2019 SUSTAINABLE DEVELOPMENT REPORT



CONTENT

MESSAGE FROM THE CHAIRMAN ON SUSTAINABLE DEVELOPMENT 4

GRI 100 – GENERAL INFORMATION 6

GRI 101 – REPORT OVERVIEW 8

GRI 102 – GENERAL DISCLOSURES 10

SSI GENERAL INFORMATION 10

SUSTAINABLE DEVELOPMENT STRATEGY 32

SUSTAINABLE DEVELOPMENT MANAGEMENT 39

ETHICS AND INTEGRITY 42

CONNECTING DIFFERENT STAKEHOLDERS FOR SUSTAINABLE DEVELOPMENT GOALS 43

MATERIALITY IDENTIFICATION 47

GRI 200 – ECONOMIC STANDARDS 50

GRI 201 – ECONOMIC PERFORMANCE 52

GRI 202 – MARKET PRESENCE 57

GRI 203 – INDIRECT ECONOMIC IMPACTS 58

GRI 205 – ANTI-CORRUPTION 62

GRI 300 – ENVIRONMENT STANDARDS 64

GRI 302 – ENERGY 66

GRI 306 – EFFLUENTS AND WASTE 68

GRI 307 – ENVIRONMENTAL COMPLIANCE 69

GRI 400 – SOCIAL STANDARDS 70

GRI 401 – EMPLOYMENT 72

GRI 404 – TRAINING AND EDUCATION 75

GRI 405 – DIVERSITY AND EQUAL OPPORTUNITY 78

GRI 413 – LOCAL COMMUNITY 82

GRI 418 – CUSTOMER PRIVACY 87

GRI 419 – SOCIO-ECONOMIC COMPLIANCE 88

GRI STANDARDS INDEX 90



MESSAGE FROM THE CHAIRMAN ON SUSTAINABLE DEVELOPMENT

Dear Valued Shareholders,

There were ups and downs in stock markets globally and in Vietnam particularly in 2019 due to the global political instability and shortage of positive information from domestic stock market. The average transaction value in 2019 fell by 34%, total net buying value of the foreign investors also declined by 89% in comparison with the previous year. In addition, the competition is becoming stronger between securities companies. The market is now open to wider participation of foreign competitors with potentials in capital, human resources and technology, etc. On this background, SSI recognizes the importance of integration of sustainable development objectives in its business strategies. This would help SSI maintain the leading position, enhance adaptation to all market conditions to fulfill its business targets, improve its market competitiveness while bring the best values into the Customers, building a stronger team by engaging high quality human resources, thereby efficiently contributing to the market, community and society.

In 2019, the environmental pollution became more serious than ever before, which influenced on most of areas in the world. World Health Organization (WHO) in 2018 estimated that the outdoor and household air pollution could cause about seven million premature deaths every year in the world, particularly in Vietnam, there were about 60 thousand deaths linked to air pollution.

Facing these challenges, SSI expressly deployed its sustainable development strategy, made balance between economic - social - environmental targets and recognized positive achievements. The Company's decent business performance has helped SSI continuously named in Top 50 Enterprises with Largest Tax Contribution. Apart from this, indirect contributions have been made to the overall socio-economic development such as consulting activities for enterprises' fund-raising, contributing to the formation of a channel to direct and distribute capital to the economy in the long term; participating actively in the development of the Stock market and pioneering in launching new products; providing of the highest-quality products - services to customers; job creating, generating stable income and training orientation for employees. Corporate governance at SSI is delivered effectively to fulfill the best regional standard, taking transparency as a guiding principle in all of its activities to assist the Company in risk management, legal compliance, protection of rights and benefits, and ensuring fairness to all shareholders.

Under a commitment "We strive the better the communities in which we work", throughout its course of growth, SSI has proactively developed education programs for young generations and joined local communities in poverty reduction, addressing challenges and building a better society.

Beyond the economic targets, with position as the leading securities company on the market, SSI recognizes its roles in contributing to the environment for a sustainable future through strict compliance with environment regulations; organizes many internal activities in order to enhance the awareness in effectively using the energy, natural resources; applies the control measures in energy consumption and emissions during its operation to contribute to minimize the negative impacts on the environment.

At the start of another year in its connecting journey, SSI will continue to execute its chosen mission and undertake to secure sustainable development steps for itself, its Shareholders, Customers, Employees, Partners, and the Community. I'd like to extend my thanks to our Shareholders, Customers, Partners and Employees for your valuable support and companionship.

We wish You good health and success!

Chairman cum Chief Executive Officer



Nguyen Duy Hung



GRI
GENERAL INFORMATION
100

GRI 101 – REPORT OVERVIEW
GRI 102 – GENERAL DISCLOSURES
GRI 103 – MANAGEMENT APPROACH

GRI 101
REPORT OVERVIEW

This report is a result of the CSRCB Program in Vietnam 2019 2020

The Sustainable Development Report (SDR) is an overall picture of announcements, reviews and assessments of sustainable development goals and activities of SSI Securities Corporation with a strategic orientation toward sustainable development issues.

2019 has been the third year that SSI produced separate SDR in reference to standards of the latest version GRI Sustainability Reporting Standards with Core option, by the Global Reporting Initiative (GRI). This version outlines the highest international standards for an SDR, which were upgraded and restructured from G4 version, to help the reporting more convenient and efficient. SSI proactively discusses with stakeholders to identify topics of interests. These issues will continue to be evaluated in the overall context of sustainable development and in relation to the Company's current business operation and sustainable development strategy, from which critical matters are to be reviewed, improved as well as highlighted in the report. The Company seeks to demonstrate its clarity and transparency in the disclosure of contents related to sustainable development, increase values to shareholders, develop the trust of stakeholders, as well as enhance its prestige and brand identity.

Reporting Scope & Limits

The Sustainable Development Report 2019 was prepared for the fiscal year ended on 31 December 2019. All data in the report is collected from SSI's actual activities at the Head Office and Branches/Transaction Offices nationwide, from 1 January 2019 to 31 December 2019. Financial data in the report is referenced from the audited Consolidated Financial Report for the year of 2019.

The report is prepared by the Sustainable Reporting Team, including members from several departments responsible for data provided in the Report such as the Investor Relation, Corporate Communication, Finance - Accounting, Company Secretary.

Report content determination method & principles

The report was compiled in reference to the GRI Global Sustainability Reporting Standards set by the Global Reporting Initiative. The structure clearly includes 4 main contents:

GRI 100 – GENERAL INFORMATION

GRI 200 – ECONOMIC STANDARDS

GRI 300 – ENVIRONMENTAL STANDARDS

GRI 400 – SOCIAL STANDARDS

The report was prepared according to the following principles:

Principles for Determining Report Contents	Principles for Determining Report Quality
Stakeholder inclusiveness	Accuracy
Sustainability context	Balance
Materiality	Clarity
Completeness	Comparability
	Reliability
	Timeliness

Contact

For all feedback as well as related inquiries, kindly contact:

SSI Investor Relation

Email: investorrelation@ssi.com.vn

Telephone: (+84-24) 3936 6321

Address: 1C Ngo Quyen street, Ly Thai To Ward, Hoan Kiem District, Hanoi



GRI 102
GENERAL DISCLOSURES

SSI GENERAL INFORMATION

CORPORATE INFORMATION

SSI Securities Corporation (SSI – HOSE) was found in December 1999 as the first privately licensed securities firm and the smallest one in the market at that time. With 20 years of experience in Vietnam financial market, the Company has become a leading financial institution, which has the fastest growth rate in term of charter capital. With strong financial capability, high standard corporate governance, and professional human resource, SSI provides clients a comprehensive range of financial products and services, maximizing shareholders' value. Currently, The Company has a wide network of Branches/ Transaction Offices cover major cities throughout Vietnam, such as Hanoi, Ho Chi Minh City, Hai Phong, Nha Trang, Vung Tau.

Company name:	SSI Securities Corporation (SSI)
	(Formerly known as Saigon Securities Incorporation)
Legal Representative:	Mr. Nguyen Duy Hung (Chairman cum CEO)
Date of incorporation:	30/12/1999
Charter Capital (as at 31/12/2019):	VND 5,100,636,840,000
Owner's equity (as at 31/12/2019):	VND 9,401,059,780,205
Head Office:	72 Nguyen Hue, Ben Nghe Ward, District 1, Ho Chi Minh City
Website:	http://www.ssi.com.vn/
Telephone:	+84 28 38242897
Fax:	+84 28 38242997
Number of employees (as at 31/12/2019):	966 including 531 employees who are fully certified for securities license.

GRI 100 - GENERAL INFORMATION/ GENERAL DISCLOSURES

VISION – MISSION – CORE VALUE

VISION

THE BUSINESS OF SUCCESS

SSI Securities Corporation (SSI) operates based on the vision "The Business of Success".

At the heart of all our products and services is a drive for achieving success. We help unlock opportunities in financial markets and turn these into prosperity and growth.

MISSION

CONNECTING CAPITAL TO OPPORTUNITIES

SSI's mission is to connect capital to opportunities.

This mission unifies all the businesses under the SSI brand and will guide any future opportunities, which the brand may take on.

CORE VALUES

Solutions-Led: We are focused on the outcome of making our customers successful, and we prioritize their individual needs over existing products or processes.

Skilled: We are experts in our industry and in our markets and will continually enhance our professional skills to provide the highest standards of service to our customers.

Inventive: We empower and encourage our people to find creative new ways to bring success to SSI and its customers.

GRI 100 - GENERAL INFORMATION/ GENERAL DISCLOSURES

HISTORY

1998

Vietnam securities market was established on July 11, 1998;
On the same day, the Prime Ministers Decision No. 127/1998/QD-TTg pinpointed the coming into being of the two Securities Trading Centers (STCs), one in Hanoi and the other in Ho Chi Minh City.

30/12/1999

SSI was founded with its head office in Ho Chi Minh City, operated in two major segments: Brokerage Services & Investment Advisory. Initial charter capital was VND 6 billion.

2000

The first trading session was executed on 28th July 2007 at the Ho Chi Minh City Securities Trading Center.

2001

07/2001: Charter capital was raised to VND 20 billion. The company expanded core business functions to 4 areas including Investment Advisory, Brokerage Services, Principal Investment & Securities Depository.

2002

07/2002: SSI established its first branch in Hanoi, expanding its operations to Northern areas.

2005

Hanoi Securities Trading Center came into operation on March 08, 2005;
In the same year, the Prime Minister issued the Decision to establish the independent Securities Depository Center to support the operation of the stock market;
Total market capitalization was equivalent to 1% of GDP.

2005

06/2005: SSI raised charter capital to VND 52 billion with 6 main business lines including Investment Advisory, Brokerage Services, Principal Investment, Securities Depository and Investment Portfolio Management, Underwriting Service.

2006

12/2006: SSI stock listed on the Hanoi Securities Trading Center (now known as Hanoi Stock Exchange);
One year later, SSI switched its stock listing to Ho Chi Minh City Trading Center (now known as Ho Chi Minh Stock Exchange).

2007

Vietnam Securities Law came into effect;
Total market capitalization was equivalent to 43% of GDP.

2008

04/2008: Charter capital was raised to VND 1,366 billion;
06/2008: Daiwa became Strategic Shareholder of SSI.

GRI 100 - GENERAL INFORMATION/ GENERAL DISCLOSURES

IT'S BEEN 20 YEARS OF GROWTH ALONGSIDE WITH VIETNAM SECURITIES MARKET, OUR DEVELOPMENT MILESTONES WERE ALWAYS ATTACHED WITH EVERY IMPORTANT PROGRESS OF THE MARKET

2009

07/2009: SSIAM became the first company in Vietnam securities market to obtain a license to invest overseas.

2010

05/2010: Charter capital was raised to VND 3,511 billion.

2013

03/2013: Charter capital was raised to VND 3,537.9 billion

2015

09/2015: SSI became the first company that completed all required procedures to officially lift its limit of foreign ownership up to 100%.

2017

01/2017: Charter capital was raised to VND 4,900.6 billion;

04/2017: In January and April 2017, SSI carried out successfully two private placements of corporate bonds worth VND 300 billion for each issuance;

05/2017: SSI was granted with securities trading license by the State Securities Commission for trading derivatives and providing clearing services and settlement of derivatives trading.

Hanoi Stock Exchange issued the Decision to accept SSI as a member of Derivatives trading market.

2018

02/2018: SSI successfully issued its 3-year fixed rate convertible bonds with the total value of VND 1,150 billion at a coupon rate of 4 percent annually;

12/2018: SSI celebrated its 18th anniversary and officially changed its name to SSI Securities Corporation, matching abbreviation of the company's name and ticker symbol

2019

06/2019: SSI was officially granted Certificate of offering Covered Warrants.

2020

01/2020: Charter capital was raised to VND 5,200.6 billion

2009

Unlisted Public Company Market (UpCOM) was launched on June 24, 2009 at Hanoi Stock Exchange (HNX).

2017

After 17 years since establishment, Vietnam stock market has had a better structure since the Derivatives market has started operating officially on August 10, 2017.

2019

Covered Warrants trading has been launched on Ho Chi Minh Stock Exchange

Total market capitalization was equivalent to 100% of GDP

BUSINESS UNITS

SECURITIES SERVICES

Products and Services for enabling investing in listed stocks and mutual funds including: opening of trading accounts, brokerage, order placing, advisory, cash transactions, securities depository; consultancy and support for OTC transactions, distribution of open-ended fund certificates, and distribution of certificates of deposit and corporate bond; Initial Public Offering (IPO) auction agent; Covered Warrants trading.

Products and Services for derivatives market including account opening, brokerage, advisory, order placing, cash transactions;

Financial services: margin lending, and cooperation with banks to support securities trading;

E-trading services: Web Trading, Pro Trading, Mobile Trading, Smart Trading, Contact Center and SMS;

Research and Investment Advisory: macro reports, investment advisory report, daily call report, industry research report, company reports, stock valuation reports, money market reports, fund flow reports, technical analysis reports;

Corporate access: company visits to listed/unlisted companies, seminars to introduce investment opportunities to Vietnam and international investors.

TREASURY

Treasury business activities including currency transaction and investment through term-deposits contracts, loan contracts, entrustment, bond repos, fixed income instruments and other structured product transactions;

Bond services including brokerage, auctions and underwriting services;

Providing flexible structured products to optimize advantage in funding needs as well as investment capital on the market with optimal interest rates and with appropriate maturities.

PRINCIPAL INVESTMENT

Investing in equity, bond, fund certificate, derivative;

Market making;

Covered warrants issuance.

INVESTMENT BANKING

Corporate financing advisory: business evaluation, corporate financing restructuring, listing and IPO advisory;

Mergers and Acquisitions (M&A) advisory;

Advisory for capital raising in domestic and international capital market: stock, bond and derivatives issuance and underwriting via public offering or private placement.

SSI ASSET MANAGEMENT (SSIAM)

Fund Management: capital mobilization and management for onshore and offshore funds;

Portfolio Management: discretionary and non-discretionary portfolio management for domestic/international institutions as well as individual customers, corporate clients and Private Wealth management;

Investment Advisory: for institutional and individual, domestic and foreign customers; strategy and asset allocation advisory.

AWARDS

ASIAMONEY

Awards from Asiamoney Brokers Poll for consecutive 7 years. In 2019, a total of 28 awards has achieved including 25 awards won by individuals and another 3 won by company, in 2 main categories of analyst and sales:
3 company awards for SSI:
"Best local brokerage"
"Best for overall research"
"Best overall sales services
19 individual awards for best strategist, best economist and best analysts in various market sectors.
6 individual awards for best salesperson and best sales trader

Other Awards from Asiamoney
"Best Corporate and Investment Bank" in 2019
"Best Securities House in Vietnam" in 2019

THE ASSET

Award from The Asset
"Best corporate and institutional adviser – Domestic" in 2019

FINANCE ASIA

Award from FinanceAsia
"Best Broker" in Vietnam in 2008 – 2009 – 2010 – 2011 – 2014 – 2015 – 2016 – 2019
"Best Advisor" in Vietnam in 2008 – 2009 – 2010 – 2012 – 2016 – 2019
"Best Investment Bank" in Vietnam in 2010 – 2011 – 2014 – 2016 – 2018 - 2019

ALPHA SOUTHEAST ASIA

Award from Alpha Southeast Asia
"Best retail brokerage in Vietnam" in 2017 – 2018 – 2019

FORBES

Award from Forbes
Top 50 Best Listed Companies in Vietnam in 2014 – 2015 – 2016 – 2017 – 2018 – 2019
Top 50 Most Valuable Brands Vietnam in 2016 – 2017 – 2018 – 2019

AWARD FROM INVESTMENT MAGAZINE AND AVM

Award from Investment Magazine and AVM
The most outstanding securities company of M&A category in the period 2018 – 2019

VCCI

Award from VCCI
Top company with best corporate management company in Vietnam stock market

ANPHABE

Award from Anphabe
Top 50 Most Attractive Employer Brands of 2017 – 2018

HOSE/ HNX / VSD

Awards from Hanoi Stock Exchange, Ho Chi Minh Stock Exchange and Vietnam Securities Depository
Outstanding member in securities depository activities in 2018 – 2019
Outstanding member in stock/ cash transaction in 2018 – 2019
Outstanding member in derivatives transaction in 2018 – 2019

OTHER AWARDS

Top 500 Vietnamese Largest Private Enterprises ((VNR500) for 12 consecutive years (2008 – 2019)
Top 500 Fastest Growing Firms in Vietnam (FAST500) in 2016 – 2017 – 2018 – 2019
Top 500 Most Profitable Enterprises in Vietnam (PROFIT500) in 2018 – 2019
Top 1000 Enterprises with Largest Tax Contribution in Vietnam (V1000) for 8 consecutive years and among Top 50 of the list.

BRANCH NETWORK



THE NORTH

Hanoi Branch: 1C Ngo Quyen, Ly Thai To Ward, Hoan Kiem District, Hanoi

Tel: (+84) 24 3936 6321, (+84) 24 6288 8885, - Fax: (+84) 24 3936 6311

Tran Hung Dao Transaction Office: 10th Floor, Capital Tower, 109 Tran Hung Dao, Cua Nam Ward, Hoan Kiem District, Hanoi

Tel: (+84) 24 3941 3383 - Fax: (+84) 24 3941 3385

Nguyen Chi Thanh Transaction Office: 8th Floor, TNR Tower, 54A Nguyen Chi Thanh, Lang Thuong Ward, Dong Da District, Hanoi

Tel: (+84) 24 3773 4999 - Fax: (+84) 24 3771 4999

Le Van Luong Transaction Office: 1st Floor, Star City Tower, 23 Le Van Luong, Nhan Chinh Ward, Thanh Xuan District, Hanoi

Tel: (+84) 24 3209 1256 - Fax: (+84) 24 3568 0738

My Dinh Branch: Floor G, The Manor Building, My Dinh, Me Tri Ward, Tu Liem District, Hanoi

Tel: (+84) 24 3794 6699 - Fax: (+84) 24 3794 6677

Hai Phong Branch: 22 Ly Tu Trong, Hong Bang District, Hai Phong City

Tel: (+84) 225 3569123 - Fax: (+84) 225 3569130

SSI Asset Management Ltd: 1C Ngo Quyen, Ly Thai To Ward, Hoan Kiem District, Hanoi

Tel: (+84) 24 3936 6321 - Fax: (+84) 24 3936 6337

GRI 100 - GENERAL INFORMATION/ GENERAL DISCLOSURES

THE SOUTH

Head Office: 72 Nguyen Hue, Ben Nghe Ward, District 1, Ho Chi Minh City

Tel: (+84) 28 3824 2897 - Fax: (+84) 28 3824 2997

Nguyen Cong Tru Branch: 7th Floor, TNR Building, 180-192 Nguyen Cong Tru, Nguyen Thai Binh Ward, District 1, Ho Chi Minh City

Tel: (+84) 28 3821 8567 - Fax: (+84) 28 3821 3867

Pham Ngoc Thach Transaction Office: 2nd Floor, ITower Building, 49 Pham Ngoc Thach, Ward 6, District 3, Ho Chi Minh City (closed from April 08th 2020)

Tel: (+84) 28 3824 5079 - Fax: (+84) 28 3824 5077

Nguyen Van Cu Transaction Office: 8th floor, Royal Centre Building, 235 Nguyen Van Cu Street, Cu Trinh Ward, District 1, Ho Chi Minh City

Tel: (+84) 28 3622 0123 - Fax: (+84) 28 3622 6667

Nguyen Thi Minh Khai Transaction Office: 1st Floor, Golden Tower Building, 6 Nguyen Thi Minh Khai Street, Da Kao Ward, District 1, Ho Chi Minh City

Tel: (+84) 28 3622 2666 - Fax: (+84) 28 3622 2333

Nguyen Huu Canh Transaction Office: Floor 5-6, 11 Road D2, Shophouse Sai Gon Pearl, 92 Nguyen Huu Canh Street, Ward 22, Binh Thanh District, Ho Chi Minh City

Tel: (+84) 28 3622 2233 - Fax: (+84) 28 3622 2277

Cach Mang Thang Tam Transaction Office: 6th Floor, Lim II Tower, 62A Cach Mang Thang Tam Street, Ward 6, District 3, Ho Chi Minh City

Tel: (+84) 28 3622 7788 - Fax: (+84) 28 3622 5666

Le Loi Transaction Office: Unit 03, 18th Floor, Saigon Centre Building, 67 Le Loi Street, Ben Nghe Ward, District 1, Ho Chi Minh City

Tel: (+84) 28 3636 3688 - Fax: (+84) 28 3636 3668

Vung Tau Branch: Room no. 116, Ground Floor, PetroVietnam Towers, no. 8 Hoang Dieu Street, Ward 1, Vung Tau City, Ba Ria – Vung Tau Province.

Tel: (+84) 254 3521906; Fax: (+84) 254 3521907

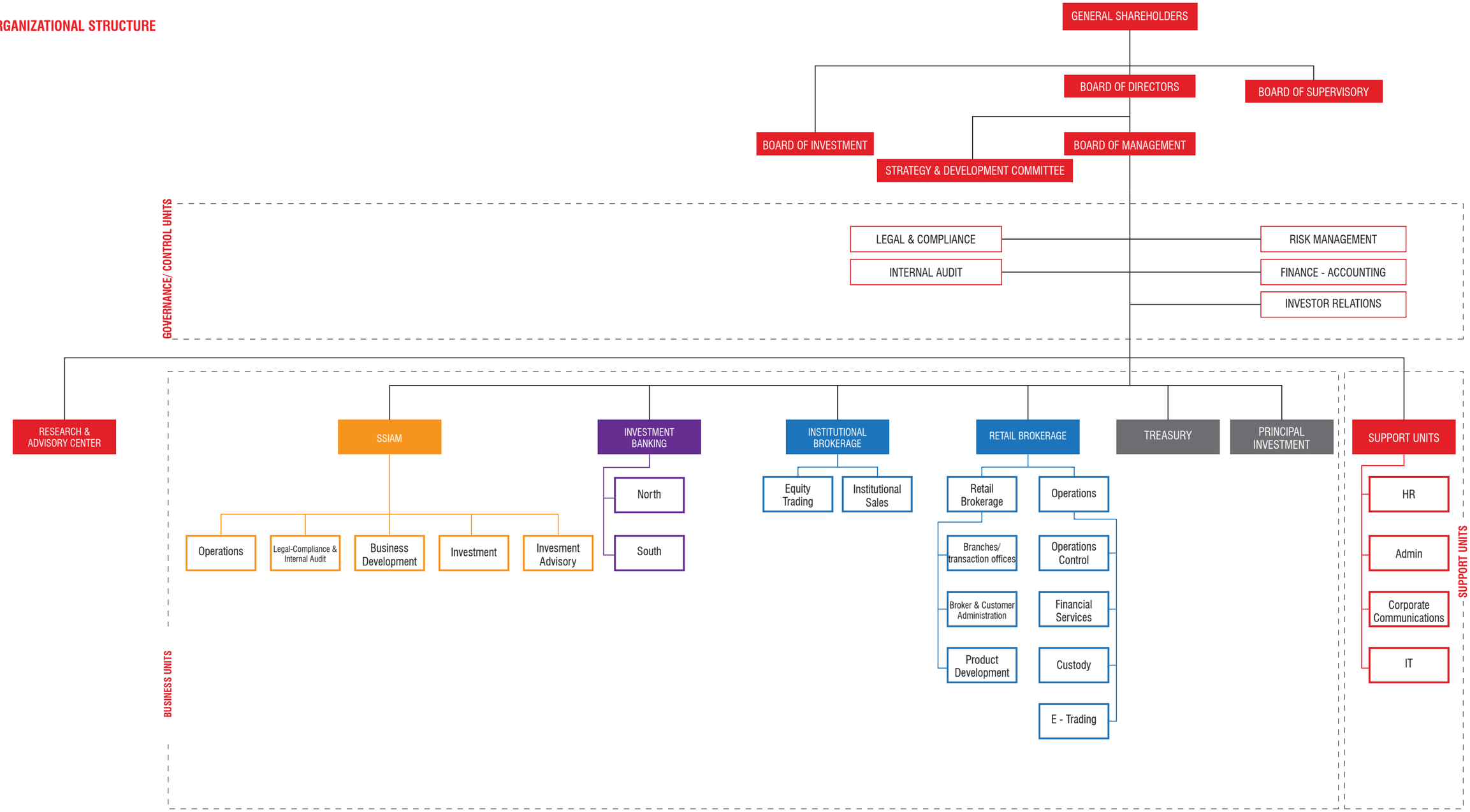
Nha Trang Branch: 3rd Floor, Queen Tower, 50 Le Thanh Phuong, Nha Trang City

Tel: (+84) 258 3816969 - Fax: (+84) 258 3816968

GRI 100 - GENERAL INFORMATION/ GENERAL DISCLOSURES

ORGANIZATIONAL STRUCTURE & KEY PERSONNEL

ORGANIZATIONAL STRUCTURE



KEY PERSONEL

BOARD OF DIRECTOR



Mr. Nguyen Duy Hung

Chairman cum Chief Executive Officer

Mr. Hung is the founder of SSI Securities Corporation. He is also the Founder and Chairman of the PAN Group - a leading player in the field of agriculture and high-quality packaged food.



Mr. Nguyen Hong Nam

Board Member and Deputy CEO; Authorized Spokesperson

Mr. Nam is a successful leader in many business areas. He graduated from University of Lugansk (Ukraine) with a master's degree in Science



Mr. Ngo Van Diem

Board Member

Mr. Diem has vast experience in different areas of foreign and domestic investment, state-owned enterprises reform, industrial park development and economic integration after many years working at middle and high-ranking positions in various Government Agencies .

Mr. Diem graduated from Leipzig University and hold a PhD in Economics from Martin Luther University Halle (Germany)

GRI 100 - GENERAL INFORMATION/ GENERAL DISCLOSURES



Mr. Nguyen Duy Khanh

Board Member

Mr. Khanh received a B.A in Finance from The University of George Washington, United States.

He had a time working with SSI during the implementation phase of Conversion project consulted by McKinsey. He supported the establishment of SSI International Corp and made valuable contribution to the success of this company. Mr. Khanh is also a board member of PAN Group Joint Stock Company (PAN - HOSE).



Mr. Hironori Oka

Board Member

Mr. Hironori Oka has more than 20 years of experience in the field of finance and securities, working at many positions in various countries such as Japan, Hong Kong, USA, Singapore and Taiwan. He has held senior positions at Daiwa Group and has been responsible for major duties in leadership role since 1994. Currently, Mr. Oka is Managing Director and Head of Asia & Oceania cum President and CEO of Daiwa Capital Markets Hong Kong Limited.



Mr. Pham Viet Muon

Board Member

Mr. Muon is also a Member of the Board of Directors, PAN Group Joint Stock Company (PAN - HOSE). Previously, he was the former Vice Chairman of the Government Office, Standing Deputy Chairman of the Steering Committee for Innovation and Development of Enterprises. He has intensive knowledge and experience over 15 years in restructuring and equitizing state-owned enterprises.

Mr. Muon holds a PhD in Economics.

GRI 100 - GENERAL INFORMATION/ GENERAL DISCLOSURES

BOARD OF SUPERVISORY



Mr. Nguyen Van Khai

Head of the Board of Supervisory

Mr. Khai joined the Supervisory Board in 1999 and was elected continuously as the Head of the Supervisory Board over the term.

Mr. Khai has a wealth of experience in managing and operating enterprises. He is the Vice Chairman of the Board of Long An Export Processing Joint Stock Company (LAF - HOSE) and Member of the Board of Ben Tre Seafood Import Export Joint Stock Company (ABT - HOSE).

He holds a Master's degree in Technology Management.



Mr. Dang Phong Luu

Member

Mr. Luu has been a member of SSI's Supervisory Board since 2005. He was the Director of Tan Binh Branch - Vietnam International Commercial Joint Stock Bank (VIB). Mr. Luu has over 20 years of experience in finance and banking. He graduated from Banking University, Ho Chi Minh City.

He is currently running his own business at An Bao Co., Ltd as Chairman of the Board of Members.



Mrs. Le Cam Binh

Member

Mrs. Binh has many years of experience in accounting, auditing and consulting. She has been the Director of Internal Audit since May 2017. She formerly worked for A&C Auditing and Consulting Company, in charge of managing auditing contracts for insurance and financial enterprises.

Mrs. Binh graduated from Thang Long University with a major in Accounting and Finance. She was granted the Certified Public Accountants (CPA) by the Ministry of Finance in 2005 and was granted the IFRS Certificate in February 2017 by ICAEW.

.

GRI 100 - GENERAL INFORMATION/ GENERAL DISCLOSURES

KEY PERSONS

BOARD OF DIRECTORS



Mr. Nguyen Duy Hung
Chairman cum Chief Executive Officer



Nguyen Hong Nam
Member of BOD cum Deputy CEO

STRATEGY & DEVELOPMENT COMMITTEE



Mr. Diep The Anh
Research & Development Director

GOVERNANCE/ CONTROL UNITS



Mr. Nguyen Kim Long
Director of Legal & Compliance



Ms. Le Cam Binh
Director of Internal Audit



Ms. Nguyen Thi Thanh Ha
Chief Financial Officer



Ms. Hoang Thi Minh Thuy
Chief Accountant



Mr. Dang Manh Cuong
Director of Risk Management



Ms. Bui Thi Hong Nhung
IR Manager

RESEARCH & ADVISORY CENTER



Ms. Hoang Viet Phuong
Head of Research

BUSINESS UNITS

SSIAM | INVESTMENT BANKING | INSTITUTIONAL BROKERAGE | RETAIL BROKERAGE | TREASURY | PRINCIPAL INVESTMENT



Ms. Le Thi Le Hang
Chief Executive Officer



Ms. Nguyen Ngoc Anh
Managing Director



Mr. Mai Hoang Khanh Minh
Managing Director
Institutional Brokerage



Mr. Nguyen Anh Duc
Managing Director
Institutional Sales



Mr. Bui The Tan
Managing Director



Ms. Nguyen Vu Thuy Huong
Managing Director



Ms. To Thuy Linh
Deputy Chief Executive Officer



Mr. Nguyen Phan Dung
Deputy Chief Executive Officer



Ms. Ngo Thu Nga
Director of Equity Trading



Ms. Cao Thi Ngoc Quynh
Director of Institutional Sale



Ms. Do Thi Thanh Thuy
Deputy Managing Director



Ms. Huynh Thi Thanh Thao
Director of Operations



Ms. Le Thi Thanh Tam
Director of Product Development

SUPPORT UNITS



Ms. Doan Ngoc Ly Ly
Chief Operating Officer



Ms. Do Thi Quynh
Chief Personnel Officer



Mr. Steve Yam
Chief Information Officer



Mr. Luong Lan My
Director of
Coporate Communications



Ms. Vu Thi Thu Trang
Admin Manager

GRI 100 - GENERAL INFORMATION/ GENERAL DISCLOSURES

2019 Financial highlights

Business performance	2015	2016	2017	2018	2019
Net revenue (VND)	1,802,941,289,604	2,540,929,472,830	3,043,190,092,433	3,938,662,332,650	3,301,484,401,084
Net profit from operating activities (VND)	104,875,956,159,609	1,141,560,999,946	1,392,314,526,117	1,567,029,926,018	1,098,616,647,855
Total profit before tax (VND)	1,053,797,641,057	1,144,062,998,942	1,405,021,409,033	1,623,213,463,955	1,105,523,561,457
Profit after tax	839,860,081,125	94,466,423,550,041	1,161,104,595,823	1,302,937,242,558	907,096,976,031
Profit after tax of the parent company's shareholders (VND)	841,566,556,381	946,703,413,703	1,161,852,985,813	1,304,930,180,565	909,201,424,728

Balance sheet	2015	2016	2017	2018	2019
Total assets (VND)	12,153,431,597,528	14,006,830,388,635	18,764,375,171,848	23,825,626,725,361	27,044,115,024,913
Paid-in charter capital (VND)	4,800,636,840,000	4,900,636,840,000	5,000,636,840,000	5,100,636,840,000	5,100,636,840,000
Total number of weighted average shares	471,713,404	480,436,945	490,089,282	499,834,406	508,772,958
Owner's equity (VND)	6,727,609,014,290	7,906,811,867,993	8,616,249,695,902	9,155,664,527,633	9,401,059,780,205

Other items

Asset structure	2015	2016	2017	2018	2019
Current assets/Total assets	90.3%	90.41%	91.81%	93.47%	82.42%
Long-term assets/Total assets	9.7%	9.59%	8.19%	6.53%	17.58%

Capital structure	2015	2016	2017	2018	2019
Liabilities/Total assets	44.64%	43.55%	54.08%	61.57%	65.24%
Equity/Total assets	55.36%	56.45%	45.92%	38.43%	34.76%

Rate of returns	2015	2016	2017	2018	2019
Profit after tax/Total assets (ROA)	6.91%	6.74%	6.19%	5.47%	3.35%
Profit after tax/equity (ROE)	12.6%	12.1%	13.6%	14.3%	9.72%
Profit after tax/Charter capital	17.49%	19.28%	23.22%	25.54%	17.78%
Profit after tax/Net revenue	46.58%	37.18%	38.15%	33.08%	27.48%
EPS (VND)	1,658	1,843	2,208	2,428	1,663

Solvency ratios	2015	2016	2017	2018	2019
Current ratio (Current assets/Current liabilities)	2.33	2.17	1.84	1.65	1.36
Quick ratio (Cash, cash equivalents and short-term financial investments/Current liabilities)	2.28	2.13	1.81	1.65	1.35

2019 HIGHLIGHTS

The sixth consecutive year on top 1

of stock/fund certificate brokerage market share.

One of the first Securities companies is licensed to issue Covered Warrants (CW), in 2019,

SSI issued 24 million CW, equivalent to 44% of total issuance value,

with daily transaction worth of 65% of CW transaction value in whole market at the end of 2019.

SSI launched bond investment product,

S-Bond, with attractive yield – 10.5%/year

to help customers diversify their portfolio, optimize profit and minimize risks. SSI conducts careful verification for all bonds under S-Bond list and acts as market maker to increase liquidity for bonds.

SSI iBoard

is developed based on intelligent technology platform, permitting customers to monitor the market and quickly place transaction orders on the same platform for both equity and derivatives trading.



SSI Asset Management Ltd (SSIAM) publicized

SSIAM VNFIN LEAD ETF Funds

the first ETF that simulates industry index in Vietnam, expected to attract ETF capital flows for Vietnam Stock Market.

SSI launched

iWin – the pioneering simulation trading system on the market

a perfect environment for investors to test their strategies and get acquainted with stock market. SSI also organized a competition for traders on iWin with total value of award up to VND 1 billion.

SSI's achievements were recognized by local and foreign outstanding awards during 2019

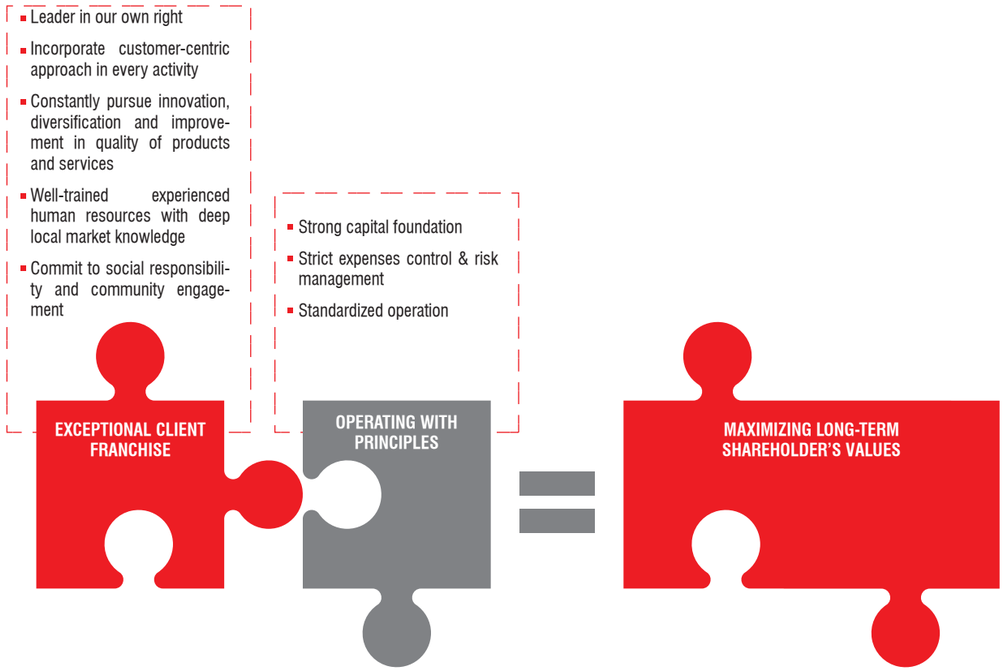
ASIAMONEY BROKER POLL	"Best Local Brokerage in Vietnam" for the seventh consecutive year
ALPHA SOUTHEAST ASIA	"Best retail brokerage in Vietnam" for the second consecutive year
THE ASSET TRIPLE A COUNTRY AWARDS 2019	"Best corporate and institutional adviser – Domestic" for the second consecutive year
FORBES	Top 50 Best Listed Companies in Vietnam for the sixth consecutive year Top 50 Most Valuable Brands in Vietnam for the fourth consecutive year

SUSTAINABLE DEVELOPMENT STRATEGY

SSI GENERAL DEVELOPMENT STRATEGY

Since our early days, SSI defined and has relentlessly pursued **our target to become a leading financial institution in Vietnam and reach out to international markets, to uphold the "Connect Capital to Opportunities" mission, with customer-centric approach**. Our persistent target yet flexible approach in addition to business acumen not only help SSI remain resilient against ups and downs on the market, but also justify our position as the No. 1 Securities Company in Vietnam.

SSI believes that the combination of building a prestigious brand and operating under standards shall maximize the Shareholders' benefits:



KEY RISKS IDENTIFICATION AND MANAGEMENT

SSI identifies some business and operational risks to monitor, prevent, control and handle as follows:

1. Market risk

Risk identification: arising from fluctuations in interest rates, stock prices, market condition, changes in monetary policies and macro policies of the government of Vietnam or other countries concerned, geopolitical turmoil (US – China trade war, instability in the East Sea, etc.) or other changes in regulation. They all can have impacts on revenue from investment in bonds, equity, deposits, margin lending or derivatives product.

Risk management:

- Investment in deposits/bills/bonds/margin lending: balance capital and interest rate to optimize returns and realize predictions on interest rates. SSI also conducts assessment of impact from macroeconomic conditions, change in legal regulations, policies, etc. on single specific sector for appropriate adjustments in margin lending activities.
- Investment in stocks: SSI continue to invest in essential sectors of the economy with stable development potential and less impacted from market fluctuation. In addition, SSI also appoints its representatives to sit on BOD/ BOS of investee companies where the Company has large portion of ownership in order to accompany them aiming at better management of post-disbursement investment.
- Investment in derivatives: limit risk raising from sharp fluctuation of derivatives by carefully determining initial margin rate, with appropriate alert level.
- Covered Warrant offering: implement the requirements on risk prevention, in addition rest on analysis and evaluation to reduce hedging expense for each specific underlying stock.

2. Credit risk

Risk identification: arising when a client fails to pay a part or all of its debt obligations to SSI when due; or Company failed to recover its debts after handling all collateral assets because of illiquid, price dropped or delisted stocks; in addition, unable to add collateral from client (for margin lending).

Risk management

- Investments in Deposits: SSI always reviews careful before conducting transactions with Banks based on the Banks' credit rating. Each commercial bank would be assigned a specific deposits limit depending on their specific credit rating, as well as certain terms and conditions, to ensure maximum capital preservation. At the same time, SSI established overdraft limit mechanism with multiple banks for simultaneous operation with bank deposits. This allows the Company to maintain liquidity capabilities while ensuring flexible capital uses and providing for credit risk, as bank deposits contracts always have provisions for flexible withdrawal of the overdraft facility.
- Margin lending:
  - Establish a prudent collateral portfolio;
  - The portfolio of collateral assets is revalued monthly to mark to market fluctuation of the stocks;
  - Develop a cross-cut limit system to control concentration of outstanding lending balance as well as alert levels for timely recovery of debts;
  - Monitor the outstanding balance, concentration of outstanding balance by client, stock and daily risk exposure to timely risk detection;
  - Rate and appraise margin lending clients to ensure SSI's criteria and regulations. Increase Broker's client management responsibility with regards to warning communication and loan recovery, etc.
  - Refrain from competing for market share and outstanding lending balance through over-extending margin lending services
- Investments in Bonds: only invested in bonds issued by reputable corporates with sufficient collateral assets

3. Liquidity risk

Risk identification: arising when SSI loses its ability to fulfill its obligations to pay part or all of the due debts, fails to meet the demand for payment of securities purchased by investors using margin lending, and delays or does not satisfy the requirements of payment activities of investors on accounts they maintain at SSI.

Risk management: SSI applied a stringent cash flow management process which was established based on the priority given to liquidity risk management and the close collaboration fostered between SSI's units. All business units have access to a regular and detailed reporting system for timely information update.

GRI 100 - GENERAL INFORMATION/ SUSTAINABLE DEVELOPMENT STRATEGY



4. System risk and information securities

Risk identification: Including risks occur when Company failed to ensure the IT system stability, trading system, risks related to network attacks; as well as risks related to company/clients' information security.

Risk management:

- Develop strict policies, processes, procedures in order to manage internal technological operation and usage of the Company's infrastructure;
- Establish good foundation based on the Enterprise Information Security Framework (EISF), expanding control to 25 digital topics, ranging from firewall technology and traditional data encryption, to end-point detection and prevention technologies, security using artificial intelligence, threat intelligence, and security operations center (SoC), Ddos, and even down to user behaviour analysis;
- Equip modern equipment to actively control and monitor all facilities and equipment to prevent bad situations which are likely to arise.

5. Compliance risk

Risk identification: Risk identification: referring to the risk that the Company must face in the event that the Company or its employee violates or does not comply with the provisions of law, Company's charter, internal and professional procedures, regulations and professional code of ethics.

Risk management:

- Design procedure and operational apparatus with cross-checking between individuals and departments;
- Improve employee' awareness of compliance by via training and advocacy;
- Establish an internal inspection and supervision system;
- Apply stringent discipline to violations of the Company's regulations.

6. Legal risk

Risk identification: : exposing to the Company in the course of legal compliance due to regulatory changes, failure to comply with regulations or in the arising of disputes and litigations, etc., from stakeholders during the process of the Company's daily operation.

Risk management:

- SSI builds legal department consisting of certified lawyers and uses of services of professional legal consulting organizations in case of necessity. Legal department and legal consultants regularly update new regulatory documents to BOD, Board of Management, and other relevant departments; as well as study the impacts of drafted regulatory documents for proper preparation. They are also responsible for contributing comments to draft legal documents which are closely related to the Company's activities;
- All Company's internal regulations, processes, products, commitments, contracts, etc are reviewed and commented by the Law Department before being issued or implemented.kết.

7. Reputational risk

Risk identification: refers to the loss or damage of value those results from changing Clients' perception of the Company, creating major impacts on their demands for the Company's products and services, as well as all general business activities.

Risk management:

- SSI has chosen transparency to be our only one guiding communication principle to minimize reputation risk. When inaccurate information about SSI is published, we apply the same principle of transparency in handling: always willing to initiate direct dialogue with the public, providing factual and credible information to work towards a resolution;
- SSI has also worked with leading consulting firms to be able to listen to the most detailed discussion of investors, clients, not only on the SSI brand, but also on the stock market. This information helps SSI both take initiative in responding to misleading information, and access a valuable source of information to observe market orientation, so that SSI can continue to pioneer on the path toward market transparency;
- SSI has been working to establish a systematic and professional communication process and plan. Especially, SSI has in place a clear procedure for correcting false information on public media, asking all of our staff to be responsible for alerting the company about the existence of false information. We also prepared a full guideline for crisis management, emphasizing a willingness to collaborate, share and communicate with the media and the public.

8. Human resource management risk

Risk identification: arising from recruitment activities, work safety, personnel management, personnel shortages, and risks associated with former employees.

Risk management:

- Strict recruitment screening, expanding of recruiting channels;
- Employee training is considered to be a key element in safeguarding and raising human resource quality, as well as an important source of employees' inspiration and motivation;
- Benefits policy and performance measurement program always serve as a parallel duo to ensure employee satisfaction, internal fairness and market competitiveness, creating a professional work environment for staff development;
- Emphasizes on applying system administration and processes on HR management to ensure strict compliance, sustainable development and personnel redundancy in the entire system, in order to minimize risk occurred by personnel fluctuation. Thanks to supports from technology, HR activities have minimized risks and the operational efficiency has been improved;
- SSI continues to maintain internal communication channels to share vision, strategy and strengthen corporate culture and nurture SSI's spirit within the organization.

ASSESSMENT OF SSI'S IMPACTS RELATED TO SUSTAINABLE DEVELOPMENT

The assessment of impacts from SSI's operations on three factors, including economy, environment and society shall help the Company identify the required roles, responsibilities and actions in the process of developing the Company's sustainable development strategy.

Impact on the Economy

- SSI ensures the effective business performance through targets such as revenues, profits, thus, completes its obligations of contribution to the State budget; improves income and economic interest for employees; maintains stable dividend ratios for Shareholders;
- With position as the leading securities company, SSI attempted to form a developed and transparent financial market through connecting capital to investment opportunities, helping the stock market serve as an medium - long term capital mobilization channel, contributing initiatives in development of legal normative documents on the stock market, improving the feasibility and quality of legal documents of the state agencies as well as actively joining in development of new products for release to the market;
- Supporting businesses through advisory services on financial strategies and solutions; directly assisting businesses in improving corporate governance based on best practices.

Impacts on the Society

- Creating jobs for nearly about 1,000 employees in 5 provinces and cities nationwide. Paying attention to developing high quality human resources for training, developing the team, searching for & nurturing talents;
- Taking customer-centric approach in every activity, managing safely accounts of over 166 thousand domestic and international customers;
- Actively taking part in community activities with the commitment of "We strive to better the communities in which we work".

Impacts on the Environment

As an enterprise in the financial - securities sectors without direct productions, thus, SSI's environmental impacts is insignificant. The Company focuses on minimizing the impacts from energy consumption and emissions in employees' daily activities, coupled with internal communication activities for spreading the awareness of environmental protection.



STRATEGIC DIRECTION FOR SUSTAINABLE DEVELOPMENT

17 Sustainable Development Goals of United Nations

The United Nations Sustainable Development Summit in September 2015, in New York, US, adopted the 2030 Agenda focusing on Sustainable Development goals for the stage of 2015 - 2030. The 2030 Agenda covers universally, broadly, comprehensively policies, for interests of all people in the world, for today's as well as future's generations.



Based on 17 general goals and 169 specific targets of 2030 Agenda, pursuant to Vietnam's practical conditions, capabilities and development priorities in each period, inheriting the main current development strategies, policies, programs and plans, the Ministry of Planning and Investment in cooperation with Ministries, Sectors, agencies and localities identify the suitable targets and duties for Vietnam, especially developing the National Action Plan for the implementation of the 2030 Agenda. Accordingly, the overall goals to 2030 include:

- Maintain the sustainable economic growth along with realization of progress
- Social justice and protection of ecological environment
- Effectively manage and use natural resources
- Take urgent action to combat climate change
- Ensure all people have opportunity to develop their potentials, participate in and equally enjoy the results of peaceful, prosperous, universal, democratic, fair, civilized and sustainable society development and construction.

SSI develops its action strategy and plan for sustainable development on the basis of assessment and analysis of the Company's general development strategy, the major impacts on the Economy - Environment - Society, as well as selection and combination of the United Nations' SDGs and Vietnam's specific goals above.

Strategic direction for sustainable development

With the vision "The Business of Success", SSI's success is equivalent to maximizing effectiveness and value for Clients, Employees, Partners, Shareholders and the Community. SSI is fully aware that a business cannot operate while focusing only on stand-alone and short-term development goals without paying attention to long-term growth in relation to the economy, environment and society. Especially, in the context of challenging business environment from macroeconomy fluctuation, stock market being forecasted to remain volatile and increasing competition from local and foreign securities companies, more than ever, SSI needs to integrate sustainable development goals into overall development strategy, maintaining its position as the leading financial institution in Vietnam and reaching out to international market. Therefore, the Company's long-term strategic direction is to ensure the business's sustainable development in line with the sustainable development of the Vietnamese Financial Market, and to contribute most effectively and practically to the Society, in addition, it is impossible to neglect the role of every person in environmental protection.

Sustainable Development of SSI



Maintaining good business performance; implementing digital transformation to enhance operational efficiency and competition capacity;

Creating best value for employees;

Maintaining stable dividend ratios for Shareholders;

Implementing corporate governance based on international high-standard practices.

Developing Financial Market



Connecting capital to investment opportunities, serving as an effective capital mobilization channel for the economy;

Proactively and actively taking part in developing the stock market;

Providing the consultancy service to improve the enterprises' operational performance;

Pioneering in development of new products, creating more investment choices for customers, managing the customers' assets safely and transparently.

Positive impacts on the Society



Adopting responsible investment strategy, accompanying with investors;

Developing high quality human resources with reasonable structure for training, investing in training, detecting and nurturing talents;

Engaging in community sharing.

Environmental protection



Implementing the programs to enhance the employees' awareness of environmental protection;

Controlling and minimizing the impacts on the environment from the Company's daily activities.



SUSTAINABLE DEVELOPMENT MANAGEMENT

MANAGEMENT MODEL FOR SUSTAINABLE DEVELOPMENT

The BOD holds the highest responsibility regarding SSI's sustainable development strategy. The Chief Executive Officer and the Board of Management are responsible for building and implementing goals and plans, as well as sharing and ensuring that all sustainable development initiatives are understood and adopted throughout the Company, from business units and departments to each and every employee.

BOD

Providing general directions on the's sustainable development strategy

Approving goals and plans

Chief Executive Officer & Management Board

Drafting and submitting to the BOD goals and plans for SSI's sustainable development

Sharing sustainable development strategies, goals and plans throughout the entire company

Ensuring that sustainable development goals are met

Encouraging and supervising the implementation

Functional Units & Departments

Implementing sustainable development plans as per directions of Chief Executive Office and Management Board

Employees

Carrying out specific daily activities relevant to SSI's sustainable development goals

REMUNERATION AND BENEFITS FOR BOARD OF DIRECTORS AND BOARD OF SUPERVISORY

2019 operation fund for BOD and BOS was VND 3 billion, which was approved by the GSM and in accordance with GSM's Resolution 02/2018/NQ-ĐHĐCĐ dated April 25, 2019.

As at 31/12/2019, the BOD comprised of 06 members, of which 02 are executive members, 04 are non-executive members. The BOS consisted of 03 members, in which Ms. Le Cam Binh is internal person, who was appointed on 25 April 2018.

No.	Name	Position	Non-executive member	Executive Member	Salary	Remuneration	Performance bonus	Welfare
Board of Directors								
1	Mr. Nguyen Duy Hung	Chairman		√	√		√	√
2	Mr. Nguyen Hong Nam	Member of BOD		√	√		√	√
3	Mr. Ngo Van Diem	Member of BOD	√		√		√	√
4	Mr. Pham Viet Muon	Member of BOD	√		√		√	√
5	Mr. Nguyen Duy Khanh	Member of BOD	√			√	√	
6	Mr. Hironori Oka	Member of BOD	√			√		
Board of Supervisory								
1	Mr. Nguyen Van Khai	Head of BOS	√					√
2	Mr. Dang Phong Luu	Member of BOS	√					√
3	Ms. Le Cam Binh	Member of BOS	√		√		√	√

Periodic bonus and welfare of members of the BOD and BOS

The BOD executive members, BOD members who participated in Company's operation, and BOS members received periodic bonus and welfare from the Company welfare fund which was established on retained earnings and based on 2019 business performance approved by the GSM.

Other benefits for members of the BOD and BOS

At present, the expense benefits (the use of company's cars; payment for actual phone costs incurred; social insurance, health insurance and other types of insurance; annual health check, etc.) and other benefits provided in the internal regulations of the Company only apply to the Chairman of the Board of Directors, executive member of the BOD, members of the BOD and members of the BOS who participate in the company operation activities. Other members of the BOD and BOS only receive the per diem allowance (if any).

ESOP for Members of BOD and BOS

In 2019, SSI continued to implement share issuance under the Employee Stock Ownership Plan (ESOP), which aims to combine the interests of employees and the Company; to attract, maintain and motivate qualified staff to dedicate and make long-term commitment to the Company.

The number ESOP shares bought by BOD and BOS members are as follow:

Name	Position	Number of shares
Nguyen Duy Hung	Chairman cum CEO	2,017,500
Nguyen Hong Nam	Member of BOD/ Deputy CEO/ Spokesman	700,000
Ngo Van Diem	Member of BOD	40,000
Bui Quang Nghiem	Member of BOD	40,000
Nguyen Duy Khanh	Member of BOD	200,000
Nguyen Van Khai	Head of BOS	30,000
Dang Phong Luu	Member of BOS	15,000
Le Cam Binh	Member of BOS cum Internal Auditor Director	70,000
	TOTAL	**3,112,500**

Total income of members of BOD, members of BOS and Board of Management in 2019 was VND13,126,800,000.





ETHICS AND INTEGRITY

VALUES, PRINCIPLES AND STANDARDS OF BEHAVIOURS

The SSI Code of Ethics (the Code) was prepared and issued in 2012, applied for all activities of officers and employees in daily activities, clearly regulates the principles, contents and instructions for the professional ethics standards to reach the highest standards of qualification and ethics and meet the increasingly high requirements of the society in general and the customers in particular. The Code specifies the conduct standards of the employees with the Customers, Company, Shareholders, Partners, Competitors and Community. The Code is considered as the basis to handle the violations of conduct standards by Employees and Managers at SSI.

Besides, SSI also issued the anti-corruption programs and procedures. The provisions on anti-corruption is also the compulsory provisions in all goods and service procurement contracts and service supply contract between the Company with the Suppliers.

TRAINING AND COMMUNICATION ON VALUES, PRINCIPLES AND CODE OF CONDUCT

Since joining the Company, all employees are popularized and committed to comply with the Code of Conduct as well as SSI's other internal rules and regulations. The Company also focuses on raising awareness of every employee via regular training; E-Learning training software was built for all employees to quickly approach, understand and comply with the Code. All members of Board of Directors, Board of Management, Managers and Employees shall strictly follow, and the compliance supervision is regularly carried out through periodic inspection by Internal Control.

The Code of Ethics and Anti-corruption programs are also published in the Company's website in order for convenience for the Shareholders, Investors, Customers and other Stakeholders to look up and capture information.

CONSULTING MECHANISM AND REPORT ON CONCERNS ABOUT ETHICS

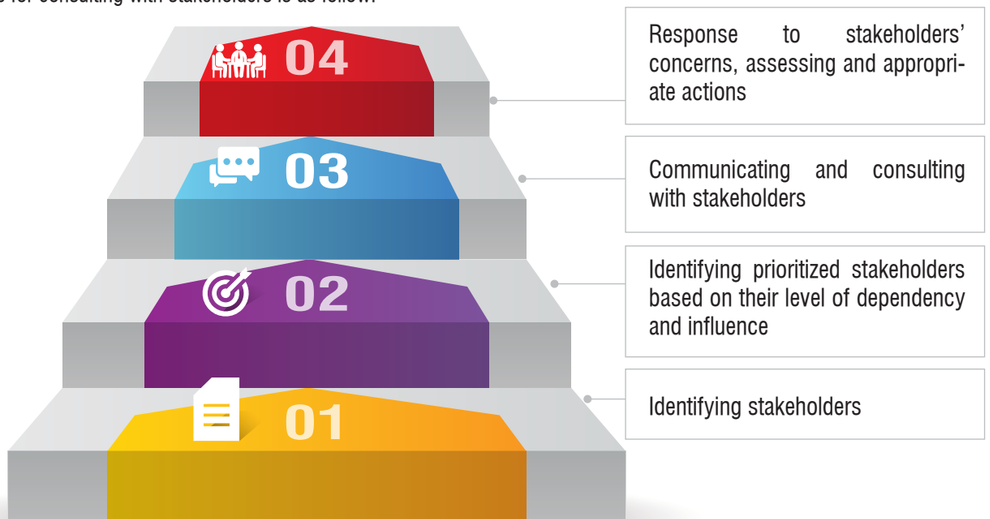
SSI's Directors of Legal and Internal Control shall take responsibility for proposing, preparing, updating and editing the internal regulations on mechanism for receiving information, handling, reporting violations and act as the focal point to receive and handle violation information 24/7. Regarding to the handling process, after receiving information, the Directors of Legal and Internal Control shall request the Internal Control to investigate the incident, then submit the report and solution to the Board of Management and Managing Director of department where the incident occurs, Chief Personnel Officer and Director of Risk Management.

In 2019, SSI had no report on concerns about ethics.

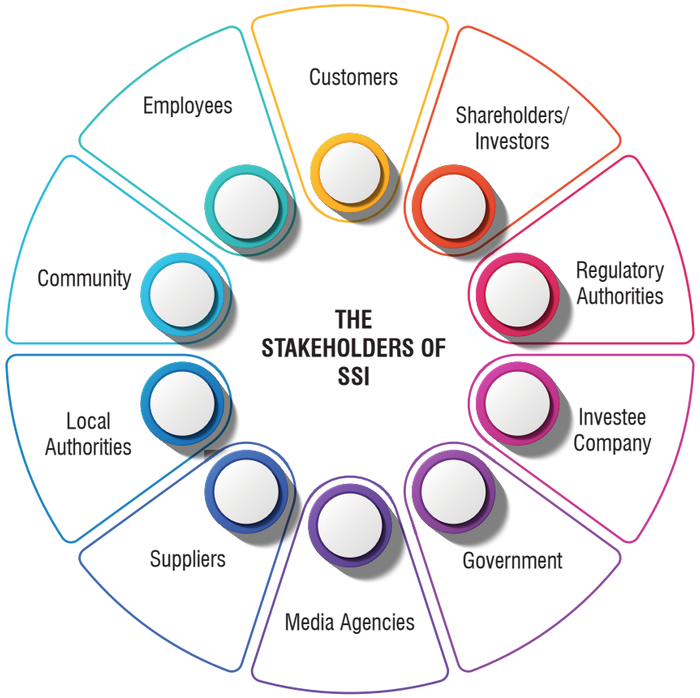
CONNECTING DIFFERENT STAKEHOLDERS FOR SUSTAINABLE DEVELOPMENT GOALS

With the Vision "The Business of Success", SSI has continued to build and develop sustainable relationships with stakeholders in the business, in the process of decision-making, as well as the Company's long-term strategic planning. The involvement of stakeholders plays an important process to help the Company identify issues relevant to currently concerned and anticipated sustainable development, from which, key elements are identified for planning and implementation of activities necessary to meet such expectations.

Procedure for consulting with stakeholders is as follow:



The stakeholders of SSI are identified as follows:



Mechanism for communicating and consulting with stakeholders

Over years, SSI uses different communication methods suitable to each related party, encouraging them to share fully and honestly all matters that they are concerned with and expect. It also helps SSI timely adjust programs and policies to bring the best value to the all parties.

Stakeholders	Communication/Meeting channel	Frequency of conversation
Employees	Internal communication	Continuously
	Regular company events	Quarterly/annually
	Internal meetings	Continuously
	Other contact channels (website, internal forum, social networks)	Continuously
Clients	Branch/Transaction Offices	Daily
	Contact Center	Daily
	Website/ Social Media	Continuously
	Information on mass media	Several times/ year
	Client Satisfaction survey	Periodic
Shareholders/ Investors	Annual General Meeting of Shareholders	Once/year
	Conference/meeting with investors	Several times/ year
	Meetings at the company	Several times/ year
	Trading floors and journal publications	Continuously
	Other contact channels (website, email, telephone)	Continuously
Government/ Regulatory authorities/ Local authorities	Meetings	Several times/year
	Annual report/Sustainable development report	Once/year
	Monthly/quarterly report as per regulations	Several times/year
	Other contact channels (website, email, telephone)	Continuously
Suppliers/ Investee Company	Regular meetings	Continuously
	Other contact channels (email, telephone)	Continuously
Media agencies	Press conference	Depending on each event
	Interview	Continuously
	Other contact channels (website, telephone, email)	Continuously
Community	Website	Continuously
	Company publications	Continuously
	Information on the media	Continuously

After several discussions with stakeholders, SSI has identified topics of interest as well as solutions and actions suitable with the building and developing of sustainable relationships that are based on trust and transparency in information exchange and on mutual interests.

Stakeholders	Matters of Interest	SSI's actions
Employees	■ Job stability, opportunities for growth, working environment ■ Compensations, benefits, employee health care policies ■ Training & development ■ Recruitment process	■ SSI builds a dynamic, modern and equitable working environment for all employees. The evaluation system is built effectively in details, correctly evaluating contributions of employees to the Company's growth; ■ Beside a recruitment process which strictly complies with and ensures transparency and equality while selecting the most suitable people; SSI always encourages and supports all employees to develop fully in both technical expertise and soft skills for their jobs via training programs designed specifically for each staff level.
Clients	■ Product/service quality, the capacity to meet specific demands ■ Application of high technology in products/-services provided ■ Equal treat to clients ■ Expertise and professionalism of the client servicing team	■ SSI always strives to provide products and services of highest quality, meeting specific needs of each group of clients. In addition, the Company continue to be a pioneer to participate in developing and introducing new product to the market (notably in 2019, there were covered warrant and corporate bond), creating more investment options, helping customers limit risks when the market is volatile. ■ SSI regularly invests and expands control to topics related to trading system and clients' information safety, including from firewall technology and traditional data encryption, to end-point detection and prevention technologies, security using artificial intelligence, threat intelligence, and security operations center (SoC), Ddos, and even down to user behaviour analysis. The company also recruited database administrators, system and network engineers with highly technical skills and strong experience, being equipped with modern equipment to actively control and monitor all facilities and equipment to prevent bad situations which are likely to arise. ■ SSI ensures regular interaction with clients in order to receive feedback via different communication channels, such as phone call, email, direct meeting.

Stakeholders	Matters of Interest	SSI's actions
Shareholders/ Investors	■ Operational efficiency of the Company ■ Transparency, integrity and truthfulness in the company's activities, information provided to shareholders ■ Shareholders' rights	■ Maintaining a regular dividend payment schedule; ■ The Company's reports and announcements are presented and published transparently, publicly and honestly. The Company guarantees that shareholders can easily access to and interact with information sources on business and other activities; ■ Ensuring equality in all activities among domestic and foreign shareholders, individual and institution shareholders; ■ Promoting and diversifying channels to connect with potential investors.
Government/ Regulatory authorities	■ Government/ Regulatory authorities - Strictly complying with Regulations, Rules and Guidelines issued by functional authorities ■ Calculating and paying taxes fully and accurately ■ Corporate governance and risk control ■ Providing feedback to contribute to market development	■ SSI strictly complies with all Rules and Regulations of the State and Line agencies in all of the Company's activities; ■ Fulfilling fully tax obligations; ■ Carrying out information publishing duty fully and in due time as per regulations; ■ The Company actively joins Industry associations, providing feedback for market growth and new product development;
Community	■ Investment policy in key sectors of the economy and areas of sustainable development ■ Charitable activities which aim to enhance the quality of life for the community	■ Regularly carrying out charitable, volunteering and community programs; ■ Investment strategy with ESG (environmental, social and governance) factors.
Media agencies	■ Providing information on the company's activities, business results and financial figures ■ Sharing information on the market, opinions of managers/experts on market situation	■ SSI actively provides information on a regular basis to media agencies; ■ Supporting and answering questions from the press in a timely manner; ■ Sending experts to participate in in-depth interviews.
Suppliers	■ Supplier selection process, payment process with suppliers ■ Information transparency, fairness among suppliers.	■ The company has developed processes to standardize the process of selection, cooperation and behavior with suppliers, as well as payment process; They are all widely announced to partners as well as posted on the Company's website; ■ Regularly re-evaluate the supplier's ability in cooperating, providing products/ services, and capabilities to meet the needs of the Company.
Investee Companies	■ The participation of SSI in the activities of the Investee Company	■ Regard to post-disbursement, SSI continues to work closely with investee company and is fully aware our responsibility in promoting ESG in their activities. SSI sends its representatives to sit in their BOD, or BOS, to assist them to improve corporate governance, encourage transparency in decision making process. Besides, SSI also introduces independent BOD member to them to enhance transparency and reduce conflict of interests.

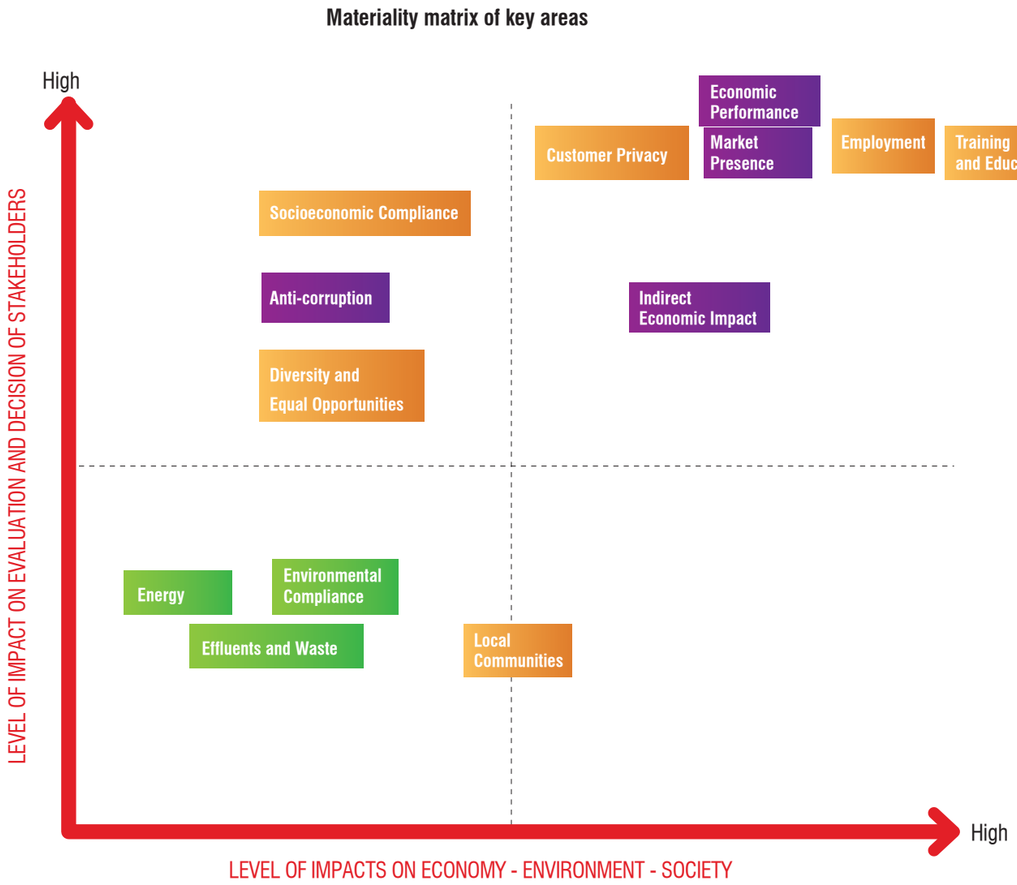
MATERIALITY IDENTIFICATION



The process of evaluating key areas in order to determine the report's contents includes the following steps:



Following the consultation process with the Company's management and other prioritized stakeholders, the key areas have been identified as follows:



Protecting the environment and improving awareness of environmental issues are getting more and more attention, which should be added in daily operation and requires action of everyone within the organization. Therefore, SSI added environmental topic, including energy, effluents and waste, environmental compliance, into the sustainable development report for 2019.

Each topic is presented together with management approach in the next sections of this report.

GRI 100 - GENERAL INFORMATION/ MATERIALITY IDENTIFICATION





GRI

ECONOMIC STANDARDS

200

GRI 201 – ECONOMIC PERFORMANCE
GRI 202 – MARKET PRESENCE
GRI 203 – INDIRECT ECONOMIC IMPACT
GRI 205 – ANTI-CORRUPTION

GRI 201
ECONOMIC PERFORMANCE

Management Approach
SSI understands that long-term sustainable development strategy can be only achieved based on a solid financial foundation and stable economic growth. Hence, the Company always strives to improve operational efficiency, achieve business targets approved by the General Meeting of Shareholders, monitor and evaluate the performance indicators, such as total assets, revenue, profit, market share, etc. For many years SSI recorded a stable growth rate, outperformed the business plan, maintained the biggest brokerage market share, thereby contributing stably to State budget, remaining regular dividend payment, and improving employee's income.

Reporting scope
GRI 201-1: Direct economic value generated and distributed

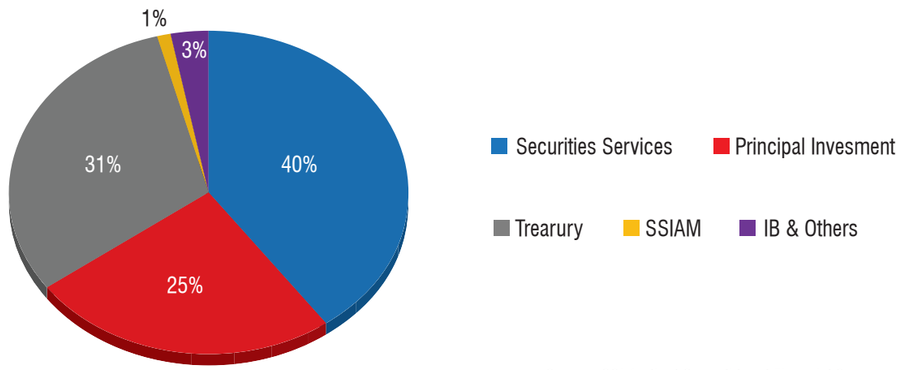
Effective business in challenging business environment

2019 was a year full of difficulties for SSI in specific and Securities Companies in general due to sharp decline of market liquidity. At HOSE, average transaction volume per session only reached 189.2 million stocks, equivalent to VND 3,765 billion/day, a reduction of 17.8% and 26.8%, respectively in volume and value over the same period. The average transaction value through order-matching at 3 trading floors during 2019 fell by 34% to USD 149 million. Total net buying value of foreign investors only reached USD 206 million in 2019, a reduction of 89% compared to 2018. Unfavorable market conditions also made equity finance and public offering of many enterprises take negative effects with no record high value as in 2018. This adversely affects business operations of securities companies, especially in the sectors demanding high liquidity and transaction value as stock brokerage.

Over 20 years of ups and downs with stock market, we identify that 2020 will be a year of challenges and opportunities for SSI. SSI remained commitment to diversified products and services in core businesses, including Retail Brokerage and Institutional Brokerage (brokerage, custody, investment advisory), Investment Banking (financial advisory for corporate customers), Principal Investment, Treasury and Asset Management, to provide customers with a full range of services, enabling customers to optimize investment capital and business flexibility. Also, in 2019, SSI spent many resources for research and development of new products, establishment of information technology system in line with enhancement of personnel's quality to satisfy the most Customers' requirements in new period.

Although the 2019 revenue and profit could not keep the growth rate as high and stable as previous years due to the difficult context of the stock market, each core business segment of the Company still recorded positive results.

Consolidated revenue structure in 2019



Source: SSI Audited Consolidated Financial Statements

In detail, for Securities Services, 2019 marked the sixth consecutive year that SSI held its No. 1 position in terms of stock/ fund certificate brokerage market share. Total accounts expanded up to 166,000– increase 10% YoY. SSI remained high outstanding loans for margin balance, at VND 5,359 billion at the end of 2019, gave effective financial assistance to investors, making significant contribution to the Company's revenue.

Treasury played a major role in effective management of the Company's capital, assisting customers to safeguard their business capital, making payment in a flexible and prompt manner, actively expanding cooperating relationships with commercial banks with strong brand names, pioneering in the launch of new products and services. During 2019, SSI Treasury remained stable growth in term of total assets, getting over 13.5% - equivalent to VND 27,044 billion of total assets. Revenue also reached VND 1,031.3 billion, an increase of 36% compared to the same period in 2018.

When the stock market is not really favorable for capital raising, IPO activities, SSI Investment Banking focus on advisory services of corporate bond issuance with major transactions including TNR Holdings Viet Nam Real Estate Investment Development Joint Stock Company, Eurowindow Holding Joint Stock Company, Con Cung Joint Stock Company, etc. with successful amount of nearly VND 13,000 billion, Ho Chi Minh City Development Joint Stock Commercial Bank (HOSE – HDB) with volume of VND 2,460 billion, etc.

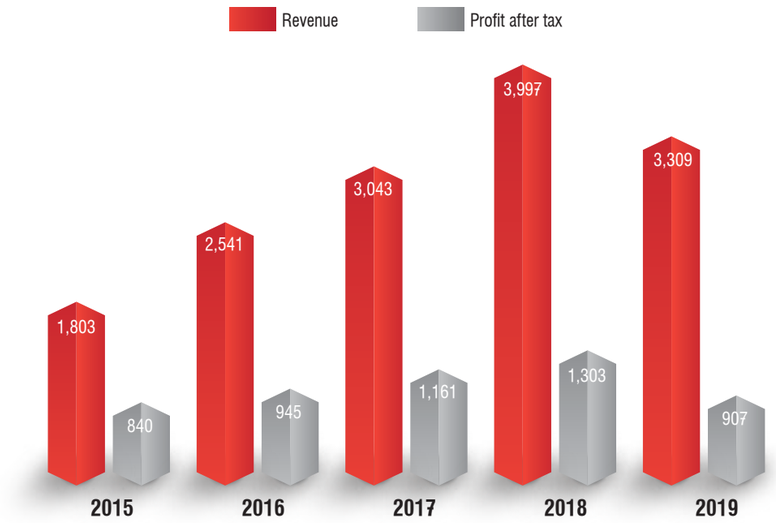
SSI Principal Investment proactively conducted successful divestments from some investments that achieved expected profits and enhanced the state of good shares when the market experienced fluctuations. Thus, the profit of whole portfolio still outperformed VN30 (7.7% compared to 3%). After official launch of CW, SSI is one of the first securities companies that issue and successfully create the market for this product. In December 2019, the value of SSI's CW reached over 40% of market value and the liquidity of these warrants reached about 40-60% of daily total.

SSI Asset Management Ltd. (SSIAM) is responsible for fund management, actively seeking investors, further diversifying product distribution channels, developing a number of funds to raise capital from foreign institutional investors and launching products for retail investors with large investment needs. At the end of 2019, SSIAM had total assets of VND 4,591 billion under its management, outperformed by 12% of profit plan.

- **Top 10 outstanding Securities Companies** at HNX and HOSE
- **Top 500 Vietnamese Largest Private Enterprises** (VNR500) for 12 consecutive years (2008 – 2019)
- **Top 500 Fastest Growing Firms in Vietnam** (FAST500) in 2016 – 2017 – 2018 – 2019
- **Top 500 Most Profitable Enterprises in Vietnam** (PROFIT500) in 2018 – 2019

At the end of 2019, the Company recognize the consolidated revenue by VND 3,308.6 billion, consolidated profit before tax by VND 1,105.5 billion - completing the adjusted business plan with stable operating costs over the same period.

Business performance from 2015 to 2019 (VND billion)



Source: SSI Audited Consolidated Financial Statements

GRI 200 – ECONOMIC STANDARDS/ ECONOMIC PERFORMANCE

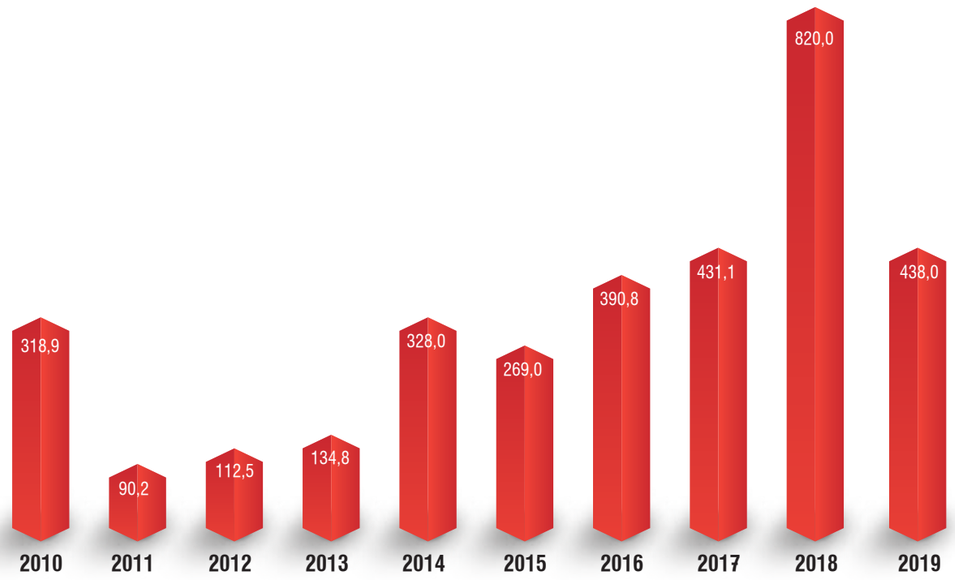


Contribution to the State Budget

Since its establishment, SSI has always fulfilled its tax obligations and fully paid payable amounts to the State budget, with payment value tending to gradually increase over time. In recent years, the company has often been one of the enterprises to contribute the largest corporate income tax amount in Vietnam and is now the leading company in the securities industry.

Top 1000 Enterprises with Largest Tax Contribution in Vietnam (V1000) for 8 consecutive years and among Top 50 of the list in 2019.

SSI's tax & payable contribution to the State Budget (VND billion)



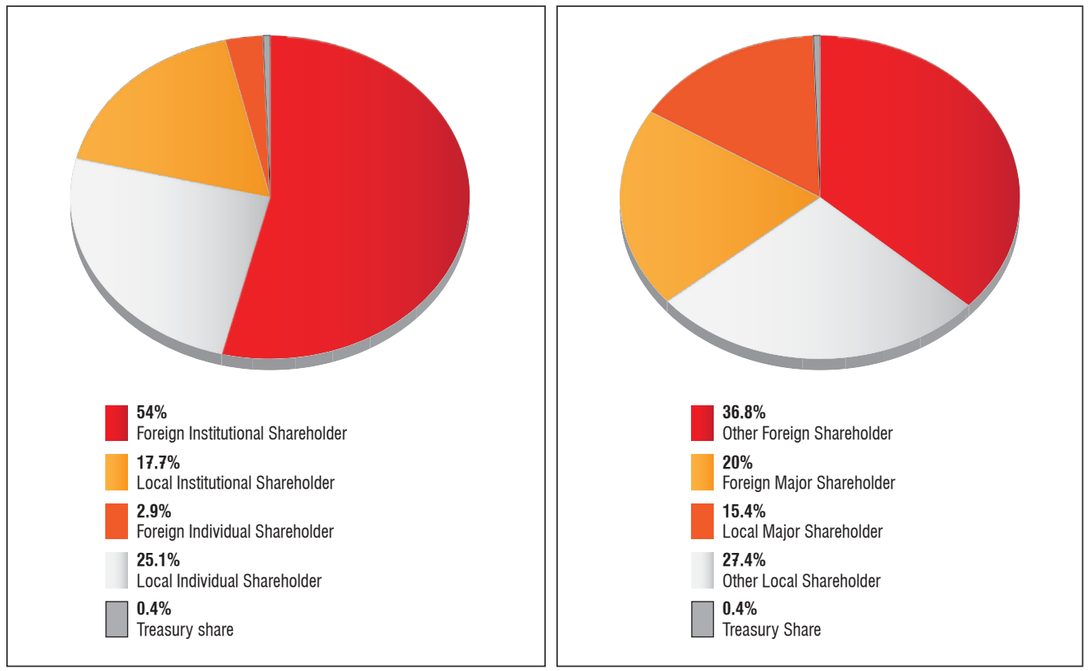
Source: SSI Consolidated Financial Statements

Ensuring shareholder's interest by a stable dividend payment policy

SSI maintains a policy of stable dividend payment which aims to balance Shareholders' desire to gain profit and the Company's retained earnings for long-term development. In 2019, the Company continued to pay dividends of 2018 in cash at a rate of 10%.

Besides, with a diverse shareholder's structure, at SSI, top priority has always been given to the protection of shareholders' interests and equality.

SHAREHOLDER STRUCTURE



Data as of 25/10/2019

Source: SSI

Shareholders' basic rights such as the right to receive dividends, to attend and vote at Shareholders' Meetings, to be engaged in decisions relating to the Company's fundamental changes, etc. are expressly provided for in the Company's Charter and have been properly exercised over the years. Equality is ensured for all shareholders without any preferential treatments, decisions by the Shareholders' Meeting are all based on results of voting which takes place proportionally to the number of shares owned.

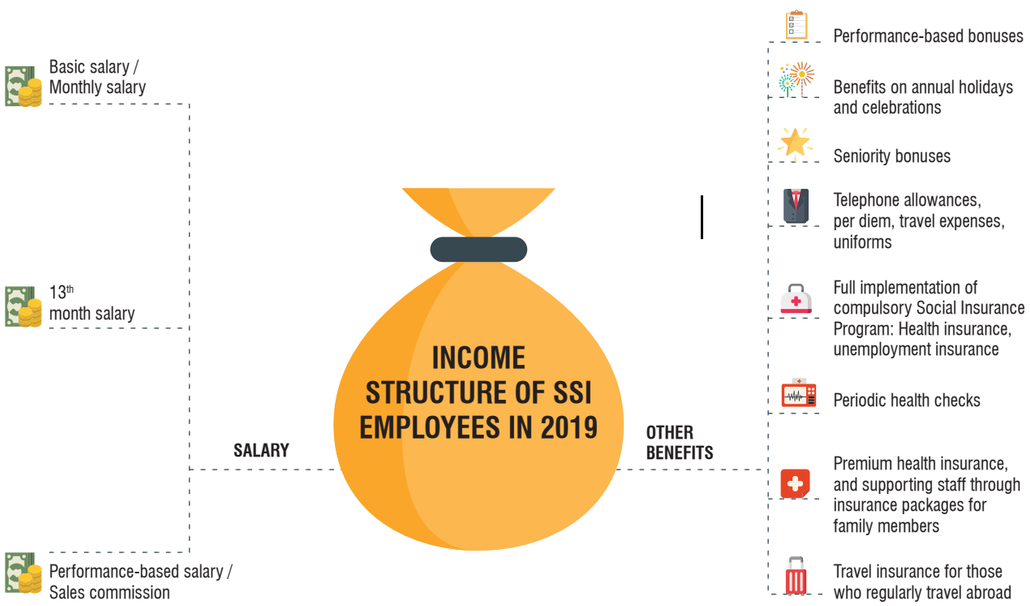
SSI has over the years strived to diversify its information channels to include corporate website, email, mass media, shareholders' meetings, annual reports, etc. This serves to facilitate shareholders' complete, accurate and timely access to important information and to insulate them from adverse impacts on their investment decisions.

Improving employee's living standards through a comprehensive benefit system

Over 20 years of foundation and development, SSI understands the value of human resource in building a sustainable development organization. The Company has been consistently creating material as well as spiritual values, aiming at improving our employees' living standards.

SSI maintains a comprehensive and attractive system of payment and benefits, with 365 days of welfare.

365 days of welfare



In 2019, SSI continued to maintain the budget and released more than VND 427 billion to its employees, in which spending as rewards and benefits accounted for **47.7%** of the total payment.

Payment item	In 2019		In 2018	
	Absolute number (VND)	Proportion	Absolute number (VND)	Proportion
Salary	198,579,697,992	46.5%	175,042,062,828	36.4%
Insurance	24,969,686,441	5.8%	23,044,057,522	4.8%
Reward for work performance	157,514,667,301	36.9%	236,683,929,010	49.3%
Other benefits	46,109,323,845	10.8%	45,542,231,652	9.5%
Total payment	**427,173,375,580**	**100.0%**	**480,312,281,012**	**100.0%**

GRI 202
MARKET PRESENCE

Management Approach

The greatest treasure of SSI is human resources. Accordingly, SSI endeavors to maintain the income policy associated with the dedication and work performance, with internal justice, at competitive level and nurturing motivation for employees. The fair and reasonable salary ensures the employees' economic security, directly affects each employee and his/her family in particular and the economics' development in general.

SSI's entry - level salary is much higher than the regional minimum wage.

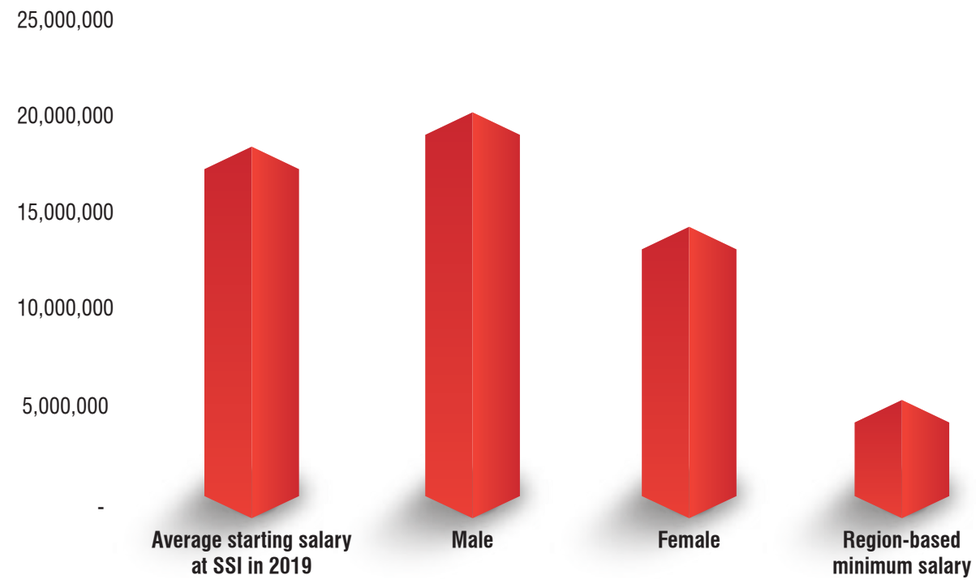
Reporting Scope

GRI 201-1: Ratios of standard entry level wage by gender compared to local minimum wage

Since 2010, SSI continuously joined the most reputable salary survey in Vietnam by Mercer, cooperated and regularly exchanged with the reputable consultants to give proposals and policies for efficiency optimization of personnel costs. In 2019, SSI's annual payment to its employees was over VND 427 billion, including salary, insurance contributions and other benefits, performance bonuses after year-end assessment, in which the performance bonuses had relatively high rate, clearly showing the remuneration trends based on work performance at the Company.

In Hanoi and Ho Chi Minh City - two key operational regions, the ratio of starting salary of SSI's personnel in 2019 compared to the region-based minimum salary at 02 regions was as follows:

Entry-level salary of SSI's personnel in 2019 (VND)



Source: SSI

GRI 203
INDIRECT ECONOMIC IMPACTS

Management Approach
As the leading securities company accompanying with the development of Vietnam Stock Market, SSI understands that the contribution to overall sustainable development was not only direct economic generation and distribution, but also indirect activities to promote economic development in general, and stock market in particular. For the last 20 years of operation with the mission “connect capital to opportunities”, SSI has actively participated in contributing stock market to be a channel to direct and distribute capital to the economy in the medium – long term, unfreezing resources and promoting economic development.

Reporting Scope
GRI 203 – 2: Significant indirect economic impacts



Active participation in market development

As the leading securities company that develops in parallel with Vietnam Stock Market, SSI not only strictly and fully complies with the State’s regulations on business activities and those relevant regulations, but also stays active in contributing initiatives in development of legal normative documents on the stock market, improving the feasibility and quality of legal documents of the state agencies as well as actively participates in development of new products for release to the market.

In 2019, the Company provided its feedback to many drafted Laws, Decrees, Circulars and guiding regulations to support the introduction of clearer regulations and guidelines for activities on the stock market. Specifically:

- Participate in drafting and attend meetings to comment on the Code of Professional Ethics chaired by the Vietnam Association of Securities Business;
- Participate in the editorial board of the drafted Securities Law 2019 and provide comments to the drafted Securities Law;
- Contribute comments to the draft of amended and supplemented Enterprise Law and the Investment Law;
- Contribute comments to the draft of amended 20/2017/NĐ-CP Decree on tax management with related transactions;
- Contribute comments to the draft of amended and supplemented Circular 87/2017/TT-BTC on the financial safety ratio of securities company.

SSI has been an active member of the Vietnam Association of Securities Business, sending representatives to join the Executive Board of the Association, as well as being a core member at affiliated clubs such as Legal Club, Investment Advisory Club, Training Club. Through its activities in the Association, SSI has actively contributed ideas to support development of many legal documents and policies of the State. Besides, SSI and its subsidiary SSIAM, are also member of Capital Market Committee, Vietnam Business Forum, Vietnam Fund Management Club and Vietnam's Chamber of Commerce and Industry.

Active sharing of market information and investment opportunities at communication events & workshops

As part of its principle to protect our customers from any losses of assets and develop a transparent securities market, in 2019, SSI continued to organize a series of non-profit workshops and actively shared market information through media agencies.

One of the 2019 impressions is that covered warrant (CW) product was officially launched, providing investors with a new investment option and also promoting trading on equity market. As one of the first securities companies licensed to issue CW, SSI organized a series of workshops named "Covered Warrant – Seizing new opportunity” in Hanoi and Ho Chi Minh City, bringing a comprehensive picture of CW and also information about the growth prospects of underlying stock of CW issued by SSI. Additionally, the Company launched campaign "SSI Call Center: Q&A on CW", taking place on SSI Facebook Page at 15:30 to 16:30 every Friday in 3 months when this new product is put into operation. It is accompanied by the leading prestigious economic - financial experts to present product knowledge, answer investors’ question, provide market insights and investment advice to allow customers understand more about this new product.

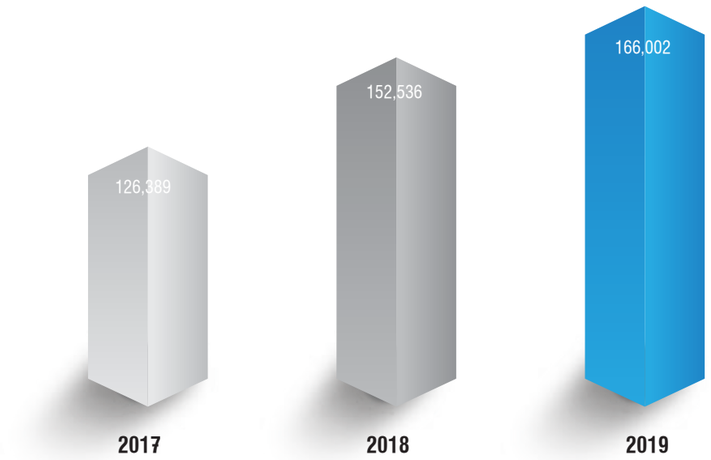
In addition to the direct training activities, as the leading securities company in the market, SSI has been accompanying, sharing and cooperating closely with over 40 press and media agencies, both locally and internationally, to develop public awareness on issues related to markets, contributing to the sustainable development of Vietnam’s stock market. The company has always actively worked with the press agencies to promptly share macro-economic reports, stock market reports, money market reports and industry-specific reports conducted by SSI Analysts. Besides, the company was also regularly invited to the financial news programs of national media agencies such as VTV1, Thoi bao Tai chinh, National Assembly Television, etc. to promptly share information and build investor trust in the market, especially during periods of high volatility in the market.

In 2019, SSI actively delivered over 30 communication campaigns, with more than 600 articles related to SSI on the mainstream newspapers.

Safe and transparent management of investors’ assets

In the context of strong volatility in the stock market and intense competition between securities companies over time, SSI has always been consistent in its principle of treating customers with utmost respect, not only focusing on profitable businesses but also protecting our investors from any losses of assets while promoting a transparent stock market. During the past 20 years going together with the development of the market, SSI is effectively managing more than 166,000 onshore and offshore accounts as of today, making contribution to maintain investor’s trust to Vietnam Stock Market and develop stable economy. Customer accounts are managed in line with strict regulations; the risk management and internal control processes are systematically and professionally delivered, not only complying with the provisions of the law but also minimizing conflicts of interests and protecting investors’ rights and interests. In asset management, SSIAM has been making continuous efforts in mobilizing assets from new customers as well as effective asset management of existing customers. As of the end of 2019, the total assets under management of SSIAM reached VND 4,591 billion.

SSI Total Accounts



Source: SSI



Stock market witness massive fluctuation in 2019. A number of specific stocks plunged to floor prices for consecutive sessions and experienced a lack of liquidity. Thanks to a conservative margin lending policy, increase lending to blue chip stocks with high liquidity, SSI still maintained highest margin balance in the market (VND 5,613 billion per day on average) in order to provide good financial support to clients, preserve Company's capital as well as partially secure client's account. No bad debt was recorded in 2019.

Attempts to improve service quality & pioneer in development of new products

In 2019, SSI continued research, development and launch of new products and services, updates and utilities on current transaction products and tools, as follows:

iBoard – smart price board: helps Customers monitor the market while placing transaction orders, iBoard, integrated with many products including shares, derivatives, warrants and fund certificates, helps Customers easily to monitor and make transaction on the same screen. Various order placement mechanisms are also developed. Several features such as multi-layered display of information, customizable monitoring list and warning management function help customers not to miss any selling and buying opportunities.

SSI Web Trading for derivatives market - Quick ordering function with 1 Click: allows customers to "record" their settings of buy/sell orders only once, then copy these settings for the next orders which cut down all intermediate confirmation steps for auction time optimization - an important factor for the success of every transaction in derivative market.

iWin - simulation trading platform: iWin is a perfect environment for investors to test their strategies and get acquainted with stock market. iWin uses real-time market data, placement orders shall match to actual price and volume. The integration of stock/cash transaction and derivatives transaction will help investors select and test products according to their investment requirements. Another outstanding feature is that iWin helps investors "monitor" transaction strategies of other people, thus, learn investment methods, accumulate transaction knowledge and experiences. Upon successful test of transaction methods and confidence with stock market, iWin also helps investors transfer into real stock accounts and start the actual investment. SSI set a goal of developing iWin to be prestigious community for connection and sharing knowledge and experiences among investors.

For institutional customers, SSI continues its expansion of global partner network through Securities companies and International investment banks for provision of market information and introduction of investment opportunity to International customers. During 2019, SSI organized over 500 meetings between Investors and Enterprises, 7 local and abroad roadshows (where C-Suite Investor Forum 2019 in cooperation with Citi Group Singapore, and Vietnam Corporate Day 2019 in cooperation with Goldman Sachs Singapore), 6 visits to enterprises under topics: Petroleum and Energy, Real assets and Industrial parks, Enterprises with Mid cap and small cap, Banks, Agriculture and Seafoods, Seaports and Transportation.

Success in connecting capital to investment opportunities

With the mission of "Connecting Capital to Opportunities", SSI always manages to assist businesses in capital mobilization through the stock markets, contributing to the formation of a channel to direct and distribute capital to the economy in the long term under market mechanism, efficient resource development, and promotion of economic development. For 20 years, SSI has raised around USD 10 billion for Vietnam financial market, with many landmark deals, posing a strong impression in the region.

Although 2019 is not a favorable year for equity capital market, SSI still consulted successfully the deal of offering shares of Hoa Binh Construction Group Joint Stock Company (HOSE - HBC) to Hyundai Elevator with surplus price of over 50% compared to market price of shares at the time of offering. This strategic cooperation deal had important meaning, promotion the maximum capacities of two Companies. Cooperation with Hyundai Elevator helped HBC attract more capital sources to fund the projects in process, while creating some new opportunities for HBC in provision of Hyundai Elevator's products to customers with the most competitive price.

In addition, it would be incomplete not to mention the notable deal implemented during 3 years from 2016 – 2019, increasing Taisho, a Japanese investor, at DHG Pharmaceutical Joint Stock Company (HOSE - DHG) up to 51.01%. This deal brought harmonious benefits to shareholders and created favor conditions for development of DHG after M&A. After 3 years of cooperation with Taisho, DHG has created many comprehensive changes in all aspects. Accordingly, integration strategy for development helped DHG and Taisho jointly raise their competition capacities in the international market, while domestic consumers also received many benefits.



GRI 205
ANTI-CORRUPTION

Management Approach
The corruption in particular and non-compliance in general affect seriously the Company in terms of finance, business operations and reputation while having negative impacts on the economy and society such as mis-allocating resources and weakening the jurisdiction. The strict and transparent application of internal rules, regulations and policies in all activities contribute to eliminate compliance risks, prevent corruption in the Company, enhance every employee's awareness. SSI also issued the anti-corruption programs and procedures for corruption prevention. The Company also incorporates various governance methods to enhance compliance risk control, promote communication to all employees and managers on anti-corruption programs and regulations and the Company's other internal rules and policies.

Reporting scope
GRI 205 – 2: Communication and training about anti-corruption policies and procedures
GRI 205 – 3: Confirmed incidents of corruption and actions taken

Anti-corruption at SSI

At SSI, raising awareness of anti-corruption through the Code of Ethics, good corporate governance and business practices have brought the positive results for corruption prevention and compliance risks, enhancing the Company's position with the Stakeholders.

In 2019, SSI officially issued the anti-corruption policy and practices for all Company's employees, management and executive level. It specifies the application of principles and methods for corruption prevention at SSI and its Subsidiary (SSI Asset Management Ltd - SSIAM), and compliance with regulations of the Law on Anti-corruption. Along with the Code of Ethics, the Anti-corruption policy and practices are published on the Company's website in order for convenience for the Shareholders, Investors, Customers and other Stakeholders to look up and capture information.

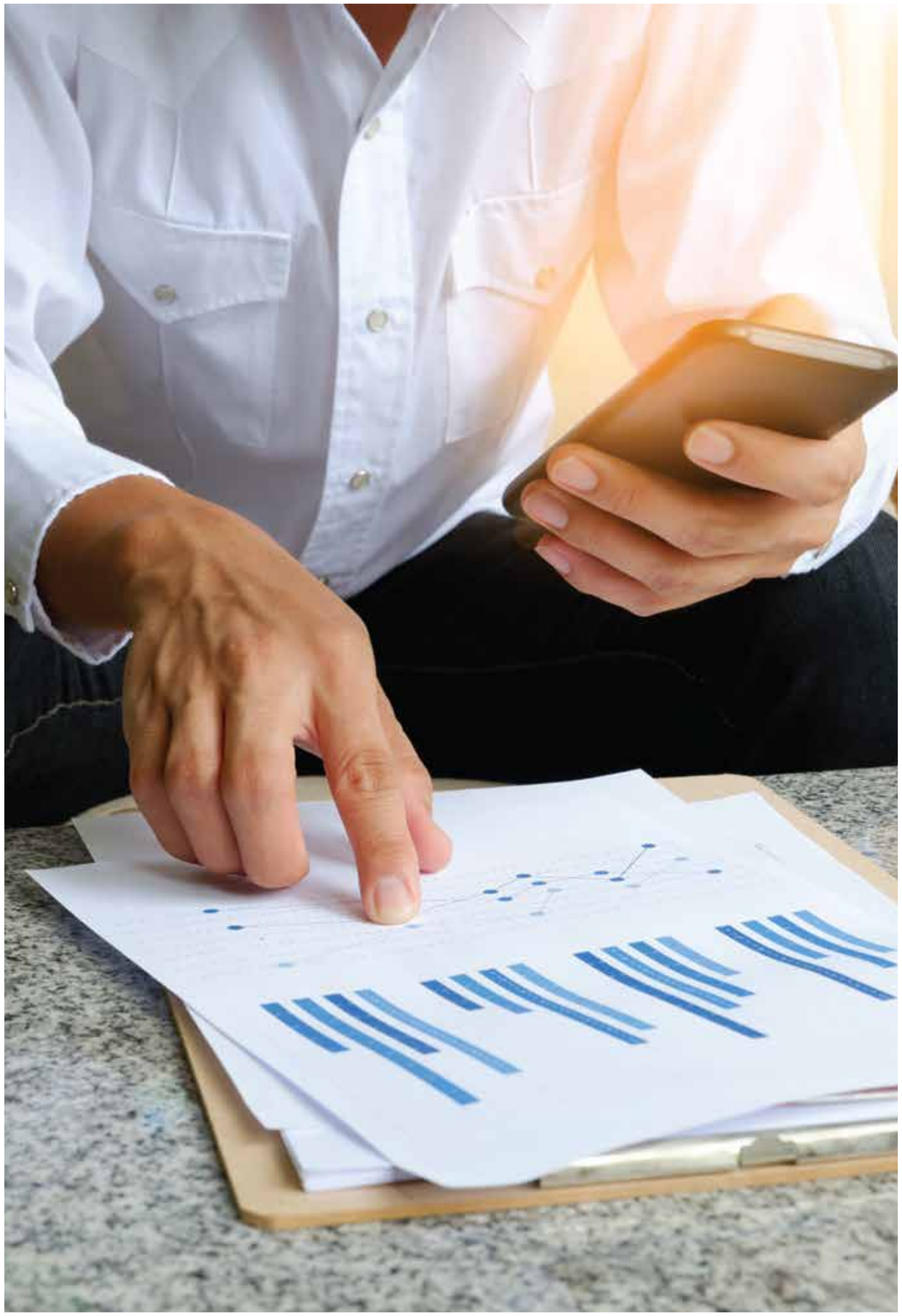
For prevention and elimination of compliance risks, including anti-corruption, SSI has been implementing the following solutions:

- Design process and operating apparatus with cross-checking among individuals and departments to strengthen internal inspection and supervision, limit abuse of power and early detect possible violations;
- Develop process and regularly review in accordance with the Law and practical operations;
- Raise employees' compliance awareness by advanced compliance training, developed compliance training software so that all employees could take part in and quickly approach the legal regulations and the Company's internal policies;
- Closely maintain and build the three defensive level model, in which the control is guaranteed to implement from the input stage and functional departments, with the assessment and analysis by Risk Management to zone and classify the compliance risks and post-control of Internal Control and Internal Audit;
- Develop the technology and software systems to automate the compliance control, warning function and provide reports for governance;
- Apply stringent discipline to any violations of the Company's regulations.

In 2019, SSI Internal Control conducted 34 inspections across various departments for compliance checking of internal procedures and regulations and relevant laws to give the reasonable assurance on compliance at all departments at the Company; simultaneously, advised departments to edit the working process to prevent and timely detect the potential risks

The Company had no recorded corruption cases during the year.

GRI 200 – ECONOMIC STANDARDS/ ANTI-CORRUPTION





GRI 300

ENVIRONMENTAL STANDARDS

Being an enterprise operated in finance – securities sector, SSI has no direct impacts and significant influence on the environment. However, the Company always focuses on raising the employees' awareness in effectively using the energy and natural resources, and supervises the usage, contributing to make positive impacts on the environment.

GRI 302 – ENERGY

GRI 306 – EFFLUENTS AND WASTE

GRI 307 – ENVIRONMENTAL COMPLIANCE

GRI 302
ENERGY

Management Approach
SSI believes that the reasonable level of direct or indirect energy consumption can help to minimize the environmental impacts, avoid waste and save the Company's operating costs. Therefore, the enhancement of employees' awareness on environmental protection (through energy-saving) plays an important role in SSI's internal communication.

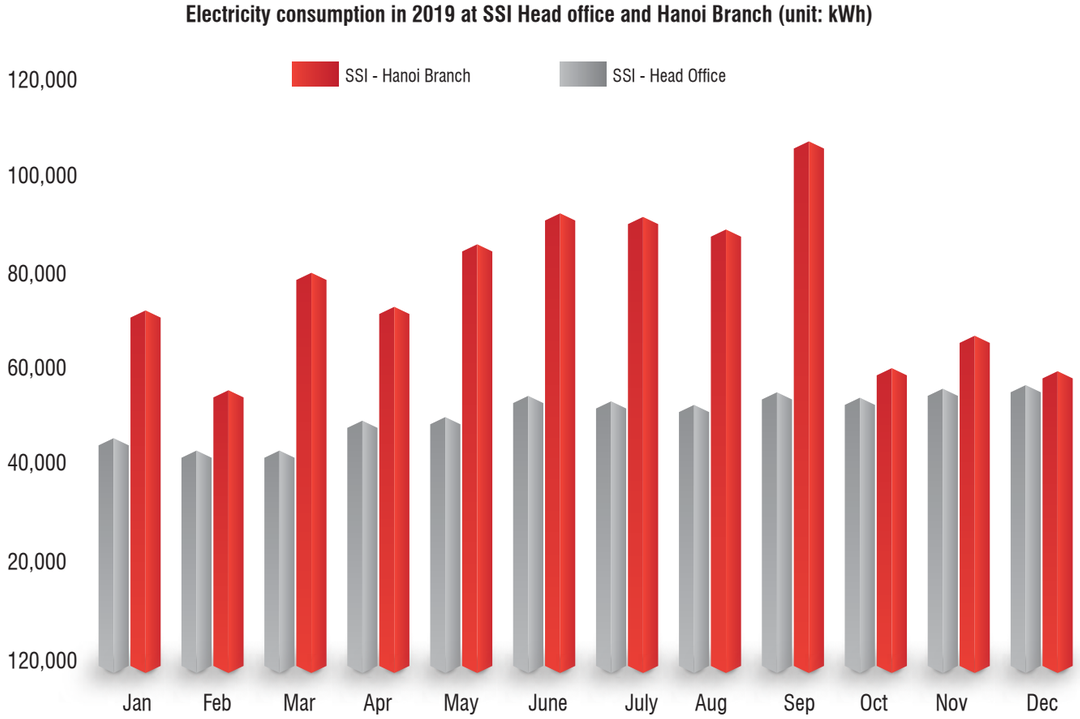
Reporting scope
GRI 302 - 1: Energy consumption within the organization

Statistics of electricity and fuel usage at SSI

SSI conducted the electricity and fuel usage follow-up on a monthly basis. The statistics were limited at two key business locations with the highest rate of personnel, namely at Head office at 72 Nguyen Hue, District 1, Ho Chi Minh City and Hanoi Branch at 1C Ngo Quyen, Hoan Kiem District, Hanoi.

In 2019, total electricity consumption at these two locations was kWh 1.5 million. Details by month are as follows:

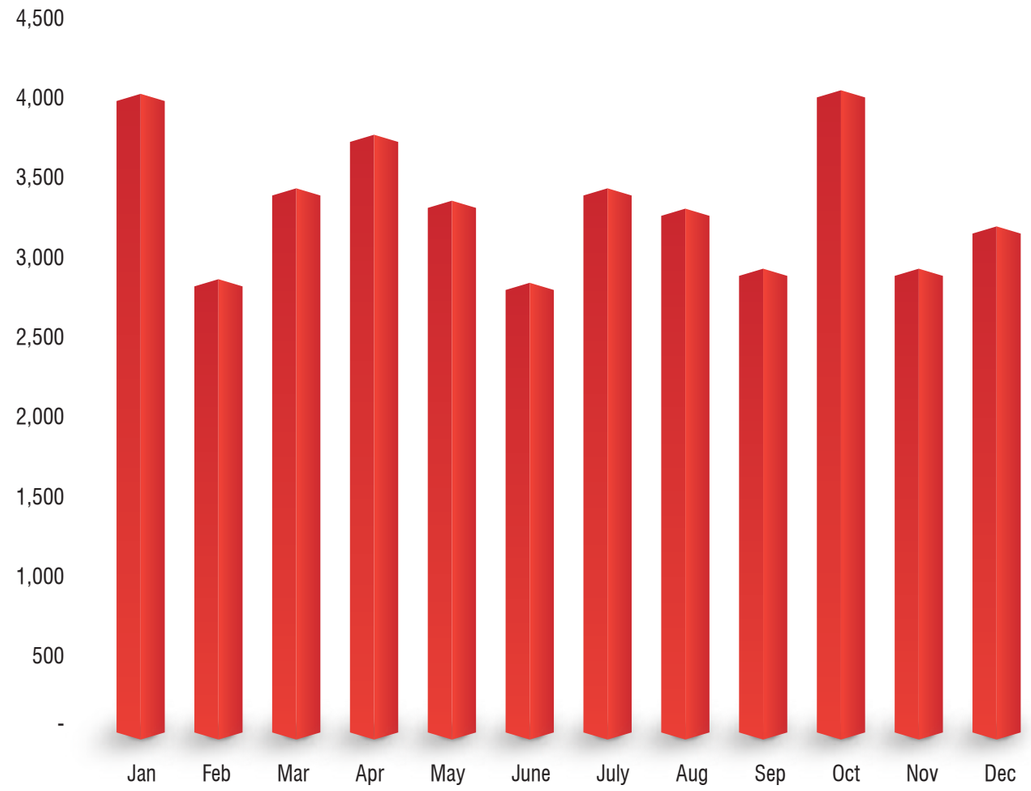
Electricity consumption in 2019 at SSI Head office and Hanoi Branch (unit: kWh)



Source: SSI

In addition, in 2019, the Company consumed 39,305 liters of petroleum in Hanoi and Ho Chi Minh City, mainly serving officers for work, on business, meeting customers in the inner city and neighboring cities.

Petroleum consumption in 2019 at SSI (unit: liter)



Source: SSI

Solutions for electricity and petroleum saving

SSI implemented some methods to control and save the electricity consumption at the Head Office, Branches and Transaction Offices as follows:

- Monitor and make maintenance plan for machineries, equipment and air-conditioning system, request the suppliers to periodically clean the equipment to enhance service life and save electricity consumption;
- Supervise to reasonably use the electrical devices and air-conditioners on demand. Issue the regulation and conduct daily inspection on switching off all electrical devices after work (whole air-conditioning system shall be switched off after 18:00 everyday);
- Raise the employees' awareness in electricity-saving through internal newsletters and internal communication activities.

Invest in the online conference meeting system with modern equipment at all Branches, Transaction offices to facilitate internal meetings and meetings with domestic and international partners; reduce frequency of travel by motorcycles, cars or airplanes for decreasing gasoline costs for the Company and reducing emissions to the environment.

GRI 306
EFFLUENTS AND WASTE

Management approach
SSI minimizes the impacts on the environment through communication to raise employees' awareness in reducing emissions at workplaces

As an enterprise in the financial field, SSI determines that the effluents and waste are mainly generated in employees' daily activities. The Company has not conducted detailed monitoring of sewage source by quality and location.

Some solutions to reduce waste:

- For ordinary solid waste, such as printing paper, stationery, plastic bottles, etc.
  - Propagate to reduce printing, use software to effectively archive documents, save printing papers as well as hard-copy archive space;
  - Reuse all kinds of plastic stationery;
  - Reduce the use of plastic bottles by encouraging employees to use their individual cups, gifting cups to employees, installing the shared water supply bottles at offices and meeting room instead of bottled water;
  - Collect, classify and dispose waste at the end of working day by sanitary workers.
- For gas waste, SSI reduces the waste generated from vehicles through promoting online meeting, work exchange based on information technology platforms to decrease traveling and gas emission to the environment.

GRI 307
ENVIRONMENTAL COMPLIANCE

Management Approach
In general, SSI has no significant impacts on the environment and environmental compliance risk. However, as a pioneer in all activities, SSI recognizes that every enterprise shall assume responsibilities for the environment, comply with the environment regulations, protect the environment and save the resources.

Reporting scope
GRI 307 – 1: Compliance with the environmental laws and regulations

In 2019, SSI had no recorded case related to violation of the environmental laws and regulations.

Within the framework of digital transformation strategy at the Company, the "SSI E-Office" project was initially launched to support the effective use of resources and cost saving, significantly contributing to the Company's sustainable development strategy. The business processes were standardized and automated with high integration capacity, leading to the reduction of operating costs, operating risk and legal risks, enhancement of efficiency and performance, and development of the modern and high-adaptable working environment. In addition, SSI's internal communication activities also focused on the environment protection activities, such as tree planting for children of SSIer families, shared useful "tips" on a monthly basis related to reuse of objects, use of personal cups, effective methods of online meeting or optimization of technology resources in the Company. These activities were always conducted in a synchronous manner during the year in parallel with operating activities implemented by the Support units for the environmental protection which is an integral part of sustainable development campaign pursued by SSI during the past years.





GRI
SOCIAL STANDARDS
400

GRI 401 – EMPLOYMENT
GRI 404 – TRAINING AND EDUCATION
GRI 405 – DIVERSITY AND EQUAL OPPORTUNITY
GRI 413 – LOCAL COMMUNITY
GRI 418 – CUSTOMER PRIVACY
GRI 419 – SOCIOECONOMIC COMPLIANCE

GRI 401
EMPLOYMENT

Management Approach
SSI believes that human capital is the most valuable asset of the Company. SSI can enhance Customer's satisfactory, thereby bring the best values to Shareholders, Partners, and Community via improving the working motivation of each employee. The Company not only applies the modern human resources management principles and practices but also implements the methods so that all employees are always satisfied in their works and reach work-life balance. By this management approach, SSI has built a strong team with evenly and stable quality, improved the cohesion between every single one with the Company, towards to long-term development of SSI.

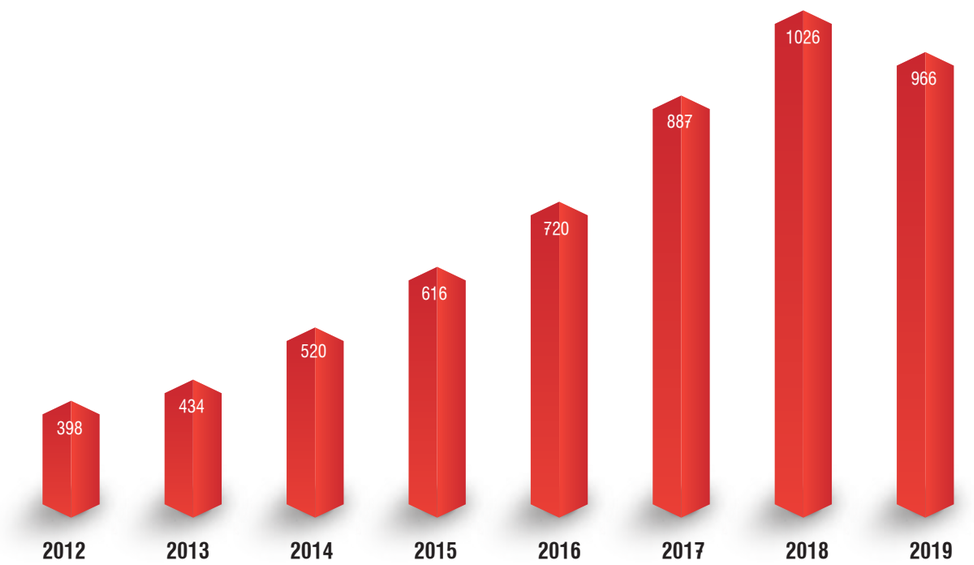
Reporting scope
GRI 401-1: New employee hires and employee turnover

SSI team - 20 years of development and cohesion

Over 20 years of formation and development, SSIers with their beliefs, pride and pioneer missions jointly develop and create a great and transparent SSI with the focus on SSI team's development - a solid foundation for SSI to become the symbol in the domestic and international securities market.

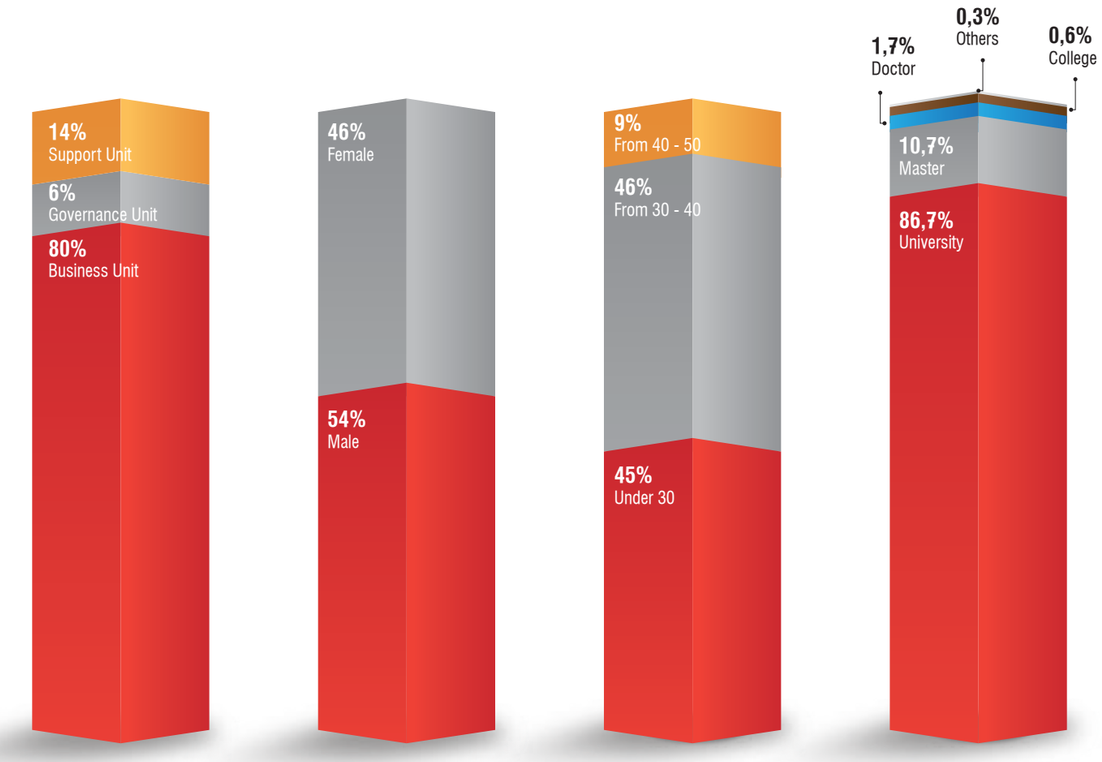
SSI team constantly develops year by year in the terms of human resources scale and depth development on governance. As of the end of December 2019, the employee size of the Company has exceeded 1,000 persons, an increase of over 150 times since it was established, and the Business units accounts for 80% of whole SSI human resources.

Number of employees over years



Source: SSI

Personnel structure

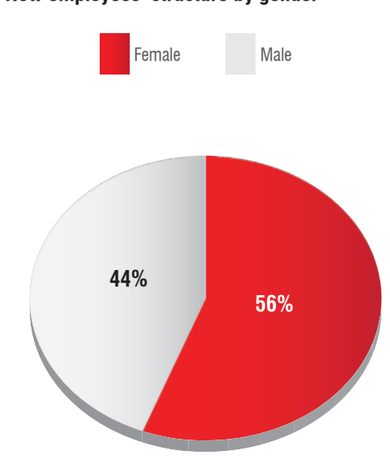


Source: SSI

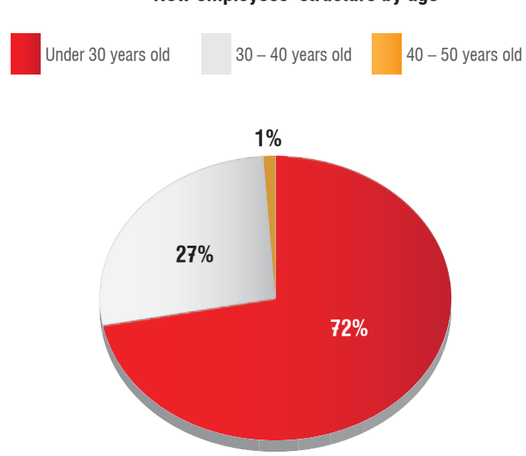
Talent acquisition activities

In 2019, new employee hires were 207, most of whom were under 30 years, well-trained with a rate of 86.7% for undergraduate and 11.0% for postgraduate.

New employees' structure by gender



New employees' structure by age



Source: SSI

Throughout the 20-year journey, SSI pays special attention to select the team of potential and talented candidates, the leading experts who are enthusiastic, ambitious and ready to take the new opportunities and challenges. SSI believes that the combination between the enhancement of new talents with experience platform at domestic and abroad reputable organizations and the senior personnel at SSI during many years will create the remarkable strength to implement and realize the Company's development strategies from time to time.

Moreover, the Company also conducts the multi-dimensional and annual cooperation activities with major universities in Vietnam, international student communities from the developed countries such as UK, US, Australia, etc., for attracting the young, dynamic and creative human resources.

Outstanding cooperation and sponsorship programs in 2019: Interns at John Von Neumann Institute (JVN), Talk-show on perception of career choices "Connect the Dots" with overseas students in UK through the Hanoi Association of Vietnamese Students in UK and Northern Ireland (SV UK), SEO Vietnam Careers Program, "Faculty of Economics Stock Exchange - FESE" Contest, "Finance and Banking Arena Contest - FBACX:, etc.; promoting strategic cooperation activities with the parties through research, professional exchange and sharing projects.

SSI has also developed recruitment criteria to ensure transparency, fairness and equal opportunity for all applicants and fortify confidence and pride of becoming a part of SSI. Specifically:

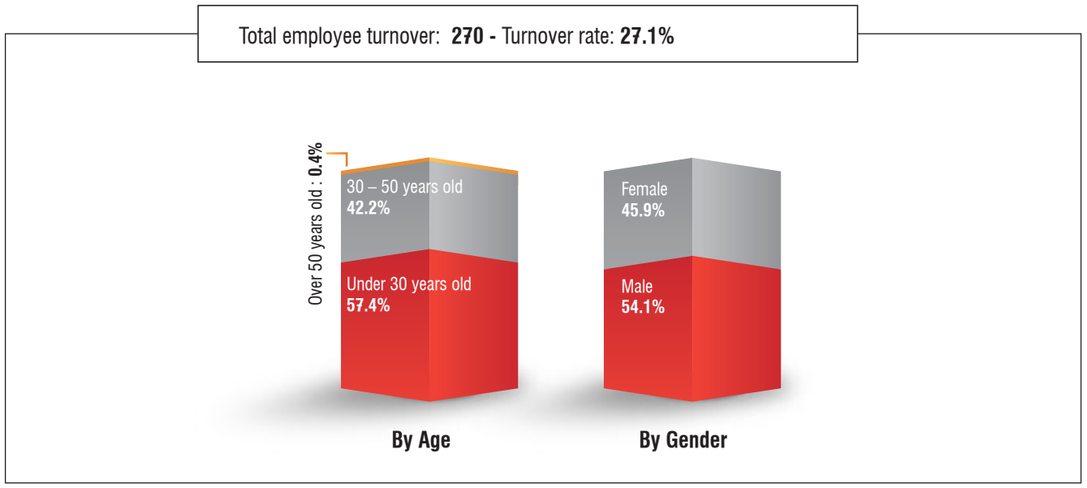
- Fully respect rights of applicants (in terms of access to information, demand, job description, communication and negotiation);
- Select applicants on the basis of recruitment criteria;
- All recruitment decisions are based on thorough, unbiased and transparent assessment of the applicants' competence, attitude and motivation.

Labor turnover

In 2019, the business environment developed in the negative direction, the transaction volume and value in the market with sharp decline caused difficulties for securities brokerage activities and made the newcomers difficult to withstand. More and more foreign securities companies with advantages of low-cost capital, technology, etc. take part in the market, drastically increasing the competition on personnel through attractive commission policy and easier existing conditions for brokers to attract human resources from the leading companies.

The business background with many challenges requests SSI to operate more effectively, conduct the team filtering, adapt the process automation technology and retain the qualified personnel for the Company's development strategies.

During the year, SSI had total employee turnover of 270, accounting for 27.1%.



Source: SSI

GRI 404
TRAINING AND EDUCATION

Management Approach

Human resource is a competitive advantage of SSI. Aiming at maintaining the 1st position in Vietnam stock market and reaching out to international market, SSI focuses on developing the "talented, pioneering and enthusiastic" team, with the ability to adapt, lead the changes in order to create breakthroughs in all activities, meet the increasingly stringent requirements of the market, thereby expanding value to Client, Shareholder. SSI always encourages and creates the best conditions for all employees to develop comprehensively in terms of professional qualifications and soft skills, which are suitable to each position and level through training courses under the Training Program of Company.

In 2019, SSI spent VND 2.83 billion on training programs. Thanks to prioritizing on training and education, SSI's human resources are always ranked high in term of professional qualifications and soft skills.

Reporting scope

GRI 404-1: Average hours of training per year per employee
GRI 404-2: Programs for upgrading employee skills and transition assistance programs
GRI 404-3: Percentage of employees receiving regular performance and career development reviews

Developing an outstanding team in finance - securities industry

SSI develops the company's culture that is willing to learn, as training and education is both a right and responsibility of each individual. Accordingly, the training program is designed and implemented in a multi-dimensional way, ranging from compulsory courses required by the SSC, to specialized professional program, or management-based skill program (client, team, organization) with high applicability, which all enabling employees to have strong expertise, good management skill, long-term vision towards improvement and achievements in the future. Especially, the SSI team constantly increases the ownership rate of professional / international certificates such as CFA, ACCA, FRM ... over the years. Besides, SSI also promoted E-Learning in order to digitalize and diversify lectures, thereby creating a favorable environment for employees to self-study and self-research, help them with new learning methods, more flexibility in terms of time, location, interaction and faster updates of new organization's request.

Internal training also plays an important role in transferring and connecting between academic expertise and practical business management across generations. Internal training programs are conducted throughout the system via professional training session, seminar, ideas exchange, GALA (annual event), which all received positive feedback.

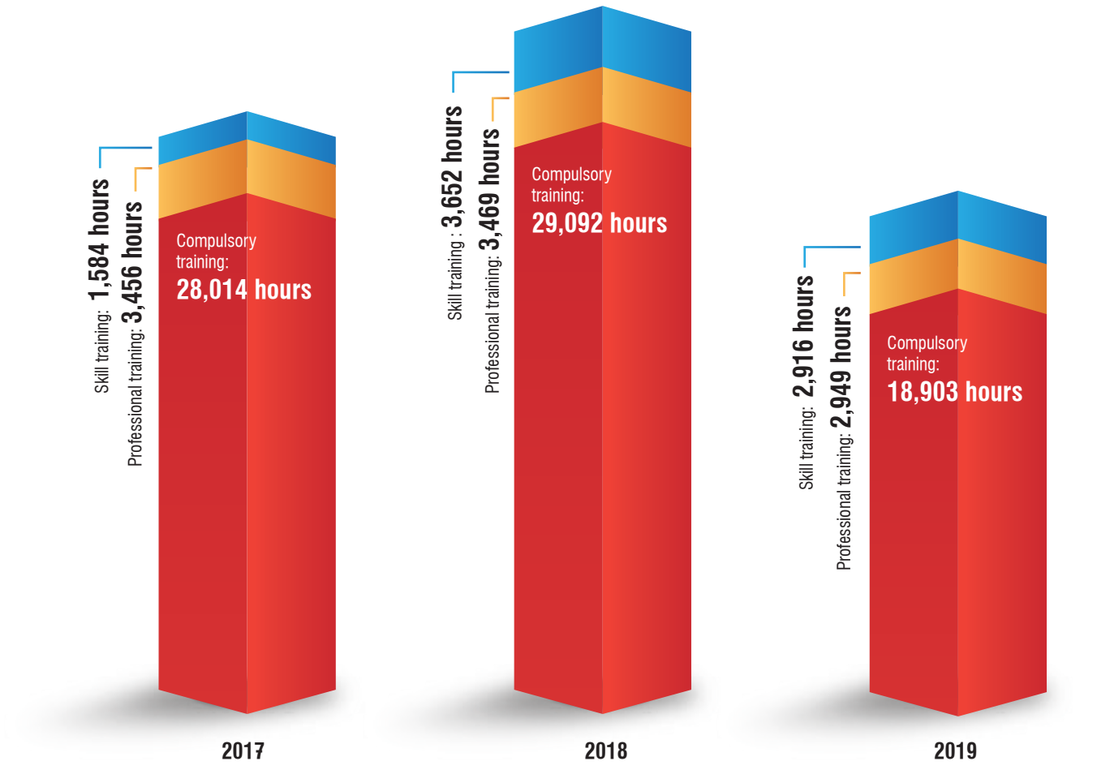
The team of internal trainers is organized and trained in a systematic manner through the "Train the trainers" courses, regular events to update and share experiences, and the policies exclusively designed for internal trainers for highest efficiency. Internal trainers have gradually improved their training capacity and organized useful and practical training courses.

Based on the level-specific training program, SSI continued to organize skills development training courses for each target group of employees. Specifically, the series of training on Leadership skills, Practical and inspirational presentation skills, Telephone sales skills - Telesales, Effective planning and cooperation skills, Competitive sales skills, or Business professional working style have also helped inspire, motivate and provide more tools to improve work efficiency. These training courses provide fundamental knowledge and skills to provide employees with a positive and scientific perspective of their work in particular and life in general and help them develop their communication and problem-solving skills. In addition, these training programs are great team building opportunities where employees can share their working experience and understand their colleagues better.

SSI believes that its employees should have a solid understanding of core values and adhere to the ethical rules of the organization, so that SSI can continue to develop sustainably, to overcoming challenges as well as mitigating risks. Highly aware of the potential risks in securities trading activities that can occur in any department at SSI, in 2019, the internal trainings by Legal and Compliance Department in coordination with the Risk Management Department were organized in a logical way at the Company to build awareness and capacity of its employees in prevention of fraud risks; identification of operational risks and management of these risks. At these training sessions, Code of Ethics, Anti-money laundering regulations, and criminal charges in securities trading cases were also included for lively discussion to provide its employees with relevant updated information.

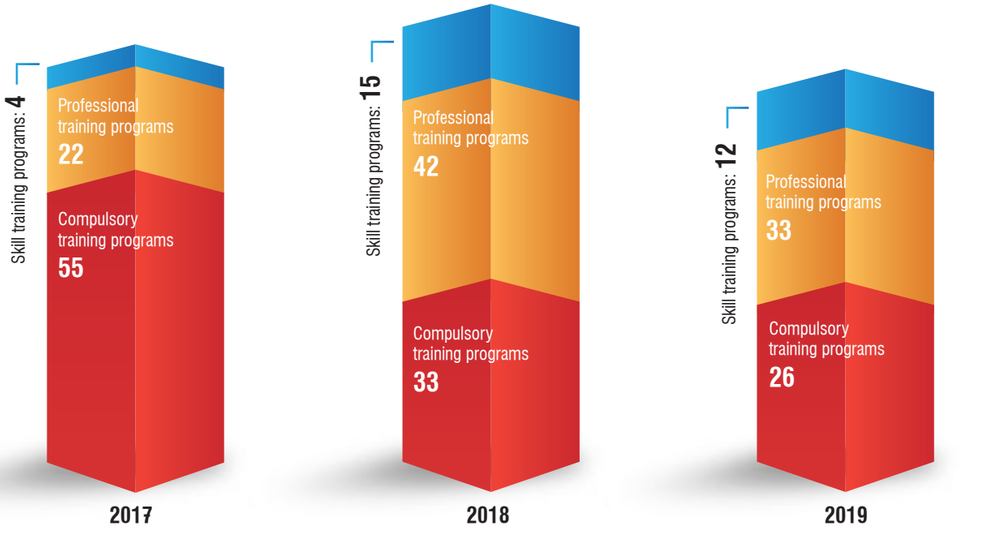
The Company spent VND 2.83 billion on training activities in 2019, thereby allow all levels to improve professional skills, soft skills, as well as deeply understand core value, corporate culture, development orientation of SSI, hence promoting their long-lasting commitment with SSI. Average training hour per one employee was 25.6 hours in 2019, equivalent to the expense of VND 2.9 million per employee.

Total training hours over years



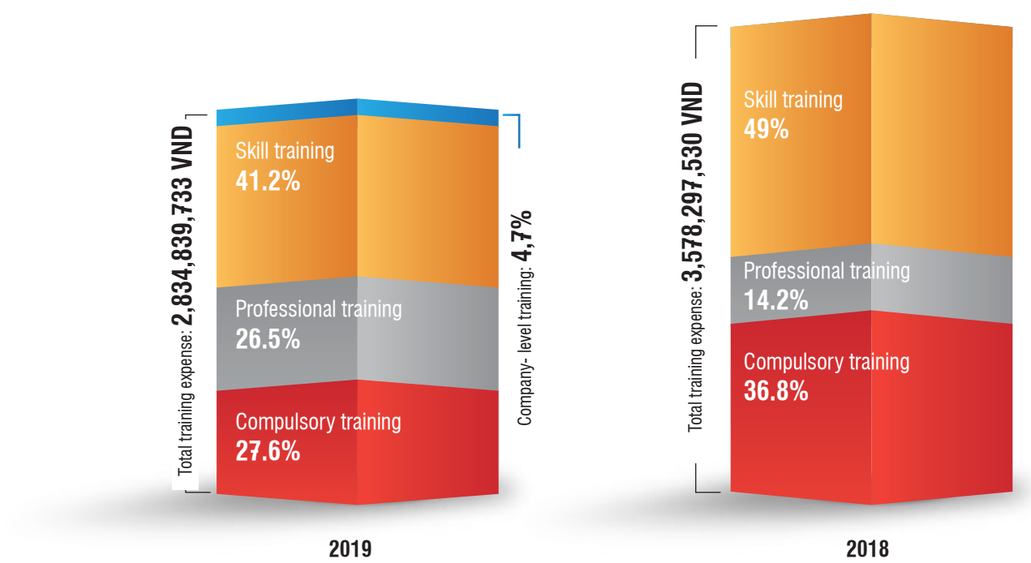
Source: SSI

Total training programs over years



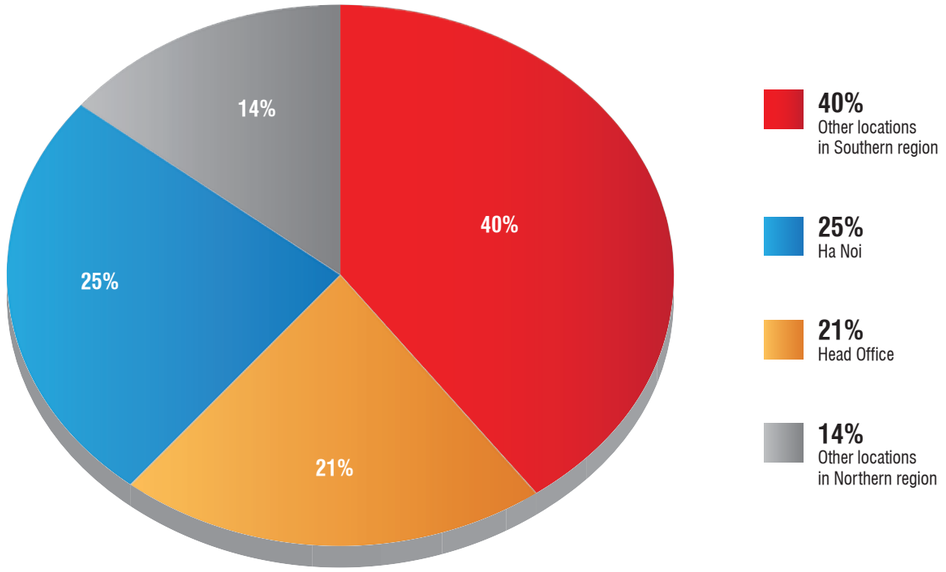
Source: SSI

Total training expense over years



Source: SSI

Total training hours by operational location in 2019



Source: SSI

In addition, 100% of SSI's employees have received annual performance review. More information is presented in next section of this report.

GRI 405
DIVERSITY AND EQUAL OPPORTUNITY

Management Approach
Comprehensive and equal compensation & benefit policy plays a crucial part in team cohesion, helping to attract talents, provide fair treatment to employee's contribution and increase their satisfaction over works. In addition, SSI respects the diversity of human resource, paying attention to the equal treatment of all employees, regardless of gender, region, creating equal opportunities in education and training, development and promotion. In 2019, SSI continued to maintain a reasonable rate among governance body and employees, and building an equal environment to encourage female employees to hold management position.

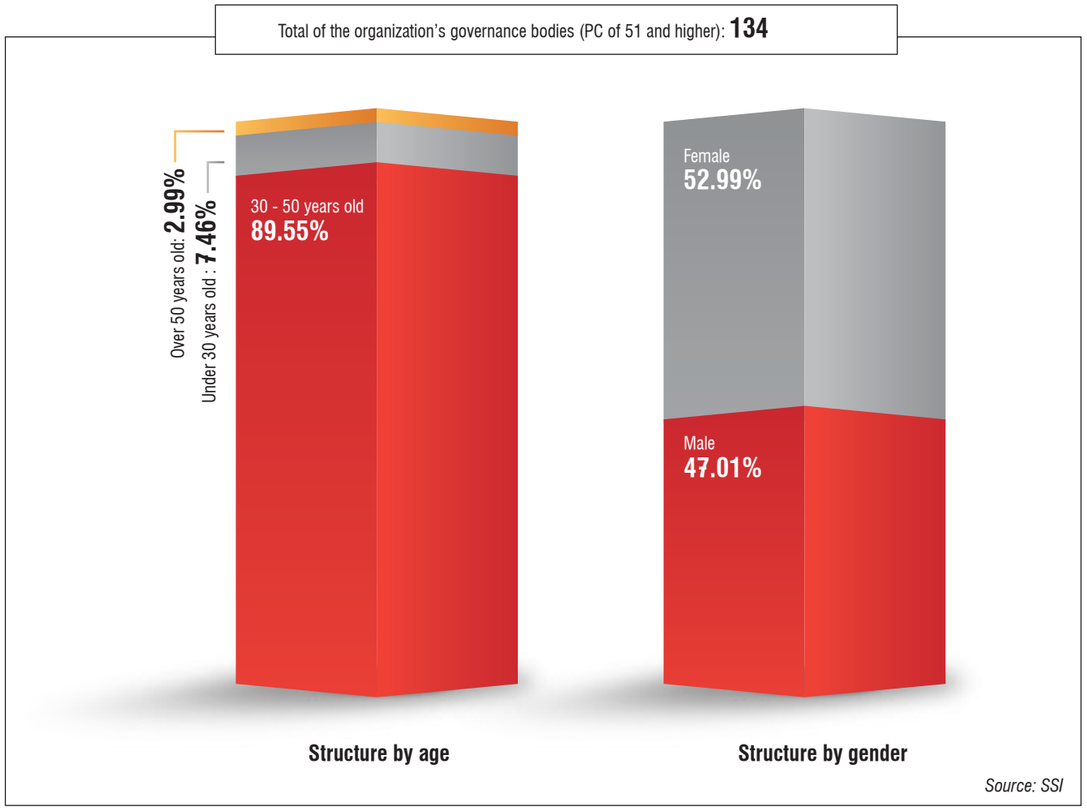
Reporting scope
GRI 405-1: Diversity of governance bodies and employees

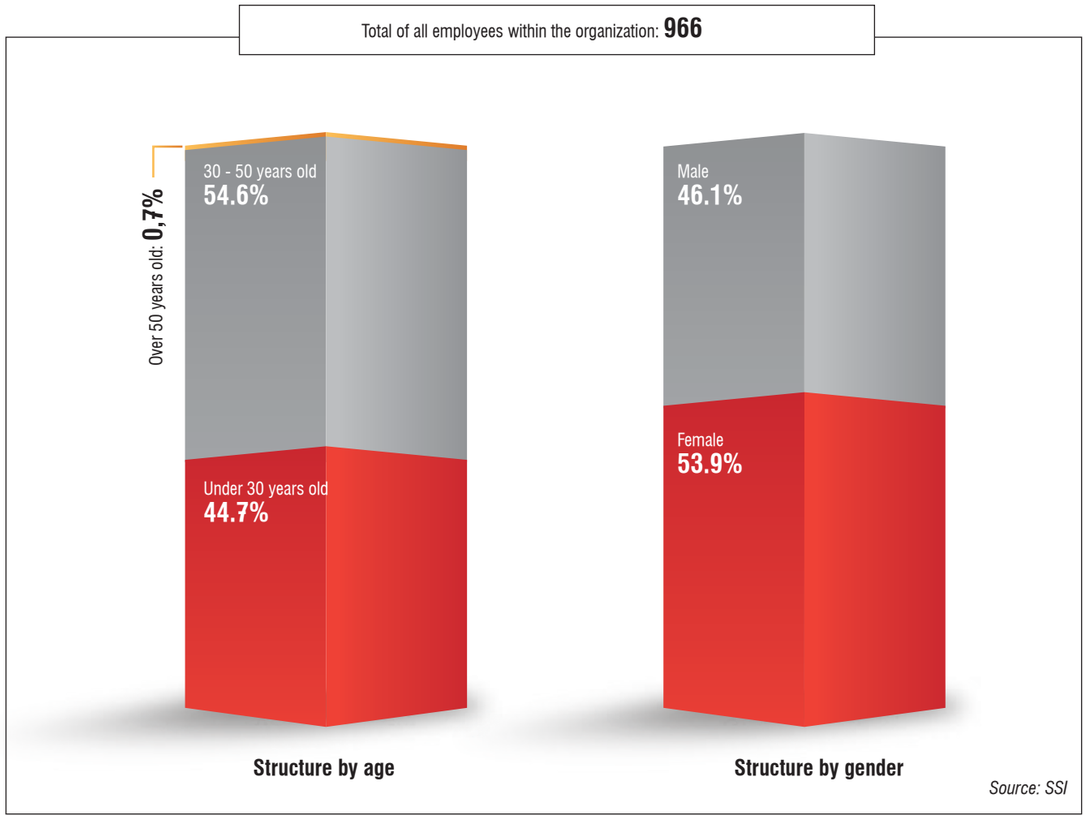
GRI 405-2: Ratio of basic salary and remuneration of women to men

Labor structure of governance bodies and employees

Total number of governance bodies (PC from 51 and upper) was 134, accounting for approximately 14% of total employees, in which the 30 – 50 year-old group is taking a major part (89.55%). Female management accounted for 52.99%.

Information on the diversity of governance bodies and employees:





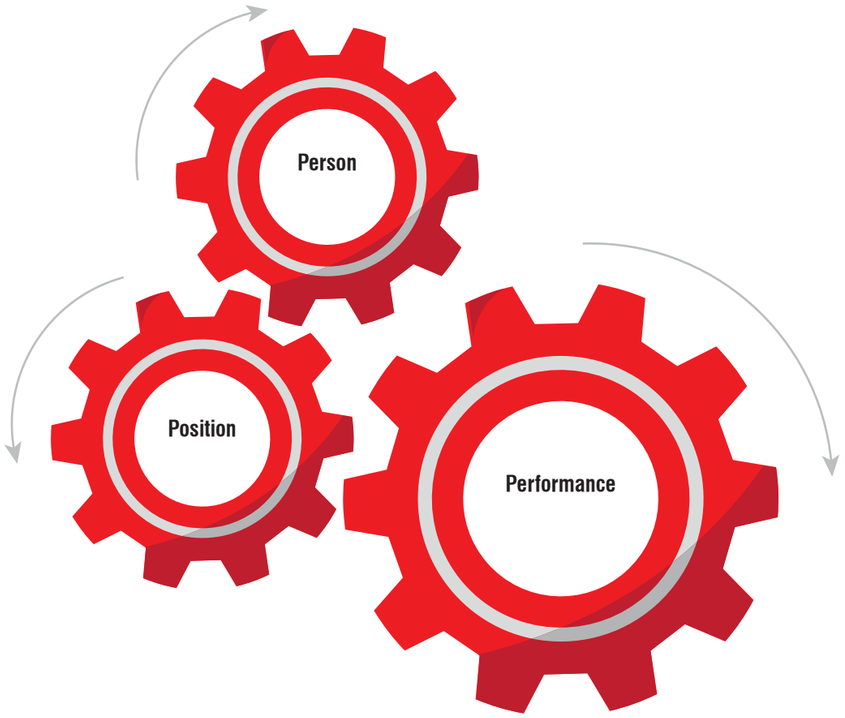


Ensuring income and economic benefits of personnel based on performance

Taking the efficiency as a principle in business and governance, SSI operates a system of human resources policies around the overall efficiency. Remuneration policy and promotion opportunity for each individual are linked with their competence, achievement and contribution as well as overall efficiency of their department and SSI, ensuring opportunity equality for all personnel, regardless of gender or region.

SSI focuses on developing the 3P remuneration model (Position, Person, Performance). This model fixes shortcomings of conventional payment methods such as overemphasizing qualifications and seniority and failing to separate work performance and contribution to corporate goals. With this new model, SSI can:

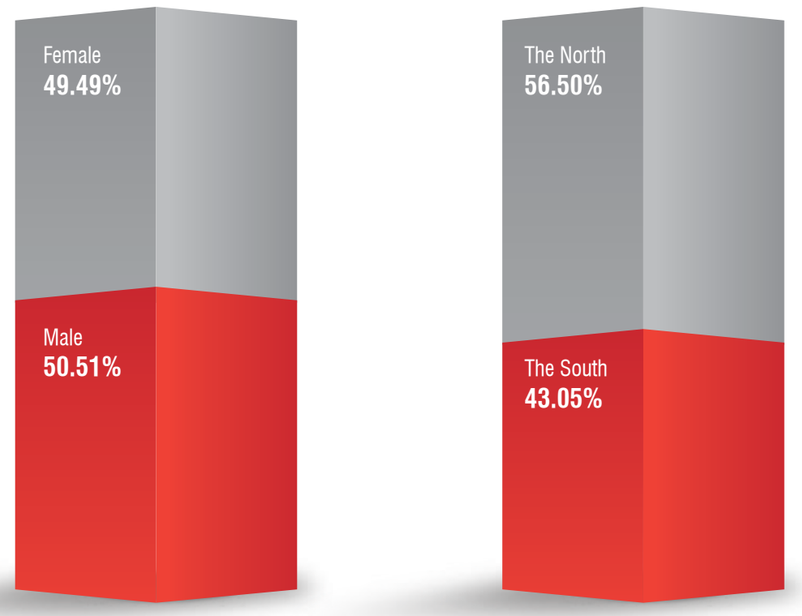
- Align financial rewards with employees' contribution and remain competitive in the market.
- Attract and retain talents with fair remuneration policies
- Encourage staff to perform more effectively by acknowledging their contribution properly and fairly



The Performance Management System (PMS) helps the Company indicate goals and recognize work performance results of each individual at all positions and levels in order to better recognize their achievements and contributions to the overall achievement while monitoring the development roadmap of individuals to have development plan in the future. 100% of employees at all level are evaluated on work performance annually, especially assessment for Business Units is done monthly, quarterly and annually.

Basic salary and direct cost for employee's structure by gender and by operation locations are as follows:

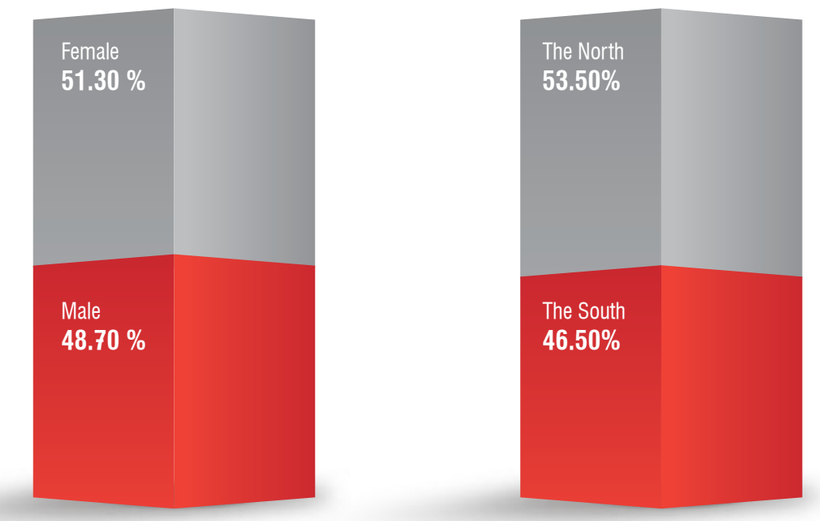
Total basic salary: **VND 194,316,306,213**



Structure by Gender **Structure by Location**

Source: SSI

Direct costs for human resources: **VND 427,173,375,580**



Structure by Gender **Structure by Location**

Source: SSI

GRI 413
LOCAL COMMUNITY

Management Approach

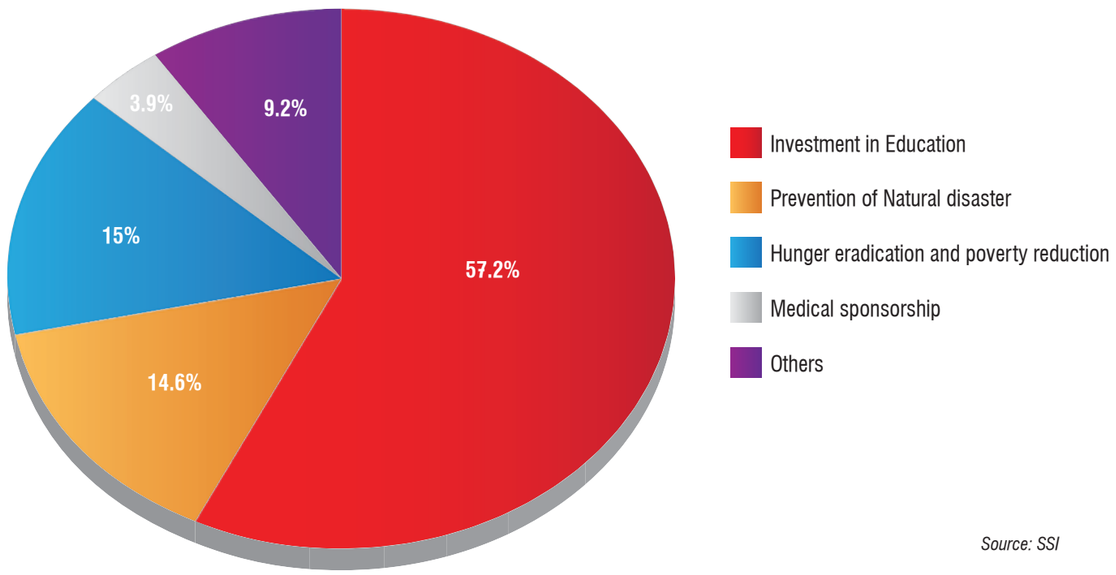
"We strive to better the communities in which we work" is one of nine principles of SSI, the Company's development during the past years were coupled and balanced with contribution to Community. SSI has always developed intellectual and physical education programs for young generations and joined local communities in activities of natural disaster prevention, hunger eradication and poverty reduction, medical sponsorship in building a better society.

Reporting scope

413 – 1: Operations with local community engagement, impact assessments, and development programs.

The Company has spent nearly VND 100 billion for over the last 20 years for community activities. Efforts to initiate, sponsor and contribute to many voluntary activities have practical significance, focus on sustainable and long-term activities for local development.

SSI's attribution rate of social operational costs from 2006 to 2019



Source: SSI

Investments in Education

This is SSI's top priority in its activity for community principle. SSI believes that cultivating learning is the best step for Vietnam to take to generate strong human capital of next generations for the future of the country.

Therefore, investment in education development is carried out by SSI through diverse and effective activities.



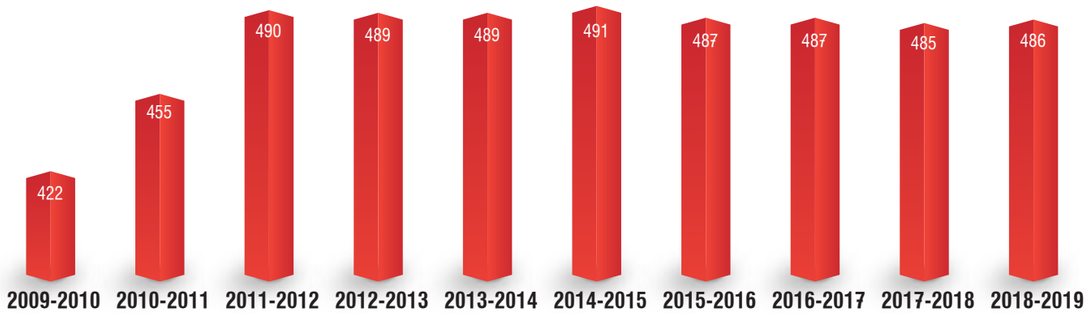
School building projects

Since 2007, SSI has built 10 schools in the Northern and North Central regions to assist with the development education therein. The schools are all located in key areas to which students can have better access to schooling facilities.

On a yearly basis, SSI visits the schools and provides timely funds for expansion so that continued schooling can be provided for the country's future generations.

In the case of Bac Ha Lower and Upper Secondary Boarding School for Ethnic Minorities alone, after its launch in 2010, the number of students at the school has increased and stabilized, thus making continued contributions to education development for the localities, especially ethnic minority students who lack of learning conditions more than other regions.

Total numner of students over years of
Bac Ha Lower and Upper Secondary Boarding School for Ethnic Minorities



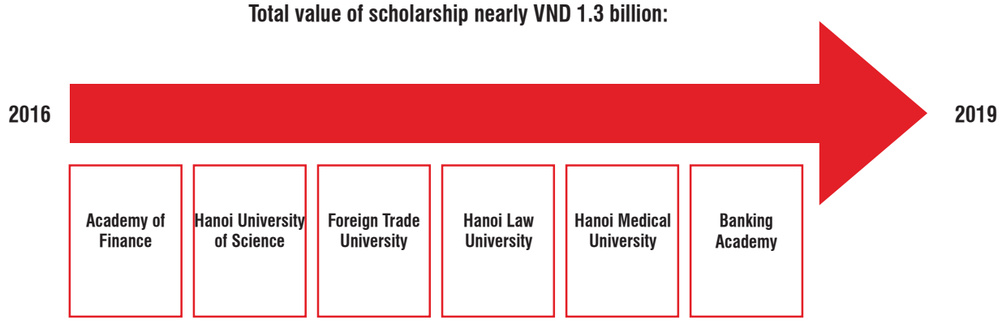
Source: Bac Ha Lower and Upper Secondary Boarding School for Ethnic Minorities

Since established, Bac Ha Lower and Upper Secondary Boarding School for Ethnic Minorities has gradually completed its educational missions, become the second largest house in Lao Cao Province for students from many ethnic minority groups living and studying in terms of Lower and Upper Secondary. The school gathers students from many ethnic minority groups in the district (Dao, Giay, Hmong, La Chi, Nung, Phu La, Tay, Thai, Bo Y). They demonstrate determination to study here until high school graduation; the number of students between age-appropriate class groups is evenly and many have passed the exam into universities, colleges, technical and vocational schools, some students also participate in learning-by-doing programs in Japan. This is the door opening the future for every student while playing a role as the first basic steps to create the well-trained human resources for the locality in the future.

NDH Scholarship Fund

SSI defines a developed society always accompany educational development, and a developed economy must put education first. During many past years, the Company and the NDH Scholarship Foundation continued to award scholarships to needy students with excellent academic performance. It is the fourth year since 2016, 30 selected students of 6 major universities in Hanoi continued to receive scholarships for them to focus on their study and training, contribute to the development of society with their knowledge, and provide support to those living in similar difficult conditions in the future so that the idea of helping others will be spread widely to the next generations.

Total value of scholarship nearly VND 1.3 billion:



Attracting talents

With much attention directed to the next generation of human resources of the country, especially well-trained domestically and internationally high quality human resources, SSI has been accompanying with the Association of Vietnamese Students and Professionals in the U.S. for many years to support, provide career counseling and join hands in bold business ideas of students with potential to be applied in practice. Specifically, in 3 continuous years from 2017 to 2019, SSI is a sponsor of VietChallenge Contest to support its mission of nurturing and developing disruptive and highly competitive startups, contributing to addressing the challenges of the Vietnam and global economy.

From 2015 to 2019, SSI accompanied the "American Arms" Program - Annual Conference of the Association of Vietnamese Students and Professionals in the U.S. In addition to the funding of community engagement exchanges and activities, SSI also sent its senior managers to panel discussions on career orientation in order to equip the youngsters with the right perception of career choices.

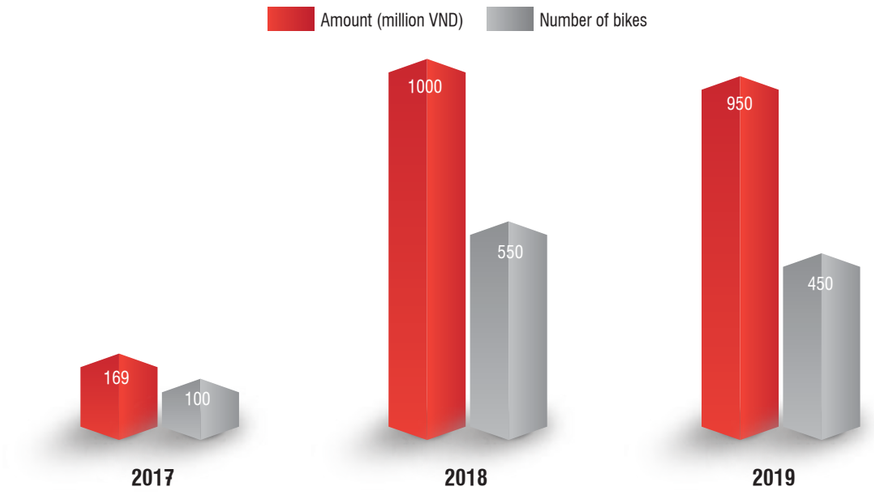
These activities not only show SSI's responsibilities for the young businesses but also directly response to the call for Start-up Nation of the Vietnamese Government. From small steps, the Company continues to develop assistance and investment plans in the next years to support the construction of start-up ecosystem in Vietnam.

Education support for disadvantaged areas

For educational development activities in disadvantaged areas, especially for schools in the northern mountainous provinces - where there remains challenges due to extreme terrain and climate, SSI directs its attention regularly to practical programs to partly assist students and teachers to overcome difficulties in learning, teaching and daily life, such as donation of winter clothes, blankets, food for students and teachers of the Secondary Boarding School for Ethnic Minorities in Duong Huu Commune, Son Dong District, Bac Giang Province; funding for the construction of the school's daytime canteen at Gia Phu 5 Primary School, Nam Tra Village, Gia Phu Commune, Bao Thang District, Lao Cai Province, etc.

During the past years, SSI often accompanied with the Public Security News to donate bikes to children in remote areas, students from many ethnic minority groups and poor studious students across the country. Due to the poor living and studying conditions, many students have to walk more than ten kilometers to make the dream of studying come true. Understanding those difficulties, particularly in 2019, SSI sponsored VND 950 million, the total value up to VND 2.1 billion from 2017, it means that more than 1,100 children have received bikes, making their knowledge journey more convenient.

Number of bikes donated by SSI over years



Source: SSI

Prevention of natural disaster

Vietnam has complex and diverse terrain features running from North to South, from East to West, stretching along the continental shelf of the East Sea, so it is prone to natural disasters. Activities to prevent and address consequences of natural disasters are always priorities of the Party and Government in the development process of the country.

Understanding the importance of natural disaster prevention, SSI always takes the lead in provision of funding to natural disaster prevention activities in many provinces across the country. A prominent project initiated by SSI is the Support program to safe housing to prevent natural disasters and equipment financing for the Office of the Steering Committee for Disaster Prevention, Search and Rescue in 9 Central Coast provinces.

SSI-funded programs are practical support to these provinces, promptly supporting local people and government to mitigate impacts of natural disasters.

Support to build safe and disaster-resistant housing for 30 households

- Thanh Hoa Province
- Quang Binh Province
- Thua Thien - Hue Province

Sponsor equipment for the office of disaster prevention and rescue

- Thanh Hoa Province
- Nghe An Province
- Ha Tinh Province
- Quang Binh Province
- Quang Tri Province
- Thua Thien - Hue Province
- Quang Nam Province
- Quang Ngai Province
- Binh Dinh Province

In 2019, in response to the movement of “Joining hands for the poor - no one left behind” mobilized by the Prime Minister and the call of Committees of Vietnamese Fatherland Front of Dak Lak Province and Ha Giang Province on donation to build houses for people with meritorious services to the Revolution, poor veteran, extremely disadvantaged poor households in remote , border areas and regions affected by natural disasters, SSI sponsored Dak Lak Province and Ha Giang Province VND 1 billion and VND 7 billion respectively; contributed to help the people have durable houses in consistent with the National cultural identity; protect from the harsh climate in border highlands. In 2020, after 116 newly built houses, SSI will continue to conduct this project in Ha Giang Province, raising the total sponsorship for this province up to VND 10 billion, creating favorable conditions and motivation for the people to escape poverty, along with the government to form an increasingly strong national solidarity block and firmly defend the borders of the Fatherland.

Hunger eradication, poverty reduction and handling of challenges

As the enterprise operating in the financial sector, SSI always pays attention to community support issues to enhance knowledge for the people and improve the working and economic production environment. Therefore, in many consecutive years, Hunger eradication and poverty reduction is one of SSI’s top priorities.

In 2019, SSI funded VND 1.5 billion for Binh Dinh Province to support the local fishermen to equip with surveillance equipment during on the sea. Having advantages with coast length of 134 km, internal water area of 1,440 km, territorial water area of 40,000 km and exclusive economic zone area of over 1.2 million km2, Binh Dinh Province take the lead of fisheries development across the country, especially offshore fishing. Currently, Binh Dinh Province has more than 6,100 fishing vessels with above 43,000 fishermen mainly operating in the Central Coast, Hoang Sa, Truong Sa, DK1 rig house for the tuna, gill nets, purse seines and squid fishing. In which, 3,118 fishing vessels with length of 15m or more must be equipped with surveillance equipment as prescribed. However, most of fishermen have not had enough condition to equip. This concern results in the fact that many fishing vessels in province are impossible to conduct traceability of exploited seafood, consequently, take the “gold card” from EU when exporting seafood, even some fishing vessels are arrested by the law enforcement forces of other countries when fishing in the overlapping areas, and even in Vietnam sea without equipment installed, hence, the functional agencies were unable to determine the ordinates for legal struggle with other countries. Thus, the fact that SSI funded this project opens many opportunities for the fishing industry in locality, not only contributes to good communication between fishing vessels and the mainland during offshore fishing, conduct traceability to serve the import, but also helps the fishermen feel assured to produce, especially contributing to sovereignty protection over seas and islands of the country. In addition, SSI also called on other donors to make first phase donation with total amount of VND 15 billion and committed to double such amount from VND 15 billion to VND 30 billion in the next phase.

Not only helping the people in localities to conduct hunger eradication and poverty reduction, economic development, SSI also pays special attention to children with difficult circumstances. Besides, SSI annually cooperates with Binh An Development Center under the Friends for Street Children Association (FFSC) to provide gifts and organize a Mid-Autumn Festival for underprivileged children in Ho Chi Minh City sponsored by the Center. In 2019, through the Center, SSI sent more than 2,000 gifts to children and nearly 200 portions of rice and fish sauce, contributing to bring the children at Tam Thon Hiep Commune, Can Gio District, Ho Chi Minh City a merry mid-autumn season.

Medical sponsorship

Donation programs that target patients and health facilities have been regularly implemented by SSI for many years. In 2019, SSI presented 2 automatic infusion pumps to the National Hospital of Pediatrics, gave gifts, supported expenses for medical examination and treatment, free meals and train for patients at Da Nang Oncology Hospital; at the same time, supported some patients through charity funds of some newspapers and hospitals.

SSI implements its corporate social responsibility by sharing food and clothing, but also targeting to contribute to implementation of some important directions and policies of the Party such as new rural development, border and island protection to preserve sovereignty, maintain security at sea as well as on land, etc., continues to have positive contribution to general development of the society in accordance with the commitment “We strive to better the communities in which we work” that SSI has been committed since establishment.





GRI 418
CUSTOMER PRIVACY

Management approach
As the enterprise in the financial - securities sectors, SSI always recognizes the importance of the stability of the trading system, keeping safe, secure and avoiding the customer information disclosure. It is considered as the key condition for the Company’s stable operation, making important contribution to business performance and maintaining the Customer’s benefits. Thus, SSI always spends a significant investment in terms of finance and human resources for this mission.

The Company issued an Information Security policy applied to all employees and management; the implementation and compliance is reviewed twice per year by Internal Control. SSI had not recorded any damages to customer privacy and losses of customer data.

Reporting scope
GRI 418 – 1: Substantiated complaints concerning breaches of customer privacy and losses of customer data

System safety & customer information security

With the establishment of a good foundation based on the Enterprise Information Security Framework (EISF) in 2019, SSI expanded its control to 25 digital topics, ranging from firewall technology and traditional data encryption, to end-point detection and prevention technologies, security using artificial intelligence, threat intelligence, and security operations center (SoC), Ddos, and even down to user behaviour analysis. The Company also recruited highly professional and experienced database management specialists, system and network engineers, equipped with modern equipment to take active control and supervision of all facilities and equipment in order to prevent potential bad situations.

In 2019, SSI had no recorded any damages to system security and any incidents related to loss of customer data.



GRI 419
SOCIO-ECONOMIC COMPLIANCE

Management Approach
Compliance with the laws and regulations related to the field of securities - finance is a criterion in the professional code of ethics of the Company committed by the BOD, Board of Management and employees. SSI acknowledges that the non-compliance with the laws and regulations in the economic - social sectors shall not ensure the sustainable development for the Company, directly influence on SSI's business operations, financial benefits and reputation. SSI's BOD and BOM pay special attention to this matter, thus, any legal risks due to intentional violation of legal regulations are unacceptable.

Reporting scope
GRI 419 – 1: Non-compliance with the laws and regulations in the social and economic area

During the year, all SSI's employees strictly complied with the laws and regulations related to its operations, SSI had no record of any minutes or notices associated to violation of the laws and regulations in the economic and social areas.



GRI400 - SOCIAL STANDARDS/ SOCIO-ECONOMIC COMPLIANCE



GRI STANDARDS INDEX

GRI STANDARDS	INFORMATION DISCLOSURE	REPORT CONTENT	PAGE NUMBER
GRI 100: UNIVERSAL STANDARDS			
ORGANIZATIONAL PROFILE			
102-1	Name of the organization	SSI general information	10
102-2	Activities, brands, products, and services	SSI general information	10
102-3	Location of headquarters	SSI general information	10
102-4	Location of operations	SSI general information	10
102-5	Ownership and legal form	SSI general information	10
102-6	Markets served	SSI general information	10
102-7	Scale of organization	SSI general information	10
102-8	Information of employees and other workers	Employment	72
102-11	Precautionary principle or approach	Key risks identification and management	32
102-13	Membership of associations	Active participation in market development	58
STRATEGY			
102-14	Statement from senior decision-maker	Message from the Chairman on sustainable development	04
102-15	Key impacts, risks, and opportunities	Key risks identification and management	32
ETHICS AND INTEGRITY			
102-16	Values, principles, standards, and norms of behavior	Ethics and integrity	42
102-17	Mechanisms for advice and concerns about ethics	Ethics and integrity	42
GOVERNANCE			
102-18	Governance structure	Organizational structure and key personnel Management model for sustainable development	20 39
102-20	Executive-level responsibility for economic, environmental and social topics	Management model for sustainable development	39
102-21	Consulting stakeholders on economic, environmental and social topics	Connecting different stakeholders for sustainable development goals	43
102-35	Remuneration policies	Remuneration and benefits for Board of Directors and Board of Supervisory	40
STAKEHOLDER ENGAGEMENT			
102-40	List of stakeholder groups	Connecting different stakeholders for sustainable development goals	43
102-42	Identifying and selecting stakeholders	Connecting different stakeholders for sustainable development goals	43
102-43	Approach to stakeholder engagement	Connecting different stakeholders for sustainable development goals	43
102-44	Key topics and concerns raised	Connecting different stakeholders for sustainable development goals	43

GRI STANDARDS	INFORMATION DISCLOSURE	REPORT CONTENT	PAGE NUMBER
REPORTING PRACTICE			
102-46	Defining report content and topic boundaries	Materiality identification	47
102-47	List of material topics	Materiality identification	47
102-50	Reporting period	Report overview	08
102-52	Reporting cycle	Report overview	08
102-53	Contact point for questions regarding the report	Report overview	08
102-54	Claim of reporting in accordance with the GRI Standards	Report overview	08
102-55	GRI content index	GRI Standards Index	90
GRI 200: ECONOMIC STANDARDS			
GRI 201: ECONOMIC PERFORMANCE			
103	Management approach	Economic performance – Management approach	52
201-1	Direct economic value generated and distributed	Economic performance	52
GRI 202: MARKET PRESENCE			
103	Management approach	Market presence –Management approach	57
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Market presence	57
GRI 203: INDIRECT MARKET IMPACTS			
103	Management approach	Indirect market impacts – Management approach	58
203-2	Significant indirect economic impacts	Indirect market impact	58
GRI 205: ANTI-CORRUPTION			
103	Management approach	Anti-corruption – Management approach	62
205-2	Communication and training about anti-corruption policies and procedures	Anti-corruption	62
205-3	Confirmed incidents of corruption and actions taken	Anti-corruption	62
GRI 300: ENVIRONMENT STANDARDS			
GRI 302: ENERGY			
103	Management approach	Energy – Management approach	66
302-1	Energy consumption within the organization	Statistics of electricity and fuel usage at SSI	66
GRI 307: ENVIRONMENTAL COMPLIANCE			
103	Management approach	Environmental compliance – management approach	69
307-1	Compliance with the environmental laws and regulations	Environmental compliance	69

GRI STANDARDS	INFORMATION DISCLOSURE	REPORT CONTENT	PAGE NUMBER
GRI 400: SOCIAL STANDARDS			
GRI 401: EMPLOYMENT			
103	Management approach	Employment – Management approach	72
401-1	New employee hires and employee turnover	Labor turnover	74
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Improving employee's living standards through a comprehensive benefit system	56
GRI 404: TRAINING AND EDUCATION			
103	Management approach	Employment – Management approach	75
404-1	Average hours of training per year per employee	Developing an outstanding team in finance - securities industry	75
404-2	New employee hires and employee turnover	Labor turnover	75
404-3	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Improving employee's living standards through a comprehensive benefit system	75
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY			
103	Management approach	Diversity and equal opportunity – Management approach	78
405-1	Diversity of governance bodies and employees	Labor structure of governance bodies and employeessecurities industry	78
405-2	Ratio of basic salary and remuneration of women to men	Ensuring income and economic benefits of personnel based on performance	80
GRI 413: LOCAL COMMUNITY			
103	Management approach	Local community - Management approach	82
413-1	Operations with local community engagement, impact assessments, and development programs	Local community	82
GRI 418: CUSTOMER PRIVACY			
103	Management approach	Customer privacy – Management approach	87
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer privacy	87
GRI 419: SOCIO-ECONOMIC COMPLIANCE			
103	Management approach	Socio-economic compliance – Management	88
419-1	Non-compliance with the laws and regulations in the social and economic area	Socio-economic compliance	88



SSI SECURITIES CORPORATION
Headquarter: 72 Nguyen Hue, Ben Nghe Ward, District 1, Ho Chi Minh City
Tel: (+84) 28 3824 2897 - Fax: (+84) 28 3824 2997