



2019 CORPORATE SOCIAL RESPONSIBILITY REPORT

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CSR at TMA

As part of our culture and operations, in the last 21 years TMA has added many regular Corporate Social Responsibility (CSR) activities. In 2017, we have drawn up the Corporate Social Responsibility Plan 2017-2019, which elaborates the main objectives and initiatives for the different responsibility commitments defined by the Company. The CSR Plan comprises three pillars of action: People, Environment and Responsible Business.

The CSR Plan is built on the basis of the CSR Maturity Analysis, which is updated every year to align and respond effectively to evolving social imperatives and changes in the business environment.

PEOPLE

EMPLOYEES

Preserving the Company's future

CUSTOMER

Excellent and Innovative service

COMMUNITY

Positive impacts

ENVIRONMENT

Minimize impacts

RESPONSIBLE BUSINESS

Strong ethical commitment

CSR ORGANIZATIONAL STRUCTURE

TMA has established the CSR Committee for CSR implementation. The Committee plans and sets objectives for CSR-related initiatives, makes these initiatives known throughout TMA, and provides relevant information to the public.

CSR MATURITY ANALYSIS

The CSR Committee conducts a CSR maturity analysis annually. This analysis takes account of the Company's strategy and objectives, the internal CSR audit results. On the basis of the Maturity Analysis, the CSR Committee makes recommendations about activities to be undertaken to the Executive Committee.

RAISING AWARENESS OF CSR

In order to raise employee awareness with regard to the effective promotion of CSR, TMA offers face-to-face and e-learning training programs, incorporates CSR into their day-to-day work and announces CSR initiatives and events to all employees via email, Intranet, TVs, TMA Facebook (www.facebook.com/tmasolutions), www.tma.vn.

REPORTING SCOPE AND COMPOSITION

This Report contains the third edition of the Annual Corporate Social Responsibility Report of TMA. It includes the activity and main results of implementing CSR Plan 2017-2019 in year 2018. This Report and previous reports are published digitally and are available at: www.tmasolutions.com



Message from management

Throughout 22 years of development, we believe the success and sustainable development of our business are based on two main pillars:

- People development and highly motivated employees
- Customer services and highly satisfied customers

Our CSR goals are sustainable operations and growth with heavy investment in People, Customer Services, Community and Environment.

- People: training, friendly and professional environment
- Customer services: new capabilities, services and technologies
- Community: student development, contribute to the communities
- Environment: apply technologies for green programs

TMA CORE VALUE



Nguyen Huu Le

Chairman



A RESPONSIBLE AND SUSTAINABLE COMPANY

CSR plan

People

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Responsible Business





Corporate Social Responsibility plan 2017-2019

TMA Solutions was established in 1997 to provide high-quality software outsourcing services to leading companies worldwide. In the last 22 years, our business has always been pursuing responsible and sustainable business goals to our customers and employees, and to communities and the environment wherever it is present. With the aim of leading the operations of the units within the company, it has drawn up the Corporate Social Responsibility Plan 2017-2019, establishing the main objectives and initiatives for the different responsibility commitments defined by the Company. This transversal three-year plan has been approved by Company's Executive Committee, and all the areas of the Company are committed to it.



PEOPLE

EMPLOYEES

CUSTOMERS

COMMUNITY





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TMA encourages employees to invest in their professional development and seeks their engagement with the Company's Corporate Responsibility so that it is an integral part of their daily activities. It does this through training, communication and by recognizing their responsible commitment.

TMA recognizes that the success of its software business depends on highly talented employees. For this reason, the Company creates a rewarding working environment for employees, and encourages employees to invest in their professional development in a diverse environment and with equal opportunities.

1 THE HUMAN RESOURCES STRATEGY

This year, within the CSR Plan 2017-2019, the Human Resources strategy has continued based on 2 main pillars.

TRAINING AND TALENT DEVELOPMENT

Preserving the Company's future by providing needed training to employees in order to meet work requirement from customers and catch up technology trend, developing the middle-level leadership team.

MAINTAINING A REWARDING WORKING ENVIRONMENT

Collecting employees' ideas, evaluating and taking opportunities to be more efficient, improving our working environment.





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2 CULTURE OF EQUALITY

With the culture of equality in our recruitment and employee development activities, we actively promote equality of employment opportunities for all employees (female, male and individuals with disabilities)



PROMOTING GREATER OPPORTUNITIES FOR WOMEN

As of Dec 2019, 24.4% of the total number of employees are women, who hold 20.28% of the total management positions,

55% of executive positions are women (Founder & CEO, Vice President). TMA has also adopted a policy for maternity and childcare leave to allow flexible work schedules, thereby providing a convenient working environment for female employees with children.

PROMOTING GREATER OPPORTUNITIES FOR INDIVIDUALS WITH DISABILITIES

In our recruitment activities, we actively promote employment opportunities for individuals with disabilities. TMA strictly prohibits discrimination against individuals with disabilities in recruitment as well as at the workplace.



	2017	2018	2019
Female employees	19.16%	23.22%	24.43%
Female management employees	22.03%	21.95%	20.28%
Female employees who returned to work after maternity leave	90.63%	93.75%	100%
Employees with disabilities	0.24%	0.25%	1.18%



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3 TRAINING AND TALENT DEVELOPMENT

At TMA, personnel development primarily consists of on-the-job training which enables employees to learn through doing actual tasks, taking on challenges, and taking specific software technique training courses conducted by the technical experts in our delivery centers. A variety of training programs are also offered by TMA Training Center in the form of training sessions, seminars, and workshops for when project managers consider training and skill development for the employees under them.



LEADERSHIP

(Executive program, Leadership strategy, Conflict resolution, Time management, Change/Crisis management, Business planning)

MANAGEMENT

(Project planning and monitoring, People management, Teamwork, Customer relationship)

QUALITY PROCESS

(TUP overview, Peer review, Unit test, Requirement, Design, Configuration, Estimation)

TECHNICAL SKILLS

(Programming, Telecom/Networking, Mobile, Testing)

SOFT SKILLS

(Presentation, Assertiveness, Task management, Languages)

FOUNDATION TRAINING

(Common Technical skills, Quality, Security, Policies, Work Etiquette)



NEW HIRES

TRAINING FRAMEWORK



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TRAINING RESULTS IN 2019

Domain		# Class	# Participant
Technical skills (class room + online)	Class room	79	4.080
	On-line	34	2646
	Total	113	6726
Foreign languages		24	1677
Soft Skill		3	190
Leadership and Management		5	1146
Process		5	310
New hire		36	4348
Total		186	14397



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KEY TRAINING IN 2019

- New hire: Equip necessary knowledge & skills to meet working requirements
 - HR Policies and Security Awareness
 - TMA Overview and Core Values
 - Work Etiquette and Professional Communication
 - Logical and System Thinking - Principles and Case Studies
 - Software Development Processes...
- Soft skills - Advanced Presentation Skills for Managers: Public speaking; Presenting to customers; Conducting a seminar or training course
- Professional Scrum for Developers: Equip developers with critical knowledge, practice and tools so that they can perform their role effectively, professionally and independently, especially in Agile Project Teams
- Project Management Professional (PMP): Provide trainees project management knowledge, skills, tools, and techniques which are applied to project activities to meet the project requirements
- Management Training Program: Provide management skills for manager candidates and enhance management skills for our managers such as People/Team management, General management, Project management, Soft skills, Customer communication
- Technical (5G, Build MicroServices with Golang, Data Warehouse in Basic, Kotlin Programming Language...): Equip trainee the critical technical skills to meet project, working requirements as well as to catch up the hot trend





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ONLINE TRAINING

In 2019, Upskills has enhanced more online training courses at Smart Learning System - <https://smartlearning.tma.com.vn/> for everyone. New courses are updated every week, it helps TMA members learn more easily and conveniently.

Domain	QI	QII	QIII	QIV
Technical	12	11	9	14
Foreign languages			1	1
Soft skills	5	8	13	19
Process			5	4
Leadership & Management	6	11	4	17



TRAINING COURSE FOR MANAGER

Training	Course name	Trainee	Class
Internal	Management training program	66	2
External	Quản trị Hiệu Quả hoạt động theo BSC và KPI	20	2





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PRODUCT-SOLUTION CONTEST 2019

On December 26th, the final round of the Product – Solution Contest 2019 was organized. During 4 hours, the top 10 teams had the opportunity to show their performances and abilities through impressive presentations and product demos. Most of the teams did not have any difficulty in answering the questions of the judges and audiences, showing the serious investment and dedication to their products.

The evaluation based on many different standards, such as product's benefits, technical

feasibility, level of completion, practical implementation capabilities and presentation skill. By defeating many competitors, the project "Food Nutrition Fact - Mobile App" of Mr. Tran Dang Khoa from the Delivery Center 3 won the highest prize.

In addition, 4 groups with products and solutions related to priority technologies (5G, AI / ML, Big Data, Automotive and Robotics) also received their own prizes which were announced since the launch of the contest.

Dr. Nguyen Huu Le said: "After 22 years of operation, TMA has had enough experiences and abilities to expand the scope of services, not only outsourcing but also creating solutions and products. I hope this contest will be a playground for those who are passionate about technology to realize their ideas". Mr. Hong Tran also said the potential projects will be invested and completed so they could be applied at TMA and for customers. The projects also will be put on the market, as well as be displayed at TMA Innovation Park at Binh Dinh.





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4 A REWARDING WORKING ENVIRONMENT

With the goal of making every member feel like TMA is a second home, TMA always strives to build a friendly, comfortable, but equally professional working environment for all employees. Here, the members can constantly show their talent, passion for work and activities. In addition, many attractive benefits are also sent to employees in order to create good conditions for everyone to work hard and play hard such as:

- To be fair to women and people with disabilities
- Policy of annual salary increase through PA assessment
- Team building fund 3 million/year for all employees
- 13th month salary
- Interest-free loan policy
- Special health care program
- Annual health examination
- Quarterly Star Performer Award...





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GIFTS FOR LONG-TERM EMPLOYEES, INTEREST-FREE LOAN POLICY

TMA always appreciates individuals who have long-term attachment to the company. Those who have worked for 5 years or more always receive a gift of gratitude from the company as a sincere thank you, hope that you will continue to stick and contribute. In 2019, nearly 150 employees who have worked for more than 5 years have received gifts from the company.

Additionally, couples within company who get married will receive wedding gifts as an encouragement and blessing. In 2019, there were 7 couples from all groups and projects of TMA tied a knot.

Official employees of TMA are entitled to interest-free loans from the company when there is an urgent need, this loan amount is up to 70 million.

TEAM TRIP

With the team building fund of VND 3 million / year from the company, along with the support from groups, Delivery Centers have organized 1 long trip and dozens of short trips for the members annually. In 2019, many large and small tours, both domestic and foreign, were organized for TMA staffs.

SPECIAL HEALTH CARE PROGRAM

VBI, which is a special health care program, has been applied to all official employees by TMA for 13 years. This program provides TMA staffs free or partially discounted medical examination in more than 200 hospitals and clinics across the country. In 2019, more than 2400 TMA employees participated in this special healthcare program. In addition, 115 relatives were also registered to participate with many discounts.





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STAFF RELAXING ROOMS

Currently TMA has staff rooms in every office for staff to relax and take a rest when they have health issues. Moreover, staff rooms are customized separately for male and female and equipped with basic medicines.

ANNUAL HEALTH EXAMINATION

Every year, in order to check and ensure the health of all employees, TMA coordinates with large clinics and hospitals to organize annual health examination. In 2019, about 1700 TMA employees were examined and tested for a total of 13 contents related to liver, kidney, lung, blood counts... right at their workplace.

**SAFETY OF WATER SOURCES**

The water source at TMA is checked every 6 months at the Pasteur Institute in Ho Chi Minh City and prestigious centers to ensure safety for all employees.

FIRE PROTECTION INSPECTION

In 2019, TMA coordinated with District 12's Fire protection inspection police to organize a rehearsal of fire prevention and fighting with the content: "Detect, process, exit guide, save and move properties and first fire fighting"

TMA staff as well as the on-site fire department have been propagated, instructing how to escape in case of fire as well as urgent fire fighting method.





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EMPLOYEE SATISFACTION SURVEY (E-SAT)

Every year, we conduct employee satisfaction survey, and collect employees' feedback on key issues, such as:

- Associate with colleagues, teamwork, work spirit
- Opportunities for learning and professional development training
- Many types of work, attractive and challenging work
- Salary and benefits
- Work environment, infrastructure, facilities
- Human resource policy, general policy
- Recognize and evaluate leadership ability

In Oct 2018, we conducted annual surveys and received more than 4,500 ideas and comments from employees. The E-SAT results were analyzed by each department and company level with clear improvement actions. At the end of Oct 2019, the action plan has been communicated to all employees in the whole company.

PROJECT SATISFACTION SURVEY (P-SAT)

With the aim of assisting departments in assessing and developing its effectiveness, at the same time of the E-SAT survey, we also conduct project satisfaction survey to determine the efficiency and effectiveness of departments and collect feedbacks from project managers at Delivery centers.





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TMA QUARTERLY STAR PERFORMER AWARD

TMA Quarterly Star Performer has been launched since 2015. This is a prestigious award to honor, thank and encourage the members of TMA Solutions who have always worked hard and devoted to the highest efficiency. The prize has a total value of 1 billion dong/ year. 100 individuals and teams were honored annually.

The ceremony of honoring and awarding TMA Quarterly Star Performer is held quarterly with the participation of the Board of Directors of the company as well as a huge number of colleagues. Here, each outstanding individual/ team will receive a certificate, 10 million in cash. In addition, they are also honored in front of the entire company via email, facebook, TV system...

Since then, this award has always received the trust and expectation of all employees and has always been the goal of trying for each TMA member.



CAREER ADVANCEMENT OPPORTUNITIES

Every year, TMA sends hundreds of employees to customers' countries in order to learn experience from customers and support them in their work.

In 2019, nearly 250 employees arrived in many countries around the world such as Thailand, India, Japan, Australia, USA, Canada... They accumulated a lot of knowledge for themselves and the company.

Along with that, every year, qualified TMA employees have the opportunity to be promoted to higher levels. In 2019, there are... excellent individuals at TMA have been promoted.





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COMMUNICATION DEPARTMENT

The Communications Department was established in May 2017, including Internal Communication (IC) and Public Relation (PR), in which:

IC

- In charge of internal communication, organizing events in the company and in charge of communication activities
- Report, take photos, make videos, prepare visual materials...before and after each events of the company
- Ensuring that all employees understand the company's policies and events, helping employees have a dynamic and professional working environment

PR

- In charge of communication between TMA and outside, bringing TMA images closer to the public, graduates or undergraduates.
- Closely associated with nearly 40 universities across the country, continuously welcoming students to visit TMA
- Organize and coordinate to organize recruitment events, attract candidates to work and stay at TMA

During the past few years, through the media channels such as TV, email, facebook, linkedin, newsletter... communication department has done a good job of connecting, organizing many useful activities for all employees as well as working well with students and universities.





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KEY ACTIVITIES IN 2019

ESAT

TMA Technology Day 2018
 TMA 21st Anniversary
 TMA Futsal League 2019 Opening Ceremony
 TMA Badminton minigame
 TMA Futsal League 2019
 Star Performer QI 2019 Ceremony
 The Champion of QTSC Futsal Cup and many prizes at Badminton, Tennis...
 TMA Children Day 2019
 Product-Solution contest
 Meditation Course
 TMA Star Performer QII 2019 Ceremony
 Opening GYM club at Phu Nhuan labs
 TMA Parents' Day 2019
 TMA Sport Festival 2019
 Star Performer QIII 2019 Ceremony
 TMA Binh Dinh Futsal League 2019
 TMA Trainer's Day 2019
 Present backpack to all 5 year-experience members

Go green

Recycle festival
 Say no to plastic
 Think green
 Limit to use plastic in company
 Present cup to all employees

Corporate activities

QTSC Blood donation
 Phu Nhuan district Blood donation
 QTSC Sport Festival
 The ICT Friendship Football cup 2019

Charity

"Spreading love" charity fair
 Charity trip at Gia Lai
 Joining charity run - Uprace 2019
 Joining BIDV charity run
 Charity trip at Dong Nai



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University Cooperation activities

Company Tour: University of Technology (HUTECH), Industry University of HCMC (IUH), Quy Nhon University, Bac Lieu University, HCMC University of Transport (UTHCMC)...

Seminar: Testing - Chance & Challenge at HUTECH

Sponsor for Bach Khoa Innovation Contest, Challenging of HCMC University of Science (HCMUS)

Job fair and Seminar for Van Hien University

Seminar: An Introduction to 4.0 Technology for HCMUS and Ton Duc Thang University's Students

Job fair at HUTECH, FPT

Career orientation for UTHCMC, University of Economics and Finance (UEF)

Seminar Tour for University at The Central of Vietnam (Quy Nhon, Phu Yen, Quang Ngai)

Job fair: IUH, UIT Japan Job fair, HCMC University of Technology & Education (HCMUTE)

Sponsor for UIT Net Day 2019, VGU Robocode 2019

Job fair: HCMUTE, Open University

Quy Nhon Technology Day at Quy Nhon University

Attend quality evaluation and meeting with Administrators at HCMUT

Seminar: An Introduction to 4.0 Technology at Posts and Telecommunications Institute of Technology (PTIT) and HCMUTE

Sponsor for Robot Battle at IUH

Sponsor for HUTECH IT Got Talent

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**WORK-LIFE BALANCE**

With the aim of achieving a good work-life balance, TMA's policy is to encourage employees to take their paid leave. In the workplace, we promote a mindset of understanding and assistance for employees facing diverse life events which require flexible work styles. Especially, for female employees, we organize classes of techniques for self-defense, and seminars on family happiness and parenting.

Sport & Music Clubs at TMA

We encourage all employees to join the clubs established at TMA such as:

- Men's Football club
- Badminton club
- Chinese chess club
- Chess club
- Table tennis club
- Guitar club





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TMA PARENTS' DAY 2019

On Aug 28, 2019 morning, nearly 400 TMA's employees and their parents took part in a warm and emotional meeting at "TMA Parents' Day 2019" event, organized at TMA Lab 6 building.

Organized every two years, TMA Parents' Day is an opportunity for the company to thank the parents of all its employee, and it is also an opportunity for parents and company's leaders to have a face-to-face conversation, which could help parents to visualize most clearly about the company, the work that their children are dedicated to every day...

Parents were guided to visit TMA's library, museum, and working areas of their children. This year, the organizers also arranged a cultural display area and technology demonstration area for parents to have a better view of TMA. Parents were very interested in being introduced to the company's size, policies, cultural and sport activities for employees.

Dr. Nguyen Huu Le and Mrs. Bui Ngoc Anh sent their most sincere thanks to the parents for taking care of and raising their children who are now working at TMA. Dr. Le and Mrs. Anh also emphasized the role of families

and the contribution of all employees in the development of TMA. They also welcomed the next generations and descendants of all families to work at TMA in the future. Representatives of parents also shared their thanks to TMA for organizing a very meaningful event for families to meet and understand where their children work, which has gained their trust and increased their interaction TMA.





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TMA CHILDREN'S DAY 2019

In May 30, more than 300 children and parents have joined the TMA Children's Day 2019 event. This is a traditional activity of the company, which allows children to have fun and participate in exciting games, as well as making friend. This activity is also a place for families to discuss and share parenting experiences.

The event took place at Lab 6's Hall A due to raining, but it did not prevent children from merrily taking part in games, such as statue painting, football, sand painting... Many children also formed a line, patiently waiting the artists to provide them with handmade

balloons and toy figurines. The environment of Hall A soon became more exciting when all the children gathered at the performing stage, not only to watch dance show, magic show, but also got on stage to participate in games. TMA also prepared hamburgers, pizzas, fried chickens so the kids could eat while enjoying the event.

At the end of the event, all parents and their kids took part in Lucky Draw, and many of them won adorable and cool toys. TMA also provided parents who worked at Binh Dinh with toys to bring home for their children.





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TMA FUTSAL LEAGUE 2019

TMA Futsal League is an annual soccer tournament organized by TMA, which attracts hundreds of players to attend at both Ho Chi Minh City and Binh Dinh with fierce and attractive competitions.

Launched in 2015, TMA Futsal League takes place in Ho Chi Minh City. After 5 seasons, this is still an attractive activity that many TMA's brothers look forward to every weekends. Here, those who share the love with the ball will have the opportunity to exchange and exercise, along with improving the spirit of solidarity between the members of the company. Starting in March 2019, the TMA Futsal League 2019 season brings together 18 teams - nearly 500 players - divided into 2 League A, B to compete throughout the 7-month period. During this time, the teams went

through 18 rounds with 144 intense matches and nearly 700 goals were recorded. These teams with a passionate sports spirit and unyielding willpower have brought a successful tournament with many surprises and bursting emotions for the fans.

Despite being the first year the tournament was held, the TMA Binh Dinh Futsal League has received the support and enthusiastic participation of all members working in Binh Dinh. After 2 months of rain and sunshine, through 10 rounds of tough and dramatic, 5 teams participating in TMA Binh Dinh Futsal League have found the worthy champion of the season.

500 players

18
rounds144
matches700
goals



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TMA 2019 SPORTS – MUSIC FESTIVAL

Opening from August and lasting until the end of December, the TMA 2019 Sports and Arts Festival aims to celebrate the 22-year establishment of the company that have attracted the participation of nearly 500 athletes in 10 sports subjects from all over TMA offices.

A wide variety of sports: badminton, chess, tennis, shuttlecock, throwing darts, table tennis, music... help athletes easily find their favorite sport to join.

TMA 2019 Sports and Music Festival has become a bridge to help people have the opportunity to meet, exchange and compete with each other in a happy and excited atmosphere every weekend.





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THE ICT FRIENDSHIP 2019

2019 is a year of great success for the TMA athletes at The ICT Friendship sports arena in both football and badminton. Here, TMA has affirmed the leading position in the sports industry of information technology companies in the city.

At The ICT Friendship football tournament, this year, TMA team brought home 34 goals after 8 dramatic matches. TMA FC holds unbeaten record and defeats 39 teams to gloriously win the ICT Friendship 2019 football championship.

Sharing the same joy with football, the TMA athletes' team at the badminton tournament also brought home many prestigious medals. Overcoming many intense matches, TMA brought home silver medal for women doubles.



QTSC SPORT FESTIVAL 2019

In addition to sports activities within the company, the TMA athletes also enthusiastically participated in tournaments held outside such as The ICT Friendship or the sport festival organized by Quang Trung Software Park. At QTSC 2019, TMA continued to show the ability to lead the entire sports festival with a respectable record: 12 awards out of 10 subjects participated in the competition.

After 2 months putting great effort, TMA sport team has gained numerous achievements with flying colors: the fifth champion of male football, male top scorer, winner of badminton women's doubles and mixed doubles, winner of chess, winner of tennis men's doubles and men's singles, first runner-up and second runner-up of table tennis men's doubles, first runner-up of 300m and 200m athletics, second runner-up of 800m athletics.





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Since our principle is to grow with our partners, TMA continuously improves the service quality, catch up technology trend, and offers innovative solutions to its partners.

1 A RELIABLE SOFTWARE PARTNER

In the 2017-2019 strategy, as TMA determines AI, IoT, Big Data, Analytics, Blockchain technologies as new technology trends in the future, we have invested in various R&D projects to prepare human resources to adapt quickly to software development needs of partners in the future.

Over the years, in order to meet the diverse customer's needs in software development, quality control and network security have been maintained and continuously improved. New working models in software development are researched and applied to many projects. Through TechDay campaign launched by the company, a number of developers have had the opportunity to propose excellent solutions that are highly feasible, and praised by customer.

LEVERAGE THE LATEST TECHNOLOGIES

In order to keep up with technology trends in Industry 4.0, TMA has established many technology centers that are always at the forefront of researching and developing applications with the hottest technologies such as:

- Established TMA Innovation Center (TIC) in 2017. Researching and developing applications related to Artificial Intelligent & Machine Learning, Data Science, IoT, Blockchain. In 2019, TIC will launch many outstanding products such as Document parser, Agri-scm, Smart devices framework, Smart camera,

Smart Dryer... TIC also organizes Monthly Technical Sharing to share and update knowledge about newest technologies to all TMA employees

- Established TMA Automotive Center software Center (TAC) from 2018, specializing in automotive automation and programming
- Established Devops Service Center from 2019 with core services such as Infrastructure as code, Configuration Management (CM), Containerization, Monitoring...





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QUALITY MANAGEMENT SYSTEM

TMA Unified Process Framework

To provide clients with high-quality software products, we established the TMA unified process (TUP) framework based on the best practices of CMMi (Capability Maturity Model Integration) standard, Agile methodology, and we are deploying these quality processes to our current software development projects at TMA.

Software Quality Assurance (SQA)

By maintaining SQA activities in software development projects, the project has ensured that the project members strictly adhere to the processes and quality standards that customers and companies have set out, as well as early detecting potential problems can have a significant impact on the quality of the product and the software delivery plan for the customer. In addition, the process and quality management capabilities of the project have responded quickly to changing customer requirements throughout the software development process for customers.

For objectively evaluating the processes, work products and services against the process descriptions, standards, and procedures, the SQA team devotes themselves into all software development projects and rapidly reports noncompliance issues to the management level to solve them.

SECURITY AND COMPLIANCE

A Secure Network Environment

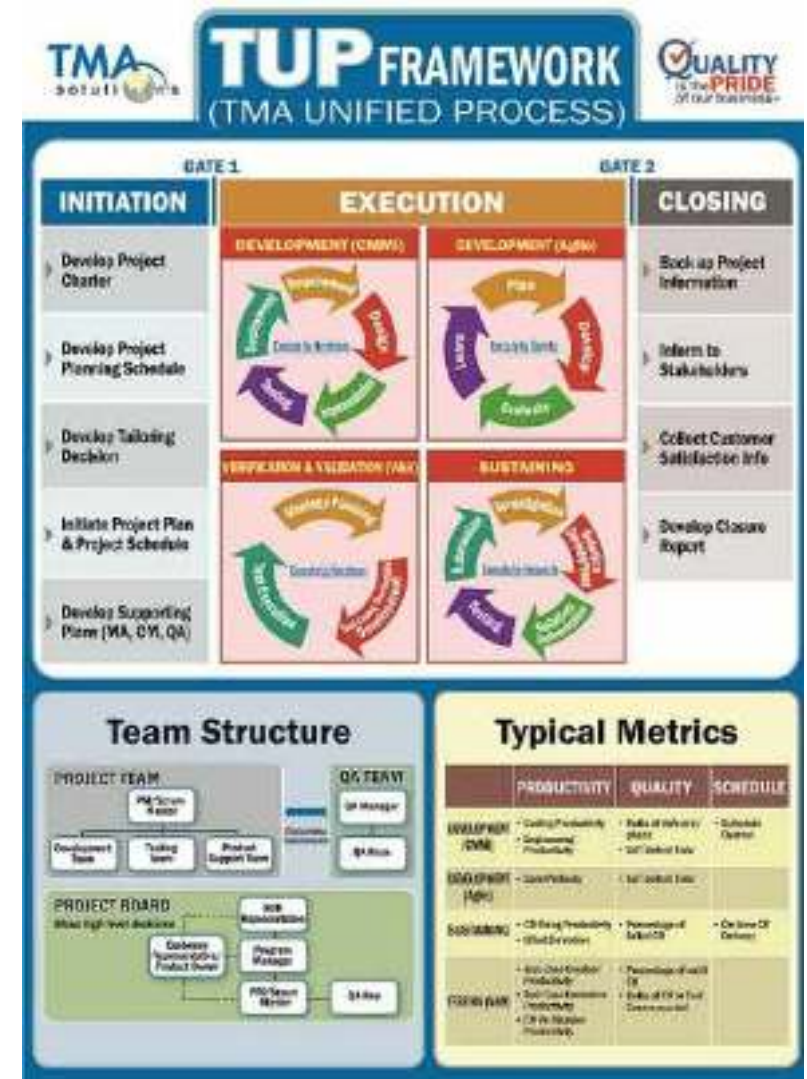
Perform security vulnerability scanning for over 660 testing systems and production systems weekly. The found security issues to be fixed immediately.

Software Products Security

For the purpose of providing customer with the high quality and secured software products. Before delivering to customer, the Security Team performs the security scanning on software applications for finding vulnerabilities in the design and encoding in applications and web pages that could allow potential attackers to get information which is not publicly available, and access to restricted functionalities and in general.

GDPR Compliance

The mandatory application of the General Data Protection Regulation (GDPR) in the European Union starting from May 25th, 2018. Hence, TMA has been reviewing all software development projects for clients to early detect signs of possible violations of GDPR. As a result, more than 10 cases were found and we promptly notified and proposed solutions to the customer. From Jun 28th, 2018 we have officially added the GDPR check activity into our Software Quality Assurance program.





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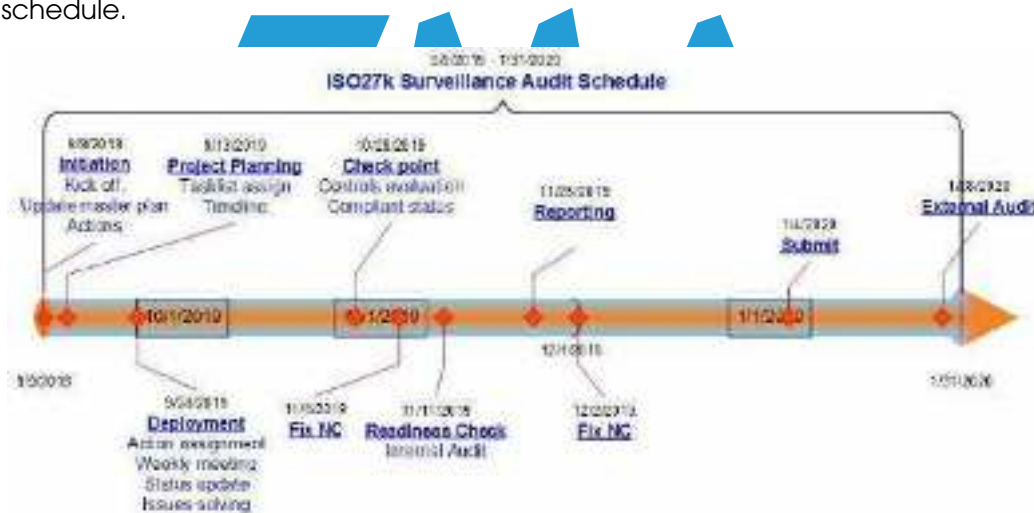
Community

INFORMATION SECURITY

In the software outsourcing field, information assets are important parts of our business activities and things related to our customers, however, they can present risks. Therefore, TMA has carried out the measures below to prevent violations and to broaden awareness of information security, including:

- Building the Information Security Management System (ISMS) based on the ISO/IEC 27001 standard, which is the best-known standard providing ISMS requirements
- Maintenance of ISMS after ISO27001 Certification
- Releasing e-learning programs regarding information security practices
- Establishing the security spot-check with automated scripting (e.g. Windows update; Antivirus update & version check; Inventory agent; Windows firewall status; Illegal software installation; PC uptime; PC USB port; Default password)
- Increasing employees' awareness of information security through annual security awareness tests

To ensure that our ISMS safety and the activities described in policies and procedures are in conformity with the ISO/IEC 27001 standard, in 2018, we have planned to conduct the ISO27001 Surveillance External Audit, the following image illustrates the ISO27001 Surveillance audit schedule.





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2 CUSTOMER SATISFACTION



Besides increasing employee satisfaction with the company, increasing customer satisfaction with the company is the top goal of TMA every year.

In 2019, many projects receive very good feedback from customers. In addition, customers also give giftcards, bonuses... for outstanding products and individuals of TMA.

We collect customer feedback regularly through channels such as:

- Business trip
- Visit customer
- Quarterly, monthly and daily meeting with customer
- Annual customer survey

At the project level, project manager and team members always communicate the work and plan with client representative daily. Problems and difficulties in the work are resolved promptly, and report to customer about the progress of work weekly. After each stage of product development such as Sprint, Iteration, and Release, project manager and team members organize Retrospective Meeting sessions to learn from experience and propose innovative solutions in the work to do better in next Iteration.



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TMA seeks to create a positive impact on the communities through supporting charitable projects, universities and students.

Established on May 13, 2015 with the initial amount of 1 billion VND, The TMA Aspiration Fund is divided into three: The Aspiration Fund for living, The Aspiration Fund for thriving and The Aspiration Fund for home with different purposes and subjects.

After 4 years of operation, the TMA Aspiration Fund has brought joy and hope to many difficult situations across the country. Following the volunteer journey, in 2019, TMA has implemented dozens of social and charitable activities inside and outside the company.

In 2019, 250 millions VND has been used to help difficult situations:

- The Aspiration Fund for living
 - Send New Year money to relatives of the deceased employee
 - Buy New Year gifts for the patients in mental shelter, leprosy village and orphaned children at the temple on the occasion of the Lunar New Year
 - Supporting Binh Minh leprosy village in Dong Nai province
 - Donating computers to pupils in Gia Lai province
 - Supporting money for housekeeping worker who has a traffic accident
- The Aspiration Fund for thriving
 - Funding for 5 students of Vung A Dinh Charitable Foundation
 - Support AKIDO center
 - Offering 2 scholarships for 1 student in grade 12, 2 scholarship for 2 students of Quy Nhon University and 1 student in VNUCM University of Science

Besides, every year, the board of directors of the company review, replenish money and organize charity spring fairs for employees to raise funds, maintain the fund amount at 1 billion VND.





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TMA'S ENGINEERS WHOLEHEARTEDLY ATTENDING "LOVE SPREADING" CHARITY FAIR

In the afternoon of March 8th 2019, many TMA's members took part in "Love Spreading" charity fair, organized at the front yard of Lab 6. The fair included more than 25 booths selling foods and drinks, as well as fashion items and cosmetics. This event provided TMA's personnel with opportunities to contribute to TMA's charity fund. The entire amount of donated money will be used in TMA's charity trips in 2019.

This year, TMA's charity fund will continue to be used in many programs, such as providing healthcare for mental patients at Lam Dong, Ben Tre; providing poor students of Le Hong Phong Number 2 school with scholarships and used computers; building cement bridges for people at Southwest region; supporting employees who have relatives having fatal diseases, as well as orphans and disabled children. Both buyers and sellers were very enthusiastic and proud since they know their money will be used for charity purposes, to bring happiness to unfortunate people.





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TMA'S CHARITY FUND WAS USED FOR SUPPORTING STUDENTS AT GIA LAI

More than 41 million VND gained from TMA's charity fair has been added to the charity fund. 20 million VND were used to support the poor students at a secondary school in Gia Lai, Vietnam.

To aid those students in studying IT, TMA not only provided them with 15 used computers, but also installed necessary software for studying. Moreover, TMA also added nearly 200 used books, including literature books, reference books, and dictionaries to the school's library. Especially, TMA provided 100 gifts, which were notebooks, studying tools, for students whose poor living conditions. 15 scholarships, each was worth 500,000 VND, were given to students who have high study results.





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TMA DONATING CHARITY FUND TO SUPPORT LEPROSY PATIENTS



41,519,000 million VND were the amount of money gained from TMA's "Love Spreading" charity fair, which have been contributed to the TMA's "Aspiration" fund. In April, TMA used 20,000,000 VND for the charity trip at Le Hong Phong secondary school. The remaining donated amount was used to visit the Binh Minh lepers' camp on May 12th.

Binh Minh lepers' camp is home to 118 leprosy households, coming from many Southern provinces and cities. The patients are mostly old people and children who are incapable of working, and have to live under the public stigma. Young patients could not be employed because no company wants to hire them. They can only live through the day based on the small subsidy of the state and the charity organizations.

TMA donated 123 gifts to households and caregivers at the camp. Each gift included 500gr sausage, 1 box of instant noodles, 1 bottle of 500ml soy sauce, and 2 parts of canned fish. In additions, the patients were also provided with 350 stew portions.



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TMA EMPLOYEES JOIN UPRACE 2019

UpRace starts from August 29 and ends on September 23. After 26 days of effort, we completed the distance of 3,045 km with 792 runs. With this result, TMA Runners + ranked 57th out of nearly 700 teams in the list of participating business. The amount of money that the sponsors contribute to the charitable activities converted from the running activities of the TMA team at UpRace 2019 is more than 3 million. During the course of the activity, each member ran with all the heart, each step contributed to reducing the infant mortality rate of Vietnam, planting 1 million trees and granting 500 scholarships to students who have difficult circumstances.

UpRace is a community running events in teams/groups with the purpose of raising funds for social activities in Vietnam. UpRace allows participating athletes to freely choose the time, place to run and actively record the results on mobile devices (mobile phones, sports watches...) to accumulate running distance. For every kilometer run, participants will donate 1,000 VND to volunteer activities of "Newborns Vietnam" - organizations supporting newborns; "GreenViet" - organization of protection & development of ecosystems; "VietSeeds" - an organization to support students in difficult circumstances.



TMA MEMBERS EXCITEDLY PARTICIPATED IN "NỤ CƯỜI BIDV - TẾT ẤM CHO NGƯỜI NGHÈO"

Following the success of UpRace 2019, the "TMA Runners +" team continued to participate in the "Nụ cười BIDV - Tết ấm cho người nghèo" run held in November.

Starting from 11/15 and ending on 11/30, after 15 days, the TMA Runners+ team has completed a distance of 1,210.94 km. With this result, we contribute 2,045,000 VND to BIDV fund.

"Nụ cười BIDV - Tết ấm cho người nghèo" is a free online charity run event organized with the purpose of creating a daily health training routine for everyone. At the same time, participants will be motivated to make more runs as each of their steps contributes positively to the community. Specifically, given the running distance, BIDV pledged to contribute the costs to buy and give Tet gifts in 2020 for disadvantaged areas across the country with the conversion formula: 1km - 100km: 1,000 VND/km; 101km - 200km: 2,000 VND/km; From 200 km and up: 3,000 VND/km.





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TMA STAFF PARTICIPATED IN PHU NHUAN DISTRICT'S BLOOD DONATION DAY

On May 24, there were 30 TMA's employees participating the Blood Donation Day 2019 event, organized by the Viet Nam Red Cross Society and the Ministry of Education and Training at Phu Nhuan Province.

For the tradition of helping other people, blood donation is a humane activity that has been supported and enthusiastically participated by all TMA staff for many years. Each participant donated from 250 to 450 ml blood, and this amount of blood will be used to save the patients from all over Vietnam. After that, all donors got their health checked, as well as receiving nutrition gifts.





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TMA PARTICIPATING IN BLOOD DONATION ACTIVITY AT QTSC

On August 28, nearly 130 TMA employees participated in the blood donation activity at Quang Trung Software City (QTSC). This is an annual charitable activity organized by QTSC and Cho Ray Hospital.

This year, the number of TMA's employees participating in this activity were nearly twice as many as every year. Irrespective of gender and age, everyone was radiant when holding a blood donation registration certificate, hoping their meaningful actions can contribute to bringing lives to patients who need blood everywhere in Vietnam.

130 TMA EMPLOYEES

participated in the blood donation activity at Quang Trung Software City (QTSC)

There were volunteers who have participated in the activity regularly over the years with the desire to do charitable works right at the workplace. Mr. Tuan Nguyen shared: "Many times witnessing patients who are in critical condition because of not receiving blood transfusions has urged him and his colleagues to donate blood whenever possible. Whether in QTSC or anywhere, we are ready to participate."





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UNIVERSITY ACTIVITIES 2019: FLOURISHING

During 22 years of operation, TMA has always focused on searching, training and developing human resources, especially for students with specialized recruitment programs for internships and graduates. Especially in 2019, TMA University Cooperation Department has been very active, enthusiastic in participating and organizing many meaningful activities with more than 40 partner universities across the country.

Welcoming

1600+ students

to visit TMA

This is considered as a useful training opportunity for students. When visiting TMA, students will not only meet experts, TMA staff members and alumni from their school with many valuable shares, but also will be able to visit real working rooms and great projects. After each tour, TMA always tries to help students understand the missing knowledge that need to add immediately to meet the requirements from the business.

Participating in

~ 20 job fairs

not only in HCMC but also in other provinces such as Thua Thien Hue, Can Tho, Binh Dinh, etc. When coming to the job fairs, TMA strives to bring students many useful activities such as "Trial Interview - Truly successful" to help students have the opportunity to interview and get career advice along with mini-games and valuable gifts.

Organize & participate in

15+ seminars

Collaborate with the training department, organize and participate in 15+ seminars to bring knowledge about many areas that interest students, especially new technology areas such as AL, ML, IOT

Sponsor

7+ contests and programs

at the University

With the aim of raising Vietnamese talents, TMA has sponsored many competitions of developing, creativity and entrepreneurship such as Bach Khoa Innovation, HUTECH IT'S Got talent, IUH Robot Fighting Competition 2019, UIT Net Day...



Along with dozens of activities such as attending the opening ceremony, welcoming programs for new students, enrollment consulting or participating in training quality accreditation.

In 2019, in addition to programs with universities in Ho Chi Minh City, TMA also expanded to universities in the Central region with two outstanding activities: A series of seminars for students in the central provinces at Phu Yen University, Quy Nhon University, Pham Van Dong University and Technology Fair co-organized at Quy Nhon University. Through these events, TMA desires to bring opportunities to work and intern for students in the Central region, help them to work right in their homeland. Moreover, TMA wants to cheer up the passion for IT and Mathematics for high school students in the province.



ENVIRONMENT

ENERGY SAVING
MANAGEMENT

SAY NO TO
PLASTIC



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Say no to plastic

Environment

TMA is committed to continually striving to works to minimize its impact on climate change, increase the efficiency of energy use and develop more environmental initiatives and solutions.

The CSR Plan 2017-2019 has defined two main projects to achieve continual improvement in environmental performance.

- Energy Saving Management 2020
- TMA Go Green

Under the “Energy Saving Management 2020” strategy, in the year 2019, TMA has deployed additionally three solutions:

- Automatically turning-off power of all working PCs after 10:00pm every day
- IOT Smart Office
- Replacing the 40w Fluorescent light lamp with the 18w LED lamp

to reduce energy consumption per people per year at the Company in line with its target of achieving an absolute reduction of 17.16%, compared with the 2017.

ENERGY SAVING MANAGEMENT

	2017	2018	2019
Average Energy Consumption per People per year (kW)	4,272.24	3,539.16	3,206.18



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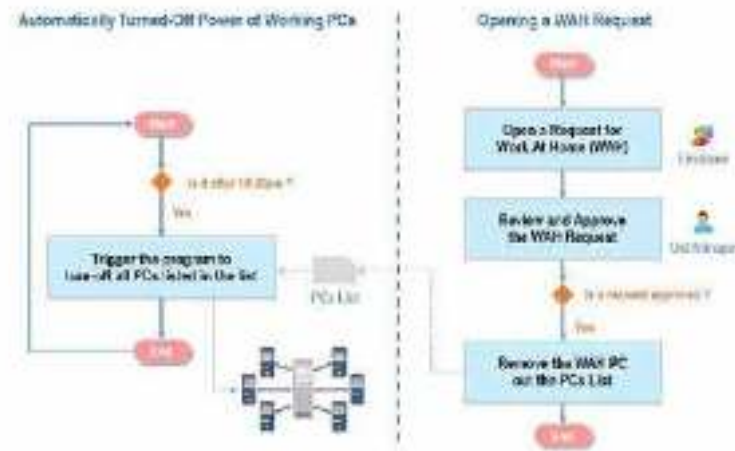
Energy saving management

Say no to plastic

ENERGY SAVING MANAGEMENT

AUTOMATICALLY TURN-OFF POWER OF WORKING PCS

In 2019, TMA have deployed the software program for automatically turning-off power of all working PCs after 10:00pm every day. Over 1,700+ PCs are turned-off automatically after 10:00pm every day.

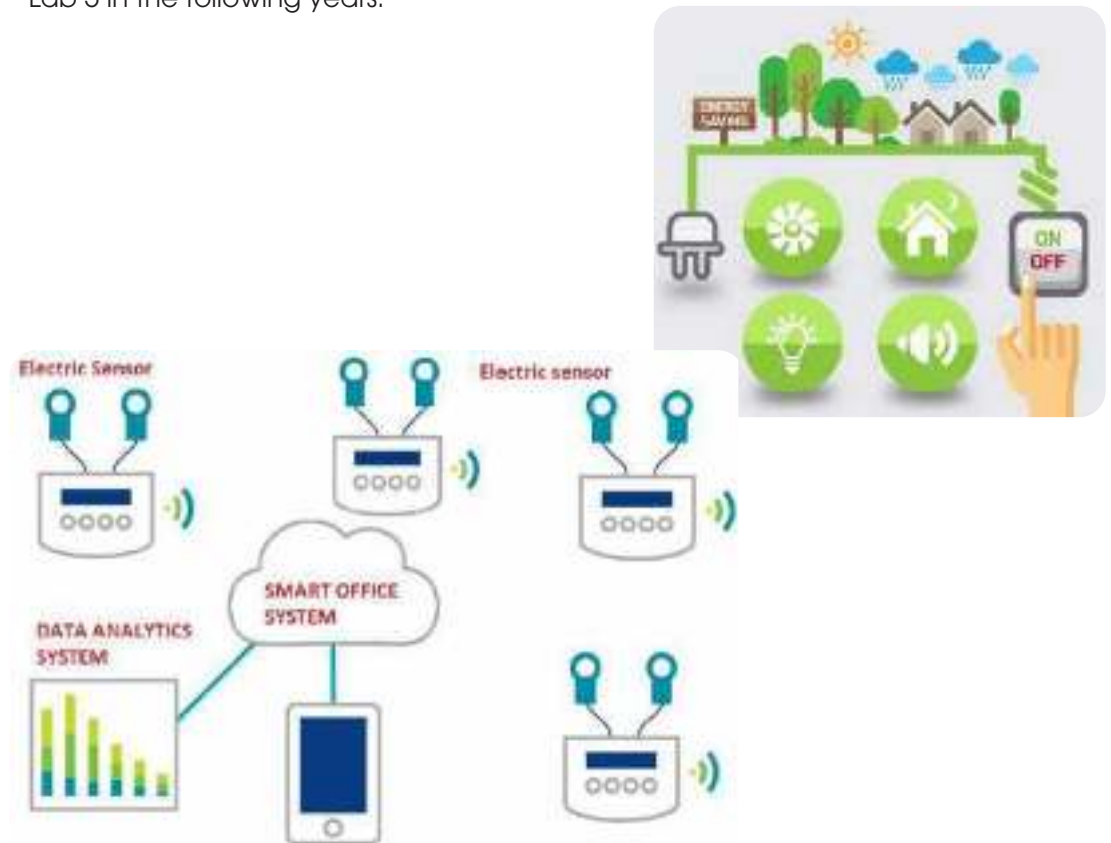


USING THE LED LAMP

To save energy, in 2019, TMA replaced the 420 Fluorescent light lamp with LED lamp in whole company to reduce energy consumption.

IOT SMART OFFICE

For more than a year of research and development of the IoT Smart Office solution, TMA is progressively deploying the IoT Smart Office solution on some floors in Lab 6 building for the most efficient use of electricity and this will be expanded in all Lab 5 in the following years.





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NO PLASTIC CAMPAIGN

Plastic bottles from bottled water you drink daily can last up to 10 centuries, plastic bags need 10 - 100 years, straws take 100 - 500 years to decompose (provided that under the sunlight or can only be decay into small pieces). The average plastic consumption of Vietnamese people has reached 41kg / person / year. It is expected that by 2020, this consumption will increase to 45kg / person / year. Plastic not only has a negative impact on the environment, but also has a negative impact on health. Are you willing to contribute to reducing the amount of plastic waste in nature after knowing this?

For the purpose of protecting the environment, reducing the harmful effects of plastic waste, and also helping to protect the life of all living things on Earth, TMA will:

- From July 1, 2019, 12th floor canteen will not serve plastic cups and plastic straws
- From October 1, 2019, TMA will ban the one-time use of plastic products such as plastic bags, plastic cups, foam boxes, plastic straws inside the building

Use reusable, recyclable products, bring water bottles, lunchboxes to store food when needed. Please comply and inform the food and drink suppliers to ensure the regulations.





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SAY NO TO PLASTIC

SAY NO TO DISPOSABLE PLASTIC PRODUCTS

According to the announcement from the beginning of May, from today, October 1, 2019, TMA will promote the restriction of using one-time plastic products in the company.

The Earth is crying, the ocean is speaking, it affects our own lives. Try your best to support and take action now!

Currently, TMA meeting rooms have used water bottles and cups instead of plastic bottled water; 12th floor canteen also stopped serving plastic cups, plastic straws; IT department has given a tumbler to each member... And you, what practical action did you take?

Start from the smallest things, like:

- Bring your personal cup when buying coffee, containers when buying rice
- Order lunch at vendors that do not use disposable plastic containers
- Do not use straws or use stainless steel straws, bamboo ... instead of plastic straws
- Do not take plastic bags or take along cloth bags when shopping...

Just like that, you have contributed a small part to the healing for Mother Earth!





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SAY NO TO PLASTIC

RECEIVE PORCELAIN MUGS - FOR THE ENVIRONMENT

In addition to causing harm to the environment, the food contained in plastic bags, plastic cups or foam boxes is very harmful to health. To promote the TMA Go Green Campaign and especially the "Say no to disposable plastic products", the company:

- Give TMA porcelain mugs to those whose porcelain mugs are broken or who haven't got porcelain mugs. Please register to receive the mug by filling in information here
- Please order food and drink from vendors using reusable materials such as lunchboxes, plastic trays, glasses, paper boxes ... If you have information about these vendors, you can provide it to IC, IC will share for everyone.
- Add more chairs in the Garden area (lab 6) to meet your usage needs

In addition, for the delivery and receipt of goods, the company has added 1 guard at Lab 6 to ensure security and guide shippers to the delivery area.

We wish you enthusiastically support this campaign for a better environment, not only for us but also for future generations.





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Responsible Business

TMA manages its operations and its software outsourcing services based on doing business ethically, dialogue with customers, employees and suppliers, promoting responsible alliances with other organizations and a strong ethical commitment.

We continue to pursue our core values:



by doing:

- Creating a rewarding working environment for our employees
- Building trust with customers
- Transparency communication
- Following company policies and principles
- Promoting sustainability within our supplier base

RESPONSIBLE ALLIANCES



VINASA (Vietnam Software & IT Services Association – vinasa.org.vn) is a national association in Vietnam, operating on a non-governmental, non-profitable organization with the purpose to promote co-operation and mutual support among the members, in order to promote the development of Vietnam software industry & services and to protect the members' rights according to the Vietnam laws.



HCA (The Ho Chi Minh City Computer Association - hca.org.vn) has the same functions as VINASA above for Ho Chi Minh City area.



VNITO Alliance (Vietnam Information Technology Outsourcing Alliance - vnito.org). Main activities of VNITO Alliance include:

- Advertising & promoting ITO/BPO sector in Vietnam and abroad
- Sharing knowledge through seminars/work shops, tech talks, and training courses
- Developing, connecting, and collaborating ITO/BPO community
- Building and maintaining good rapport with Vietnam government and international organizations



QTSC has become an attractive investment place for those who want to seek the opportunity of cooperation and development in IT industry. Its responsibility is not only managing and developing QTSC but also supporting the IT companies and investors who want to do business in IT field in HCMC particularly and Vietnam generally.



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INTERNAL CONTROL

INTERNAL CSR AUDIT PROGRAM

In early March every year, the CSR Committee follows the CSR Audit Guideline to conduct the internal CSR audit program, many CSR policies and procedures were checked in related departments/units (HR, IT, Security, Admin, Purchasing, Training, Business, IC, QMS) and no major violations were found in 2019.

- Labor practices
- Purchasing
- Gifts
- Ethics and Compliance
 - Preventing Money Laundering
 - Checking Conflict of interest
 - Anti-Bribery and Corruption, Anti-Fraud, Anti-Competitive
 - Implementing Responsible Marketing

CHECKING CONFLICT OF INTEREST

TMA top management, Security, HR and Procurement departments have many activities to check any potential conflict of interest such as:

- Involve in activities impacting company's benefits
- Work for a competitor
- Disclose company confidential information
- Gift from a supplier

Some changes have been done to avoid or minimize such cases.

ANTITRUST/COMPETITION LAW COMPLIANCE

We recognize that our clients are at the heart of our success and we have been continually striving to secure the sustainability of our software development activities into the future. Therefore, the board members are committed to not making agreements with competitors to damage to customers. Our Executive Committee has also adopted the principle that all contracts in which competitors engage either directly or indirectly must be considered by TMA's Executive Committee, and periodically TMA's Executive Committee will review the list of signed contracts, and review the Antitrust and Competition Risk Assessment results, and take appropriate action.

IMPLEMENTING RESPONSIBLE MARKETING

At the beginning of each quarter, the marketing team proposes all marketing messages and contents to the VP of Business Development for review and approval before publishing and launching any marketing campaigns.

Main marketing messages were published on www.tmasolutions.com and booklets:

- www.tmasolutions.com/files/TMA-Booklet.pdf
- www.tmasolutions.co.jp/docs/TMA-Booklet-Japanese.pdf

CSR RISK MANAGEMENT

At TMA, the CSR Committee is responsible for managing risks related to CSR aspects. Quarterly, the CSR Committee performs the risk assessment, and makes recommendations about initiatives and action plans to be undertaken to the Executive Committee.

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SUPPLIER CERTIFICATION

SUPPLIER SELECTION

For selecting suppliers, we have defined the supplier evaluation criteria and procedure. Annually, we strictly evaluate our current and new suppliers that include any third party that provides TMA with components, hardware, software, support, equipment, and services, of all types. In 2017, we removed 3 suppliers from our local supplier list as they were not actively in pursuance of the Supplier CSR Code of Conduct of TMA.



AWARDS AND RECOGNITIONS



Business line:

BPO, ITO & KPO



TMA SOLUTIONS

Your Best Partner for Software Solutions





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TMA SOLUTIONS RECEIVING THE TOP ICT AWARD THE 16TH TIME

On the evening of October 30th 2019, the award ceremony of Top ICT (Information and Communication Technology) Vietnam 2019 was organized by the Ho Chi Minh Computer Association (HCA). TMA Solutions was among 35 businesses receiving the award.

The awards have been organized annually from 1998 up to now, which have been increasingly renovated and updated new trends to become one of the prestigious events of Vietnam's ICT industry. The purpose of the award is to assess, rank and honor the efforts and developments of the leading information and communication technology units in Vietnam. The average total annual revenue of the award-winning companies accounted for nearly 40% of the industry's total revenue, showing the importance and prestige of the award.

TMA Solutions was honored to be chosen as one of 35 businesses to receive the Top ICT Vietnam cup and certification this year. This is the 16th time TMA has been nominated to receive the award.





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TMA NOMINATED AS ONE OF THE TOP 50 IT ENTERPRISES IN VIETNAM AND ONE OF THE TOP 10 ENTERPRISES WITH TYPICAL INDUSTRY 4.0 TECHNOLOGY CAPABILITIES

TMA was honored to be nominated as one of the top 50 leading IT enterprises in Vietnam in 2019 and one of the top 10 enterprises with typical Industry 4.0 technology capabilities. The company was voted by both Dr. Mai Liem Truc - former Standing Deputy Minister of the Ministry of Information and Communications, and Vietnam Software & IT Services Association (VINASA).

The announcement and awarding ceremony took place on October 22nd in Da Nang, at the same period as 2 international events, "Japan IT Day 2019" and "Summit on Smart City 2019". Leaders of state agencies, ministries and hundreds of domestic IT enterprises and international partners also participated in the event.

By receiving the title, TMA was also introduced in the publication of the same name. The publication was introduced to over 10,000 partners in 100 countries of VINASA's international cooperation network, and was presented directly at many major domestic and international IT events.





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