



ESG REPORT

2024

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In alignment and support of the United Nations' Sustainable Development Goals
FPT Software's ESG ambitions continue to power our efforts to create values for our stakeholders. Throughout the report, you will find our ESG progress mapped to the United Nations (UN) Sustainable Development Goals (SDGs).



ESG REPORT 2024

Commitment to supporting the UN SDGs





Introduction

About the Report

About the report

This Environmental, Social and Governance report, together with our other related publications, shares FPT Software's track record and ongoing efforts to make the world better for individuals, enterprises, and communities through our stories, experiences, operations, and philanthropy.

ABOUT THIS REPORT



This ESG report highlights the outcomes of FPT Software's sustainable development initiatives, as well as the company's short-term and long-term commitments to environmental, social, and governance (ESG) priorities.

Covering the period from January 1 to December 31, 2024, the report adheres to GRI 2021 and SASB standards, showcasing transparency and alignment with global practices.

REPORTING SCOPE



The scope of FPT Software's ESG reporting for 2024 encompasses the company's operations, branches, and affiliated units in Vietnam.

For this reporting cycle, the focus is on areas where the most comprehensive and verifiable data is available. Future reporting will expand to include subsidiaries across 30+ countries, addressing challenges in global data collection.

APPROACH TO MATERIALITY



The material topics underlying FPT Software's ESG strategy are complex and multi-faceted, reflecting the diverse range of stakeholders, industries, and geographic locations involved in our operations.

These topics are deeply aligned with the value FPT Software seeks to create through its business and its long-term sustainability commitments.

ASSURANCE STATEMENT



FPT Software's ESG disclosures were developed in 2022 with consultancy support from ISC Vietnam Joint Stock Company (ISC), an independent advisory firm.

The 2022 ESG report serves as the verified foundational framework, on which FPT Software has built its practices. From 2023 onward, data updates and report integrity are maintained internally, ensuring adherence to ESG standards and reliability in our disclosures.

The ESG report was built on the principles of inclusiveness, clarity, relevance in current affairs, and reliability.

The ESG report was carried out by the Sustainable Development Management Department of FPT Software.

For any inquiries or feedback related to FPT Software's sustainable development activities and the ESG report, please contact:

- Ms. Nguyen Thi Mai Anh – Head of Sustainable Development Management Department of FPT Software, FPT Corporation
- Address: F-Town 3 – No.3 Vo Chi Cong Street, Hi-Tech Park, Tang Nhon Phu Ward, Ho Chi Minh City, VietNam
- Email: AnhNTM1@fpt.com



1

Introduction

Corporate Overview

HOLA PARK

Achievements highlight - FPT Corporation & FPT Software

The world-class workplace culture

Great Places To Work

In Vietnam, Japan, the US, Germany, Singapore, and the Philippines

54,687

Stable jobs

3,489

Foreign employees
87 Nationalities

37.1%

Female employees

184.7 billion VND

Allocated for In-house training

118,000

Hours of learning and accessing to ESG insights and trends

Environmentally sustainable operations

100%

LED lighting usage in newly Constructed offices

100%

Environmentally friendly material cups used

100%

Plastic bottle-free office environment

100%

Recyclable material trash bags used In offices

1,769,884

Digitally signed contracts, accounting for ~80% of total signed contracts

100%

Digitally signed Internal documents

Corporate social responsibility

66.3 billion VND

CSR in community support

168.1 billion VND

Awarded through the Nguyen Van Dao Scholarship program

62,540

Beneficiaries nationwide

1,880

Blood units donated

431

Bridges supporting students in rural areas

Sustainable governance

AI-driven solutions

For financial risk management and procurement

Ecovadis Certification

Platinum rating at France, Gold at Germany, Silver at Japan, and Bronze at Vietnam

ISO 27001:2013

Information security management systems

ISO 14001:2015

Environment management systems

ISO 45001:2018

Occupational health and safety (OH&S) management

FPT Corporation

Founded	1988
Public Listed	Dec 2006 (HOSE: FPT)
Revenue	USD 2.47 Billion (FY2024)
No. of Employees	54,000+ (core business) 80,000+ (including affiliated companies)



FPT Software

Founded	1999
Revenue	USD 1.22 Billion (2024)
No. of employees	33,000+
Global Presence	30 countries and territories worldwide
Clients	1,100+ clients with 130+ Fortune 500 (average customer satisfaction score of 94.94/100)



Global leading IT services company



Scan QR for details

Global Presence

Americas

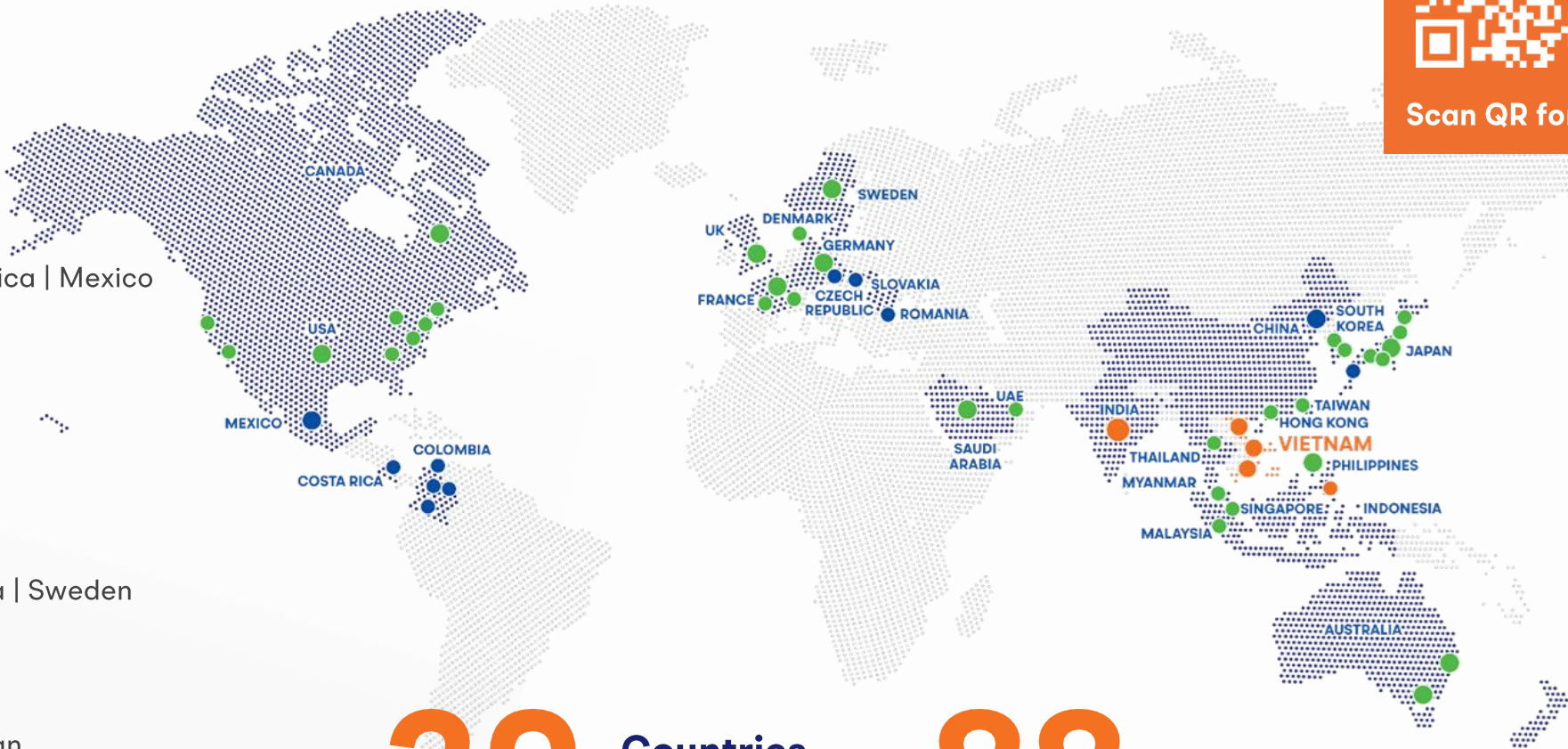
USA | Canada | Colombia | Costa Rica | Mexico

Europe & Middle East

Germany | France | Czech Republic
Romania | Slovakia
United Kingdom | Denmark
United Arab Emirates | Saudi Arabia | Sweden

Asia

Japan | South Korea | China | Taiwan
Australia | Hong Kong | India
Vietnam (HO) | Singapore | Malaysia
Indonesia | Philippines | Thailand | Myanmar



30

Countries
& Territories

88

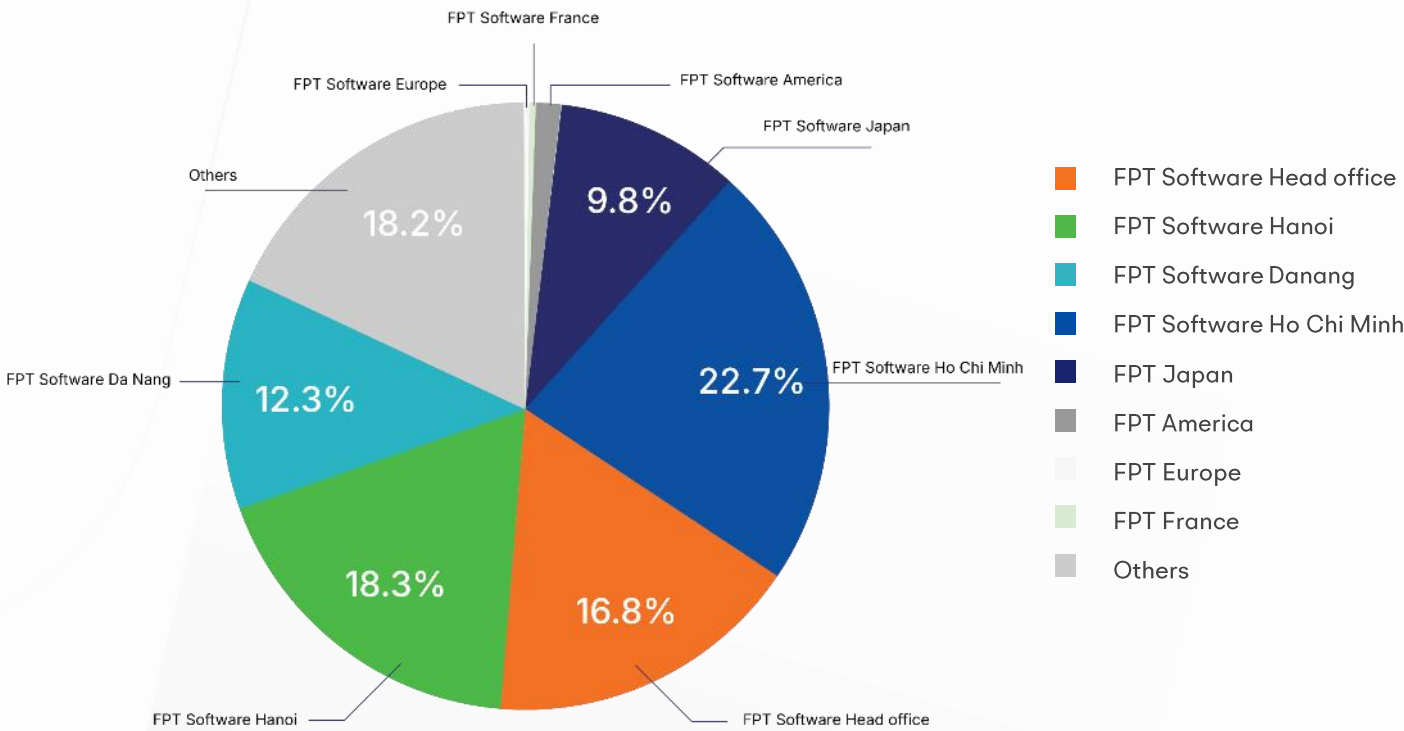
Offices

● Onshore

● Nearshore

● Offshore

EcoVadis coverage by FPT Software sites (based on HR ratio)



In 2024, FPT Software's operational sites in Vietnam (Ho Chi Minh City, Danang, Hanoi), Japan, France, and Germany proudly attained prestigious EcoVadis Medals, covering 80.4% of FPT Software's global operations. This achievement underscores the company's unwavering commitment to sustainable and responsible business practices.

These accolades represent FPT Software's dedication to delivering world-class sustainability performance while continuously driving innovation and responsibility across its global footprint.

Highlights of the 2024 EcoVadis achievements include:



FPT France:
Platinum Medal (Top 1%), recognizing industry-leading sustainability excellence.



FPT Germany:
Gold Medal (Top 5%), affirming outstanding sustainability initiatives.



FPT Japan:
Silver Medal (Top 15%), reflecting notable progress in environmental and social responsibility.



FPT Software Vietnam:
Bronze Medal (Top 35%), a testament to the company's dedication to advancing sustainable practices across its key operations.

Campus in Vietnam

13 Offices

- Hanoi (HO)
- Ho Chi Minh City
- Danang
- Quy Nhon
- Can Tho
- Tam Ky
- Hue
- Nha Trang

Quy Nhon AI Center

- **Area:** 94 ha
- **Capacity:** 20,000 employees
- **In partnership with Mila**
 - **NVIDIA:** AI & Cloud Advancements.
 - **Mila – Quebec AI Institute:** Research
 - **Landing AI:** Computer Vision.
 - **Joined AI Alliance:** Meta, IBM, and AITOMATIC.



FPT Software offerings

Industries

Manufacturing



**Banking, Finance,
Securities,
& Insurance (BFSI)**



**Utilities
& Energy**



Automotive



Healthcare



**Logistics &
Transportation**



**Media &
Entertainment**



**Aviation
& Aerospace**



Retail



FPT Software offerings

Services & solution

DIGITAL TECHNOLOGIES

- Cloud
- Data & Analytics
- AI
- RPA
- Low-code
- Blockchain
- Metaverse
- Cyber Security
- IoT
- Digital Commerce & Experience

IT SERVICES

- Enterprise platforms (SAP, ServiceNow, Salesforce, etc.)
- Applications development & modernization
- Testing

MANAGED SERVICES

- Infrastructure Managed Services
- Application Managed Services
- Cloud Managed Services
- Cybersecurity Managed Services

PRODUCT ENGINEERING

- Hardware Design (PCB/FPGA)
- Automotive Digital Solutions
 - *IVI (In-Vehicle Infotainment)*
 - *ECU/MBD Services*
 - *AUTOSAR Services*
 - *Automated Driving / EV*
 - *MaaS / Connected Car*
 - *Car Security / FuSa / A-SPICE*
- Mechanical Design/Analyzing (CAD/CAE)
- Product & Application Lifecycle Management
- Other Embedded Systems

CONSULTANCY

- Business Transformation
- People Transformation
- Technology Transformation
- Consulting & System Integration (CSI)
 - *Advisory Services*
 - *System Integration Services*
 - *Application Portfolio Optimization*
- Reporting & Analytics
 - *Reporting & Dashboards*
 - *BI / Analytics*
 - *Data Quality*

END-TO-END COMPLETE SOLUTION



1

Introduction

Executive Commitment



“A compassionate, human-centric approach”

The year 2024 stands as a significant milestone for FPT Software, as we celebrated our first billion dollar in revenue. As a global entity, we made substantial strides in our ESG initiatives, earning recognition as the **Great Place to Work in multiple markets** and securing multiple **EcoVadis Ratings** for our commitment to sustainability.

Our commitment to be a **pioneer in digital transformation** stands stronger than ever, as we leverage technology advancement and a **compassionate, human-centric** approach in doing business. FPT Software looks forward to making a societal impact, solving complex global issues, and upholding the **United Nation’s 17 Sustainable Development Goals**.

Our People continue to be at the heart of all that we do, and as the company’s Chairperson, I personally endorse all initiatives that foster sustainable training, development, and promote diversity and unity within our team.



FPT Software Chairwoman, FPT Corporation

CHU THI THANH HA

“Accompany the future of innovation & expansion”

At FPT Software, sustainability is built in all that we do. We foster a **culture of innovation** to enhance our own business resilience. We employ a digital-first mindset around all areas of business to reduce waste production, develop environmentally-friendly habits, as well as establishing a **more inclusive and equitable working environment**.

We take shared responsibilities to create a happier future for people, success for organizations and prosperity for nations. I am also strongly inspired by FPT Software playing our parts to create **millions of jobs** for young IT talents globally.

To our 1,100+ global clients, we take pride in empowering them to attain sustainable success by driving innovation, enhancing agility and resilience, optimizing operational efficiency, and implementing responsible business practices.



*FPT Corporation Executive Vice President
FPT Software CEO, FPT Corporation*

PHAM MINH TUAN

“Drive sustainable growth in a world of volatility”

FPT Software is a world-class technology solutions provider for **complex business opportunities and challenges**; and we take pride in assisting our clients to navigate the complexities of a volatile world and fast-changing business environment. Our dedication to our **clients’ sustainable growth** is evident in critical times like Japan's Fukushima disaster in 2011 and COVID-19 pandemic, when thousands of FPT people volunteered to stay abroad with our clients and ensure the successful completion of their projects.

Our approach in Digital Transformation also reflects our commitment to sustainability, as we set **People and Culture Transformation** as crucial as business and technology transformation. When working with clients, FPT Software’s experts set out to engage, enable and empower all stakeholders to build the digital culture together, through communications and training.



*FPT Software Senior Executive Vice President and
COO cum CFO, FPT Corporation*

NGUYEN KHAI HOAN

“People are the core of our strategy, culture, and growth”

Our people are our greatest strength. We are building a globally ready workforce by developing talent from within, empowering leadership at every level, and accelerating growth across all career stages.

Through our **Global Talent Transformation** program, we equip individuals with the skills and mindset to lead in an AI-driven world. We also foster an inclusive, diverse workplace where people from all backgrounds and cultures can thrive in their careers.

We also strengthen this commitment through our **Happy Employee** initiative, which focuses on bringing joy not just to our people but to their families as well, ensuring our employees have the support needed to grow and succeed.



*FPT Software Executive Vice President and
CHRO, FPT Corporation*

VU TIEN DAT

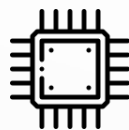
Our commitment towards a more sustainable future

FPT Software is committed to advancing sustainable development and creating long-term economic, social, and environmental impact. Our actions align with FPT Corporation's **strategic directions**, including Artificial Intelligence, Semiconductors, Automotive, Digital Transformation, and Green Transformation.



ARTIFICIAL INTELLIGENCE

- Leverage AI to enhance productivity, drive economic growth, and boost digital economy.
- Train **7,000 high-quality AI engineers** by 2030 - a step forward ambition of 1 million AI talents in Vietnam.
- Promote **Ethical AI** globally, with initiatives like the recently launched AI Ethics Committee.



SEMICONDUCTOR

- **Deepen participation** in the value chain by leveraging Vietnam's stability, young robust workforce, and strategic location to access 70% of the global market.
- Develop **30,000–50,000 semiconductor engineers** by 2030.



AUTOMOTIVE

- Serve as a hub for automotive technology talents, focusing on **EVs and sustainable manufacturing**.
- Drive the **Vietnam's 2030–2045 automotive strategy** through high-quality workforce, global partnerships, and tech transfer.



DIGITAL TRANSFORMATION

- Remove barriers and transform regulatory frameworks to **support innovation**.
- **Modernize infrastructure** to support scientific and technological advancements.
- Attract, develop, and retain **skilled professionals** in science and technology.
- Enhance **governance structures** to support Vietnam's resolution objectives.



GREEN TRANSFORMATION

- **Green Growth Strategy** for 2021-2030, aligning Vietnam with global green standards and Co2 reduction.
- Establish a **carbon market** with policies to support businesses in meeting emission reduction requirements.



1

Introduction

ESG Priorities

Participation in international initiatives

True to its commitment to sustainable development, FPT Software has committed to creating social values of safety, security, equity, and efficiency in order to promote a more sustainable world where everyone is equal and has the opportunity to realize their full potential. From 2023, we became a signatory to the United Nations Global Compact (UNGC), and thus promoted our business activities based on the Ten Principles of the United Nations Global Compact, linking related to the four areas of human rights, labor, environment, and anti-corruption. We are also engaged in various initiatives in pursuit of our goals to help achieve the SDGs and create a sustainable society.

United Nations Global Compact (UNGC)

- FPT Software became a signatory from 2023 onwards
- FPT Japan Holdings became a signatory from 2023 onwards
- FPT Deutschland GmbH received from 2024 onwards
- FPT Europe received from 2024 onwards



Carbon Disclosure Project (CDP)

- FPT Software declared CDP in 2023 (C+)
- FPT Software declared CDP in 2024 (C)



Global Reporting Initiative (GRI)

- FPT Software applied GRI to report from 2022 - 2024



EcoVadis

- FPT Software received EcoVadis Silver from 2023 and EcoVadis Bronze in 2024
- FPT Japan Holdings received EcoVadis Silver in 2024
- FPT Deutschland GmbH received EcoVadis Gold in 2024
- FPT Europe received EcoVadis Platinum in 2024



ISO 27001

- FPT Software received certificate from 2000 to 2025
- FPT India received certificate from 2000 to 2025
- FPT Japan Holdings received certificate from 2022 -2025



ISO 14001:2015

- FPT Software received certificate from 2022-2024, and will renew certificate from 2025-2027
- FPT Japan Holding received certificate from 2023-2024, and will renew certificate from 2025-2027
- FPT Deutschland GmbH will get certificate from 2025 - 2027
- FPT Europe will get certificate from 2025 - 2027



ISO 45001

- FPT Software received certificate from 2024-2026
- FPT Deutschland GmbH received from 2024- 2026
- FPT Europe received from 2024- 2026
- FPT Japan Holding will get certificate from 2025-2026



Awards & nominations

With nearly 90% positive employee feedback, FPT has received certification and prestigious recognition from the Great Place To Work® Institute and HR Asia. This demonstrates FPT is highly rated by employees in critical areas, including the fairness index, a friendly work environment, employee pride in the organization, colleague camaraderie, and satisfaction with leadership. Additionally, FPT Software France earned the Platinum EcoVadis certification, the highest level of recognition for sustainability. This achievement reflects our ongoing commitment to employee diversity, efficient corporate governance protocols, robust professional development initiatives, and dedication to reducing carbon emissions.

Great Place To Work®

FPT Software	United States	2022	
FPT Japan Holdings	Japan	2022	
FPT Corporation	Vietnam	2023	
FPT Europe	Germany	2023	
FPT Asia Pacific	Singapore	2023	
FPT Philippines	Philippines	2024	

ESGBusiness Awards

FPT Software	Job Creation Award	2024	
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EcoVadis

FPT Software	Bronze	2024	
FPT France	Platinum	2024	
FPT Europe	Gold	2024	
FPT Japan Holdings	Silver	2025	

D&I Award

FPT Japan	Best Workplaces for Diversity & Inclusion	2024	
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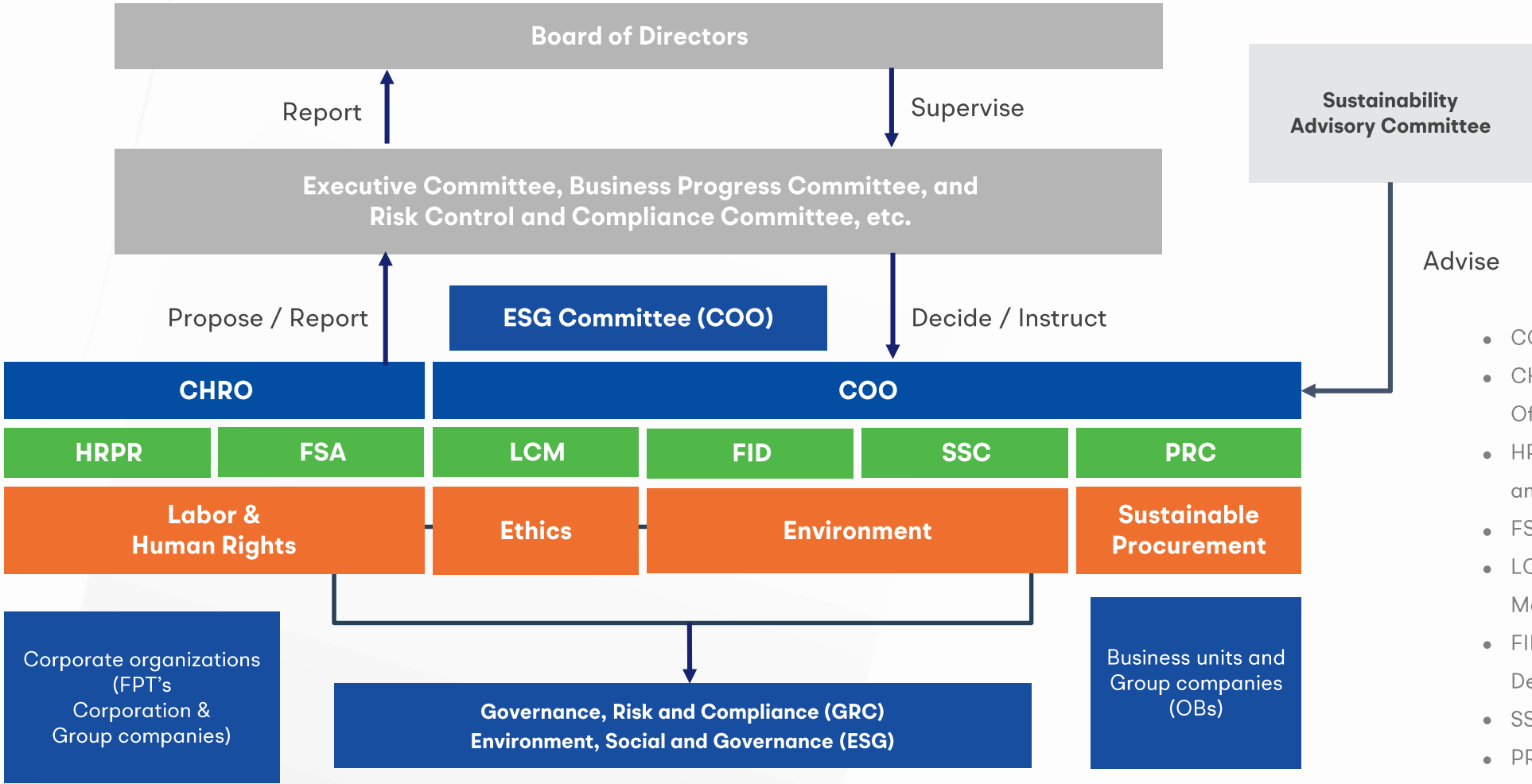
Best Workplaces™

FPT Japan	Top 100 Best Workplaces in Japan	2023	
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HR Asia

FPT Software	Best Companies to Work for in Asia	2021	
		2022	

Management implementation framework for sustainability



- COO – Chief Operating Officer
- CHRO – Chief Human Resource Officer
- HRPR – Human Resources Policy and Remuneration Board
- FSA – FPT Software Academy
- LCM – Legal and Contract Management
- FID – FPT Software Infrastructure Development Department
- SSC – Shared Service Center
- PRC – Procurement Center
- GRC – Governance, Risk and Compliance Department

ESG priorities

- Reinforce non-financial measurement methodologies to underpin sustainable growth of company and society
- Continuously incorporate ESG indexes as indicators of risk minimization and value maximization initiatives

Key theme (Materiality)		Main initiatives	FY 2023-2030 KPI
E	• Climate change (De-carbonization)	1. Acceleration of environmental management towards achievement of Carbon Neutrality by 2040 2. Contribution to CO2 reduction through Agencies/ Suppliers and enhanced collaboration in Scope 3	1.Scope 1 & Scope 2: Commit to an absolute reduction of 24.5% (<i>at least 4.2% per year</i>) by 2030, in line with the SBTi pathway for the IT services sector. 2.Scope 3: Commit to a minimum reduction of 14% (<i>at least 2.5% per year</i>) by 2030, following SBTi guidance. Progress depends on international collaboration for funding, technology, and capacity-building. (Compare to Base year 2024)
S	• Labor & human rights • Diverse human resources	1. Diverse human resources with an increased international labor force in FPT Software 2. Achieve gender parity among senior executives, those in managerial positions, and all employee levels by FY2030	1. Increase the ratio of international labor to 30% (Rate 30% is targets for OBs) 2.Maintain the ratio of female employees at 30% (Compared to FY2022)
G	• Corporate governance • Supply chain sustainability • Compliance	1. Strengthening of collaboration with suppliers from a human rights/ environmental perspective 2. Eradication of serious compliance incidents	1. Increase rate of Agencies/ Suppliers agreeing to procurement policy to 50% (Compared to FY2022) 2.No. of serious incidents: 0

FPT Software looks forward to receiving input from stakeholders to help prioritize topics in the implementation of the Industry Sustainable Development Framework, a comprehensive approach to sustainability.

We understand that all topics covered in this survey are important, but we would like to hear stakeholders' opinions on the importance/less importance of topics to guide our actions and priorities. The survey results will be input for setting future sustainability goals and strategies and sustainability reporting.

Continuing the continuous efforts on the journey of Sustainable Development, FPT Software conducts a survey to engage stakeholders on the key aspects of Sustainable development together with the project.

Determination of key area

Steps of implementation

Steps	Output
Recognizing issues related to sustainable development in the country and in the world	List of areas and aspects of impact
Communicate and interview with a group of internal experts	Topics and aspects directly related to the company
Establish a list of key stakeholders	The list of stakeholders includes: Customers, Investors, NGOs, Partners, Community, Employees
Stakeholder online survey of materiality	The results of ranking the most important sustainability criteria (1) for them and (2) for FPT Software to focus on in the coming years and (3) evaluating FPT Software's current performance on sustainability criteria steadily
Hold a confirmation meeting with stakeholders who contributed to the process to discuss	List of key areas
Implement and deploy according to PDCA (Plan-Do-Check-Action) principles	

ESG priorities

List of important aspects

Environment

- Climate Change
- Water
- Waste

Social

- Health & Safety
- Working Conditions
- Career Management
- Child & Forced Labor
- Diversity, Equity & Inclusion
- Local Communities
- Development & Training

Governance

- Corporate Governance
- Compliance & Risk Management
- Business Continuity
- Supply Chain Management
- Sustainable Procurement
- Information Management
- Data Privacy

Environment



Performance on environmental goals

Environment vision

Material topics	Ambitions	Progress in fiscal 2024
Climate change	1. Scope 1 & Scope 2: Commit to an absolute reduction of 24.5% <i>(at least 4.2% per year)</i> by 2030, in line with the SBTi pathway for the IT services sector. 2. Scope 3: Commit to a minimum reduction of 14% <i>(at least 2.5% per year)</i> by 2030, following SBTi guidance. Progress depends on international collaboration for funding, technology, and capacity-building. (Compare to Base year 2024)	- FPT Software has completed CO₂ emissions calculation for all 30 global subsidiaries, establishing 2024 as the base year with total emissions of 77,879 tCO₂e. - Deployed VertZero software for global GHG management and control. - Purchased 2,790 MWh of Renewable Energy Certificates (REC) and 40 tons of carbon credits to offset 2023 emissions. - Partnered with USAID VLEEP II to promote long-term renewable energy adoption from 2024–2030. - Piloted a solar power project at F-Complex Danang (~17,800 kWh/year). - Enhanced supplier engagement on climate action, including EV promotion, forest planting, and green meal initiatives.
Water	Maintaining 100% wastewater recycling every year	100% of wastewater generated is recycled.
Waste	Ensuring zero waste to landfill	While we continue our initiatives towards ensuring zero waste to landfill, our special focus in fiscal 2022 has been on mixed waste. 78% of the mixed waste generated during the year has been diverted from landfill.

FPT partners with USAID to drive clean energy and net zero transition in Vietnam

Energy efficiency is a KEY

Taking a significant step toward climate action, FPT Corporation and its subsidiary FPT Software signed a Letter of Cooperation on April 24th, 2024, with the USAID's (United States Agency for International Development) V-LEEP II (Vietnam Low Emission Energy Program II). This partnership aims to accelerate FPT's journey to achieving Net Zero emissions by 2040—ten years ahead of Vietnam's national commitment.

As the first Vietnamese technology corporation to join forces with V-LEEP II, FPT Software is committed to reducing greenhouse gas emissions and adopting sustainable energy solutions. Under the agreement, V-LEEP II will provide technical assistance to FPT, including insights on advanced clean energy deployment such as Renewable Energy Certificates (RECs), Rooftop Solar Systems, Battery Energy Storage Systems, and mechanisms like Direct Power Purchase Agreements (DPPA).

Climate leadership and advocacy

“Our collaboration with USAID reflects FPT’s unwavering commitment to sustainability and reinforces our pledge to drive environmental progress in Vietnam and beyond,” said FPT Senior Executive Vice President Nguyen The Phuong. “Together, we aim to set a benchmark for green transformation while enhancing our people’s lives and positively impacting society.”

Mr. Nguyen Khai Hoan, FPT Software’s Senior Executive Vice President of FPT Corporation, also highlighted the significance of the initiative: “FPT Software aligns with our global clients in promoting sustainable development. Through USAID’s support, we aim to foster a green and inclusive ecosystem that benefits both Vietnam and the planet.”



The signing ceremony was attended by FPT Corporation Senior Executive Vice President Nguyen The Phuong, FPT Software Senior Executive Vice President Nguyen Khai Hoan, and USAID/Vietnam Deputy Mission Director Bradley Bessire

Transforming scope 2 emissions

Scope 2 emissions are a central focus of this collaboration. FPT Software’s strategies, supported by USAID, include transitioning to renewable energy sources, integrating energy-efficient systems in offices, and retrofitting older facilities to meet green certification benchmarks. These actions aim to significantly reduce emissions from purchased electricity and improve operational efficiency across FPT’s infrastructure.

In 2024, FPT successfully piloted a solar power system at its **F-Complex building in Danang**, set to operate in **Q2/2025**, with a projected capacity of approximately **1,177,800 kWh per year**. Following this, FPT will develop another solar power system at its **F-Town 3 building in Ho Chi Minh City** in 2025 to further enhance renewable energy usage across its facilities.

This collaboration strengthens FPT Software’s position as a trusted partner in ESG innovation, committed to enabling a greener future for Vietnam and the global community through clean energy initiatives and sustainable practices.

Environment policies

Implementation principles:

Our environmental policy and operations adhere to the following principles:

- Everyone has the right to live and work in a **safe and healthy environment**.
- Everyone needs to be **aware of our impacts** on the environment through our daily lives.
- Everyone needs to take responsibility for **minimizing negative impacts** and doing what's best for the environment.
- It is necessary to emphasize the environmental impact by **inspiring and mobilizing people to change**.

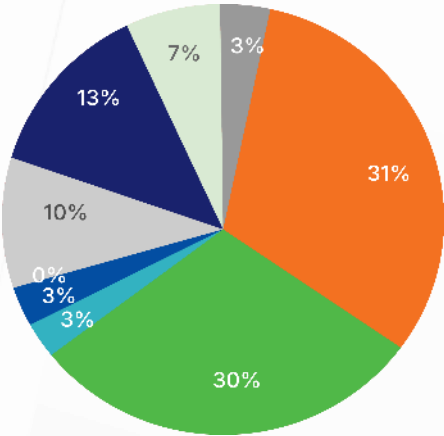
Specific actions:

- Reduction of energy consumption
- Reduced use of harmful chemicals
- Waste limitation - Waste treatment
- Enhancing recycling
- Raising awareness of environmental issues
- Actions that support the safety and health of customers and partners
- Orientation on controlling and reducing greenhouse gas emissions
- Maintenance and Improvement ISO 14001 quality standard



Climate change

Base Year 2024: Global GHG Emissions Inventory (ISO 14064-aligned)



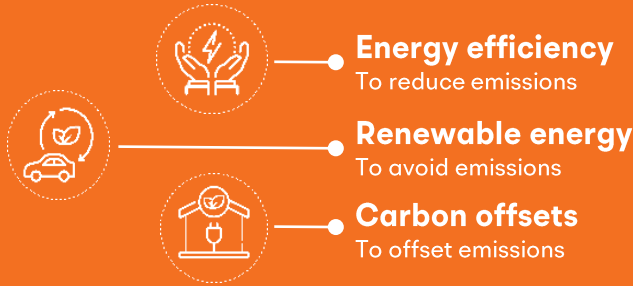
- Scope 1 Direct Emission
- Scope 2 Electricity
- Scope 3_Cat1 Capital Goods
- Scope 3_Cat2 Buildings, big assets
- Scope 3_Cat3 Distribution and transmission of electricity
- Scope 3_Cat5 Waste emissions
- Scope 3_Cat6 Business travel
- Scope 3_Cat7 Employee commute
- Scope 3_Cat8 Upstream leased assets

Rationale for Selecting Base Year 2024:

To ensure transparency and alignment with ISO 14064-1 and SBTi, FPT Software has reset its GHG emissions base year to 2024 due to the significant expansion of organizational boundaries — from only Vietnam offices in 2022–2023 to all global subsidiaries in 2024. All future reduction targets are referenced against this new global base year. And for 2024, we adapted the updated EF of N₂O for water treatment according to IPCC 2019. The indexes above are calculated by VertZero tool developed by FPT Information System, a third-party independent from FPT Software Co. Ltd, to ensure up-to-date and accurate data

GHG emissions in Scopes	2022 (Vietnam)	2023 (Vietnam)	2024 (Global)
Scope 1 Direct Emission	336	368	1,817
Scope 2 Electricity	16,379	17,932	24,257
Scope 3_Cat1 Capital Goods	7,464	7,802	23,115
Scope 3_Cat2 Buildings, big assets	8,278	6,153	2,236
Scope 3_Cat3 Distribution and transmission of electricity	1,547	1,808	2,247
Scope 3_Cat5 Waste emissions	9	6	9
Scope 3_Cat6 Business travel expenses	1,553	4,198	7,955
Scope 3_Cat7 Employee commute	4,771	7,236	10,188
Scope 3_Cat8 Upstream leased assets	-	-	5,193
Total	40,337	45,502	77,016

Approach to carbon neutrality



Carbon Neutrality

in 2040 – align with FPT Corporation climate change's commitment, early than Vietnam 10 years



FPT Software's climate commitment

- (1) FPT Software resets its GHG emissions base year to 2024, reflecting the expansion of reporting boundaries to all global subsidiaries (30 countries) and aligning with international standards (ISO 14064, SBTi).
- (2) FPT Software's GHG reduction targets are reset in line with the Science Based Targets initiative (SBTi):
- Scope 1 & Scope 2: Commit to annual reductions consistent with the SBTi pathway, aiming for a linear decrease from the 2024 baseline to achieve Net Zero by 2040.
 - Scope 3: Commit to annual reductions in line with SBTi guidance, with progress dependent on international collaboration for funding, technology, and capacity-building.
- (3) FPT Software commits to achieving Net Zero GHG emissions by 2040, in alignment with FPT Corporation's group-wide climate ambition.



Emission reduction strategies

Our carbon neutrality strategy centers on minimizing Scope 1, 2, and 3 emissions and offsetting any remaining impact.

Scope	Actions
Scope 1	- Better operational efficiency of our DG sets - Transition to EVs for company-owned vehicles
Scope 2	- Design and build or lease new offices with low Energy Performance Index (EPI) - Retrofit old buildings to enhance EPI - Source renewable power
Scope 3	- Maintain a certain rate for a hybrid working model - Promote EVs among employees - Transition to EVs for our owned vehicles and hired cabs - Promote public transport, and low to zero-emission modes of commute among employees - Optimize business travel - Focus on leased offices that are efficient - Adopt a life cycle approach for capital good

We conduct annual assessments of climate risks and opportunities to update FPT Software’s sustainability indicators and initiatives, while implementing appropriate risk management and adaptation measures.



Emission reduction - Scope 1 + 2

Energy efficiency

At FPT Software, buildings are our main source of energy consumption. We are committed to building new infrastructure in a sustainable way and pursuing energy-efficient projects within existing infrastructure.

We will continue to deploy innovative technologies in our buildings and work with experts and academia to ensure our infrastructure is greener and smarter.

Hanoi Campus



FPT Tower and F-Ville campuses are built around nature, where creative architecture meets innovations, and energy conservation is at the heart of all that we do.

Danang Campus



F-Complex was awarded the first energy-saving building certificate in Vietnam by EDGE. In Q4/2024, a Pilot Solar power project will be implemented for FPT Software Danang's F-Complex building (with a capacity of approximately 1,177,800 kWh/year, starting from Q2/2025).

Ho Chi Minh Campus



F-Town 3 campus was featured as iconic bioclimatic architecture in Ho Chi Minh City.



Emission reduction - Scope 1 + 2

Energy efficiency

Our buildings represent the primary source of FPT Software’s energy consumption. We remain committed to constructing infrastructure sustainably while actively pursuing energy-saving initiatives within existing facilities. By leveraging cutting-edge technologies and collaborating with experts, FPT Software ensures that its infrastructure becomes increasingly energy-efficient and environmentally friendly.

Key areas of focus for energy-saving measures include optimizing lighting, HVAC systems, automation, UPS, building façades, data centers, and server rooms. Through these initiatives, we aim to minimize our environmental footprint while improving operational efficiency.

Energy consumption

Energy	2022	2023	2024
Direct Energy (DG Captive in kWh)	22,681,853 <i>Efficient energy use amid 30% business growth, highlighting our commitment to energy optimization and savings.</i>	26,502,586 <i>A 16.8% increase from 2022, driven by infrastructure growth and new operations for business expansion.</i>	31,413,013 <i>A 34.7% increase from 2023, driven by our rapid business expansion and added facilities.</i>

The gradual increase in energy consumption highlights the growing energy demands of the business. However, it also underscores the need to implement renewable energy initiatives, such as the rooftop solar installation at F-Complex, aimed at reducing emissions and supporting the company’s Net Zero goals.

Solar power milestones

In Q1/2025, FPT Software successfully completed the installation of a rooftop solar energy system at the F-Complex building in Danang. This advanced system is projected to generate an annual output of approximately 1,177,800 kWh, supporting the reduction of Scope 2 emissions and contributing to FPT's overall goal of Net Zero by 2040. The system operations will officially commence from Q2/2025, marking a key advancement in FPT’s renewable energy strategy.

As part of the next steps, FPT Software plans to assess the efficiency and impact of the Danang pilot throughout 2025. Based on data-driven insights, FPT will further expand solar energy adoption by initiating the installation of a solar power system at the F-Town 3 building in Ho Chi Minh City during the same year.



Solar energy system fully installed on the rooftop of F-Complex in Danang (Q1/2025).



Establishing an eco-friendly working environment

Monitoring and regulating the indoor air quality in the workplace

FPT Software, in collaboration with FPT Corporation, prioritizes employee health by managing indoor air quality to mitigate risks from hazardous airborne compounds such as CO, SO2, NO2, PM2.5, PM10, and Ozone. This enhances productivity, fosters talent, and complies with health and safety regulations.

Annually, we engage a specialized unit to thoroughly assess the workplace environment and prepare detailed reports for the relevant regulatory bodies. In 2024, routine monitoring assessments revealed that the air quality in the internal working areas of FPT Corporation and its subsidiaries complied with the allowable limits set by the QCVN 05:2013/BTNMT and QCVN 26:2016/BY standards.

As an illustration, during 2024’s fourth quarter, the recorded air quality indicators at FPT Corporation's headquarter building, FPT Tower, were below the national engineering standards. Notably, no carbon monoxide (CO) gas was detected in the air during this period.

Specification	Result			Standard (**)
	KX01 (*)	KX02 (*)	KX03 (*)	
Noise (dBA)	55.1	55.9	55.2	<=65
Temperature (C)	26.5	25.9	25.6	18-32
Humidity (%)	59.3	58.6	50.5	40-80
Wind speed (m/s)	0.8	1.1	0.7	-
Total suspended dust (µg/m³)	153	137	165	300
CO2 (µg/m³)	2,915	2,896	3,007	<=9,000
SO₂ (µg/m³)	0.085	0.075	0.090	350
NO₂ (µg/m³)	0.074	0.067	0.079	–



An eco-friendly work environment

Operating nationwide and around the world, FPT Software recognizes that green offices not only contribute to energy efficiency and cost reduction, but also foster creative work environments, thereby driving sustainable growth. We consistently conduct environmental impact assessments and adhere to environmental protection, energy consumption, and waste/emission treatment laws. During the design process, we prioritize **eco-friendly materials and new technologies, maximizing natural energy sources** to minimize environmental impact, energy use, and emissions.

Our campuses and software parks were constructed using the model with office buildings integrated with entertainment areas, green spaces, and landscapes. They included F-Ville Software Village in Hoa Lac Hi-Tech Park (Hanoi); F-Complex in FPT City Urban Area (Danang); F-Town in Thu Duc Hi-Tech Park (Ho Chi Minh city), etc. Many of them were highly praised by domestic and international organizations for green architecture prioritizing energy efficiency.

- F-Town 3 in Ho Chi Minh City, recognized by Wallpaper magazine as a prime example of Bioclimatic architecture, optimizes natural resources for comfort and convenience. Over 40% of the buildings are open spaces, and no corridors require air conditioning.
- F-Complex in Danang received the EDGE (Excellence in Design for Greater Efficiencies) award from the Ministry of Construction and the World Bank, recognizing its achievement in reducing energy, water, and material usage by at least 20%.
- The Alpha Building of FPT University in Hanoi won first prize in the Green Architecture competition by the Vietnam Association of Architects for its use of green materials and energy conservation.

Understanding the significance of clean energy, we **prioritize solar energy** for heating and hot water systems in buildings. This not only affirms FPT's commitment to environmental protection, but also reduces electricity costs, ensuring hot water and steam supplies during the Northern region's winter.

In our building designs, FPT Software emphasizes rainwater storage and wastewater filtration systems to maximize water usage, for practical purposes like plant watering. Infrared systems and automatic AC sprinklers are employed in all green areas to conserve water and maintain vegetation.

With clean water coming from the water supply system, we strictly ensured the consistent implementation of water-saving regulations in buildings and campuses. For example, the common areas used touch-sensitive faucets that were automatically turned off when not used. We also launched emulation movements to encourage water efficiency in nationwide offices.

Furthermore, within office buildings and training facilities, FPT Software promotes the utilization of eco-friendly items, such as cups and straws made from bagasse, bottled water containers, and plastic bags crafted from recyclable materials, etc.



Emission reduction - Scope 1+2

Energy efficiency

From 2022, FPT Software has implemented power-saving and energy-saving programs, aiming to use green and renewable energy. The company's goal in the next 5 years is to increase the use of renewable energy, green energy, and save electricity and water.



Using LED 96% bulbs, aim to replace 100% of LEDs in 2025 and 2026



Using central air conditioning, keeping temperature at $>26^{\circ}\text{C}$ in the summer



Using on-off sensors in corridors and stairs



Communicate energy and electricity-saving practices to employees

Energy efficiency and retrofit

The efficient design of new buildings, deep green retrofits in existing buildings, green data centers, our super-saver heat pumps, and operational excellence through smart automation were crucial in achieving energy efficiency.

Emission reduction - Scope 3



1. Promote EVs

- 1.1.** Arrange bus routes near employees' residences for convenient commuting by bus instead of personal vehicles.
- 1.2.** Implement a policy to support employees commuting by shuttle buses.
- 1.3.** Review and upgrade vehicle models annually with the supplier to use environmentally friendly vehicles.
- 1.4** Cut down low-demand bus routes
- 1.5** Encourage and support the metro fare for employees
- 1.6** Sign contract with the electric bus provider to shuttle employees from the metro station to F-Town and vice versa



2. Business Trips

- 2.1.** Reduce travel rate. If travel is necessary, book direct flights and limit layovers.
- 2.2.** Increase online meetings.
- 2.3.** Increase the use of electric taxis instead of ICE taxis.
- 2.4.** Sign the contract with Green smart mobility for travelling and offer discounts for users to encourage more usage.



3. Work-from-home

- 3.1.** In 2020-2021, due to COVID-19 outbreak, FPT Software has applied Work-from-home model of more than 70% to ensure business continuity.
- 3.2.** From 2023, after COVID-19, FPT Software still maintains the 80:20 hybrid working model to reduce Scope 3.



4. Carbon Offset

- 4.1.** In 2019, FPT Software sponsored 2,000 trees at Soc Trang, offsetting about 133 tCO₂.
- 4.2.** In 2023, FPT Software sponsored 1,500 trees at Xuan Lien Forest to offset about 100 tCO₂.
- 4.3.** In 2023, FPT Japan sponsored 1,002 trees at Phong Dien Forest to offset about 100 tCO₂.

Emission reduction

Overview

On May 25, 2025, FPT Software and FPT PolySchool collaborated with Laiday Refill and Rethink Plastic Vietnam to carry out Vietnam’s largest corporate plastic waste audit to date in Saigon Hi-Tech Park (SHTP). The initiative involved **93 volunteers**, collecting **120 kilograms of plastic waste** across two main roads in SHTP.

With detailed classification of **822 material samples** using image analysis, the audit shed light on material flows, brand visibility, and user consumption behavior. This provides a foundation for enhancing Extended Producer Responsibility (EPR) implementation and workplace participation programs in the future.



AUDIT RESULTS

Audit Parameters:



Volunteers
93 PEOPLE



Plastic waste collected
120KG across 77 bags



Image entries analyzed
822 items
tagged and categorized manually



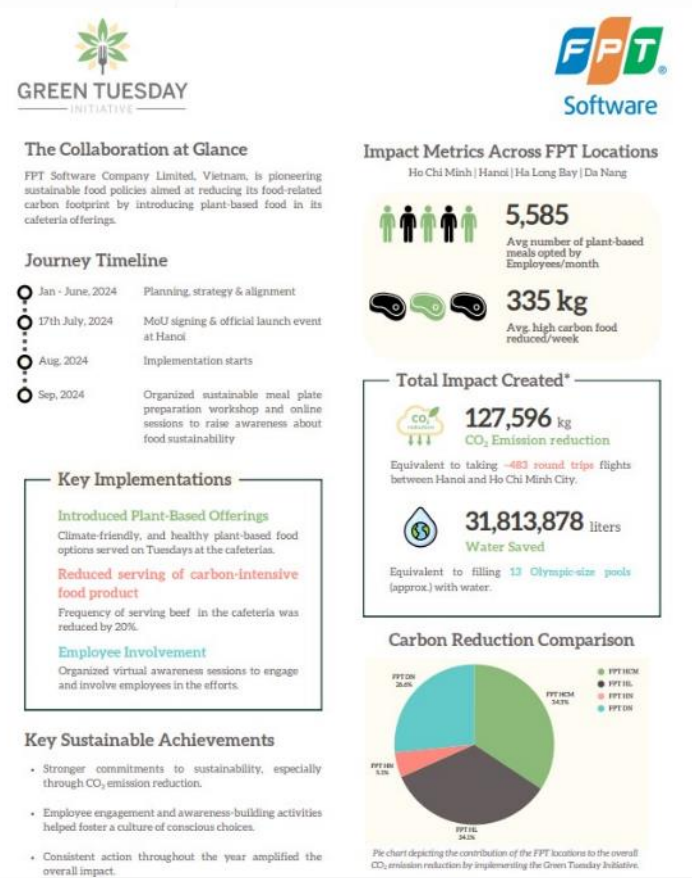
Audit Highlights

- **Plastic waste by category:** 52.6% originated from common plastic packaging that is typically low-value and non-recyclable.
- **Labeled items:** 41.8% of waste displayed clear branding, directly linking manufacturers with pollution responsibility.
- **Cigarette-related waste:** Nearly 10% of items collected were cigarette butts, packaging, and lighters, revealing a growing need for targeted efforts as EPR mechanisms develop.
- **Consumption habits:** 100% of plastic waste stemmed from mobile consumption activities, such as snacking, smoking, and drinking, particularly in high-traffic areas.



Emission reduction

Green Tuesday - FPT Software: A year of spreading a green lifestyle through food



Commitment to green transformation

On **July 17, 2024**, FPT Software partnered with the nonprofit organization **Vegan Outreach** to launch the **Green Tuesday** initiative, encouraging employees to reduce the consumption of animal-based food products. As the first Vietnamese enterprise to join this program, FPT Software has demonstrated its care for employee health while reinforcing its strong commitment to green transformation and sustainable development.

About the partnership

The signing ceremony was attended by **Nguyen Khai Hoan**, FPT Software Senior Executive Vice President Nguyen Khai Hoan, **Richa Mehta**, Director of the Green Tuesday program for Asia-Pacific, along with representatives from various branches of both organizations.

Under this agreement, FPT Software set a strategic goal to reduce environmental impact through small but impactful changes in its food service operations. Specifically, FPT Software committed to introducing a **meat-free meal every Tuesday** at the canteens of its campuses across Vietnam.



Green Tuesday: A milestone for green transformation

In an effort to reduce carbon footprints and promote sustainable development, FPT Software successfully implemented the **Green Tuesday** initiative – a campaign focused on **enhancing vegetarian menus in its internal catering services**. The results after one year have far exceeded expectations, demonstrating the power of small changes with big impacts.

- We have successfully reduced 127,596 kg of CO₂ emissions.
- We’ve saved an incredible 31,813,878 liters of water.
- We’ve cut down on 335 kg of high carbon food each week through our Green Menu.
- An impressive total of 5,585 Green meals per month have been chosen by our FPT Software employees.



Water

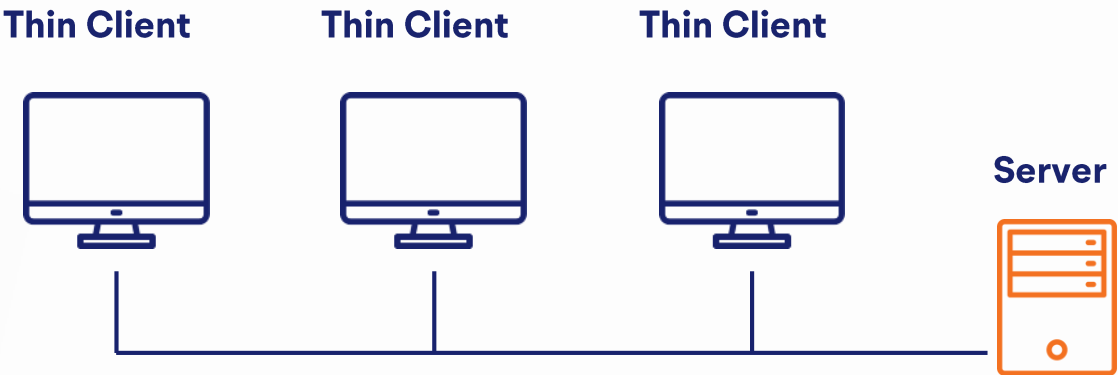
Towards a positive water footprint

FPT Software is committed to conserving water through our **3R (Reduce, Reuse, Recycle)** approach. We comply with the requirements of the government to Enterprises for wastewater treatment and recycling and expanding our efforts to the community. Water usage norm at FPT is 60m3/person/day.



Waste

FPT Software has programs to recover and transfer office supplies between departments according to the asset management process to ensure no waste. These include tables and chairs, office equipment, etc.



FPT Software is a software company, so the company's technological waste accounts for the majority. Accordingly, FPT Software has always prioritized finding technological solutions to replace PCs or laptops with another type of machine that can extend the life of the machine to reduce annual technological waste. Currently, the number of thin PCs of FPT Software 2024 is 7,102 machines.



Waste

Using environmentally friendly materials

FPT Software actively promotes the transition to environmentally friendly materials, coupled with waste reuse and recycling. Our initiatives, enthusiastically embraced by our employees, contribute significantly to the creation of a greener environment and the reduction of waste and environmental impact.



Use glass bottle instead of plastic bottle for all meetings

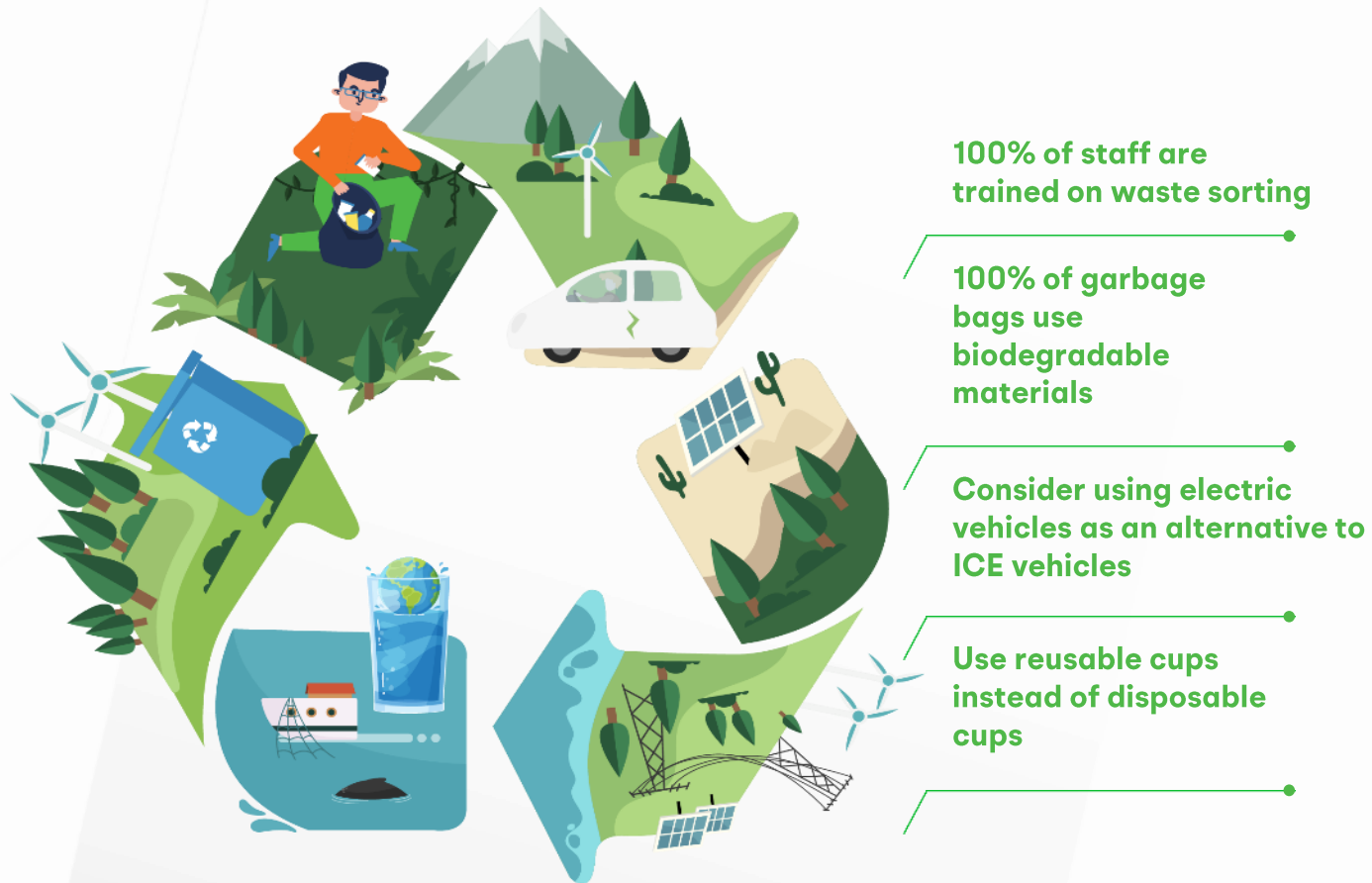


Sign the contract with GSM to use electric cars instead of petrol cars



100% of garbage bags use biodegradable materials

Waste



Using environmentally friendly materials

FPT Software is a strong advocate for the use of environmentally friendly materials, along with the practice of reusing and recycling waste. We have launched campaigns that have been met with positive responses from our employees. These initiatives play a significant role in fostering a green environment and minimizing waste impact.

Achievements

- No environmental pollution incidents
- No legal incidents
- No complaints from the community about the environment
- Total amount of hazardous waste in 2024: 8,003 kg
- Total normal waste in 2024: 8,032.3 m3
- Total recycled waste in 2024: 19,527 kg
- Total wastewater volume in 2024: 219,175 m3



3

Social



tự hào
là **FSOFTERS**

Performance on social goals

Social vision

Serve the development of people by shaping a future with meaningful opportunities for all.

Material topics	Ambitions	Progress in fiscal 2024
Diverse Human Resource	1. Diverse human resources with an increased international labor force in FPT Software 2. KPI: Increase the ratio of international labor to 30% (compared to 2022 for Oversea Offices)	For the year 2024, the following metrics have been achieved: - Percentage of foreigners in FPT Software (overall): 10.4% - Percentage of foreigners in overseas branch offices: 51.3% These figures show our steady progress, particularly in the overseas branch offices, where we have surpassed the 50% mark. We remain committed to achieving our KPI of increasing the international labor ratio to 30% in comparison to the 2022 baseline.
Gender Parity	1. Achieve gender parity among senior executives, those in managerial positions, and all employee levels by FY2030 2. Maintain the ratio of female employees at 30% (compared to 2022)	For the year 2024, the following metrics have been achieved: - Percentage of women in management positions: 33.2% - Percentage of female employees in the entire workforce: 31.7% We have exceeded the target ratio of female employees, currently achieving 31.1%, surpassing the 30% commitment. Additionally, we have made significant progress toward gender parity in management, with women now holding 33.2% of managerial positions, further demonstrating our commitment to fostering diversity and inclusion at all levels of the organization.

Why employees choose FPT Software

Respect

There is a strong emphasis on status, achieved through seniority and education. Leaders make decisions while employees execute action plans, maintaining the utmost respect for seniors.

Innovation

Our employees show interest and pay attention to details in their work. Talents are intelligent and adaptable. They're keen to learn new programming languages and venture into new sectors.

Competitive package

As part of taking their work seriously, FPT Software people are responsible and dependable. Punctuality is expected and adhered to. They are also resourceful and stick to the task until it is complete.



Learn & Grow



Global Success



**Challenging &
Purposeful Missions**



**Fun & Friendly
Working Environment**

Health & safety

Occupational health and safety is a prerequisite for a good work environment. FPT Software strives to build and constantly improve the working environment, including facilities and cultural environment to create good conditions for employees to maximize their capacity at work. In 2024, FPT Software achieved a milestone by securing approval to conduct online occupational safety training and piloting courses for 500 employees. The program is planned for expansion to all staff by September 2025 to comply with Vietnam’s Labor Safety Law and ISO45001 standards. This initiative highlights FPT Software’s commitment to optimizing training and ensuring a safe, efficient work environment.

Indicators of occupational safety and health

Indicator	2022	2023	2024	Note
Percentage of employees trained in occupational safety and health	100%	100%	2%	
Rate of time lost at work due to injury (LTI)	0	0	0	Total time lost due to injury x1,000,000/total working hours
Rate of time lost at work due to serious injury (LTI)	0	0	0	(Number of days lost due to injury) x 1,000 / total hours worked
Number of cases detected of occupational diseases	0	0	0	
Occupational accidents in the year	0	0	0	
No. of sites under risk assessment	0	0	0	
% of personnel of the sites in the occupational safety & health committee	0.15%	0.15%	0.11%	

Highlight activities



Occupational safety training



Employee health check



Medical clinics and health insurance for employees



Safe and productive working environment

Physical and mental well-being care

Initiatives to enhance the mental and physical well-being of employees

FPT Corporation, FPT Software's parent company, is distinguished among Vietnamese firms for its **unique corporate culture**. This culture attracts talent and enhances staff cohesion, creating a competitive advantage.

FPT Corporation and FPT Software specifically, regularly organize activities to promote employee engagement and improve mental health, preserving its unique corporate culture.

Throughout the year, FPT organized **numerous cultural events** to foster camaraderie and deepen employees' understanding of its culture. Highlights included the FPT Village Festival, Community Day, and the Corporation's Anniversary Ceremony. In 2023, FPT's 35th anniversary was marked by setting a Guinness Vietnam record for the largest synchronized dance performance.

The year ended with the "Happy Run – Happy Footprints" race, attracting nearly 191,000 global participants. Various appreciation activities were held, including honoring long-standing contributors and launching the "FPT 35-year Imprints" program. The year also saw the release of FPT's 35-year history publication and a book chronicling its journey.

To familiarize managers at all levels with FPT Corporation's mission of "Building A Happier Future", drawing insights from leading organizations in the market, and acquiring methods to bolster the "happiness" index of employees, we **conducted a series of Happy Workplace seminars**. FPT's seminar series focused on our mission to build a happier future and the journey towards happiness, along with insights into the "employee experience."

This initiative aimed to create a work environment that encourages creativity, career growth, and passion. The seminars attracted over 1,000 leaders, managers, and thousands of employees, participating both physically and virtually.

FPT Corporation and FPT Software prioritize **employee and family well-being**. We mandate annual health checkups for all employees and provide the comprehensive FPTCare insurance policy. This policy covers a range of health and accident provisions. Additionally, FPT supports employees in purchasing FPTCare health insurance for their relatives at discounted rates.

We place a strong emphasis on providing facilities to cater to the needs of caring for and enhancing the physical health of its employees. Significant investment, amounting to trillions of VND, have been made to **construct comfortable and sophisticated campuses and offices equipped with convenient amenities** complemented by ecological systems. These amenities serve various needs, spanning work, entertainment, study, and accommodation.

Moreover, sports clubs, including football, cycling, and jogging clubs... have been established to promote employee health and well-being. Additionally, seminars and discussions are organized to raise awareness and understanding of how to recognize and address physical and mental health issues, as well as how to prevent common diseases and office-related ailments, etc.



Leveraging technology to foster a joyful workplace

As one of the leading technology corporations in Vietnam, FPT Corporation and FPT Software consider integrating technology into the workplace a vital strategy to **enhance employee experience and create a joyful work environment**.



We implement employee evaluations using our own systems. Monthly performance is assessed via the Integrated Performance Management System (iPMS), while quarterly objectives and key results (OKRs) are evaluated using FPT's OKRs system.

FPT is also one of the **pioneering enterprises in Vietnam that deployed an employee engagement platform** called myFPT. This proprietary app enables employees to easily access personal information, mark attendance, receive instant rewards from managers or colleagues, and even engage in games and puzzles.

In 2023, we introduced “Celebration of Merit” and “Commendation” to foster interaction and timely recognition. Through the myFPT app’s gold reward system, leaders can quickly reward employees’ achievements. This initiative ensures all efforts are acknowledged and rewarded. The feature, particularly the “Celebration of Merit”, has been praised for its immediacy, with bonuses credited within 30 seconds of recognition.

In addition, we also attached great importance to business automation solutions to optimize labor productivity. As a result, applications to help reduce paperwork and increase productivity were enhanced, contributing to the completion of the Made-by-FPT ecosystem. They included Uservice - the digital signing system; FPT Epayment – the online payment platform; and Foxpro - the solution for tracking employee time and attendance, etc. In the coming time, we will launch more apps to enhance work performance and employee experience throughout the corporation, and FPT Software specifically.

Working conditions

- Employees are entitled to a vacation scheme including vacation days and vacation support.
- The company supports employees through every stage of life - Salary advancement (for 25-30 y/o); Financial support for car/house purchase, or FPT Education tuition fee; as well as Retirement funds for employees over 40 years old.
- Employees have the opportunity to buy apartments with incentives and support programs determined by the company depending on each project with which the company has signed a cooperation agreement.
- FPT provides extra-curricular activities, as well as exercise and sports facilities for employees such as football fields, swimming pools, etc.

Key activities

- Employees who have children (including biological and adopted children, according to current law) of school age from Primary to High School, are studying at the school system of FPT Education in Vietnam, will be supported by the company with tuition fees.
- The campus is full of green trees and relaxing areas outside the office for employees.



Working conditions

Target

We value people and ensure all employees of FPT Software have a livable wage:

100%

of employees are evaluated, compared with a livable wage

100%

of employees who have signed a labor contract have a salary higher than the living wage in the area

100%

of employees' salaries are reviewed and evaluated annually

Salary structure

Employee earnings will include:

- Monthly income
- 13th month salary bonus
- Performance bonus
- Special bonuses applied to some positions or some units according to the Company's annual decision
- Benefits according to the Company's annual policy, which may or may not be in cash

Salary review 2024

Region	Group of beneficiary	Salary at FPT (minimum)	Current salary (highest)	Published livable wage (minimum)	Published livable wage (highest)	The difference (compared to the lowest liveable wage)	The difference (compared to the highest liveable wage)
Hanoi	Individual	8,110,000	158,580,000	4,332,725	5,431,150	187.2%	149.3%
Hanoi	Basic family minus birth rate	8,670,000	257,280,000	6,622,325	9,200,050	130.9%	94.2%
Hanoi	Basic family without deducting birth rate	8,020,000	509,300,000	6,891,225	9,570,200	116.4%	83.8%
Ho Chi Minh	Individual	6,950,000	290,580,000	3,799,625	5,046,250	182.9%	137.7%
Ho Chi Minh	Basic family minus birth rate	10,380,000	181,170,000	6,920,200	9,004,550	150.0%	115.3%
Ho Chi Minh	Basic family without deducting birth rate	9,280,000	200,800,000	7,195,425	9,367,100	129.0%	99.1%
Danang	Individual	8,620,000	151,670,000	3,797,775	5,004,875	227.0%	172.2%
Danang	Basic family minus birth rate	9,650,000	177,670,000	6,747,425	8,780,775	143.0%	109.9%
Danang	Basic family without deducting birth rate	9,680,000	355,850,000	7,015,950	9,134,650	138.0%	106.0%

Working conditions

Salary comparison assessment in 2024

100% Percentage of Internal employees assessed for liveable wages	100% Percentage of contract and internal employees assessed for liveable wages
100% Percentage of internal employees with liveable wages	100% Percentage of internal and contract employees with liveable wages
120% The ratio of salary difference between male and female employees	119% Salary gap between male employees and ethnic minority employees
155% The wage gap between male employees and employees with disabilities	100% Percentage of employees with a monthly salary higher than or equal to the liveable wage

Plan for 2025

- Continue to maintain the assessment of the company's salary against the living wage in the area and the target of 100% above the liveable wage.
- Reduce the wage gap between men and women.

According to WageIndicator Living Wages
<https://docs.google.com/spreadsheets/d/1kkNQpt-qVisjDdzWU98j6zmkJeBaF6fIPeGXKkwDEEA/edit#gid=987092227>



Working conditions

Employees are FPT Software's most valuable asset and the foundation for the company's sustainable development. To continue to retain talent and continuously improve, we must create value for employees and build a working environment that meets their expectations.

FPT Software complies with the provisions of Vietnamese labor law and aims to meet the needs of employees and their families.

FPT Software is committed to bringing good benefits to employees, ensuring to take care of employees' material and mental health wellness.



Reporting indicators

Criteria	Results in 2022	Results in 2023	Results in 2024
Number of employees	21,554	22,978	33,943
Number of new hires	8,848	3,554	8,313
Number of employees resigned	5,598	5,471	4,412
Amount paid for employee's salary	5,464,086,000,000 VND	6,423,606,000,000 VND	6,851,477,000,000 VND
Percentage of employees participating in salary training	100%	100%	100%
Average salary per employee	32,440,000	35,100,000 VND	36,050,000 VND
Amount spent on employee benefits and bonuses	Amount of bonus for employees in 2022: 1,519,011,000,000 VND Amount spent on employee benefits: 81,287,000,000 VND	Amount of bonus for employees in 2023: 2,133,368,000,000 VND Amount spent on employee benefits: 98,699,914,000 VND	Amount of bonus for employees in 2024: 2,619,357,000,000 VND Amount spent on employee benefits: 111,673,050,000 VND

Working conditions

Report of requests to work from home from 2020 - 2024

Reporting indicators

Indicator	2020-2022	% 2022	2023	% 2023	2024	%2024
1. Hanoi site	100,601	44%	119,221	44%	135,808	43%
2. Danang site	48,940	21%	51,139	19%	52,877	17%
3. Ho Chi Minh site	81,144	35%	102,103	37%	125,007	40%
TOTAL	230,685	100%	272,463	100%	315,716	100%

Indicator	2020	2021	2022	2023	2024
1. Hanoi site	45,543	796,258	525,329	351,820	396,407
2. Danang site	49,673	422,254	272,856	186,487	174,606
3. Ho Chi Minh site	32,372	722,327	479,746	383,015	391,057.5
TOTAL	127,588	1,940,839	1,277,930	921,322	964,094.5



According to [WageIndicator Living Wages](#)

Social dialogue

We respect the freedom and equality of employees. All employees have the right to freedom of association and to express their opinions and voices. Trade union is an organization representing employees at FPT Software, which operates periodically and always protects the interests of employees. The collective labor agreement of FPT Software is approved by the authorities and the regulations related to the rights of employees are agreed.

Every year the company organizes an online dialogue meeting called “Online dialogue - CxO talk” for employees to express their opinions. The dialogue is held in the form of an online livestream on the Company's internal page, with the participation of the Company's Chairperson, General Director, Deputy General Director, Division Directors, Department Heads/Heads of Departments, the Union, and all Employees.

In addition, suggestion box, and complaint and denunciation process are operated effectively so that employees can have their complaints and denunciations resolved. A survey of employees' opinions on working conditions was also organized to measure FPT Software’s response to employees in terms of working conditions, benefits, etc.

Reporting indicators

Criteria	Results in 2022	Results in 2023	Results in 2024
Percentage of total workforce in all locations covered by formal collective agreements regarding working conditions	100%	100%	100%
Percentage of total workforce in all union-protected locations	95%	74%	71%
Percentage of employees participating in the survey on working conditions	0	0	0
Number of union meetings in a year	4	4	4
Number of dialogue meetings in a year	1	1	1
The number of general complaints and denunciations of the company	0	0	0

Career management



Indicators of KPI evaluation

Indicator	2022	2023	2024
No. of employees with KPI assessment	19,890 (100%)	21,822 (100%)	24,652 (100%)
Number of employees reaching KPI in 2022	18,914 (95%)	20,657 (95%)	23,164 (94%)
Number of employees who did not meet KPIs	976 (5%)	1,165 (5%)	1,488 (6%)

Evaluation of work efficiency

In 2024, FPT Software continued to demonstrate its commitment to fostering an efficient and transparent work performance evaluation system. The number of employees included in KPI assessments reached 24,652, a 13% increase compared to 2022. Among these, **94% of employees successfully met their KPIs**, equivalent to 23,164 individuals.

Despite this strong outcome, **6% of employees (1,488 individuals)** did not meet their KPIs, reflecting a slight increase from 5% in previous years. This underscores the importance of ongoing training and support, which FPT Software has committed to providing for underperforming employees, helping them improve their skills and contributions.

FPT Software's dedication to work performance evaluation is reinforced by a multifaceted approach, incorporating monthly reviews, job objective alignment, and competency assessments. By prioritizing fairness, effectiveness, and transparency, the company continues to cultivate a culture of accountability and excellence among its workforce.

Child & forced labor

Children and adolescents must have a happy, comfortable life, and access to education. To support this, FPT Software refrains from using child labor and juvenile labor through age screening in recruitment, and engages in charitable projects such as donating computers to local schools and helping disadvantaged children.



Everyone has the right to freedom and equality, and FPT Software strongly opposes forced labor, as we believe that a good working environment creates good results. All employees at FPT Software work on a voluntary basis. Employees are allowed to sign a contract and are explained the terms of the contract, when overtime is agreed by the employee. Employees at FPT Software are not forced to work, and are able to enjoy an engaging, happy and comfortable work environment.

Reporting indicators

Indicator	2022	2023	2024
Age of youngest employee	18	18	18
No. of complaints or denunciations about child or forced labor	0	0	0
Number of detected cases of violation of regulations on child labor and forced labor	0	0	0
Maximum overtime hours/month	40H	40H	40H
Average overtime hours of employees/month	3.063H	2.6H	2.2H

Diversity, equity & inclusion

Indications of FPT Software being a fair, inclusive and diverse work environment

In 2024, FPT Software reaffirmed its dedication to fostering diversity, equity, and inclusion, exemplified by consistent progress across key metrics. The company reported **zero cases of harassment or violations of fairness** at the workplace, underscoring its commitment to a safe and respectful environment for all employees.

Female representation remained a focal point, with **31.7% of the workforce comprising women**, and women holding **33% of management positions**, signaling FPT Software's efforts toward gender parity in technology leadership. All employees – a full **100%** – participated in training on fairness and inclusion, reflecting the company's investment in raising awareness and embedding equitable corporate values.

Additionally, the company's workforce diversity was evident with **1.5% of employees belonging to minority groups**. In managerial roles, individuals from ethnic minorities accounted for 0.2%, marking early progress toward more inclusive leadership. However, challenges remain, with an unadjusted **gender pay gap at 120%**, highlighting areas for further improvement in achieving equitable compensation.

Through these initiatives, FPT Software continues to champion a fair and diverse work environment, fostering equal opportunity and embracing diversity as a driver of innovation and competitive advantage.

Number of allegations of harassment and violations of fairness in the workplace	Percentage of workers belonging to minority groups	Percentage of women in management positions	Percentage of employees participating in fairness & inclusion training	Percentage of female employees in the whole labor force	Average wage gap by gender, unadjusted	Percentage of managerial roles filled by people of ethnicity:
None	2022: 1.6% 2023: 1.53% 2024: 1.5%	2022: 33% 2023: 33.2% 2024: 33%	100%	2022: 30% 2023: 31.1% 2024: 31.7%	2022: 106.9% 2023: 116% 2024: 120%	2022: 0% 2023: 0% 2024: 0.2%

Our CSR highlights



From 2022 to 2024, FPT Software has consistently reaffirmed its role as a trailblazer in Corporate Social Responsibility (CSR) initiatives. The total budget allocated for community programs has seen an impressive average annual increase of over 20%, fostering prosperity across diverse provinces nationwide.

Significant contributions include the provision of computers, the awarding of thousands of scholarships, the construction of schools, and the completion of vital rural infrastructure projects—all of which have opened up educational and developmental opportunities for countless children and residents in underserved areas.

In particular, FPT Software remains steadfast in its support for employees facing challenges, helping them navigate the impacts of natural disasters and serious health issues. This commitment exemplifies a profound spirit of shared responsibility and solidarity.

Through robust outreach and close partnerships with organizations such as the Hope Fund and the Red Cross, FPT Software not only leads in technological advancements but also sets a benchmark for creating sustainable and humane value within the community.

Our CSR highlights

FPT Software is committed to building a sustainable future through actions of sharing, connecting, and supporting the community.



Education empowerment

- Donated over 180 FPT computers (~1.5 billion VND) to schools in underserved regions across the country.
- Provided more than 2,500 scholarships and gifts (total value ~800 million VND) to students from disadvantaged backgrounds.
- Constructed 5 new schools, providing safe and well-equipped learning environments for hundreds of children.



Disaster & employee support

- Organized emergency relief efforts, providing essential supplies and timely encouragement to 474 FPT Software employee families affected by Typhoon YAGI, with a total resource allocation of approximately 2.2 billion VND.
- Provided financial support and motivation for employees and their relatives facing serious illnesses.



Community development

- Groundbreaking and inauguration of 3 rural bridges, connecting communities and ensuring safe access to education (total value of approximately 1.2 billion VND).
- Collaborated with local organizations, the HOPE Fund, and the Red Cross to enhance living standards in remote areas.



Impact & partnerships

- More than 7,947 residents and students received direct support from CSR programs in 2024.
- Total budget deployed: Over 12 billion VND (including both in-kind contributions and cash).
- Coordinated with major partners such as the Hope Fund, the Red Cross, and local authorities to disseminate extensive humanitarian values throughout the country.

FPT and the HOPE Fund: "A Wing to Dreams" for children in Gia Lai

On its journey to promote social responsibility, FPT, in collaboration with the HOPE Fund, has made a profound commitment to the community through a transformative school-building project in Gia Lai, offering a brighter future for children in underserved areas. With a total investment exceeding 1.5 billion VND, this initiative has successfully established two school facilities in Kong Chro District, Gia Lai Province, benefiting hundreds of students and teachers.

These schools represent more than just places of learning; they are beacons of hope—sanctuaries where children from remote regions can access safe and modern educational environments. Equipped with digital libraries and state-of-the-art learning resources, the project opens new horizons of knowledge and inspires a lifelong passion for learning in these young minds.

FPT's concrete actions resonate deeply, embodying not only an investment in education but also a reinforcement of community spirit, connecting businesses to their social mission. Through initiatives like "A Wings to Dreams," FPT is steadfast in its commitment to enhancing the lives and educational opportunities for children in challenging circumstances.

The project in Gia Lai stands as a cornerstone of FPT's broader CSR efforts in 2024, powerfully illustrating its ESG strategy aimed at sustainable development, delivering enduring value to the community, and striving for a more prosperous Vietnam.



Prior to its construction, the school facility was a temporary modular structure.



The newly constructed school provides a spacious and modern environment for preschool children.

Sustainable education for all: FPT's vision for equal opportunities in learning

FPT, in collaboration with the Hope Foundation, is addressing barriers to education in Vietnam's underserved communities through impactful programs built on sustainability and equality.



Building schools, changing lives

Since 2018, the *Light Up the School* initiative has constructed and upgraded schools in remote and disaster-affected areas, creating safe, fully equipped environments that foster children's learning and overall development.

Delivering hope, inspiring dreams

The *Wings to the Dream* program harnesses the dedication of FPT employees to provide books and essential learning materials to disadvantaged students. With 4.3 billion VND allocated in 2024, the program continues to empower education in highland communities and inspire brighter futures.

Closing the digital gap

Through the *Digital Library Project*, FPT has equipped 35 schools with tablets, online platforms, and digital resources, ensuring students in remote areas have access to the tools necessary to succeed in a technology-driven world.

Sustainable support for lasting impact

FPT combines immediate aid with long-term strategies such as teacher training and continuous content updates, ensuring sustainable educational progress across communities.

With these initiatives, FPT underscores its ESG commitment, demonstrating how corporate responsibility and leadership can foster meaningful, lasting change and build a more equitable future for all.

Humanitarian blood donation

The humanitarian blood donation program **"FPT Pink Blood Drop"** stands out as one of FPT's flagship initiatives, showcasing a robust commitment to corporate social responsibility (CSR) and contributing to the achievement of ESG goals. This event transcends a mere call for blood donations; it underscores FPT's pivotal role in fostering and nurturing a sustainable community.

Annually, the program engages thousands of FPT employees and partners across the country, collectively contributing thousands of units of blood to support the national blood bank and local hospitals. These generous contributions not only save the lives of countless patients but also significantly relieve the burden on the healthcare system, particularly during emergencies.

Beyond its immediate benefits, "FPT Pink Blood Drop" aims to enhance social awareness regarding the importance of humanitarian blood donation, thus fostering a sense of community responsibility. The humanitarian spirit and values of sharing promoted by this program help cultivate a sustainable social consciousness, in alignment with ESG objectives focused on health, quality of life, and human development.

More than just an isolated event, this program embodies FPT's philosophy: business development is inherently linked to the prosperity of the community. With the inspiring message, "One drop of blood given, a future sustained," FPT remains dedicated to spreading love and positive values, continually contributing to the fair and sustainable development of society.



Development & training

Objectives	Target Result	Activities to achieve the objectives	PIC	Actual Result
There are no incidents related to discrimination, harassment and no complaints about harassment, discrimination related to the Company	0% incidents	Training on equality, discrimination and raising awareness of Employees Setting up the denunciation process and implementing the system of receiving comments and complaints (email, hotline, suggestion box)	FSA LCM	98.2% of employees are trained in harassment prevention
All recruited employees have the youngest age of 18 years old, with no cases of using child labor	100%	Setting up recruitment process, reviewing current and newly recruited personnel's records Reviewing personnel records during the recruitment process	FWA	100%
Fairness	Min. 30% of staff in management/specialized positions are females	Training to raise awareness on gender equality Non-discrimination when recruiting and promoting managers	FSA Board of Directors	98.2% of employees are trained in gender equality
Ensuring Occupational Safety: No occupational accidents occurred at the Company	0%	Assessment of risks of occupational accidents and occupational health Employee training on occupational safety Report on the situation of occupational accidents Annual health check for employees Provide, maintain and periodically operate fire protection and occupational safety systems Fire protection training for all employees	HRPR SSC SSC FID FID	100% of work areas assessed 100% Trained Staff 100% of employees are trained in fire prevention and fighting
Compliance with the law on overtime hours not exceeding 40 hours/month	40h/month	Training for new employees to understand the overtime process, how to calculate overtime pay Instructions for timekeeping and salary calculation	FSA	100% New staff trained

Development & training

Objectives	Target Result	Activities to achieve the objectives	PIC	Actual Result
Satisfaction with Market-level Salary: The company's minimum wage is higher than the regional minimum wage	100% Employees with salary higher than the regional minimum wage	Employees are fully informed about the salary in the Labor Contract, and are paid in accordance with the law	HRPR	100% Employees are paid salary according to regulations & labor contract
Professional training	100% of staff are professionally trained. Average number of training hours of 1 Employee is at least 8 hours	Setting up and implementing the training plan in 2023	FSA	100%
Employee Dialogue: Organize at least 01 dialogue session/year between the Company's Board of Directors and Employees	At least 1 dialogue session/year	Organize an annual dialogue between the Company's Board of Directors and all employees	BCM, Board of Directors	1 dialogue session
Social insurance is paid in full according to the provisions of the Law	100% Employees with labor contracts are entitled to participate in insurance coverage	Employees are paid full monthly insurance according to the provisions of the Law on Social Insurance, the minimum payment is: 5,050,000 VND	HRPR	100% Employees fully insured
Profit sharing	80% of welfare fund to reward employees 20% of the welfare fund is used for activities that bring benefits to employees: festivals, team building, etc.	Payment of bonuses and welfare expenses for employees	Board of Directors	100%

Personal development & training

FPT Software always strives to create opportunities for each individual in the company to develop their career, develop themselves, and constantly improve their societal values.

FPT Software values training as the core of building a creative environment where employees can learn constantly.

In addition to the required training courses according to the laws of Vietnam, FPT Software organizes career and skill training courses for officials and employees. Every employee at FPT Software is granted an account to participate in training on the Training Matrix platform, which is accessible to all staff.

Criteria	Results in 2022	Results in 2023	Results in 2024
Average hours of professional training	13H	31.7H	61.9H
Total content of professional training	14	16	18
Number of students participating in professional training courses	11,159 (51.15%)	14,957 (65%)	19,653 (71.7%)





4

Governance



Performance on governance goals

Governance vision

Serve the interests of all our stakeholders by leading through our core values

Material topics	Ambitions	Progress in fiscal 2024
Corporate governance Sustainable Procurement	1. Strengthening of collaboration with suppliers from a human rights/ environmental perspective 1. Increase rate of Agencies/ Suppliers agreeing to procurement policy to 50% (Compared to FY2022)	We have made significant strides in enhancing our collaboration with suppliers by embedding environmental and social criteria into our contracts. Currently, 87% of our suppliers have contracts that reflect these commitments, well exceeding our target of 50%. This progress demonstrates our dedication to promoting sustainable practices and respecting human rights across our supply chain. We will try to maintain this rate for FPT Software global in 2023-2030.
Information management	1. Eradication of serious compliance incidents 2. No. of serious incidents: 0	For the year 2024, the following metrics have been achieved: • Number of information security incidents in 2024: 3 cases. • Number of serious incidents: 0. In 2024, there were a total of 3 information security incidents reported. Importantly, none of these incidents were classified as serious, allowing us to maintain our commitment to zero serious compliance incidents. This highlights the effectiveness of our security measures and continued focus on strengthening compliance across the organization.
Data privacy	1. Adopting leading data privacy standards across all global operations	We are among the first few organizations globally, to have our framework certified with accreditation, for ISO 27701 privacy information management standard. We are well on our way to cover identified locations with the certification in a phased manner.

Code of business conduct



FPT Software promotes sustainable development, and strives to bring happiness and great values to each employee, customer, partner and community. By applying advanced technologies, putting human development values at the heart of all that we do, we can make an impactful difference to society and contribute to solving world's challenges.



FPT Corporation in general and FPT Software in particular have established and applied a code of conduct in business, including rules for preventing corruption, bribery, money laundering, fraud, unfair competition, conflicts of interest, and confidentiality of information.

As an information technology and software development company, FPT Software takes information security seriously. Many of the company's locations are ISO 27001-2023 certified.

Code of business conduct

We believe that adhering to the highest standards of business ethics helps us operate our business responsibly. Our Code of Business Conduct helps us maintain the highest ethical standards for our employees. It complies with the legal requirements of current laws and regulations, including anti-bribery and anti-corruption, and addresses ethical handling of conflicts of interest. It also highlights the expectations from our employees. The Code of Business Conduct is approved by the Chairwoman of the Company and is overseen by the Compliance Council. Our business partners acknowledge and adhere to the Code of Conduct for Suppliers and Third Parties based on the principles of the UNGC.

Statement of Purpose

Our values are the principles we use to run the Company daily and are the foundation of our Code of Business Conduct. Our values underpin everything we do and are encapsulated in the acronym F-S-O-F-T (Foresee issue; Search solution; Observe regulation; Follow consultancy; Take action).



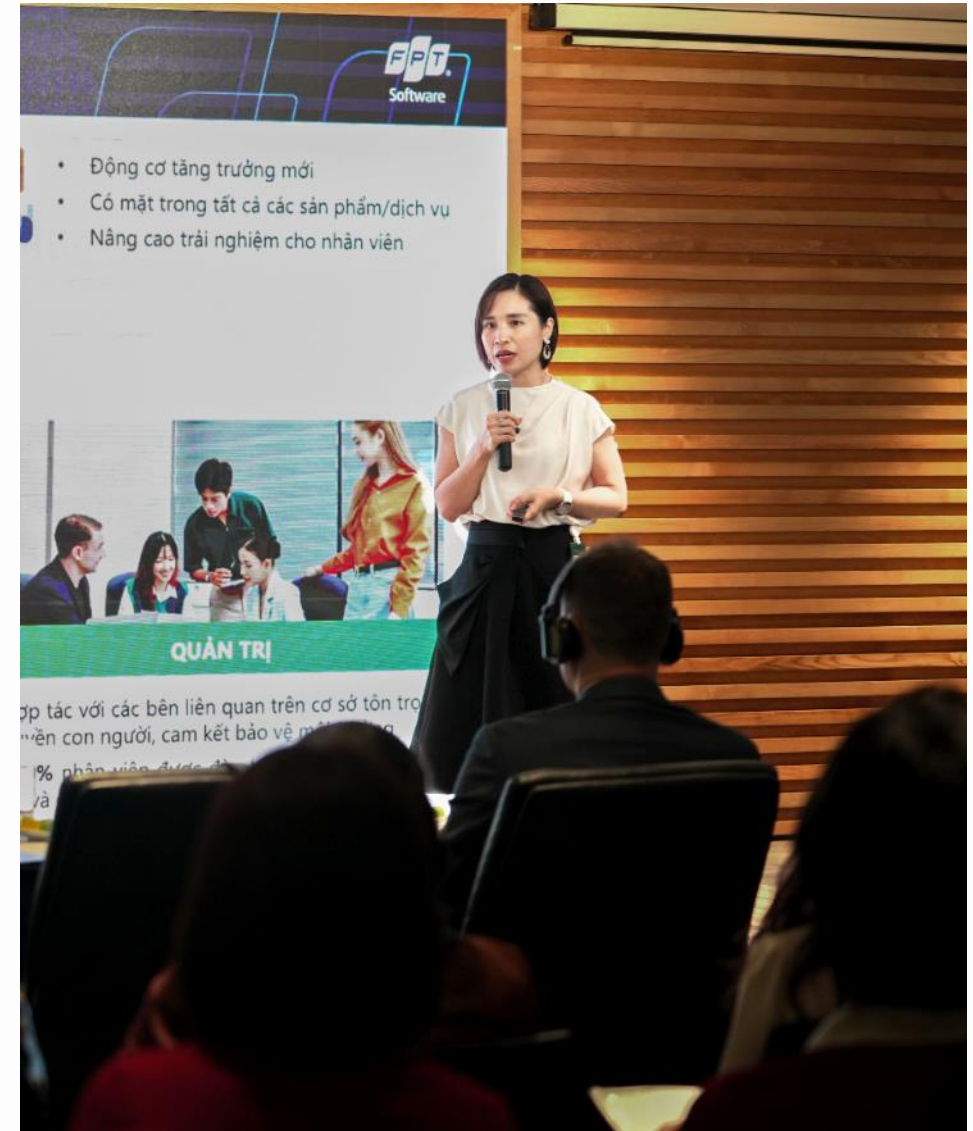
Reinforcing a culture of compliance

Code of business conduct (Digital version)

We also have a digital version of the Code of Business Conduct. It provides user-friendly access and can be accessed on mobile devices. The digital version of the Code aims to help every employee understand the behavior we expect and the principles and values we uphold. We strive to continue building a culture of compliance where everyone feels they can do the right thing and prioritize legal and ethical choices. The digital version of the Code is available [here](#).

Code of business conduct training

Our new employees are trained on the Code of Business Conduct when they first join the Company. We also maintain annual refresher training through our online ESG training program, which includes mandatory training modules for employees to complete each year to renew their commitment to the Code of Business Conduct. Our supplier partners are also trained and required to commit to the Code of Conduct for Suppliers and Third Parties through online channels. We also have a detailed communication plan that uses multiple communication channels such as email, video, blogs, gamified assessments, and storytelling to spread awareness of various policies.



Anti-corruption and anti-bribery

(Achieved consistently for 3 consecutive years 2022-2023-2024)

100%

Employees are trained in business ethics

None

No allegations of corruption or bribery related to the company or its employees

None

No corruption or bribery cases related to FPT Software

100%

company locations are evaluated annually for ethical issues

We are committed to maintaining the highest ethical standards in our business activities. The Company does not accept any form of fraud, bribery, or corruption of any individual in the Company.

The Company does not engage in and does not tolerate any form of corrupt activity, and is committed to complying with applicable anti-corruption laws.

We carry out corruption risk assessments at all company locations and departments. High-risk departments include purchasing, sales and human resources.

To implement the established rules and objectives well, we have implemented measures to prevent corruption risks:

- Anti-corruption awareness training for all employees.
- Transparent purchasing, sales, and recruitment processes
- Issue a complaint and denunciation process and assign the legal department to handle complaints and denunciations related to corruption.
- Inspect and evaluate departments with a high risk of corruption every year.
- Sensitive transactions must be approved according to a regulatory delegation of authority.

Prevention of unfair competition

Respect, Fairness, and Transparency are the business principles of FPT Software, and they are conveyed to all employees - a commitment that has been achieved consistently for 3 consecutive years 2022-2023-2024.



100%

FPT Software employees are trained in unfair competition.

100%

Locations and departments are assessed for unfair competition risks.

100%

Sales staff understand and comply with regulations on dealing with customers and communicating with competitors.

Prevention of unfair competition

FPT Software always provides available channels to receive opinions and complaints of stakeholders on unfair competition issues. For 3 consecutive years 2022-2023-2024, we have achieved the following results consistently:

NO Complaints

about unfair competition involving the company.

100% Company Locations

are periodically assessed for taking actions to ensure fair competition is maintained.



Information management

We take pride in being the foremost technology company in Vietnam. To safeguard information security, we have implemented comprehensive measures that protect our company, employees, customers, partners, and all other stakeholders.

Every location and department within our organization undergoes thorough assessments to identify information security risks. We provide employees with clear guidelines on how to protect information on their personal devices, company computers, and our data systems. These guidelines cover essential practices such as regularly updating passwords, configuring firewalls, controlling access, utilizing licensed software, and conducting vulnerability assessments.

Moreover, we have developed robust protocols to ensure our readiness in responding to incidents of information leakage and theft at FPT Software. We also formalize our commitment to information security by signing agreements with relevant parties and clients during transactions and information exchanges.

Results of implementing information security system 2022-2023-2024:

Number of information security incidents in 2024:

3 cases

(No. of serious incidents: 0)

Percentage of employees trained in information security

100%

Company locations that have been certified with ISO 27001:2013

100%

Percentage of locations subject to risk assessment and periodic information security assessment

100%

Personal data protection organization and governance

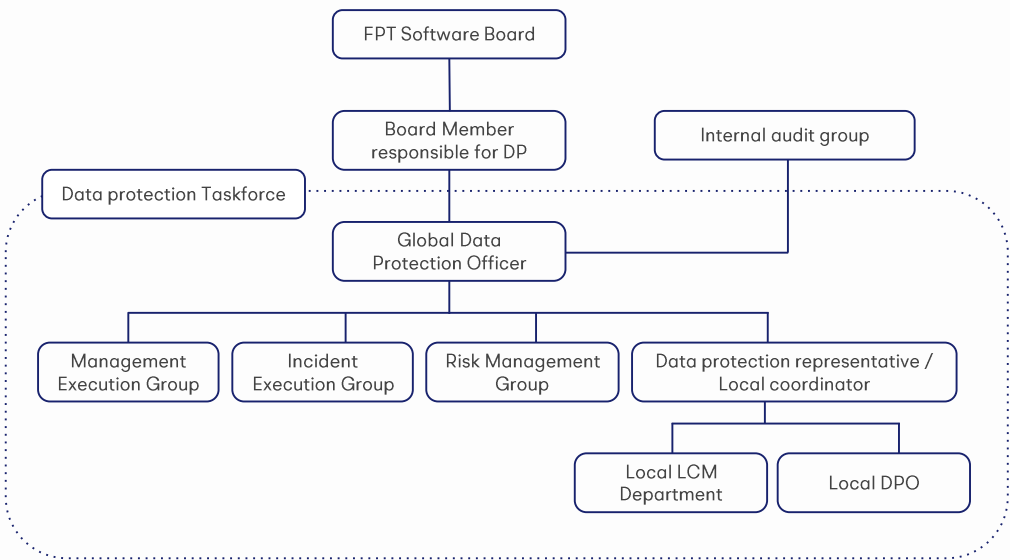
At FPT Software, we constituted the personal data protection function since 2018 as an independent department, which enables function reporting to CFO/COO.

As a global company, FPT Software ensures the adequate level of data protection prescribed by the European Union General Data Protection Regulation, PDPD13, APPI, PDPA or other national Personal Data Protection Regulations and the national laws for cross-border data transmission, including in countries that do not yet have adequate data protection laws in building applications, while executing client projects and processing employee personal data. We are certified with HITRUST for the U.S. market and Primark for the Japanese market. To meet global standards, we also adhere to TISAX for the automotive sector and the ISO 27000 family of standards. Additionally, we have obtained ISO 27701 for privacy information management.

To demonstrate our top management’s commitment to privacy, we have formulated the data protection handbook, which includes policy, guidelines, procedures, and templates. The document is published on our intranet and our website and reviewed and updated twice a year. To ensure full transparency, we provide privacy notices at the time of data collection to both internal and external data subjects. Additionally, a privacy statement is made publicly available for external data subjects. These are regularly enhanced to reflect FPT's endeavour in legally personal data processing and compliance with data protection regulations.

Our Global Data Privacy Office is responsible for overseeing data protection strategy and implementation to ensure compliance with national and international laws.

FPT Software has implemented a strong governance for Personal Data Protection and PIMS management. Clear roles and responsibilities are defined for PIMS operations, coordination, support of personal data protection, breach/incident management, risk management and DPIA’s.



Towards sustainable procurement

To achieve sustainable development goals and contribute to FPT Software's ESG strategy, we are committed to building a sustainable supply chain across all procurement activities. Our procurement activities are guided by strict adherence to green and ethical procurement processes, aligning with environmental, social, and corporate governance standards.

We prioritize partnerships with suppliers who share vision for sustainable development. We refrain from working with suppliers whose operations negatively impact human health, labor safety, or the environment. Additionally, procurement contracts include provisions to ensure compliance with human rights, labor standards, and environmental protection requirements.

Key highlights of sustainable procurement at FPT Software in 2024:

Implementation of the sustainable procurement policy

FPT Software's Sustainable Procurement Policy outlines key principles that guide purchasing decisions to maximize positive impacts on the environment, economy, and society. It ensures fairness, transparency, and compliance with legal and internal company regulations.

Integration of sustainability criteria in procurement processes

Sustainability criteria are systematically integrated into FPT Software's procurement processes, including supplier sourcing, evaluation, and selection. This approach minimizes environmental impact while supporting suppliers who align with our sustainability objectives.

Capacity building for procurement employees

100% of FPT Software's employees from the Procurement Department are required to complete dedicated training programs on corporate sustainability goals in order to improve execution of sustainable procurement practices.

Strengthening engagement with key suppliers

FPT Software has established dedicated communication channels with over 40 key suppliers to share CSR information and raise awareness about sustainability practices. Regular email updates encourage suppliers to comply with environmental, labor, and human rights standards.

Applying innovative procurement technology

With expertise in AI and digital transformation, FPT Software integrates features such as "AI Supplier Suggestion" and "AI Price Difference Control" in the procurement process to improve transparency, mitigate risks, and optimize supplier management. We also plan to develop a centralized procurement portal for effective storing and monitoring procurement activities.

Monitoring ESG indicators

As part of the 2024 sustainability roadmap, FPT Software has tracked ESG performance across suppliers. Key indicators include the percentage of key suppliers undergoing CSR evaluations and the percentage of suppliers adhering to contracts in compliance with environmental, labor, and human rights regulations.

FPT Software's sustainable procurement efforts demonstrate our dedication to reducing environmental impacts while promoting social responsibility and economic growth. Through investments in supplier partnerships and the adoption of innovative solutions, we are committed to building a resilient and sustainable supply chain for the future.



Supply chain management



Sustainable procurement

From 2022, FPT Software will take measures to incorporate social and environmental requirements into the supplier selection and procurement process at the company. FPT Software is committed to creating and participating in the sustainable supply chains in Vietnam and globally.

Along with the evaluation criteria of price, quality, social, human rights, ethical, and environmental criteria are included in our supplier selection and monitoring evaluation criteria. All of our purchasing staff are trained in evaluating supplier sustainability criteria.

We accompany suppliers to improve capacity and jointly implement activities to protect the environment, people and embody ethical social criteria. We attach sustainability requirements to our contracts with our suppliers. We have annual incentives for suppliers who perform well in terms of reducing greenhouse gas emissions and reducing environmental pollution.



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