>Serving as Independent BOD member since 2022.</li> </ul>

Nam A Bank's BOD oversees two affiliated committees the Risk Management Committee and the HR Committee each with clearly defined functions and responsibilities in accordance with current laws.

	Risk Management Committee	HR Committee
Chairman	Mr. Nguyen Duc Minh Tri	Mr. Tran Ngo Phuc Vu
Number of members	6	5
Role	<ul style="list-style-type: none"> <li>Assists the BOD in supervising and managing business-related risks, ensuring compliance with legal regulations to support safe and effective business development.</li> </ul>	<ul style="list-style-type: none"> <li>Provides guidance on organizational structure, functions, obligations, and HR governance under the authority of the BOD.</li> </ul>

#### PROCEDURES FOR THE SELECTION AND APPOINTMENT OF BOD MEMBERS:

- Shareholders, or groups of shareholders, holding 5% or more of total common shares have the right to nominate or self-nominate candidates for the BOD.
- If the total number of nominated/self-nominated candidates is insufficient, the incumbent BOD may nominate additional candidates or organize nominations according to the Bank's internal mechanism, which must be publicly disclosed prior to the GMS electing the BOD.
- At least 10 days before the General Meeting of Shareholders, information on BOD candidates, if available, must be published on Nam A Bank's website.
- If elected, Candidates must provide written commitments confirming the accuracy of their personal information and their dedication to performing their duties honestly and diligently in the best interests of Nam A Bank.

In 2024, the BOD issued 284 Resolutions, 161 Decisions, and 115 Official Dispatches, with 100% attendance at all BOD meetings.

#### APPROVAL AND DECISION AUTHORITY MECHANISM

- ✓ General Meeting of Shareholders (GMS): Holds the highest decision-making authority and decides on the most critical matters according to the law and the Bank's Charter.
- ✓ Board of Directors (BOD): Acts on behalf of Nam A Bank to decide on matters related to the Bank's purposes and benefits, except those reserved for the GMS.
- ✓ Board of Supervisors (BOS): Elected by the GMS to oversee the Bank's operations and evaluate performance and compliance. On behalf of shareholders, the BOS conducts internal audits and monitors compliance with legal regulations, internal rules, the Bank's Charter, and resolutions/decisions of the GMS and BOD.
- ✓ Chief Executive Officer (CEO): Appointed by the BOD and may be a BOD member or an external hire. The CEO oversees daily operations under the supervision of the BOD and BOS and is accountable to the BOD and applicable laws for the execution of assigned duties and powers. The CEO exercises rights and obligations in accordance with the Bank's Charter.



## G.2. TRANSPARENT AND EFFECTIVE GOVERNANCE

GRI 2, 207; SDG 8



### PRINCIPLES OF TRANSPARENT AND EFFECTIVE GOVERNANCE:

#### COMPLIANCE WITH BUSINESS ETHICS AND AVOID CONFLICTS OF INTEREST

Promoting the core cultural values of the People of Nam A Bank, including Pioneering - Courtesy - Integrity, all employees, regardless of positions, must recognize that sustainable values stem first from ethics. Accordingly, Nam A Bank has issued the Nam A Bank Ethics Handbook which sets out rules and standards of conduct for employees to practice daily. Each ethical value aligns with specific job requirements that emphasize transparency, discipline, and compliance.

Transparency, honesty, and sincerity lead to integrity. In the banking sector, every employee must consistently uphold these values, remaining steadfast and principled in the face of external temptations.

Ethics provide a foundation that elevates individuals toward greater perfection, promoting sustainable development for the organization. Therefore, Nam A Bank focuses on maintaining and upholding ethical conduct and the values of Nam A Bank's people.

Nam A Bank commits to strict compliance with business ethics and to preventing all conflicts of interest. The BOD, BOS and CEO strengthen coordination based on the principles of prioritizing the common interest of the Bank, strictly comply with legal regulations, and upholding a strong sense of responsibility. Through their respective functions, strategic directions, and supervision roles, the BOD frequently organizes discussions based on the principles of centralization and democracy to implement decisions and policies suitable for each operational period.

To monitor transactions with potential conflicts of interest, the Charter stipulates that contracts or transactions between Nam A Bank and BOD members, BOS members, the CEO, major shareholders or related persons of these individuals or related entities (subsidiaries or associates) may only be executed if approved by General Meeting of Shareholders (for contracts valued at 20% or more of charter capital), or approved by BOD (for contracts valued below 20%). In such cases, relevant shareholders or board members are not entitled to vote.

In addition, Nam A Bank has issued internal regulations and tightened credit policies for related persons of BOD members, BOM members, major shareholders, and founding shareholders to ensure compliance with the Laws on Credit Institutions and related legal documents.



#### TRANSPARENCY IN INFORMATION DISCLOSURE

On 08 March 2024, Nam A Bank's shares were officially listed on Ho Chi Minh City Stock Exchange (HoSE), becoming the only banking-sector share approved for listing on HoSE in 2023. NAB share was honored to be included in the VNFinLead basket (representing leading financial-sector stocks, mainly banking and securities) and the MSCI Frontier Markets Index Basket (one of MSCI's most important frontier market indexes). This recognition demonstrates Nam A Bank's efforts to promote safe, effective, and sustainable development.

As a public company, Nam A Bank is committed to ensuring transparency in periodic information disclosure through official media channels as required by law, creating favorable conditions for stakeholders to access to information, including:

- ✓ Documents of the General Meeting of Shareholders
- ✓ Annual report
- ✓ Financial Statement
- ✓ Charter of Nam A Bank
- ✓ Bank Management Report
- ✓ Annual business performance report
- ✓ Information on related interests
- ✓ Other legally required disclosures

In 2024, Nam A Bank standardized its financial accounting information system and management accounting information system, providing a solid foundation for business decision-making and preparing financial statements aligned with international standards (IFRS 9). Applying IFRS significantly improves transparency and reliability of financial information and strengthens investor confidence.



#### OPEN POLICY ON REMUNERATION, BONUS AND OTHER BENEFITS OF THE BOD

Regulations governing BOD remuneration are included in Nam A Bank's internal management mechanisms. BOD members do not receive salaries but are entitled to remuneration, bonuses, and other expenses incurred while performing their duties. Remuneration of each BOD member is determined based on consensus. The total remuneration and bonuses for the BOD are approved by the General Meeting of Shareholders at the Annual General Meeting of Shareholders. Individual remuneration for each BOD member is disclosed separately in the annual financial statement of Nam A Bank.

BOD members holding executive positions, working on BOD Sub-Committees, or performing other tasks outside their regular duties may receive additional remuneration in the form of lump sums, salaries, commissions, profit percentages, or other forms as approved by the BOD.

## G.2. TRANSPARENT AND EFFECTIVE GOVERNANCE

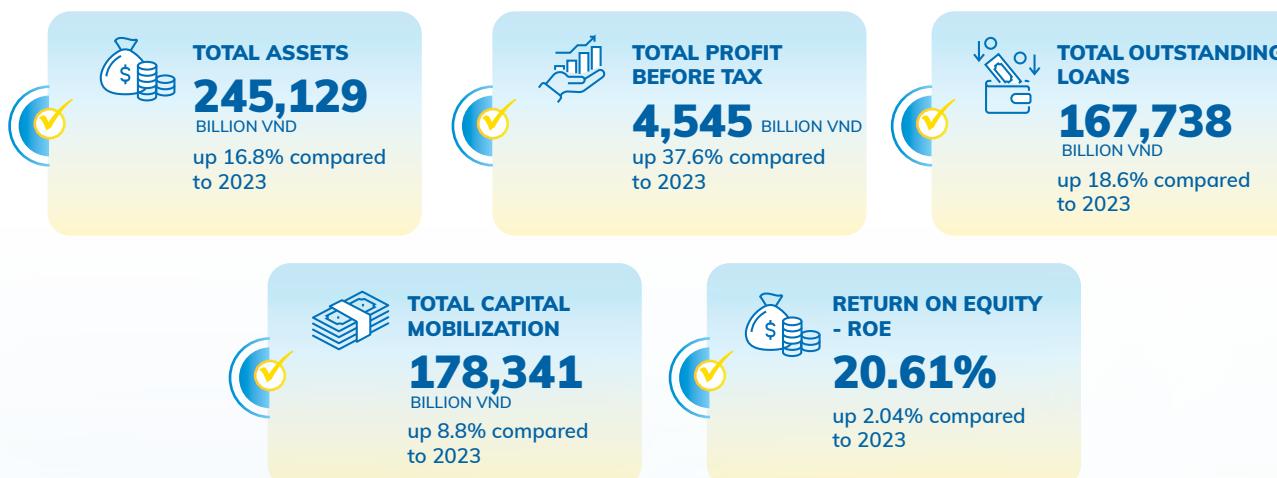
GRI 2, 207; SDG 8



### G.2.3 CONTRIBUTION TO ECONOMIC GROWTH

#### CONTRIBUTIONS TO THE NATIONAL ECONOMY

Nam A Bank is committed to maintaining stable and sustainable growth by continuously improving products and services tailored to target customer groups, balancing rapid growth with effective risk management, and delivering optimal value to shareholders, customers, and employees.



#### RESPONSIBILITY FOR TAX OBLIGATIONS

A successful company must contribute to national sustainable development. Transparent tax management and compliance form the basis of responsible business operations at Nam A Bank. Taxes constitute a key component of State budget revenue and play an essential role in stabilizing the market, regulating the economy, and fostering sustainable national development. Nam A Bank

strictly complies with tax laws, making timely declarations and payments. In 2024, Nam A Bank fully fulfilled its tax obligations and contributed VND 689,509 million to the State budget, up 37.52% from 2023. Total payable corporate income tax for 2024 was VND 1,210,795 million. The Bank recorded no administration tax violation during the 2024 fiscal year.



## G.3. ANTI-CORRUPTION, BRIBERY AND ANTI-MONEY LAUNDERING

GRI 205; SDG 8 REFERENCE



### G.3.1 ANTI-CORRUPTION, ANTI-NEGATIVITY AND ANTI-CRIME AT NAM A BANK

At Nam A Bank, the BOD has issued a Decision on Regulations on the operations of Steering Committee and Sub-Committees for anti-corruption, anti-negativity, and anti-crime, following the model presented in the 2023 *Sustainability Report*, page 164.

Nam A Bank has established an Anti-Corruption Steering Committee at the Headquarters and Sub-Committees at business units. Every six months, the Steering Committee and Sub-Committees hold summary meetings to assess the implementation of anti-corruption programs and plans to detect and promptly address cases showing signs of corruption.

In addition to building documents, policies, and action plans in compliance with legal regulations, Nam A Bank has implemented internal communication activities to disseminate and strengthen anti-corruption for employees.

To effectively implement anti-corruption and anti-negativity plans in 2024, the BOD has issued an implementation plan with the following key contents:

- ✓ Strengthen directions and leadership on effective implementation anti-corruption policies, orientations, and solutions of the Anti-Corruption Steering Committee at the Headquarters and Sub-Committees at business units, in accordance with legal provisions and internal regulations.
- ✓ Detect and promptly address cases showing signs of corruption or negativity; prevent, handle and, repel corrupt acts; enhance management efficiency and ensure operational safety.
- ✓ Uphold the roles and responsibilities of employees in preventing and combating corruption; encourage business units to participate in detecting, reporting, and denouncing corrupt or negativity acts; safeguard individuals who report or fight against corruption.
- ✓ Disseminating general provisions of the anti-corruption laws to all employees.
- ✓ Identifying potential corrupt acts that may arise within Nam A Bank.
- ✓ Applying legal regulations on anti-corruption across the Bank.
- ✓ To date, Nam A Bank has recorded no corruption-related incidents.

In addition, Nam A Bank has issued a Handbook on Practical Anti-Corruption Measures to provide essential and practical information on:

## G.3. ANTI-CORRUPTION, BRIBERY AND ANTI-MONEY LAUNDERING

GRI 205; SDG 8 REFERENCE



### G.3.2 ANTI-MONEY LAUNDERING AT NAM A BANK

The leadership team of Nam A Bank places strong emphasis on combating money laundering. In 2024, the Bank issued Specific Regulations on anti-money laundering and terrorist financing, and prevent the financing of the proliferation of weapons of mass destruction, ensuring consistent application across the system. The regulations include:

- 1 General principles and prohibited acts in anti-money laundering.
- 2 Customer identification procedures and customer information verification.
- 3 Responsibility of individuals, Departments/Offices, and Units at Nam A Bank in preventing and combating money laundering.
- 4 Detection and handling of customer transactions showing signs of money laundering to minimize risks and protect legitimate customer rights and interests.

At Nam A Bank, the Anti-Money Laundering Unit under Risk Management Department is responsible for implementing and guiding business units in carrying out anti-money laundering activities in accordance with legal regulations and internal policies, together with anti-money laundering groups at business units.



Anti-money laundering Project Kick-off Ceremony at Nam A Bank



To manage and monitor anti-money laundering-related risks as required by the State Bank of Vietnam, Nam A Bank has issued money laundering risk management procedures, including:

- 1 Criteria for identifying and detecting money laundering risks arising during the provision of banking products and services.
- 2 A customer risk-rating model based on money laundering risks levels.
- 3 Compliance with regulations on the protection of State secrets and customer information privacy.
- 4 Identification and assessment of money laundering risk levels before providing products and services.
- 5 Guidance on applying temporary measures.
- 6 Requirements for reporting suspicious transactions.



In recent years, Nam A Bank has recorded no risks or violations related to anti-money laundering.

## G.4. ESG RISK MANAGEMENT

GRI 2, 308, 400; SDG 6, 7, 8, 12, 13, 14, 15 REFERENCE



### RISK GOVERNANCE MECHANISM AT NAM A BANK:

To ensure effective risk management, Nam A Bank applies the Three Lines of Defense model as follows:

The Three Lines of Defense	Office/Departments	Role, Responsibility in risk management
The first line of defense	Business departments, business units, business professional departments/units, and business support units.	<ul style="list-style-type: none"> <li>Identify, prevent, monitor, and mitigate potential risks and provide information to the second line of defense;</li> <li>Monitor stakeholder activities that may pose potential risks to the Bank's operations;</li> <li>Timely implement risk-management action plans as directed by the BOM.</li> </ul>
The second line of defense	Compliance Management and Risk Division under Risk Management	<ul style="list-style-type: none"> <li>Develop the risk management framework, and relevant internal regulations and policies;</li> <li>Supervise and provide warnings to first-line units to fully identify, monitor, and manage risks;</li> <li>Monitor and measure types of risks and risk management activities under the risk appetite framework.</li> </ul>
The third line of defense	Internal Audit Department under the BOS	<ul style="list-style-type: none"> <li>Inspect and conduct independent assessments of internal regulations related to risk management;</li> <li>Inspect and conduct independent assessments on the first and the second lines of defense regarding the implementation of mechanisms, policies, and internal regulations of Nam A Bank related to risk management;</li> <li>Perform other tasks in accordance with assigned functions and duties.</li> </ul>



### SENIOR MANAGEMENT AND SUPERVISION OF RISK MANAGEMENT

Management level	Role and Responsibility in risk management
Board of Directors	<ul style="list-style-type: none"> <li>Approve risk management strategies and policies;</li> <li>Approve the risk management framework and risk appetite;</li> <li>Supervise risk management activities at Nam A Bank.</li> </ul>
Risk Management Committee	<ul style="list-style-type: none"> <li>Advise and consult the BOD on reviewing and approving risk management policies;</li> <li>Advise the BOD in supervising the CEO and the BOM in implementation risk management policies, strategies, and the risk appetite;</li> <li>Recommend and advise the BOD on supervising the BOM in addressing shortcomings or limitations in risk management as requested by the BOS, Internal Audit Department, State management agencies, independent audit organizations, and other competent authorities;</li> <li>Report to the BOD on activities and decisions related to risk management.</li> </ul>
Board of Supervisors	<ul style="list-style-type: none"> <li>Supervise compliance with legal regulations and internal regulations of Nam A Bank to minimize and control risks;</li> <li>Exercise senior oversight of internal audit activities related to the implementation of internal audits on risk management.</li> </ul>
Board of Management	<ul style="list-style-type: none"> <li>Develop risk management policies;</li> <li>Issue, review, amend, and supplement documents, regulations, procedures, and guidelines within its authority;</li> <li>Ensure Nam A Bank's business activities align with risk management strategies and the risk appetite;</li> <li>Direct and oversee the entire system in implementation risk management activities;</li> </ul>
Risk Management Council	<ul style="list-style-type: none"> <li>Review and assess risk documents, policies, regulations and guidelines related to risk management;</li> <li>Support and advise the CEO in implementing risk management policies approved by the BOD;</li> <li>Supervise the implementation of risk management procedures and policies;</li> <li>Assist the CEO in reviewing methods for identifying, measuring, and monitoring risks;</li> <li>Advise the CEO on supervising the implementation of risk management activities.</li> </ul>

## G.4. ESG RISK MANAGEMENT

GRI 2, 308, 400; SDG 6, 7, 8, 12, 13, 14, 15 REFERENCE



### G.4.3 ESG RISK MANAGEMENT

In July 2024, Nam A Bank, in partnership with KPMG, launched its Environmental, Social, and Governance (ESG) Risk Management initiative. The Bank subsequently issued its first independent Sustainability Report 2023 in accordance with GRI standards and began integrating ESG elements into its Risk Management Framework.

The integration of ESG into the Risk Management Framework not only ensures compliance with State management regulations but also aligns Nam A Bank with international standards and best practices.



ESG Risk Management Project Implementation Ceremony at Nam A Bank



Nam A Bank recognizes that achieving sustainability requires integrating ESG risk management into all business activities and daily operations. Since 2021, the Bank has implemented the Environmental and Social Management System (ESMS) to effectively manage environmental and social risks and channel financing toward environmentally friendly projects. The ESMS has since been enhanced for practical application and expanded across the credit financing portfolio.

In 2024, Nam A Bank continued to organize training programs to enhance employees' knowledge of environmental and social (E&S) risk management, particularly those involved in credit appraisal and related operations. This ensures that all credit officers are able to identify and assess E&S risks in lending activities.

The Bank also strengthened environmental risk management to minimize negative and potential impacts arising from environmental changes on both the Bank and its customers. Environmental risk is a key priority within the ESG framework,

with climate risk influencing the economy through two main channels: physical risk and transition risk. Nam A Bank is currently researching and applying risk-measuring models and stress-testing methodology to develop preventive and mitigation measures for climate-related lending products.

For social risks, Nam A Bank remains committed to complying with labor standards and ensuring industrial safety and occupational health, while also requiring its business partners to comply with these standards.

In 2024, the Bank proactively developed a comprehensive risk management plan with a focus on climate-related risks. Nam A Bank is gradually adopting Basel III international practices, implementing the three lines of defense, and applying International Financial Reporting Standards (IFRS) to enhance transparency.

# NAM A BANK *Creates* SUSTAINABLE COMMUNITY VALUES

GRI 203-2, GRI 413-1 REFERENCE

Realizing its sustainability strategy, Nam A Bank not only affirms its position as a modern, prestigious, and dynamic institution but also demonstrates a deep commitment to the community through meaningful actions and human-centered values.



# NAM A BANK CREATES SUSTAINABLE COMMUNITY VALUES

GRI 203-2, GRI 413-1 REFERENCE



For Nam A Bank, the community is an essential pillar of sustainability. The Bank consistently implements support programs that help local residents overcome challenges, promote education and health care, strengthen environmental protection, and enhance the quality of life for millions of people. Through these initiatives, Nam A Bank not only provides practical support but also helps foster positive and sustainable change in each locality.

- With over VND 4.1 billion invested in the healthcare sector, Nam A Bank continues to expand its charitable efforts from donating ambulances to mountainous provinces such as Dien Bien and Nghe An, to providing health insurance cards to those in need in Ho Chi Minh City. Recent charity events in Thanh Son Commune (Khanh Hoa province) and Tien Phuoc (Quang Nam province) delivered not only medicines and essential goods but also trust, faith, and hope to patients, especially preferential policy families and Vietnamese Heroic Mothers.



- Notably, over 13 seasons of the "Red Festival", thousands of units of blood donated by Nam A Bank employees, partners, and customers have been delivered to hospitals and healthcare clinics nationwide. This charitable and humane initiative clearly demonstrates the spirit of sharing, solidarity, and life saving commitment that Nam A Bank consistently upholds and spreads throughout its community journey.



# NAM A BANK CREATES SUSTAINABLE COMMUNITY VALUES

GRI 203-2, GRI 413-1 REFERENCE

## WORK TOGETHER – SERVE SOCIETY



- ✓ Regarding education, Nam A Bank is committed to supporting future generations with contributions totaling VND 2.8 billion. From awarding scholarships and partnering with universities to sponsoring startup competitions and supporting disadvantaged teachers, the Bank not only provides learning opportunities but also inspires and nurtures the creative spirit of young people.
- ✓ Notably, in collaboration with the Central Committee of the Vietnam Students' Association, Nam A Bank participated in the "70th Anniversary of Dien Bien Phu Victory" initiative, promoting the spirit of gratitude for the past and aspiration for building the future.



Additionally, Nam A Bank partnered with fishermen to illuminate the sea, contributed VND 1 billion to rural road development in Tran Van Thoi District, Ca Mau Province, and participated in social security programs across multiple cities and provinces. These initiatives are not only part of its social responsibility but also meaningful expressions of solidarity from its people, contributing to the country's sustainable development.

## PROMOTING THE SPREAD OF ESG PRACTICES

Nam A Bank launched the "I Choose Green Living Toward the Roots" program a major tree-planting initiative at Tuyen Lam Lake contributing significantly to the expansion of tree-planting and forest-protection activities for a greener environment.

Every year, Nam A Bank organizes running competitions to build an athletic community, promote a healthy lifestyle, and foster perseverance that motivates individuals to pursue their goals and passions. In 2024, the Bank's "Running for a Green Future" program contributed 1,500 trees to 40 schools nationwide. The event spanned 32 days (25 September – 30 October 2024) and attracted thousands of participants in collaboration with the 5:30 Community. Throughout the event, Nam A Bank converted every 32 km accumulated by athletes into one green tree for schools.

Nam A Bank's efforts in 2024 underscore a strong message: true success is measured not only by business performance but also by the sharing of human-centered values that guide sustainable development. Moving forward, Nam A Bank will continue expanding its volunteer initiatives and creating more opportunities to support community sustainability.





GRI standards	GRI Index	
<b>Use Statement</b>	Nam A Bank's reported information for the fiscal year ending 31 December 2024 is cited in the GRI Index below, with reference to the GRI Standards.	
<b>GRI 1</b>	GRI 1: Foundation 2021	
GRI standards	GRI Index	Trang
	2-1 Organizational details	22-31
	2-2 Entities included in its sustainability reporting	6-7, 22-31
	2-3 Reporting period, frequency and contact point	6-7
	2-4 Restatements of Information	Non-derivative due to first year report
	2-5 Third-Party Assurance	7
	2-6 Activities, value chain and other business relationships	22-33
	2-7 Employees	60-74
	2-8 Workers who are not employees	Non-derivative due to external employees working under service contracts managed and being responsible by contractors
<b>GRI 2: General Disclosures 2021</b>	2-9 Governance Structure	
	2-10 Nomination and selection of the highest governance body	
	2-11 Chair of the highest governance body	
	2-12 Role of the highest governance body in overseeing the management of impacts	40-45
	2-13 Delegation of responsibility for managing impacts	40-45
	2-14 Role of the highest governance body in sustainability reporting	40-45
	2-15 Conflicts of interest	
	2-16 Communication of critical concerns	40-45
	2-17 Collective knowledge of the highest governance body	
	2-18 Evaluation of the performance of the highest governance body	
	2-19 Remuneration policies	
	2-20 Process to determine remuneration	
	2-21 Annual total remuneration ratio	Separate financial statement for fiscal year 2023, Page 61
	2-22 Statement on sustainable development strategy	36-39
	2-23 Policy commitments	36-39
	2-24 Embedding policy commitments	36-39
	2-25 Processes to remediate negative impacts	112-117
	2-26 Mechanisms for seeking advice and raising concerns	
	2-27 Compliance with laws and regulations	
	2-28 Membership associations	32-33
	2-29 Approach to stakeholder engagement	46-49
	2-30 Collective bargaining agreements	60-82

## APPENDIX– CONTENT INDEX TEMPLATE - GRI

GRI standards	GRI Index	Page
GRI 3: Material Topics 2021	3-1 Process to determine material topics	50-55
	3-2 List of material topics	50-55
	3-3 Management of material topics	40-44
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	
	201-2 Financial implications and other risks and opportunities due to climate change	40-44
	201-3 Defined benefit plan obligations and other retirement plans	
GRI 202: Market Presence 2016	201-4 Financial assistance received from government	Non-derivative
	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	60-74
	202-2 Proportion of senior management hired from the local community	60-74
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	
	203-2 Significant indirect economic impacts	90-97 132-137
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	X
	205-1 Operations assessed for risks related to corruption	125-127
GRI 205: Anti-Corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	125-127
	205-3 Confirmed incidents of corruption and actions taken	Non-derivative
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	
	207-1 Approach to tax	118-124
	207-2 Tax governance, control, and risk management	118-124
	207-3 Stakeholder engagement and management of concerns related to tax	118-124
GRI 207: Tax 2019	207- 4 Country-by-country reporting	Non-derivative due to non-business activities by countries outside Vietnam
	301-1 Materials used by weight or volume	103-107
GRI 301: Materials 2016	301-2 Recycled input materials used	103-107
	301-3 Reclaimed products and their packaging materials	Not applicable to financial products and services
	302-1 Energy consumption within the organization	98-102
GRI 302: Energy 2016	302-2 Energy consumption outside of the organization	Uncollected data from suppliers
	302-3 Energy intensity	X
	302-4 Reduction of Energy Consumption	X
	302-5 Reduction in energy requirements of products and services	Not applicable to financial

GRI standards	GRI Index	Page
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	103-107
	303-2 Management of water discharge-related impacts	103-107
	303-3 Water withdrawals	103-107
GRI 304: Biodiversity 2016	303-4 Water discharge	103-107
	303-5 Water consumption	Unmeasured due to essential domestic water
	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Non-derivative
GRI 305: Emissions 2016	304-2 Significant impacts of activities, products and services on biodiversity	Uncollected data from Customers
	304-3 Habitats protected or restored	Non-derivative
	304-4 Red List species and national conservation list species with habitats in areas affected by operations	Uncollected data from Customers
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	98-102
	305-2 Energy indirect (Scope 2) GHG emissions	98-102
	305-3 Other indirect (Scope 3) GHG emissions	Unpresented due to incomplete information, we will measure, calculate and present it in the future.
GRI 306: Effluents and Waste 2016	305-4 GHG emissions intensity	98-102
	305-5 Reduction of GHG emissions	X
	305-6 Emissions of ozone-depleting substances (ODS)	Non-derivative
GRI 306: Waste 2020	305-7 Nitrogen Oxides (NOx), Sulfur Oxides (SOx), and other significant air emissions	Non-derivative
	306-3 Significant Spills	Non-derivative
	306-1 Waste generation and significant waste-related impacts	103-107
GRI 308: Supplier Environmental Assessment 2016	306-2 306-2 Management of significant waste-related impacts	103-107
	306-3 Waste generated	103-107
	306-4 Waste diverted from disposal	Non-derivative
GRI 308: Supplier Environmental Assessment 2016	306-5 Waste directed to disposal	Non-derivative
	308-1 New suppliers that were screened using environmental criteria	X
	308-2 Negative environmental impacts in the supply chain and actions taken	Unpresented due to lack of collected information

## APPENDIX– CONTENT INDEX TEMPLATE - GRI

GRI standards	GRI Index	Page
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	60-74
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	75-82
	401-3 Parental leave	75-82
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	75-82
	403-1 Occupational health and safety management system	75-82
	403-2 Hazard identification, risk assessment and incident investigation	75-82
	403-3 Occupational health services	75-82
GRI 403: Occupational Health and Safety 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	75-82
	403-5 Worker training on occupational health and safety	75-82
		75-82
	403-6 Promotion of worker health	75-82
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	75-82
	403-8 Workers covered by an occupational health and safety management system	Non-derivative
	403-9 Work-related injuries	Non-derivative
	404-1 Average hours of training per year per employee	60-74
	404-2 Programs for upgrading employee skills and transition assistance programs	60-74
	404-3 Percentage of employees receiving regular performance and career development reviews	60-74
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	60-74
	405-2 Ratio of the basic salary and remuneration of women to men	60-74
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	60-74
GRI 407: Freedom of association/ Right to join trade union and collective bargaining	407-1 Operations and suppliers in which workers' rights to exercise freedom of association / rights to join trade union or collective bargaining may be violated	Non-derivative

GRI standards	GRI Index	Page
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Non-derivative
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Non-derivative
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	60-74
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	Non-derivative
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	132-137
	413-2 Operations with significant actual and potential negative impacts on local communities	Uncollected data from Customers and Suppliers
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	X
	414-2 Negative social impacts in the supply chain and actions taken	Unpresented due to lack of collected information
GRI 415: Public Policy 2016	415-1 Political contributions	Non-derivative
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	X
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Non-derivative
	417-1 Requirements for product and service information and labeling	83-85
GRI 417: Marketing and Labelling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	Non-derivative
	417-3 Incidents of non-compliance concerning marketing communications	Non-derivative
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Non-derivative

# **NAM A BANK**

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