SSI

CONQUER THE UNPLANNED

SUSTAINABLE DEVELOPMENT REPORT 2020

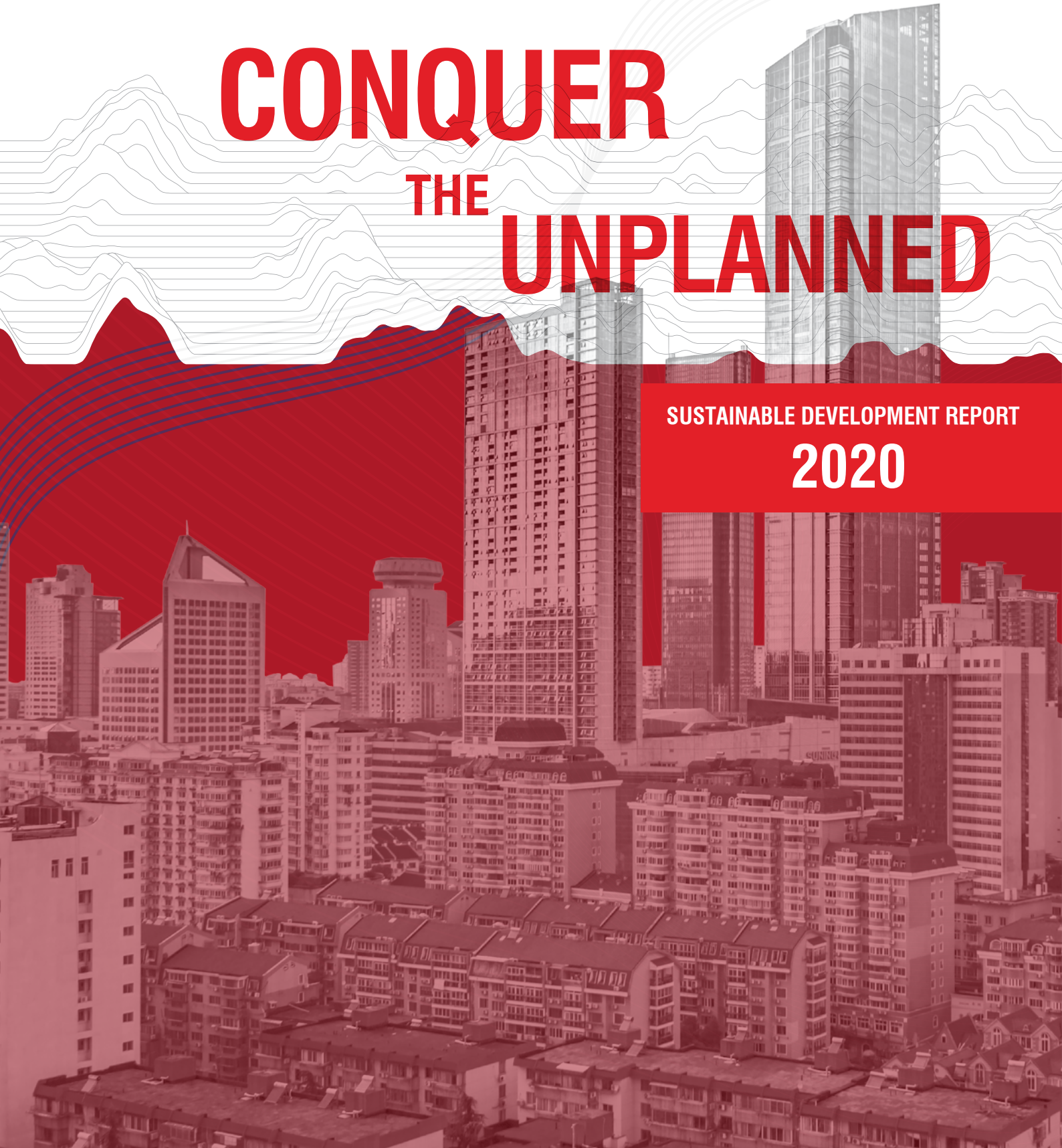


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MESSAGE FROM THE CHAIRMAN ON SUSTAINABLE DEVELOPMENT

Dear Valued Shareholders,

In 2020, the unprecedented outbreaks and spreading of the acute respiratory infectious pandemic caused by a new strain of the Coronavirus (Covid-19) have immediately impacted all economic and social aspects and completely changed the economic prospect. The pandemic has broken global supply chains, diverted investment and commercial capital flows, exposed many “vulnerabilities” in the risk management process of each company. Countries and enterprises have been severely impacted, per capita income has decreased, millions of people over the world are likely to be unemployed and pushed to the verge of poverty. In addition to the negative influence of the Covid-19, Vietnam has also suffered from climate change, natural disaster, devastating floods, which has caused serious consequences in many localities. In that context, the community of enterprises as a whole and SSI are aware of the critical importance of incorporating sustainable development goals into the business strategy of each company. Only businesses which have been sustainably built and developed are capable of surviving a test of endurance to make a breakthrough in the face of challenges and difficulties.

Coming into operation at the same time with the birth of Vietnam's securities market, in the past two decades of establishment and development, SSI has always prioritized and considered the aim of market development as the company’s goal, SSI has consistently made every endeavor to accomplish the mission “connecting capital to opportunities” and realized the vision “the business of success”, provided the best products and services to Customers, fostered a sense of solidarity among SSI’s Team members, attracted high-qualified human resource, brought about best interests to Shareholders, actively contributed to Community and Society.

In 2020, SSI kept on implementing strategies for sustainable development, maintained a balance between economic - social - environmental goals, and attained impressive achievements. The company accomplished outstanding business results, fulfilling 166% of the business plan in terms of revenue, and 179% in terms of profit, this result put the company in the list of enterprises with the largest contribution to the State budget and generated sustainable values for Shareholders. In addition, the company also offered an indirect contribution to economic - social development as follows: implementing business consultancy with drastic measures to mobilize capital, which opened a new channel to direct and distribute capital to the economy in the long run; actively participating in the construction of the stock market, pioneering in developing new products, upgrading current products to raise the level of customer’s satisfaction. Jobs and remuneration packages for employees were secured without being influenced by the epidemic, which enabled employees and their families to have stable living conditions; training and recruiting activities were given great emphasis and promptly shifted from offline to online. Besides, the company’s efficient management met the highest standards in the region, adhered to its principle of transparency in all activities, SSI effectively managed risks and controlled compliance, sustained interests, and fairness to Shareholders.

With the commitment “voluntarily performing corporate social responsibility, joining hands for community development”, in 2020, SSI actively took joint actions with the community to prevent and relieve consequences of natural disasters, epidemic diseases; in parallel with investment and design of educational programs for the young generation, which contributed to shaping a better society.

Despite operating in the finance sector which does not exert a direct impact on the environment, SSI is always well aware of the responsibility to make a valuable contribution to preserve the environment for a sustainable future by strictly complying with regulations on environment protection; engaging employees in internal activities to raise awareness of the proper use of energy and natural resources; applying measures to supervise energy consumption and waste disposal in operational activities to minimize negative impacts on the environment.

Heading toward the next year in our journey of “connecting capital to opportunities”, SSI will remain consistent with its chosen mission and commit to accomplishing sustainable development goals for SSI and stakeholders. I would like to thank our Shareholders, Customers, Partners, and all Employees for your support and fellowship over the years.

I wish you all an abundance of health and success!

Ho Chi Minh City, April 15, 2021

Chairman of the Board of Directors

NGUYEN DUY HUNG

From **Zero** to **Hero**

HERO OF LABOR IN THE DOI MOI ERA

On December 27, 2020, at the City Hall of the City Party Committee of Ho Chi Minh city, SSI Securities Corporation was honored to confer the title of "Hero of Labor" in the Doi Moi era - and became the first private securities company to receive this title. During more than two decades of development (1999-2020) with only VND 6 billion and 13 people and a desire to rise, up to now, SSI has not only become a leading securities company in Vietnam, but also ranked second in Southeast Asia in terms of scale, total capital, profit, and market value. With unremitting efforts, SSI has become a leading unit in the industry by effectively contributing to every stage development of the stock market.





GRI 100

GENERAL INFORMATION

GRI 101 – REPORT OVERVIEW

GRI 102 – GENERAL DISCLOSURES

GRI 101

GRI 101 - REPORT OVERVIEW



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.

For many years, SSI has 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 2020 was prepared for the fiscal year ended on 31 December 2020. All data in the report is collected from SSI's actual activities at the Head Office and Branches/Transaction Offices nationwide, from 1 January 2020 to 31 December 2020. Financial data in the report is referenced from the audited Consolidated Financial Report for the year 2020 and previous years.

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 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 OVERVIEW

Vision

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.

We put all our resources and ideas behind bringing success to our clients, our people, our shareholders and the communities we operate in.



Mission

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

S Solutions-Led

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

S Skilled

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

I Inventive

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

SSI General 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 the Vietnam financial market, the Company has become a leading financial institution, which has the fastest growth rate, with its charter capital increasing more than 1000 times. With strong financial capability, high standard corporate governance, and professional human resource, SSI provides clients with a comprehensive range of financial products and services, maximizing shareholders' value. Currently, The Company has a wide network of Branches/ Transaction Offices, covering major cities throughout Vietnam, such as Hanoi, Ho Chi Minh City, Hai Phong, Nha Trang.

Company name	SSI Securities Corporation (SSI) (Formerly known as Saigon Securities Incorporation)
Legal Representative	Mr. Nguyen Duy Hung (Chairman)
Date of incorporation	30/12/1999
Charter Capital (as at 31/12/2020)	VND 6,029,456,130,000
Owner's equity (as at 31/12/2020)	VND 9,872,797,052,319
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
The number of employees (as of 31/12/2020)	909 including 487 employees who are fully certified for securities license

Development History

1999 - 2002

30/12/1999: SSI was founded with its head office located in Ho Chi Minh City, operated in two major segments: Brokerage Services & Investment Advisory. Initial charter capital was VND 6 billion;

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;

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

2003 - 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 - 2008

11/2006: Successfully implement the first convertible bond issuance on the Vietnam Stock Exchange for SSI itself, pioneering a new form of issuance for public and listed companies, in addition to ordinary share issuance;

12/2006: SSI stock was officially listed on the Hanoi Securities Trading Center (now known as Hanoi Stock Exchange);

08/2007: SSI Asset Management (SSIAM), SSI's Limited Company was established;

10/2007: SSI switched its stock listing to Ho Chi Minh City Trading Center (now known as Ho Chi Minh Stock Exchange);

04/2008: Charter capital was raised to VND 1,366.7 billion;

06/2008: Daiwa became the Strategic Shareholder of SSI.

2009 - 2011

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

05/2010: Charter capital was raised to VND 3,511.1 billion.

2012 - 2014

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

2015 - 2017

04/2015: SSI successfully issued two private placements of non-convertible and unsecured corporate bonds: phase 1 in January 2015 with a total value of 500 billion VND and phase 2 in April 2015 with a total value of 300 billion VND;

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

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 the Derivatives trading market.

2018 - 2020

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 the abbreviation of the company's name and ticker symbol;

06/2019: SSI was officially granted a certificate of offering Covered Warrants;

02/2020: Charter capital was raised to VND 6,029.5 billion;

06/2020: SSI is the first and only Securities Company holding the Annual General Meeting of Shareholders in 2020 using online platforms, demonstrating its efforts to increase shareholder benefits;

12/2020: SSI is the first private securities company conferred the noble Title "Hero of Labor" by the Communist Party and the Socialist Republic of Vietnam.

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, ETFs, certificates of deposit and corporate bond; Initial Public Offering (IPO) and Coverage Warrants auction house; 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 for different companies and clients' needs

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.

Major Awards

In 2020, SSI was conferred the noble Title - **"Hero of Labor"** during the Doi Moi era by the Socialist Republic of Vietnam. This is Vietnam's highest recognition towards enterprises and SSI is the first Securities Company to be awarded this noble title.

Other awards in 2020

ASIAMONEY BROKERS POLL

Awards from the Asiamoney Brokers Poll for 8 consecutive years. In 2020, SSI achieved a total of 31 award categories, including 6 general award categories for brokerage services and 25 award categories for individuals in the 2 groups for analysis and sales. Especially, the two new categories of this year's award including "Best retail broker (as voted by retail clients)" and "Best analyst/commentator (as voted by retail clients)" both belong to SSI.

6 award categories for sales services

- Best local brokerage
- Best for overall research
- Best overall sales
- Best for corporate access
- Best for execution
- Best retail broker (as voted by retail clients)

19 individual awards for SSI analysts in the fields of market research and analysis

6 individual awards for best salesperson and best sales trader

ASIAMONEY

Other awards from Asiamoney

- "Best Securities House in Vietnam" in 2020
- "Best Corporate and Investment Bank" in 2020

THE ASSET

Awards from The Asset

- "Best corporate and institutional advisor – Domestic" in 2018 - 2019 - 2020
- "Best equity adviser" in 2020

FINANCEASIA

Awards from FinanceAsia

"Country awards – Best broker" in 2008 – 2009 – 2010 – 2011 – 2014 – 2015 – 2016 – 2019 – 2020

ALPHA SOUTHEAST ASIA

Awards from Alpha Southeast Asia

- "Best retail brokerage in Vietnam" in 2017 – 2018 – 2019 – 2020
- "Best M&A House in Vietnam" in 2020
- "Best overall asset and fund manager" in 2020

ASIA ASSET MANAGEMENT

Awards from Asia Asset Management

- "Fund launch of the year" in 2020
- "CEO of the year" in 2012 – 2013 – 2014 – 2015 – 2016 – 2020

FORBES

Awards from Forbes

- "Top 50 Best Listed Companies in Vietnam" in 2014 – 2015 – 2016 – 2017 – 2018 – 2019 – 2020
- "Top 50 Most Valuable Brands Vietnam" in 2016 – 2017 – 2018 – 2019 – 2020
- "Top 50 Leading Brands of Vietnam" in 2020

INVESTMENT MAGAZINE AND AVM

Awards from Investment Magazine and AVM

The most outstanding securities company of M&A category in 2019 – 2020

STATE SECURITIES COMMISSION HOSE HNX

Awards from Hanoi Stock Exchange, Ho Chi Minh Stock Exchange and Vietnam Securities Depository

- "Certificate of Merit from SSC for contributions to the development of HOSE and Vietnam stock market in the period of 2015 - 2020"
- "Outstanding member of HOSE" in 2020
- "Top 10 outstanding Securities Company in HNX and HOSE"

VIETSTOCK AND VAFE

Awards from Vietstock and VAFE (Vietnam Association of Financial Executive)

"Listed companies that fully and promptly meet the obligation to disclose information on the stock market" in 2020

Awards

Top 500 Vietnamese Largest Private Enterprises (VNR500)

for 13 consecutive years (2008 – 2020)

Top 500 Fastest-Growing Firms in Vietnam (FAST500)

in 2016 – 2017 – 2018 – 2019 – 2020

Top 500 Most Profitable Private Enterprises in Vietnam (PROFIT500)

in 2018 – 2019 – 2020

Top 500 Most Profitable Enterprises in Vietnam (PROFIT500)

in 2020

Top 1000 Enterprises with Largest Tax Contribution in Vietnam (V1000)

for 9 consecutive years

Top 10 large-cap listed companies with the best annual reports

in eight years 2009 - 2010 - 2011 - 2012 - 2013 - 2016 - 2018 – 2020



HERO OF LABOR IN THE DOI MOI ERA

2009-2019

Branch Network

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

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

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

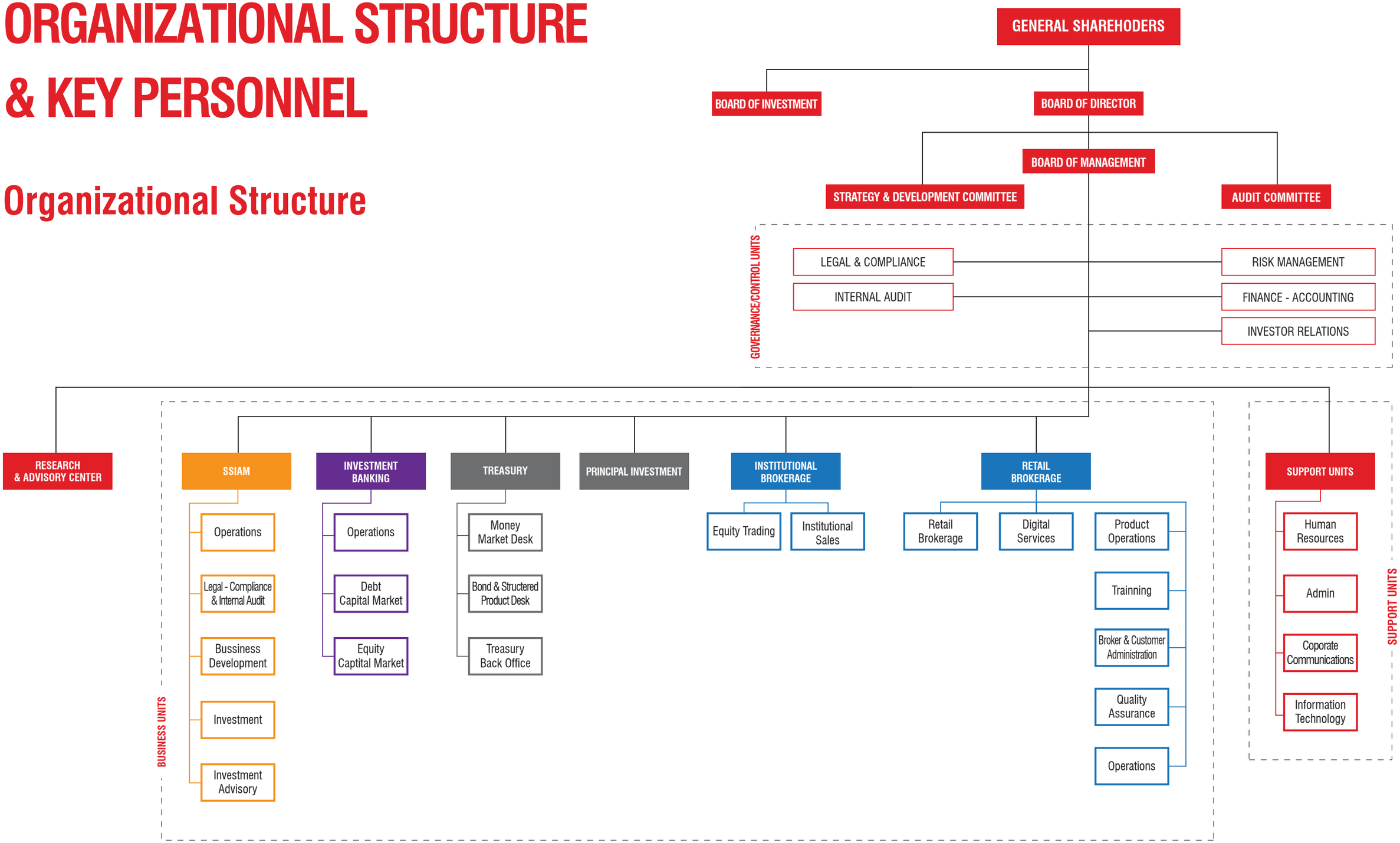
22 Ly Tu Trong, Hong Bang District, Hai Phong City
Tel: (+84) 225 3569123 - Fax: (+84) 225 3569130

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

ORGANIZATIONAL STRUCTURE & KEY PERSONNEL

Organizational Structure



KEY PERSONEL

BOARD OF DIRECTOR AND AUDIT COMMITTEE



Mr.

Nguyen Duy Hung

Chairman

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



Mr.

Nguyen Hong Nam

Board Member and Chief Executive Officer; Spokesman

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.

Mr. Ngo Van Diem

Board Member, Head of Audit Committee

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).



Mr.

Nguyen Duy Khanh

Board Member

Mr. Khanh holds a B.A in Finance from The University of George Washington, United States.
He had worked with SSI during the implementation phase of the Conversion project consulted by McKinsey. He supported the establishment of SSI International Corp and made a 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 in many positions in various countries such as Japan, Hong Kong, the USA, Singapore and Taiwan. He has held senior positions at Daiwa Group and has been responsible for major duties in leadership roles 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, Audit Committee 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 of over 15 years in restructuring and equitizing state-owned enterprises.
Mr. Muon holds a PhD in Economics.

BOARD OF SUPERVISORY



Mr.

Nguyen Van Khai

Head of the Supervisory Board

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.

According to the GMS's Resolution No. 01/2020/NQ-DHĐCĐ dated June 27, 2020, the GMS approved changes of the Management's organization structure according to a new operational model with the newly established Audit Committee under the BOD and dismissed BOS. The GMS dismissed Mr. Nguyen Van Khai, Mr. Dang Phong Luu and Ms. Le Cam Binh, members of the BOS, on June 27, 2020.

Key Persons

BOARD OF DIRECTOR



Mr. **NGUYEN DUY HUNG**
Chairman



Mr. **NGUYEN HONG NAM**
Chief Executive Officer

STRATEGY & DEVELOPMENT COMMITTEE



Mr. **DIEP THE ANH**
R&D Director

GOVERNANCE/CONTROL UNITS



Mr. **NGUYEN KIM LONG**
Director of Legal & Compliance



Mrs. **LE CAM BINH**
Director of Internal Auditor



Mrs. **NGUYEN THI THANH HA**
Chief Financial Officer



Mrs. **HOANG THI MINH THUY**
Chief Accountant



Mr. **DANG MANH CUONG**
Director of Risk Management

RESEARCH & ADVISORY CENTER



Mrs. **HOANG VIET PHUONG**
Head of Research

BUSINESS UNITS

SSIAM



Mrs. **LE THI LE HANG**
Chief Executive Officer



Mrs. **TO THUY LINH**
COO



Mr. **NGUYEN PHAN DUNG**
Deputy CEO

INSTITUTIONAL BROKERAGE



Mr. **MAI HOANG KHANH MINH**
Managing Director - Equity Trading



Mr. **NGUYEN ANH DUC**
Managing Director - Institutional Sales



Mrs. **NGO THU NGA**
Director of Equity Trading



Mrs. **CAO THI NGOC QUYNH**
Director of Institutional Sales



Mr. **PHAM QUOC DAT**
Director of Institutional Sales

RETAIL BROKERAGE



Mr. **BUI THE TAN**
Managing Director



Mrs. **DO THI THANH THUY**
Deputy Managing Director



Mr. **NGUYEN CHI TRUNG**
Deputy Managing Director



Mrs. **HUYNH THI THANH THAO**
Director of Operations

INVESTMENT BANKING



Mrs. **NGUYEN NGOC ANH**
Managing Director



Mrs. **HOANG HAI YEN**
Director



Mrs. **CHU THI ANH NGUYET**
Director



Mr. **NGUYEN HOANG VIET**
Director

TREASURY



Mrs. **NGUYEN VU THUY HUONG**
Managing Director



Mr. **DUONG MINH DUC**
Director
of Money Market Desk



Mr. **PHAM TUNG LAM**
Director of Bond
& Structured Product Desk

PRINCIPAL INVESTMENT



Mrs. **NGUYEN VU THUY HUONG**
Managing Director



Mr. **NGUYEN DUC THONG**
Director
of Derivatives Trading

SUPPORT UNITS



Mrs. **DOAN NGOC LY LY**
Chief Operating Officer



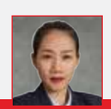
Mrs. **BUI THI HONG NHUNG**
Chief Personnel Officer



Mr. **YAM WAI ON (STEVE YAM)**
Chief Information Officer



Mrs. **LUONG LAN MY**
Director of Corporate Communications



Mrs. **VU THI THU TRANG**
Admin Manager

Key Financial Highlights

Business performance	2016	2017	2018	2019	2020
Net revenue (VND)	2,540,929,472,830	3,043,190,092,433	3,938,662,332,650	3,301,484,401,084	4,575,554,619,785
Net profit from operating activities (VND)	1,141,560,999,946	1,392,314,526,117	1,567,029,926,018	1,098,616,647,855	1,552,457,656,856
Other profits	2,501,998,996	12,706,882,916	56,183,537,937	6,906,913,602	5,095,628,207
Total profit before tax (VND)	1,144,062,998,942	1,405,021,409,033	1,623,213,463,955	1,105,523,561,457	1,557,553,285,063
Profit after tax	94,466,423,550,041	1,161,104,595,823	1,302,937,242,558	907,096,976,031	1,255,931,818,955
Profit after tax of the parent company's shareholders (VND)	946,703,413,703	1,161,852,985,813	1,304,930,180,565	909,201,424,729	1,257,372,470,832

Balance sheet	2016	2017	2018	2019	2020
Total assets (VND)	14,006,830,388,635	18,764,375,171,848	23,825,626,725,361	27,044,115,024,913	35,769,528,008,239
Charter capital (VND)	4,900,636,840,000	5,000,636,840,000	5,100,636,840,000	5,100,636,840,000	6,029,456,130,000
Total number of weighted average shares	480,436,945	490,089,282	499,834,406	508,772,958	599,014,915
Owner's equity (VND)	7,906,811,867,993	8,616,249,695,902	9,155,664,527,633	9,401,059,780,205	9,872,797,052,319

Asset structure	2016	2017	2018	2019	2020
Current assets/Total assets	90.41%	91.81%	93.47%	82.42%	81.19%
Long-term assets/Total assets	9.59%	8.19%	6.53%	17.58%	18.81%

Capital structure	2016	2017	2018	2019	2020
Liabilities/Total assets	43.55%	54.08%	61.57%	65.24%	72.40%
Equity/Total assets	56.45%	45.92%	38.43%	34.76%	27.60%

Rate of returns	2016	2017	2018	2019	2020
Profit after tax/Total assets (ROA)	6.74%	6.19%	5.47%	3.35%	3.51%
Profiy after tax/Equity (ROE)	12.1%	13.6%	14.3%	9.72%	12.8%
Profit after tax/Charter capital	19.28%	23.22%	25.54%	17.78%	20.83%
Profit after tax/Net revenue	37.18%	38.15%	33.08%	27.48%	27.45%
Basic interest per EPS share (VND)	1,843	2,208	2,428	1,430	1,955

Solvency ratios	2016	2017	2018	2019	2020
Current ratio (Current assets/Current liabilities)	2.17	1.84	1.65	1.36	1.12
Quick ratio (Cash, cash equivalents and short-term financial investments/Current liabilities)	2.13	1.81	1.65	1.35	1.11

2020 Highlights

Consolidated revenue reached VND **4,580.8** billion
growth **38.5%***

Profit before tax reached VND **1,557.6** billion
growth **40.8%***

Total assets reached VND **35,769.5** billion
growth **32%** *

The **7th consecutive year on Top 1 of brokerage market share**
with **11.87%**

Total margin balance at the end of the year reached VND **9,226.2** billion
1.7 times higher *

The first industry index fund in Vietnam - **ETF SSIAM VNFIN LEAD**
achieved a profit rate of **35.6%**

10% **cash dividend** & **16%** **stock dividend were paid successfully**

More than VND **498.64** billion was paid for employees in 2020
16.7% higher *

(*) than in 2019



ASIAMONEY BROKERS POLL

Awards for 8 consecutive years

- Best local brokerage
- Best for overall research
- Best overall sales
- Best for corporate access
- Best for execution
- Best retail broker (as voted by retail clients)

ASIAMONEY

- "Best Securities House in Vietnam" in 2020
- "Best Corporate & Investment Bank" in 2020

THE ASSET

- "Best Corporate and Institutional Adviser -Domestic" in 2018 - 2019 - 2020
- "Best Equity Adviser" in 2020

FINANCEASIA

- "Country awards - Best Broker" in 2008 - 2009 - 2010 - 2011 - 2014 - 2015 - 2016 - 2019 - 2020

ALPHA SOUTHEAST ASIA

- "Best Retail Broker in Vietnam" in 2017 - 2018 - 2019 - 2020
- "Best M&A House in Vietnam" in 2020
- "Best Overall Asset & Fund Manager" in 2020

ASIA ASSET MANAGEMENT

- "Fund Launch of the Year" in 2020
- "CEO of the Year" in 2012 - 2013 - 2014 - 2015 - 2016 - 2020

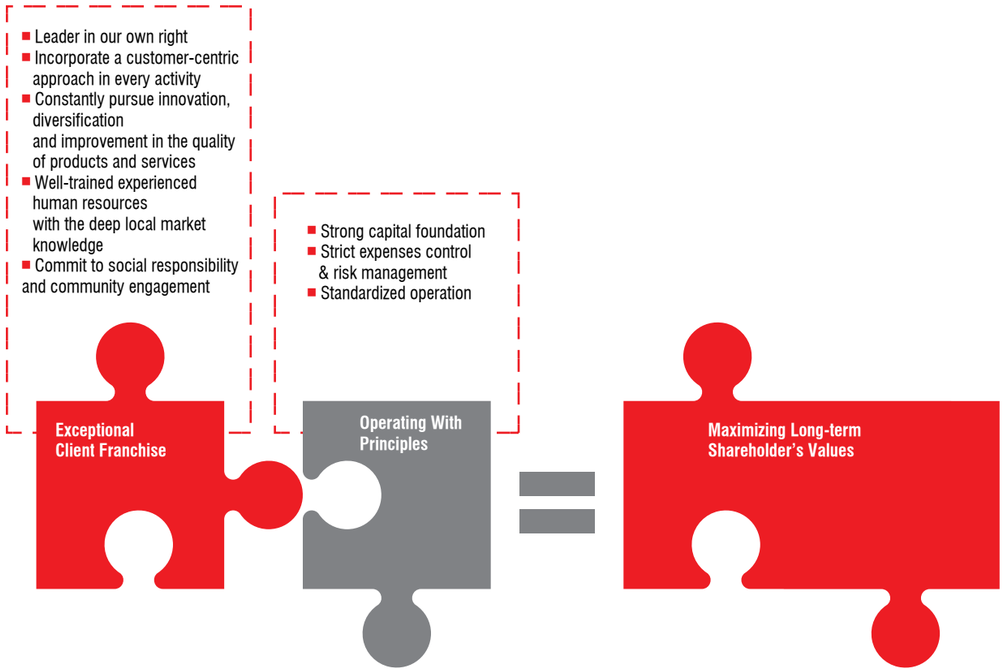
SUSTAINABLE DEVELOPMENT STRATEGY

SSI General Development Strategy

Since our early days, SSI has been always loyal to the mission of "Connecting capital and opportunities", SSI strives to raise capital through the stock market, contributing to forming a capital channel, stimulating capital creation and distributing long-term capital according to the market mechanism for the economy; arousing and mobilizing great resources of the country, promoting economic development. The Company has always set and maintained its goal of being a leading financial institution in Vietnamese and reaching out to the international market; with a customer-centric approach, taking the success of customers is the business principle to not only operate effectively and profitably, but also protect investors from losing assets.

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. Accompanying with each 5-year development strategy, there is always a 3-year plan of action that has brought SSI impressive development steps.

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 (U.S-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 assessments of impact from macroeconomic conditions, change in legal regulations, policies, etc. on a single specific sector for appropriate adjustments in margin lending activities.
- Investment in stocks: SSI continues to invest in essential sectors of the economy with stable development potential and less impacted by market fluctuation. In addition, SSI also appoints its representatives to sit on BOD/ BOS of investee companies where the Company has a large portion of ownership in order to accompany them aiming at better management of post-disbursement investments. .
- Investment in derivatives: limit risk raising from the 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 the illiquid, price dropped or delisted stocks; in addition, unable to add collateral from clients (for margin lending).

Risk Management:

- Investments in Deposits: SSI always reviews carefully 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 an 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 the concentration of outstanding lending balance as well as alert levels for timely recovery of debts;
  - Monitor the outstanding balance, concentration of outstanding balance by clients, stocks 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.

4. System risk and information securities

Risk identification:
Including risks occurring 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 a 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: referring to the risk that the Company must face if 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 employees' awareness of compliance 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 a legal department consisting of certified lawyers and uses of services of professional legal consulting organizations in case of necessity. The 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.

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 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 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.

Impacts 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 a medium - long term capital mobilization channel, contributing initiatives in the 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 the 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 nationwide. Paying attention to developing high quality human resources for training, developing the team, searching for & nurturing talents;
- Taking a customer-centric approach in every activity, managing safely accounts of over 196 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 are insignificant. The Company focuses on minimizing the impacts of 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 the 2030 Agenda, under 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 sustainable economic growth along with the realization of progress;
- Social justice and protection of the ecological environment;
- Effectively manage and use natural resources;
- Take urgent action to combat climate change;
- Ensure all people have opportunities to develop their potentials, participate in and equally enjoy the results of peaceful, prosperous, universal, democratic, fair, civilized and sustainable social development and construction.

SSI develops its action strategy and plan for sustainable development based on 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, the stock market is 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 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 the 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 a 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 every employee.



Remuneration and Benefits for Board of Directors and Board of Management

2020 operation fund for BOD and BOM was VND 3 billion, which was approved by the GSM and in accordance with GSM's Resolution 01/2020/NQ-ĐHĐCĐ dated June 27, 2020.
The remuneration and benefits for members of the BOD / BOS are as follows:

STT	Name	Position	Non-executive member	Executive Member	Salary	Remuneration	Performance bonus	Welfare
1	Mr. Nguyen Duy Hung	Chairman cum CEO (from January 1 2020 until July 31 2020)		✓	✓		✓	✓
2	Mr. Nguyen Hong Nam	Member of BOD cum CEO (from August 1 2020)		✓	✓		✓	✓
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	✓					

Remuneration and salary of members of the BOD and BOM in 2020

Total income of members of BOD and Board of Management in 2020 was VND 15,876,134,346.
In particular, the remuneration and salary of each member are as follows:

Name	Position	Salary (VND)	Remuneration (VND)
Mr. Nguyen Duy Hung	Chairman cum CEO (from January 1 2020 until July 31 2020)	6,500,000,000	
Mr. Nguyen Hong Nam	Member of BOD cum CEO (from August 1 2020)	4,279,545,455	
Mr. Ngo Van Diem	Member of BOD		
Mr. Pham Viet Muon	Member of BOD		
Mr. Nguyen Duy Khanh	Member of BOD		300,000,000
Mr. Hironori Oka	Member of BOD		

Periodic bonus and welfare of members of the BOD and Board of Management

The BOD executive members and BOD members who participated in Company's operation received periodic bonus and welfare from the Company welfare fund which was established on retained earnings and based on 2020 business performance approved by the GSM.

Other benefits for members of the BOD and Board of Management

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 who participate in the company operation activities. Other members of the BOD only receive the per diem allowance (if any).



ETHICS AND INTEGRITY



Values, Principles and Standards of Behaviors

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 anti-corruption programs and procedures. The provisions on anti-corruption are 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 the 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.

SSI Brokers are required to thoroughly understand and sign commitments to comply with the laws and internal regulations when performing consulting services, offering products to customers, included but not limited to the provisions extracted from the laws, the Company Rules, the Code of Ethics such as avoidance of conflicts of interest, honesty with customers, no corruption, protection of reputation and property of the Company etc.

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

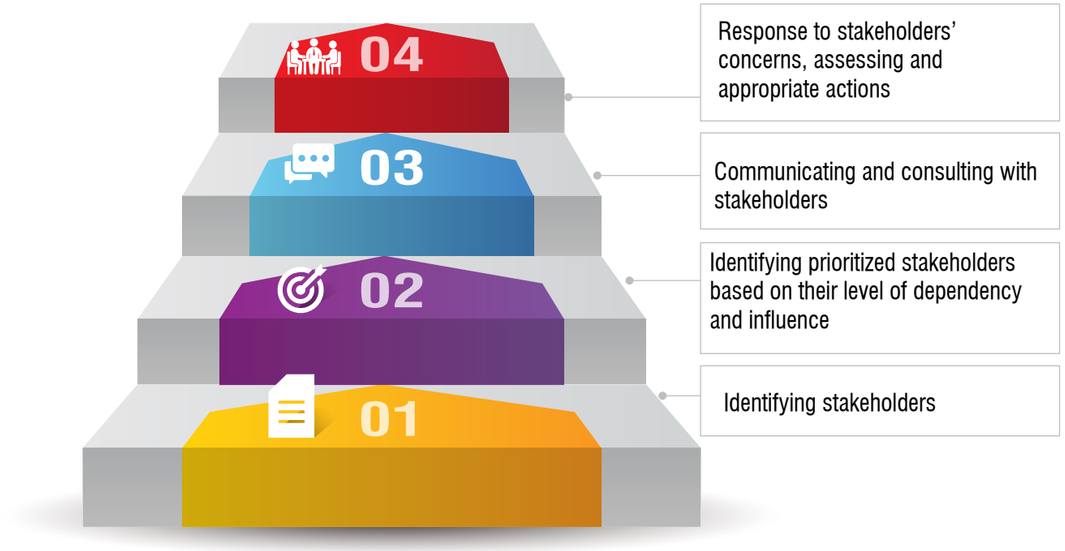
Consulting Mechanism and Report on Concerns about Ethics

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

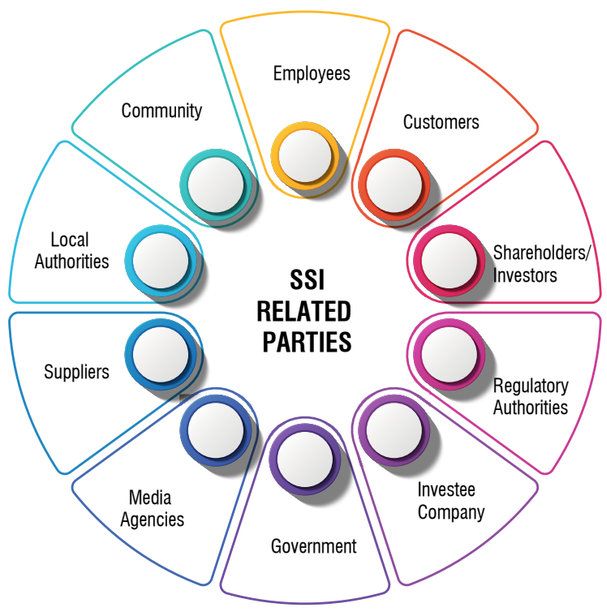
In 2020, SSI had no report on concerns about ethics.

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 the currently concerned and anticipated sustainable development, from which, key elements are identified for planning and implementing necessary actions to meet such expectations.
The procedure for consulting with stakeholders is as follow:



The stakeholders of SSI are identified as follows:



The 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. Especially in 2020, due to the outbreak of the Covid-19 pandemic, online communication methods were promoted by the Company, helping to maintain continuous connection, and listening to opinions from stakeholders. It also helps SSI timely adjust programs and policies to bring the best value to all parties.

Stakeholders	Communication/Meeting channel	Frequency of conversation
Employees	Internal communication Regular company events	Continuously Quarterly/annually, continuously via online mode especially in 2020
	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 for the building and developing of sustainable relationships that are based on trust and transparency in information exchange and on mutual interests.

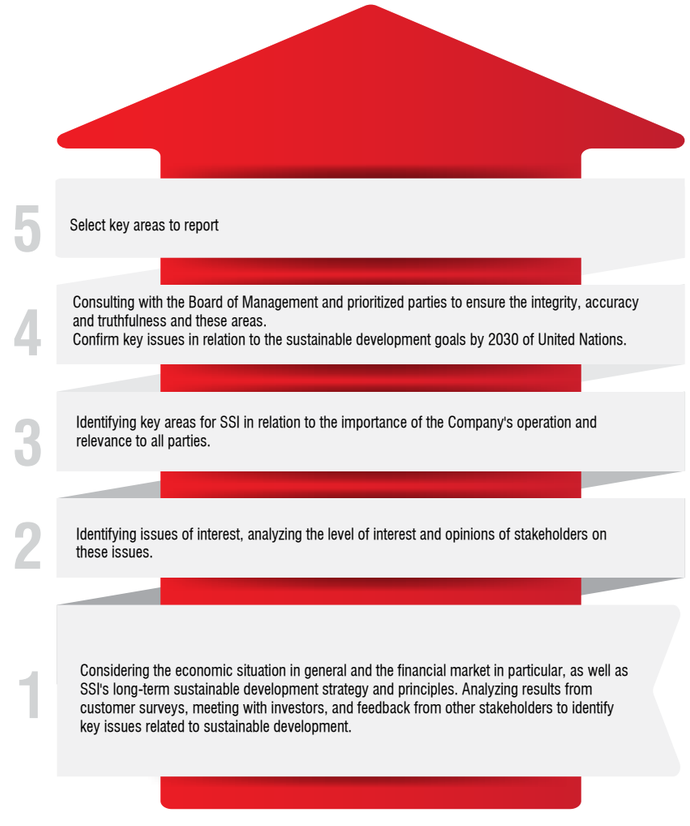
Stakeholders	Matters of Interest	SSI's actions
Employees	■ Job stability, opportunities for growth, working environment ■ Compensations, benefits, employee health care policies ■ Training & development ■ Recruitment process	■ SSI builds a dynamic, modern and equitable working environment for all employees. The evaluation system is built effectively in details, correctly evaluating contributions of employees to the Company's growth; ■ Along with a recruitment process that 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. ■ Especially in 2020, in the context of the Covid-19 pandemic, the employee's health was always considered the top priority. When Vietnam discovered the first patient infected with Covid-19, the Company immediately implemented options for 50%, even at times, 90% of its employees working from home to ensure the safety of employees, complied with the regulations of social distancing and still maintained business activities at the same time. SSI provided antibacterial hand sanitizer, medical masks to employees and customers from the very beginning. Offices were sprayed weekly with disinfection to minimize the risk of infection. The air purifier was equipped as an additional support measure to keep employees healthy;
Clients	■ Product/service quality, the capacity to meet specific demands ■ System stability and information securities ■ 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 the 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 products to the market (covered warrant and corporate bond), creating more investment options, helping customers limit risks when the market is volatile. In 2020, when a large number of F0 investors entered the stock market, SSI's iWin emulator software worked effectively as an important steppingstone for new investors to understand the market, contributing to the success of new investors - an important factor for the outstanding development of the stock market in this special year. ■ In 2020, The Company also invested resources to research, develop and introduce new products, constantly updating many supportive utilities on existing products and trading tools. Especially, SSI officially launched the online account registration service using eKYC (Electronics Know Your Customer) technology to help investors immediately open their accounts within a few minutes without visiting SSI branches/transaction offices. eKYC technology gives customers access to a series of SSI's digital transactional services, so that the Company would better serve customers anytime - anywhere, especially in regions that do not have any SSI's branches, transaction offices, and broker team. ■ 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 behavior 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, expanding forms of connection through online tools in the context of limited travel restrictions to maintain interactions with shareholders and potential investors.
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;
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 regularly 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 companies and is fully aware of our responsibility in promoting ESG (Environmental, Social and Governance) in their activities. SSI sends its representatives to sit in their BOD, or BOS, to assist them to improve corporate governance, encourage transparency in the decision-making process. Besides, SSI also introduces independent BOD member to them to enhance transparency and reduce conflict of interests.
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 factors.

MATERIALITY IDENTIFICATION

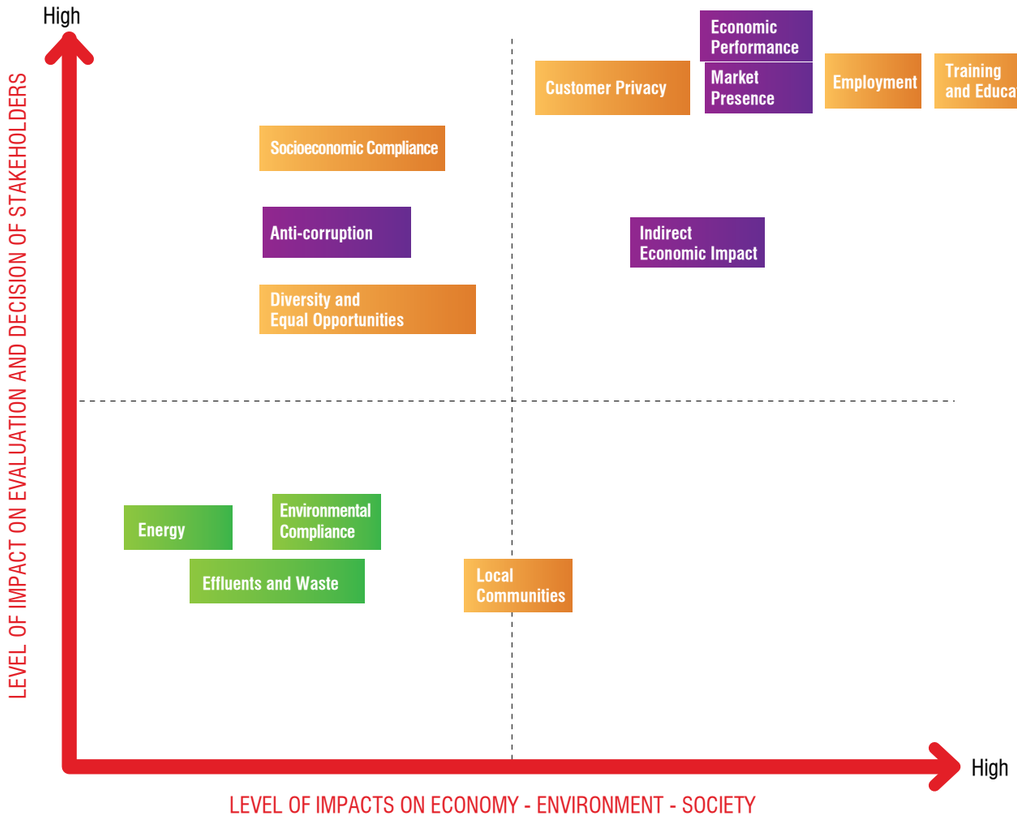


The process of evaluating key areas in order to determine the report's contents includes the following steps:



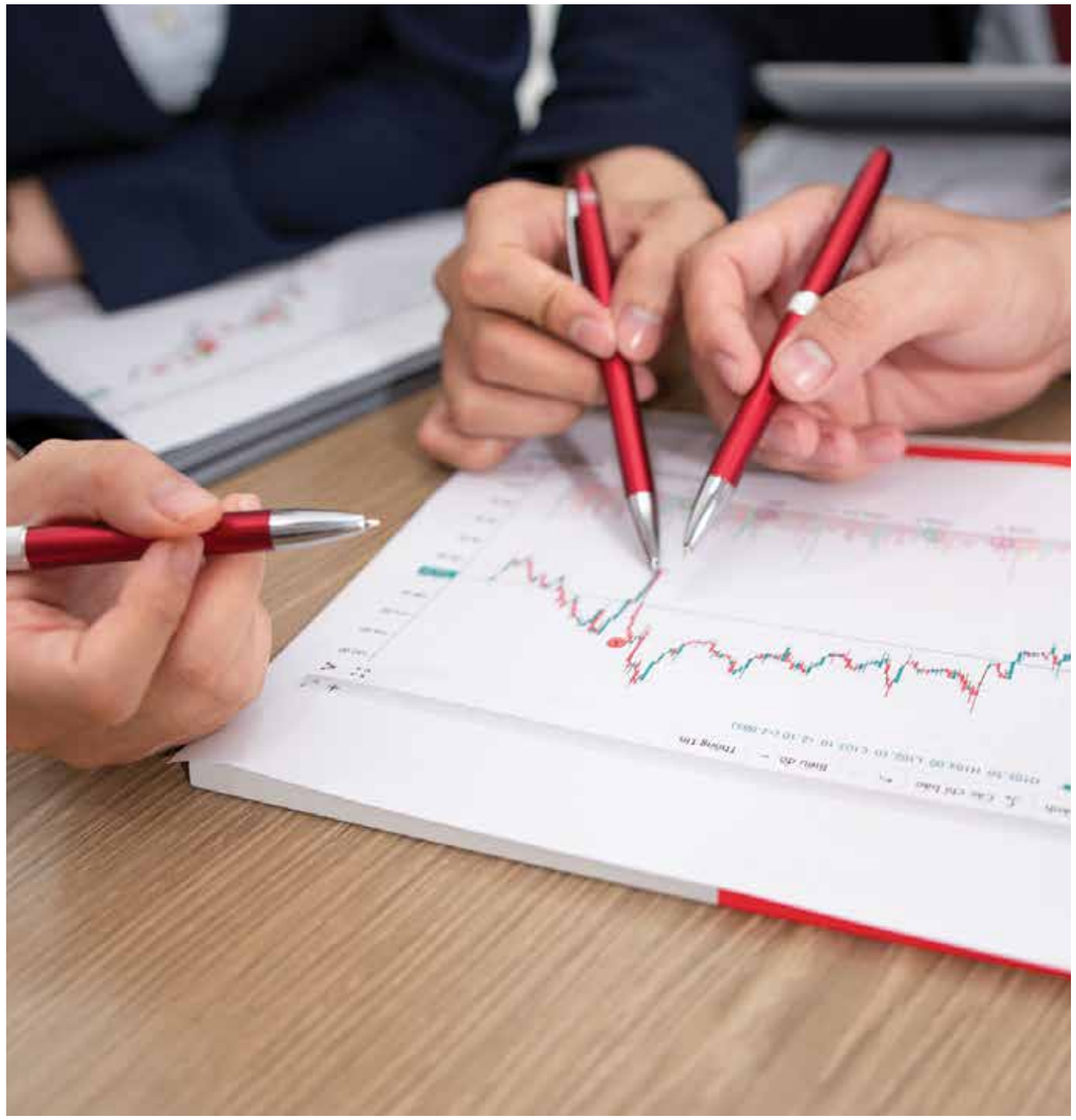
Following the consultation process with the Company's management and other prioritized stakeholders, the key areas have been identified as follows:

Materiality matrix of key areas



Protecting the environment and improving awareness of environmental issues are getting more and more attention, which should be added in daily operation and requires the action of everyone within the organization. Therefore, SSI added environmental topic, including energy, effluents and waste, environmental compliance, into the sustainable development report for 2020.

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





GRI 200

ECONOMIC STANDARDS

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 a 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 the State budget, remaining regular dividend payment, and improving employee's income.

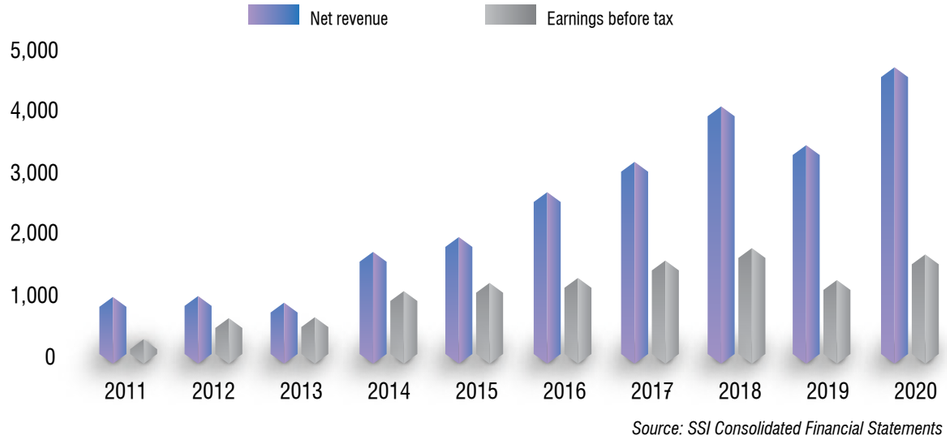
Reporting scope
GRI 201-1: Direct economic value generated and distributed

Overcoming the Pandemic

Despite a sharp drop in the first quarter of 2020 due to the impact of the Covid-19 pandemic, the market has recovered strongly afterwards. The two main indexes, VN-Index and VN30, increased by 67.5% and 75.3% from the bottom and regained positive growth of 14.9% and 21.8% in 2020. Liquidity set a new record thanks to strong cash flow from retail investors. The average trading value increased by 79.2% and 17.2% compared to 2019 and 2018 respectively. The market also recorded the highest number of new investors during 20 years of establishment and development.
The market witnessed strong competition from securities companies, especially from foreign securities companies with the advantage of cheap capital and active expansion of margin lending activities, constant provision of loan packages with attractive rates, transaction fee reduction programs down to VND 0 and lifetime-free transaction fees.

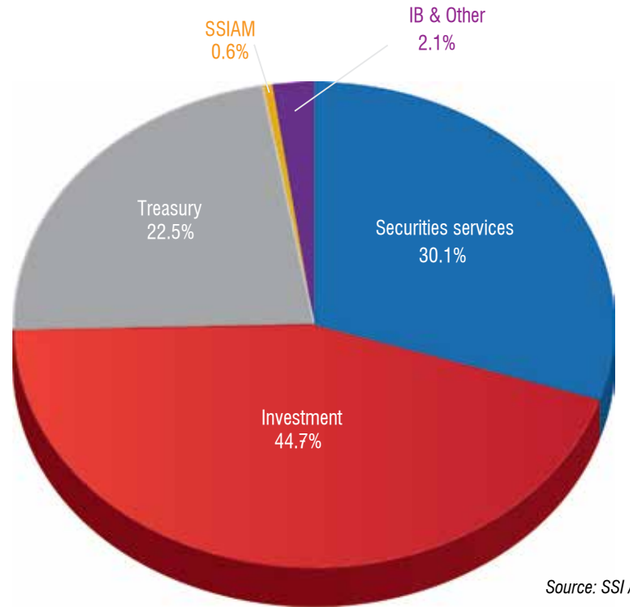
Over 20 years of witnessing the fluctuations of the stock market, SSI remained the commitment to diversified products and services in core businesses, including Retail Brokerage and Institutional Brokerage (brokerage, custody, investment advisory), Investment Banking (financial advisory for corporate 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. SSI continued to focus on research, development and diversification of new products to meet the needs of investors, establishment and modernization of information technology system in line with enhancement of personnel's quality to satisfy the most Customers' requirements in new period. In 2020, SSI recorded consolidated revenue of VND 4,580.8 billion - increasing by 38.5% compared to 2019, achieving 166% of the business plan. Consolidated earnings before tax (EBT) reached VND 1,557.6 billion, increasing by 40.8% compared to 2019, achieving 179% of the business plan in 2020.

Business performance from 2011 to 2020 (VND billion)



Source: SSI Consolidated Financial Statements

Consolidated revenue structure in 2020



Source: SSI Audited Financial Statements

In detail, for Securities Services, 2020 marked the 17th consecutive year that SSI held its No. 1 position in terms of stock/ fund certificate brokerage market share, reaching 11.87%. Total accounts expanded sharply up to 196,000– an increase of 18.2% YoY, and accounting for 17% of total market accounts. SSI always maintains a prudent margin lending policy when the market has many unpredictable fluctuations to minimize risks for the Company and Clients, while taking advantage of strong financial capability to flexibly respond to the increasing demand of investors when market transaction value surges. As a result, by the end of 2020, the total margin balance at SSI was VND 9,226.2 billion - 1.7 times higher than at the end of 2019. 2020 revenue from Securities Services reached VND 1,378.4 billion, up 5% YoY.

Treasury played a major role in the effective management of the Company's capital, assisting customers to safeguard their business capital, making payment flexibly and promptly, actively expanding cooperating relationships with commercial banks with strong brand names, pioneering in the launch of new products and services. During 2020, SSI Treasury remained a strong growth rate of total asset, at 32% - equivalent to VND 35,769 billion. Profit before tax reached VND 464.8 billion, an increase of 48.6% compared to the same period in 2019.

In such a tough business environment, SSI Investment Banking once again proved its leading position on Vietnam's stock market by achieving several outbreaking deals with diversified and sophisticated transaction methods, including Advisory for Military Commercial Joint Stock Bank (HOSE- MBB) on selling 21.43 million treasury shares and private placement of 64.31 million stocks with the total value of USD 100 million; exclusive advisory on offering 24.9% shares for Agimexpharm Pharmaceutical Joint Stock Company (HOSE – IMP) to a Korean leader in bio-pharmaceutical, pharmaceutical and chemical productions with a total size of USD 35 million; advisory on corporate bond issuance with total issuance value reaching approximately USD 800 million, etc.

SSI Principal Investment flexibly deployed risk prevention methods on the derivative market to minimize risks in investment portfolios. On the other hand, SSI took opportunities to restructure the investment portfolios to increase its liquidity and apply appropriate transaction policies to increase profit. Equity investment portfolio in 2020 focused on leading companies with proper pricing, liquidity, sustainable financial foundation and less affected by the epidemic. The profit of the portfolio reached 19.7%, outperforming compared to VN-Index (14.6%). At the same time, due to the strong growth after the third quarter of 2020, Covered warrants (CW) was remarkable financial leverage to help investors find an investment tool with high profitability.

SSI Asset Management Ltd. (SSIAM) is responsible for fund management, actively seeking investors, further diversifying product distribution channels, developing several funds to raise capital from foreign institutional investors and launching products for retail investors with large investment needs. At the end of 2020, SSIAM had total assets of VND 6,670 billion under its management, up 45% YoY. SSIAM outperformed by 21% of the profit plan.

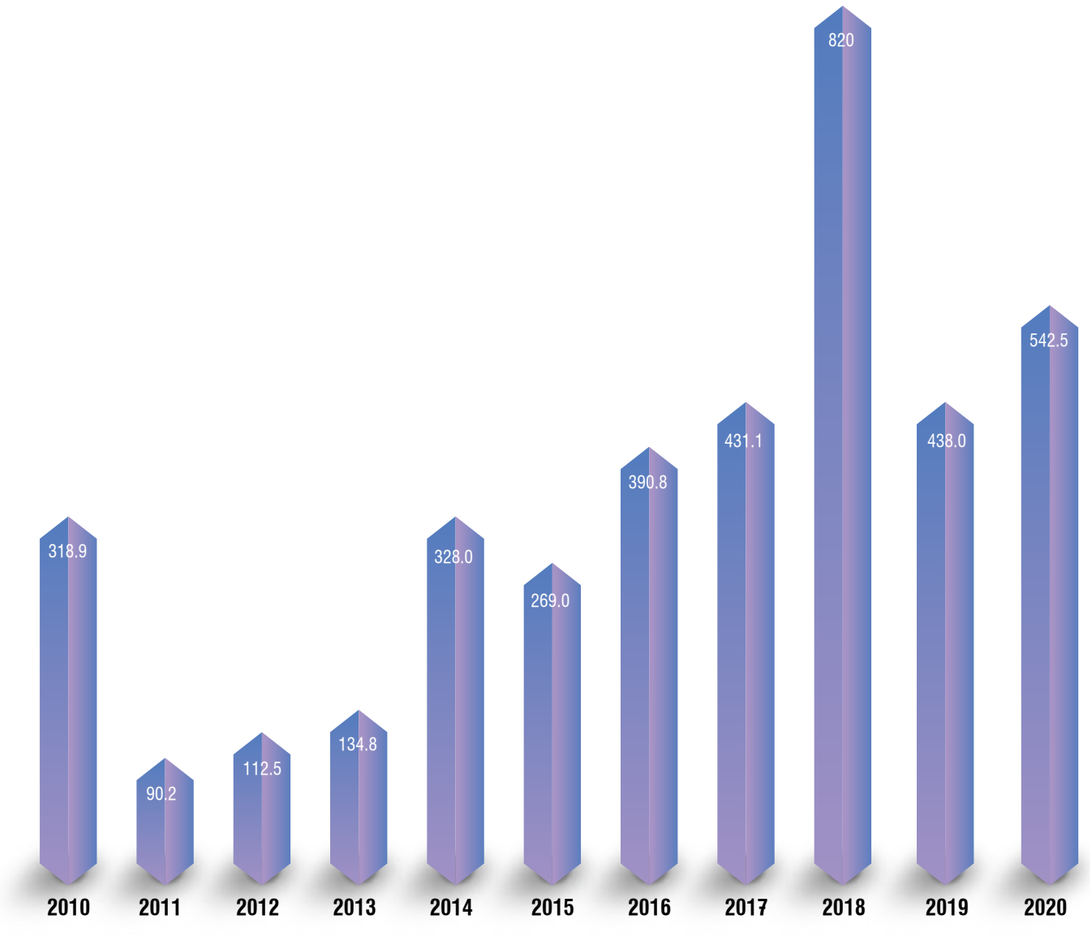
- **"Hero of Labor" during the "Doi Moi" Era** by the Socialist Republic of Vietnam.
- **"Top 50 Best Listed Companies in Vietnam"** in 2014 - 2015 - 2016 - 2017 - 2018 - 2019 - 2020
- **Top 500 Vietnamese Largest Private Enterprises (VNR500)** for 13 consecutive years (2008 - 2020)
- **Top 500 Fastest-Growing Firms in Vietnam (FAST500)** in 2016 - 2017 - 2018 - 2019 - 2020
- **Top 500 Most Profitable Private Enterprises in Vietnam** (PROFIT500) in 2018 - 2019 - 2020

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 10 consecutive years

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



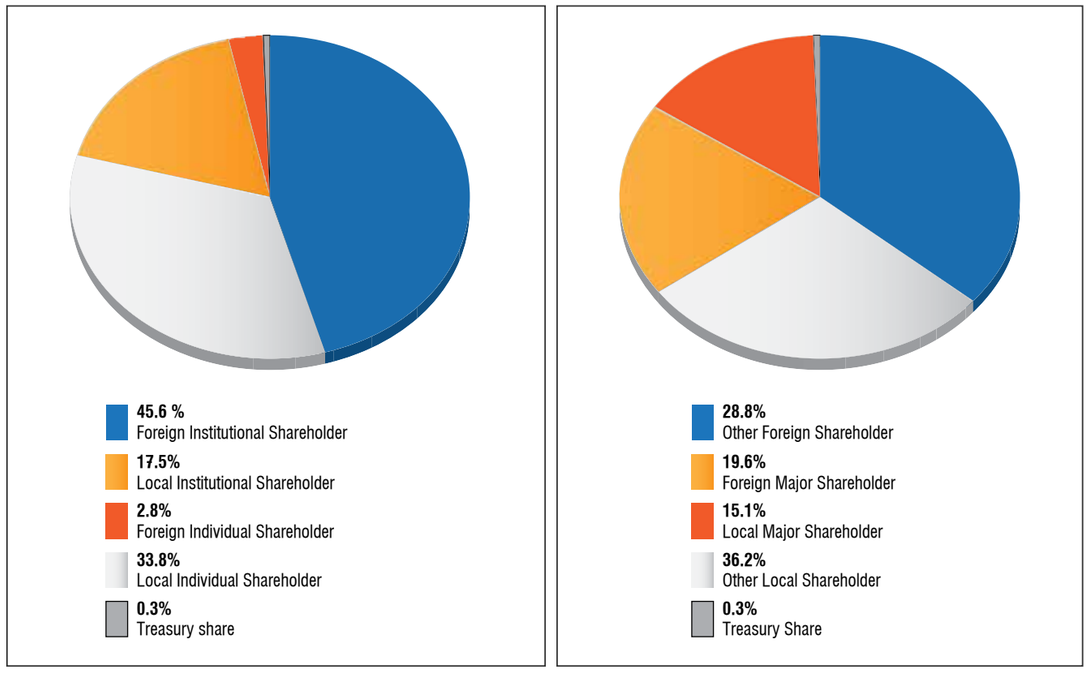
Source: SSI Consolidated Financial Statements

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 2020, the Company continued to pay 10% cash dividend together with 16% stock dividend.

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 December 08, 2020

Source: VSD

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. Especially in 2020, due to the breakout of the Covid-19 pandemic, direct meeting and travelling was restricted. SSI was the very first and only securities company to hold an online GSM. It proved the company's effort in digital transformation to bring convivence to shareholders and investors. The online meeting system was developed by SSI itself instead of outsourcing from external vendors to ensure the confidentiality of shareholders' information and the system's safety. Regarding the voting section, shareholders were provided with many similar options as direct meeting such as online voting, pre-voting or authorization. The features are fully developed in accordance with the process and transparency.

Improving employee's living standards through a comprehensive benefit system

Over 20 years of foundation and development, SSI understands the value of the 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

SSI's employee income structure

1. Salary

- Basic salary / Monthly salary
- 13th-month salary
- Performance-based salary / Sales commission

2. Other benefits

- Performance-based bonuses
- Benefits on annual holidays and celebrations
- Seniority bonuses
- Telephone allowances, per diem, travel expenses, uniforms
- Full implementation of compulsory Social Insurance Program: Health insurance, unemployment insurance
- Periodic health checks
- Premium health insurance, and supporting staff through insurance packages for family members
- Travel insurance for those who regularly travel abroad

In 2020, the outbreak and spread of the Covid-19 pandemic immediately affected all socio-economic sectors, and SSI was no exception. In the first quarter of 2020, the Company recorded many difficulties in business operations, when the impact of the pandemic had affected most of our core business lines; this required the Company to tightly control and reduce operating costs of the business. However, with the principle of always considering human resources as the most valuable asset, pay cuts were not applied by the Company during the pandemic. The employee's income policy is always maintained over the past period, since 100% of employees were guaranteed the same level of income as before the pandemic. This is a commitment made by the Board of Management and implemented during the difficult period of the economy and stock market.

At the end of the year, SSI paid more than 498.64 billion VND to employees, 16.7% higher than in 2019, of which bonuses and benefits accounted for 48.3% of the total remuneration payment.

Remuneration categories	2019		2020	
	Absolute number (VND)	Proportion	Absolute number (VND)	Proportion
Salary	198,579,697,992	46.5%	230,963,216,534	46.3%
Insurance	24,969,686,441	5.8%	26,648,134,025	5.3%
Performance bonus	157,514,667,301	36.9%	187,749.962.281	37.7%
Other benefits	46,109,323,845	10.8%	53,279,427,083	10.7%
Total remuneration	**427,173,375,580**	**100%**	**498,640,739,923**	**100%**

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 a 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 reputable consultants to give proposals and policies for efficiency optimization of personnel costs. In 2020, SSI's annual payment to its employees was over VND 498.64 billion, including salary, insurance contributions and other benefits, performance bonuses after year-end assessment, in which the performance bonuses had relatively a 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, an average entry-level salary of SSI's personnel in 2020 was approximately VND 19.7 million (male: VND 25.6 million and female: VND 13.5 million), which is much higher than the region-based minimum salary (VND 4.42 million).



GRI 203
INDIRECT ECONOMIC

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 more than 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. The Company also focuses on improving the transparency of the market, minimizing asset loss for investors. Along with that, customer accounts are managed safely, transparently and effectively, diversifying investment activities with many new products and services.

Reporting Scope
GRI 203 – 2: Significant indirect economic impacts



Active participation in market development

Being the No.1 Securities Company in Vietnam and accompanying the development of Vietnam's stock market, in years, SSI not only complies fully and strictly with the State's regulations on business operation and relevant regulations but also actively contributes ideas and opinions to promulgate legal documents on securities; makes the State's legal documents more practicable and qualified; actively developed new products on the market.

In 2020, the Company voiced its opinion in Decrees and Circulars guiding the implementation of the 2019 Law on Securities, Law on Enterprises in 2020, and other documents to complete legal framework for securities market, details are as follows: Decree guiding the implementation of the 2019 Law on Securities; Decree guiding the implementation of the 2019 Law on Securities applied to derivatives and derivatives market; Decree on Corporate Governance of Public Companies; Circular providing guideline on disclosure of information on securities market, Circular in replacement of Circular No. 87/2017/TT dated 15 August 2017 specifying prudential indicators and actions against securities trading organizations that fail to achieve prudential indicators; Circular providing guidance on registration, depository, offsetting and settlement of securities; Circular providing guidance on trading of listed and registered shares, fund certificates, corporate bonds and secured warrants listed on securities trading systems; Circular prescribing operation of securities companies; Circular providing guidance on supervision of securities transactions on the securities market.

In addition, both SSI and SSIAM were active members of the Association of Securities Business, with representatives holding positions in the executive committee of the Association, core members in Clubs specialized in many fields such as Law, Investment Consultancy, and Training. The company was also an active member of the Capital Market Working Committee, Vietnam Business Forum; Vietnam Fund Management Club; Vietnam Bond Market Association; and Vietnam Chamber of Commerce and Industry.

By voicing opinions on legal documents, Decrees, Circulars guiding the implementation of legal documents; participating in the above-mentioned associations, SSI took an active role in contributing and providing solutions for the sustainable development of the market. Those solutions were to provide individual investors with sufficient knowledge about the securities market; give them directions and instill a long-term investment mindset by investing in open-ended fund certificates or investment channels to accumulate assets; SSI also worked with managing agencies to direct the development of new products and diversify distributing channels.

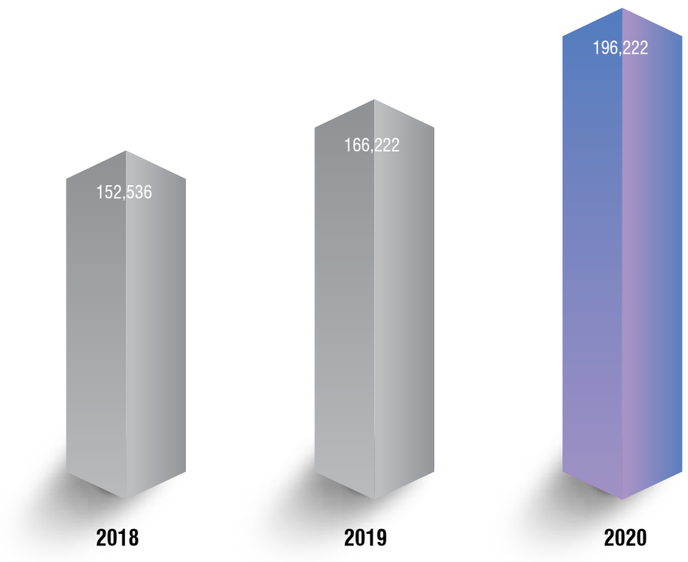
Actively share market information, investment opportunities via media & conferences

Adhere to its principle to protect customers from losing assets and to build a transparent securities market, in 2020, SSI continued to hold a series of webinars and actively share market information via media agencies.
2020 was a special year to witness a dramatically increased number of a new generation of investors called F0 investors. To welcome and further facilitate those investors; in addition to newly introduced services; SSI was and will be accompanying, sharing, and closely collaborating with domestic and international news and media agencies to raise public awareness of information related to the securities market, contributing to the sustainable development of the Vietnam securities market. The Company always took the initiative in contacting the press to timely publish reports on the macroeconomy, securities market, money market, and reports on different business sectors conducted by a team of SSI's Financial Analysts. In addition, the company periodically made its presence in the news about finance of prestigious media agencies such as VTV1, Vietnam Financial Times, National Assembly Television, to timely spread accurate news, and encourage investors to put their trust in the market especially when the market was challenging and experiencing lots of fluctuations. In 2020, SSI published and worked with the most prestigious news agencies on almost 11,000 articles, especially focusing on categories of market assessment.

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 196,000 onshore and offshore accounts as of today with total asset value reaching over VND 100 trillion, contributing to maintain investor's trust in Vietnam Stock Market and develop a 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 2020, the total assets under management of SSIAM reached VND 6,670 billion – up 45% YoY.

Number of accounts



Source: SSI

Since the second half of 2020, the booming market has led to a sharp increase in the demand for margin lending. With unpredictable fluctuations in the market, SSI has always been consistent with a prudent lending policy to minimize risks for the Company and Customers, while taking advantage of financial capability to flexibly adapt to the increasing demands of investors. As a result, by the end of 2020, SSI's total margin outstanding balance reached VND 9,226.2 billion - increasing 1.7 times compared to the same period of 2019.

Development of new products and addition of utilities on current products

The Company also invested in research, development and launch of new products and services, as well as updated utilities on current transaction products and tools.

January 2020	SSI added the Direct ordering feature on SSI iBoard for web-based version and iOS and Android-based SSI iBoard Apps. iBoard is a modern, high-speed online trading platform for SSI investors.
March 2020	Having relentlessly improved online trading tools for investors' convenience, SSI launched iBoard version 2.0 with many new utilities: Direct ordering with flexible price settings, reverse ordering, "1-click" ordering, closing of all positions, selling all stocks in the portfolio. Information was constantly and comprehensively updated to provide investors with an overview of the stock market.
May 2020	With the newly launched Conditional Ordering feature on iBoard, traders can trade with preset prices according to their strategies to trade quickly in case of market reversal or technical signals. SSI was one of very few securities companies allowing placement of 6 conditional orders on SSI iBoard.
July 2020	After launched for a while and trusted by most customers, in July and August of 2020, S-Bond continued to distribute new bonds from Vietnam Electrical Equipment Joint Stock Corporation (HOSE - GEX) - with the offering volume of VND 400 billion, and from Thang Long Aviation Services Joint Stock Company (Taseco) with the offering volume of VND 100 billion. These bonds were guaranteed with collaterals and had attractive interest rates. Especially, customers could easily buy and sell S-Bond products online on SSI iBoard and SSI Webtrading.
August 2020	SSI officially launched the online account registration service using eKYC (Electronics Know Your Customer) technology to help investors immediately open their accounts within a few minutes without visiting SSI branches/transaction offices. eKYC technology gives customers access to a series of SSI's digital transactional services, so that the Company would better serve customers anytime - anywhere, especially in regions that do not have any SSI's branches, transaction offices, and broker team.
September 2020	To offer diversified and effective investment options, SSI introduced S-Savings, in which users would deposit an amount of money with fixed interest rates and terms, thereby they could better manage cash flow and optimize idle cash flow. S-Savings has more attractive interest rates than savings interest rates with more flexible terms on a daily/weekly/monthly/annually basis. Customers could actively manage their cash flow without missing investment opportunities with the early settlement option to secure their interest in real-time. This product also allows customers to link with their margin trading accounts to increase their purchasing power.
November 2020	The newly launched cash transaction feature on iBoard helps investors flexibly manage their investment cash flow, quickly and conveniently transfer money from securities accounts to bank accounts, transfer money among securities accounts, pay margins of derivatives transactions.
December 2020 and the beginning of 2021	The newly launched S-Savings feature on iBoard allows users to make online deposits and settlements simply and quickly on iBoard interface without visiting SSI branches/transaction offices.

In 2020, SSI successfully cooperated with 8 prestigious banks in Vietnam so that investors could make convenient, instant and free transactions. To provide more utilities to investors, SSI planed on linking securities accounts and bank accounts to help investors transfer money directly between these two accounts on SSI's online trading systems.

Synchronous implementation of solutions for Institutional Customers

For Institutional Customers and especially foreign Customers, the Covid-19 pandemic has greatly impacted on the Company's approach and development of target customers as SSI could not get direct access to them, leading to stalled account registration from this group. Foreign Institutional Customers have changed their behaviors, working methods and investment decisions in line with the new situation. Promotion of marketing activities hit a rough patch due to limitation in travel and contact. In such context, SSI promptly deployed new communication channels to suit work-from-home customers; continuously updated on the epidemic's situation and impacts on the economy and businesses, business situations, recovery of business sectors, business prospects, investment ideas, etc. to customers. Especially, monthly meetings with enterprises were held online by sectors. At the same time, Requests for contacting and exchanging with Vietnamese businesses from investors are all met uninterruptedly through online communication platforms along with the smooth coordination from the businesses that have helped the information to be transmitted smoothly. Hundreds of corporate meetings and two investment conferences were successfully organized. The Covid-19 pandemic made businesses reevaluate their professionalism in investor relations, strengthen cooperation, seek out consultancy and support from SSI's experts to renovate their process of information disclosure and investor approach and systematize their products providing information to the market.

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 the market mechanism, efficient resource development, and promotion of economic development. From 2009 up until now, SSI has raised around USD 12 billion for Vietnam financial market, with many landmark deals, posing a strong impression in the region.

However, the proportion of foreign investors' transactions accounted for only 11.3% of the total transaction value, much lower than that of previous years. Foreign investors also net sold up to USD 813 million in 2020. Lockdowns and global travel restriction made significant effects on SSI Investment Banking, direct contacting customers were mostly impossible.

In such difficulties, SSI Investment Banking proved its leading position on Vietnam's stock market by achieving several outbreaking deals with diversified and sophisticated transaction methods. Some impressive deals in 2020:

- Advisory for Military Commercial Joint Stock Bank (HOSE- MBB) on selling 21.43 million treasury shares and private placement of 64.31 million primary stocks with a total value of USD 100 million. The first offering attracted many world-leading investment funds and was reviewed as the biggest share offering in Vietnam in 2020;
- Advisory for Vietnam National Petroleum Group (HOSE – PLX) on offering 28 million treasury shares for retail investors and successfully mobilizing USD 56.1 million;
- Exclusive advisory on offering 24.9% shares for Agimexpharm Pharmaceutical Joint Stock Company (HOSE – IMP) to a Korean leader in bio-pharmaceutical, pharmaceutical and chemical productions. The highest selling price of IMP stock transaction with a scale of more than USD 35 million was considered as the largest Pharmaceutical M&A transaction in Vietnam in 2020;
- Advisory for An Phat Holdings (HOSE – APH) to mobilize USD 9.3 million via IPO before listing;
- Not only the stock market, but the corporate bond market also had another "explosive" year, especially in the separate issuance of bonds. In 2020, SSI was the issuance agency of certificates of deposits with a total value of USD 229 million. SSI was also the issuance agency for leading enterprises, with the total issued value of approximately USD 800 million.

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 positive results for corruption prevention and compliance risks, enhancing the Company's position with the Stakeholders.

Anti-corruption policy and practices have been issued and implemented since 2019 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 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 2020, due to the outbreak of Covid-19 pandemic, the independent inspection was switched to online method with 33 sessions 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 300

ENVIRONMENT STANDARDS

Being an enterprise operated in the 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 making 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 a 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 of environmental protection (through energy-saving) plays an important role in SSI's internal communication.

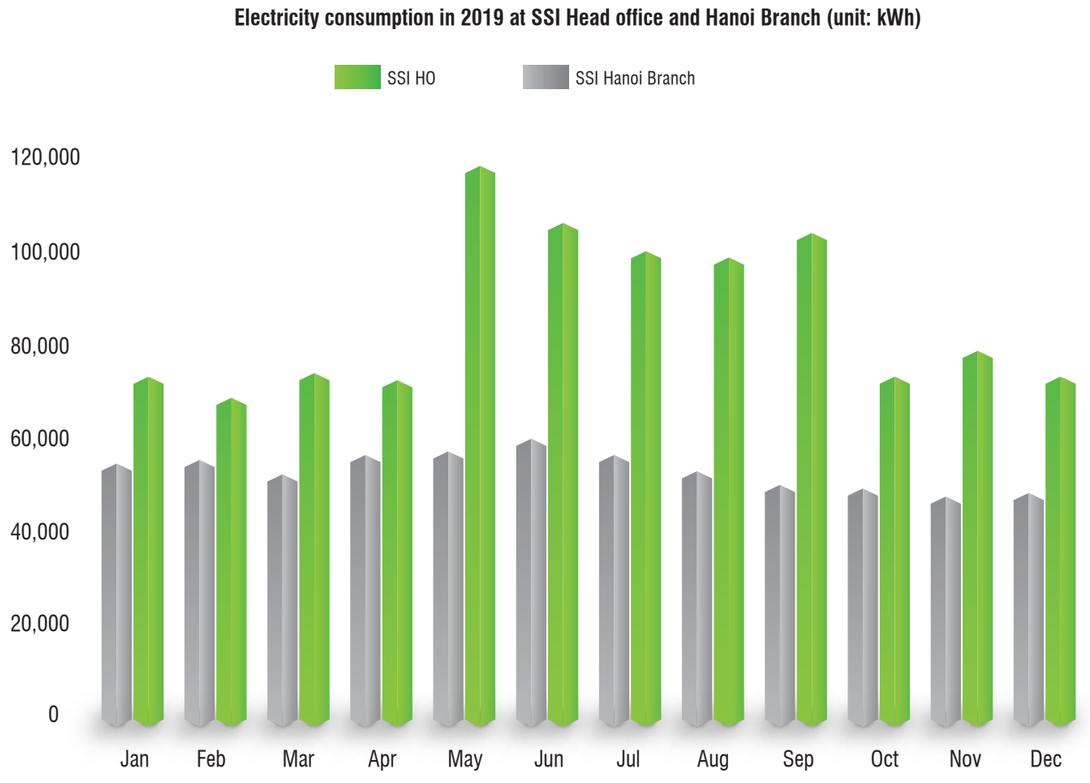
Reporting scope
GRI 302 - 1: Energy consumption within the organization

Electricity and fuel consumption statistics 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 2020, total electricity consumption at these two locations was kWh 1.64 million (increased slightly compared to kWh 1.52 million in 2019). Details by month are as follows:

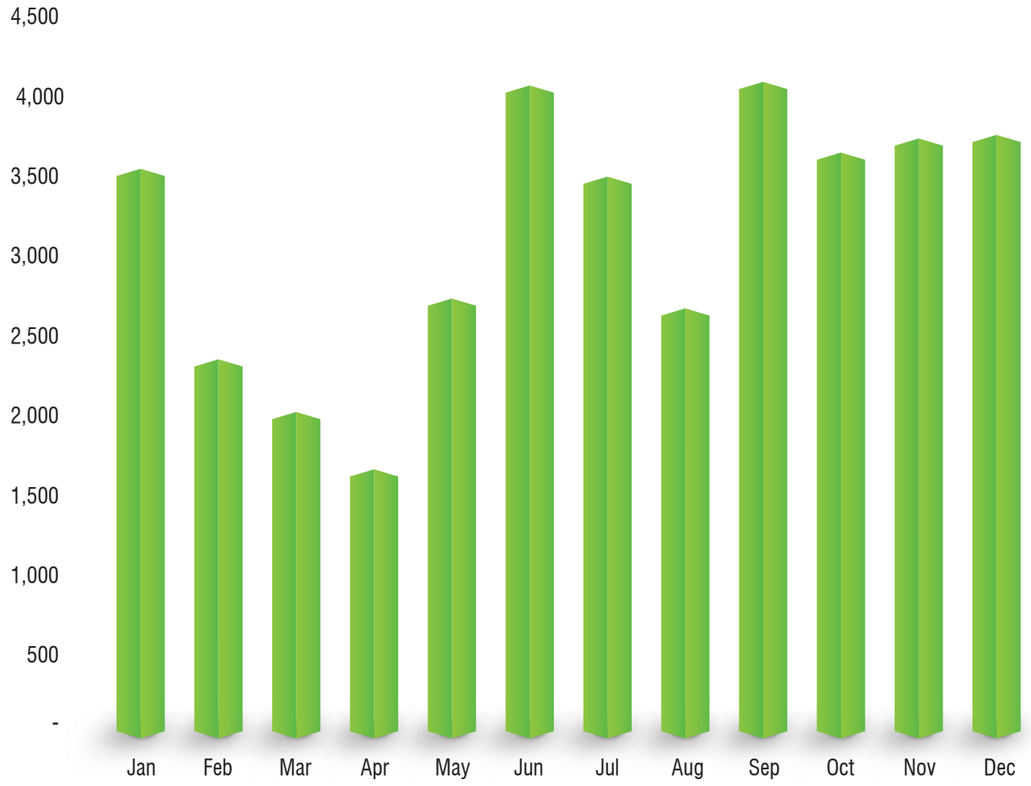
Electricity consumption in 2019 at SSI Head office and Hanoi Branch (unit: kWh)



Source: SSI

In addition, in 2020, the Company consumed 37,724 liters of petroleum in Hanoi and Ho Chi Minh City (decreasing 4% compared to 2019), mainly serving officers for work, on business, meeting customers in the inner city and neighboring cities.

Petroleum consumption in 2020 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 machinery, 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 of 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 the frequency of travel by motorcycles, cars or airplanes for decreasing gasoline costs for the Company and reducing emissions to the environment. Especially in 2020, the air travel of SSI's staff was very limited due to the impact of the Covid-19 pandemic, many face-to-face activities were quickly transferred online. The pre-existing information technology infrastructure of SSI was brought into full play as soon as the epidemic occurred, such as opening bandwidth, VPN, telephone systems, video calls, document sharing among members, etc., to ensure all activities are conducted smoothly, securely and safely on the online platform. All employees were supported in terms of technology infrastructure to not interrupt work. During March and April 2020 - the two peak months of the first Covid-19 wave, SSI maintained over 100 phone calls to connect with international customers.

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 own 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 the 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 environmental regulations, protect the environment and save resources.

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

In 2020, 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. These activities, with careful preparation from 2019, have also promoted the efficiency of the Company's activities in the process of dealing with the epidemic. In addition, SSI's internal communication activities also focused on environment protection activities, such as useful "tips" every month 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 synchronously during the year in parallel with operating activities implemented by the Support units for environmental protection which is an integral part of the sustainable development campaign pursued by SSI during the past years.





GRI 400

SOCIAL STANDARDS

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 satisfaction, 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 a 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.

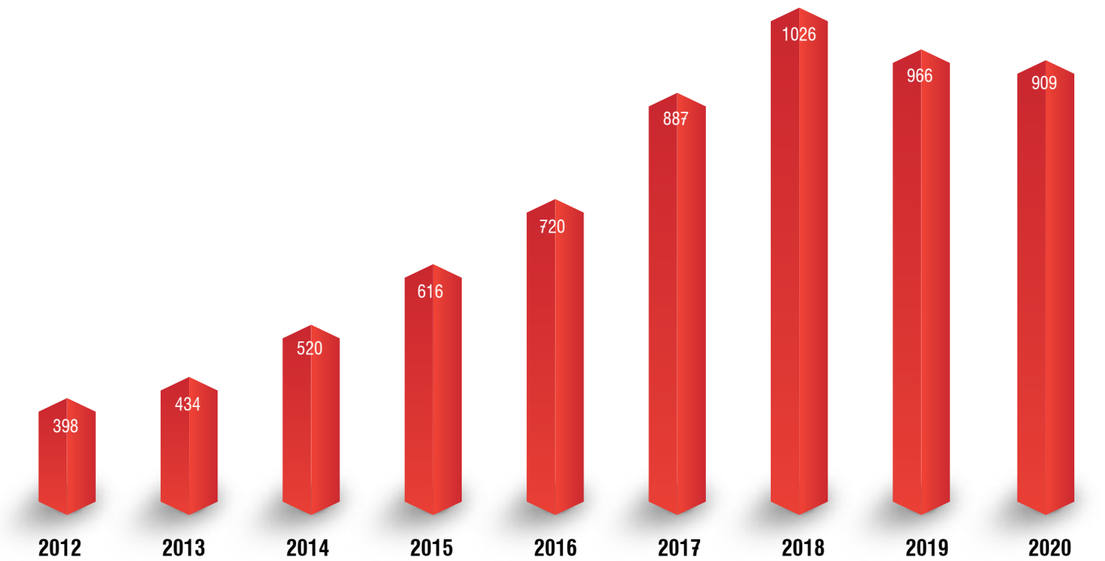
Reporting scope
GRI 401-1: New employee hires and employee turnover

Personnel structure

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 the team development - a solid foundation for SSI to become the symbol in the domestic and international securities market.

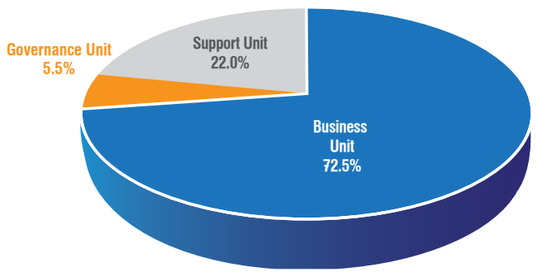
By the end of December 2020, the number of SSI employees reached 909 people, with Business units accounting for 72.5%. In terms of qualification, the proportion of personnel having undergraduate and graduate degrees was significantly high of 97.9%. In terms of age, SSI's workforce was increasingly rejuvenated (88.3% of employees was under 40), well-trained and ready to come constantly into contact with reality to accumulate more experience. The SSI team constantly updates new knowledge and information to create a solid foundation for Company to bring effective added values to Customers.

Number of SSI personnel over the years

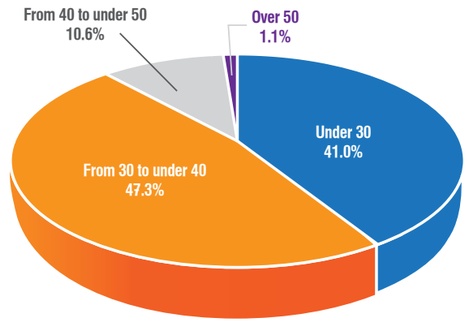


Source: SSI

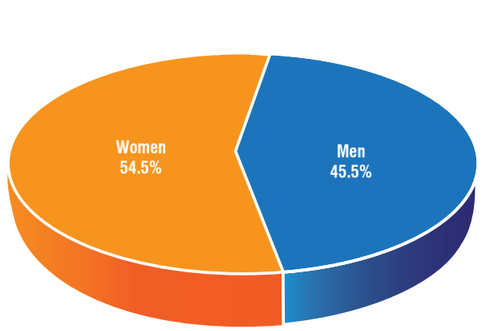
Personnel structure in 2020



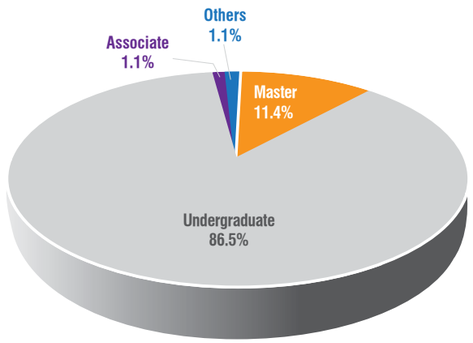
By Functions



By age



By gender



By education level

Source: SSI

Talent selection

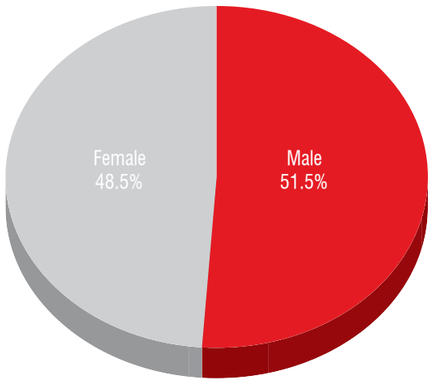
SSI has always defined itself as a "cradle to nurture and develop talents". Throughout its journey of establishment and development, the Company has been paying special attention and focusing on the selection of a team of potential candidates, talents, and leading experts who are enthusiastic, ambitious, and willing to face new opportunities and challenges. The Company believes that an increase in the number of new employees with experiences in prestigious domestic and foreign organizations, combining with SSI's experienced senior employees, will create an outstanding power to execute and realize the Company's development strategies during each period.

Recruitment opportunities at the Company are always guaranteed to be fair to all people, from fresh graduates to experienced candidates in the financial market. SSI is willing to train and facilitate trial-and-error experiences and encourage the efforts of each team's individual. In 2020, as the outbreak of the Covid-19 pandemic heavily affected countries' economies, many businesses are forced to limit their recruitment activities, while employees faced the risk of working hour reduction, salary decrease or in a worse case, job loss. For SSI, this was a great opportunity to find and recruit competent employees in the labor market. Therefore, recruitment activities were implemented in a timely manner to connect, maintain contact with potential candidates, and choose the appropriate time to take in new personnel, while ensuring health for employees and safety for SSI. During the peak periods of the pandemic, 100% of recruitment interviews were conducted online, and the Company actively shared preparation methods and pointed to note for candidates with the aim that they could conduct a successful and efficient remote interview. Talent selection activities, although conducted online, were always in accordance with the issued SSI recruitment process to ensure transparent, fair and effective criteria for both the Company and candidates. SSI also finalized and developed online application channels to such an extent that candidates could stay connected and apply for the job regardless of their locations. Recruitment activities in 2020 performed well to secure human resources for the new development stage and meet the departments' needs.

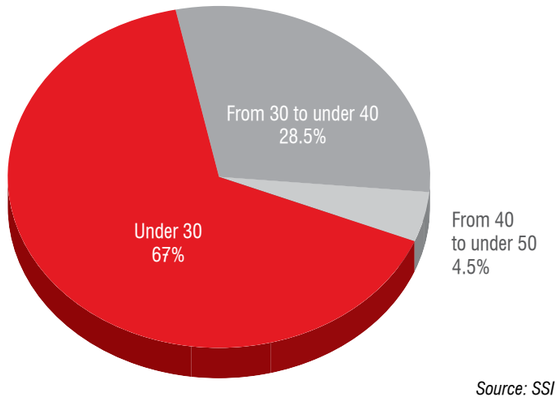
SSI welcomed 199 new members across the system in 2020 to strengthen the workforce and replaced personnel to meet the company's development strategy, with the members' main age group being under 40 and the distribution between the candidate's gender being relatively appropriate.

Newly recruited personnel structure in 2020

By gender



By age



Source: SSI

When Vietnam returned to the "new normal" state, the Company continued to implement a series of multi-dimensional, annual cooperation programs with major universities in the fields of economics, finance and technology in Vietnam, international student communities from developed countries such as the UK, the US, Australia, etc. in order to attract young, energetic and creative human resources. Outstanding cooperation and sponsorship programs in 2020 can be mentioned as follows: Internship program for the students of John Von Neumann Institute (JVN); Career workshop with RMIT schools, University of Economics Ho Chi Minh City; financial sponsorships and professional sponsorships for many student competitions such as "Investor's Bravery" of Banking Academy, "I-Invest" of Foreign Trade University, "Financial Arena" of Banking University of Ho Chi Minh City, Student Investor Tournament "Student Traders League 2020" of International School of Vietnam National University, Hanoi etc.; SEO Vietnam Careers Program to select potential candidates; career orientation seminar "Connect the Dots" with British international students through the Vietnamese Student Association in the UK and Northern Ireland (SVUK) in Hanoi; while the company promoted strategic cooperation activities with schools through research projects, expertise exchange and sharing.

The criteria set for recruitment is built and applied to ensure transparency and fairness, providing equal opportunities for candidates, as well as continuing to affirm new members' trust and pride for joining SSI, specifically:

- Give maximum respect to candidates' rights (regarding the access to information, requirements, job description, communication and negotiation);
- Select candidates who meet all recruitment criteria;
- Recruitment decisions are based on a careful, fair, and clear assessment of the candidate's abilities, work attitudes and motivations.

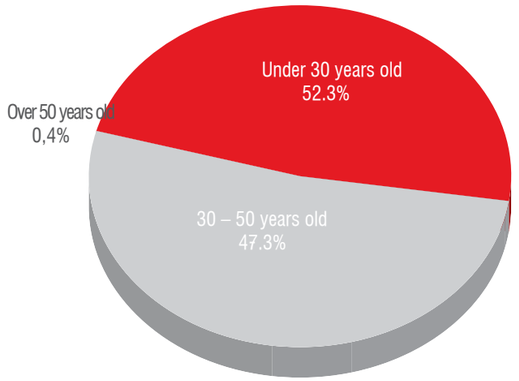
Labor turnover

In 2020, Vietnam Stock Market continued to witness the fierce competition between securities companies, especially foreign ones with advantages of low-cost capital, technology, etc. The competition was not only on products/services offering to clients, but also on labor market 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.

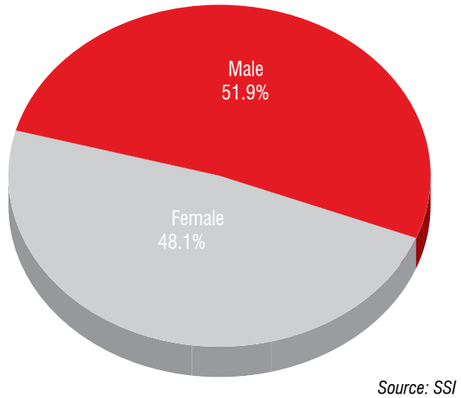
During the year, SSI had total employee turnover of 258, accounting for 28.6%.

Rate of employees leaving at SSI in 2020

By age



By gender



Source: SSI

GRI 404
TRAINING AND EDUCATION

Management Approach

Human resource is a competitive advantage of SSI. Aiming at maintaining the 1st position in the Vietnam stock market and reaching out to the 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 the Company.

In 2020, SSI spent VND 2.86 billion on training programs. Thanks to prioritizing 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

Training & Development - non-stop activities in any circumstance

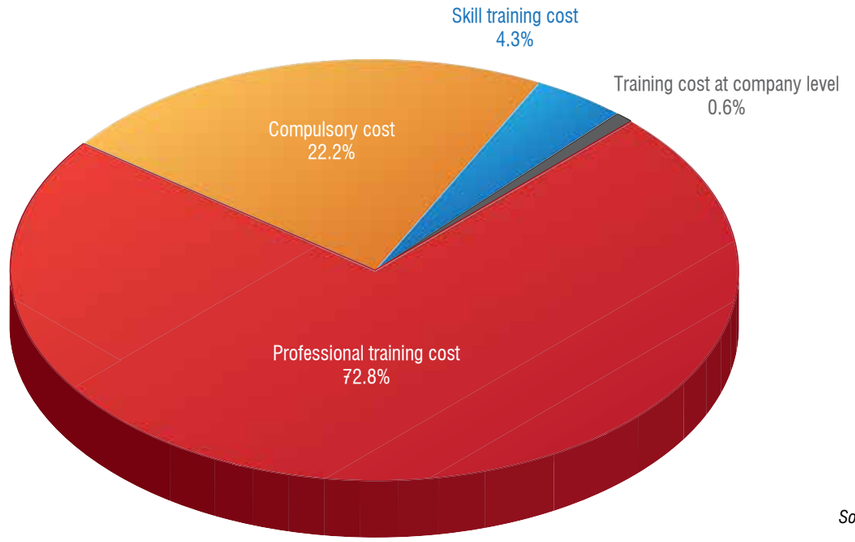
SSI develops the company's culture that is willing to learn, as training and education is both a right and responsibility of each individual. Accordingly, the training program is designed and implemented in a multi-dimensional way, ranging from compulsory courses required by the SSC to a specialized professional program, or a 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. In addition, 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.

In 2020, when regulations restricting travel and avoiding crowds to prevent and control the Covid-19 pandemic were applied, the online training system SSI E-Learning had demonstrated its effectiveness at the highest level as a convenient anytime/anywhere learning tool for employees, setting up an environment that enhances each individual's "self-study, self-research", creates a more flexible learning method in terms of time, place and interaction in the learning process and update faster requests from the organization. From the beginning of the year, SSI's internal training courses (integration training, general knowledge training on risk management, compliance control, social network behavior, etc.) had been conducted on the E-learning system with thousands of participants during the peak period of the pandemic and 13 e-learning lessons had been newly built, in which 83% of trainees actively studied and completed the registered lessons. SSI E-learning had become a convenient and fast channel for sharing and exchanging expertise and skills amongst participants and trainers. At the same time, professional training plans supplied by external partners of the Company were also coordinated to provide appropriate study schedules and forms to adapt to the actual situation, while still responding to the training needs of employees. SSI Human Resources Department actively worked with partners to design knowledge review materials in infographic format and send them to students during the anti-pandemic period with the aim that students could review the lesson contents and prepare for the next course, especially for an ongoing series of leadership training courses of the Company. Internal training activities and professional seminars were promptly converted from directly to online format via Microsoft Teams, Cisco meetings, etc. to ensure that business knowledge is regularly updated for each SSI staff.

Internal training also plays an important role in the transfer and connection between academic knowledge bases and practical business management experience over generations. Internal training programs in the professional units of the whole system are annually deployed through professional training sessions, seminars, idea exchange sessions, and are well received. The internal training team is organized and invested methodically through the courses "Train the trainers", regular updates of expertise and experience sharing with a special policy for internal trainers, which are significantly efficient. The internal trainers have gradually improved their training ability and organized useful and practical courses.

The company spent over 2.86 billion VND of budget for training activities in 2020, with the average number of training hours per employee reaching 14 hours, equivalent to 3 million VND/employee. This data was slightly lower than the one of previous years since some planned skill training courses was delayed to next year due to the Covid-19 pandemic.

Training cost structure in 2020



Source: SSI

Total training programs over years

	2020	2019	2018
Total training hour (hours)	13,166	24,767	36,213
Total training expense (VND million)	2,860	2,835	3,578
Total training attendance	2,784	1,367	1,331
Total training courses (courses)	52	71	90

In addition, 100% of SSI's employees have received an annual performance review. More information is presented in the 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 2020, SSI continued to maintain a reasonable rate among governance body and employees and building an equal environment to encourage female employees to hold management positions.

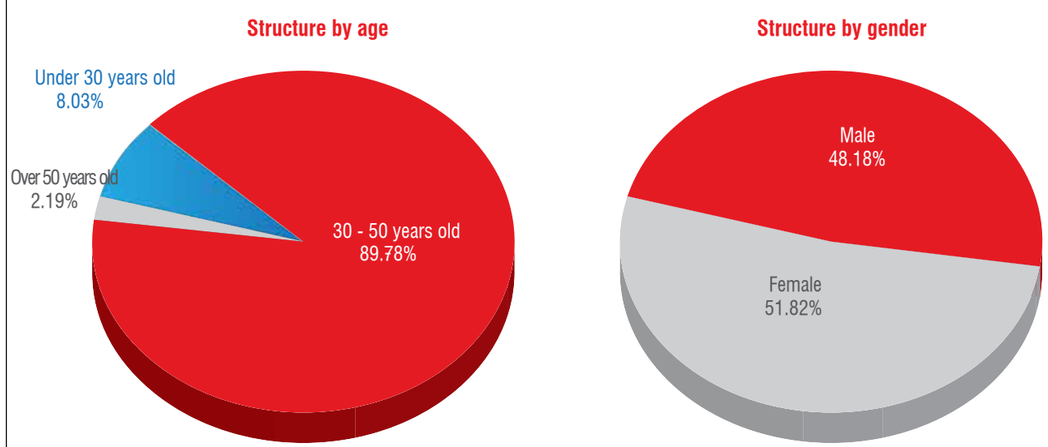
Reporting scope
GRI 405-1: Diversity of governance bodies and employees
GRI 405-2: Ratio of basic salary and remuneration of women to men

Labor structure of governance bodies and employees

In 2020, the total number of governance bodies (PC from 51 and upper) was 140, accounting for approximately 15.4% of total employees, in which the 30 – 50-year-old group is taking a major part (87.86%). Female management accounted for 51.43%.

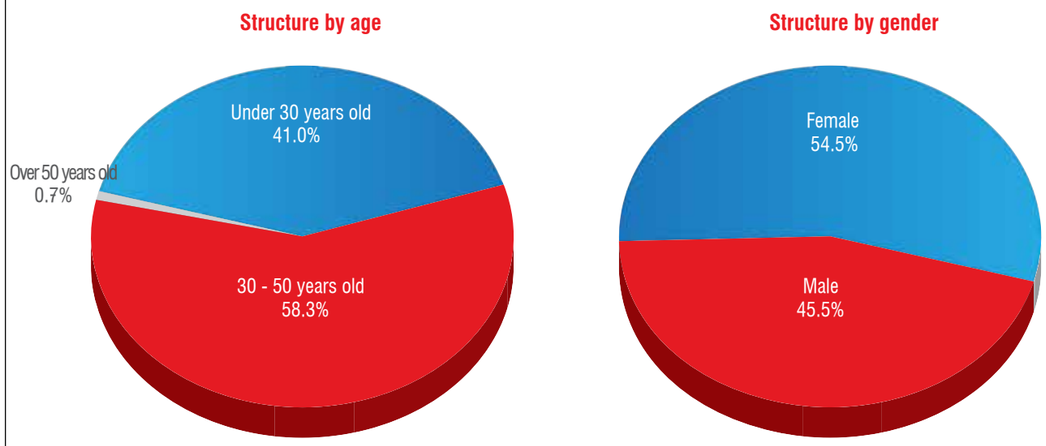
Information on the diversity of governance bodies and employees:

Structure of the organization's governance bodies (PC of 51 and higher, 137 people)



Source: SSI

Structure of all employees within the organization: 909



Source: SSI

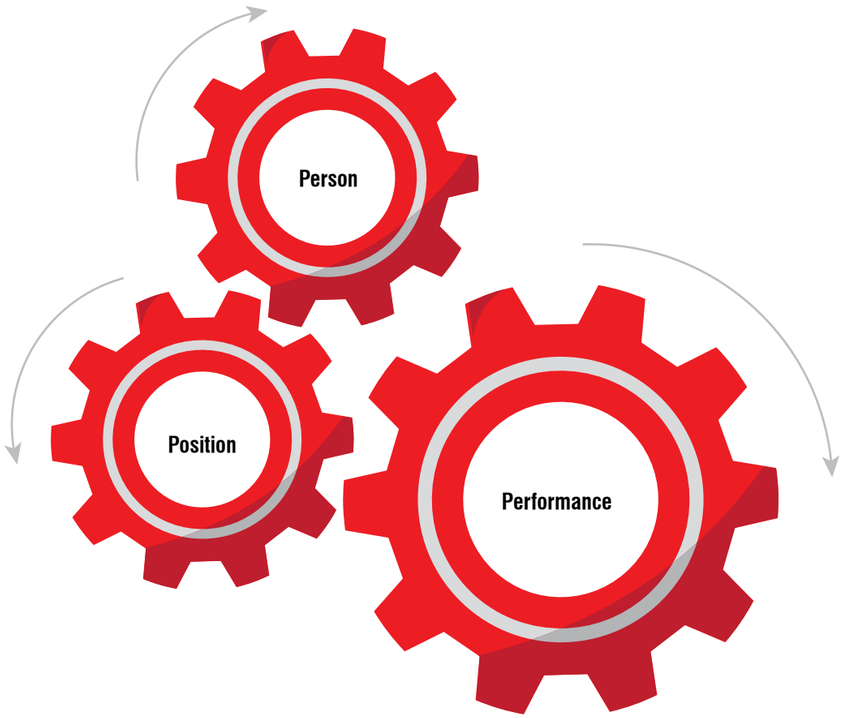


Ensuring income and economic benefits of personnel based on performance

Taking 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

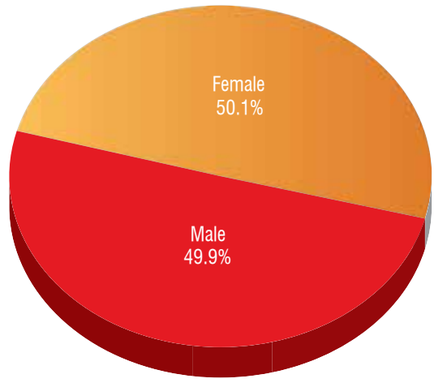


The Performance Management System (PMS) helps the Company indicate goals and recognize work performance results of each individual at all positions and levels in order to better recognize their achievements and contributions to the overall achievement while monitoring the development roadmap of individuals to have a 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.

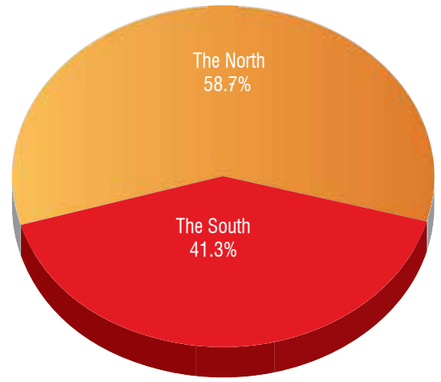
Basic salary and direct cost for employee's structure by gender and by operation locations are as follows:

Total basic salary: **VND 208,574,664,562**

By Gender



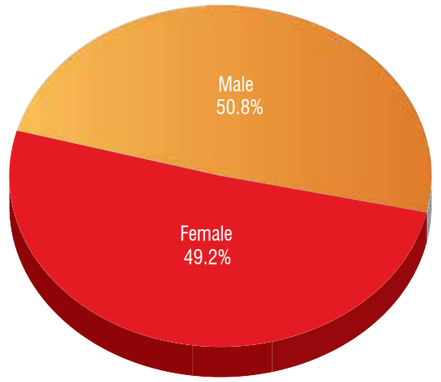
By Location



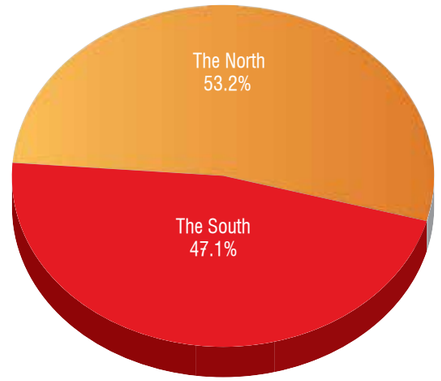
Source: SSI

Total direct costs for human resource: **VND 498,640,739,923**

By Gender



By Location



Source: SSI

Employment and reasonable remuneration for employees were prioritized during the crisis period of 2020. SSI understood the difficulties and worries of each employee and their families during this time. 100% of officers and employees were guaranteed to have the same income as that before the pandemic; and no employee was dismissed due to the influence of Covid-19. The company did not cut wages or other salary schemes to assist employees with maintaining a stable living condition.

Finally, aside from financial benefits, SSI brings companionship to its employees, sharing and support in all aspects of work and life. The policies and activities in recent years have further bolstered the corporate culture characteristics, upheld business principles, and building trust amongst employees. Each individual's recognition of the company's efforts has illuminated the pride in each member of the organization. As a result, the bonds between each unique character, the level of professionalism, the passion for work, of each and every SSI's member, had been further reinforced; created a harmonious sense of camaraderie with SSI's integrity.

GRI 413
LOCAL

Management Approach

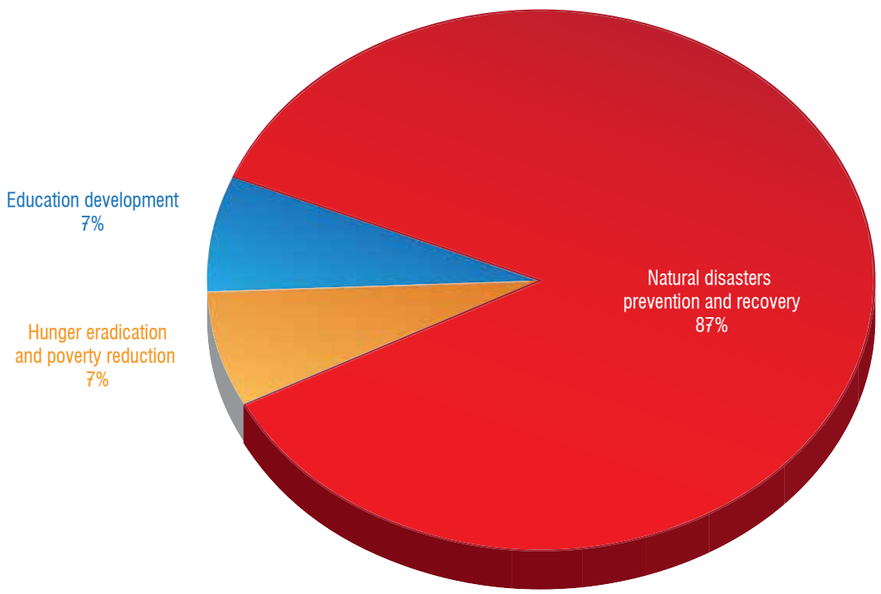
"We strive to better the communities in which we work" is one of nine principles of SSI, the Company's development during the past years were coupled and balanced with contribution to Community. SSI has always developed intellectual and physical education programs for young generations and joined local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

Reporting scope

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

During the past 21 years, SSI has allocated VND 100 billion to community service. Initiation, sponsor, and contribution to charitable works were of practical significance and focused on sustainable activities which made long-lasting impacts on the social development of many cities, provinces, and localities in Vietnam. From 2006 to 2019, approximately 57% of the allocated budget was spent on sponsoring education development, specifically, building schools, supporting poor students overcoming their difficulties, sponsoring scholarships, giving free bicycles, the company took the initiative in activities to support people in their production and business such as giving them cows and pigs, giving fishermen navigational instruments. 2020 was a challenging year for the whole society in general and many cities and provinces in particular, partly because of the Covid-19 pandemic, and partly because of natural calamities and devastating floods which caused substantial damage in many localities. Therefore, a joint effort by each company and the community was required to find ways to somehow minimize losses and relieve the pain people were suffering.

SSI's community service budget allocation in 2020



Source: SSI

Sponsorships and relief programs to overcome consequences of the epidemic

Being a pioneer in accompanying the Government to deal with burning social issues, when the Covid-19 epidemic first broke out in Vietnam, SSI immediately sponsored VND 5 billion for units and individuals directly fighting against the epidemic, treating the disease; supported areas in quarantine, and patients under treatment and in need of help. In addition to direct help by cash sponsors, after social distancing periods, SSI worked with the localities to help those suffering severely from the epidemic by setting up rice ATM to provide nearly 60 tons of free rice for people in all regions in 2020. The company was determined and unanimous with the Government, and well responded to the call "no one left behind in the fight against Covid-19", to support overseas Vietnamese with difficulties due to the pandemic's impacts, the company gave 150,000 antimicrobial cloth face masks to the State Committee for Overseas Vietnamese of the Ministry of Foreign Affairs.



School building projects

From 2007 until now, SSI has built 10 schools in the North and the North Central of Vietnam to help with developing education in those regions. SSI chose underprivileged locations to build schools where students needed lots of support to get to schools.

Every year, SSI would check up on and promptly provide financial aid so that the schools could continue teaching activities, and foster future generations for the country.



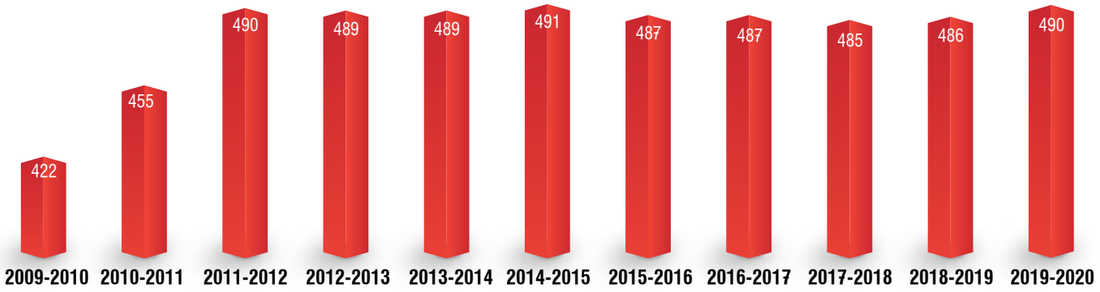
5 **Boarding High School for ethnic minority students in Lai Chau, Son La, Dien Bien, Bac Kan, Lao Cai**

1 **Boarding Secondary & High School for ethnic minority students in Bac Ha, Lao Cai**

4 **Kindergartens, Primary Schools, flood-resilient houses in Huong Khe, Huong Son, Vu Quang, Duc Tho (Ha Tinh)**

Since the opening of Bac Ha Boarding Secondary & High School for ethnic minority students in 2010, the number of students gradually increased, which greatly contributed to education development at the locality, especially for ethnic students who had many difficulties and lacked education facilities.

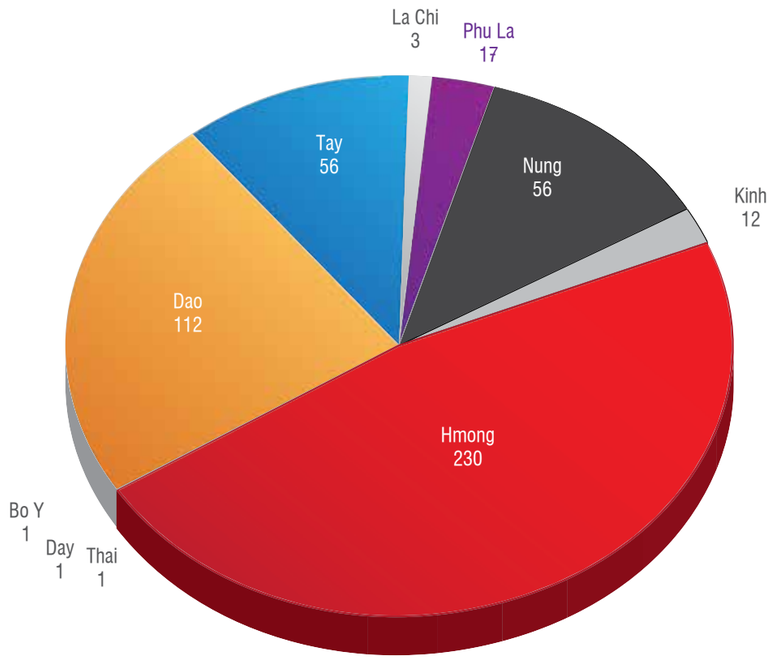
The number of students at Bac Ha Boarding Secondary & High School for ethnic minority students over the years



Source: Bac Ha Boarding Secondary & High School for ethnic minority students

Since its foundation, Bac Ha Boarding Secondary & High School for ethnic minority students have undertaken the educational mission to become the second home for ethnic minority students in Lao Cai province where they could live and attend Secondary & High School education. Many students of ethnic groups (Dao, Giay, Hmong, La Chi, Nung, Phu La, Tay, Thai, Bo Y) completed school curricula, the number of students was equally in all grades, many of them succeeded in getting into universities, colleges, technical schools, and vocational colleges, a number of students participated in work-study programs at the locality. This not only opened the door to the future for these students but was also the initial step to develop well-trained human resources for the locality.

The rate of ethnic minority students in the first semester in the academic year 2020-2021



Source: Bac Ha Boarding Secondary & High School for ethnic minority students

The number of students attending universities, colleges, technical schools, and vocational colleges in the past 5 years:

Academic year	High school graduates	University students	College students	Technical schools and vocational college students	Students continuing their education after high school graduation
2015-2016	70	10	5	5	35 (50%)
2016-2017	70	10	10	20	55 (78.6%)
2017- 2018	68	7	16	14	47 (69.1%)
2018 – 2019	68	7	17	20	44 (64.7%)
2019-2020	70	10	19	22	51 (73%)

Source: Bac Ha Boarding Secondary & High School for ethnic minority students

Fostering and attracting talents

The company understands that social development could not be accomplished without educational development, and prioritizing education was essential for economic development. In the past years, SSI has worked with NDH Scholarship Foundation to award scholarships to poor students with high academic results to foster and incubate these talents and give them opportunities to attend schools. In the past 4 years, SSI has sponsored VND 1.3 billion for students of 6 large universities in Hanoi so that those students would be stress-free to continue their studies and contribute their knowledge to the social development, moreover, they would do the same for other disadvantaged students in the future to spread kindness among future generations. In 2020, SSI sponsored scholarships for several postgraduates at John von Neumann Institute – Vietnam National University Ho Chi Minh City to get master's degrees to continue to incubate and nurture those talents.

With the guiding principle of putting priority to succeeding generations of the country especially young employees who were professionally trained at domestic and foreign educational institutions, in 2020, SSI allocated VND 500 million to sponsor competitions for universities students as follows: The Bravery Investors Competition for students of Hanoi Banking Academy, Finance and Banking Arena Contest for students of Banking University of Ho Chi Minh City, or Student Investor Competition organized by International Faculty – Hanoi National University. In addition, SSI also facilitated universities in Hanoi, Hai Phong, and Ho Chi Minh City to apply iWin, a virtual trading application designed to mimic the transactions of underlying securities and derivatives, into finance and securities courses. The company actively worked with the Fund for Vietnamese Young Talents to help young talents to participate in the cause of building and defending the country, to discover, encourage and support gifted youngsters, who faced difficult circumstances, in particular, to mobilize human resources in many fields.

In addition, in the past years, SSI and the Vietnamese Youth and Students Association in the United States organized many career orientation activities and provided support to develop students' business ideas that could be put into practice. The company gave annual sponsorships for VietChallenge Competition to incubate and foster start-up companies that had breakthrough ideas and competitive advantages, contributing to addressing challenges and issues in Vietnam and global economies. From 2015 to 2020, SSI sponsored the “American Arms” program – annual career orientation conferences held by the Vietnamese Youth and Students Association in the United States. The company not only sponsored money for students to organize conferences but also assigned senior leaders to participate in talk shows to share about career orientation so that the young generation could have a better idea to choose their suitable career paths.

Those activities showed SSI's responsibility to uplift young businesses, and also directly responded to the call of the Government to make Vietnam a start-up nation. Taking steady steps, the company would continue providing support and developing investment plans, and building a startup ecosystem in Vietnam.

Education sponsorships for disadvantaged areas

SSI prioritizes the education development in disadvantaged areas. Especially schools in mountainous areas of the North of Vietnam where people lived in unfavorable geographical locations and harsh weather, SSI adopted practical solutions to help students and teachers overcome difficulties in academic activities and social life by giving warm clothes, blankets, food for students and teachers of Semi-Boarding High School in Duong Huu Commune, Son Dong district, Bac Giang province; sponsoring money to build a canteen for Gia Phu 5 Semi-Boarding Primary School in Nam Tra Hamlet, Gia Phu Commune, Bao Thang District, Lao Cai Province.

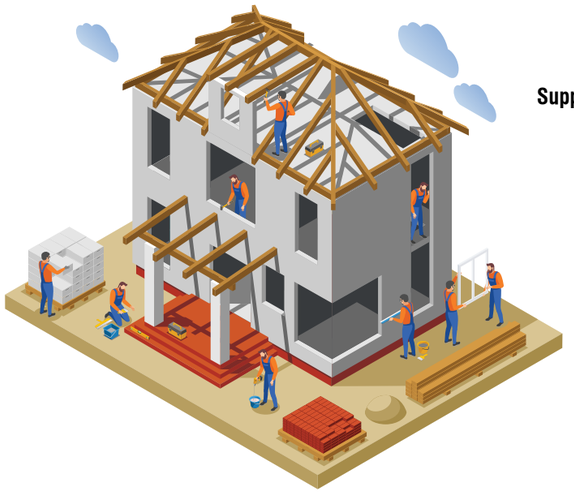
For many years, SSI has actively worked with Public Security News to give free bicycles to children in remote areas, ethnic minority students, and poor studious students across the country. Many students have to overcome difficult living conditions and poverty and have to walk more than ten kilometers to get access to education. Besides giving them means of transport to schools, in 2020, SSI sponsored a larger amount to the local Youth Union and worked with Vietnam News Agency to give books and bookshelves to local schools to promote reading culture, raise people's intellectual standard and bring knowledge to the local community. In addition, SSI always contributes to sponsorship programs to annually commend outstanding students and university students, excellent young students of ethnic minority groups in particular. This proved that SSI's investment in education development and young generations was judicious, more importantly, as a result, promising young generations were nurtured for a brighter.

Natural disasters prevention and recovery

Vietnam's topography is diverse, varying from the North to the South, from the East to the West, stretching along the East Sea continental shelf, the geographical position poses difficulties when natural disasters often occur. The Communist Party and the Government always give priority to natural disaster prevention and recovery.

SSI was aware of the importance of natural disaster prevention and recovery; therefore, the company has always been a pioneer in sponsoring disaster prevention and recovery activities in localities across the country. SSI's outstanding project was to support building houses that could withstand natural disasters and to sponsor equipment and facilities for the Steering Committees for Natural Disaster Prevention and Control and the Committees for Search and Rescue in 9 central coastal provinces.

SSI's support program was very practical at the localities to help people and authorities promptly respond to natural disasters which always lied in wait and challenged the lives of local residents.



Support to build safe houses withstanding natural disasters

- Thanh Hoa Province
- Quang Binh Province
- Thua Thien - Hue Province
- Ha Giang Province
- Ha Tinh Province



Sponsor equipment for Steering Committees for Natural Disaster Prevention and Control and Committees for Search 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 2020, in response to the call of the Prime Minister “the whole country joins hands for the poor – no one is left behind” and the call of the Fatherland Front Committee on raising money and mobilizing supports to build houses for people living in remote areas, mountainous areas, border areas, disaster-prone areas, SSI sponsored Ha Tinh province VND 10 billion to build flood-resilient community houses, facilitate the lives of locals and encourage them to overcome difficulties and poverty, and SSI also worked with local authorities to strengthen the solidarity among people and protect the country's borders. Projects of building flood-resilient community houses, flood-resilient houses for people in Ha Tinh not only helped people to have secure shelters every flood season, but also created a community space for cultural activities, and improved people's living standards.



Poverty alleviation, join hands to overcome adversity

Specializing in the financial industry, SSI always wants to help people broaden their knowledge, improve working conditions, and increase production activities. Therefore, in many years, poverty alleviation has been one of the top priorities of SSI. SSI chooses to invest in poverty alleviation projects which brought about sustainable values and helped train human resources for economic development at the localities, some notable projects are as follows: SSI invested VND 5.3 billion and constructed concrete roads in hamlets of My Hanh Nam commune, Duc Hoa District, Long An province, and helped the commune fulfill one of the important criteria of new rural development program (2017 – 2020); gave 3300 sows raised for breeding for 9 border districts in Cao Bang province to help local families achieve economic stability (2018).

In previous years, SSI supported fishermen by sponsoring navigational instruments for them to carry on fishing activities, in 2020, the company chose to invest more than VND 2 billion in community development projects in areas that were severely influenced by natural disasters and the Covid-19 pandemic. In addition to the above-mentioned poverty alleviation and natural disaster recovery activities, SSI also gave special priority to children with disadvantaged backgrounds. Every year, SSI works with Binh An Center, a member of Friends For Street Children Association (FFSC), to give presents and hold Mid-Autumn Festival parties for underprivileged children in Ho Chi Minh City. In 2020, with the help of the Center, SSI gave thousands of moon cakes, hundreds of portions of rice and fish sauce to the children in Tam Thon Hiep Commune, Can Gio District, Ho Chi Minh City, so that they could have a happy party at Mid-Autumn Festival.

GRI 418
CUSTOMER PRIVACY

Management approach
As an enterprise in the financial - securities sectors, SSI always recognizes the importance of the stability of the trading system, keeping safe, secure and avoiding customer information disclosure. It is considered as the key condition for the Company's stable operation, making an 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 are 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

In 2020, SSI had invested and enhanced firewalls in the campus as well as the protection for DDoS. In addition, the Company had restructured the internet access policy and prepared the security technology infrastructure for more robust security monitoring and protection. In terms of endpoint protection, SSI had implemented facilities for Endpoint Detection and Response (EDR), adapted Data Labeling to identify unknown information running around. Along with that is the use of real-time log analysis to check abnormal behavior.

In addition, SSI had spent huge effort on the IT and communication policy system regarding information security and compliance management, particularly the enforcement on penetration test for all kind of releases to live environment, Service Level Agreement (SLA) compliance on remediation of any potential threat.

In 2020, 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 sustainable development for the Company, directly influence 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 2020, 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 with violation of the laws and regulations in the economic and social areas.





GRI

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