SSI SECURITIES CORPORATION

2021 SUSTAINABLE DEVELOPMENT REPORT

NAVIGATE THE CHANGING ENVIRONMENT

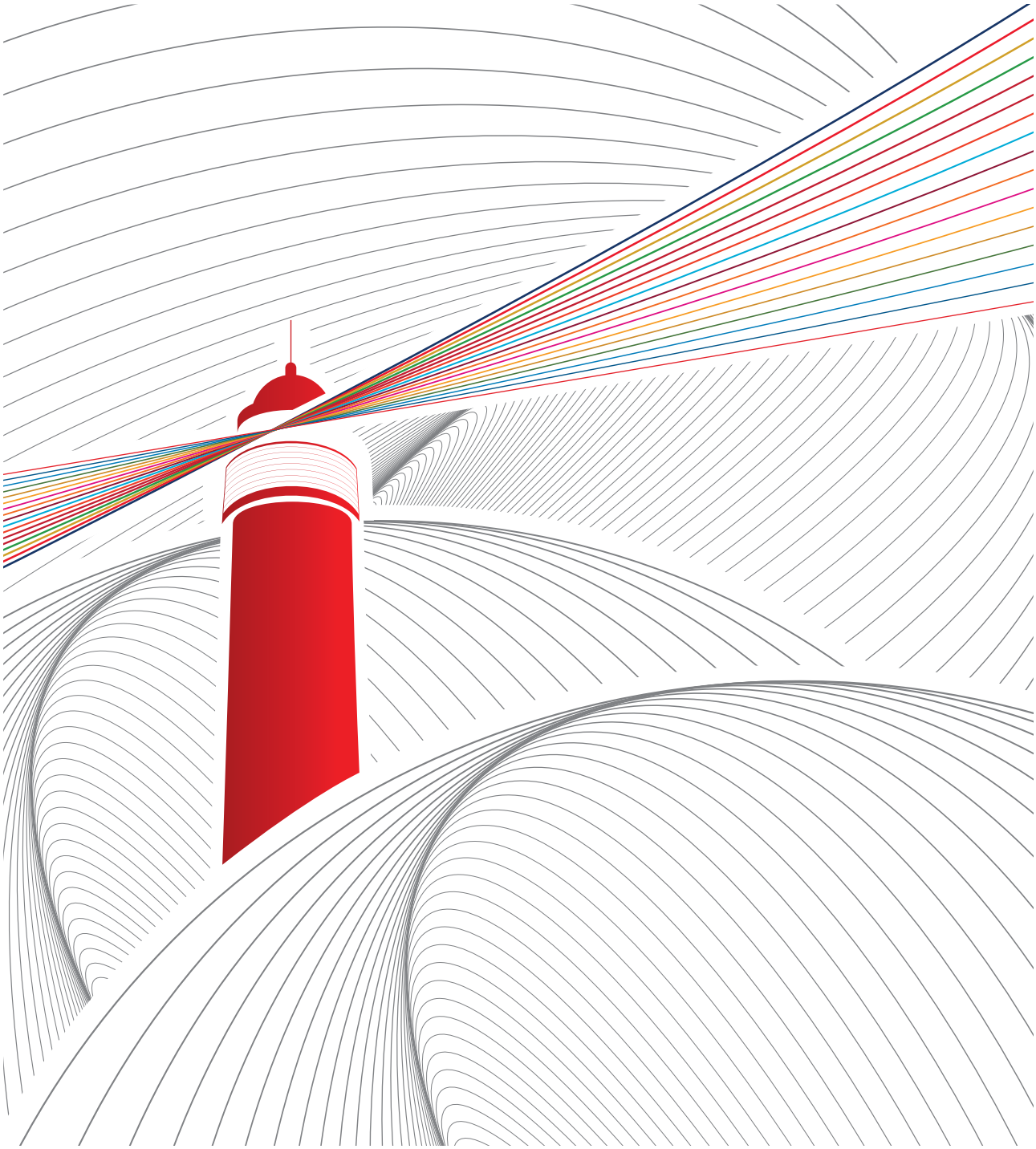


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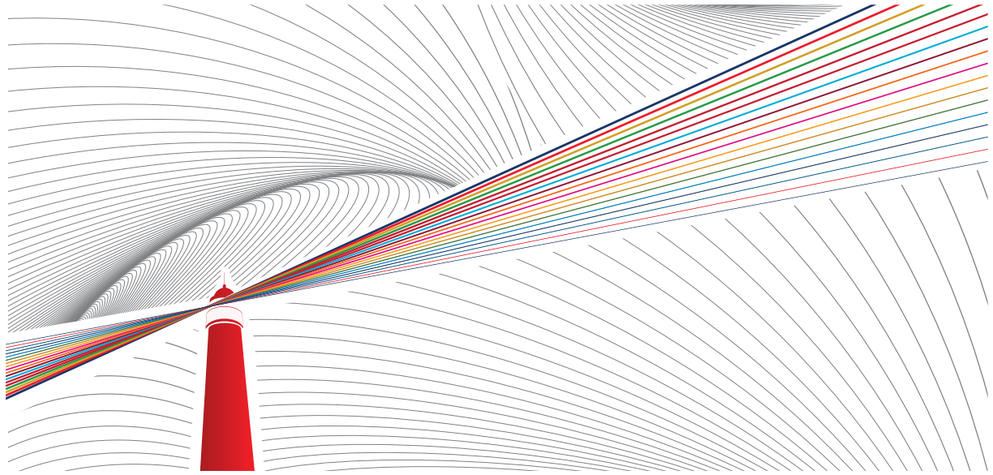
MESSAGE FROM THE CHAIRMAN ON SUSTAINABLE DEVELOPMENT



Dear Valued Shareholders,

The tumultuous year 2021 has ended, marked by many memorable events and milestones. New strains of the SARS-CoV-2 virus have spread rapidly, with unprecedented outbreaks across the country, causing serious harm to people's health and well-being. This resulted in the prolonged social distancing country-wide, affecting all activities of the economy and causing production chain disruption in many provinces. Despite this, with the effective "Living with Covid" strategy and aggressive vaccination campaigns, the Vietnamese economy witnessed a strong recovery at the end of 2021. Production and business activities were gradually resumed; the average inflation rate was only 1.86%, marking the lowest rate in the past 5 years. The trade balance also had a spectacular change from a trade deficit in the first 9 months of 2021 to a trade surplus of $4.1 billion for the whole year.

Facing contradictory and unforeseen changes in the economy in general and the stock market in particular, we understand better the significance of integrating sustainable development goals in each business's business strategy. Only then, can SSI flexibly adapt to changes and ensure the attainment of business efficiency and sustainable benefits for stakeholders. This approach helped SSI realize the overall objectives of developing the Vietnam stock market, maintaining assets safety and long-term investment efficiency for customers, creating a stable and growing source of income for Shareholders and Employees, and making a remarkable contribution to the Community.



In 2021, SSI continued to implement a sustainable development strategy in the direction of balancing socio-economic-environmental goals and record remarkable achievements. Net revenue of the Company in 2021 increased by 72% and profit before tax represented more than 60% of the target or 116% higher than 2020, making the Company continue to be Top Enterprises with Largest Tax Contribution in Vietnam for the 11th consecutive year (2010 – 2021). SSI has paid over VND 645 billion in cash dividends in 2021, along with the successful implementation of two issuances of bonus shares and additional shares for existing shareholders, which not only helped provide more funds for its business operation but also deliver considerable income to shareholders to overcome the negative impacts of Covid-19. In addition, the Company always strives to ensure that each employee feels secure, satisfied with their work, and is rewarded by competitive – fair – comprehensive remuneration policies, maintaining their contribution and motivation for further development of SSI and their own.

In addition to financial benefits, the Company also brings indirect prosperity to the socio-economic development, such as promoting business advising activities to raise capital and contributing to the formation of a capital channel and long-term capital distribution for the economy; actively participating in the construction of the stock market; pioneering in the development of many investment products to meet diverse needs & risk appetite and suitable for many different market contexts; bringing securities closer to the people, making the stock market truly become a safe and effective channel for raising capital and keeping assets.

With the commitment "Voluntarily performing corporate social responsibility, joining hands for community development", in 2021, SSI spent VND 21 billion and 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.

Being an enterprise operated in the finance – securities sector, SSI has no direct impacts and significant influence on the environment. SSI is self-aware of the need to contribute to the environment for a sustainable future, through strict compliance with regulations on environmental protection; devoting many internal activities to raise awareness in effectively using the energy and natural resources; and applying monitoring measures in energy consumption and discharge, contributing to minimizing negative impacts on the general environment.

Entering the next year of this connection journey, SSI will continue to carry out the chosen mission and commit to bringing sustainable development steps for SSI itself and its stakeholders. We would like to thank our Valued Shareholders, Customers, Partners and all employees of the Company for your support and companionship during the past time. With all of your unity, we will achieve outstanding greatness in 2022.

We wish you all good health and success.

Ho Chi Minh City, 15th April, 2022

Chairman of the Board

NGUYEN DUY HUNG

2021 HIGHLIGHTS

Against the unprecedented changes and on contrary to the predictions of the social-economical climates and of Vietnam's stock market in 2021, SSI was the lighthouse amidst the storm, navigating the Company and its Partners to the shore of stability, growth and lasting prosperity.

TOTAL ASSETS

VND **50,793** BIL.

2021

2020

▲42%

NET REVENUE

VND **7,786** BIL.

2021

2020

▲72%

2021

PROFIT BEFORE TAX

VND **3,365** BIL.

2021

2020

▲116%

OWNER'S EQUITY

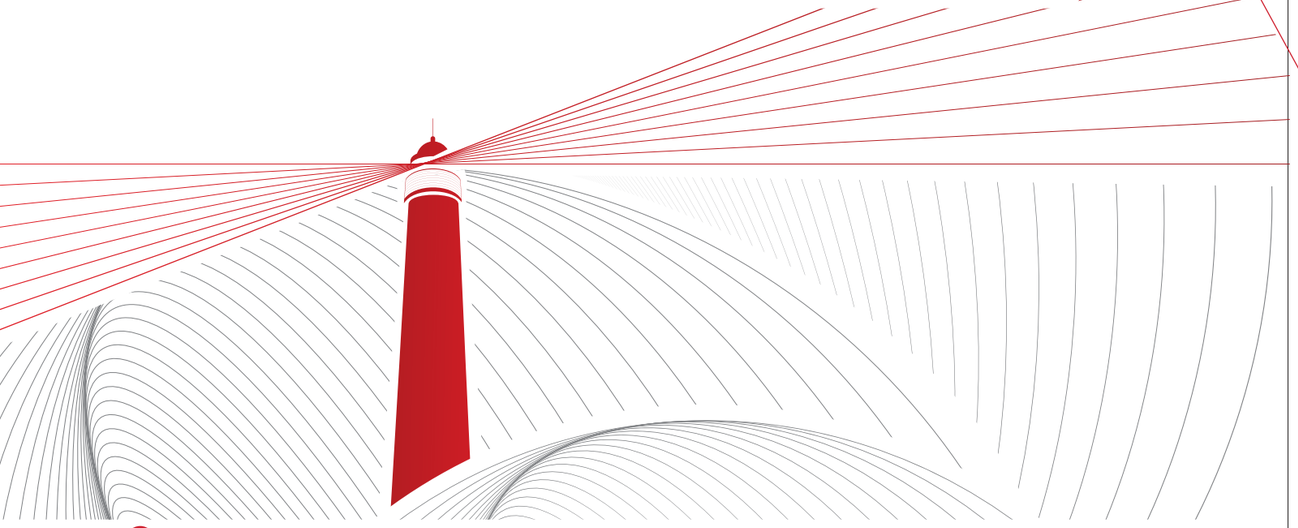
VND **14,220** BIL.

2021

2020

▲44%

MARGIN BALANCE AT THE END OF THE YEAR ▲260%



03 SERIES OF PROGRAMS AND NUMEROUS LIVESTREAMS

WERE CREATED TO ENHANCE INVESTORS' KNOWLEDGE, BRING SECURITIES CLOSER TO THE POPULACE AND BECOME A SAFE AND EFFECTIVE ASSET STORAGE CHANNEL

COMPREHENSIVE INVESTMENT PRODUCTS

SSI

	STOCKS	DERIVATIVES	COVERED WARRANTS
S-PRODUCTS			
	S-BOND	S-NOTES	S-SAVINGS
OPEN-ENDED FUNDS			
	SSI-SCA	SSI-BF	SSI-VLGF
ETFs			
	SSIAM VNX50	SSIAM VNFINLEAD	

SUCCESSFULLY ISSUED **219** MIL. BONUS SHARES **& 109.5** MIL. SHARES OFFERED AT PAR VALUE TO EXISTING SHAREHOLDERS

MORE THAN VND **1,056** BIL.

WAS PAID TO EMPLOYEES IN 2021

MORE THAN VND **21** BIL.

FOR COMMUNITY ACTIVITIES IN 2021

OF WHICH APPROXIMATELY **80%** WAS SPENT ON COVID-19 EPIDEMIC PREVENTION AND CONTROL ACTIVITIES

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01

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 2021 was prepared for the fiscal year ended on 31st December 2021. All data in the report is collected from SSI's actual activities at the Head Office and Branches/Transaction Offices nationwide, from 01st January 2021 to 31st December 2021. Financial data in the report is referenced from the audited Consolidated Financial Report for the year 2021 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:

01 **GRI 100 – GENERAL INFORMATION**

02 **GRI 200 – ECONOMIC STANDARDS**

03 **GRI 300 – ENVIRONMENTAL STANDARDS**

04 **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 S treet, Ly Thai To Ward, Hoan Kiem District, Hanoi

GRI 102
GENERAL DISCLOSURES

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 21 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 1640 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	Ticker
SAIGON SECURITIES INCORPORATION	**SSI**

Legal Representative	Date of incorporation
MR. NGUYEN DUY HUNG Chairman	**30/12/1999**

Charter Capital (as at 31/12/2021)	Owner's equity (as at 31/12/2021)
VND 9,847,500,220,000	**VND 14,220,082,730,148**

The number of employees (as of 31/12/2021)

1,312 EMPLOYEES including **485 EMPLOYEES** who are fully certified for securities license



HEAD OFFICE

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72 Nguyen Hue,
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VISION

THE BUSINESS OF SUCCESS

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

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

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

MISSION

CONNECTING CAPITAL TO OPPORTUNITIES

SSI's mission is to connect capital to opportunities.

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

CORE VALUES

SOLUTIONS-LED

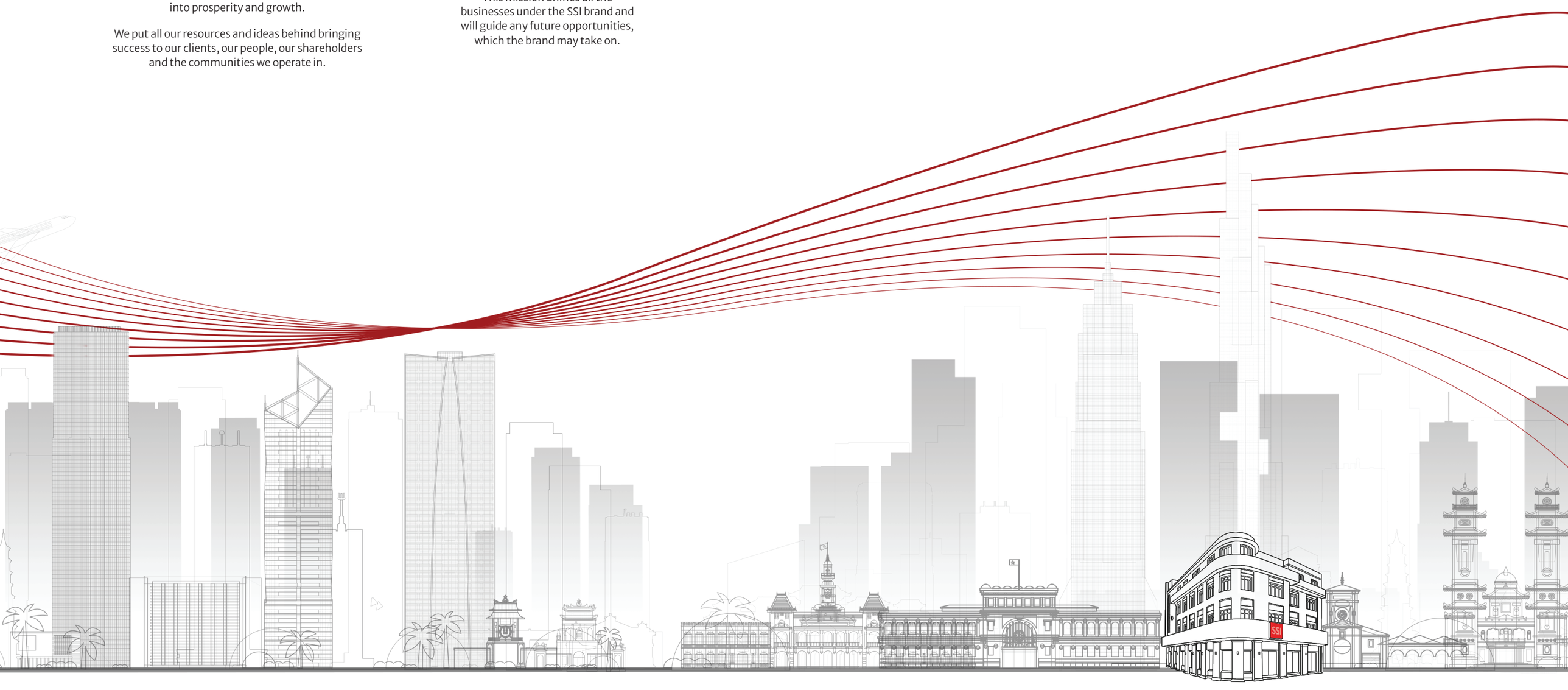
We are focused on the outcome of making our customers successful, and we prioritize their individual needs over existing products or processes.

SKILLED

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

INVENTIVE

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



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 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 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;

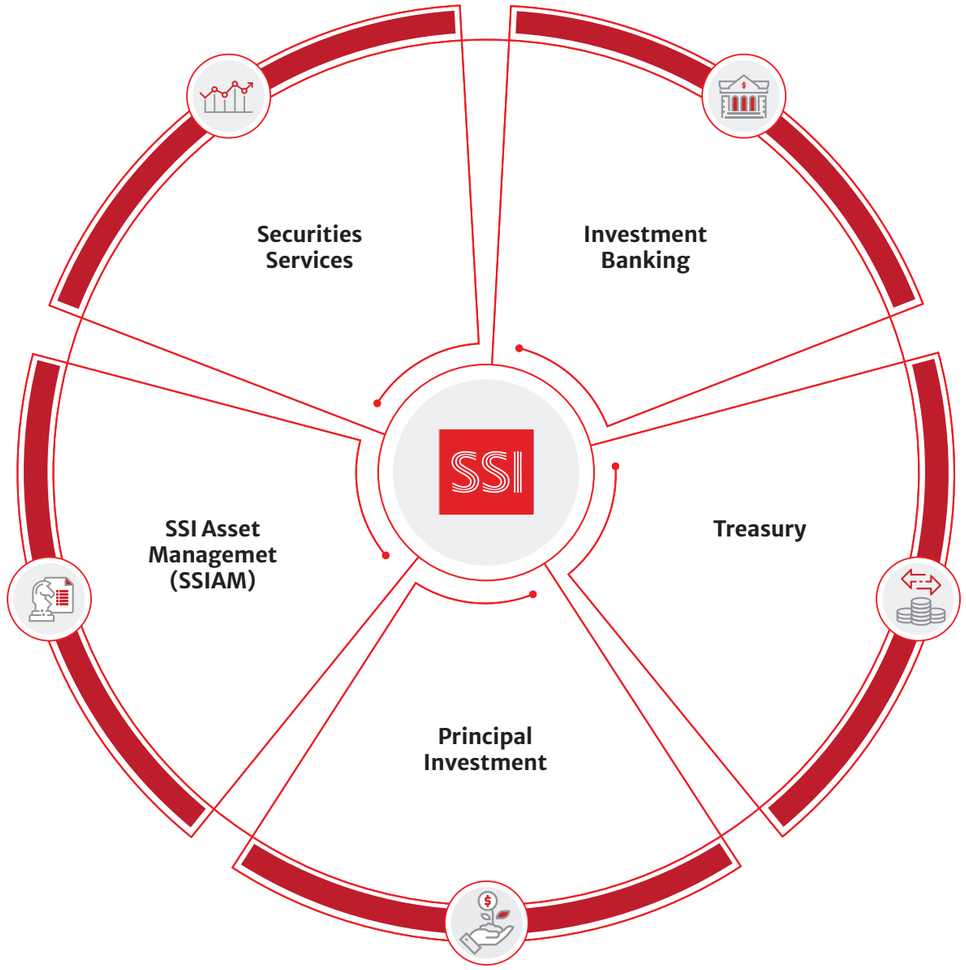
12/2020: SSI is the first private securities company conferred the noble Title "Hero of Labor" by the Communist Party and the Socialist Republic of Vietnam.

2021

05/2021: SSI became the first securities company with a market capitalization of over USD 1 billion;

11/2021: SSI successfully issued 218.29 million bonus shares with the ratio of 6:2 (09/2021) and 109.1 million shares offered to existing shareholders with the ratio of 6:1 at the price of VND 10,000/share (10/2021). After those insurances, charter capital was raised to VND 9,847,500,220,000; SSI continues to maintain its position as the securities company with the largest capital scale in the market.

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.

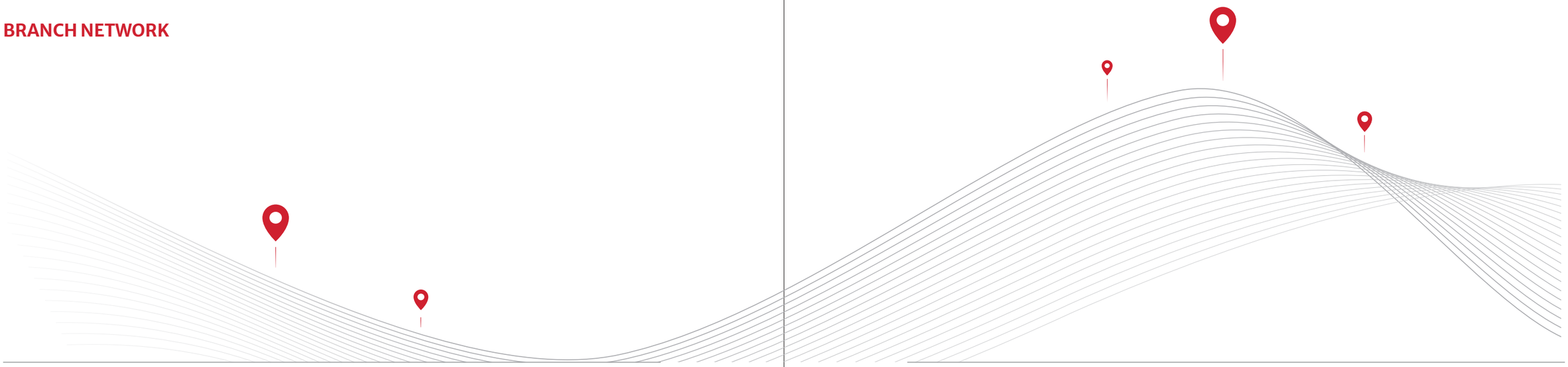
INVESTMENT BANKING

- 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.

BRANCH NETWORK



THE SOUTH

Head Office

72 Nguyen Hue, Ben Nghe Ward,
District 1, Ho Chi Minh City
Tel: (+84) 28 3824 2897
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Nguyen Van Cu Transaction Office

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Nguyen Van Cu Street, Cu Trinh Ward,
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Nguyen Huu Canh Transaction Office

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Binh Thanh District, Ho Chi Minh City
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Fax: (+84) 28 3622 2277

Le Loi Transaction Office

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Fax: (+84) 28 3636 3668

Nguyen Cong Tru Branch

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Nguyen Thai Binh Ward, District 1, Ho Chi Minh City
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Nguyen Thi Minh Khai Transaction Office

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Cach Mang Thang Tam Transaction Office

6th Floor, Lim II Tower,
62A Cach Mang Thang Tam Street,
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THE NORTH

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1st, 2nd and 3rd floors, Century Tower,
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Fax: (+84) 24 3794 6677

Hai Phong Branch

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Hai Phong City
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SSI Asset Management Ltd

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Hoan Kiem District, Hanoi
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Fax: (+84) 24 3936 6337

MAJOR AWARDS



OVER THE PAST 21 YEARS OF OPERATION, SSI HAS RECEIVED COUNTLESS PRESTIGIOUS AWARDS FROM RECOGNIZED NATIONAL AND INTERNATIONAL ORGANIZATIONS, PROVING THE COMPANY'S STRONG POTENTIAL IN TERMS OF HUMAN RESOURCES, FINANCIAL CAPABILITIES, AND EXTENSIVE NETWORK.

Awards from the Asiamoney Brokers Poll for 9 consecutive years In 2021, SSI achieved 27 out of 29 award categories, including 5 general award categories for brokerage services and 22 award categories for individuals in the 2 groups for analysis and sales. Especially, the two categories of Retail Brokerage's awards including "Best retail broker (as voted by retail clients)" and "Best analyst/commentator (as voted by retail clients)" both belong to SSI.

5

AWARD CATEGORIES FOR SALES SERVICES

1. BEST DOMESTIC BROKERAGES
2. BEST BROKERAGES FOR RESEARCH
3. BEST BROKERAGES FOR SALES
4. BEST BROKERAGES FOR CORPORATE ACCESS
5. BEST BROKERAGES FOR EXECUTION

22

INDIVIDUAL AWARDS FOR SSI'S BROKERS AND ANALYSTS IN THE FIELDS OF MARKET RESEARCH AND ANALYSIS

- BEST STRATEGIST (VIETNAM)
- BEST ECONOMIST (VIETNAM)
- BEST ANALYST FOR SMALL/ MID CAPS (VIETNAM)
- BEST ANALYST FOR AGRICULTURE (VIETNAM)
- BEST ANALYST FOR AUTOMOBILES & COMPONENTS (VIETNAM)
- BEST ANALYST FOR BANKS (VIETNAM)
- BEST ANALYST FOR CONSUMER DISCRETIONARY (VIETNAM)
- BEST ANALYST FOR CONSUMER STAPLES (VIETNAM)
- BEST ANALYST FOR ENERGY (VIETNAM)
- BEST ANALYST FOR FINANCIALS (NON-BANKING) (VIETNAM)
- BEST ANALYST FOR HEALTHCARE (VIETNAM)
- BEST ANALYST FOR INDUSTRIALS (VIETNAM)
- BEST ANALYST FOR IT SERVICES (VIETNAM)
- BEST ANALYST FOR MATERIALS (VIETNAM)
- BEST ANALYST FOR REAL ESTATE (VIETNAM)
- BEST ANALYST FOR TELECOMMUNICATION SERVICES (VIETNAM)
- BEST ANALYST FOR TRANSPORTATION & LOGISTICS (VIETNAM)
- BEST ANALYST FOR UTILITIES (VIETNAM)
- BEST SALESPERSON (VIETNAM)
- BEST SALES TRADER (VIETNAM)
- BEST RETAIL BROKERAGES 2021 (VIETNAM)
- BEST ANALYST/COMMENTATOR 2021 (AS VOTED BY RETAIL INVESTORS) (VIETNAM)

Other awards from Asiamoney

- **"Best Securities House in Vietnam"** in 2020 | 2021

Awards from The Asset

- **Best Equity Adviser"** in 2017 | 2020 | 2021
- **"Asset Management Company of the Year in Vietnam"** in 2012 | 2014 | 2015 | 2016 | 2017 | 2018 | 2021
- **"Best ETF Provider"** in 2021
- **"Best Domestic corporate and institutional adviser** in 2018 | 2019 | 2020

Awards from FinanceAsia

- **"Country awards – Best broker"** in 2008 | 2009 | 2010 | 2011 | 2014 | 2015 | 2016 | 2019 | 2020 | 2021

Awards from Alpha Southeast Asia

- **"Best Institutional Broker in Vietnam"** in 2011 | 2015 | 2017 | 2021
- **"Best Cross Border M&A Deal of the Year in Vietnam"** in 2021
- **"Best Overall Asset & Fund Manager"** in 2020 | 2021
- **"Best Fund Manager for Insurance, ILP Mandates & Private Retirement Schemes"** in 2020 | 2021
- **Best Retail Broker in Vietnam** 2017 | 2018 | 2019 | 2020

Awards from Asia Asset Management

- **"Fund launch of the year"** in 2020 | 2021
- **"CEO of the year"** in 2012 | 2013 | 2014 | 2015 | 2016 | 2020 | 2021

Award from General Department of Taxation – Ministry of Finance

- **"Top 1000 Enterprises with Largest Tax Contribution in Vietnam (V1000)"** from 2010 to 2021

Awards from Forbes Magazine

- **"Top 50 Best Listed Companies in Vietnam"** for 8 consecutive years (2014 – 2021)
- **"Top 25 Valuable Financial Brands in Vietnam"** in 2021

Award from Nhip Cau Dau Tu Magazine

- **"Top 50 Best Performing Companies in Vietnam"** in 2021

Award from Anphabe

- **"Top 50 Vietnamese Employer of Choice"** in 2021
- **"Top 100 Vietnam Best Places to Work"** in 2021

Award from Ho Chi Minh Stock Exchange (HOSE), Hanoi Stock Exchange (HNX), Vietnam Investment Review (VIR) and Dragon Capital

- **"Top 10 Large-cap Listed Companies with Outstanding Annual Reports Awards"** in 2009 | 2010 | 2011 | 2012 | 2013 | 2016| 2018 | 2020 | 2021

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 | 2021
- **Top 500 Vietnamese Largest Private Enterprises (VNR500** for 14 consecutive years (2008 –2021)
- **Top 500 Largest Private Enterprises in Vietnam (VNR500)** in (2016 – 2021)
- **Top 500 Most Profitable Private Enterprises in Vietnam (PROFIT500)** in 4 consecutive years (2018 – 2021)
- **Top 500 Most Profitable Enterprises in Vietnam (PROFIT500)** in 2020 | 2021
- **Top 50 Prestigious & Effective Public Companies (VIX50)** in 2021
- **Top 500 Fastest-Growing Firms in Vietnam (FAST500)** for 6 consecutive years (2016 – 2021)

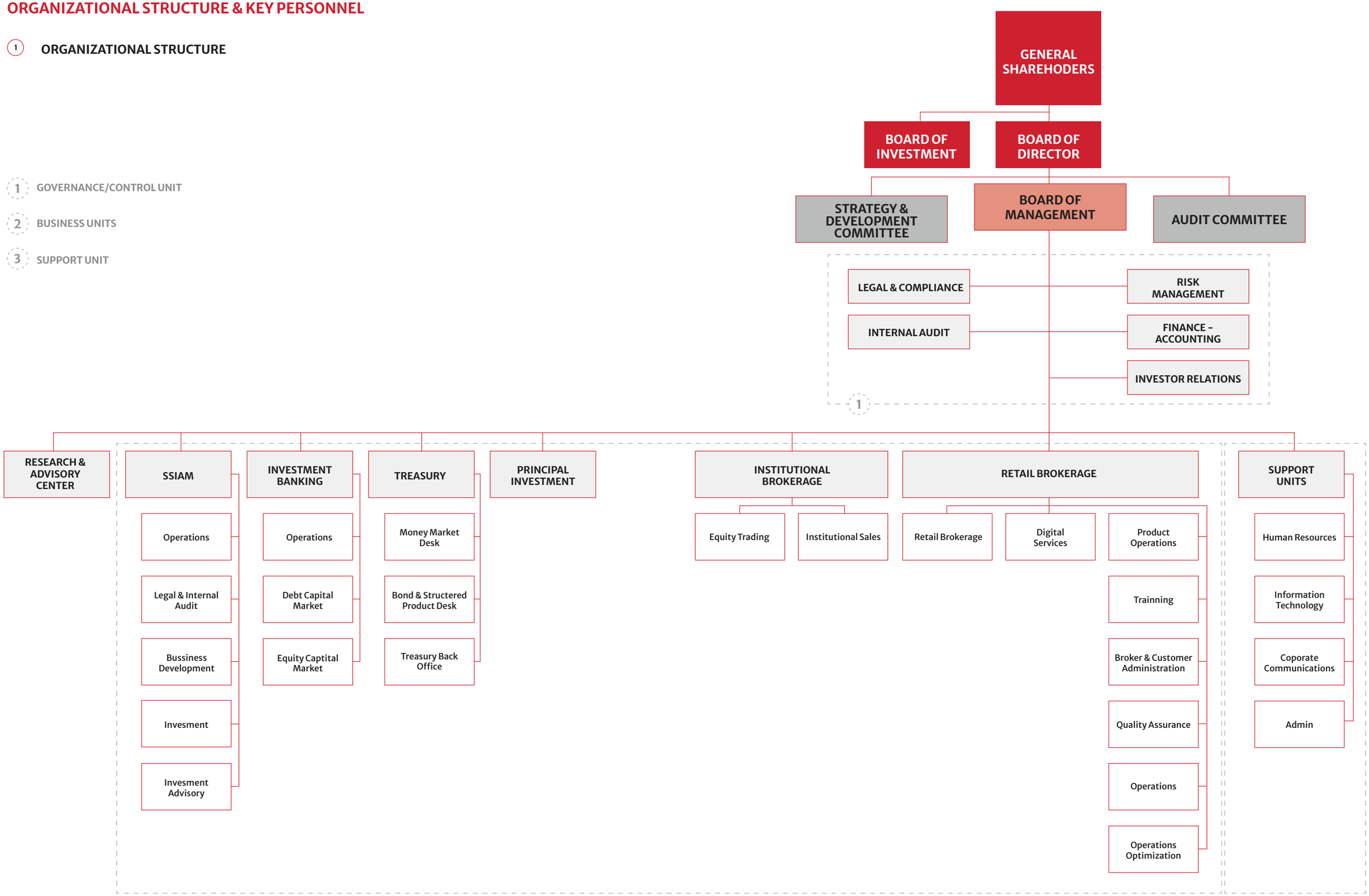
ORGANIZATIONAL STRUCTURE & KEY PERSONNEL

1 ORGANIZATIONAL STRUCTURE

1 GOVERNANCE/CONTROL UNIT

2 BUSINESS UNITS

3 SUPPORT UNIT



2 KEY PERSONEL

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 Joint Stock Company (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. 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 he holds 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 in 2010. 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 the 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 the 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.



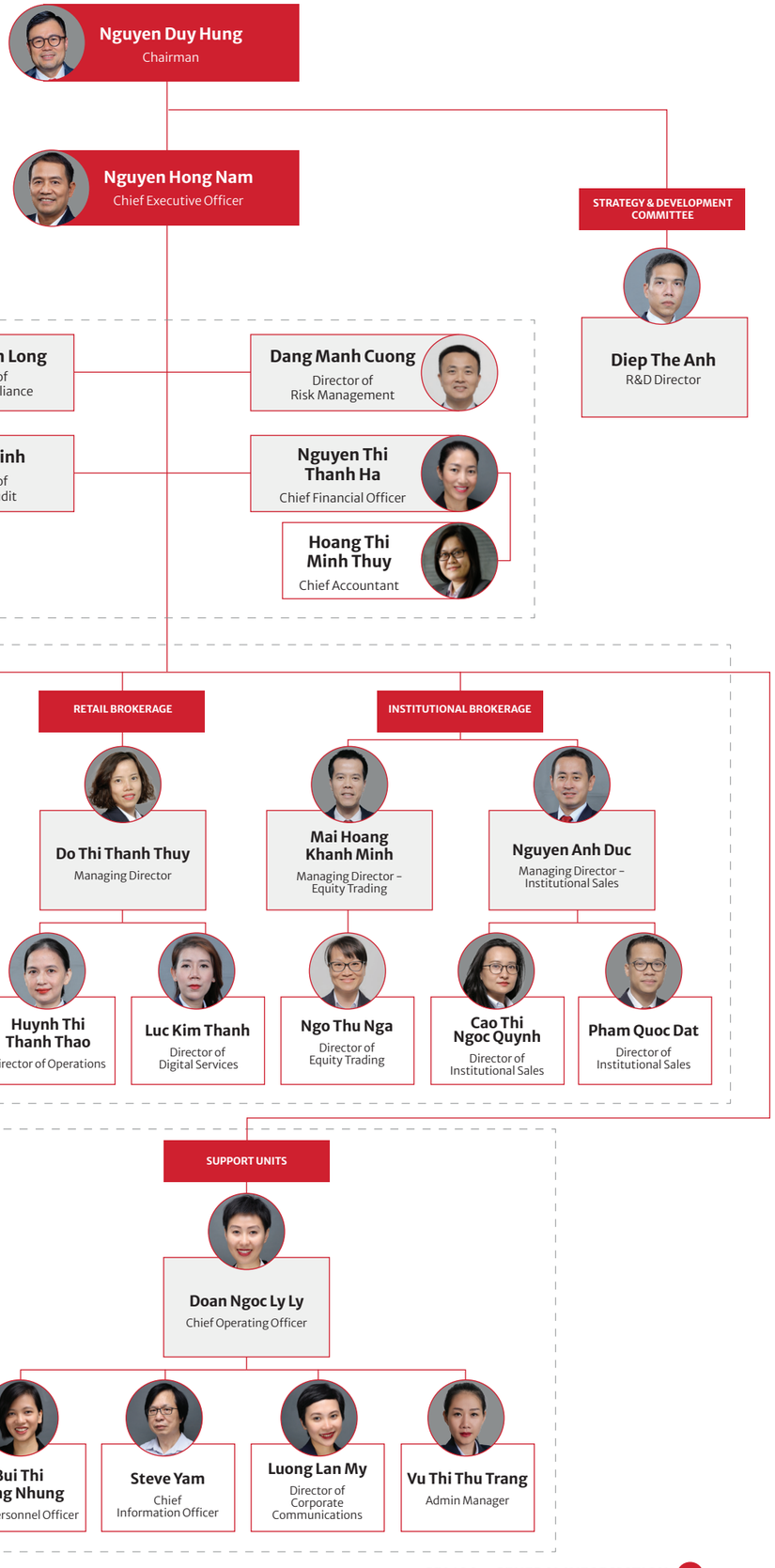
ORGANIZATIONAL STRUCTURE & KEY PERSONNEL *(cont.)*

3 KEY PERSONS

1 GOVERNANCE/CONTROL UNIT

2 BUSINESS UNITS

3 SUPPORT UNIT



KEY FINANCIAL HIGHLIGHTS

Business performance	2017	2018	2019	2020	2021
Net revenue (VND billion)	3,043	3,939	3,301	4,576	7,786
Net profit from operating activities (VND billion)	1,392	1,567	1,099	1,552	3,252
Other profits (VND billion)	13	56	7	5	113
Total profit before tax (VND billion)	1,405	1,623	1,106	1,558	3,365
Profit after tax (VND billion)	1,161	1,303	907	1,256	2,695
Profit after tax of the parent company's shareholders (VND billion)	1,162	1,305	909	1,257	2,696

Balance sheet	2017	2018	2019	2020	2021
Total assets (VND billion)	18,764	23,826	27,044	35,770	50,793
Charter capital (VND billion)	5,001	5,101	5,101	6,029	9,848
Total number of weighted average shares	490,089,282	499,834,406	591,654,887	818,782,365	880,992,801
Owner's equity (VND billion)	8,616	9,156	9,401	9,873	14,220

Asset structure	2017	2018	2019	2020	2021
Current assets/Total assets	91.8%	93.5%	82.4%	81.2%	91.6%
Long-term assets/Total assets	8.2%	6.5%	17.6%	18.8%	8.4%

Capital structure	2017	2018	2019	2020	2021
Liabilities/Total assets	54.1%	61.6%	65.2%	72.4%	72.0%
Equity/Total assets	45.9%	38.4%	34.8%	27.6%	28.0%

Rate of returns	2017	2018	2019	2020	2021
Profit after tax/Total assets (ROA)	6.2%	5.5%	3.4%	3.5%	5.3%
Profit after tax/Shareholder's equity (ROE)	13.6%	14.3%	9.7%	12.8%	19.0%
Profit after tax/Charter capital	23.2%	25.5%	17.8%	20.8%	27.4%
Profit after tax/Net revenue	38.2%	33.1%	27.5%	27.4%	34.6%
Basic interest per EPS share (VND)	2,208	2,428	1,430	1,434	2,852

Solvency ratios	2017	2018	2019	2020	2021
Current ratio (Current assets/Current liabilities)	1.84	1.65	1.36	1.12	1.28
Quick ratio (Cash, cash equivalents and short-term financial investments/ Current liabilities)	1.81	1.65	1.35	1.11	1.23



SUSTAINABLE DEVELOPMENT STRATEGY



SSI GENERAL DEVELOPMENT STRATEGY

Since its establishment, with the mission of "Connecting capital to opportunities", SSI has made relentless efforts in capital mobilization through the stock markets, contributing to forming a channel to direct and distribute capital to the economy in the long term under the market mechanism, mobilize great resources of the country and promote economic development. SSI's objective as a leading financial institution in Vietnam market has been realized, making a strong momentum to conquering the international market. This is based on our customer-centricity principles, which not only help bring profit to the Company but also protect customers from losses.

SSI's persistent target yet flexible approach in addition to business acumen not only help SSI remain resilient against ups and downs in the Vietnamese securities market, but also justify its position as the No. 1 securities company. Every five-year development strategy is accompanied by a three-year action plan which has helped SSI gain its impressive milestones. A sustainable development strategy is drawn upon three successful factors, including product and service quality, human resources qualification and technology system development.

SSI is among few securities companies on the market with diverse income structures, not to mention its leading position in these business areas. This enables SSI to gain encouraging business results and maintain sustainable growth despite the ups and downs of the market. In the coming year, resources will continue to be allocated appropriately to promote development of those fields.

KEY RISKS IDENTIFICATION AND MANAGEMENT

In 2021, the widespread of the Covid-19 pandemic has continued to bring many unexpected challenges to every country, business, and individual worker in the world. However, but this is also one of the factors promoting the stock market's strong growth in both the number of new investors and market liquidity. In 2021, the operational risks related to the Covid-19 epidemic were always very high, the credit risk from margin lending activities also increased due to the outstanding loan balance. Margin service has experienced explosive growth with an increase of 151% from December 31, 2021 to December 31, 2020, accompanied by a sharp increase/decrease in price volatility in a short period of time for some stocks and bonds. However, with professional staff and a clear strategy from the BOD to seize opportunities and promptly respond to unexpected difficulties, 2021 witnessed continuous growth in the number of new investors, margin lending balance and profits. Risks continued to be minimized, always below the risk limit approved by the BOD. Business activities were maintained continuously, without interruption even during the period of social distancing and serious epidemic developments, the absolute safety of workers' health was ensured.

During its operation, SSI identifies several risks related to business and operations to monitor, prevent, control and handle as follows:

1 MARKET RISK

Risk identification: SSI's core business activities exposed to market risks are investments in bonds and shares, deposit investment, margin lending, covered warrant offering and derivative products.

Revenue from these activities is affected by fluctuations in interest rates, stock prices, possibly due to market conditions, changes in monetary policy, macro policies of the Government of Vietnam or other countries concerned, geopolitical turmoil such as instability in the East Sea, US-China trade war, as well as other legal provisions. Unexpected variation of interest rates and stock prices may lead to a decrease in the Company's revenue and profit.

Risk Management:

- Conducting assessments of macroeconomic conditions, market systematic risk, change in legal regulations and Government's policies related to specific sectors, geopolitical issues, global commercial and economic issues, natural disasters, epidemics, and wars that may impact the overall market or a specific sector either periodically or unexpectedly upon occurrences of events for appropriate adjustments in margin lending activities;
- Making good use of market opportunities to divest investments achieving expected returns, while investing in companies of essential business which have potential for constant growth. SSI also appointed representatives to take positions in the BOD and/or the BOS and/or the BOM at the enterprises where SSI holds a sufficiently large percentage of ownership. As a result, SSI could support the investees in all aspects of operations for better management of its portfolio;
- Limiting the risk from the high volatility of the derivatives index by carefully determining the initial margin ratio, with the appropriate warning level;
- Coordinating market making with hedging, to ensure that investors could easily buy and sell warrants issued by SSI. The Company was also able to manage the market risks resulting from fluctuations of underlying securities. In addition, SSI rested on analysis and evaluation to reduce hedging expense for each specific underlying stock.

2 CREDIT RISK

Risk identification: arising mainly from margin lending activities, non-payment by derivatives trading customers when the position loss exceeds the margin value due to strong market volatility and the inability to close the position, invest money through bank deposits, certificates of deposit and investment in bonds. The risks arise when a partner fails to pay wholly or partly its debt obligations to SSI by the due date.

Risk Management:

- SSI always exercises prudence before conducting transactions with financial institutions based on the evaluation of their credit rating results, together with periodic reassessment. Depending on different credit levels, different financial institutions may apply different transaction limits, along with certain conditions to increase 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 avoiding credit risks exposure as bank deposits contracts always have provisions of flexible withdrawal for overdraft.
- Margin lending arises when SSI is unable to recover enough debts after disposing all collaterals assets of clients, or unable to handle collateral assets as stocks lack liquidity, shares price falls deeply or stocks are forced to delist, besides, the customer refuses to supplement the collaterals. To minimize this risk, SSI implements a range of coordinated measures as follows:
  - Establish a prudent lending portfolio;
  - The stock portfolio used as collateral assets is revalued monthly to mark the fluctuation of stocks;
  - Develop a cross-cut limit system to control the concentration of outstanding lending balance and define alert levels for timely recovery of debts;
  - Monitor the outstanding balance, concentration of outstanding balance by clients, by stocks and daily risk exposure for timely risk detection;
  - Rating and evaluating clients using margin trading must comply with SSI's criteria and regulations. Increase Brokers' responsibilities to take care of customers in warning and loan recovery;
  - 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 fulfil 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. The number of SSI clients has been growing over the years, amounting to over 320 thousand accounts on the base market, more than 50,000 derivative accounts in 2021, SSI had to ensure the quickest, the safest, and the most cost-effective way to conduct payment operations for investors. In addition, capital investment activities have been promoted, requiring extreme flexibility in balancing daily cash flows between timely cash disbursement (in margin lending) and efficient use of cash inflows when the Investor repays margin loans. SSI also holds the largest securities investment portfolio in the market, thus the management of strategic investments with low liquidity also requires a sound balance of owners' equity so as not to affect the reinvestment of capital when capturing effective investment opportunities. In 2021, SSI continued to ensure absolute safety on liquidity management without any risk incidents. The ratio of usable capital has always remained at a reasonably high level from 323% to 422%, well above the regulatory 180% set forth by SSC.

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: arising when the Company fails to ensure the stability of the information technology (IT) system, the transaction system; Risks related to cyber-attacks, internal threats affecting the safety of business information and Company/Customer information.

Risk management:

- Developing strict policies, processes and procedures for the management and operation of internal technology and the use of the Company's infrastructure.
- The Company has improved in monitoring to detect and prevent, with the primary goal of monitoring activity at the terminal and scanning for anomalies in the operation of IT systems; to have early warnings as well as proactive prevention actions, and take the following key actions:
  - Adjusted information security policies to extend coverage to almost all aspects;
  - Performed more frequent and larger-scale periodic vulnerability assessments for the entire IT system;
  - Early warnings and reviews of all information security software before official installation and put into operation at SSI;
  - Cooperated with Internet service providers as well as network security companies to increase bandwidth protection, standby connections and DDoS prevention mechanisms (Distributed Denial of Service);
  - Diversified in the use of cloud computing services, ensured flexible redundancy and scalability, and service navigation to reduce the impact of services against cyber-attacks;
  - Invested in both technology and human resources to enhance the capacity of the Information Security Operations Center (SOC).
- In addition to good protection from cyber-attacks, SSI still implemented programs to reduce the impact of insider threats by training to raise awareness of staff and build systems to assist in data loss prevention.



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:

- Designing procedure and operational apparatus with cross-checking between individuals and departments;
- Improving employees' awareness of compliance via training and advocacy;
- Establishing an internal inspection and supervision system;
- Applying 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: Ireferring 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, the Company applies 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 the staff to be responsible for alerting the Company about the existence of false information. The Company 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, salary – benefit package, work safety, personnel management, personnel shortages, and risks associated with former employees.

Risk management:

- Developing and enforcing strict procedures for issuing compensation and benefit decisions. Organizing approval authority for payments at different levels to reduce potential risks related to the accuracy of data, personnel information, approval decentralization and policies prescribed by Law.
- The recruitment process is strictly screened, expanding the forms of recruitment;
- Training is also taken seriously to ensure the quality of human resources, as well as inspire and motivate employees.
- 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;
- SSI 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.



9 RISKS FROM THE COVID-19 PANDEMIC

Risk identification: The spread of the Covid-19 pandemic has caused a lot of instability in the economy, bringing unexpected challenges that each country, business and individual worker could not have foreseen. In addition to the direct impacts on human health, the outbreak of the pandemic, the regulations on lockdown and travel restrictions create a huge risk of disrupting business operations, not only in Vietnam but also worldwide.

Risk management:

Some groups of action to respond to risks caused by the Covid-19 pandemic were applied as follows:

- Established a Disease Prevention Steering Committee to proactively make plans, receive and process internal and external information, communicate safety measures for staff's relatives and the community, and inform staff completely and thoroughly;
- Availability of financial protection plans related to health risks for employees;
- The technology platform was always prepared to change from working offline to online, as well as meet the increasing demand for account opening and online transactions of customers in 2021 in the early stages during the heaviest social distancing period;

- Allowed employees to work from home 100% at many offices in the Southern region (only maintaining less than 10 operating personnel at the Head Office), at least 50% of employees work from home in other areas; and encouraged the department for employees to work from home to the maximum extent;
- Promoted the corporate culture, created a connection between the Company and employees as well as connect personnel within the Departments through enhanced online information exchange, instant update of situations personnel infected with Covid and/or facing difficulties to encourage, support, and share in a timely manner;
- Continuously propagated to all personnel the State's policies on vaccination and support for employees during the Covid-19 period, provided tele-health consulting services as well as information related to disease prevention and self-care at home. In addition, 100% of the Company's employees are arranged to receive timely vaccinations according to the programs deployed for the employees of the essential business types, or injection programs by area of operation.



ASSESSMENT OF SSI'S IMPACTS RELATED TO SUSTAINABLE DEVELOPMENT

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

Impact on the Economy

- SSI ensures the effective business performance through targets such as revenues, profits, thus, completes its obligations of contribution to the State budget; improves income and economic interest for employees; maintains stable dividend ratios for Shareholders;
- With position as the leading securities company, SSI attempted to form a developed and transparent financial market through connecting capital to investment opportunities, helping the stock market serve as 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 more than 1,300 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;
- In keeping with the mission of "Connecting Capital to Opportunities", one of SSI's key strategies is to bring securities closer to the people. With recent strong growth in liquidity, quality, and the number of investors, the Vietnam stock market has demonstrated the strength of a profitable investment channel as well as an effective capital mobilization channel for the economy. How to make investors feel secure enough to keep their money in securities accounts to generate long-term profits without perceiving this as a short-term speculation channel is a significant challenge for the regulators as well as market makers;
- Actively taking part in community activities with the commitment of "Voluntarily performing corporate social responsibility, joining hands for community development".

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 Customers, 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.

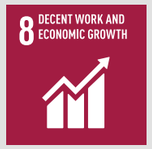
SUSTAINABLE DEVELOPMENT OF SSI

- 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 Board of Directors 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.

THE BOARD OF DIRECTORS

- Providing general directions on the's sustainable development strategy
- Approving goals and plans

THE CHIEF EXECUTIVE OFFICER AND THE BOARD OF MANAGEMENT

- Drafting and submitting to the BOD goals and plans for SSI's sustainable development
- Sharing sustainable development strategies, goals and plans throughout the entire company
- Ensuring that sustainable development goals are met
- Supervising and encouraging the implementation

FUNCTIONAL UNITS & DEPARTMENTS

- Implementing sustainable development plans as per directions of the CEO and the BOM

EMPLOYEES

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

ETHICS AND INTEGRITY



VALUES, PRINCIPLES AND STANDARDS OF BEHAVIOURS

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

Besides, SSI also issued 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 2021, 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 and 2021, 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	Continuously
	Regular company events	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	Continuously
	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 believes that human resources are the most valuable asset. Therefore, in any situation, the Company always strives to ensure that each of more than 1,300 employees feels secure, satisfied with their work, and is rewarded by competitive – fair – comprehensive remuneration policies, maintaining their contribution and motivation for further development of SSI and their own: ▶ 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 2021, 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, 100% 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; ▶ The Company had been working with Insurance Consulting companies to review the benefits of employees and their relatives under the supplemental health and accident insurance program in case of unfortunate situations. Employees infected with Covid-19 in 2021, if required, will be provided with free tele-medicine consultation services. SSI also strengthened the communication with the purpose that employees can easily access information, be responsible for implementing measures to self-monitor and evaluate signs of virus infection and notify the HR department of abnormal signs of their health or family members, in order to take appropriate measures and advice from professional medical companies; ▶ 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 ▶ Introducing new products to the market, creating more investment options for customers ▶ 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 2021, when a large number of F0 investors entered the stock market, the Company continuously cooperated with the media and the press to organize a series of investment advisory programs in 2021 with the goal of bringing securities closer to the populace, proactively providing investment knowledge methodically, intensively and systematically to individual investors; ▶ SSI invests a lot of resources to ensure information security as well as the safety of the system and customer information; ▶ 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 all the company's activities ▶ 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.

Stakeholders	Matters of Interest	SSI's actions
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:

01 Considering the economic situation in general and the financial market in particular, as well as SSI's long-term sustainable development strategy and principles. Analyzing results from customer surveys, meeting with investors, and feedback from other stakeholders to identify key issues related to sustainable development.

02 Identifying issues of interest, analyzing the level of interest and opinions of stakeholders on these issues.

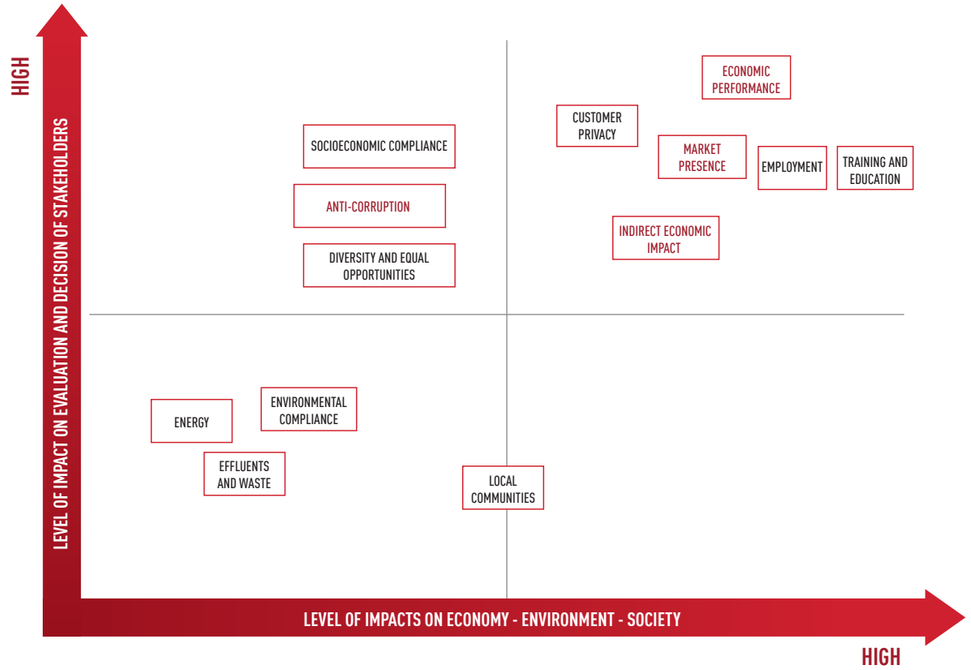
03 Identifying key areas for SSI in relation to the importance of the Company's operation and relevance to all parties.

04 Consulting with the Board of Management and prioritized parties to ensure the integrity, accuracy and truthfulness and these areas.
Confirming key issues in relation to the sustainable development goals by 2030 of United Nations

05 Selecting key areas to report.

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 2021.

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

02

GRI 200
ECONOMIC STANDARDS

GRI 201 – Economic Performance **54**
GRI 202 – Market Presence **60**
GRI 203 – Indirect Economic Impact **61**
GRI 205 – Anti-corruption **66**

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

SUSTAINABLE GROWTH BUSINESS PERFORMANCE

Despite the overall effects of the Covid-19 pandemic on the economy, the stock market in Vietnam experienced strong growth in 2021. On 25th November 2021, the VN-Index reached 1,500.81 points, the highest level in the stock market's 21-year history. In addition, the average trading value reached approximately VND 26.6 trillion/session, increasing by 2.5 times compared to the average results in 2020, peaking at VND 56.1 trillion/session in November 2021.

The outbreak of the market comes with a significant increase in the number of new investors entering the market. According to statistics from the Vietnam Securities Depository (VSD), the number of new accounts opened in 2021 reached over 1.5 million, which is equal to the total number of accounts opened over the previous four years. The significant increase in the number of newly opened securities trading accounts demonstrates the potential and appeal of Vietnam's stock market, contributing to maintaining market liquidity.

In such a favorable market condition, SSI also set a new record in its business performance. Total net revenue reached VND 7,786 billion, increasing by 72% compared to 2020. The total profit before tax of the Company reached VND 3,365 billion, exceeding 60% of the annual plan, with a 116% increase compared to 2020 and a 26% increase compared to the combined results of 2019 and 2020. This is a record profit of SSI after more than 20 years of operation. This achievement is thanks to the contributions of all business segments: Securities Services, Principal Investment, Treasury, Investment Banking, and Asset Management; at the same time, we recognize the efforts of the Board of Management and all Company employees in providing various solutions in a timely manner to maintain business operations in the context of the epidemic, develop and improve products and services, and take advantage of market opportunities to bring SSI to such a record result after its 21 years of operation with a remarkable increase in equity size and no record of risks.

2021

TOTAL NET REVENUE **VND 7,786 BIL.**

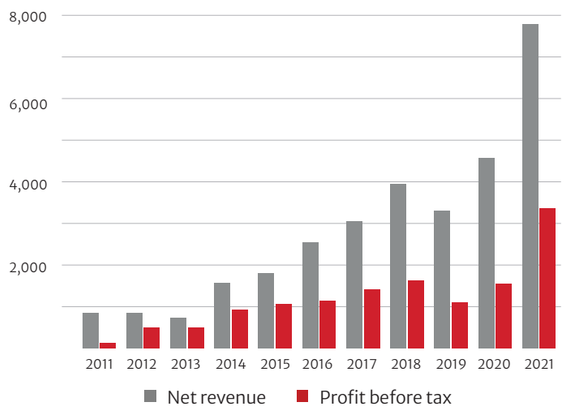
▲72% COMPARED TO 2020

TOTAL PROFIT BEFORE TAX **VND 3,365 BIL.**

▲116% COMPARED TO 2020

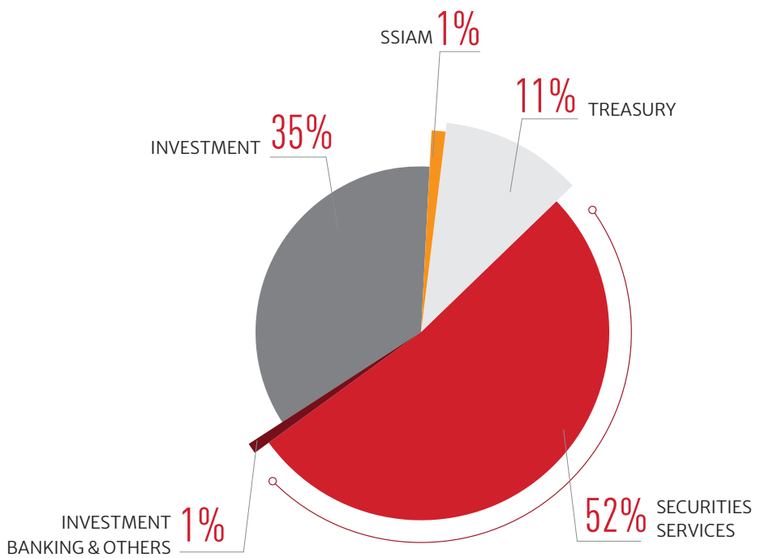
SSI business performance in 2011 - 2021 period

Unit: VND billion



Source: SSI Audited Consolidated Financial Statements

2021 Revenue structure



Source: SSI Audited Consolidated Financial Statements

In which, all business segments saw effective performance and growth.

SSI's Securities Services, in particular, set a new record in 2021, with revenue of VND 4,140.7 billion, accounting for 52% of total revenue and growing by 200%, roughly the total revenue of the three years from 2018 to 2020. In addition to the benefits from the general growth of the stock market and the trust of new investors, SSI recognizes efforts in improving the quality of brokerage and investment advisory services, effectively connecting transactions, developing new products and features on the trading platform, expanding the network of branches and brokers, and meeting the unique demands of each customer segment.

Principal Investment brought in the second-highest revenue for the Company with VND 2,727 billion, accounting for 35%, an increase of 33.2% compared to 2020, thanks to the development of the market, the investment team's agility – not only investment in the underlying market, but also in the course of implementation of derivatives market operations.

SSI's Treasury continues to affirm its critical role in effectively managing the Company's and Clients' capital flows, ensuring flexibility and speed, particularly the liquidity over the time. The Treasury with a revenue of VND 838 billion, was the Company's third-largest revenue contributor, accounting for 11% of total revenue.

Investment Banking also recorded a successful year of operation, continuing to maintain its role as a reputable advisory company, enabling the enterprises to implement their large scale deals in the market through high-quality advisory services and active support the enterprises. In 2021, revenue from this business segment of SSI was VND 93.8 billion.

Despite accounting for only 1% of the Company's total revenue at VND 100 billion, the Asset Management segment saw a 266% increase in revenue compared to 2020, thanks to actively seeking investors, diversifying product distribution channels, developing crowdfunding activities to attract foreign institutional investors, and offering the products to individual investors with high investment demands.

AWARDS INFORMATION

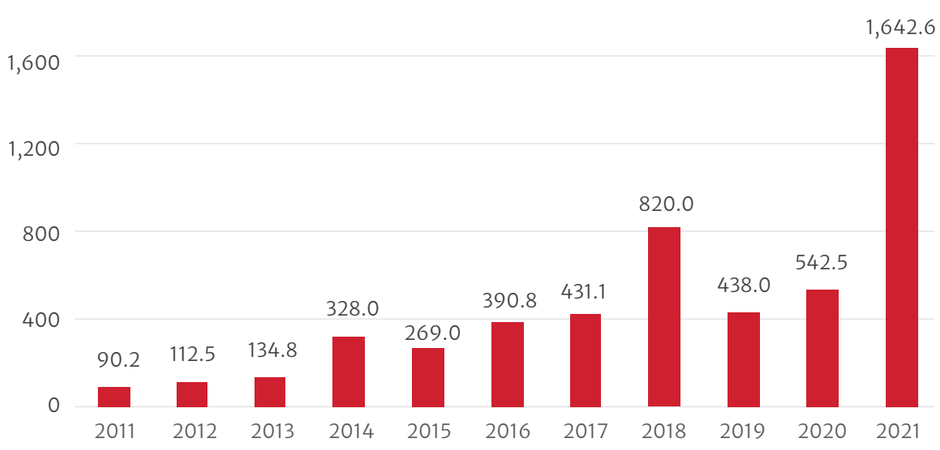
- **HERO OF LABOR DURING THE "DOI MOI" ERA** by the Socialist Republic of Vietnam.
- **TOP 50 BEST LISTED COMPANIES IN VIETNAM** for 6 consecutive years (2014 – 2021)
- **TOP 50 VIETNAM BEST GROWTH (FAST500)** in 2021
- **TOP 50 PRESTIGIOUS & EFFECTIVE PUBLIC COMPANIES (VIX50)** in 2021
- **TOP 500 VIETNAMESE LARGEST PRIVATE ENTERPRISES (VNR500)** for 14 consecutive years (2008 – 2021)
- **TOP 500 FASTEST-GROWING FIRMS IN VIETNAM (FAST500)** for 6 consecutive years 2016 – 2021
- **TOP 500 MOST PROFITABLE PRIVATE ENTERPRISES IN VIETNAM (PROFIT500)** for 4 consecutive years 2018 – 2021
- **TOP 500 MOST PROFITABLE ENTERPRISES IN VIETNAM (PROFIT500)** in 2020 – 2021

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.

Taxes and other payables to the State budget

Unit: VND Billion



Source: SSI Consolidated Financial Statements

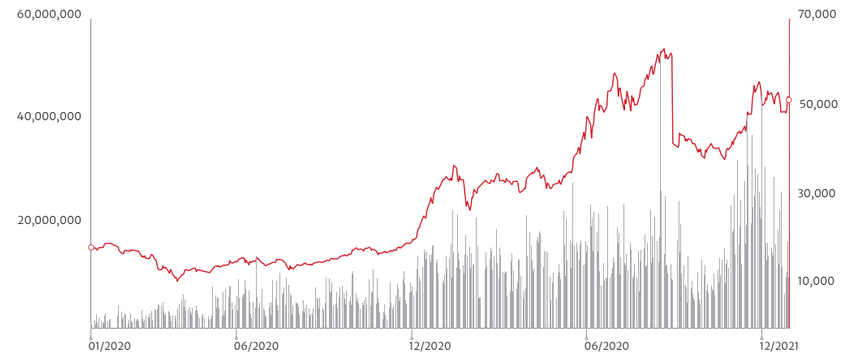
TOP 1000 ENTERPRISES WITH LARGEST TAX CONTRIBUTION IN VIETNAM (V1000)

FOR 11 CONSECUTIVE YEARS (2010 – 2021)

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. Especially in 2021, besides paying cash dividends, SSI also successfully issued 219 million bonus shares with the ratio 6:2 and issued another 109.5 million shares for sale to existing shareholders at the ratio of 6:1. These successful issuances not only have the effect of supplementing capital to serve the Company's business activities, but also create additional financial value for shareholders when SSI is always an attractive stock, the market price has grown significantly in the past 2 years and the liquidity is the highest in the group of securities companies.

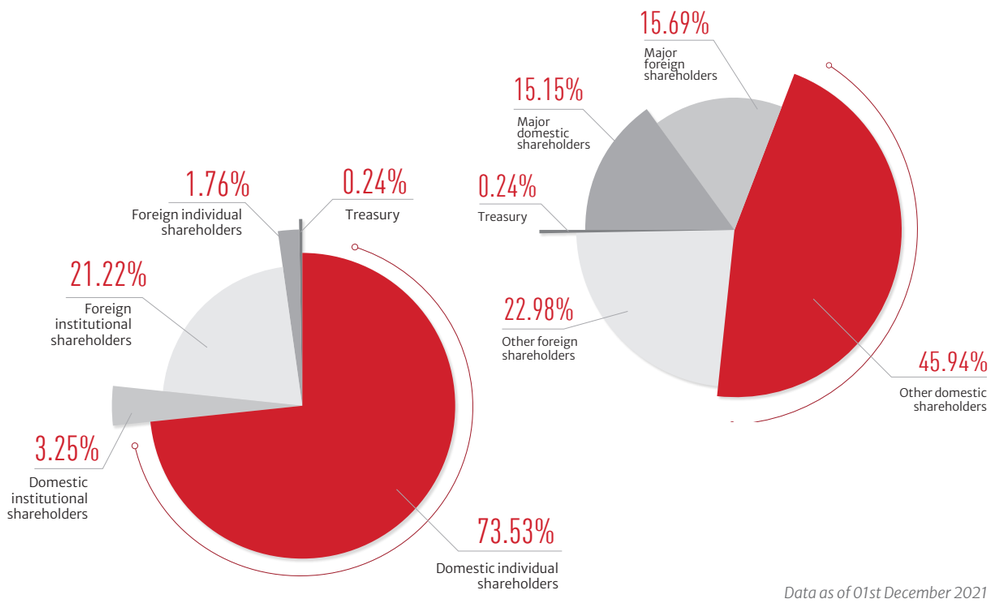
SSI stock price and trading volume in 2020 and 2021



Source: Bloomberg

In addition, with a diversified shareholder structure and the number of shareholders has increased to over 30,000, the implementation of policies to protect shareholders' interests as well as ensure equality among shareholders is always the top focus of SSI.

Shareholder Structure



Data as of 01st December 2021
Source: SSI

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

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

Taking efficiency as a principle in business and administration, SSI operates a system of policies around the overall effectiveness of the organization. The remuneration – welfare policies of individuals, promotion opportunities are associated with their own capacity, achievements and contributions to the overall effective relationship of the Department and the Company, ensuring equal opportunities for all employees, regardless of gender or region.

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

365-DAY BENEFITS

SSI maintains a comprehensive and attractive remuneration system with the symbolic image of 365-day benefits for employees.



Salary

- **Basic salary/ Fixed monthly salary**
- **13th-month salary**
- **Performance-based salary/Sales Commission**

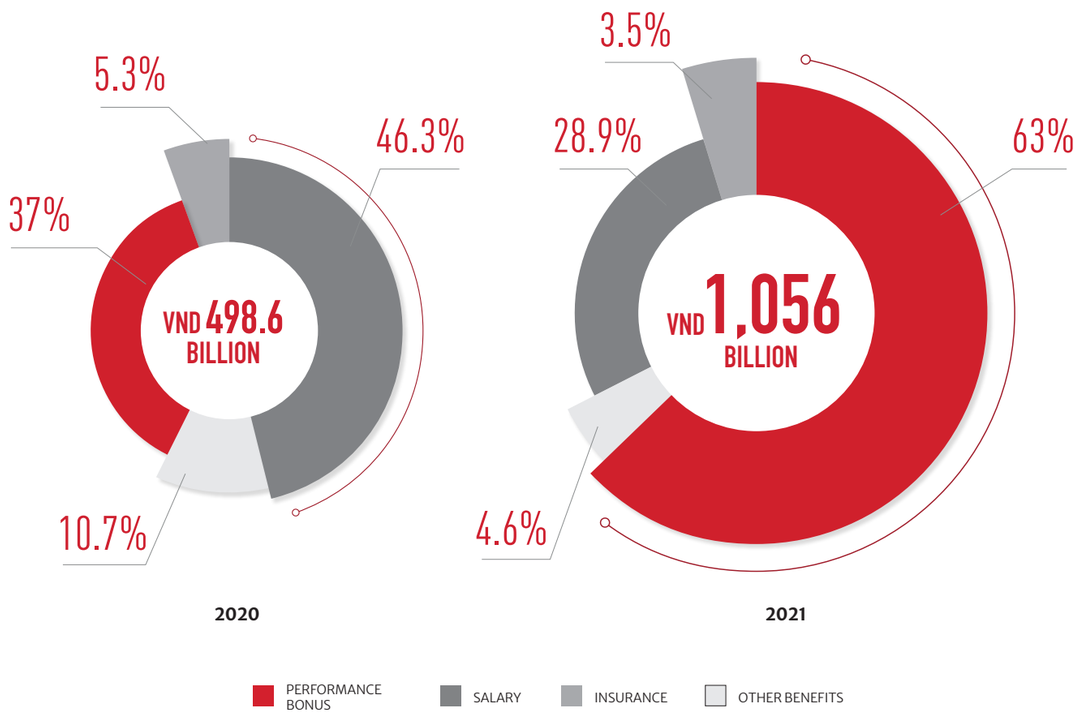
Other remuneration

- **Performance-based bonus**
- **Benefits on annual holidays and celebrations**
- **Seniority bonus**
- **Allowances for telephone, business trips, travel expenses, uniforms**
- **Full compulsory social insurance regimes: health insurance, unemployment insurance**
- **Periodic health examinations**
- **Premium health insurance, and additional support for employees through preferential insurance packages for relatives**
- **Travel insurance for those who regularly take international business trips**

With the principle of always considering human resources as the most valuable asset, the Company does not change or reduce the income of employees during the pandemic. The employee's income policy has always been maintained and kept the same in the past time when 100% of employees are guaranteed the same level as when the epidemic has not occurred. This is the commitment that the BOD has made and implemented during the difficult period of the economy and the stock market.

By the end of 2021, SSI has paid approximately VND 1,056 billion for employees, an average of VND 804.9 million/person – an increase of over 40% compared to the average level in 2020, in which expenditure items bonuses and benefits accounted for 63% of total remuneration paid.

SSI's Remuneration Structure



Source: SSI

GRI 202
MARKET PRESENCE

Management Approach

Source nhân lực được coi là tài sản quý giá nhất của SSI. Với quan điểm đó, SSI quản trị bằng chính sách chi trả thu nhập gắn liền với sự đóng góp và hiệu quả công việc của cá nhân tương quan với hiệu quả chung của Bộ phận và Công ty, có sự công bằng trong nội bộ, ở mức cạnh tranh trên thị trường và nuôi dưỡng động lực cho nhân viên. Mức lương công bằng, hợp lý đảm bảo an sinh kinh tế của người lao động, ảnh hưởng trực tiếp tới từng cá nhân và gia đình của họ, thông qua đó ảnh hưởng tới sự phát triển của nền kinh tế nói chung. Mức lương khởi điểm cho nhân viên mới của SSI đều cao hơn nhiều so với lương tối thiểu vùng.

Reporting Scope

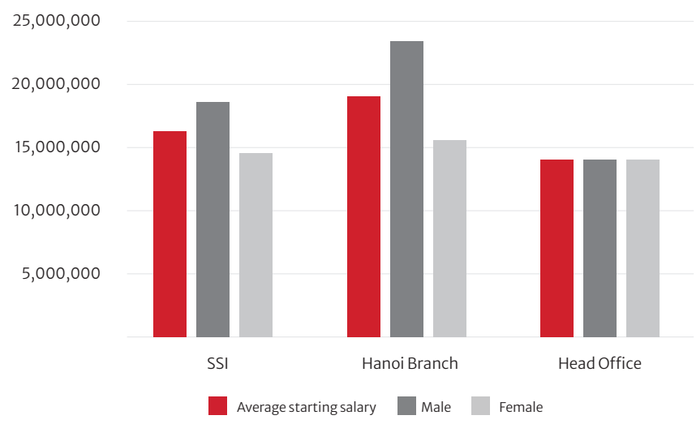
GRI 201-1: Ratios of standard entry-level wage by gender compared to local minimum wage

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 2021, SSI has paid approximately VND 1,056 billion for employees, an average of VND 804.9 million/person – an increase of over 40% compared to the average level in 2020, 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 2021 was approximately VND 16 million (male – VND 18.6 million and female – VND 14.6 million), which is much higher than the region-based minimum salary (VND 4.42 million).

Average starting salary at SSI

Unit: VND



Source: SSI

GRI 203
INDIRECT ECONOMIC IMPACTS

Management Approach

As the leading securities company accompanying with the development of Vietnam Stock Market, SSI understands that the contribution to overall sustainable development was not only direct economic generation and distribution, but also indirect activities to promote economic development in general, and stock market in particular. For more than 21 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 2021, 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: Draft Decree guiding the Securities Law 2019; Draft Decree guiding individual bond trading; Draft Decree guiding the Enterprise Law; Draft amendments to Decree 156 on sanctioning of administrative violations in the field of securities and securities market; Draft amendments to Decree 153 on private bond offering and trading; Draft Circular on the rearrangement of the stock market; Draft Circular on buying bonds of the State Bank; Draft Circular on derivatives securities; Draft Circular on covered warrants, Draft Circular on securities service prices, etc.

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.

SUCCESS IN CONNECTING CAPITAL TO OPPORTUNITIES

With the mission of "Connecting Capital to Opportunities", SSI has made relentless efforts in capital mobilization through the stock markets, contributing to forming a channel to direct and distribute capital to the economy in the long term under the market mechanism, mobilize great resources of the country and promote economic development.

The Covid-19 epidemic during the two years of 2020 and 2021 has caused dramatic impacts on the domestic and international economies, the travel restriction orders challenged the negotiation and implementation of economic policies, causing various difficulties and stagnation to all major deals. However, 2021 was also a time when enterprises needed to mobilize capital aggressively in order to maintain their operations, seize business opportunities, and expand market share and customers. In this context, SSI maintains its market leadership by promoting its role as a reputable advisor, offering a wide range of services ranging from capital mobilization, mergers and acquisitions, seeking new strategic partners, to advising on equitization, listing, etc.

Equity capital markets (ECM): SSI continued to successfully carry out many advisory deals on issuing and offering treasury shares and primary shares for the large enterprises such as Vietnam National Petroleum Group (PLX – HOSE), Green Land Real Estate and Services Joint Stock Company (DXS – HOSE), Sao Ta Foods Joint Stock Company (FMC – HOSE), or Vinhomes Joint Stock Company (VHM – HOSE), etc. with a total transaction value of over USD 600 million. Some of the deals can be listed as follows: Advisory on offering PLX shares with a total value of USD 125.8 million to the mass investors; or the initial public offering (IPO) advisory deal for Green Land Real Estate and Services Joint Stock Company (DXS – HOSE) – the largest deal in Vietnam in the last 3 years, mobilizing successfully USD 100 million through IPO before listing.

Mergers and acquisitions (M&A): total value of the successful advisory services reached over USD 220 million in 2021. The highlight is the advisory service for Pharmacity - Pharmacy Joint Stock Company valued at over USD 100 million – the deal was voted "The best cross-border M&A deal of the year 2021". At the same time, SSI also advised Pharmaceutical Joint Stock Company (OPC - HOSE) to offer 36.7% of the total outstanding shares, advised on offering transactions for shares of Imexpharm Pharmaceutical Joint Stock Company (IMP – HOSE) for SK Group, with a deal size of USD 67 million in the period of 2020 – 2021.

Debt Capital Market (DCM) continued to grow strongly in 2021, with 10 transactions totaling USD 446 million. A typical transaction was where SSI acted as a bond issuing agent for TNH Hotels & Resorts with a total value of USD 43.5 million; private bond issuance for the Joint Stock Commercial Bank for Investment and Development of Vietnam (BID – HOSE) with the value of USD 122 million; bond issuing agent for enterprises such as Dat Xanh Group Joint Stock Company (DXG–HOSE), Taseco Air Services Joint Stock Company (AST – HOSE), Ho Chi Minh City Infrastructure Investment Joint Stock Company (CII – HOSE), etc. with a total issuance value of nearly USD 300 million.

MAKING EFFORT TO BRING SECURITIES CLOSER TO INDIVIDUAL INVESTORS

In keeping with the mission of "Connecting capital to opportunities", one of SSI's key strategies is to bring securities closer to the people. With recent strong growth in liquidity, quality, and the number of investors, the Vietnam stock market has demonstrated the strength of a profitable investment channel as well as an effective capital mobilization channel for the economy. How to make investors feel secure enough to keep their money in securities accounts to generate long-term profits without perceiving this as a short-term speculation channel is a significant challenge for the regulators as well as market makers. As the first door to welcome investors into the market, SSI allocates investment resources to advisory activities and proactively provides investment knowledge to individual investors in a methodical, in-depth, and systematic manner.

Accordingly, in 2021, the Company continued to collaborate with media and press agencies to organize a series of investment advisory programs. Beginning with a series of five livestream programs organized by SSI in collaboration with VTV in July and August 2021 on the SSI Securities fanpage and the VTV24Money fanpage, the Company has established itself as a major online securities investment advisory program ever, generating widespread interest in the financial community. With more than 2 million followers and more than 5,000 discussions on major financial forums, the program has demonstrated the appeal of the stock market as well as the need for investors to improve their knowledge.

SSI also collaborated with the news website "NDH – The Companion" to launch the NDH eConference online investment advisory program exclusively for SSI customers in October and November 2021. In the program, the leading experts from SSI continued to share their knowledge, market insights, hands-on trading experience and answer investors' questions during the investment.

SSI will continue to collaborate with VTV24 in late 2021 and early 2022 to implement the program "Bí mật đồng tiền" (Secrets of Money) to share new and interesting perspectives on finance and investment. Thereby, the program has been introducing and bringing people a better understanding of securities as an investment channel and a money-making channel that anyone can participate once being equipped with adequate knowledge. The program has attracted public attention thanks to its authenticity, which concretizes financial investment concepts in an approachable and layman's terms.

These programs not only add value to the Company, but also play an important role in building the financial community for the stock market in general, by fostering knowledge for investors and contributing to the creation of a solid foundation for market development. With its strong financial resources and professional team, SSI continues to attract and support a new community of investors of all ages and segments of society, ensuring that securities remain an effective channel for asset preservation, profit generation, and capital delivery.

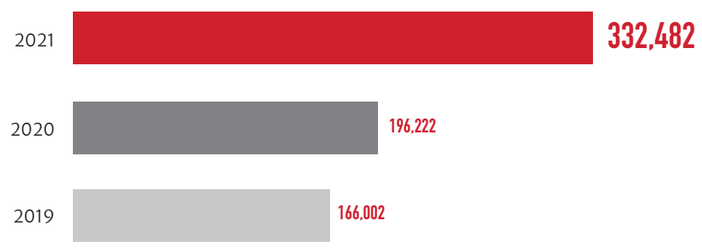
In addition, SSI also cooperates with press agencies to timely share reports presented by SSI Research on the macroeconomy, securities market, money market, and different business sectors. Furthermore, the Company periodically made its presence in the financial news of prestigious media agencies such as VTV1, Vietnam Financial Times, and National Assembly Television, to timely deliver information, and encourage investors to put their trust in the market especially when the market was challenging and experiencing lots of fluctuations. In 2021, SSI published and worked with the most prestigious news agencies on almost 21,000 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 300,000 onshore and offshore accounts as of today with total asset value reaching over VND hundreds 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 2021, the total assets under management of SSIAM reached VND 12,959 billion – increased by 94.3% YoY.

Number of accounts

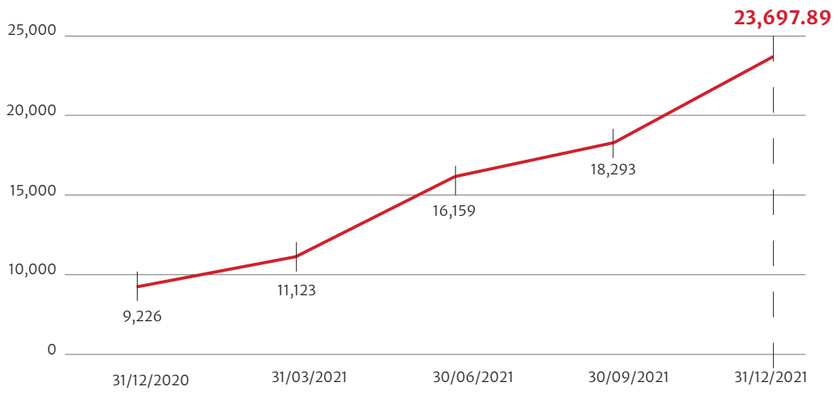


Source: SSI

The market's explosive growth in transaction value in the second half of 2020 and throughout 2021 drove a sharp increase in the demand for margin lending services from the investors. With an advantage of the largest company in the market in terms of asset size and equity, SSI has flexibly met the increasing demands of the investors. Thanks to this, at the end of 2021, the Company's margin balance reached VND 23,698 billion, increasing by 2.6 times compared to the end of 2020, accounting for 24% of the total outstanding balance, making it the leading player in the market. The company has not incurred bad debts for many years.

Margin balance at SSI

Unit: VND billion



Source: SSI Audited Consolidated Financial Statements

When it comes to margin lending activities, SSI keeps adhering to its strict risk management policy. Margin limit is decided based on various evaluation factors, including the enterprise fundamentals, assessment and prediction of market movements, etc., the data included in the securities scoring is considered on historical data for the price movement and securities liquidity assessment. For the granting of limits for some specific securities groups with high fluctuations in 2021, SSI has exercised control by grouping loan rates ranging from 10% to 50% and through a system of crossed limits, daily monitoring for prompt plans to handle and ensure treasury safety for the Company as well as the investors. Although its outstanding loans are always at the market's highest level, the Company has not incurred any bad debts due to various strong market fluctuations in recent years.

THE CUSTOMER-CENTRIC APPROACH

The Company is constantly researching, developing, and offering the best products and services, while also expanding many support utilities on existing products and trading tools:

- **January 2021:** In response to HOSE's regulations on transaction lot changes, SSI's trading system has quickly and promptly been upgraded for customers to trade in lots of 100;
- **March 2021:** SSI deployed further market analysis and stock analysis features on iBoard, helping customers to actively search for information and capture all market fluctuations most quickly and accurately;
- **May 2021:** SSI launched the Q-Trader product, a tool supporting pushing orders from Amibroker to the customers trading via the Fast Connect API channel. Also in May 2021, SSI launched the transaction authentication with the OTP code feature on all online transaction channels, helping to improve the security of customers' transactions on online transaction channels. At the same time, an upgrade package to improve the processing speed of online money transfer transactions has been implemented to speed up the processing of money transfer transactions;
- **June 2021:** SSI continued to add new features for specialized derivatives trading, upgrade the warrant price list and personalized smart customization settings on the iBoard smart price list (web version). On the iBoard mobile application, the trading interface for stock and derivatives was also added with profit/loss information, a support ratio to help customers transact more conveniently;
- **July 2021:** SSI cooperated with BIDV to launch the Quick money transfer service, allowing customers to deposit and transfer money to SSI securities accounts using a 9616 identifier from any bank with a simple operation and instant receipt.
- **August 2021:** SSI added the Cash Advance feature and 2 new interfaces for the customers trading stocks and derivatives to improve the user experience on iBoard;
- **September 2021:** An exclusive version of iBoard for iPad and tablet was launched with the innovation of the asset management interface on the iBoard application;
- **October 2021:** SSI implemented the Exercising Rights and Internal Securities Transfer feature on iBoard, contributing to the ecosystem of features available on the iBoard system. The new version of iData – a data provisioning service was also implemented internally by SSI for further improvement before launching to customers;
- **November 2021:** SSI upgraded the Streaming feature on the Web Trading system, maximizing the speed of receiving and displaying market information data on the price list. At the same time, the feature of registration/renewal of the Fast Connect Data online service was also added for a group of customers using transaction channels via API protocol;
- **December 2021:** SSI upgraded to add the Alerts feature on iBoard, Order History, Indicator Table and trading volume analysis on iBoard application. The Company continued to upgrade the existing packages to optimize system capacity and speed up information processing on the system. At the end of December 2021, the new Contact Center system was officially launched to completely replace the legacy system, helping to increase customer service capacity through SSI's Call Center.

Also in 2021, SSI completed the connected banking feature with BIDV and Techcombank, which will be available to all customers in early 2022, allowing customers to deposit money from their bank accounts directly into their securities trading accounts on SSI's online trading systems. As part of the implementation roadmap, the connection of deposit transactions with many other banks has also been prepared for deployment by SSI in 2022. In addition, the online account opening service has also been enhanced in terms of stability and processing speed, reducing waiting time for account opening and allowing investors to conduct transactions the same day after successfully registering for an online account. In 2022, the Company will continue to invest in upgrading infrastructure to optimize the capacity of online systems, improving features to help investors transact more conveniently, as well as enhancing service supply procedures, adding new products and services to improve customer experience and internal processes to increase employee performance.



In 2021, recognizing that the number of the investors with different tastes is increasing day by day, SSI developed an exclusive policy and service fee for the group of the customers who actively trade and the group of the customers who are advised by brokers. This classification will assist the Company in better understanding the demands of each group in order to tailor appropriate products and services. Accordingly, the Company continues to build a team of securities advisors, providing increasingly professional support with in-depth expertise, skills, and a positive attitude – SSI's previous strength. At the same time, the Company continues to invest in improving its technology in order to make the trading process for active investors more convenient, faster, and simpler. Applying technology trends through online channels and social networks to develop, support and advise a new generation of customers, who prefer technology and are independent in investment.

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.

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:

- Designing 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;
- Developing process and regularly review in accordance with the Law and practical operations;
- Raising employees' compliance awareness by advanced compliance training, developing compliance training software so that all employees could take part in and quickly approach the legal regulations and the Company's internal policies;
- Closely maintaining and building 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;
- Developing the technology and software systems to automate the compliance control, warning function and provide reports for governance;
- Applying stringent discipline to any violations of the Company's regulations.

In 2021, due to the outbreak of Covid-19 pandemic, the independent inspection was switched to online method 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

GRI 302 – Energy 70
GRI 306 – Effluents and waste 72
GRI 307 – Environmental compliance 73

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.

03

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

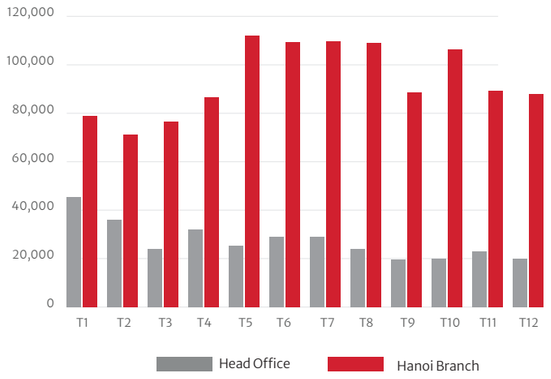
ELECTRICITY AND FUEL CONSUMPTION STATISTICS AT SSI

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 2021, total electricity consumption at these two locations was kWh 1.45 million (decreased slightly compared to kWh 1.64 million in 2020). Details by month are as follows:

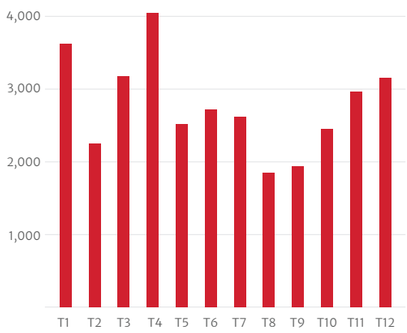
Electricity consumption in 2019 at SSI Head Office and Hanoi Branch

Unit: kWh



Petroleum consumption in 2021 at SSI

Unit: Lit



Source: SSI

In addition, in 2021, the Company consumed 33,557 liters of petroleum in Hanoi and Ho Chi Minh City (decreasing 11% compared to 2019), mainly serving officers for work, on business, meeting customers in the inner city and neighboring cities. The amount of consumed petroleum decreased because of the social distancing and travel restriction policies from May to September of 2021.

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:

- Monitoring and making maintenance plan for machinery, equipment and air-conditioning system, requesting the suppliers to periodically clean the equipment to enhance service life and save electricity consumption;
- Supervising to reasonably use the electrical devices and air-conditioners on demand. Issuing 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);
- Raising the employees' awareness of energy saving in terms of electricity and petroleum through internal newsletters and internal communication activities.



The Company also has invested 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 since 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. The epidemic that has lasted for the past two years has contributed significantly to changing the working habits of the Company's personnel in the direction of restricting travel, optimizing online working tools, and achieving efficiency in working time as well as contributing to reducing fuel consumption and electricity.

Through SSI's internal communication channels, many creative activities such as minigames and infographics to share important information to use energy efficiently in the office have been continuously implemented to achieve a common goal of raising awareness of all SSI employees, creating changes in the Company related to energy saving.

In parallel with propagating, disseminating and raising awareness with SSI members about efficient energy saving, the Company also focuses on supporting and sharing information about energy-saving products that can be used for energy-saving purposes at home. From there, both businesses and employees raise awareness and form energy-saving habits. The Earth Hour campaign is also spread regularly and has many annual activities, becoming an annual event that is shared and responded internally.

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.
  - Propagating to reduce printing, using software to effectively archive documents, saving printing papers as well as hard-copy archive space;
  - Reusing all kinds of plastic stationery;
  - Reducing 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;
  - Collecting, classifying and disposing 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 2021, 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, have also promoted the efficiency of the Company's activities in the process of dealing with the pandemic.

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.

As a business with a large number of customers, in recent years, SSI's gifts for customers also encourage and spread the awareness of environmental protection, meeting the 3R criteria of a green product (Reduce – Reuse – Recycle). Gifts are packed with reusable and recyclable packaging such as non-plasticized paper boxes, recyclable plastic boxes, eco-friendly glass, etc. In particular, SSI minimizes the use of plastic bags and replaces them with products using recycled bamboo and paperboard; canvas bags and non-woven fabrics, etc. – materials that are friendly and safe for humans and the natural environment.

GRI 400
SOCIAL STANDARDS

GRI 401 – Employment **76**

GRI 404 – Training and Education **80**

GRI 405 – Diversity and equal opportunity **82**

GRI 413 – Local community **85**

GRI 418 – Customer privacy **91**

GRI 419 – Socio-economic compliance **92**

04

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

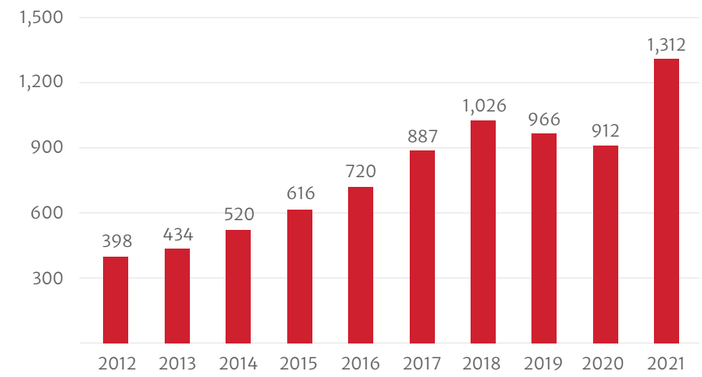
PERSONNEL STRUCTURE



By the end of December 2021, the number of SSI employees reached 1,312 people, increased by 43.8% compared to 2020 with Business units accounting for 75.1% of all SSI resources. The explosive growth in staff number stemmed from the increase of brokers, in order to respond to the stock market; as well as the demand for additional manpower in fields such as IT, new products development to meet customers' needs.

In terms of qualification, the proportion of personnel having undergraduate and graduate degrees was significantly high of 98.7%. In terms of age, SSI's workforce was increasingly rejuvenated (89.5% 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 2021



By functions

- GOVERNANCE UNIT 3.8%
- SUPPORT UNIT 21.1%
- BUSINESS UNIT 75.1%

By gender

- MALE 45.4%
- FEMALE 54.6%

By age

- UNDER 30 46.9%
- FROM 30 TO 40 42.6%
- FROM 40 TO 50 9.6%
- OVER 50 0.9%

By education level

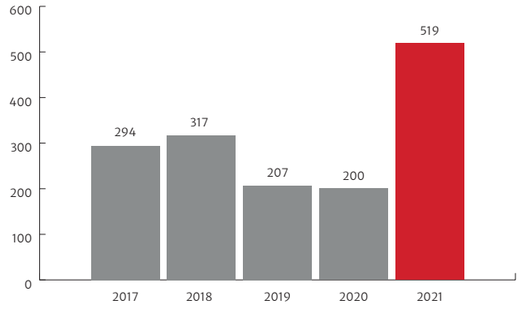
- MASTER'S DEGREE 8.4%
- UNIVERSITY DEGREE 90.3%
- COLLEGE DEGREE 0.5%
- OTHERS 0.8%

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.

Number of newly recruited personnel over the years



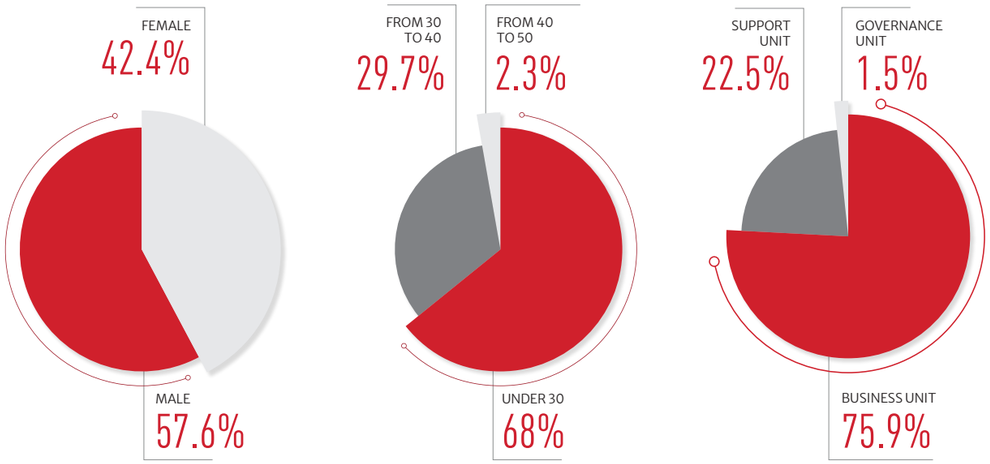
Recruitment opportunities at the Company are always guaranteed to be fair to all people, from fresh graduates to experienced candidates in the financial market. SSI is willing to train and facilitate trial-and-error experiences and encourage the efforts of each team's individual. The criteria set for 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:

- Giving maximum respect to candidates' rights (regarding the access to information, requirements, job description, communication and negotiation);
- Selecting 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.

As the outbreak of the Covid-19 pandemic in 2020 and 2021 heavily affected countries' economies, many businesses were forced to limit their recruitment activities, while employees faced the risk of working hour reduction, salary decrease or in a worse case, job loss. Contrary to the general trend of the economy, the stock market experienced a strong breakthrough in both the VNIndex and the transaction value in 2021. The booming market led to a sharp increase in the demand for personnel for SSI's new business and product development segments.

In 2021, SSI welcomed 519 new members, a strong growth compared to the number and demand of previous years. The significant increase in the proportion of new staff helped strengthen the workforce and replace personnel to meet the Company's development strategy. The members' main age group is mostly under 40 accounting for 97.7% in total with the appropriate distribution between the candidate's gender

Newly recruited personnel structure in 2021



By gender *By age* *By functions*

Source SSI

Although the strict and prolonged social distancing in 2021 caused many difficulties for travel and face-to-face meetings, the recruitment activity of SSI has performed well in its role to ensure human resources and prepare for the new phase of development, meeting the needs of SSI's departments. During the peak periods of the epidemic, the entire recruitment and admission process was provided online, in compliance with the issued recruitment process to ensure the following criteria: transparency, fairness and effectiveness for both the Company and the candidates. SSI also completed and developed online recruitment channels, cooperated with many partners in the field of recruitment to approach and connect with potential candidates. In 2021, SSI was honored to participate in the "Top 50 attractive employer brands" within the framework of the annual survey on the best places to work in Vietnam 2021 conducted by Anphabe Company.



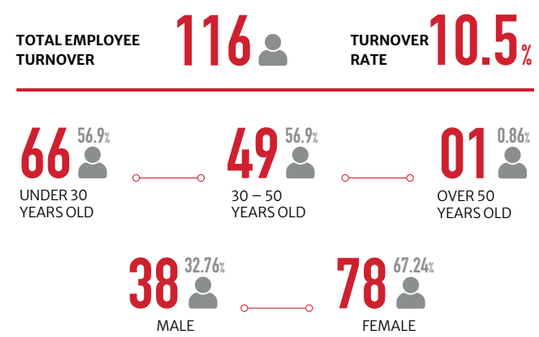
LABOR TURNOVER

In 2021, 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.

In addition, the need to develop new business activities and apply high technology to business and operation, makes the competition in recruiting IT personnel more intense than ever. SSI not only competes with competitors in the financial, securities and banking industries, but also expands to technology companies and startups. In order to face with risks and challenges in stabilizing and maintaining the team, SSI has implemented many solutions to minimize the number of employees quitting during the year such as reviewing the payment policy, especially for business units; organizing personnel engagement activities in the context of the epidemic to increase the cohesion of each individual with the organization; focusing on taking care of the work-life balance of the employees, as well as working with consulting companies to review human resource policies to suit the new context.

During the year, SSI had total employee turnover of 116, accounting for 10.5% (significantly lower than the 2020 figure of 28.6%).

The turnover rate at SSI in 2021



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 2021, SSI spent VND 1.2 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

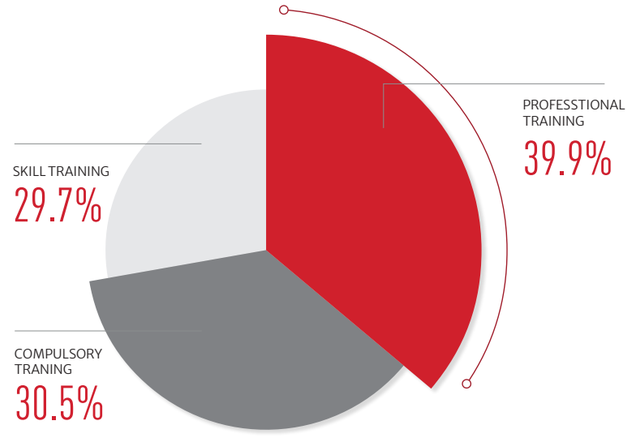
GRI 404-3: Percentage of employees receiving regular performance and career development reviews

TRAINING & DEVELOPMENT – NON-STOP ACTIVITIES IN ANY CIRCUMSTANCE

In terms of operation, SSI constantly faces major challenges from competitors, the volatility of the macroeconomy as well as changes in the domestic and international financial markets. Having clearly identified that human resources are one of the key competitive factors, the Company focuses on developing a highly qualified team to adapt to the increasingly difficult demands of the market. In addition to the careful selection from the beginning stage, SSI always encourages and creates the best conditions for all employees to develop comprehensively in both soft skills and professional qualifications, which are suitable for each position and level of work through training courses under the Company's Training Program, including compulsory training courses required by the State Securities Commission, training courses on specialized skills, training programs to develop highly applicable management skills (customer management, team management and organization management). These courses allow employees to have stable expertise, understand and apply well management skills, develop a long-term vision to make professional progress and achievements, while maintaining a long-term commitment to the organization.

Since 2020, the online training system SSI E-Learning has 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 20 online learning lessons had been newly built. 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. Internal training activities and professional seminars were promptly converted from directly to online format via Microsoft Teams, Webex, Zoom Meetings, etc. to ensure that business knowledge is regularly updated for each SSI staff.

Training expense structure in 2021



Source: SSI

Training information over the years

	2019	2020	2021
TOTAL TRAINING TIME	24,767 HOURS	13,166 HOURS	16,249 HOURS
TOTAL TRAINING COST	VND 2,835 MILLION	VND 2,860 MILLION	VND 1,213 MILLION
TOTAL NUMBER OF TRAINING SESSIONS	1,367 SESSIONS	8,420 SESSIONS	8,420 SESSIONS
TOTAL NUMBER OF TRAINING COURSES	71 COURSES	52 COURSES	59 COURSES

Source: SSI

SSI spent more than 1.2 billion VND of budget on training activities in 2021, much lower than the cost of 2020 because many programs have taken advantage of the effectiveness of the SSI E-Learning online training system. Therefore, the total number of training hours in 2021 increased by 23% compared to last year, reaching over 16,000 hours of training with 12 hours of training on average per employee.

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 2021, 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 2021, the total number of governance bodies (PC from 51 and upper) was 171 (equivalent to an increase of 22% compared to 2020) that accounting for approximately 13% of total employees, in which the 30 – 50-year-old group is taking a major part (83.63%). Female management accounted for 49.12%.

Information on the diversity of governance bodies and employees

STRUCTURE OF THE ORGANIZATION'S GOVERNANCE BODIES (PC OF 51 AND HIGHER) — TOTAL 171

UNDER 30 YEARS OLD	30 – 50 YEARS OLD	OVER 50 YEARS OLD
22 (12.87%)	143 (83.63%)	06 (3.51%)

MALE	FEMALE
87 (50.88%)	84 (49.12%)

Source: SSI

STRUCTURE OF ALL EMPLOYEES WITHIN THE ORGANIZATION — TOTAL 1312

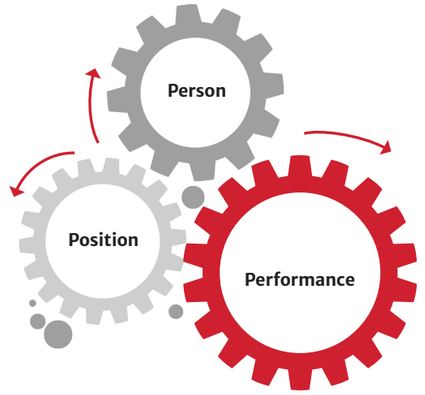
UNDER 30 YEARS OLD	30 – 50 YEARS OLD	OVER 50 YEARS OLD
615 (46.88%)	688 (52.44%)	09 (0.69%)

MALE	FEMALE
596 (45.43%)	716 (54.57%)

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:

- Aligning financial rewards with employees' contribution and remain competitive in the market;
- Attracting and retaining talents with fair remuneration policies;
- Encouraging 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:

BASIC SALARY — VND 274,114,893,622

		THE NORTH	THE SOUTH
MALE	49.49% VND 135,668,187,365	56.53% VND 154,955,855,550	
FEMALE	50.51% VND 138,446,706,257		43.47% VND 119,159,038,072

Source: SSI

DIRECT COSTS FOR HUMAN RESOURCES — VND 1,055,988,076,673

		THE NORTH	THE SOUTH
MALE	54.19% VND 572,199,591,846	53.99% VND 570,172,630,252	
FEMALE	45.81% VND 483,788,484,827		46.01% VND 485,815,446,421

Source: SSI

Taking employees' health as the highest priority during the peak period of Covid-19 pandemic prevention, SSI quickly issued a policy of paying full salaries for employees who are unable to perform their jobs due to getting infected with the Covid-19 virus or being required isolation. In addition, 100% of the Company's employees are arranged to receive timely vaccinations according to the programs deployed for the employees of the essential business types, or injection programs by area of operation. SSI also strengthened the communication with the purpose that employees can easily access information, be responsible for implementing measures to self-monitor and evaluate signs of virus infection and notify the HR department of abnormal signs of their health or family members, in order to take appropriate measures and advice from professional medical companies. Basic guidelines for self-protection are provided to SSIers through the email system, SSI forum and internal communication channels to enhance each individual's understanding and responsibility.

Besides financial benefits, SSI focuses on the companionship, sharing and supporting for each employee in all aspects of life. Recent policies and activities in 2021 further reinforced the features of corporate culture, and built confidence for employees, thereby increased the solidarity, professionalism, and enthusiasm at work of each SSI's individual, while created the harmony, unity and team spirit imbued with SSI's identity.



GRI 413
LOCAL COMMUNITY

Management Approach

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

OVER VND 124 BIL.

WAS CONTRIBUTED BY SSI TO COMMUNITY ACTIVITIES OVER THE PAST 21 YEARS.



Budget allocation for community activities of SSI in 2021

COVID-19 PREVENTION AND CONTROL: **79%**
INVESTMENTS IN EDUCATION: **6%**
SOCIAL WELFARE: **15%**

Following "the spirit of solidarity", SSI has been endeavoring to initiate and sponsor charitable projects that practically and sustainably benefit the development of provinces and localities in Vietnam, and joining forces with the country in challenging situations. During the period 2006 – 2021, over 40% of the budget was allocated for education development through building schools, supporting students who lived in poverty, giving away scholarships and bicycles, etc. Plus, SSI has taken the lead in aiding the people's business and production with cattle or positioning devices for fishermen.

Notably, in 2021, Vietnam had to face the fierce fight against the Covid-19 pandemic. The complicated pandemic resulted in continuous social distancing in multiple provinces, unemployment, closure of businesses, stalled business activities, while the health care system with inherent limitations was overloaded. In the face of such difficulties, SSI had to employ disease control measures while maintaining business activities. Besides stabilizing operations, the entire SSI team were resolved to accompany the authorities and back our countrymen. Nearly 80% of the budget for community activities was devoted to the pandemic prevention and control, which partially reduced the loss, relieved the pain of the people and bolstered their determination to overcome the pandemic.

JOINING HANDS WITH THE WHOLE COUNTRY TO CONTROL COVID-19 PANDEMIC

Since the outbreak of the Covid-19 pandemic at the end of 2019, the Company has promptly joined forces with the whole country to support the pandemic prevention. With the timely direction from the leadership along with the strong determination to fight against the pandemic of each staff member, many donation programs were implemented. Tens of billions of VND in various forms ranging from cash, food to essential medical supplies have been swiftly delivered to the places in need, supporting the right people at the right time. SSI has also sponsored 15 front-line hospitals, Departments of Health and Medical Centers such as Nguyen Tri Phuong Hospital, Thong Nhat Hospital, Viet Duc University Hospital, Duc Giang General Hospital, Long An Department of Health, etc. in pandemic control.



BACKING UP THE FRONT LINE



2021 was a year of an extremely complicated pandemic with a surging number of cases. Facing such an urgent situation, SSI promptly developed a plan to support the front line in the fight against the pandemic. Right after the third outbreak in the North, including some areas in Hanoi and especially in Bac Ninh province with a large number of people in quarantine and limited testing equipment, SSI sponsored thousands of test kits for Bac Ninh Department of Health and cash for the Covid-19 Prevention Fund of four hospitals that encountered the most difficulties, namely National Cancer Hospital, Da Nang Lung Hospital, National Hospital of Tropical Diseases, and Bach Mai Hospital.

The fourth Covid-19 outbreak in Vietnam also followed the general trend when the later it got, the more severe it became, the longer it took to control, and the faster the number of infections in the community increased. The country had thousands of new infections and hundreds of serious cases every day. The pressure was on the health system in the southern provinces. A series of hospitals were overloaded with a lack of human and material resources. Being informed of the pressures faced by the health system when the number of Covid-19 cases reached its peak since the end of June 2021, SSI continued to increase cash donations as well as procurement of essential medical equipment for front-line hospitals in Ho Chi Minh City and Long An Province - the places with the highest number of Covid-19 cases and deaths in Vietnam.

In Ho Chi Minh city, the pandemic hotspot, SSI donated two real-time RT-PCR machines, 3,000 SARS-CoV-2 Invitro diagnostic test kits and ECMO machines for Nguyen Tri Phuong Hospital. The company also promptly donated essential medical equipment, including three high-function ventilators, to Thong Nhat Hospital - the frontline hospital in the treatment of Covid patients. In addition, in Long An province, SSI promptly donated thousands of SARS-CoV-2 antigen test trays to Chau Thanh District Health Center; handed over thousands of N95 9105 masks to Long An Department of Health for the doctors and nurses in the treatment of Covid-19 patients, etc.

SECURED "HOME FRONT"



Bên cạnh việc tích cực hỗ trợ ngành y tế, SSI cũng dành nhiều In addition to the generous support for the health sector, SSI deeply engaged in social well-being activities as well as other measures to support the people suffering from Covid-19 such as food aid, charity kitchen, etc. Over 180 tons of rice were promptly donated to disadvantaged residents, hospitals, cities, provinces, charitable organizations offering meals to the doctors at the front line.

In HCMC, since the Government's Directive 16, SSI has donated VND 2 billion to Vinh Nghiem Pagoda for food and meals for more than 9,000 front-line health professionals.

In Hanoi, since the very beginning of social distancing under Directive 17 of the City People's Committee, SSI employees have jointly supported 10 tons of rice for the "Loving Kitchen" to make more than 1,000 meals for the health professionals; donated 4.7 tons of rice for 470 patients at Ha Noi Nephrology Hospital; and another 10 tons of rice for people in hardship in Ha Noi, Nam Dinh, Phu Tho and Son La.



The evolution of the pandemic put more and more people in difficulties. Khanh Hoa province was also a pandemic hotspot evidenced by 5,500 cases positive to Covid-19 within only one month. Khanh Hoa had to establish a Covid-19 Relief Center to receive aiding resources and promptly distribute them to localities, isolation and lockdown areas in the province. In that context, SSI donated 100 tons of rice (worth VND 1.8 billion) to the provincial Covid-19 Relief Center. In addition, the Company also contributed VND 1 billion in cash to the Relief Fund of the Vietnam Fatherland Front Committee for Khanh Hoa Province to prevent and control the pandemic. Through the authorities, SSI's support gifts were timely transferred to disadvantaged households, partly supporting people to go through the crisis.

In 2021, to take the social responsibilities for the common development goals, the Company has continuously supported and accompanied the whole country with a wide range of practical actions to the right people, at the right time and at the right place. These efforts have alleviated difficulties and pressures caused by the pandemic and set up the new normal status.

WITHIN 4 MONTHS OF
THE FOURTH WAVE
OFCOVID-19 PANDEMIC
OUTBREAK

VND 16 BIL.

AND MORE HAVE
BEEN DONATED

AT 15 FRONT-LINE HOSPITALS AND MEDICAL CENTERS

- REAL-TIME RT-PCR COVID-19 TESTING MACHINES
- ECMO MACHINE SYSTEMS
- FUNCTIONAL VENTILATORS

~10,000 OF STANDARD N95 MASKS

2,800 DIAGNOSTIC KITS

3,000 COVID-19 IN VITRO DIAGNOSTIC MEDICAL DEVICES

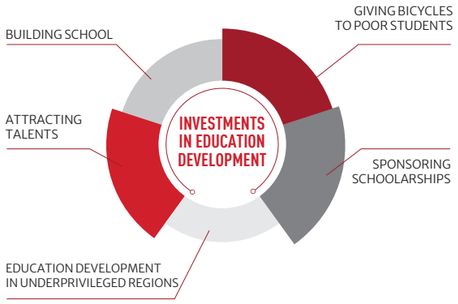
10,000 TEST TRAYS FOR QUALITATIVE DETECTIONOF SARS COV-2 ANTIGENS

- HUNDREDS OF TONS OF RICE FOR THE COMMUNITY
- TENS OF THOUSANDS OF FREE MEALS FOR DOCTORS AND HEALTHCARE WORKERS.

INVESTMENTS IN EDUCATION

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

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

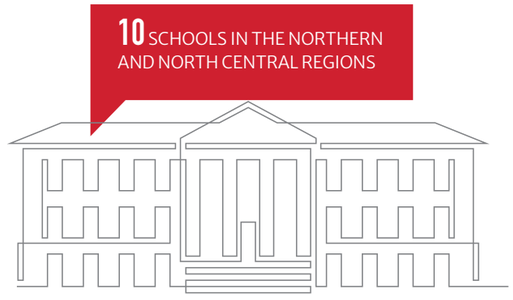


SCHOOL BUILDING PROJECTS

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

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

As for Bac Ha Ethnic Minority Boarding Secondary and High School, after coming into operation in 2010, the number of students has risen up and remained at a stable level, driving the development of education for the province, especially for ethnic minority students whose learning facilities are more limited than those in other areas.



TALENT DEVELOPMENT AND ACQUISITION

SSI adopts the view that social development must always be associated with educational development, and a growing economy must put education first.

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 the 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.

With the guiding principle of putting priority on succeeding generations of the country especially young employees who were professionally trained at domestic and foreign educational institutions, SSI allocated a budget to sponsor competitions for universities students and 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 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.

Besides, SSI has been accompanying the Association of Vietnamese Students and Professionals in the U.S. for many years to support, provide career counseling and join hands in bold business ideas of students with potential to be applied in practice. SSI is an annual sponsor of the VietChallenge Contest to support its mission of nurturing and developing disruptive and highly competitive startups, contributing to addressing the challenges of Vietnam and the global economy. From 2015 to 2021, SSI accompanied the "American Arms" Program - Annual Conference of the Association of Vietnamese Students and Professionals in the U.S. In addition to the funding of community engagement exchanges and activities, SSI also sent its senior managers to panel discussions on career orientation in order to equip the youngsters with the right perception of career choices.

Those activities not only indicate SSI's responsibility to uplift young enterprises, but also a direct response 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 SUPPORT FOR DISADVANTAGED AREAS

SSI has given special attention to educational development activities in disadvantaged areas. In particular, for schools in the mountainous areas in the North of Vietnam where people lived in unfavorable geographical locations and harsh weather, SSI adopted practical solutions to help the students and teachers there overcome difficulties in academic activities and social life by giving warm clothes, blankets, food for the 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.

PREVENTION AND RECOVERY OF NATURAL DISASTERS

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

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

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

These achievements have promoted the National Target Programs on New Rural Development and Sustainable Poverty Reduction.

Support to build safe house withstanding natural disasters

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

Sponsoring equipment for steering committees for natural disasters prevention and control and committees for search and rescue

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

PROMOTING AND SUPPORTING SUSTAINABLE DEVELOPMENT AND POVERTY REDUCTION

As an enterprise in the financial industry, SSI has always shown concern for community support to help people gain more knowledge as well as improve the working environment and production. For that reason, for several years in a row, acting to promote and support people to improve their livelihoods, eliminate hunger and reduce poverty has always been one of SSI's top priorities. The projects selected by SSI are always those of sustainable values, providing the localities and people with more resources for economic development. Some notable projects include building and investing more than VND 5.3 billion in the Program of Concreting streets and roads in two communes, My Hanh Nam and Duc Hoa Dong – Duc Hoa District – Long An Province, which contributed to the realization of one of the most important criteria in the New Rural Development program (2017 – 2021) to promote circulation and connect people's traffic with neighboring areas; improving drainage efficiency, preventing flooding, bettering urban environment; improving waste collection and transportation capacity, avoiding environmental pollution; donating more than 3,300 breeding sows to 9 border districts of Cao Bang Province to increase families' income (2018); implementing Program of Production along with Conservation and Social Security in Di Linh District – Lam Dong Province (2021).

Donation programs for patients and medical facilities have also been regularly implemented by SSI over the years. Last year, SSI donated medical examination and treatment equipment to the National Children's Hospital and Nguyen Tri Phuong Hospital and offered gifts, free meals, discounts on medical examination, treatment costs, and medicine costs, and travel expenses to the patients of Da Nang Oncology Hospital. At the same time, SSI also helped some patients through charity funds from newspapers and hospitals.

The Company regularly focuses on projects for community development in the areas affected by natural disasters and the pandemic. Not only helping the local people reduce poverty, overcome the consequences of natural disasters and the pandemic, and develop the economy, SSI also pays special attention to disadvantaged children. SSI annually cooperates with Binh An Development Center under the Friends for Street Children Association (FFSC) to provide gifts and organize a Mid-Autumn Festival for underprivileged children in Ho Chi Minh City.











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 2021, SSI had no recorded any damages to system security and any incidents related to loss of customer data.

SSI has completed thorough preparations and drills and responded to high-risk situations; without affecting the services provided to customers. SSI's Information Technology (IT) department not only focused on preparing to respond to cyber-attacks; but also invested resources to prevent and protect the system from internal threats.

Cyber-attacks: The Company has improved in monitoring to detect and prevent, with the primary goal of monitoring activity at the terminal and scanning for anomalies in the operation of IT systems; to have early warnings as well as proactive prevention actions, and take the following key actions:

- Adjusted information security policies to extend coverage to almost all aspects;
- Performed more frequent and larger-scale periodic vulnerability assessments for the entire IT system;
- Early warnings and reviews of all information security software before official installation and put into operation at SSI;
- Cooperated with Internet service providers as well as network security companies to increase bandwidth protection, standby connections and DDoS prevention mechanisms (Distributed Denial of Service);
- Diversified in the use of cloud computing services, ensured flexible redundancy and scalability, and service navigation to reduce the impact of services against cyber-attacks;
- Invested in both technology and human resources to enhance the capacity of the Information Security Operations Center (SOC).

Internal threats: This is a malicious threat stemming from individuals within the organization, such as employees, former staff, contractors, or business associates, who have information regarding security practices, organization's data and computer systems information. Therefore, in addition to good protection from cyber-attacks, SSI still implemented programs to reduce the impact of insider threats by training to raise awareness of staff and build systems to assist in data loss prevention.

- Built DLP (Data Loss Prevention) system to detect any abnormal information leakage;
- Labelled and classified documents to control and manage internal documents with corresponding levels of information security;
- Conducted training, raised awareness on Information Security, developed information security handbook, instructed staff when working remotely, used computer screensavers (PC Screensavers) and other internal communication activities were carried out continuously during the year.

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 Board of Directors, 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. The Board of Directors and the Board of Management 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 2021, 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 STANDARDS INDEX

GRI STANDARDS INDEX

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SCAN QR CODE FOR
ONLINE VERSION